
The Path Forward: Lewiston, Maine Regional Transition

Stephanie Couturier



Sequence of Events- John Montes

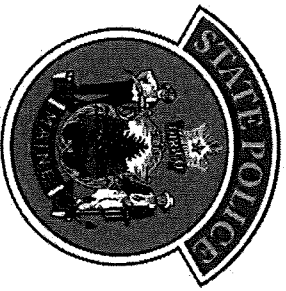
- **Wednesday October 25th, 2023, 8:00 PM: Maine State Police issued an alert warning of the “active shooter situation” and warning residents to shelter in place with their doors locked.**
- **Initiated Disaster Relief Operation**
- **Lockdown lifted**
- **FAAC (Family Assistance Center) 6 days**
- **Vigils, Memorial Services, and Community Events**
- **Casework**
- **Opening MRC (Maine Resiliency Center)**



FAC (Family Assistance Center) & Partnerships

Richard Branigan, ARC & Greg Mitchell, MSP

- *First use of Red Cross & FBI Victim Services Division- Mass Violence MOU*
- *Integration with state law enforcement & Attorney General's Office*
- *Educating partners on Red Cross Services*



American Red Cross
Northern New England Region

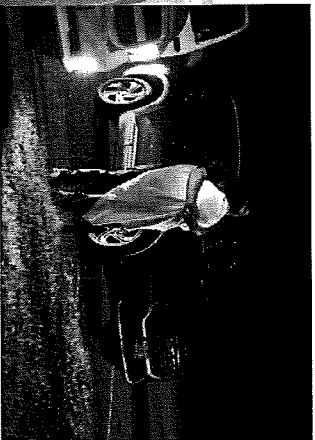
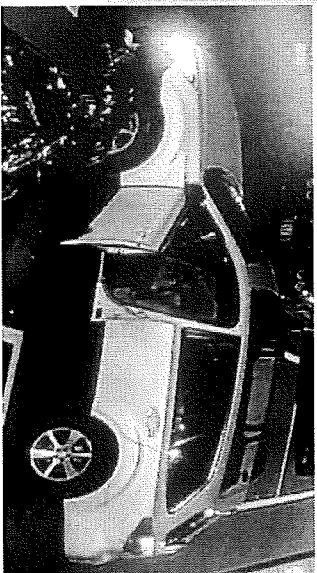
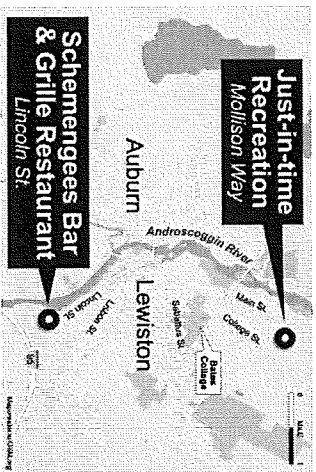




OPERATIONS

Operational Phases

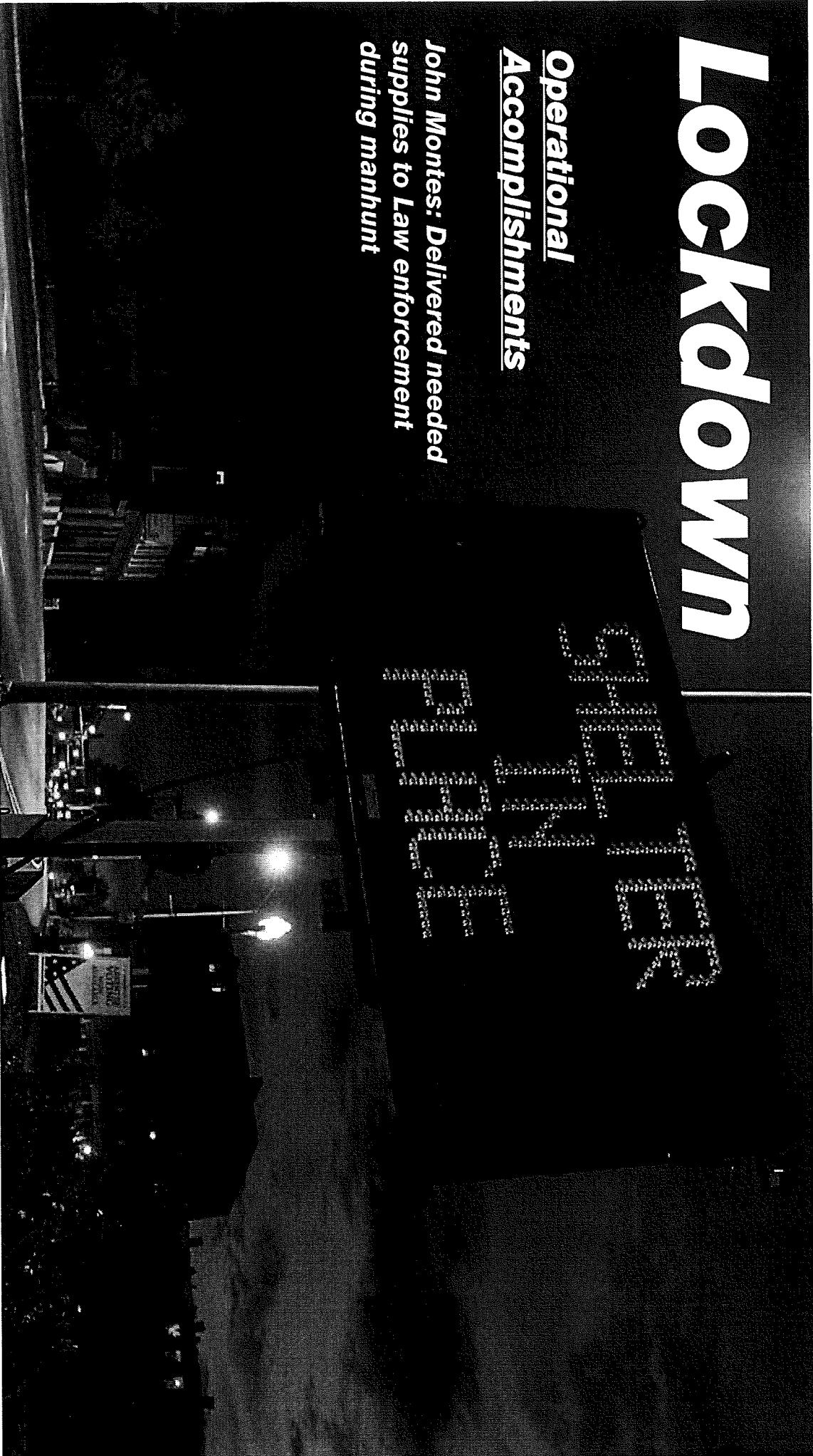
Family
Lock Down **Assistance Center** **Community Events** **Maine Resiliency Center**



Lockdown

Operational Accomplishments

John Montes: Delivered needed supplies to Law enforcement during manhunt



Family Assistance Center



Lyndsey Morin : Challenges in providing supportive services in the FAC

Operational accomplishments

Provided mass care & IDC services to community partners and 155 clients.

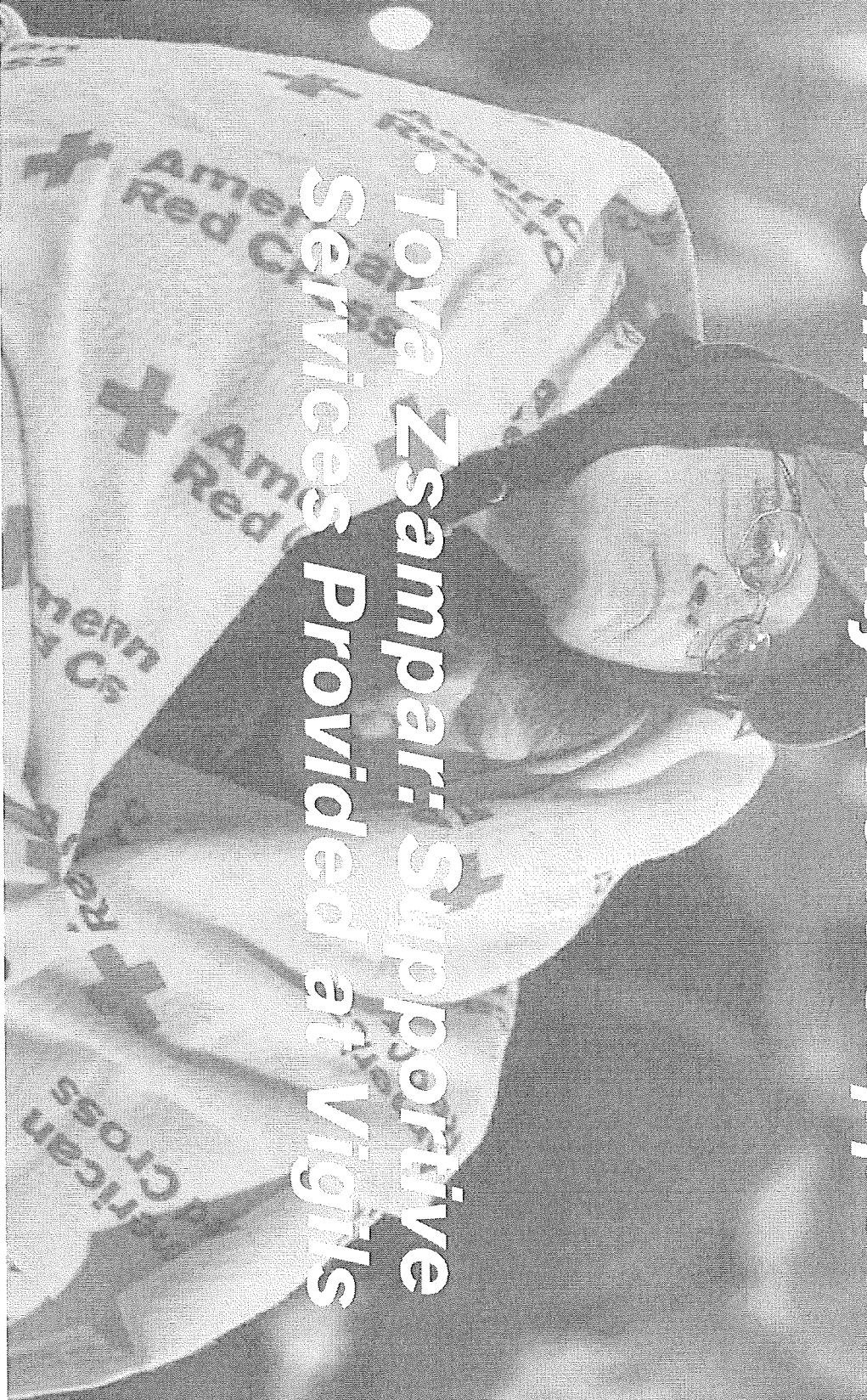
**Governor
Janet Mills
thanks the
Red Cross
FAC Team**

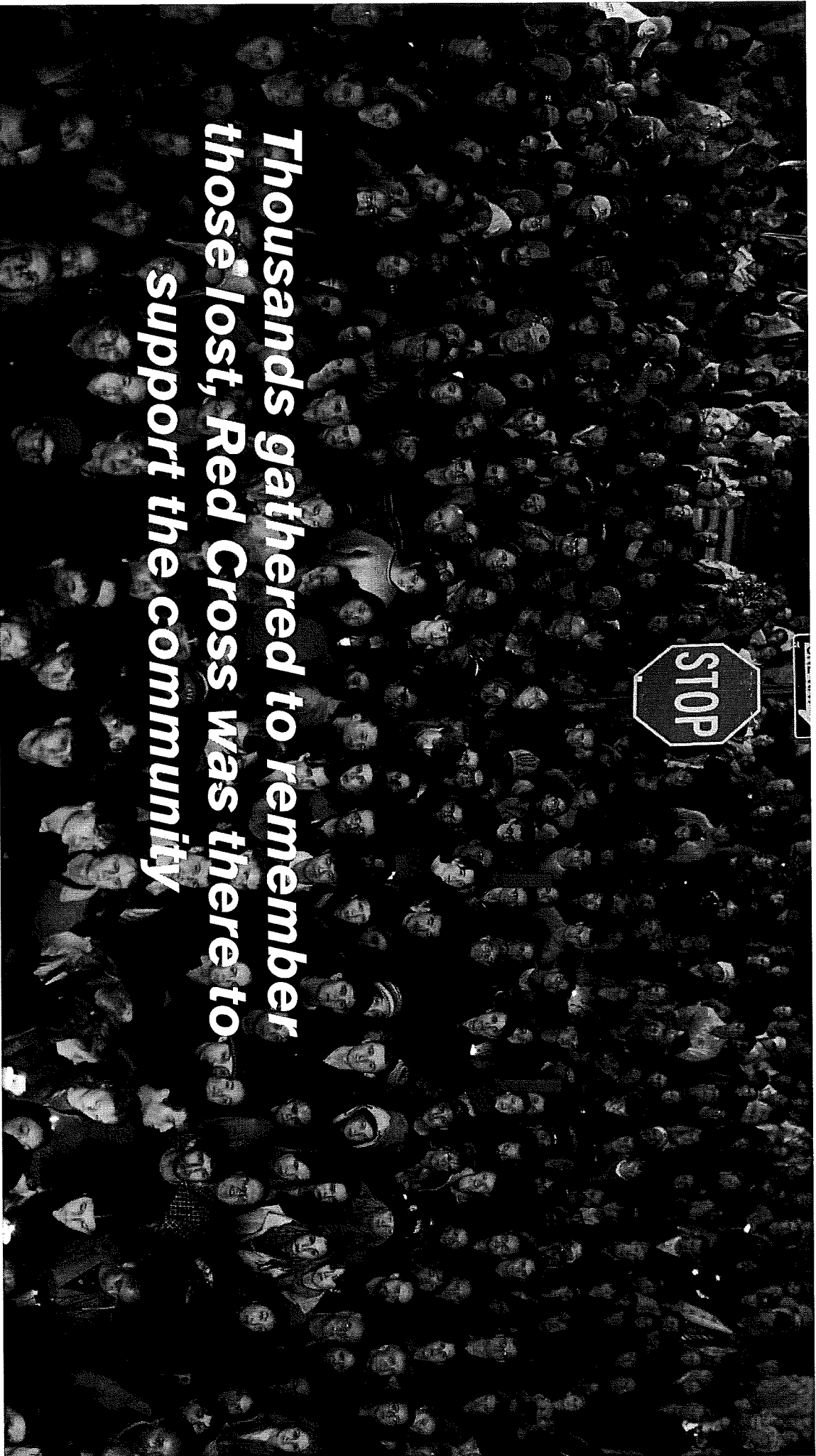
**Family Assistance Center opens
Friday October 27th, 2023**



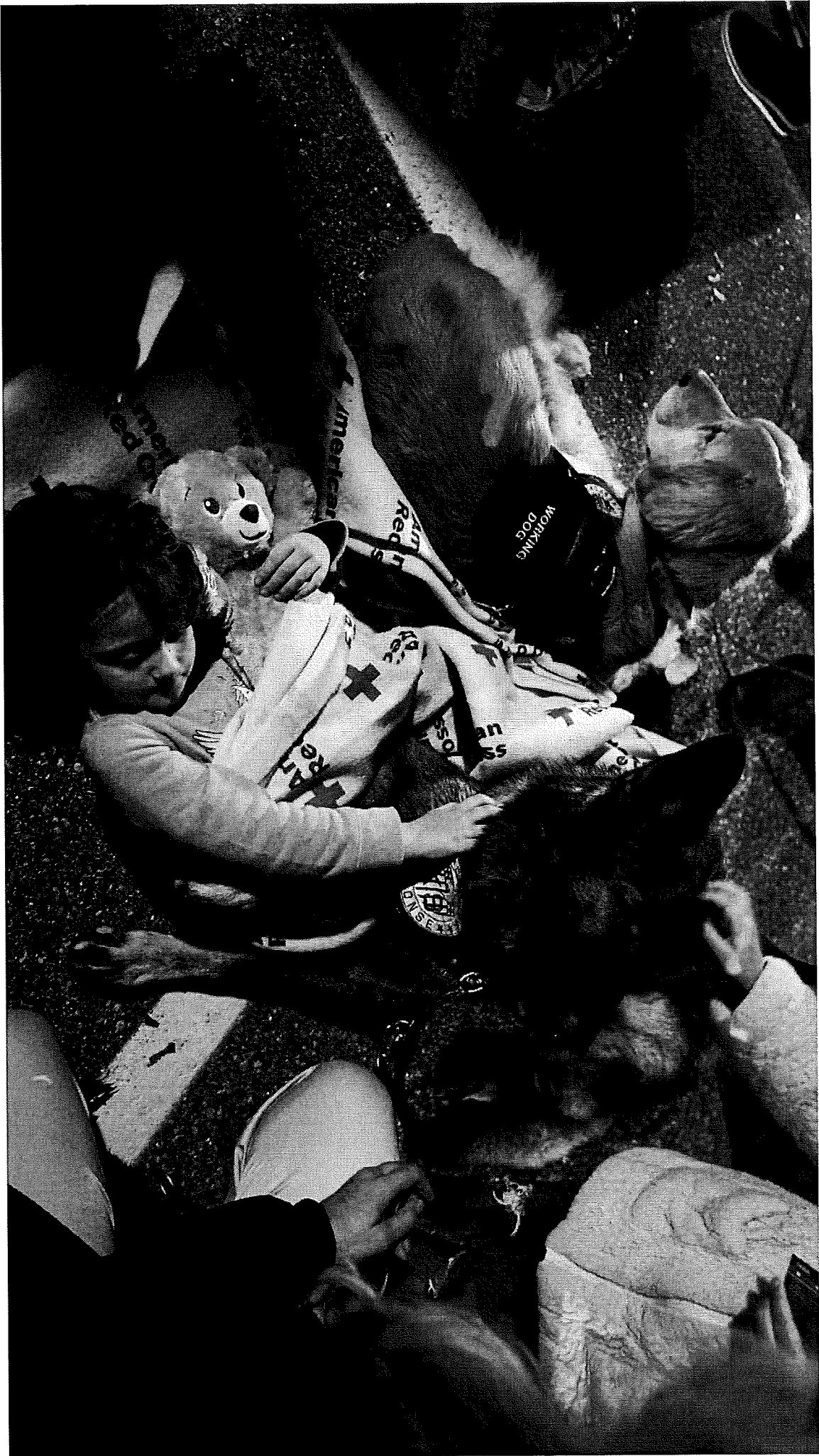
Community Event Support

- Tova Zsampari: Supportive Services Provided at Vigils



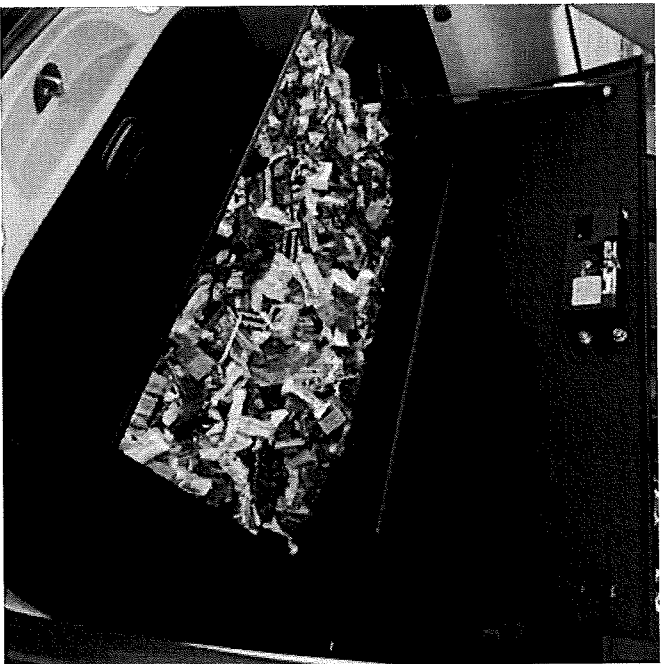


***Thousands gathered to remember
those lost, Red Cross was there to
support the community***

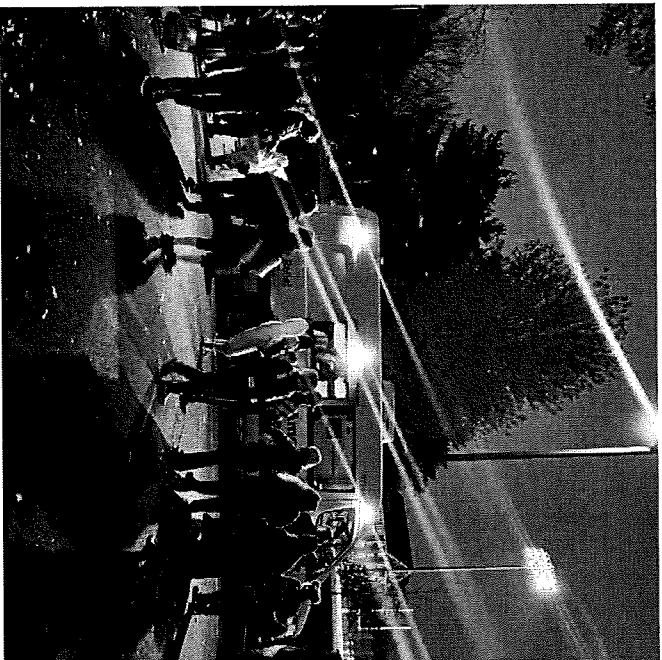


Halloween For the Community

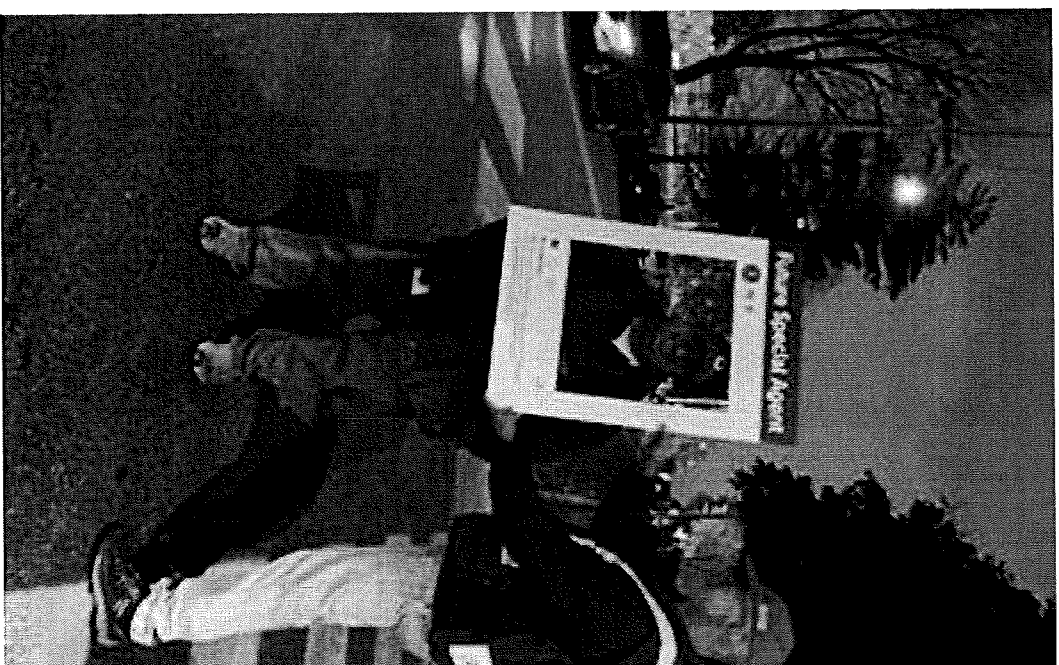


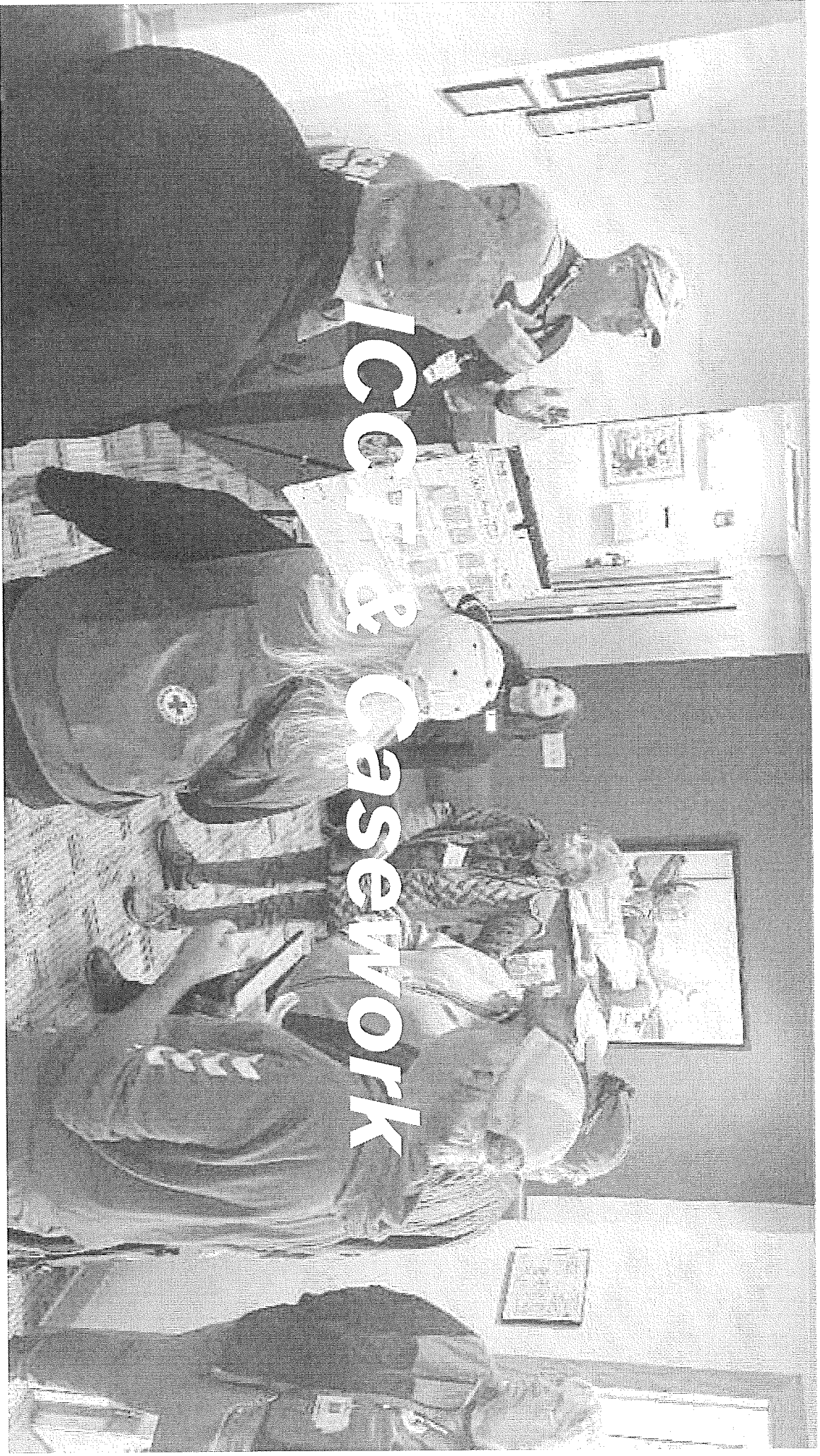


Operational Accomplishments



***Supported the first non vigil
related public gathering in
affected community since
the shooting***



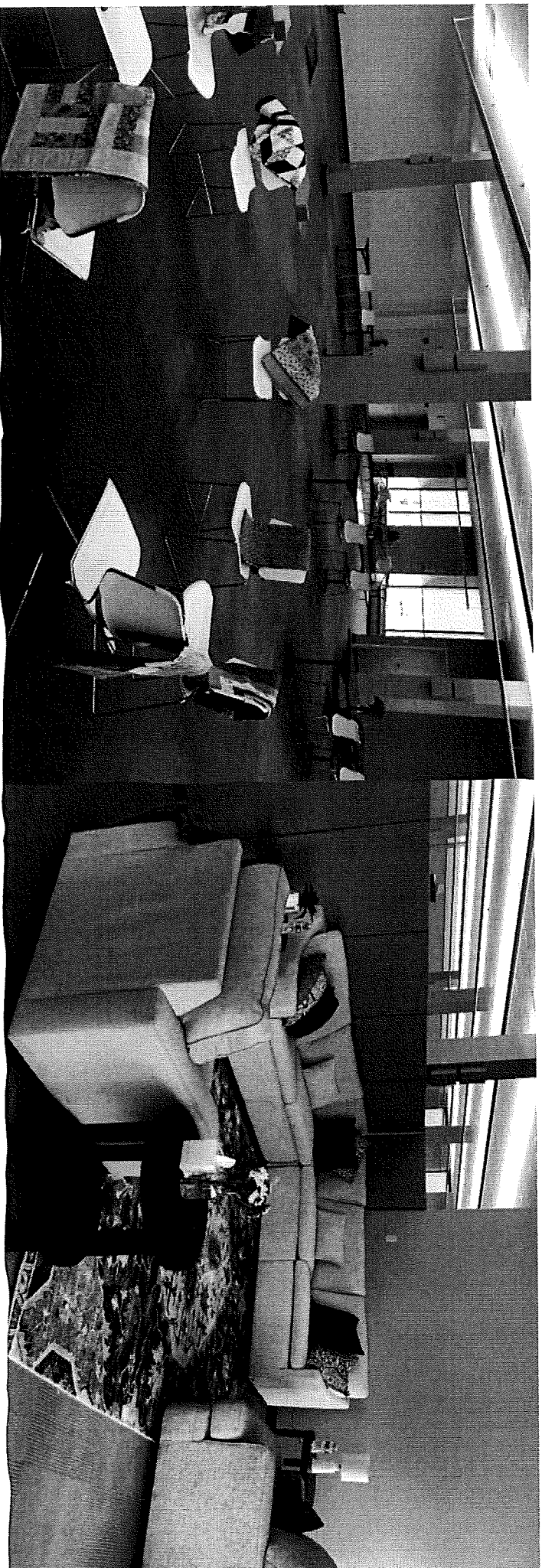


ICCI & Casework

ICCT & Casework

- Sue Critz : *Mission Moment*
41 total cases
20 ICCT cases
103 clients served



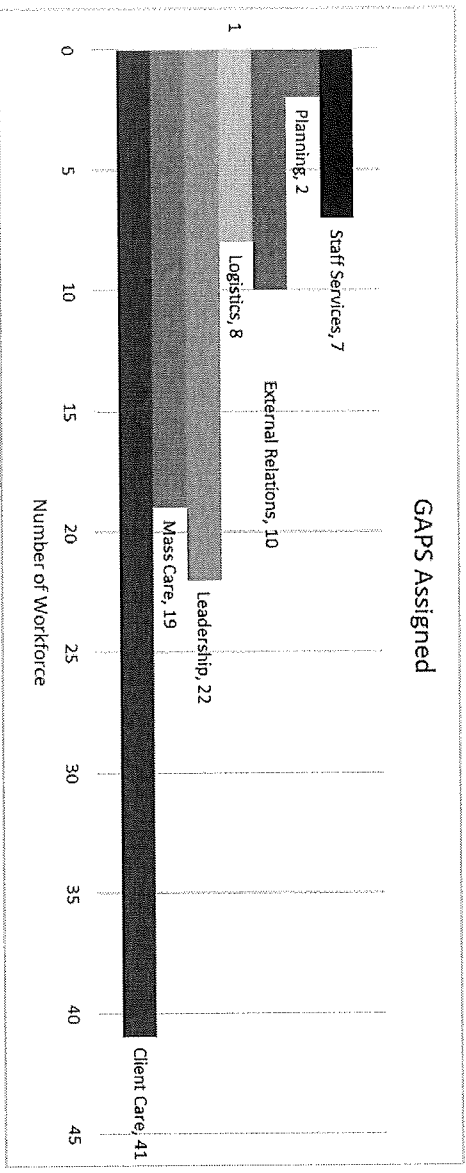


Maine Resiliency Center

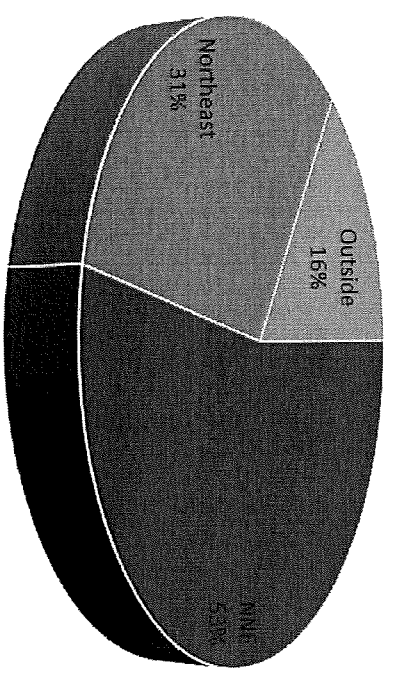
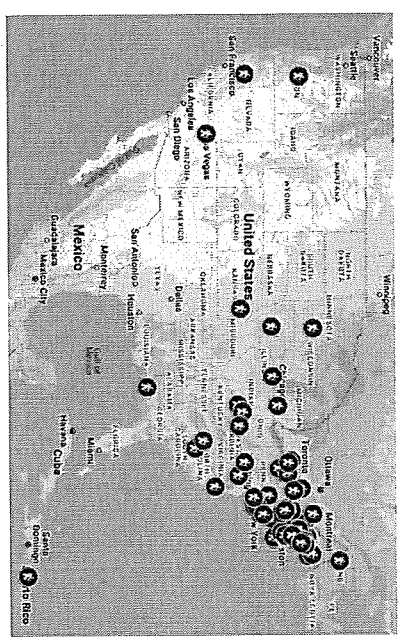
Looking forward, Lewiston Strong!

Workforce- Ted Smith, Emily Wood, & Ashley St. Louis

- 109 Workforce Members Assigned
- 53% from Northern New England
- 75% of Responders were Volunteers
- 35 LCVs also responded to date and growing each day

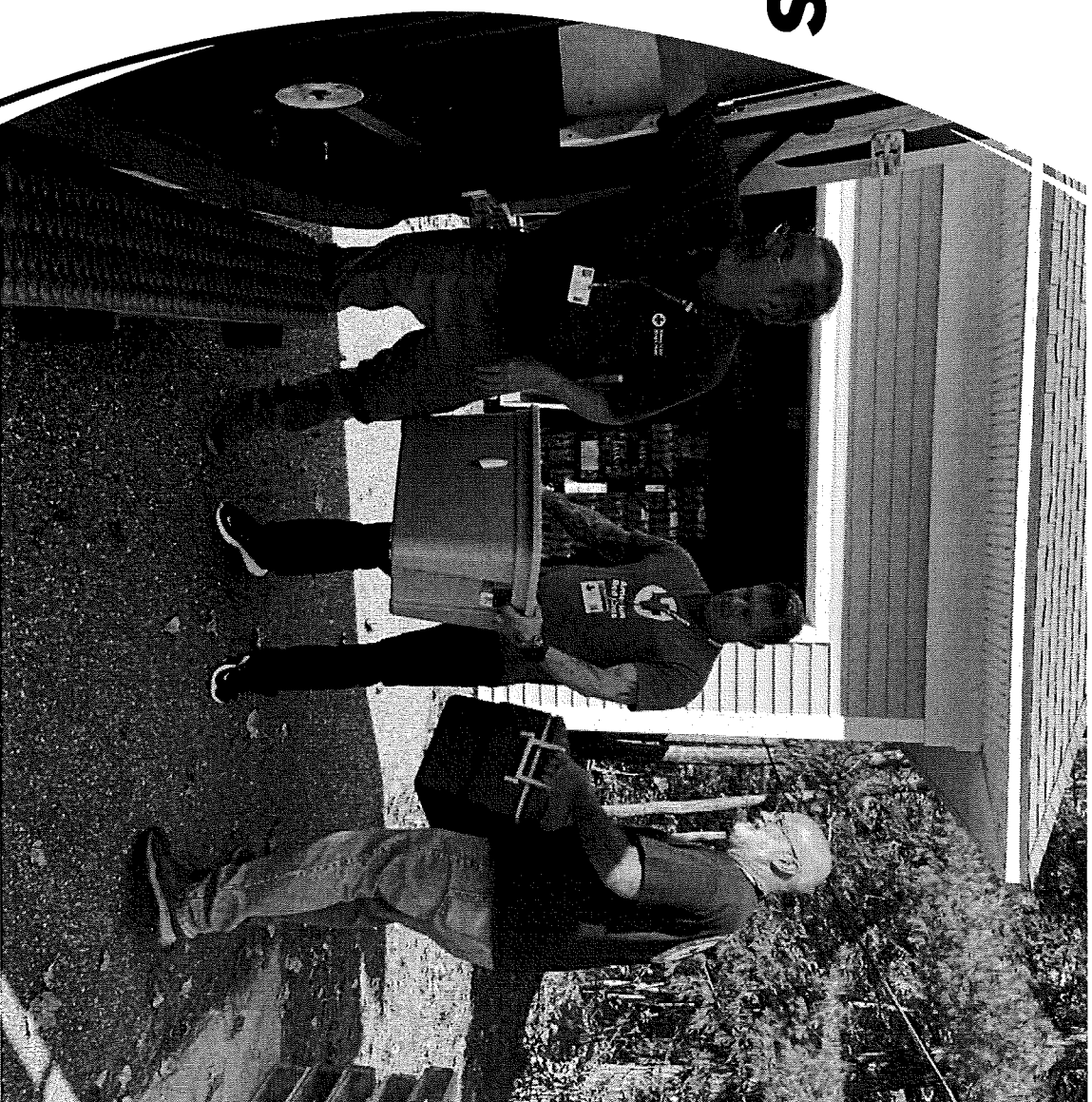


DWETeamNNE@redcross.org



Logistics- Marsha Haines

- **Volunteers – Veteran heavy hitters from outside our region as well as many Local Volunteers who made major contributions - often doing double duty.**
- **Lorraine Bernier and Fred Brann kept the Topsham office humming.**
- **Dealt with HQ power outages and heating failures**
- **Logistics supported operations at the Law Enforcement Staging Area; Family Assistance Center (FAC); Vigils; Halloween Event; Home visits, Maine Resiliency Center and Topsham DRO HQ.**
- **Coordinated with HQ Disaster Logistics Center Staff**
- **Provided on-the-job training**



Logistics: Warehousing / Facilities



Pete Basiliere Paul Duclos Lorraine Duclos



Jeff Ohman



Scott Murray



Chris McNeil

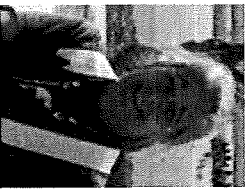


Richard Hoeker Scott Carter



- **Coordinated and moved materials between the Topsham Fairground storage shed, drop trailer, rental box truck and Topsham and Concord storage areas.**
- **Equipped ERV Teams**
- **Created Home Visit Bags**
- **Supported setup and breakdown of Service Delivery Sites**
- **Processed Facility Use Agreements**

Logistics: Supply and Procurement



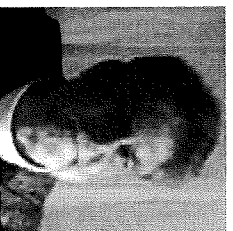
Brenda Stickley



Pieter Whitemore



Deck, Donna



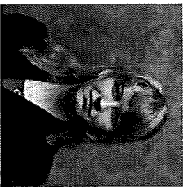
Scott Murray



Mark Critz

- ***Processed over 190 Disaster Requisitions (aka 6409s)***
- ***Updated Supply and Procurement Tracker***
- ***Created folders for P-card holder to support reconciliation***
- ***Maintained HQ Snack Table***
- ***Arranged for HQ cleaning and dumpsters***
- ***Scoured local stores causing an area-wide shortage of tissues***
- ***Shopped till we dropped.***

Logistics: Transportation



Heather Riley



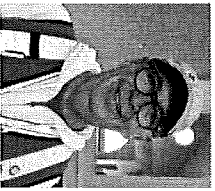
Wendy Morrissette

- Logged and coordinated the return of vehicles used on the operation.
- Provided Daily Transportation Reports
- Processed and tracked 1 Drop Tractor Trailer; 2 Rental Box Trucks; 40 Rental Vehicles; 15 local vehicles; and 2 ERVs - \$20,000 of expenses
- Dealt with repairs of 1 leaking tractor trailer, 1 doorless ERV, and 1 Regional Vehicle with dead battery
- Processed 1 accident

The screenshot displays an AVIS website interface. On the left, there are navigation tabs for 'Home', 'Rent a Car', 'Rent a Truck', and 'Rent a Van'. The main content area features a large image of a white box truck. Below the truck image, there is a smaller image of a white van with a red cross and the text 'Disaster Relief'. To the right of the van image is a license plate sticker with the following information:

93861222	STATE	REG. EXP.
MITSOULT	CT	
MITSOULT		
REG. NO.		
BK40817		
8019		
20587		
1-824 (PA. 1103)		

Logistics: Disaster Services Technology (DST)



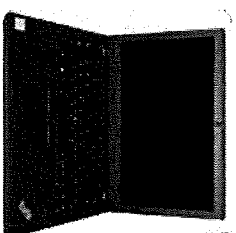
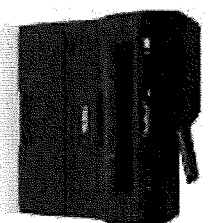
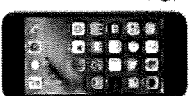
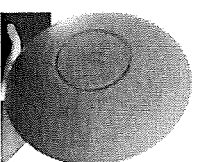
Jim Moran



Larry Deck

Kept us all supplied with equipment and connectivity and provided excellent customer service.

- Supplied the operation with technology, materials, and technical guidance
- Tracked - 3 cases of laptops; 2 cases of phones; 1 case of MiFi's
- Set-up - Cradlepoint, Meeting Owl (360-degree camera, mic, and speaker); and Printer
- Issued - 12 Laptops; 16 Phones; 3 Hot Spots; as well as cable locks, mice, & charging blocks
- Jim broke-in our own Larry Deck as an apprentice DST'er
- Collected all issued equipment and returned to Logistics and Fulfillment Center (LFC) in Douglasville, GA
- Will leave behind equipment for volunteers at the Maine Resiliency Center (MRC) - Laptop and phones
- Also did double duty as a cab service to the airports as well as Facilities and OM assignments as needed



Logistics: In-Kind Donations



Lauren Jordan



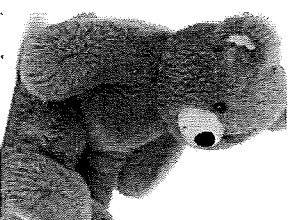
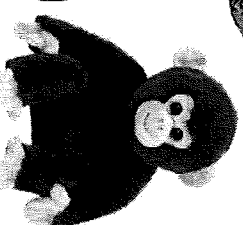
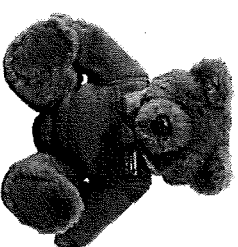
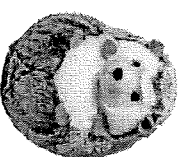
Michelle Tussing



Joan Millian

- IKD Team did an excellent job managing In-kind donations
- Screened and processed 26 in-kind offers and requests
- Successfully fulfilled donations from:

- Build-a-Bear
- LL Bean
- Island Treasure Toys
- Vermont Teddy Bear
- Amazon
- Sorenson & ASL
- Translation Company
- U-Haul
- Walmart
- Amato's
- Salvation Army
- Dunkin Donuts
- Coke Northeast
- Big Fish Promotions
- Anonymous Film Production Company
- Hannaford



Finance- David Allen

Outstanding Financial Responsibility

- ***Workforce***
- ***Region steps up!***
- ***Virtual contributes!***
- ***Lodging***
- ***Rental Cars***
- ***Logistics***



Information & Planning - Paul Mayo & Jennifer Abbey

➤ The I&P team and our roles

➤ What we did on this DRO and what was done differently

➤ What we can do more of in the future

Incident Name: Lewiston ME 10/23 OTH	DR Number 547-24	Operational Period 06:00 AM 11/04/23 to 06:59 AM 11/05/23
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Self-Care

Here are some tips for taking care of yourself from Psychological First Aid:

- **Maintain a healthy routine:**
 - Exercise regularly.
 - Eat a balanced diet.
 - Drink sufficient water.
- **Know your limits:**
 - If you feel particularly troubled by a case or client, consult your supervisor, and please hand it off.
 - Maintain hope.
 - Believe in something with strong meaning for you, whether family, religion, country, or ideal.
- **Reflect:**
 - How have you managed stress before?
 - Focus on your personal stress reactions and preferred coping mechanisms.
- **Rest sufficiently:**
 - Take regular breaks and take long slow breaths if you feel yourself begin to get overwhelmed.
 - Leave when your shift is done.
 - Get some rest to be able to be effective on your next shift.
 - Stay connected to your support system.

Incident Name: Lewiston ME 10/23 OTH	DR Number 547-24	Operational Period 06:00 AM 11/04/23 to 06:59 AM 11/05/23
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Incident Priorities and Objectives

Incident Priorities:

1. Staff Safety and Wellbeing
2. Operations
3. External Relations

Incident Objectives:

#	Description
1.1	Ensure all client-facing RC staff are not wearing red clothing (including RC vests), while providing black lanyards and grey t-shirts to the workforce.
1.2	Prioritize staff wellness related to an optimal work schedule, with supervisors proactively planning and monitoring time off for staff members.
1.3	Arrange DMH teams to make wellness checks on DRO staff.
2.1	Communicate with external partners to identify scheduled and day-of events.
2.2	Coordinate with partners to provide DMH & DSC services when requested for their teams.
3.1	3 IDC teams to initiate contact and, where appropriate, casework with clients previously identified via the FAC intake form.
3.2	IDC teams will be on standby for day-of event requests
3.3	2 Mobile Care Teams will be deployed into the community.
3.4	Support partner organizations with follow up calls by IDC as requested.

Prepared By:	Information & Planning Team	Page 3 of 20
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Elected Officials Liaison- Sophie Piconi

- *Challenges we had were not be able to actively send correspondence, as we take a reactive/passive approach to mass casualties*
- *Successful conversations with senators*
- *Governor Mills tour of Family Assistance Center*



External Relations- Karen Dudley

- *Relationship with federal and state gov and relationship with local gov...how it helped and hindered*
- *Local relationships and door to door outreach.*
- *Public affairs, mass casualty and how to tell our story.*



Closing Remarks- Ken Turner

- **Comfort & Care**
- **Calmness of what we do**
- **American Red Cross role in the coming months**





**Q & A -
Stephanie
Couturier**



Jennifer Abbey
David Allen
Courtney Balacco
Pete Basilieri
Sara Beaudry
Lorraine Bernier
Richard Branigan
Elizabeth Briand
Frank Broderick
Cindy Burke
Dee Chase
Paula Connor-Crouch
Vera Coppola
Jennifer Costa
Rebecca Cowan
Sue Critz
Lisa Crouch
Donna Deck
Larry Deck
Gerald Deluca
Lorraine Duclos
Paul Duclos
Karen Dudley
Karen Fabis
Robert Fitzgerald
Ginger Florence
Annie Fritschner

Jan Frost
Eric Gagnon
Mary Geisler
Boo Hage
Marsha Haines
Charles Hall
Wendy Hartley Morris
Diane Hawkins-Clarke
Tara Hughes
Maha Jaber
Theresa Jarvis
Robert Jolley
Lauren Jordan
Barbara Jurgen
Vickie Kartychak
David Lesser
Bette Lewicke
Marie Lipscomb
Dan Lochmandy
Nelson Lopez
Adele Lott
Margaret Lowe
Christopher Luck
Laura Lutz
Eric Lynes
Elizabeth Marmon
Frank Martin

Paul Mayo
Shirley A. McAfee
Sam McGuire
Aaron McIntire
Douglas McNally
Rani Mehta
John Montes
Jim Moran
Lyndsey Morin
Josh Moskowitz
Linda Murphy-Luck
Jodi Naylor
Katie Nees
Patricia O'Brien
Tom O'Neil

THANK YOU



Jeff Ohman
Michaela Olin
Deborah Patton
Kelly Peters
Sophie Piconi
Edna Quesnel
Dede Ragot
Phyllis Rand
Michelle Reynolds
Heather Riley
Suzanne Rudolph
Ellin Ruffner
Jerry Schwartz
Tere Shannon
Beth Shook
Michele Sisak
Greg C Smith
Ted Smith
Ashley St. Louis
Shira Stern
Brenda Stickley
Celeste Stimpson
PJ Tedeschi
Debbie Thompson
Karen Towle
Ken Turner

Michelle Tussing
Mary Walker
Jillehn Washburn
Albert West
Sharon White
Emily Wood
Tova Zsampar
Donna Hastings
Karen Mosher
Carrie Robbin
Nicole Cote-Crosskill
Terri Milligan
Janice Lara-Hewey
Donna Seppy
Jeannie Reese
Steve Thomas
Sharon Tweedie
Carleen Labrecque
Stacey Noreika
Bob Collin
David Pincumbe
Steve Palmer
Gary (Scott) Murray
Wendy Morrisette
Joan Millian
Jim Linscott

Ruth Lathrop
Michael Thurston
Stephanie Carter
Scott Carter
Carol Carothers
Maryellen Tarling
Fred White
Karin Congleton
Libby Hanley
Loren Johnston
Penelope Snow
John Leeming
Irene Lang

THANK YOU

