

Emergency Support Function 6
Mass Care, Emergency Assistance, Housing and Human Services

ESF Coordinator: Mills County Emergency Management Agency (MCEMA)

Primary Agencies: American Red Cross of Nebraska and SW Iowa

Support Agencies: Mills County Emergency Management Agency
Mills County Department of Public Health
Animal Control / Humane Society
Salvation Army
Mills County Emergency Services Association
Mills County Law Enforcement
Glenwood Police Department
Medical Centers
Participating Veterinarians

I. INTRODUCTION

A. Purpose

The purpose of Emergency Support Function 6 (ESF-6), Mass Care, Emergency Assistance, Housing and Human Services, is to coordinate efforts to provide sheltering, feeding, and disaster welfare information following an emergency or disaster.

B. Scope

1. In the event of a disaster, all or any part of the county may be impacted in such a way that residents may have to evacuate their homes. If such a situation arises, a large number of citizens may need to be fed and sheltered.
2. Services will be provided without regard to economic status, race, religion, national origin, age, gender, marital status, gender identity, sexual orientation, English proficiency, ethnicity, mental or physical disability, political affiliation, or other affiliation.
3. Initial response activities should focus on meeting urgent needs of impacted citizens. Recovery assistance, such as temporary housing, and loans and grants for individuals under the traditional disaster assistance programs of the Federal Emergency Management Agency (FEMA) and other federal agencies, may commence as response activities are taking place. As recovery activities are introduced, close coordination will be required between local, state, and federal agencies responsible for recovery activities, and voluntary agencies providing recovery assistance.
4. The American Red Cross of Nebraska and SW Iowa will be responsible for the care of victims as determined by triage at shelter facilities. Coordination will be made with ESF-4, Fire and EMS, to ensure emergency medical assistance is provided, and with ESF-8, Public Health, to assist in a process for reunification of patients and family members during and after the emergency/disaster.

5. This ESF will also coordinate the response of agencies in assisting local and volunteer organizations to provide animals affected by the disaster with emergency care, evacuation, rescue, temporary confinement, shelter, food and water, and identification for return to the owner. Refer to 6.1 Mills County Pets in Disaster's Plan, found in Basic Plan.
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 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. **Disaster Welfare Information:**

Disaster Welfare Information includes services related to the provision of information about individuals residing within the affected area to immediate family members outside the affected area. It may also include services related to the reunification of family members within the affected area.

II. POLICIES

- A. ESF-6, through the Mills County Emergency Operations Center (EOC), will assist with coordination of mass care and sheltering to the county.
- B. Federal, state, and local jurisdiction, voluntary agency, and private sector resources will be used as available.
- C. The ESF-6 working group should periodically survey their identified shelters regarding their resources, capabilities, contact information, and access, and provide the MCEMA with the survey results. This information will be used to update ESF-6 as needed.

III. CONCEPT OF OPERATIONS

- A. **General**
 1. The American Red Cross of Nebraska and SW Iowa has been designated the primary agency responsible for managing mass care activities. Other agencies have been designated to support the mass care mission. Resources from the private sector may also be applied to the response and recovery effort. ESF-5 Emergency Management and ESF-7 Logistics Management Resource Support.
 2. The Executive Policy Group 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.

3. Possible shelter and/or feeding sites may include, but are not limited to: public and private schools, community centers, and churches that have general purpose or community rooms and kitchens.
4. ESF-6 will coordinate efforts to provide water, food, and shelter and other physical needs to animals. Refer to 6.1 Mills County Pets in Disaster's Plan, found in Basic Plan.
5. Coordinate with the Public Information Officer to ensure the EOC is updated with current and accurate information.

B. Organization

The Mills County EOC may notify and request activation of mass care agencies. When notified or activated, agencies will contact their staff, appropriate teams, and individual volunteers. They shall maintain communication and coordination with the Mills County EOC.

IV. RESPONSIBILITIES

A. Preparedness Activities

1. American Red Cross of Nebraska and SW Iowa
 - a. Maintains a basic inventory of cots, blankets, and other supplies with local availability.
2. Mills County Emergency Management Agency
 - a. Identify capabilities and capacities for providing support to mass care operations.
 - b. Coordinate with ESF-6 agencies to ensure the EOC is updated with current and accurate information.

B. Response Activities

1. American Red Cross of Nebraska and SW Iowa
 - a. Establish shelter and feeding sites in that are in the ESF Reference Document 6.2 Mills County Shelter Sites, found in Basic Plan.
 - b. Assist with opening other shelter and feeding sites as needed.
2. Mills County EOC
 - a. Receives and verifies situation reports from a variety of sources and identifies/estimates needs for mass care services.
 - b. Identifies potential resources for providing mass care.
 - c. Requests assistance from support agencies, and communication resources, as appropriate.
 - d. Coordinates with involved support agencies regarding specific mass care site(s) locations that may be used and indicate what route(s) are safe to be used.
 - e. Coordinates logistical support.

- f. Maintains coordination and communication between the EOC and support agencies.
 - g. Coordinate with the Public Information Officer to ensure current and accurate information.
- 3. Mills County Department of Public Health
 - a. Coordinates with environmental health to ensure safe and sanitary conditions.
 - b. Identify any health-related deficiencies in shelter operations and make corrective action recommendations to the shelter managers.
 - c. Maintain contact with the EOC.
 - d. Assist American Red Cross of Nebraska and SW Iowa in a process for reunification of patients and family members during and after the emergency/disaster.
 - e. Initiates the process of identifying the mental health needs in the affected community and will work with American Red Cross of Nebraska and SW Iowa and other appropriate agencies to coordinate care and referral.
 - f. Coordinates with the Critical Incident Stress Management Team to meet the needs of first responders in the affected area.
 - g. Coordinate with the Public Information Officer to ensure the EOC is updated with current and accurate information.
- 4. Animal Control/Humane Society
 - a. Tracks the activities of all available animal shelter facilities and confinement areas identified before, during, and after the disaster.
 - b. Provides information on the location and availability of shelter space, food, and water for animals.
 - c. Coordinate with the Public Information Officer to ensure the EOC is updated with current and accurate information.
- 5. Salvation Army
 - a. Coordinates with American Red Cross of Nebraska and SW Iowa to provide food, water, bedding, clothing, or other supplies.
 - b. Coordinates with American Red Cross of Nebraska and SW Iowa to provide fixed or mobile feeding sites.
 - c. Coordinate with the Public Information Officer to ensure the EOC is updated with current and accurate information.
- 6. Mills County Emergency Services Agency
 - a. Assists the EOC with transportation of supplies and equipment to and from the shelter and feeding sites, as needed.

7. Mills County Law Enforcement and Glenwood Police Department
 - a. Primary security for shelter and feeding sites.
 - b. Coordinates with the EOC and American Red Cross of Nebraska and SW Iowa, as needed.
8. Local Veterinarians:
 - a. Coordinates with Mills County Emergency Management Agency to provide food, water, bedding, or other supplies, as available.
 - b. Assists with American Red Cross of Nebraska and SW Iowa and Mills County Emergency Management Agency to provide assistance with animal shelter operations.
 - c. Coordinate with the Public Information Officer to ensure the EOC is updated with current and accurate information.
 - d. Refer to attachment 6.1 Pets in Disasters Plan, found in Basic Plan.

C. Recovery Activities

1. American Red Cross of Nebraska and SW Iowa
 - a. Coordinates with the Mills County Emergency Management Agency / EOC as to the closing of shelters, personnel status, and supplies as the needs diminish.
2. Mills County Emergency Management Agency
 - a. Coordinates with ESF-6 agencies in documenting all operational data for recovery operations and after-action reporting.
3. Mills County Department of Public Health
 - a. Transitions to primary ESF agency to support recovery activities consistent with their mission and capabilities. Provides information to the Mills County Emergency Management Agency to assist with after-action reports.
 - b. Coordinate with the Public Information Officer to ensure the EOC is updated with current and accurate information.
4. Animal Control/Humane Society
 - a. Informs the Mills County Emergency Management Agency as to the closing of animal shelters or confinement areas, personnel status, and supplies as the need diminishes.
 - b. Coordinates 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.

V. ATTACHMENTS

- ESF Attachment 6.1 Emergency Response Checklist – Mass Care
- ESF Attachment 6.2 Disaster Welfare Information Guidelines
- ESF Attachment 6.3 Community Disaster Welfare Information Log

VI. ESF REFERENCE DOCUMENTS (FOUND IN BASIC PLAN)

- 6.a Mills County Pets in Disasters Plan
- 6.b Mills County Shelter Sites
- 6.c Mills County Shelter Resources Inventory

**ESF Attachment 6a.
Emergency Response Checklist – Mass Care**

Emergency Response Checklist – Mass Care	
Emergency Management Phase	Actions
<p><u>Mitigation</u> Activities designed to prevent or lessen the effects of a hazard.</p>	<ul style="list-style-type: none"> ___ Participate in the hazard identification process and take steps to correct deficiencies in the mass care, housing and human services function. ___ Implement a public education campaign regarding the importance of having adequate homeowners and renters insurance.
<p><u>Preparedness</u> Activities designed to improve Readiness capabilities.</p>	<ul style="list-style-type: none"> ___ Implement a public education campaign regarding the importance of having a family disaster plan and 72-hour preparedness kit. ___ Identify and inspect suitable shelter facilities. ___ Develop and test emergency plans and procedures. ___ Train personnel to perform emergency functions. ___ Participate in Emergency Management training and exercises.
<p><u>Response</u> Activities designed to save lives, protect property and contain the effects of an event.</p>	<ul style="list-style-type: none"> ___ Open, staff and manage shelters. ___ Identify and provide temporary housing resources. ___ Provide representatives to the County EOC and work within the EOC structure to meet mass care, housing and human services needs. ___ Make suitable accommodations for special needs populations.
<p><u>Recovery</u> Activities designed to ensure continued public safety and return the community to pre-disaster levels.</p>	<ul style="list-style-type: none"> ___ Provide public information regarding safe re-entry to damaged areas. ___ Continue to work closely with the EOC to support on-going activities. ___ Identify and provide long-term housing resources. ___ Form a long-term recovery assistance team to help ensure individuals and families affected by the disaster continue to receive assistance for serious needs and necessary expenses. ___ Participate in after action critiques and reports. ___ Make changes in standard operating procedures and this ESF to improve future operations.

**ESF Attachment 6b.
Disaster Welfare Information Guidelines****PURPOSE**

The purpose of this guideline is to acknowledge the need and importance of accounting for an affected population, in as far as possible, to help enhance disaster rescue operations and to assist in the reunification of families as soon as possible. Creating a disaster welfare database for an affected area will also aid in public information operations and provide valuable information to concerned family members and friends who may live in or out of the immediate area.

ASSUMPTIONS

To achieve 100% accountability of citizens affected by disaster, close coordination between field personnel and support personnel is required. In the collection of needed intelligence to fulfill the objective of this guideline, the following are assumed:

- identification of victims treated will be logged by field personnel;
- identification of those requiring emergency shelter will be logged by shelter staff;
- connectivity to Red Cross registries will be made available for citizens and shelters;
- IT/GIS support will be used to help identify affected property owners;
- systematic methods will be utilized by field teams when conducting and documenting searches;
- multiagency coordination processes will be notified and implemented immediately during a catastrophic event.

DATA COLLECTION

The collection of data for the disaster welfare information log must be a coordinated effort of incident site managers, search and rescue personnel and the EOC.

No gathered data from the field location(s) will be disseminated to the media or other sources. All data will be forwarded to the EOC after collection. Upon validation of data, appropriate information will be forwarded to the media (as needed), concern hotlines (when established) and other appropriate disaster assistance partners.

Information to be collected for the log includes:

- address of the affected property
- names of all residents of that property
- relocation address (family or friend's home, shelter, or remaining)
- contact number
- welfare status (checkmark for ok, injured or deceased)

ADDITIONAL REGISTRIES

Affected citizens will be highly encouraged to enter their location and welfare information on registries available from the American Red Cross. All attempts will be made to provide internet connectivity at shelters, community feeding areas, community meeting sites, and other locations to allow citizens to register their information in order to minimize an influx of phone calls and disaster site visitors who are trying to confirm whether friends and family members are in distress or need assistance.

**ESF Attachment 6c.
Community Disaster Welfare Information Log**

COMMUNITY DISASTER WELFARE INFORMATION LOG

INCIDENT NAME: _____ UPDATED: _____ PAGE: _____ OF _____

ENTRY #	AFFECTED PROPERTY	RESIDENT NAME(S)	RELOCATED TO	CONTACT #	O K	INJURED	DECEASED
0	12345 450 TH STREET, ANYTOWN	JOHN SMITH / JOAN SMITH /	RED CROSS SHELTER, YOURTOWN	111-111-1111	X		