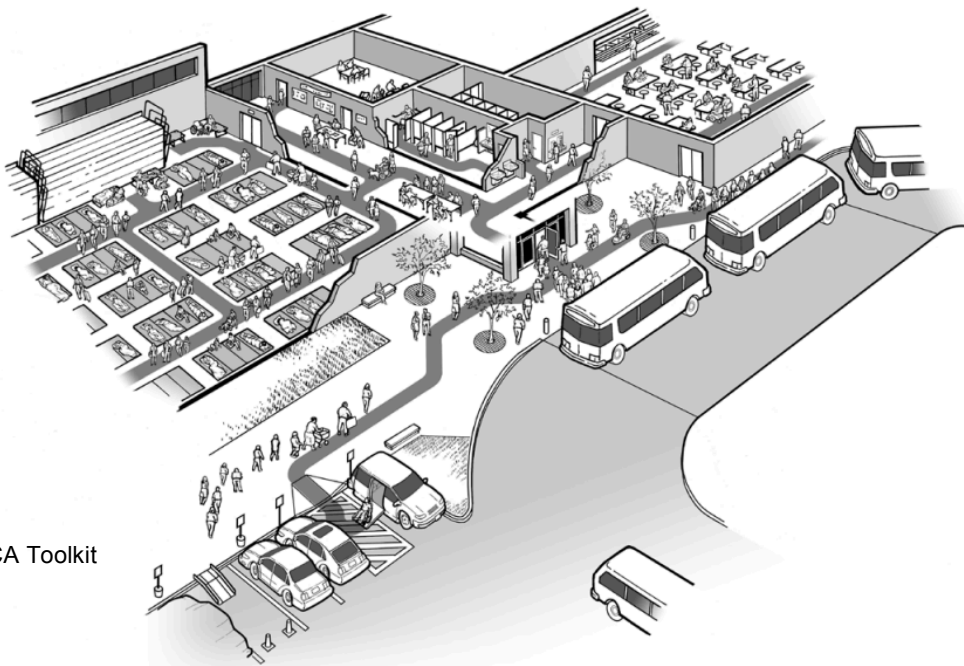


The Registration Team Leader and workers are responsible for ensuring that persons entering or leaving the shelter go through the registration process. During the registration, individuals with specific needs, such as illnesses, should be identified and referred to the correct person within the organization (e.g. anyone with an illness or medical problem should be sent to the Medical Unit.) The Shelter Registration forms are key to providing information to families outside the area, as well as to other response officials regarding occupancy levels. ***Without complete, legible, and accurate information about the residents of the shelter, the ability to provide needed services is impaired.***

Initial Actions: Set Up

- Place the reception desk near the entrance to welcome those entering the shelter, to answer their questions, and to direct them toward the registration tables and registrars. Allow enough space for a waiting area.
- Use a sufficient number of tables to ensure that everyone entering is registered within a reasonable period of time.
 - Ensure registration tables are at an accessible height. Table height should be 34" max and 28" min. Knee clearance should be 27" min. Knee clearance extends at least 19" under the table (see illustration: Source ADA Compliance Checklist).
- Coordinate with Communication's Unit to ensure signs are posted directing people to the registration area, and clearly marking the registration desk or tables. ***Ensure route is accessible (aisle depth at least 5 feet) and if not, provide an alternate route.***
- The Communications Unit should post a sign informing clients that all bags are subject to inspection.
- Recruit volunteers to translate and prepare signs for shelter residents who are non-English speaking.
- Use only one entrance to the building, if possible, to support effective registration efforts and provide a secure environment. Position signs and/or shelter staff at other entrances to direct shelter residents to appropriate areas. However, make sure fire exits are not blocked and that the entrance is accessible.



Source: ADA.gov PCA Toolkit

Initial Actions: Registering Individuals and Families

- Use the Access and Functional Needs Intake Form to register ALL individuals.**
Use index cards (3" x 5", 4" x 6", etc.) or pads of lined paper, if that form is not available.
- Use one form, one card, or one sheet of paper **for each family**. A family usually consists of all persons living in a household.
- Provide the following to each client or family as they register:
 - **Shelter Rules and Regulations Information**
 - **Shelter Client Media Release Form**
- Identification is required for registration (this may be waived in emergencies) see acceptable items below:
 - Driver's license
 - State issued photo ID
 - School ID
 - Valid Passport or other Federal ID
- Unacceptable Identification (again, this may be waived in emergencies)
 - Social Security Card
 - Credit Card
 - Birth Certificate
 - Expired Passport
 - Yearbook
 - Physical description

- If a shelter client is a registered sex offender, they must identify themselves as such. This requirement is included in the Shelter Client Rules and Regulations. If someone identifies himself or herself, refer them to the Shelter Security Officer.



Make Referrals When Necessary

- Recruit shelter residents or local volunteers to help with registration, if registration workers are not available.
- Indicate in the margin of the registration form those shelter residents who would like to volunteer for specific shelter jobs or have a specific skill that can be utilized in the shelter.
 - Refer these individuals to the Volunteer Unit
- Refer the following persons to the Medical Team Leader:
 - Ill or injured persons
 - Those on special medications or diets
 - Those who claim to have medical training
 - The Medical Team Leader and staff should be available at the registration desk to help screen arrival at the shelter who need medical attention
- Refer persons with missing or deceased family members to Behavioral Health Services staff.
- Refer people who have:
 - Pets or service animals to the Animal Shelter Branch Manager.
 - Access and functional needs to the FNSS Advisor
 - Complaints about the facility to the Ombudsman
- Once Registration is complete all individuals should proceed to the Dormitory area to get assigned a living area.

Turn In All Documentation

- Provide registration forms to the Human Shelter Branch Manager at the end of each shift.

Ongoing Actions

- Place a sign at each shelter exit reminding those leaving the shelter to go to the registration desk for “out-processing.”
- Those leaving the shelter temporarily must use the “***Sign-in, Sign-out Form***” every time they leave. (Make sure dates and times are always noted.)
- Maintain a log for visitors to sign in and out.
- Escort official visitors, including the media, to the shelter manager. (***Do NOT provide quotes to the media regarding shelter occupancy***—Do NOT post information about shelter occupants to social media.)
- Maintain a shelter census and, as required, report this information to the Human Shelter Branch Manager using the ***Activity Log***.
- Provide a job induction for new or newly arriving registrars.

Closing Actions

- For those families leaving the shelter permanently, the registrar should request they provide their ***Shelter Client Discharge Form***, which they would have completed with their Case Manager; forward all of the forms to the Human Shelter Branch Manager.
- Ensure that shelter registration forms are forwarded to the appropriate location, as instructed by the shelter manager.