

## DISASTER PREPAREDNESS AND RESPONSE CHECKLIST FOR SHELTERING



Having clear, actionable plans in place before a natural disaster or other emergency strikes can help you maintain the structural integrity of your facility; protect your employees and evacuees; and serve the affected community if needed for sheltering. Past hurricanes, earthquakes, and winter storms have shown the important sheltering role played by sports and other large-scale venues — both inside and outside of affected zones — under trying conditions.

The checklist on the following pages is meant as a starting point for the types of issues you should be considering if your facility could be called upon as a shelter during a natural disaster or other emergency.



	NOT STARTED	IN PROGRESS	COMPLETE
<b>EVALUATE PROPERTY LOSS CONTROL AND PROPERTY SECURITY:</b>			
Determine the maximum capacity the facility can safely and legally house under the conditions in which it might be used.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Determine the structural capabilities of the facility for severe or catastrophic natural disasters or other emergencies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Determine potential exposure to flooding or other leakage.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identify property — your own, your vendors', and your contractors' — that might be exposed to direct or indirect damage.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Review emergency plans or policies for mitigating property damage before an emergency situation and for recovery when it is over.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensure that monitoring systems are operating effectively to enable sufficient time for organized cancellation of events.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Verify that emergency generators, battery-operated equipment, and/or other supplies needed to maintain property integrity and security are available and operational.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identify security resources — fencing, barriers, additional manpower, and so on — that may be needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identify and update phone lists of roofing, window, electrical, and restoration contractors.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>REVIEW YOUR PROPERTY AND LIABILITY INSURANCE POLICIES:</b>			
Assess the liability arising out of shelter operations and the insurance required.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Review the property and liability policies to see who is responsible for claims and under what conditions the policies will/will not respond.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Determine if the facility is covered when operating as a shelter during a major disaster that has been declared a "state of emergency."	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If your facility is a designated shelter area, ensure that it is adequately protected for resulting property damage and injury to evacuees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consider event-specific insurance for the shelter operation to protect against the possibility that the contracting party may not be able or may be unwilling to provide it. Given the uncertain timing of a natural or man-made disaster, the contracting party may not be able to provide event-specific insurance when evacuees start arriving.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>EVALUATE BUSINESS CONTINUITY, EMERGENCY RESPONSE, AND CRISIS MANAGEMENT PLANS:</b>			
Develop formal plans and procedures to work with local, state, and/or federal agencies to address such issues as sanitation, transportation, security, food and water, medical supplies, building staffing, sleeping accommodations, housing for emergency personnel, communication to evacuees, shelter configurations, and so on.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Determine facility modifications required to provide the necessary sheltering services such as showers, food preparation, health care, and so on.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Establish the command-and-control system that will be used to operate the shelter.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Establish the source of reimbursement to the facility for the cost to operate the shelter and the cost to recover from having provided shelter operations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Determine the role of the government authority that activates the shelter in recouping operating and recovery costs and in funding the operation over an extended period of time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identify the shelter partners that will assist in the response.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meet with shelter partners' point people, and discuss their roles and how they will be integrated into the command-and-control system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Develop and test communications plans, protocols, and systems with emergency and government agencies and services to monitor conditions for when it is safe to release people. This may require the development of a transportation plan.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	NOT STARTED	IN PROGRESS	COMPLETE
<b>EVALUATE BUSINESS CONTINUITY, EMERGENCY RESPONSE, AND CRISIS MANAGEMENT PLANS (CONTINUED):</b>			
Determine with what party(ies) the facility will contract for shelter operations once ordered to do so by government. Prepare a sample contract to present to the contracting party(ies) for review and discussion. If possible, initiate the contract and have it executed in advance of if/when the facility is declared to be a shelter.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If necessary, negotiate terms with the appropriate contracting party that protects the facility's interest in recovering all costs and in protecting it against liability.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Develop action plans to respond to or evacuate shelter residents in case of a significant medical emergency.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Develop protocols and coordination with law enforcement to respond to a criminal incident at the shelter. For example, does a detention area need to be designated and established?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Develop and test an emergency evacuation plan for when the shelter is at maximum capacity, including identifying alternate shelter sites.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>PLAN FOR STAFF SAFETY:</b>			
Review and update staff notification plans, including staff home and emergency contact lists, if sheltering is required.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensure all staff are aware of sheltering policies and procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensure that staff members who stay on site during a storm and/or will be aiding with sheltering activities have current contact lists, potable water, nonperishable food, first-aid kits, flashlights, hand-held radios or cell phones, and other necessary supplies and incentives.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Review human-resource-related issues, including skills inventories and potential payments to staff involved in sheltering activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>EVALUATE CLAIMS PREPARATION AND MANAGEMENT ISSUES:</b>			
For workers' compensation claims, determine who is considered an employee. For example, are workers considered employees 24 hours a day in the shelter, or only when working?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide employees the means and training to document workers' compensation and other claims at the time they happen. This may take the form of kits that include cameras, appropriate documents, and such.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Review and update procedures and responsibilities for gathering and processing claims information. This should include identifying outside resources needed for claims preparation and recovery.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Determine if all asset values are up-to-date to reflect current values for potential claims involving property damage, business interruption, sheltering costs, and other coverage areas.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Secure and duplicate vital financial records — paper-based and digital — at a water- and wind-protected site.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meet with insurers to set claims management protocols and determine who will represent insurers and your organization in the adjustment of claims. Be prepared to meet with all parties to establish claims and communications guidelines immediately after an event.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintain detailed tracking of all documentation requests — what was requested, who requested it, who is responsible to respond, and when and to whom the information was sent.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Determine facility lease or rental cost during the sheltering phase as this may be recoverable from the government.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>PREPARE FOR POST-EVENT ISSUES:</b>			
Establish a plan for getting the facility back to a condition in which it could host events that were scheduled before the emergency.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



## Meeting Your Disaster Preparation and Response Needs

For more help with hurricane planning and response issues, contact your Marsh representative and visit [marsh.com](http://marsh.com).

You may want to contact Marsh's catastrophe response coordinators about these issues:

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You can also send inquiries to [at.risk@marsh.com](mailto:at.risk@marsh.com).

If you require assistance with your claims management and recovery following a natural disaster or other event, you can call us toll-free on the Marsh Catastrophe Hotline at 866 252 7492.

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