
Care and Shelter Annex

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The District's planned response for care and shelter related emergency situations associated with natural disaster and technological incidents is a joint effort of the District in partnership with the American Red Cross. This plan does not apply to normal day-to-day emergencies but to potentially large-scale disasters that can generate unique situations requiring unusual responses. For this annex the Florence Event Center manager is designated the Emergency Services Coordinator Branch Chief.

I. PURPOSE AND OBJECTIVES

Delineate the collective and individual responsibilities of the District and the American Red Cross (ARC) for providing care and shelter during major disasters or technological incidents; and establish lines of authority and communication for the implementation of the Care and Shelter Plan; and describe the activation and operations of the Emergency Operations Center (EOC).

II. EMERGENCY ORGANIZATION

A. Office of Emergency Services

The mission of Emergency Services is to coordinate response and recovery during multiple jurisdictional and/or multiple agency disasters.

- The District shall maintain an Emergency Services Coordinator.
- The Director of Emergency Services or designee shall direct the activities of all emergency services both in pre-emergency planning, in emergency operations, and in post-emergency activities.

A. Standardized Emergency Management System (SEMS)

SEMS is intended to standardize response to emergencies involving

multiple jurisdictions and/or multiple agencies. SEMS requires emergency response agencies use basic principles and components of emergency management including the Incident Command System (ICS), multi-agency or inter-agency coordination, the operational area concept and established mutual aid systems. Under SEMS, the Emergency Services coordinator has the primary responsibility for care and shelter and shall be represented at the Emergency Operations Center by the Care and Shelter Branch Coordinator under the Logistics functional areas. The Care and Shelter Branch Coordinator will work closely with the American Red Cross, schools, local government, local volunteer agencies and other supporting County departments to ensure coordination of the mass care efforts.

B. Emergency Operations Center (EOC)

The location (900 Greenwood St.) in which the Emergency Services coordinates response during multiple jurisdictional and/or multiple agency disasters is called the Emergency Operations Center.

During disasters, the EOC activates various governmental agencies and organizations within the District.

By acting as one entity, the District's mass care and shelter operations will serve all citizens of the District.

The Care and Shelter Branch Coordinator functions as the Unit Leader. The Coordinator of Care and Shelter will delegate authority to act as the Unit Leader to a Emergency Services employee or a qualified ARC person per shift. Generally, the Care and Shelter Branch Coordinator will serve the first shift as Unit Leader. All supplemental support of care and

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shelter services responds to the command of the Director of Emergency Services through the Care and Shelter Branch Coordinator.

III. RESPONSIBILITIES

Emergency Services and ARC are the Operational area agencies responsible for care and shelter of disaster clients.

Emergency Services and the ARC are expected to respond to all natural or man-made disasters requiring emergency care and shelter.

A. Responsibilities of Director

The agency directors for Emergency Services and ARC will each, via their designated Emergency Action Coordinator (EAC) establish and maintain an up-to-date key personnel roster and an alert system including, home and office phone numbers and pagers, which will be confirmed and updated semi-annually. Designated management staff in each agency shall maintain the key personnel roster and alert system. It is the responsibility of each agency director that this plan is updated annually and distributed to management or administrative staff; that all essential response staff receive pertinent disaster training.

B. Responsibilities of Employees as Disaster Workers.

The SVFR Emergency Plan, as amended, identifies all employees as disaster service workers during a declared emergency. Employees are expected to attempt to report to work, barring critical personal and family emergency responsibilities. In a major emergency, damage may be so widespread that departmental

personnel cannot be contacted through normal channels. As early as possible after the onset of a disaster, all employees are expected to listen to the Emergency Alert System on news radio and television stations to learn whether the emergency is widespread. Instructions on reporting to work may be broadcast. Employees may be ordered to work temporarily at locations away from their normal job assignment. Staff may also be assigned to perform disaster activities in any of the following:

- other offices and/or outstations
- ARC shelter facilities
- Department Operation Center (Command Center)
- EOC
- other facilities in which representatives of various agencies providing services to disaster victims are assembled.

Immediately following any major disaster, all employees who have been identified as critical to departmental emergency operations are expected to be available for duty. Should a disaster occur outside working hours, these staff will ensure that pagers are activated and/or home numbers are made available.

C. Responsibilities of EOC Care and Shelter Team

The EOC will be staffed 24-hours a day once activated. There are two (2) teams per 24 hours. Each team works a 12-hour shift.

The Branch Chief will assign EOC roles (which are covered in detail in Standard Operating Procedures) to staff consisting of the following:

- Records Management
- Communications

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- Logistics Support
- Emergency Response Teams
- Mutual Aid
- Other Duties

Each team member shall maintain a comprehensive record of time spent, supplies expense and mileage connected with the disaster relief effort.

D. Responsibilities of Agencies for Field Response

Emergency Services and ARC each bring different skills and expertise, which complement each other, to meet their responsibilities during a disaster.

Emergency Services and ARC will coordinate the following activities on behalf of the joint Care and Shelter Branch:

- Coordinate with the American Red Cross (ARC) to designate and confirm shelter sites.
- Facilitate the opening and closing of shelters deemed necessary by the ARC and the EOC with logistical support.
- Provide ongoing logistical support for shelter as requested by the ARC or EOC.
- Coordinate with County animal control agencies for the care and sheltering of domesticated pets of evacuees in ARC shelters.

Emergency Services employees will perform the following activities on behalf of the joint Care and Shelter Unit:

- Provide ARC trained shelter managers capable of opening and running local shelters in support of

ARC services to provide for local citizens

- Provide ARC trained shelter staff capable of shelter operations in support of ARC services to provide for local citizens
- Provide translation assistance when departmental resources are available and do not adversely impact the department's ability to meet the obligations of regular business or other emergency response duties
- Coordinate resources for mass feeding (e.g. Salvation Army) at shelters as necessary to provide for evacuees
- Provide shelter support kits (signs, forms, cell phones) to shelter managers until additional ARC materials are available
- Coordinate shelter security

E. Other Involved Agencies

1. American Red Cross

Congress mandates the ARC as the lead agency to provide mass care and Disaster Welfare Inquiry (DWI) assistance for victims of natural disasters. DWI is a victim locator system, which provides information about disaster victims to family members outside the disaster area. The ARC also provides emergency disaster assistance to victims through Service Centers. This includes assistance with emergency food, rent, minor home repairs, clothing, critical medicines, and other essentials of life.

Outside of the activation of the joint EOC, the ARC may open shelters at

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the request of the local fire or police agency, at the request of local governmental agency or as they see the need. The local chapter of the ARC shall collect and maintain shelter site information as well as shelter agreements with facilities appropriate for use as shelters. The ARC will provide a copy of the shelter site information and facility agreement to Siuslaw Valley Fire and Rescue.

2. The Salvation Army

The Salvation Army is available to provide food at shelters through their canteen trucks. They also provide clothing assistance to disaster victims.

Requests should be made through the Care and Shelter Branch

3. During an emergency some clients with special needs can be evacuated to shelters and require no special attention beyond those of the general population within the shelter. Others may need attention beyond what the general shelter staff can provide the services if requested through the Care and Shelter component at the EOC.

V. PRE-DISASTER PLANNING

The Siuslaw Valley Fire and Rescue will develop a Standard Operating Procedure (SOP) to address the various components of Care and Shelter. This SOP will be maintained by Emergency Services or designee who will keep it current and available for staff reference.

Emergency Services will coordinate with the American Red Cross to ensure that all the Emergency Response Team members assigned to the shelter function are trained in the following American

Red Cross disaster courses: Introduction to Disaster Services; and Mass Care—An Overview; and Shelter Operations.

Staff assigned to work in the EOC will receive additional training to include EOC operations, the Standardized Emergency Management System (SEMS), the Response Information Management System (RIMS) and/or other related courses and workshops. The EAC will ensure that all managers and other staff with significant disaster responsibilities are provided with this plan.

VI. DISASTER OPERATIONS

A. Care and Shelter Unit Leader

The Care and Shelter Unit Leader ensures implementation of the disaster plan for the mass care and shelter of persons displaced by a disaster. The Care and Shelter Unit Leader is also the primary link in regards to other departments, county, state, and voluntary agency response for the coordination of care and shelter disaster services.

The Care and Shelter Unit Leader has the responsibility of communicating these activities directly to the EOC and other involved agencies. Other responsibilities include the determination of care and shelter needs in the operational area, preparation of action plans listing objectives to be accomplished, and formulation of strategies to achieve objectives as well as advanced planning considerations. The Care and Shelter Unit Leader must be aware of all mass care activities conducted in the operational area in order to make accurate assessments and to be able to identify new and continuing needs within the operational area.

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The Care and Shelter Unit Leader shall recommend to the Branch Coordinator at the EOC when the care and shelter activities can be managed successfully by the American Red Cross at the local level and County and Operational Area assistance is no longer needed.

B. Shelter Operations

Under this plan the ARC handles primary responsibility for all shelter functions. In the absence of ARC resources, or in response to an ARC request, the Care and Shelter Unit Leader may make arrangements for resources, shelters, and/or shelter security.

Outside of this Plan, the American Red Cross will open shelters where and when the need becomes apparent. They will also respond to a request from the local fire, law enforcement or other governmental authority.

1. Record Keeping

An accurate record keeping and tracking system of persons temporarily assigned to emergency functions during disaster operations is imperative. Statistical information may also be compiled from the records collected. Record collection will include:

- Classification of staff.
- Disaster assignment.
- When and where assigned.
- When released from temporary disaster assignment.
- Days and hours worked (overtime/straight).

- Costs related to travel including transportation, lodging and meals.
- Purchase of supplies, equipment, or services.

D. Public Information

During a disaster news media representatives may walk into shelters expecting to talk to someone regarding services. Shelter staff are authorized to speak to the media regarding activities in the shelters following American Red Cross media guidelines. These media guidelines are:

- All interviews will first be approved by the shelter manager.
- Staff may only give answers concerning their assignment.
- Staff may not guess at information but will only provide facts.
- Disaster clients will not be shown on TV or interviewed without their permission.
- Interviews usually take place outside the shelter.

C. After Disaster Operations

1. Employee Debriefing

Employees who work on disaster assignments will be debriefed as to their experiences, and the results of these job debriefings will be included in the After Action Report prepared by the Care and Shelter Branch Coordinator.

2. After Action Report

Following any major disaster, the Care and Shelter Branch

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Coordinator will prepare an After-Action Report, which will be forwarded to the EACs for inclusion in the Action Plan documentation.

The report will include:

- a brief description of the event
- a description of the DESS role in the event
- the impact on departmental operations
- lessons learned
- a corrective action list.

D. Plan Review and Revisions

The EAC will review and update this emergency operation plan annually. Recommendations for plan or procedural changes will be forwarded in writing to Siuslaw Valley Fire and Rescue Disaster Planning.