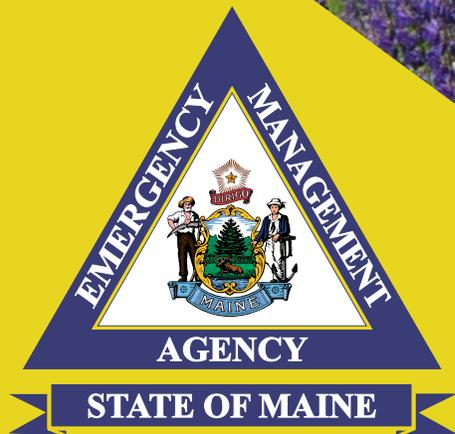


MAINE MASS CARE UPDATE



April 2026

**Prepared by
Bill Guindon – Mass
Care Coordinator**

Community Lifeline Considerations in Mass Care

A few months ago, I had the opportunity to deploy to another state to support Mass Care response and recovery efforts following a significant weather event. During the response and recovery efforts, Community Lifelines were used to identify immediate needs and to monitor progress. The Food, Water, and Shelter Community Lifeline needs of survivors were identified early in the disaster as a priority. Each operational briefing at the start of the day included a review of the status of Community Lifelines previously identified as priorities.

During the disaster, the color-coded Community Lifelines were used to categorize the severity of the impact on survivors' access to essential services. The color-coding system typically involves the following:

Green: Minimal Impact

Yellow: Moderate Impact

Red: Significant Impact

Gray: Unknown Impact

The color codes helped emergency managers quickly assess the status of community lifelines and prioritize response activities based on the severity of impacts. During the decision-making and planning process, the color-coding system became a critical element in ensuring effective response and recovery operations. Each time the impact on a lifeline shifted from Red to Yellow, there was a sigh of relief and a sense of encouragement among those involved in the response and recovery efforts. While there was still a lot of work to do, each color change brought a much-needed morale boost to those fervently serving survivors.

Lifelines do not operate in a vacuum. Failure in one typically causes failures in others. For example, a failure in Energy (power outage) often causes a failure in Communications (cell towers cease to operate) and Transportation (traffic signals no longer work). To accurately capture these cascading effects, collaboration with other responders to determine how a status impacts their operations is essential.

Determining The Status of a Mass Care Community Lifeline

The status of Lifeline depends on the capabilities of the underlying components and is informed by situational awareness reports, impact assessments, and conversations with partners across the public, private, and non-profit sectors.

- ▲ Mass Care and Human Services fall into the Food, Water, and Shelter Lifeline.
- ▲ Chemical releases that pose a threat to human and/or environmental health, the Health and Medical and/or Hazardous Material lifelines apply.
- ▲ Shelter-in-place due to a hazardous material spill may contribute key information to the Transportation, Health and Medical, and Hazardous Materials lifelines.

- ▲ Evacuation and sheltering fall under the Safety and Security lifeline, although aspects of evacuation and shelter-in-place protective actions may influence key information points under additional lifelines.

Identifying the relevant lifeline for the situation can help assess needs and the effectiveness of response and recovery efforts, ensuring resources, response, and support requirements are met and stabilizing the situation following a natural or human-caused disaster.

Source: [1.3. Mass Care and Community Lifelines | FEMA.gov](#)



MEMA Mass Care provides no-cost technical assistance and training on Mass Care-related topics, including Disaster/Emergency Sheltering and Shelter Surveying, Best Practices for Cooling and Warming Centers, Emergency Feeding, Reunification, and Distribution of Emergency Supplies. Feel free to reach out to Bill Guindon, Mass Care Coordinator wiliam.guindon@maine.gov or 207-458-28

MEMA Mass Care Cooling and Warming Center And Disaster/Emergency Sheltering Course Announcement

MEMA Mass Care will offer a 2.0-hour course on Cooling and Warming Centers and Disaster/Emergency Sheltering for Local, County, and Tribal Emergency Management, Municipal Agencies, and Community Organizations. The course has been created to provide staff and volunteers with information on best practices for preparing, setting up, and managing Cooling and Warming Centers and Disaster/Emergency Congregate Shelters. The course will include a segment on best practices for Cooling and Warming Center Operations. The session will cover basic concepts of Congregate Sheltering in a Non-COVID-19 environment to help build local capacity for Disaster/Emergency Sheltering during natural or human-caused disasters. Course topics will include:

- ▲ Lessons Learned from 2020-2026
- ▲ Definitions
- ▲ Opening Triggers and Disaster/Emergency Shelter Planning Assumptions
- ▲ Facility Accessibility, Health, Security, and Safety Considerations
- ▲ Center and Disaster/Emergency Shelter Capacity Considerations
- ▲ Potential Community Partners and Support Resources
- ▲ Pet Sheltering and Nursing Mother Considerations
- ▲ Feeding Planning Considerations
- ▲ Documentation Considerations.
- ▲ Set-up and Equipment Considerations.



Course Offerings Dates and Times

- *June 18, 2026, Time: 10:00 am to 12:00 pm Registration Deadline: 6/15*
- *June 18, 2026, Time: 6:00 pm to 8:00 pm Registration Deadline: 6/15*
- *July 16, 2026, Time: 3:00 pm to 5:00 pm Registration Deadline: 7/13*
- *July 16, 2026, Time: 6:00 pm to 8:00 p.m. Registration Deadline: 7/13*
- *August 20, 2026, Time: 1:00 pm to 3:00 pm Registration Deadline: 8/17*
- *August 20, 2026, Time: 6:00 am to 8:00 pm Registration Deadline: 8/17*

[Register for any date/time by following this link](#) or scan the QR code.

Those who register for the course will receive an email confirmation with a Microsoft Teams invitation at least 48 hours before the course session. Course Participants will be emailed a Certificate of Attendance after the sessions are delivered.

The course will be offered on several dates and times to accommodate participants' availability, at no cost. In-person or virtual courses are available when requested. For further questions, please get in touch with Bill Guindon, MEMA Mass Care Coordinator, at 207-458-2867 or william.guindon@maine.gov



Shelter Identification and Surveying Course

There are still plenty of slots open for MEMA Mass Care 2-Hour Virtual Sheltering Identification and Surveying Course for Local, County, and Tribal Emergency Management Agencies, utilizing the Microsoft Teams platform.

The objective of this course is to ensure that Local, County, and Tribal Emergency Management Agencies and Municipal Officials can review and identify primary and Secondary After the course, participants will be encouraged to conduct a Shelter Survey and create a Shelter Plan in collaboration with Local, County, and Tribal Emergency Management Agencies, as well as Municipal and Community Agencies and Organizations.

The last two sessions of the course will be offered on the following dates and times:

- ▲ Date: April 23, 2026- Time: 1:00 p.m. to 3:00 p.m.
Registration Deadline: 4/20
- ▲ Date: April 23, 2026- Time: 6:00 p.m. to 8:00 p.m.
Registration Deadline: 4/20

To register for a session, please email Bill Guindon, Mass Care Coordinator at william.guindon@maine.gov by the registration date.



2026 Shelter Supply Census

The Maine Emergency Management Agency (MEMA) Mass Care Coordinator is once again conducting the census of the Disaster/Emergency Shelter Supplies in the State of Maine. Your role in this process is crucial as it provides an opportunity to assess the availability of Disaster/Emergency Sheltering resources such as Cots, Blankets, Animal Crates, and other items. Each County Emergency Management Agency will receive data to review and update from the May 2025 Census, distributed in June 2025. The 2025 data will include Shelter Supplies in fixed or mobile locations for Local and County EMA's. (The American Red Cross Maine Shelter Supplies inventory is not included in the 2025 data.) The inventory of Disaster/Emergency Shelter Supplies located in Maine will be requested directly from the American Red Cross of the Northern New England Region.

The deadline to submit census updates will be May 22, 2026.

The census summary report will be distributed to County EMAs and posted in WebEOC on or around June 1, 2026.

Thank you for your invaluable assistance and cooperation in this important task. Your efforts are not only greatly appreciated but also recognized as a significant contribution to our collective goal. We couldn't do this without you.

Remember to Report Open Cooling Centers and Warming Centers!

The decision to open Cooling and Warming Centers, Warming Shelters, and Disaster/Emergency Shelters is at the discretion of Local Emergency Management Agencies, in collaboration with Municipal Officials and County Emergency Management Agencies. Many Municipalities will partner with non-government agencies and organizations to serve as host sites for Cooling and Warming Centers and Warming Shelters.

Please notify MEMA of any Cooling or Warming Center or Disaster/Emergency Shelter Openings through the following email:

The email notification address is CenterShelter.OpenNotification@Maine.Gov (Please provide the location, hours, point of contact, and facility-specific information.)

The email is automatically forwarded to the MEMA After Hours On-Call, I/A Officer, Mass Care Coordinator, MEMA PIO, and 211 Maine.

Opening and closing of Centers and Shelters will be posted on the Maine Emergency Management Agency (MEMA) WebEOC and MEMA Website platform by Mass Care Coordinator or MEMA Public Information Officer when notified by the Local Municipal or County Emergency Management Agency of the Center or Disaster/Emergency Shelter Opening.

Important Note:

During Extreme Weather situations, MEMA will post Homeless and Wellness Shelter Openings when notified of such resource availability. There are several Warming Shelters open seasonally from November 1st to April 30th and posted on the MEMA Website.

Non-weather or disaster-related Homeless and Wellness Shelter resources can be found by contacting 211Maine <https://211maine.org> or by calling 211 or 1-866-811-5695 or MaineHousing at: <https://www.mainehousing.org/> 207 626-4600.



Community Emergency Response Team (CERT)

The Community Emergency Response Team (CERT) program is a nationally supported, locally implemented initiative that teaches people how to better prepare themselves for hazards that may affect their communities. Since 1993, CERT has been training the public in basic disaster response skills such as team organization, disaster medical operations, fire safety, and light search and rescue.

The ability for CERT volunteers to perform these activities frees up professional responders to focus their efforts on more complex, essential, and critical tasks. Communities can utilize CERT volunteers in a variety of roles, including Disaster Response, Shelter Support, Radio Communications, Family Reunification, Donations Coordination and Management, Damage Assessment, Well-Being Checks, EOC Support, and Event Support.



Want to start a CERT program in your community?

To start a Community Emergency Response Team (CERT) program, you may need to consider the following:

- ▲ **Sponsoring organization:** The program must have a sponsoring local, county, or state government organization.
- ▲ **Training:** You can develop a training plan to equip members with the skills they need. FEMA's Emergency Management Institute (EMI) offers training for instructors and program managers. CERT members are typically trained annually in natural disaster response and mitigation techniques.
- ▲ **State coordinator approval:** The state coordinator must approve the program.
- ▲ **Resources:** You may need to budget for supplies like first aid kits, hard hats, safety goggles, gloves, and protective coveralls. You can also consider applying for grant funding.
- ▲ **Marketing:** You can market your program and recruit volunteers from the community.
- ▲ **Ongoing requirements:** You may need to complete an annual questionnaire, verify the program manager and sponsor information, and update team registration information.

For more information on CERT programs please visit:

- ▲ [Join CERT | FEMA](#)
- ▲ [Community Emergency Response Teams \(CERT\) | Maine Emergency Management Agency](#)

**or contact Kelsey Preecs,
MEMA Individual Assistance Officer and CERT Coordinator at
kelsey.preecs@maine.gov or (207) 413-0837**



Community Emergency Response Team (CERT) Train-the-Trainer



State of Maine: Maine Emergency Management Agency

This course prepares participants to deliver FEMA's Community Emergency Response Team (CERT) Basic Training course. This Train-the-Trainer course focuses on preparing instructors to:

- Deliver CERT Basic Training.
- Convey the messages and intent of the CERT program (e.g., safety, teamwork, place in overall community Emergency Operations Plan).
- Assure that participants achieve the objectives of CERT Basic Training.
- Create a comfortable yet managed learning environment.
- How to use the Maine CERT Train-the-Trainer Instructor Materials

Objectives

- Demonstrate knowledge of the CERT Basic Training course.
- Demonstrate the ability to present an assigned portion of the course (teach-back).
- Communicate the core values of the program.
- Demonstrate classroom management techniques.
- Demonstrate effective teaching techniques.
- Model appropriate behavior as an instructor.

Target Audience

Local CERT members who will serve as the Course Manager for the CERT Basic Training course and be CERT Basic Training course instructors. Ideally, participants will have an instructional / teaching background.

Individuals who sign up will need to have a sponsoring local, county, or state governmental agency.

Core Capability

Planning

Prerequisites

- [IS-100](#); Introduction to ICS
- [IS-200](#); Basic ICS for Initial Response
- [CERT Basic Training Course](#)
- [IS-315](#); CERT and ICS (recommended)

Mission Areas

- [Prevention](#) • [Response](#)
- [Mitigation](#)

Point of Contact

Kelsey Preecs, Individual Assistance Officer
MEMA
kelsey.preecs@maine.gov
(207)413-0847

Dates: September 21 & 22, 2026

Time(s): 8 am—5 pm

MEMA Office
45 Commerce Dr
Augusta, ME, 04333

To register, visit

<https://forms.office.com/g/VAXvNLs11M>

or use the QR code.



There is no cost associated with this training. Individuals associated with Maine will be given preferences for space vacancies.



Maine Voluntary Organizations Active in Disaster

COOPERATION | COMMUNICATION | COORDINATION | COLLABORATION

How does Maine VOAD serve Maine?

- ▲ Promoting Preparedness Education Program Support and Delivery.
- ▲ Providing Direct assistance in times of Disaster through Coordinated efforts.
- ▲ Provide support to individuals through coordinated and collaborative recovery programs and services.



Why should a local Non-Profit organization join Maine VOAD?

Local and State Non-profit organizations should join Maine VOAD because it helps them communicate, coordinate, collaborate, and cooperate in the face of a disaster. Maine VOAD serves as a resource for emergency managers and a voice for Maine disaster survivors. Maine VOAD is a catalyst and conduit to assist communities in disasters through a coordinated effort, which permits efficient use of resources and volunteers

For more information on Maine VOAD, please reach out to the Maine VOAD Leadership at mevoad@nvoad.org

Maine VOAD Monthly Training Session Schedule for 2026-2027.

The no-cost training sessions are open to all members and partners on the **3rd Tuesday of the month at 3 pm via Microsoft Teams**. No registration is required. To Access Maine VOAD Training Sessions [click this link when a scheduled session is starting](#).

If needed the Meeting ID is 228 344 862 72 and the Passcode is Kk7Xh7Gf or dial in by phone [+1 207-209-4724,500081075#](tel:+12072094724500081075)

Schedule for 2026-2027 - (All topics may be adjusted due to presenters' availability)

- ▲ April 21, 2026- Considerations for Nursing Mothers in Disasters
- ▲ May 19, 2026- Community Concepts and Community Action Programs
- ▲ June 16, 2026- Public Health Considerations During Disasters
- ▲ July 21, 2026- American Logistics Aid Network
- ▲ August 18, 2026- Southern Baptist Disaster Relief
- ▲ September 15, 2026- Psychological First Aid for Disaster Relief Workers
- ▲ October 20, 2026- Community Lifelines in Disaster Response and Recovery
- ▲ November 17, 2026- FEMA Individual Assistance Update
- ▲ December 15, 2026- Maine VOAD Tabletop Exercise
- ▲ January 2027- Maine VOAD Year in Review
- ▲ February 2027- American Red Cross in Maine
- ▲ March 2027- National VOAD Update

All sessions will be up to 1.5 hours, with time allotted for questions and discussion. Please email Maine VOAD, mevoad@nvoad.org or Bill Guindon, MEMA Mass Care Coordinator, william.guindon@maine.gov

To view recordings of Maine VOAD Training Sessions, follow this link:
<https://www.youtube.com/@mainevoad207>



Maine Feeding Partners Update

The Maine Feeding Partners continues to meet bi-weekly. Current topics of interest include State and Federal funding challenges, drought conditions, food access, food costs and supply, and the demands and resources of food banks.

The Maine Feeding Partners bi-weekly meetings are open to all individuals, agencies, and organizations (Local, Regional, State, Federal Government, and Non-Government). If you have questions, please email: william.guindon@maine.gov.

Every other Wednesday at 11 AM (March 25th, April 8th, April 22nd etc)

To attend the Maine Feeding Partners Meeting via Microsoft Teams [Click here to join the meeting](#) when a session is starting.

Or call in (audio only)

[+1 207-209-4724](tel:+12072094724), [732571763#](tel:+1207732571763)

Phone Conference ID: 732 571 763#

***“Remember
that the
happiest people
are not those
getting more,
but those giving
more.”- H.
Jackson Brown
Jr.***

