

ANNEX K – SHELTER AND MASS CARE (ESF #6)

I. PURPOSE

This annex provides for shelter and mass care for affected populations during emergencies or disasters in Shelby County.

II. MISSION AREAS AND LIFELINES

A. Mission Areas

1. Response: Social services work to provide shelter, food, and water for displaced individuals on both a temporary and short-term basis.
2. Recovery: Social services work to provide long-term solutions to individuals displaced by a disaster by facilitating reconstruction, relocation, and/or special funding for housing and family needs.

B. Lifelines

1. Food, Water, and Shelter: Social agencies work to provide for the daily sustenance needs of persons affected by the disaster, including a shelter to protect them, and food and water for consumption. They often provide for basic needs such as essential clothing, medications, and occupational needs.
2. Health and Medical: Social agencies often assist with medications, basic doctor's appointments, medical supplies and durable medical equipment, and medical or home health care for a period of time to facilitate long-term recovery. Persons with functional needs are often helped with hearing devices, eyeglasses, mobility devices, or other equipment.

III. SITUATION AND ASSUMPTIONS

A. Situation

1. Tornadoes, severe storms, floods, and hazardous material incidents ~~and floods~~ are among the most likely reasons emergency sheltering and mass care would be activated in Shelby County.
2. The Shelby County Emergency Management Agency maintains a written agreement with the American Red Cross (ARC) for emergency shelter and mass care services. This agreement is reviewed at least once every four years or earlier as requested by the ARC or Shelby County EMA. Shelters are verified as being partially or fully Americans with Disabilities Act (ADA) compliant.
3. The release of certain hazardous materials used at facilities in Shelby County could require special sheltering considerations if homes or businesses must be evacuated to protect people from exposure. Please refer to the Shelby County Hazardous Materials Response Plan for specific information on this topic.
4. In certain situations, such as flooding or tornadoes, displaced populations may be unable to return to their own residence for extended periods and it will be necessary to make arrangements for long-term sheltering.
5. Persons with access or functional needs may be unable to, or have difficulty in, effectively participating in evacuation and/or sheltering operations unless their functional needs are addressed.

B. Assumptions

1. The local ARC office may request assistance from their regional or national providers if local resources are overwhelmed, affected by the incident or assigned elsewhere.
2. The majority of displaced persons or households will seek shelter with friends or relatives rather than go to established mass care facilities.
3. Pets outside of service animals are not allowed in shelters and will require separate shelter accommodations.
4. Shelters do not provide medical care.
5. Persons with access or functional needs can be included in ARC shelters if they are able to be self-sustaining or sustained with the help of immediate household members who are residing in the shelter too.

IV. CONCEPT OF OPERATIONS

A. Core Capabilities

1. **Planning:** Social services plan with first responders to be able to quickly and effectively activate full-service shelters within a short time frame to accommodate the needs of those displaced by an incident.
2. **Health & Social Services:** Social agencies work to provide for those needs that enable individuals and families to return to a state of normal life as soon as possible, including providing shelter, food, water, and other basic needs.
3. **Mass Care Services:** Social services work to quickly establish shelters with food service and other assistance that is needed by large numbers of community individuals when a disaster suddenly displaces them.
4. **Logistics and Supply Chain Management:** Social agencies are cautious about the process to access shelters and other congregate care areas for purposes of securing the goods and services provided, and for protecting the privacy of the individuals and families using the services and facilities.

B. Local Operations

1. Incident Commander within the fire and law enforcement response organizations or the EOC may contact the ARC or the EMA to request emergency sheltering activation, coordinate the numbers of persons to be evacuated, including the need for access and functional -needs sheltering.
2. Plans are in place with the Miami Valley Chapter of the American Red Cross for setting up, supplying and operating mass care facilities according to ARC shelter procedures and protocols.
3. Shelters will coordinate with the EOC for any specialty needs, such as access and functional needs issues, transportation, communication, medical, supervision, or equipment for the shelter.
4. A GDAHA 100K generator is available for back-up power use at the Connection Point Church, 1501 Campbell Road, Sidney, OH. The church can be used as a shelter, Reception Center, Volunteer Reception Center, or Family Assistance Center.
5. The ARC maintains MOU's with various entities in Shelby to provide sheltering for outside jurisdictions when it is not practical to do so in the affected jurisdiction.
6. The ARC will provide a liaison to the EOC to assist in coordination and resource support for ARC shelters and other mass care activities if involved in sheltering operations. The EOC and ARC will coordinate information about what displaced persons should expect when they

return home. For example, they need to be informed if their homes require inspections before they can return to them, of the status of missing persons or injured relatives, etc.

7. Public information regarding the locations, duration, updates, etc., will be disseminated by the PIO or JIC at the EOC via radio, television, mass notification system, and social media. This information will also be given to the 211 for public hotline use.
 - a. ARC may involve their regional PIO in the public information efforts.
8. The Shelby County Sheriff's Office maintains relocation plans in the event prisoners must be moved during an emergency and is solely responsible for the initiation and execution of this plan.
9. Institutions in Shelby County that provide long-term care have shelter provisions addressed in plans developed under the aegis of the Ohio Department of Health.
10. In some hazardous material incidents, or other type of contamination, the Shelby County Hazmat Team and members of Fire Departments will identify, screen, and handle evacuees exposed to contamination, and will work with ARC to assist these displaced persons. Please refer to Annex Q - Hazardous Materials. B.7.f-g.
11. In a hazardous material incident, the IC will decide if and when an evacuation will take place and whether personal protection will involve sheltering in place or sheltering away from the area.
12. Sheltering in place may be used in some situations, such as temporary power outages, pandemic outbreaks, snow emergencies, etc., when evacuation is not safe or feasible. The IC, in coordination with the EOC, will make this decision.
13. Shelby County EMA may request state-level assistance through the Ohio EOC if local resources are unavailable.

V. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. Organization

1. The Red Cross Disaster Program Manager/Specialist, or his/her designee, will serve as the liaison to the Emergency Operations Center (EOC) when it is activated. He/she shall report to the designated EOC upon notification.

B. Assignment of Responsibility

1. American Red Cross

- a. The ARC will assign a liaison to the Emergency Operations Center whenever mass care services are being provided.
- b. The ARC will establish general population shelters that will accommodate individuals with access and functional needs.
- c. Food, water, cots, and blankets will be available to persons in ARC shelters including the access and functional needs populations whose needs can be met at a shelter and who have a caregiver accompanying them to stay in the shelter.
- d. The ARC may provide information on injured and missing persons to the general public through the PIO or JIC at the EOC. Phone numbers will be disseminated through media outlets (radio, television, social media, and 211) at the time of the emergency for this service.
- e. The ARC may provide medical and mental health staffing for shelters to support individuals including those with access and functional needs, and direct them to medical care if additional assistance is needed.

- f. ARC maintains written procedures used to identify, open, and staff emergency shelters.
 - g. ARC may set up Reception Centers in order to register persons needing shelter, assign them to shelters and identify their immediate needs.
 - h. The Miami Valley Chapter of the ARC has an agreement with the Shelby County Humane Society to assist displaced persons with domestic pets; this agreement does not include exotics or large recreational animals.
 - i. The ARC will attempt to reunite separated families and reconnect those impacted with distant contacts through the Safe and Well Linking website. The ARC may also work with the National Center for Missing and Exploited Children to reunite unaccompanied children with their families. The ARC and Shelby County Job & Family Services will coordinate to address these issues.
2. Senior Service Agencies
 - a. May provide food, emergency assistance and resources to qualified clients affected by the disaster.
 3. Shelby County Board of Developmental Disabilities
 - a. Assist clients in finding long-term disaster housing.
 - b. Provide specially trained personnel to assist developmentally disabled people in shelters.
 4. Shelby County Job and Family Services Department
 - a. Provide disaster unemployment services for qualified clients.
 - b. Provide emergency assistance grants to low-income families and the elderly.
 - c. Provide assistance in locating long-term disaster housing
 5. Shelby County Department of Children’s Services
 - a. Assist ARC with childcare as needed in shelters and provide childcare assistance when needed for persons applying for disaster assistance.
 - b.
 6. Mental Health Organizations
 - a. Provide counseling to individuals including those with access and functional needs, developmental disabilities, addiction and chemical dependency and other mental health conditions in emergency shelters as needed, using local resources.
 7. Law Enforcement Agencies
 - a. Will provide security for shelters, when possible.
 8. Sidney-Shelby County Health Department
 - a. Provide inspections of shelters to ensure environmental health standards are met prior to the shelter opening.
 - b. Provide inspection of mass food or water distribution as required at site.
 - c. Provide personnel for a position in the EOC.
 - d. Provide MRC nurses if available.

VI. DIRECTION AND CONTROL

- A. The Red Cross Organization will coordinate sheltering and mass care activities with the EMA and will determine the extent of assistance needed from other governmental and non-profit organizations in shelter functions.

- B. The following organizations provide support for various functions of mass care and can be coordinated through the Red Cross or the EMA Office:
 - 1. Salvation Army assists with feeding shelter residents.
 - 2. Lutheran Community Services assists with counseling and casework and miscellaneous home repairs.
 - 3. Catholic Social Services assists with counseling and recovery.
 - 4. Voluntary Organizations Active in Disasters (VOAD) assists with debris removal and other manual labor and home repair skills as volunteers are available.
 - 5. Connection Point Church can assist with operation of the Volunteer Reception Center.
 - 6. Southern Baptist Church volunteers provide child care services.
 - 7. Shelby County United Way assists with dissemination of information through 211 services and can provide help with the Family Assistance Center, food banks, utility assistance, and volunteers.

VII. CONTINUITY OF GOVERNMENT

- A. The line of succession for the Shelter/Mass Care Liaison is:
 - 1. The Miami Valley ARC Disaster Program Manager
 - 2. The Miami Valley ARC Disaster Program Specialist
 - 3. ARC Mass Care Coordinator

VIII. ADMINISTRATION AND LOGISTICS

- A. Training exercises will be coordinated by the EMA Director in cooperation with the American Red Cross Disaster Program Manager.

- B. The EMA will assign an amateur radio operator to each shelter to ensure communications between shelters and the EOC. Refer to Communications Annex

IX. PLAN DEVELOPMENT AND MAINTENANCE

- A. The ARC Disaster Program Manager will coordinate with the Emergency Management Director will to review and update this annex, including reviewing new/updated information with all necessary changes and revisions with other agencies and departments.

- B. Updates will be made when deficiencies are identified through exercises, actual occurrences, or a change in recommended practices as recognized by ARC Disaster Program Manager or the EMA Director.

- C. The EMA Director will coordinate, publish and distribute this annex and will forward all revisions to the appropriate organizations.

- D. All involved agencies (ARC, Salvation Army, Department of Job and Family Services, etc.) are responsible for developing and maintaining standard operating guidelines (SOGs), mutual aid agreements, personnel rosters including 24-hour emergency notification telephone numbers and resource inventories.

X. AUTHORITIES AND REFERENCES

A. Authorities

- 1. Statement of Understanding between FEMA and the American Red Cross, as amended
- 2. Statement of Understanding between the State of Ohio and the American Red Cross, as amended
- 3. Miami Valley Chapter of the American Red Cross and Emergency Management Agency Memorandum of Understanding.

B. References

- 1. Miami Valley Chapter of the American Red Cross Disaster Response Plan

XI. ADDENDA

None

XII. AUTHENTICATION

Miami Valley Chapter of the American Red Cross
Disaster Program Manager

Date

Shelby County EMA Director

Date