

# 6

## **ESF 6 – Mass Care, Emergency Assistance, Housing, and Human Services**

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# ESF 6 – Mass Care, Emergency Assistance, Housing and Human Services

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**ESF 6. Mass Care, Housing and Human Services**

<b>ESF 6 Mass Care, Housing and Human Services Tasked Agencies</b>	
<b>Primary Agencies</b>	Klamath County Emergency Management (KCEM) Klamath County Public Health Department
<b>Supporting Agencies</b>	Area Hospitals 911 Communication Centers Ambulance Providers Klamath County Behavioral Health (KBBH)
<b>Adjunct Agencies</b>	American Red Cross Private and Non-Governmental Organizations (Salvation Army)

**1 Purpose and Scope**

ESF 6, Mass Care, Housing and Human Services provides non-medical mass care/sheltering, housing, and human services support for victims of natural and technological emergencies and disasters. Emergency shelter includes the use of pre-identified shelter sites in existing structures, creation of temporary facilities or shelters, and use of other facilities outside the incident area, should evacuation be necessary.

Victims are fed through a combination of fixed sites, mobile feeding units, and bulk distribution of food. Emergency first aid, consisting of basic first aid and referral to appropriate medical personnel and facilities, is provided at mass care/sheltering facilities. Bulk distribution of emergency relief items, such as food, water, and ice, is managed and coordinated via established sites within the County. If applicable to the situation, coordination and management of volunteer services and donated goods is necessary to maximize benefits without hindering response activities.

Additional functions of ESF 6 include the following.

- Providing assistance for victims’ short- and long-term housing needs.
- Supporting and coordinating resources required for crisis counseling and other mental health-related services immediately following an emergency, particularly as services are needed at shelters.
- Coordinating and identifying individuals with special needs within the impacted area. Special needs may be characterized by age (children and elderly), physical and/or mental disabilities, language (non-English speaking), existing disease/medical conditions, dependency on service animals, and any other condition or threat that could warrant special considerations under emergency circumstances.

**2 Policies and Agreements**

- None at this time.

**ESF 6. Mass Care, Housing and Human Services****3 Situation and Assumptions****3.1 Situation**

- Facilities may be needed in Klamath County for both the direct effects and indirect effects of a hazard.
- Protective shelters, i.e., indirect effects shelters, are life supporting. Due to the facility design, they will afford protection from the direct effects weathered emergencies.
- Mass care facilities, i.e., indirect effects facilities, are life supporting. They are needed for support from the effects of hazards causing evacuations of areas flooded, near an explosion or chemical spill, etc. These facilities are designated as RAC (Reception And Care) facilities.
- The Klamath County Hazard Analysis identifies hazards that could cause an evacuation of some portion of Klamath County.

**3.2 Assumptions**

- Although local government has the overall responsibility, the American Red Cross will manage and coordinate sheltering and mass care operations within their capability. The Salvation Army will support these operations, and other professional and/or volunteer organizations (e.g. faith-based) organizations) that normally respond to an emergency/disaster situation will continue to do so.
- Until such time that the American Red Cross arrives on-scene, local government will manage and coordinate all shelter and mass care activities
- Other professional and volunteer organizations that normally respond to emergency situations will do so
- Assistance from outside Klamath County through mutual aid agreements with other counties and from State and Federal level emergency agencies will be available.
- Facilities planned for shelter and mass care use will be available at the time of need
- Experience has shown that under localized emergency conditions, a high percentage (50% or more) of evacuees will seek lodging with friends or relatives rather than go to established facilities.

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- Essential public and private services in reception areas will be continued during a mass care situation. Normal activities in some schools and churches may have to be curtailed or discontinued.
- If the threat of an evacuation is due to a visible hazard or has been discussed in the media, some spontaneous evacuation will occur prior to an implementing order. Therefore, mass care operations may have to commence early in any disaster period.
- There will be instances where the complete shelter/mass care operation will not be implemented; however, people who would not normally be clients of local and state human services agencies will require some form of public assistance under emergency conditions.
- Other professional/volunteer organizations that normally respond to emergency/disaster situations will continue to do so.
- Churches and church groups are a vital community resource and will function as support organizations to provide assistance to disaster victims.

**4 Roles and Responsibilities****4.1 General**

The ultimate responsibility for the care of evacuees and displaced disaster victims rests with the Emergency Manager. The Board of County Commissioners has the authority to appoint an Incident Commander. Services will be provided through the coordinated efforts of staff members, American Red Cross, Salvation Army, other state supported agencies, volunteer agencies and mutual-aid agreements with various support groups.

**4.2 Task Assignments****4.2.1 Emergency Manager**

- Develop shelter and mass care program.
- Develop human service programs.
- Notify the ARC of a need for shelters, estimated persons affected, and evacuation routes.
- Inform public.

**4.2.2 Shelter Officer**

- Establish American Red Cross contact.

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- Identify volunteer agencies and develop emergency agreements.
- Identify potential protective shelters and mass care facilities.
- Ensure mass care facilities are staffed and feeding is available.
- Coordinate the distribution of donated clothing.

**4.2.3 Human Services Officer**

- Identify volunteer agencies and develop emergency agreements.
- Solicit and distribute clothing and food from various agencies and individuals.
- Assist registration of evacuees/victims.
- Assist shelter managers by providing special care for sheltered groups such as unaccompanied children, the aged, and others.
- Coordinate crisis counseling assistance for disaster victims/workers.
- Staff Disaster Application Centers (DAC), as required.

**4.2.4 Law Enforcement**

- Provide security and law enforcement at shelters facilities where possible.
- Provide back-up communications.

**4.2.5 Fire Services/Fire District**

- Inspect shelter and mass care sites for fire safety.
- Provide and maintain shelter fire extinguishers.
- Train shelter personnel in fire safety and suppression.

**4.2.6 Transportation**

- Provide and coordinate public transportation to emergency feeding sites, food distribution points, clothing pickup points--including special needs groups.

**4.2.7 Health and Medical**

- Coordinate medical assistance at mass care facilities.

**4.2.8 Behavioral Health Authority**

- Provide crisis counseling for disaster victims/workers.

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- Staff and operate shelter and mass care facilities.
- Register evacuees.
- Provide emergency feeding.
- Provide emergency clothing.
- Process inquiries from concerned families outside the disaster area.
- Provide temporary home repairs.

**4.2.10 Salvation Army (through agreement)**

- Assist in mass feeding operations.
- Collect and distribute food, clothing and other supplies.
- Perform counseling and morale building services.
- Provide specialized skills, such as interpreters and social workers.
- Perform repairs to homes.

**5 Concept of Operations****5.1 General**

The Emergency Manager, has the overall responsibility for ensuring the protection and welfare of citizens residing in Klamath County.

In cooperation with available volunteer disaster assistance organizations, Klamath County will endeavor to make available shelter and lodging for people displaced from their residences.

The American Red Cross and other private disaster assistance organizations will be called upon to provide management and support of shelters for the displaced population and to care for their emergency needs by organizing shelter teams, providing services necessary to support the shelter population, registration, or other life support assistance.

In some disasters, the Federal government may be requested to provide emergency housing. Disaster victims will be encouraged to obtain housing with family or friends or in commercial facilities. To the extent possible, local government will assist and coordinate post-disaster housing needs of the homeless.

**ESF 6. Mass Care, Housing and Human Services****5.2 Actions by Phase of Emergency****5.2.1 Mitigation**

- Encourage shelter considerations in architectural design.
- Identify volunteer groups.
- Develop a shelter and mass care capability.
- Encourage residents to plan a home shelter facility.
- Identify population groups requiring special assistance during an emergency (i.e. senior citizens, handicapped).

**5.2.2 Preparedness**

- In coordination with the American Red Cross, identify mass care facilities (temporary lodging and emergency feeding sites) and protective shelters.
- With the American Red Cross, obtain cooperation of facility owners for use as mass care facilities and protective shelters
- Train facility shelter managers.
- Maintain feeding supplies.
- Identify sources of food and clothing.
- Coordinate training and communication procedures.
- Coordinate responsibilities with other agencies and/or volunteer groups.
- Identify population groups requiring special assistance during an emergency (i.e., senior citizens, handicapped) and ensure assistance is provided.

**5.2.3 Response**

- Open and staff shelters and mass care facilities.
- Provide food and clothing as needed.
- Identify Distribution Service Centers.
- Maintain communications between facilities and EOC.
- Assist registration of evacuees and victims.

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- Provide information for victims needing additional services.

**5.2.4 Recovery**

- Deactivate shelters and mass care facilities as necessary.
- Assess continued human needs of victims.
- Inform public of extended care availability.
- Coordinate post-disaster housing needs.
- Coordinate with State and Federal officials on location of Disaster Application Center (DAC).
- Staff DAC.

**5.3 Shelters and Mass Care Facilities**

Mass care includes the registration of evacuees, the opening and management of temporary lodging facilities, and the feeding of evacuees and workers through both mobile and fixed feeding sites.

**5.3.1 Registration**

The American Red Cross will assist local government in the registration of evacuees, and as applicable, will coordinate information with appropriate government agencies of those evacuees who are housed in American Red Cross Shelters.

**5.3.2 Temporary Lodging and Feeding Facilities**

The designation of specific lodging and feeding facilities will depend on the actual situation and the location of the hazard area. Selected facilities will be located far enough from the hazard area so that there is no possibility of the threat extending to the mass care facility. Specific care must be given to ensure that designated facilities are suitable for lodging institutionalized or special needs groups. Agreements for use of some facilities have been obtained by the American Red Cross. The Emergency Manager will obtain permission from owners to use other facilities as required.

When American Red Cross facilities are opened, it will be the responsibility of the American Red Cross to maintain all functions and staffing according to American Red Cross policy.

As needed, meals and snacks will be provided to evacuees and workers through both mobile and fixed feeding sites. Upon American Red Cross arrival, they will be responsible for meal planning, coordination of mobile feeding, identifying feeding sites and resources for the procurement of food and related supplies.

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The American Red Cross and the Klamath County Emergency Manager will jointly maintain listing of qualified and trained shelter and lodging facility managers.

**5.3.3 Protective Shelters**

In the context of this annex, protective shelters are facilities designated as able to withstand the ravages of a specific hazard. These are life protecting and may or may not include the life supporting features associated with mass care facilities.

**5.4 Emergency Assistance**

Some emergencies will occur that will not entail mass care assistance; however, a limited amount of emergency food and clothing will be needed and provided. This assistance will be coordinated by the Human Services Officer through existing Klamath County staff, volunteer organizations, and church groups.

**5.5 Emergency First Aid/Medical Services**

The following agencies and entities can provide support for emergency first aid and referral to appropriate medical personnel and facilities:

- Klamath County Public Health Department
- Klamath County Fire Districts
- County Area Hospitals
- Area Ambulance Service Providers
- Communication Centers (911) for referrals and dispatch
- Licensed emergency medical technician staff and medical professionals

**5.6 Bulk Distribution**

Emergency relief items to meet urgent needs are distributed via established sites within the affected area. Distribution of food, water, and ice requirements through Federal, State, local, and tribal governmental entities and non-governmental organizations is coordinated at these sites. The American Red Cross will coordinate all bulk distribution activities needed within the County's jurisdiction with Klamath County Emergency Management via the County EOC.

Agencies and organizations involved in supporting and managing bulk distribution include:

- American Red Cross
- Salvation Army

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- Klamath County Public Health Department
- Joint Operations Center – FEMA, Federal Coordinating Officer
- State Emergency Coordination Center – OEM national, State, and local volunteer organizations
- Private sector partners
- Disaster assistance personnel, paid and volunteer staff

**5.7 Short and Long Term Housing**

All housing needs identified during and following emergency incidents or disasters impacting Klamath County will be coordinated through the Klamath County Emergency Management via the County EOC. Liaisons will be assigned to the command staff to manage and coordinate resources and activities with regional, State, Federal, tribal, and private sector entities. In some disaster situations, the Federal government may be requested to provide emergency housing. Disaster victims will be encouraged to obtain housing with family, friends, or in commercial facilities. To the extent possible, local and county government will coordinate post-disaster housing needs for the homeless population. Agencies and organizations available to provide assistance for short- and long-term housing needs of victims include:

- Klamath County Emergency Management
- Oregon Office of Emergency Management
- Joint Field Office, FEMA – Federal Coordinating Officer
- American Red Cross, local and national chapter
- U.S. Housing and Urban Development

**5.8 Crisis Counseling and Behavioral Health**

Disaster victims will be provided emergency counseling services by the Oregon Human Services Department. These services may be augmented by local mental health professionals and members of the local ministerial association.

**5.9 Special Needs Groups**

Disaster victims and special needs groups may require assistance to meet their necessary expenses and serious needs (food, clothing, housing, medical, and financial). Local and state human service organizations will identify any special needs groups (elderly, handicapped, and non-English speaking), and in the event of a disaster, ensure that their needs are met.

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**5.10 Disaster Application Centers**

Upon a Presidential Disaster Declaration, Disaster Application Centers (DAC) will be established. In addition to numerous grant and assistance programs available through the DAC, the Individual and Family Grant Program provides grants to meet those disaster-related necessary expenses or serious needs for which assistance for other means is either unavailable or inadequate.

**6 Direction and Control**

All activities will be coordinated through the Shelter Officer and Human Services Officer in the EOC. Shelter/lodging facility managers will be responsible for the operation of their individual facilities.

**7 Supporting Plans and Procedures**

- National Response Framework, ESF 6 – Mass Care, Emergency Assistance, Housing and Human Services
- State of Oregon Emergency Operations Plan, ESF 6 – Mass Care, Emergency Assistance, Housing and Human Services

**8 Appendices**

None at this time.