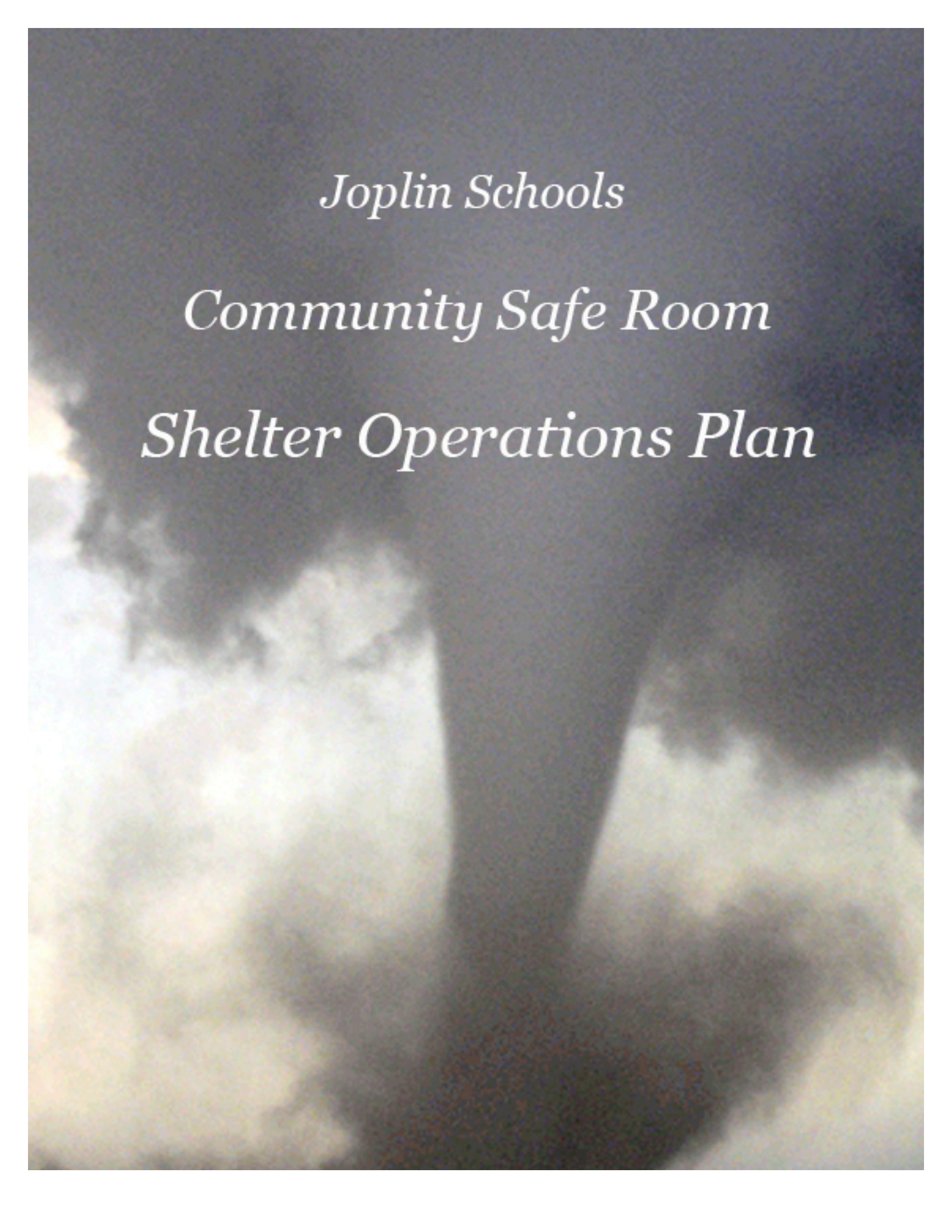


Community Safe Room (CSR) Sample Operations and Maintenance (O&M) Plan

This multi-use safe room O&M plan is an example of the procedures followed for a community safe room located within a school that is also intended to be open to the public. The purpose of providing examples is to provide a starting point to help communities identify issues requiring careful consideration and planning so they can find appropriate solutions tailored to their specific needs. It would not be appropriate to provide a one-size-fits-all set of criteria for operating and maintaining safe rooms everywhere in the United States. For example, urban, suburban, and rural areas typically have different modes of transportation, communication, and local resources, all of which would be considered specifically when preparing an effective O&M plan. Please note that safe rooms constructed with FEMA grant funds must meet the minimum requirements for O&M plans as described in the most current edition of FEMA's Hazard Mitigation Assistance (HMA) Unified Guidance. The FEMA HMA Unified Guidance is updated periodically. To review or download the most current HMA Unified Guidance, refer to: <https://www.fema.gov/hazard-mitigation-assistance>.



Joplin Schools

Community Safe Room

Shelter Operations Plan

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1 INTRODUCTION

For the purposes of this document, the term “community safe room” is a building, structure, or portion thereof that has been designed and constructed to provide life-safety protection of its occupants in compliance with the design and construction criteria for community safe rooms as defined by FEMA 361. The focus of this Shelter Operations Plan (SOP) is to provide procedures for opening, managing, and closing down a community safe room in response to a severe wind storm or tornado.

1.1 Purpose of Community Safe Rooms

Community safe rooms are opened when the National Weather Service issues a Tornado Watch for our area, a Tornado Warning for our area, or a _____ is expected for our area. Community safe rooms are intended to save lives by providing a safe space that has been designed and constructed to resist the wind forces and debris impacts from a storm or event. They are equipped to provide only the basic essentials in order to protect their occupants and to support their intended purpose (e.g., water, basic sanitation, basic first aid, and some electricity). Since the purpose is life safety for a minimum specified duration, community safe rooms do not provide beyond these essentials.

As stated above, community safe rooms are generally intended to operate for a very limited time. In a scenario involving a tornado, a community safe room may function for only a matter of hours. In most instances, evacuees should be able to return to their homes within a short time or relocate to other housing. These community safe rooms are not intended to be used as long-term safe rooms, (e.g., providing more considerable mass care – meals, showers, and cots to displaced families). This publication is not intended to address long-term sheltering needs or issues.

1.2 Scope

This publication is a guide for individuals responsible for opening and operating a Joplin school community safe room for the reception and care of students, staff and general population evacuees prior to, during, and immediately after a storm. This SOP is used to orient and familiarize individuals on the procedures and guidelines that govern operations at a Joplin school community safe room.

1.3 Safe Room Population

The Safe Room population will consist of students/staff from the school, participants/spectators from the athletic fields or evening activities and community members within a 5 minute walking/one-half mile driving distance.

1.4 Training

The building Principal will conduct a minimum of two (2) tornado drills a semester. Each drill will be recorded for each building on an Emergency Drill Report Form. When the building principals execute a tornado drill they will start with setting off the school's tornado warning alarm system. This alerts all students and staff to proceed to their designated area. Teachers will use the buddy room system moving safely and efficiently to their designated areas. Once inside the Safe Room, teachers will take roll to ensure all students are accounted for. Teachers will use red and green signaling to notify the principal as to the status of their class. Staff assigned to the Shelter Operations Team will report to their assigned areas once inside the Safe Room.

Community volunteers will be trained to supervise the community safe room during non-school hours. Community volunteer training programs will be developed by the District Safe Room Coordinator.

1.5 Definitions

Tornado Watch

A Tornado Watch is issued by the National Weather Service when conditions are favorable for the development of tornadoes in and close to the watch area. Their size can vary depending on the weather situation. They are usually issued for durations of 4 to 8 hours. They normally are issued well in advance of the actual occurrence of severe weather. During the watch, community safe rooms will be unlocked and prepared for occupancy. People should review tornado safety rules and be prepared to move to a place of safety if threatening weather approaches.

Tornado Warning

A Tornado Warning is issued by the National Weather Service when a tornado is indicated by radar or sighted by spotters. People in the affected area should seek safe shelter immediately. A Tornado Warning can be issued without a Tornado Watch being already in effect. They are usually issued for a duration of around 30 minutes. When a Tornado Warning is issued, Joplin tornado sirens will be sounded and the community safe rooms will be unlocked. People should immediately move to shelter.

Severe Thunderstorm Watch

A severe thunderstorm watch is issued by the National Weather Service when conditions are favorable for the development of severe thunderstorms in and close to the watch area. A severe thunderstorm by definition is a thunderstorm that produces one inch hail or larger in diameter and/or winds equal to or exceeding 58 miles an hour. The size of the watch can vary depending on the weather situation. They are usually issued for a duration of 4 to 8 hours. They are normally issued well in advance of the actual occurrence of severe weather. During the watch, people should review severe thunderstorm safety rules and be

prepared to move to a place of safety if threatening weather approaches. Community safe rooms will not be unlocked when a Severe Thunderstorm Watch is issued.

Severe Thunderstorm Warning

A Severe Thunderstorm Warning is issued by the National Weather Service when a severe thunderstorm is indicated on radar or a spotter reports a thunderstorm producing hail one inch or larger in diameter and/or winds equal to or in excess of 58 miles an hour. Severe thunderstorms can produce tornadoes with little or no advance warning. A Severe Thunderstorm Warning is usually issued for a duration of one hour. They can be issued without a Severe Thunderstorm Watch being already in effect. Community safe rooms will not be opened during a Severe Thunderstorm Warning unless winds of a severe thunderstorm are expected to reach 75 mph in our area. In that case, Joplin tornado sirens will be sounded and the community safe rooms will be unlocked. People should immediately move to shelter.

Shelter Operations Team

A team of school district personnel assigned to execute all aspects of the Community Safe Room Shelter Operations Plan during weather events that occur during school hours.

Volunteer Shelter Operations Team

A team of community volunteers assigned to execute all aspects of the Shelter Operations Plan during weather events that occur during non-school hours.

2 PROCEDURES

2.1 Direction and Control

Table 1 illustrates the staffing structure and chain of command for Joplin Schools Community Safe Rooms during school days and hours.

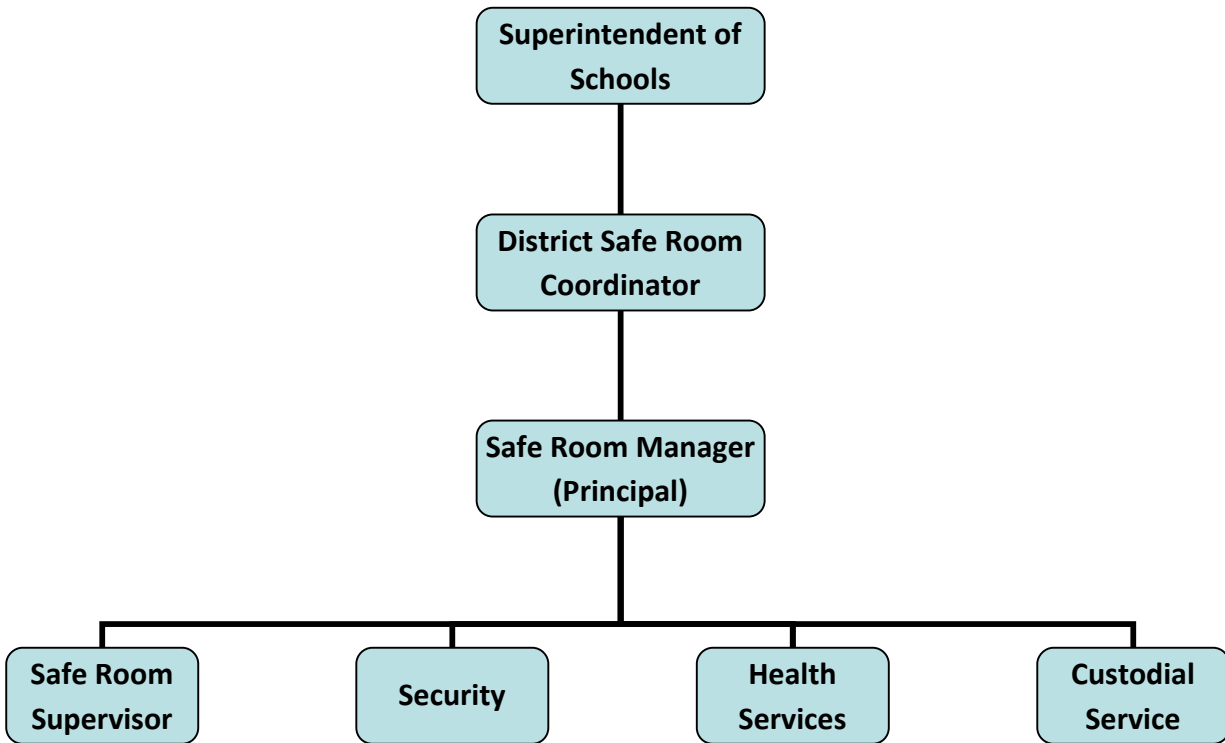


Table 1. Staff Organization for a Community Safe Room During School Hours

2.2 Roles and Responsibilities

It is important to have personnel assigned to various roles and responsibilities **BEFORE** a severe weather event occurs in order to implement and carry out the Shelter Operations Plan. The Director of Instructional Services from the administrative offices will assume the role of District Safe Room Coordinator. The Shelter Operations Team at the building level should consist of a Safe Room Manager (the building Principal), a Safe Room Supervisor,

Security personnel, Health Services personnel, Custodial Services personnel, alternate members to serve as assistants or backups, and if necessary other personnel designated in order to successfully carry out the Shelter Operation Plan at the site. Personnel will only be assigned to these roles when the Shelter Operations Plan is activated during school hours.

During non-school hours, the Volunteer Shelter Operations Team, made up of community volunteers, will be initiated. The Volunteer Shelter Operations Team will consist of a Volunteer Safe Room Supervisor at a minimum.

Each team member and designated personnel must be able to take on multiple assignments or roles and perform all assigned tasks effectively before, during, and after a severe weather event.

District Safe Room Coordinator (the Director of Instructional Services) will:

- Develop and maintain the Community Safe Room Shelter Operations Plan.
- Develop community volunteer education and training programs for members of the Volunteer Shelter Operations Team who will manage community safe rooms during non-school hours.
- Develop and distribute newsletters to area residents within 1.5 miles of each community shelter regarding the availability and use of the tornado shelter.
- Ensure that each school with a community safe room has a Shelter Operations Team.
- Notify facility representative(s) and building principals (Safe Room Managers) when a Tornado *Watch* has been issued during school hours by the National Weather Service, and will advise them to prepare the community shelter for occupancy and monitor weather conditions.
- Utilize various methods of tracking storms (e.g., NOAA Weather Radio, local weather reports.)
- Establish contact with facility representative(s) and building principals (Safe Room Managers) to activate the Shelter Operations Plan when, during school hours,
 - a Tornado Watch is issued by the National Weather Service for our area, or
 - a Tornado Warning is issued by the National Weather Service for our area, or
 - _____ is expected for our area, and/or
 - the local tornado sirens are sounded.
- Monitor the storm via NOAA weather radio, TV, radio, radar, or other methods and will determine when conditions warrant to allow Safe Room occupants to leave and will notify facility representative(s) and Safe Room Managers at that time.

- Conduct an after action review with Safe Room Managers following activation to determine the need for any changes to the SOP.

Safe Room Manager (Building Principal) will:

- Organize a Shelter Operations Team for their community safe room, and will identify at least one alternate person for each team member.
- Coordinate tornado drills and determine the number of drills necessary to prepare for a real event (at least 2 per semester).
- Determine signage and maps required.
- Post signage route maps and floor plans at all entrances and other strategic areas.
- Remove any temporary signage at the end of the event.
- Periodically check signage for theft, defacement, or deterioration and repair or replace as necessary.
- Coordinate with Health Services to pre-identify building occupants with special needs and medical conditions and arrange assistance for those occupants needing help to the shelter (all complications should be anticipated and managed prior to the event).
- Utilize various methods of tracking storms when there is a potential for severe weather (e.g., NOAA weather radio, TV, radio, radar, or other methods).
- Place the Shelter Operations Team on alert when a Thunderstorm or Tornado Watch is issued so they can prepare to take action if necessary.
- Activate the Shelter Operations Team and implement the Shelter Operations Plan:
 - At any time they feel it is necessary.
 - When a tornado warning is issued by the National Weather Service for our area.
 - When a _____ is expected for our area, or
 - When the local tornado sirens are sounded.
- Make sure everyone is safely in the Safe Room within five (5) minutes from the sound of the alarm.
- Make sure the Safe Room doors are secured at such time it's deemed necessary for the safety of the occupants.
- Monitor the storm via NOAA weather radio, TV, radio, radar, or other methods to know the status of the storm, but will wait for notification from the District Safe Room Coordinator, or their designee, who will determine when conditions warrant allowing Safe Room occupants to leave.

- Will ensure students are escorted out of the Safe Room in a safe, orderly manner when notification that it is safe to leave the Safe Room is received.
- Replenish supplies and direct any Safe Room cleaning/maintenance.
- Purchase supplies, maintain storage, keep inventory, and replace outdated supplies in accordance with the equipment and supplies list.
- Conduct evaluations after drills, exercise, or actual emergency to determine effectiveness of the plan. Record drill dates and times on the Emergency Drill Report Form.
- Log all weather events which trigger the use of the Community Safe Room
 - Date and time
 - Reasons for shelter use (i.e. Tornado Warning, Severe Thunderstorm Warning).
 - Time the shelter was locked down and unlocked
 - Comments regarding the weather event and operation of the plan.

Safe Room Supervisor will:

- Locate at the entrance to help get community members into the Safe Room in a safe and orderly manner.
- Instruct community members on where to assemble within the Safe Room as they arrive.
- Monitor the Safe Room occupants to ensure their needs are being met.
- Maintain the integrity of the Safe Room.
- Ensure that community safe room occupants are receiving updated information about the storm and all of the resources available to them.
- Apprise the Community Safe Room Manager of any problems that arise.

Security will:

- Unlock and lock the Safe Room for occupancy.
- Assist the Safe Room Supervisor in getting community members into the Safe Room in a safe and orderly manner.
- Instruct community members on where to assemble within the Safe Room. Control the movement of people.
- “Lock down” the Safe Room.
- Maintain the integrity of the Safe Room.

- Contact Health Services, or emergency personnel if needed, for the treatment of injured persons.
- Prevent unauthorized entry into hazardous or secured areas.
- Make regular rounds of the interior of the facility.

Health Services will:

- Pre-identify building occupants with special needs and medical conditions and arrange assistance for those occupants needing help to the shelter (all complications should be anticipated and managed prior to the event).
- Work with the Community Safe Room Manager in ensuring the security of all medical supplies and equipment.
- Provide medical coverage for the community safe room occupants during school hours. Report medical issues and emergency situations to the Community Safe Room Manager.

Custodial Services will:

- Unlock and lock the Safe Room for occupancy.
- Be able to operate the heating/cooling ventilation systems, the generator and the closure of all shelter openings.
- Periodically inspect the primary shelter room doors for proper operation.
- Inventory, maintain and update Safe Room equipment as necessary, including batteries for the NOAA Weather Radio to ensure all equipment will operate properly during an event
- Be able to operate all shelter equipment including the generator.
- Be responsible for the “standard” cleaning of the Safe Room during normal operations and also after a storm event.
- Will ensure that all necessary repairs and maintenance are performed, as per FEMA 361, when damage occurs to the facility.

2.3 Operations Plan

During School Hours

1. When the National Weather Service issues a Severe Thunderstorm *Watch* or Tornado *Watch* for our area, the District Safe Room Coordinator will notify facility representatives and building principals about the Watch and will advise them to monitor weather conditions. Administrative staff, principals and other designated individuals will monitor weather conditions via NOAA weather radio, TV, radio, radar, or other methods.

2. When a Tornado Watch is issued by the National Weather Service, the community safe rooms will be unlocked and readied for occupancy. Surrounding residents will be allowed to occupy the Safe Room when a Tornado Watch is issued. Each school principal (Safe Room Manager) will determine how many community members will be allowed to occupy the Safe Room during the school day. Priority will be given to students and staff.
3. Building principals are free to move students and staff to the Safe Room at any time they deem necessary, but when a Tornado Warning, or
is expected for our area, or the local tornado sirens are sounded:
 - The community safe rooms will be unlocked (if not already).
 - The District Safe Room Coordinator, or their designee, will notify facility representative(s) and building principals and will advise them to immediately activate the Shelter Operations Plan.
 - Building principals (Safe Room Managers) will alert their staff and students to go to the Safe Room.
 - Teachers will evacuate to the shelter utilizing the buddy room system.
4. Five minutes after the school's storm shelter alert is sounded, the staff and students will all be located in the Safe Room. Teachers will take attendance and use the red and green signaling to notify the principal about the status of their class. Any teacher who is a Shelter Operations Team member will then turn their students over to their Buddy Room teacher before assuming their shelter assignment.
5. The Safe Room doors will remain unlocked to allow community members access to the Safe Room. The Safe Room doors will be locked when the Safe Room Manager deems it necessary for the safety of the occupants.
6. While in shelter, community members will be kept separate from students.
7. The Safe Room Manager, or designee, will continue to monitor the status of the storm via NOAA weather radio, TV, radio, radar, or other methods, but will wait for notification from the District Safe Room Coordinator, or their designee, who will determine when conditions warrant allowing Safe Room occupants to leave. NOTE: The fact that the sirens have stopped sounding is not an indication that the warning has ended. Sirens may sound several times based on the threat.
8. After the District Safe Room Coordinator notifies the Safe Room Manager that conditions warrant allowing Safe Room occupants to leave, teachers will be permitted to return to the classroom with their students, again using the buddy room system.
9. After the storm event, the custodial/maintenance staff will check and restock all supplies and clean and perform any necessary maintenance on the facility.

10. When there is damage to the Safe Room facility, the custodial/ maintenance staff will ensure that all necessary repairs and maintenance are performed as per FEMA 361.

During Non-School Hours

1. When a Tornado *Watch*, Tornado *Warning* or is expected for our area, or the local tornado sirens are sounded:
 - The school district's automation system will unlock and turn on the Safe Room lights.
 - The school district's automation system will cause the Volunteer Shelter Operations Team to be notified and will advise them to go to their designated areas.
 - Members of the Volunteer Shelter Operations Team will immediately respond to the shelter and place themselves at the entrances to help get community members into the Safe Room in a safe and orderly manner.
2. The Safe Room doors will remain unlocked to allow community member access to the Safe Room. The Safe Room doors will be locked when the Volunteer Safe Room Supervisor deems it necessary for the safety of the occupants.
3. During the storm event, the Volunteer Shelter Operations Team will:
 - Be inside the Safe Room monitoring the storm via NOAA weather radio, TV, radio, radar, or other methods
 - Control the movement of people.
 - Contact emergency personnel, if needed, for the treatment of injured personnel.
 - Prevent unauthorized entry into hazardous or secured areas.
 - Monitor the Safe Room occupants to ensure their needs are being met.
4. The Volunteer Safe Room Supervisor will then make the decision as to when the community members may safely leave the Safe Room and help occupants exit in an orderly, safe manner. This will typically be once the warning has ended. NOTE: The fact that the sirens have stopped sounding is not an indication that the warning has ended. Sirens may sound several times based on the threat.
5. When closing, the Volunteer Shelter Operations Team will ensure that all occupants vacate the Safe Room facility. Once all occupants are out, the Volunteer Shelter Operations Team will also leave and lock the exterior door(s).
6. After the storm event, the custodial/maintenance staff will check and restock all supplies and clean and perform any necessary maintenance on the facility.
7. When there is damage to the Safe Room facility, the custodial/ maintenance staff will ensure that all necessary repairs and maintenance are performed as per FEMA 361.

2.4 Maintaining Security of the Building

During occupation of the community safe room, it is the responsibility of the Community Safe Room Manager, Safe Room Supervisor and Security personnel to ensure that the building is secure. During the storm, doors and windows to the facility must remain closed to ensure the integrity of the building. Emergency situations should be reported to the Safe Room Manager.

2.5 Basic Rules

Community safe room occupants are expected to adhere to some basic rules and conduct themselves in an orderly fashion. Basic community safe room rules include the following:

- During school hours, students and staff have priority for Safe Room occupancy.
- The Safe Room is open only to the public when a tornado watch, tornado warning, or a _____ is expected for our area, and/or the tornado sirens have been sounded.
- The Safe Room will remain open only until the watch and/or warning is lifted. When the watch and/or warning expires, the Safe Room must be evacuated.
- During school hours, a Safe Room Manager is in charge and will be on duty to maintain the facility and to close it after the watch and/or warning expires. After school hours, a volunteer Safe Room Supervisor will be in charge. Please follow the directions of the Safe Room Manager/Supervisor or other school personnel at all times.
- Weapons are prohibited in the Safe Room and on all school property.
- Smoking or the use of tobacco in any form is prohibited in Safe Rooms and on all school property.
- Alcohol and drugs (other than those prescribed by a doctor) are prohibited in Safe Rooms and on all school property.
- Pets are not allowed in the Safe Room unless they are confined in an owner provided and airline approved carrier.
- Radios or music devices may be used only with individual earphones.
- Safe Room doors must remain closed at all times.

Community safe room occupants who cannot adhere to the community safe room rules or are disruptive to the orderly functioning of the community safe room will be referred to security or local law enforcement personnel and may have to be removed from the facility.

2.6 Debriefing

The Safe Room Manager should schedule a debriefing session with their staff, (or with the community volunteer if the activation was after school hours), within a short timeframe after the event to allow them to discuss their actions and suggest improvements for future activations. Any suggested changes to the Shelter Operations Plan should be forwarded to the District Safe Room Coordinator.

2.7 Restoration of Facility

Arrangements must be made for the facility to be cleaned and restored to its original condition as soon as possible. The Community Safe Room Manager will ensure that the facility is cleaned and restocked and that an inventory of supplies and equipment is made after every severe weather event in which the shelter is placed into active service. See the Equipment and Supplies list (attachment 1) for a complete inventory. The Facility Survey (Attachment 2) will be used to complete the inventory and any problems or missing equipment/supplies are to be documented on this form. Completed forms should be signed and turned into the Safe Room Manager (Principal).

2.8 Facility Survey

Following a weather event and after the Safe Room has been vacated, the Safe Room Manager, if during school hours, or the Volunteer Safe Room Supervisor, if during non-school hours, must complete a Facility Survey (Attachment 2). The survey should document the conditions of the facility at the closing and document any damages or losses to equipment that was utilized during the community safe room operation. Completed forms should be signed and turned into the Safe Room Manager (Principal). In addition, the Safe Room Manager will ensure that a monthly survey of the facility is completed.

2.9 Regular Maintenance

Joplin Schools will be the official owner of the Safe Room and will be responsible for performing all routine maintenance of the facility. Regularly scheduled maintenance on the multi-purpose safe room will consist of the following:

Schedule		Performed by
Daily/Weekly Cleaning:	<ul style="list-style-type: none">Bathrooms – toilets, sinks mirrors, floors and restocking supplies (soap, toilet paper, paper towels)Open floor space – sweepDispose of garbage	Custodial staff
Monthly:	<ul style="list-style-type: none">Ensure batteries in flashlights are still workingReplenish battery supply	Custodial and Maintenance staff

	<ul style="list-style-type: none"> • Check light bulbs and replace any that are not functioning properly • Check batteries in weather radios to ensure they are working properly • Operate/test the heating/cooling ventilation systems • Operate/test generator 	
Bi-Annual Basis:	<ul style="list-style-type: none"> • Checking geothermal heating and cooling ventilation system and perform a standard review of equipment to ensure proper functioning • Check hinges on doors 	Maintenance staff and other certified heating/cooling professional
Annual Basis:	<ul style="list-style-type: none"> • General review of safe room interior/exterior to check for any items that may need minor repair 	Custodial/maintenance staff or other certified building inspector
As Needed Basis:	<ul style="list-style-type: none"> • Replenish first-aid kits/supplies after a severe storm event 	Health Services
	<ul style="list-style-type: none"> • Train new employees 	Safe Room Manager
	<ul style="list-style-type: none"> • Replace batteries • Replace signage • Replace light bulbs • Snow removal • Mow grounds 	Custodial/Maintenance staff
Generator:	<ul style="list-style-type: none"> • As per the dealer recommended maintenance schedule. See generator for scheduled maintenance schedule 	Maintenance staff or other certified dealer professional

Generator:

Generator maintenance will be performed as per manufacturer guidelines outlined in the generator operations manual. The standard generator maintenance will be performed and tracked on a maintenance schedule by the assigned Joplin Schools Maintenance staff or dealer certified professional when applicable.

Custodial staff will be trained on operation of the emergency generator. Directions for the operation of the generator will be clearly posted next to the generator and placed in an

operations manual located in the storage area of the Safe Room.

Attachment 1: Community Safe Room Equipment and Supplies List

Equipment and Supplies List

An inventory of the following supplies must be made once a month and after every severe weather event that results in the community safe room being placed into active service. The Facility Survey (Attachment 2) will be used to complete the inventory and any problems or missing equipment/supplies are to be documented. Completed forms should be signed and turned into the Safe Room Manager (Principal).

The following Equipment and supplies should be stored in the community safe room office unless otherwise indicated.

2 Hard copies of the Shelter Operations Plan

1 NOAA Weather Radio (battery powered; continually recharging)

1 AM/FM Radio

10 Flashlights

Batteries for flashlights

2 ABC Fire Extinguishers (mounted in Safe Room)

First-Aid Supplies (school's Medical Team supplies)

Toilet paper (Custodial Closet)

Paper towels (Custodial Closet)

Cleaning equipment such as brooms, trash-cans, trash-bags (large and small), soap, towels, buckets, disinfectants, etc. (Custodial Closet)

Facility Survey

Joplin Schools Community Safe Room

Date of Inspection: _____ Monthly Inspection Post-Event Inspection

Inspector(s): _____

Instructions: Record whether each item is present and if any item is damaged or needs replaced

Community Safe Room Equipment and Supplies				
Item	Item Present		Describe Damage or Need for Replacement	Date Resolved
	Yes	No		
1 - Operations Plan				
1 – NOAA Radio				
10 - Flashlights				
Extra Batteries				
First-Aid Supplies				
Safe Room Structure	✓			
Safe Room Doors	✓			
Signage				
Other				

Comments / Suggestions (include head-count – not required for drills):

Signatures of Inspectors:
