

ANNEX L

RECEPTION AND CARE

I. PURPOSE

This annex establishes an organization and procedures to provide for the temporary reception and care of people displaced or evacuated from their residence in an emergency.

II. SITUATION AND ASSUMPTIONS

A. Situation

1. Potential disasters that could cause the need for reception and care activities in Rolla include flooding (see Annex J) and hazardous materials incidents (see Annexes H and J). Other potential situations could cause the displacement of people such as a tornado, major power failure, or natural cover fire.
2. Facilities are available in Rolla to temporarily shelter and feed those persons evacuated or displaced by an emergency or disaster (see Appendix 3 to this Annex).
3. The American Red Cross (ARC) has been tasked by the federal government to assist local governments with reception and care activities. The local ARC office in Rolla maintains a list of suitable public shelters, as well as, letter of agreement with the shelter owners (see Appendix 2 for ARC contact point).

B. Assumptions

1. Affected persons will respond as directed by local government officials.
2. Some evacuees will be cared for by friends or relatives.
3. All persons or groups who control or own potential shelters will cooperate and permit use of their facilities.
4. Assistance by relief agencies along with assistance from outside the city will be available.

III. CONCEPT OF OPERATIONS

NOTE: The time frames for performing these actions are listed in parentheses.

- A. Relocation/evacuation will take place either by order of the chief elected official or spontaneously as a result of the impending situation. (RESPONSE)

- B. Reception and Care operations will be directed and controlled by the City Reception and Care organization. Operations will be directed and coordinated from the EOC, if activated, or a facility designated at the time reception and care becomes necessary. (RESPONSE)
- C. Support to Reception and Care operations will be provided by other city departments/agencies as required. Such support would include, but not necessarily limited to the following: (RESPONSE)
 - 1. Monitor reception and care operations and provide coordination.
 - 2. Assist in locating and opening shelters.
 - 3. Resource assistance.
- D. Coordination between agencies and organizations will be maintained utilizing all available communications systems. (RESPONSE)
- E. Shelters to be used will be selected and prepared for occupancy as necessary. The public will be advised by all available media of shelter locations (see appendices to this annex for list of shelters, their location and person to contact). (PREPAREDNESS)

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. Organization

A diagram of the Reception and Care function is shown in Appendix 1 to this Annex.

B. Responsibilities

- 1. Coordinating Reception and Care operations for Rolla will be the responsibility of the Phelps County Family Support Division and Children’s Division with support from the Phelps-Pulaski Chapter of the American Red Cross. Specific tasks include:
 - a. Develop plans and procedures to ensure a capability for:
 - (1) reception/registration
 - (2) shelter
 - (3) mass feeding
 - b. Maintain listing of potential shelters and mass feeding sites. Include their location, capacity, mass feeding capabilities, ownership, and person to contact (see Appendix 3 to this Annex).
 - c. Identify appropriate lodging/shelter facilities for population groups that require special assistance (i.e., institutionalized, handicapped/disabled persons, etc.).

- d. Train shelter managers and staff.
 - e. Assign and manage reception and care center teams for each shelter opened to the public.
 - f. Recruit and enlist organized groups (church, civic, fraternal, etc.) to assist with reception and care activities.
 - g. Maintain registration procedures and forms (see Appendix 4 to this Annex).
2. The Resource and Supply Coordinator will assist with shelter supplies and other resources (i.e., food, clothing, bedding, etc.).
 3. The Health and Medical Coordinator will assist with medical care and public health measures in the shelters.
 4. The Law Enforcement Coordinator will provide security at the reception centers, lodging/feeding facilities, and emergency shelters.
 5. The Fire and Rescue Coordinator will provide fire protection in public shelters.
 6. The Public Information Officer will disseminate information and instructions to the public regarding reception and care activities.
 7. The Public Works Coordinator will identify reception and care facilities that are safe to use (i.e., inspect facilities in a post-earthquake environment).
 8. The Salvation Army, American Red Cross, Ministerial Alliances, etc., will support registration, shelter and feeding operations in the City of Rolla.

V. DIRECTION AND CONTROL

- A. Direction and control of Reception and Care operations will vary according to the extent of the disaster or emergency situation. In a large scale disaster, direction and control will be carried out from the EOC (see Annex A).
- B. In a limited disaster or emergency situation, Reception and Care operations will be controlled from normal day-to-day office locations if possible, or at a site designated at that time.
- C. All requests for assistance will be made by the EOC Direction and Control staff.

VI. CONTINUITY OF GOVERNMENT

- A. Line of Succession - Reception and Care Coordinator

1. City of Rolla - The line of succession will be through Director of the Phelps County Family Support Division and Children's Support Division
- B. Lines of succession to the agencies supporting reception and care operations will be according to the procedures and normal lines of succession established by the respective departments.
- C. Records of actions taken and resources expended will be maintained in the EOC, if activated.

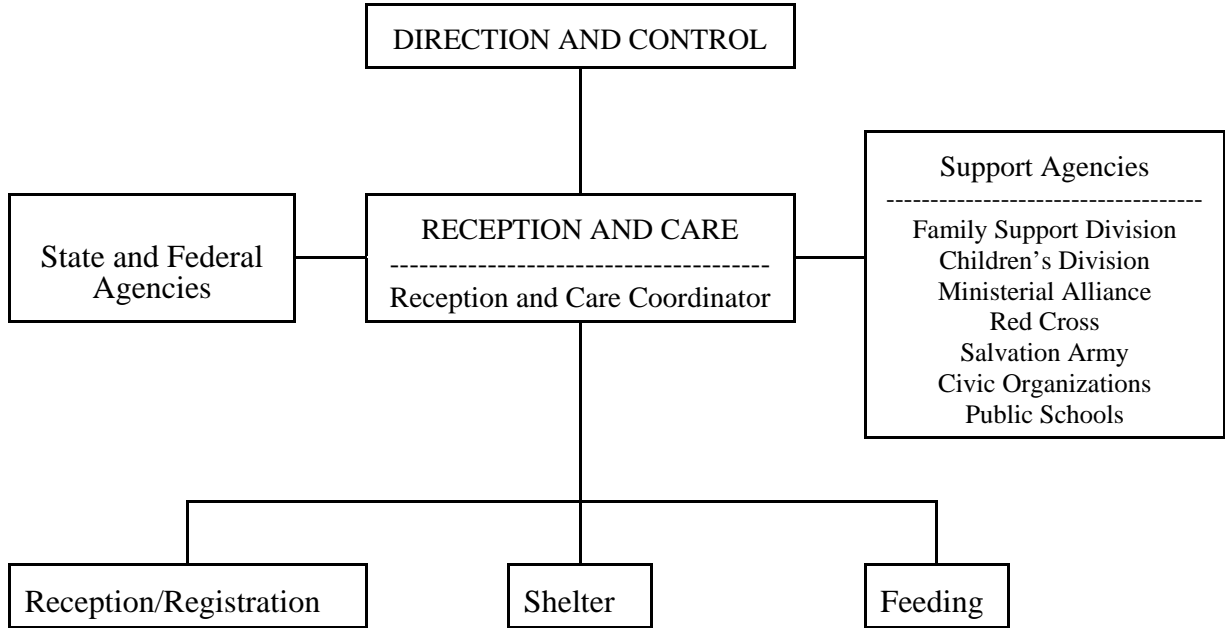
VII. ADMINISTRATION AND LOGISTICS

- A. The Reception and Care Coordinator will complete the necessary forms and compile information to provide a record of:
 1. shelters used
 2. name of shelter owner/operator
 3. number of people sheltered
 4. number of meals served
 5. supplies ordered/received
 6. receipts for all goods obtained
 7. any damage to shelters
 8. public information releases
- B. Procedures should be developed for using these forms and for compiling them at the EOC. Appendix 4 to this Annex provides a sample shelter registration form.
- C. If possible, procurement of necessary supplies will be accomplished through normal acquisition channels and coordinated with the Resource and Supply Coordinator (see Annex G).

APPENDICES

1. Reception and Care Diagram
2. Reception and Care Resources
3. Reception and Care Facilities
4. Shelter Registration Form

RECEPTION AND CARE DIAGRAM



Reception and Care operations will depend largely upon the cooperation of shelter owners and various religious, civic, and volunteer organizations.

Appendix 2 to Annex L

RECEPTION AND CARE RESOURCES

- A. Phelps-Pulaski County Chapter - American Red Cross
200 N. Main, Rolla 364-3947

- B. Phelps County Family Support/Children’s Division
1111 Kingshighway, Suite A, Rolla 368-2340

- C. Central Missouri Area Agencies on Aging
1121 Business Loop 70 E., Suite 2A, Columbia..... 443-5823

- D. The Salvation Army
900 Jefferson Street, Jefferson City 635-1975

- E. Missouri Voluntary Organizations Active in Disasters (MOVOAD)
SEMA Statewide Volunteer Coordinator, Jefferson City 526-9132

- E. Churches/Ministerial Alliances
 - 1.
 - 2.
 - 3.

- F. Civic Organizations
 - 1.
 - 2.
 - 3.

Appendix 3 to Annex L

RECEPTION AND CARE FACILITIES

The following facilities are suitable as potential lodging and mass feeding sites if reception and care operations are implemented in the City of Rolla due to a natural disaster situation (flooding, tornado, etc.). Special shelter facility requirements will include:

1. Shelter agreements must be negotiated with shelter owners for use of the facility. The Phelps-Pulaski County Red Cross (ARC) can assist local governments with shelter and feeding activities. The local ARC office in Rolla maintains a list of suitable public shelters, as well as, letter of agreement with the shelter owners (see Appendix 2 to this Annex for the ARC contact point).
2. Identify facilities that are handicapped accessible (denoted below by an asterisk “*”).
3. Pets will not be allowed in the shelter facility (only service animals). See Annex M, Appendix 2 for a list of veterinary clinics to use for sheltering animals.

<u>Facility/Address</u>	<u>Seats</u>	<u>Burners</u>
Rolla Towers 1440 Forum Drive	450	99
University Center 201 W. Main St.	250	18
Thomas Jefferson Hall 200 W. 18th St.	175	30
Royl Dining Hall 625 W. 10th St.	125	20
Phelps Co. Hospital 613 W. 10th St.	100	20
Mark Twain Elem. School 681 Salem Ave.	100	10
Presbyterian Church 919 E. 10th St.	100	8
Harry S. Truman School 100110th St.	100	12
Sirloin Stockade	192	20

1401 Martin Springs Dr.

Newman Center
908 Main

410

40

Appendix 4 to Annex L

SHELTER REGISTRATION FORM

Total with family: _____

FAMILY NAME _____

HOME ADDRESS _____

TELEPHONE NO. _____

FIRST NAMES	AGE	SEX	OCCUPATION	OTHER SKILLS	DISABILITIES
1. Head of family or single person					
2. Others					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					

SHELTER ASSIGNMENT: _

SHELTER ADDRESS: _____

TELEPHONE NO.: _____