

**EMERGENCY SUPPORT FUNCTION SIX
MASS CARE, HOUSING AND HUMAN SERVICES**

PRIMARY AGENCIES: Apple Valley Chapter of the American Red Cross
Chelan County Emergency Management

May need to advise: Amateur Radio Operators (A.R.E.S./R.A.C.E.S.)
North Central EMS and Trauma Care
RiverCom
Fire Services
Law Enforcement
Public Works Departments
LINK Transit
Chelan Douglas Health District
Chelan County Coroner
School Districts
Wenatchee Valley Humane Society
Local Community Church Council

INTRODUCTION

A. Purpose

The purpose of this Emergency Support Function (ESF) is to coordinate efforts to provide sheltering, feeding, and emergency first aid following an emergency or disaster requiring response assistance; to operate a Disaster Welfare Information (DWI) system to collect, receive, and report information about the status of victims and assist with family reunification within the affected area; and to coordinate bulk distribution of emergency relief supplies vital to the delivery of services to victims following the event.

B. Scope

1. In the event of a major disaster all, or any part of Chelan County could be impacted in such a way that residents might have to evacuate their homes. If such a situation arises, ways will be needed to feed and shelter a large number of citizens.
2. Initial response activities will focus on meeting urgent needs of victims on a mass care basis. Recovery assistance, such as temporary housing, loans and grants for individuals under the traditional disaster assistance programs of the Federal Emergency Management Agency (FEMA) and other federal agencies' initial recovery efforts may commence as response activities are taking place. Likewise, the provision of the customary American Red Cross disaster services of Emergency Assistance and Additional Assistance will be considered based on the needs of the victims, the situation, and available resources. As recovery activities are introduced, close coordination will be required between those federal agencies

- responsible for recovery activities, and voluntary agencies providing recovery assistance, including the Red Cross.
3. The American Red Cross independently will provide mass care to disaster victims as part of a broad program of disaster relief, as outlined in charter provisions enacted by the US Congress, Act of January 5, 1905, and the Disaster Relief Act of 1974 (P.L. 93-288, as amended by the Stafford Act of 200).
 4. The American Red Cross will assume primary agency responsibility under the Federal Response Plan (FRP) to coordinate federal response assistance to the mass care response of WA State and Chelan County, and the efforts of other voluntary agencies including American Red Cross relief operations.
 5. The Wenatchee Valley Humane Society will coordinate the response of county agencies in assisting local and volunteer organizations to provide all animals affected by the disaster with emergency medical care, evacuation, rescue, temporary confinement, shelter, food and water, and identification for return to the owner.
 6. Mass Care includes:
 - a. Shelter The provision of emergency shelter for victims includes the use of designated shelter sites in existing structures, creation of temporary facilities such as tent cities, or the temporary construction of shelters, and the use of similar facilities outside the affected area, should evacuation be necessary.
 - b. Feeding The provision for feeding victims and emergency workers through a combination of fixed sites, mobile feeding units, and bulk food distribution. Such operations will be based on sound nutritional standards and will include provisions for meeting dietary requirements of victims with special dietary needs.
 - c. Emergency First Aid Emergency first aid services will be provided to victims and workers at mass care facilities and at designated sites within the affected area. This emergency first aid service will be supplemental to emergency health and medical services established to meet the needs of the victims.
 - d. Disaster Welfare Information (DWI) regarding individuals residing within the affected area will be collected and provided to immediate family members outside the area through a DWI System. DWI will also be provided to aid in reunification of family members within the area who were separated at the time of the event.
 - e. Bulk Distribution of Emergency Relief Items Sites will be established within the affected area for distribution of emergency relief items. The bulk distribution of these relief items will be determined by the requirement to meet urgent

needs of victims for essential items. (Also see ESF 11 – Agriculture and Natural Resources)

C. Limitations

Presently, Chelan County and its communities can provide emergency short-term protection to meet the needs of residents and an additional percentage of evacuees by maximizing use of public buildings, churches and schools as temporary housing, feeding or medical facilities. Existing public fallout shelters are inventoried but not equipped, supplied, or maintained due to the lack of state or federal funding for the continuation of such programs.

POLICIES

1. ESF 6 will be implemented upon the appropriate request for assistance following an event. All appropriate governmental and volunteer agency resources will be used as available with the American Red Cross taking the role as lead agency.
2. All services will be provided without regard to economic status or racial, religious, political, ethnic, or other affiliation.
3. The Chelan County Plan will not supersede American Red Cross' (ARC) response and relief activities. ARC operations will conform to the ARC Board of Governors' Disaster Services Policy Statement and will be performed in accordance with the ARC Disaster Services regulations and procedures. ARC will maintain administrative and financial control over its activities.
4. Information about those injured and remaining within the affected area, and casualties evacuated from the affected area to other medical facilities will be limited to that provided by local medical care facilities, either directly or through the American Red Cross' DWI System.

SITUATION

A. Emergency/Disaster Hazards and Conditions

1. The magnitude of damage could rapidly overwhelm the capability of Chelan County and the American Red Cross to assess the event and respond effectively to basic and emergency human needs. Damage to roads, airports, communications, etc. could hamper emergency response efforts. The movement of emergency supplies could be seriously impeded. Many professional emergency workers and others who normally would help during an event could be dead, injured, involved with family problems resulting from the situation, or unable to reach their assigned posts. Local emergency facilities could be severely damaged or inaccessible.

2. Large numbers of victims could be forced from their homes depending on such factors as time of occurrence, area demographics, building construction, and existing weather conditions. There may be large numbers of dead and injured. Family members may be separated immediately following a sudden-impact event, such as children in school and parents at work. Large numbers of transients, such as tourists, students, and foreign visitors may be involved.
- B. Planning Assumptions
1. Planning for ESF 6 is based on a worst-case scenario in which an event occurs without warning at a time of day that will produce maximum casualties, but also considers other events, which could cause large numbers of casualties and result in widespread damage necessitating the temporary relocation of victims. The shelter program shall be developed on the assumption that people may have to remain in public shelters for a period of time.
 2. The nature and extent of the event requires a planned, immediate, and automatic response from the American Red Cross and cooperating private sector and volunteer organizations.
 3. The American Red Cross (ARC) will take the lead to immediately provide feeding, shelter and emergency first aid services if possible. The ARC will plan to provide these services without external support for at least the first three days, or however long resources dictate following the onset of the event. An independent ARC relief operation will be established to support this response. If this overwhelms local ARC capabilities, state and national ARC resources will be requested. The Salvation Army, various church and volunteer organizations may offer services in support of mass care efforts. The Salvation Army may be able to request assistance through their chain of command.
 4. Surviving telephone service into and within the event area will be either inadequate or prioritized to emergency uses to the extent that it will be unable to handle disaster welfare inquiries. The restoration of communications systems disrupted by damages and overloads may take weeks.
 5. For planning purposes, it is assumed less than twenty percent of the population will require public shelter services in any given situation. Research conducted by Snohomish County (1981) indicates most people evacuated from their homes for extended periods of time will find their own shelter in a non-impacted area either with friends or relatives.
 6. Some of the victims who arrive at mass shelters will bring their pets with them. Evacuation shelters do not accept animals because of health and safety regulations. The Wenatchee Valley Humane

- Society is responsible for coordinating shelter arrangements for animals in the event of a disaster.
7. The names of many of the injured that are treated and released may continue to appear on casualty lists. Some medical facilities will be so overwhelmed that accurate record keeping on treated, released, hospitalized, and transferred individuals may be disrupted.
 8. Many of the more seriously injured will be transported to hospitals outside the event area, some of them hundreds of miles away.
 9. The Red Cross has existing agreements in place for shelters and an activation and staffing plan for shelter operations. Mass care shelter facilities will receive priority consideration for structural inspections to ensure safety of occupants.
 10. Mass care operations and logistical support requirements will be given high priority by the Chelan County Emergency Operations Center (EOC) and support agencies.
 11. Relocation of victims will limit or prevent routine mail delivery.
 12. Large numbers of spontaneous volunteers in the affected area and around the state or country will require a planned recruitment strategy and operational training effort.
 13. There are enough resources available locally to care for the local population for at least two weeks.
 14. The Chelan County EOC will coordinate ESF 6 planning activities to ensure appropriate immediate and automatic response.

CONCEPT OF OPERATIONS

A. General

1. The American Red Cross has established a mass care/shelter plan. They are responsible for inventorying potential shelter locations and have:
 - a. Identified usable shelters, to include, but not limited to schools, churches, and campgrounds.
 - b. Written agreements to use shelters, as appropriate.
 - c. Trained volunteers for mass care and shelter operations.
 - d. Established a communication system for communications between shelters, Red Cross HQ, and the EOC.
 - e. Established, with other social service organizations, a crisis counseling system.
2. In an actual emergency, information concerning the shelter program including public shelter locations, will be disseminated as directed by Chelan County Emergency Management or the designated Public Information Officer in coordination with the American Red Cross
3. The Red Cross representative to the EOC will function as the mass care representative.
4. Other agencies may support the mass care mission. Resources from the private sector will also be applied to the response and recovery

effort. The ARC will coordinate with the Chelan County EOC to provide needed support. Requests for assistance from citizens or jurisdictions within the county that come to the EOC will be referred to the local ARC chapter or field office.

5. Initial response activities will focus on meeting urgent needs of victims on a mass care basis. Services provided will be based on the needs of victims, the situation, and available resources. As recovery activities are introduced, close coordination will be required between those agencies responsible for recovery activities and the voluntary agencies providing recovery assistance, such as the ARC.
6. The Chelan County Commissioners may authorize use of county facilities and resources in support of mass care. In addition, they may enter into contracts with local businesses or agencies for additional resources or facilities.
7. The Wenatchee Valley Humane Society will coordinate efforts to provide water, food, shelter and other physical needs to animals. They will coordinate with the EOC PIO to ensure that information is provided on the location of animal shelters and other animal-related matters.

B. Organization

1. The American Red Cross has developed a mass care/shelter plan for the Chelan County area. Along with this plan the Red Cross has trained volunteers and paid staff to carry out the plan.
2. Chelan County Emergency Management has and continues to work with the Red Cross to assist in the coordination and liaison with local government and the public in instituting mass care and shelter activities for the public.
3. The Chelan County EOC will alert, and may request activation of mass care agencies. When alerted or activated, agencies will contact their staff, appropriate teams and individual volunteers. They will maintain communication and coordination with the Chelan County EOC.

C. Procedures

Sheltering and mass care will follow the SOPs developed and implemented by the Mass Care plan of the American Red Cross.

D. Mitigation Activities

For the purpose of this ESF, Mitigation and preparedness are considered the same.

E. Preparedness Activities

1. The American Red Cross:
 - a. Identify usable facilities for shelter and mass care. Establish agreements with several local schools and churches for use of their facilities as shelter and/or feeding sites.
 - b. Maintain a current listing of all available shelters.
 - c. Recruit and train volunteers for mass care operations. Maintain resource and personnel lists.
 - d. Coordinate with Emergency Management in planning issues and other mass care concerns.
 - e. Develop a liaison with other community service organizations for providing mass care to the public.
 - f. Provide Disaster Welfare Inquiry services.
 2. Chelan County Emergency Management:
 - a. Coordinate with the Red Cross in shelter and mass care issues. Ensure capability between the Chelan County Plan and the Red Cross mass care plan.
 3. Wenatchee Valley Humane Society
 - a. Assist in releasing information on disaster planning and safety for animals through press releases and brochures.
 - b. Coordinate with local agencies to establish a system to register identification data in an effort to reunite animals with their owners.
 - c. Identify available shelter locations (barns, pastures, kennels, etc.) to be utilized as animal shelters.
- F. Response Activities
1. The American Red Cross
 - a. Assess situation and status reports from the Chelan County EOC and ARC damage assessment teams, assess available personnel and resources. Evaluate mass care needs and make recommendations to higher level of ARC regarding allocation of resources and establishment of priorities.
 - b. Establish usable facilities for shelter and mass care.
 - c. Provide meals at fixed and mobile feeding sites.
 - d. Provide emergency first aid services in shelters, feeding sites, and emergency first aid stations.
 - e. Distribute potable water and ice, as well as bulk emergency relief items.
 - f. Access trained volunteers for mass care operations.
 - g. Coordinate with Emergency Management on planning issues and other mass care concerns. Maintain contact with the Chelan County EOC.
 - h. Establish a liaison with other community service organizations for providing mass care to the public.
 - i. Establish, staff and operate Disaster Welfare services.

- j. Establish communications between shelters, feeding units, emergency first aid stations, and relief operation locations.
 - k. Manage ARC logistical support (such as transportation, needed supplies) and financial activities.
 - 2. Chelan County Emergency Management/Emergency Operations Center
 - a. Receive and verify situation reports from a variety of sources and identify/estimate needs for mass care services.
 - b. Identify potential resources for providing mass care.
 - c. Request assistance from support agencies and communication resources, as appropriate.
 - d. Coordinate with Red Cross on planning issues and other mass care concerns, including shelter sites and routes to be used.
 - e. Arrange for or coordinate logistical support, including transportation of evacuees and supplies.
 - f. Provide public information on mass care sites, services provided, available routes, and transportation options (also see ESF 2 – Telecommunications, Information Systems, and Warning and ESF 15 – Public Affairs).
 - g. Maintain coordination and communication between support agencies and the Chelan County EOC.
 - h. Communicate with the WA State EMD and keep them apprised of the local situation and need for additional resources.
 - 3. Wenatchee Valley Humane Society
 - a. Track the activities of all available animal shelter facilities and confinement areas identified before, during, and after the disaster.
 - b. Provide information on the location and availability of shelter space, food, and water for animals.
 - 4. Other volunteer groups and/or churches
 - a. Coordinate with the ARC to provide food, water, bedding, clothing and other supplies.
 - b. Coordinate with ARC to assist at feeding sites, whether fixed or mobile.
 - c. Coordinate with the Wenatchee Valley Humane Society to assist with animal shelter operations.
- F. Recovery Activities
- 1. American Red Cross
 - a. Provide for crisis counseling, as appropriate.
 - b. Support recovery activities consistent with the mission and capabilities of the ARC. Provide information to Chelan County EM/EOC to assist with after action reports.
 - 2. Chelan County Emergency Management:
 - a. Perform disaster impact assessments.

- b. Coordinate with FEMA and State Emergency Management for any programs that are made available, as appropriate.
- 3. Wenatchee Valley Humane Society
 - a. Keep Chelan County Emergency Management/EOC informed as to the closing of animal shelters or confinement areas, personnel status, and supplies as the need diminishes.
 - b. Coordinate the return of animals to their owners and determine the disposition of animals that cannot be returned to their normal habitat or are otherwise separated from their owners.

RESPONSIBILITIES

- 1. The American Red Cross:

Coordinate efforts to provide sheltering, feeding, and emergency first aid, operate a DWI system, and coordinate bulk distribution of emergency relief supplies. As the lead agency responsible for implementing the shelter program, will designate a shelter coordinator responsible for:

 - a. Identification of suitable community facilities and development of emergency Standard Operating Procedures.
 - b. Maintain listing of shelters, capabilities and resources available.
 - c. Developing county-wide shelter management and staffing assignments and support training.
 - d. Documenting costs for reimbursement and auditing purposes.
 - e. Evaluation and review of procedures to ensure operational readiness.
 - f. Coordinating support services in an actual emergency.
 - g. Tracking of displaced individuals.
 - h. Handles all aspects of the community sheltering plan and other shelter activities in accordance with their mission.
 - i. The National Traffic Safety Board has identified the ARC as the designated organization with primary responsibility for the Aviation Disaster Family Assistance Act. As per Public Law 104-264, the ARC has the following responsibilities for families of passengers involved in an aircraft accident involving significant loss of life:
 - (1) Provide mental health and counseling services, in coordination with the disaster response team of the air carrier involved.
 - (2) Take necessary actions to provide an area where families may grieve in private.
 - (3) Meet with families who have traveled to the location of the accident, contact the families unable to travel to that location, and contact all affected families periodically

thereafter until the director of family support services designated for the accident determines that further assistance is no longer needed.

- (4) Communicate with the families regarding the roles of ARC, government agencies and the air carrier involved with respect to the accident and the post-accident activities.
 - (5) Arrange for a suitable memorial service, in consultation with the families.
2. Chelan County Emergency Management/EOC is responsible for:
 - a. Obtain and evaluate situation reports, identify current or potential needs for mass care, to include coordination of spontaneous volunteer resources. Identify potential resources for supporting or providing mass care. Provide direct and logistical support as appropriate and available.
 - b. Establishing communications between the shelter and the EOC with assistance from amateur radio operators, when appropriate.

RESOURCE REQUIREMENTS

1. The county will provide space, communications, administrative support for the mass care representative at the Chelan County EOC.
2. Resources which may have to be mobilized in support of mass care activities include the transportation of cots and blankets, sleeping bags, portable toilets, water containers, cooking equipment, registration forms, first aid and shelter medical supplies, vehicles for transport of personnel and supplies, comfort and cleanup kits, portable lamps, generators, fans, office supplies, and tables and chairs. Many of these supplies will already be in the shelter locations or can be obtained through normal supply channels.
3. Vehicles to be used by the ARC and other support agencies will be provided by those agencies.
4. Available undamaged facilities may have to be augmented by tents, mobile homes, and railroad cars from outside the area.
5. Personnel resources may include ARC staff, Wenatchee Valley Humane Society staff, and volunteers such as members of churches, veterans groups, labor unions, scouting organizations, professional associations, and social or service clubs. Specially skilled individuals will be identified from among these groups.

REFERENCES

- A. American Red Cross Board of Governor's Disaster Services Policy Statements

- B. American Red Cross Disaster Services Regulations and Procedures (ARC 3000 Series.
- C. Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 93-288), as amended.
- D. Homeland Security Act of 2002
- E. Homeland Security Presidential Directive 5
- F. Pets Evacuation and Transportation Standards Act of 2006