

**ANNEX F – SHELTER AND MASS CARE**

**TABLE OF CONTENTS**

<b>Section</b>	<b>Page</b>
I. Situation and Assumptions	1
A. Situation	1
B. Assumptions	1
II. Concept of Operations	2
A. General	2
B. Relationship with American Red Cross	3
C. Reception and Registration	3
D. Shelter Facilities	3
E. Federal Involvement	4
III. Organization and Assignment of Responsibilities	5
A. Organization	5
B. Responsibilities	5
IV. Administration and Logistics	7
A. Administration	7
B. Logistics	7
V. Continuity of Government	8
VI. Plan Development and Maintenance	8
VII. List of Appendices	8
VIII. Authentication	8
<b>Appendices</b>	<b>Page</b>
Appendix 1 – Reception and Registration Areas	9

**ANNEX F – SHELTER AND MASS CARE**

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**I. SITUATION AND ASSUMPTIONS**

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A. Situation

1. During an emergency or disaster, a portion of or the entire population of Tucker County may be required to evacuate and relocate to mass care or support facilities.
2. Mass care involves the coordination of non-medical mass care services to include sheltering of victims, organizing feeding operations, providing emergency first aid at designated sites, collecting and providing information on victims to family members.
3. Severe or prolonged winter storms and floods, are the most likely incidents that would prompt emergency sheltering and mass care to be activated in Tucker County. As such, shelters should be located out of the floodplain and have adequate structural integrity to withstand high winds, significant snow weight, and other natural hazards.
4. The Tucker County Office of Emergency Management (TCOEM) maintains mutual aid agreements with the American Red Cross (ARC) for operating mass care facilities during disasters. The American Red Cross is the primary agency for mass care under ESF #6 of the National Response Plan (NRP) and coordinates federal mass care assistance in support of state and local mass care efforts.

B. Assumptions

1. The ultimate responsibility for mass care services for citizens rests with local government.
2. If a hazard threatens the entire county, the population may be evacuated and sheltered in a neighboring reception county.
3. Sufficient warning time may be available to ensure that mass care facilities are opened in time to provide shelter and other services to evacuees.
4. Approximately 80% of evacuees will seek shelter with friends or relatives rather than go to established mass care facilities.
5. For all but minor evacuations, which will be under the control of the American Red Cross, the personnel in charge of mass care and feeding will be stationed in the Emergency Operations Center (EOC) and will direct response operations from that location.

6. Local governments will stock disaster shelters, obtaining supplies from local sources and transporting them to shelters with the resources available at the hands of the OEM.

## II. CONCEPT OF OPERATIONS

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### A. General

1. The Tucker County Office of Emergency Management (TCOEM) will coordinate the sheltering and mass care activities and responses of other local and state agencies during disaster and emergency events that displace portions of the population from their homes, jobs, or schools in Tucker County.
2. The ARC will staff and operate shelter sites.
3. In-place sheltering may be employed in some hazardous materials incidents. Please refer to the Tucker County Hazardous Materials Annex.
4. The Tucker County Office of Emergency Management (TCOEM) will contact the ARC by phone to coordinate the number of persons to be evacuated to shelters and the requirements for any special needs sheltering.
5. Shelter managers from the ARC will maintain contact with the Tucker County EOC for information about what evacuees should expect when they return to their homes. For example, evacuees will need to be informed if their homes require inspections before they can return to them.
6. The ARC is responsible for closing sheltering facilities.
7. The Tucker County Public Information Officer (PIO) will be responsible for keeping the public informed as to evacuation status and the location of mass care facilities.
8. Other county officials may be involved in mass sheltering operations. For instance, law enforcement will provide security at shelters, public works will ensure operational utilities, and the local Salvation Army may be available to assist in the staffing of shelter sites.

B. Relationship With American Red Cross (ARC)

1. The ARC will act as the primary agency for operating mass care facilities during disaster or emergency events and will:
  - a. Provide a plan and operating procedures for mass care facilities.
  - b. Provide a manager and appropriate support staff to operate all of the designated mass care facilities.
  - c. Identify appropriate sites and locations for mass care facilities in the county, which could be placed into operation in the event of an emergency or disaster situation.
  - d. Coordinate the activities of other agencies and organizations in providing for the care of evacuees in mass care facilities.
  - e. Provide a liaison to the EOC who will direct all mass care activities and operations.

C. Reception and Registration

1. In order to process relocatees properly, assign congregate care and feeding facilities, and inform them on medical, sanitation and movement rules, it is necessary to have relocatees report to a registration center on arrival.
2. Upon completion of registration, relocatees will be directed on specific routes to facilities in the hosting area. Traffic control teams will be organized to direct relocatees on specific routes to parking areas and facilities in the hosting area.
3. The reception and registration organization will be headed by the ARC Disaster Supervisor and staffed by his/her appointees.

D. Shelter Facilities

1. Shelter facilities can be public or private structures and should have adequate space to allow for approximately 40 square feet of space per person.
2. Each shelter facility will be assigned a manager who will be a point of contact for those who are housed in his/her facility. The assigned manager will receive direction from the ARC Disaster Supervisor.
3. Facilities nearby to the evacuated area should be reserved for key workers and their dependents to enable the key workers to commute back to evacuated area.

4. A designation will be made for one or more facilities to serve as shelter facilities for individuals or groups with specialized needs, such as the physically handicapped, elderly, hearing impaired, etc.
5. Shelter facilities will provide a personal care worker for each special-needs patient on a 24-hour basis.
6. There are a number of potential mass feeding sites in the county and the actual sites to be activated will be determined by the Health and Human Services Director.
  - a. The Health and Human Services Director should coordinate with the ARC Disaster Supervisor to ensure feeding sites are in reasonable proximity to shelter and other support facilities.

E. Federal Involvement

1. Federal involvement under ESF #6 of the National Response Plan (NRP) is divided into three (3) categories: mass care, housing, and human services.
  - a. Mass care includes the coordination of shelter to support the emergency needs of victims, to include shelters, feeding, emergency first aid, and Disaster Welfare Information (DWI)
  - b. Housing includes the implementation of programs and services to:
    - i. Provide assistance for short and long-term housing needs.
    - ii. Identify the various factors that would most affect incident-related housing needs and assistance in the development of a plan of action to address those factors.
    - iii. Identify and provide such resources as rental assistance, temporary housing, loans for the repair and replacement of housing, etc.
  - c. Human services includes addressing the needs of disaster victims with special needs, support for individuals and groups dealing with the stress/anxiety of an incident, expediting the process of federal claims, etc.
2. The American Red Cross is one of the primary agencies coordinating ESF #6.
3. Local expertise and resources may be needed to assist federal forces facilitate their services. The need for local resources will be coordinated with the local OEM Director.

### **III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES**

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#### A. Organization

1. Directly following the decision by the County Commission and/or Director of the Tucker County Office of Emergency Management (TCOEM) to implement a large-scale evacuation, the Tucker County Board of Education will be notified of the intention to utilize designated schools as reception and/or mass care centers. Each school will follow standard procedures for the notification and activities of its staff.
2. The OEM Director will notify the ARC, Salvation Army, Tucker County Health and Human Services, and the Tucker County Health Department of the activation of reception and mass care centers. Each emergency response organization will then notify appropriate personnel.
3. Mass care or support facilities will remain in communications, via telephone, Internet or radio, with the EOC to maintain an up-to-date and current count of evacuees at the facilities, the general condition and needs of the evacuees, and the operating status of the facilities.

#### B. Responsibilities

1. Tucker County Commission
  - a. Coordinate with the ARC to identify appropriate shelter sites.
  - b. Oversee shelter activities.
  - c. Develop agreements for shelter use.
  - d. Activate and deactivate shelters, as necessary.
  - e. Designate a member of the EOC staff to serve as the Mass Care Liaison.
2. Tucker County Office of Emergency Management (TCOEM) Director
  - a. During emergency situations where evacuation is a potential response, the OEM Director will request the ARC Disaster Supervisor, as designated by the ARC, to report to the EOC.
  - b. Issues the order to open the required mass care facilities.
  - c. Notifies each emergency response organization of an activation of mass care facilities.
3. Mass Care Liaison
  - a. Works with the ARC Disaster Supervisor to staff and operate shelters.
  - b. Coordinate shelter use.

- c. Develop registration and inquiry procedures.
4. ARC Disaster Supervisor
- a. Upon arrival at the EOC, the ARC Disaster Supervisor will assess the disaster emergency situation, review the listing of available mass care facilities, and recommend to the OEM Director the number and location of facilities that should be opened.
  - b. Notify all persons/organizations identified in the ARC Shelter Manual as a mass care resource regarding the possible or actual need of their services or facilities.
  - c. Ensure that the necessary mass care information, such as the number of occupants per facility, meal service, etc. is made available to the appropriate section of the EOC.
  - d. Authorize the closing of reception and mass care centers.
5. ARC Shelter Manager
- a. Upon notification from the TCCC, reports to assigned mass care facility and contacts team members, instructing them to take appropriate actions. Contacts EOC when the facility is ready to open.
  - b. Staffs and operates the mass care facility as long as is necessary.
  - c. Implements registration procedures for all evacuees that enter the facility.
  - d. Ensures that individual and family support services are provided at the mass care facility.
  - e. Reports the following to the EOC: number of people staying at the facility, status of supplies, conditions of the facility, and requests for specific types of support, if necessary.
  - f. Maintains records of extended supplies.
  - g. Submits mass care facility status report to an ARC Disaster Supervisor, which identifies the equipment and supplies that are needed to restock the facility and any other problems that will need to be resolved before the facility is used again.
6. Law Enforcement
- a. Provide for the security and protection of mass care facilities within their jurisdiction and in accordance with any existing mutual aid agreements, as well as related duties.
  - b. Provide traffic control during evacuee movement to mass care facilities.
  - c. Maintain order in mass care facilities, if necessary.
  - d. Provide an additional means of communications to the EOC, if necessary.

7. County Public Information Officer (PIO)
  - a. Provide timely and accurate information to the public about the exact location of mass care facilities, as well as directions to them.
8. Health Coordinator
  - a. Establish health and sanitation services in reception and mass care centers.
  - b. Supervise food, water and drug supplies at mass care centers.
  - c. Distribute exposure, inhibiting or mitigating drugs, vaccines, or other preventives.
9. Health and Human Services Director
  - a. The Health and Human Services Director will assist the ARC and Mass Care Liaison in providing emergency feeding, clothing and lodging.
  - b. Assist in the staffing of feeding centers.
  - c. Maintain an accurate inventory of all foodstuffs and supplies purchased and used.

#### **IV. ADMINISTRATION AND LOGISTICS**

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##### **A. Administration**

1. All purchasing and requisitions must be fully documented with written approval given by the County Commission.
2. The ARC is responsible for records and reports associated with tracking the status of mass care operations.
3. All shelter facilities should be inspected at least annually to ensure their continued ability to function properly and meet the needs of evacuees and emergency managers.
4. Any changes in sites or facilities should be reflected in the appropriate inventory of the ARC Shelter Manual.

##### **B. Logistics**

1. The ARC maintains internal procedures for operating mass care facilities.
2. The Tucker County Office of Emergency Management (TCOEM) will provide for the transportation of cots and blankets to shelter facilities.
3. Requests for resources necessary to run mass care support facilities can be made to the local EOC. If state assistance is needed, the local EOC will request resources in accordance with the NIMS resource types and definitions. These definitions can be



found online at [http://www.fema.gov/nims/mutual\\_aid.shtm](http://www.fema.gov/nims/mutual_aid.shtm). Also, please see Annex H: Resource Management.

## **V. CONTINUITY OF GOVERNMENT**

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### **A. Succession of Command**

1. In the event that the named ARC Disaster Supervisor is unable to perform his/her duties of function in the capacity indicated, the ARC will name a replacement individual.
2. In the event that the Mass Care Liaison is unable to perform the assigned duties, the OEM Director, under direction of the County Commission, shall appoint an EOC Staff member as a replacement.

## **VI. PLAN DEVELOPMENT AND MAINTENANCE**

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- A. The ARC Disaster Supervisor, in consultation with the OEM Director and Mass Care Liaison, are responsible for revising and updating this annex to ensure that a proper plan is in place to meet the needs of displaced populations. This annex will be reviewed and updated on an as-needed basis; however, it is subject to revision at times when the rest of the EOP is undergoing revision.

## **VII. LIST OF APPENDICES**

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Appendix 1 – Reception and Registration Areas

## **VIII. AUTHENTICATION**

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Date

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ARC Disaster Supervisor