

How to open a Mass Care Centre in Iceland – Checklist

- Once you are on your way or on location, contact the RC Emergency-Back-up line to inform them when the center is open for victims and ask them to send an online registration link to register people staying in the mass help shelter.
- Find appropriate equipment by finding and opening the emergency supply cabinet/bag/trailer.
- Identify yourself as volunteer of the Red Cross with a vest or lanyard.
- Register the volunteers arriving at the mass care center and distribute tasks.
- Organize door supervision.
- Mark access routes with yellow tape.
- Fly the Red Cross flag outside to indicate the location of the mass help center.
- Set up a registration table at the entrance.
- Register victims in and out (preferably through the registration link on a computer).

Mark areas in the mass care center with signage such as:

- Registration table
- Interview area
- First aid area (if necessary)
- Canteen
- Rest area
- Children's area
- Communication/control room
- Volunteer area

Important things to remember

- Hold regular status meetings with volunteers and others involved in the mass care center to ensure everyone is informed.
- Keep victims continuously informed about the situation (no news is also information)
- Organize shifts for volunteers and ensure they get adequate rest.
- Keep track of all expenses and receipts/invoices and obtain approval from the operations management or the RC Emergency Back-up Line.
- Organize a debriefing meeting for volunteers by the end of their shift

Coordinator of the Mass Care Centre (The first person to arrive)

- Divides tasks between volunteers according to the checklist above. Assigns responsible individuals as needed, such as for registration, canteen management, sanitation, setting up a children's area, preparing beds, and more.
- Maintains and establishes contact with the emergency back-up line of the Red Cross and the Red Cross representative in local command center if applicable. Notifies them that the center is open, and they keep each other updated during the operation.
- Holds a brief status meeting and decides on the next steps together with other volunteers.

Equipment for Mass care centers

Depending on location, the equipment is stored in emergency supply cabinets, emergency response trailers, or backpacks.

1. Registration forms – The RC Emergency Back-up line sends a registration link to the coordinator of the mass care center for computer registration.
2. Red Cross vests or other identification for volunteers.
3. Signage, flags, and yellow tape to mark the station, access routes, and operational units within it.
4. Writing materials, teacher's tape, and sheets.
5. Blankets and beds.
6. Access to internet-connected computers (smart devices also work).
7. Radios.
8. Kitchen, canteen equipment, and food supplies.
9. First aid kit.