

Emergency Support Function (ESF) #6 Mass Care, Emergency Assistance, Temporary Housing & Human Services

Primary Agency/ESF Coordinator

City of Rolla Emergency Management Agency

Support Agencies:

City of Rolla Police Department
Phelps County Health Department
City of Rolla Fire & Rescue Department
City of Rolla Public Works Department
Phelps Health

Non-Governmental Organizations:

Schools
Churches
American Red Cross
The Salvation Army
Ministerial Alliance
LTRC
COAD
Missouri Voluntary Organizations Active in Disaster (MOVOAD)
Local Animal Shelter/Humane Society
United Way 211

I. PURPOSE

Emergency Support Function (ESF) #6 Mass Care, Emergency Assistance, Temporary Housing & Human Services coordinates the delivery of mass care, emergency assistance, temporary housing, and human services in response to people affected by a disaster.

II. SCOPE

ESF #6 promotes the delivery of services and the implementation of programs to assist individuals, households, and families impacted by an incident. ESF #6 includes four primary functions:

- Mass Care
- Emergency Assistance

- Temporary Housing
- Human Services

III. SITUATION AND PLANNING ASSUMPTIONS

A. Situation

1. Phelps County has formed a COAD (Community Organizations Active in Disaster).
2. The American Red Cross (ARC) has shelter agreements in-place with public and private facilities in the City of Rolla. If needed, the City of Rolla Emergency Management Agency may work with other organizations to identify and utilize additional facilities to augment those already designated as ARC shelters.
3. In compliance with the Pets Evacuation and Transportation Act of 2006, the rescue, care, and sheltering of companion animals (household pets) will be provided. The City of Rolla Emergency Management Agency will work with the local animal shelter/Humane Society and other rescue organizations as required.

B. Planning Assumptions

1. Most people displaced by a disaster will stay with family or friends, rather than seek public shelter. Even though the majority of people will initially stay with friends or relatives, as the duration of displacement continues, more people will seek assistance with long-term sheltering needs.
2. Numerous hazards have the potential to require an evacuation. The actual situation will determine the scope and the number of evacuees who will utilize a shelter.
3. The City of Rolla Emergency Management Director will determine if a shelter is to be opened and will also select the shelter site(s) in coordination with the American Red Cross and the agency that is the provider of the site.
4. All government/volunteer/private sector resources will be utilized as necessary.
5. As needed, sheltering, feeding, and emergency first aid activities will begin immediately after the incident. Staging of facilities may occur before the incident if/when a significant event is anticipated.
6. Information about persons identified on shelter lists, casualty lists, hospital admission, etc., will be made available to family members to the extent allowable under confidentiality regulations.
7. Efforts will be made to coordinate among agencies providing information to minimize the number of inquiry points for families.

IV. CONCEPT OF OPERATIONS

A. General

1. The mass care, emergency assistance, housing and human services operations will be coordinated from the City of Rolla Emergency Operations Center (EOC), or from the City of Rolla Emergency Management Agency where Emergency Management will work closely with the American Red Cross (ARC) to manage mass care, emergency assistance, housing and human services operations, and provide overall coordination of the activities associated with ESF #6. Depending on the event, the ARC may also activate a Disaster Operations Center (DOC) at another location. In this case, close coordination will be maintained between the two sites.
2. Close coordination will be maintained among the many volunteer agencies providing human services assistance to avoid duplication of some services and a lack of others. Depending on the scope of the event, the City of Rolla Emergency Management Department may form a COAD (Community Organizations Active in Disaster) to ensure the coordinated, timely, and equitable provision of human services programs.
3. The number of people in need and the type of services required will vary greatly depending on the hazard and its severity. The population affected could range from very few in an isolated event (e.g., localized flooding) to large numbers if the incident impacts a densely populated area (e.g., a major power outage affecting the entire area).
4. The type and duration of operations required will depend on the specifics of the event. For example, long-term mass care operations may be needed after a catastrophic disaster causing widespread damage to local housing resources; however, a major power failure may only require limited shelter stays with minimal permanent housing issues.
5. ESF #6 will be organized into four primary functions:
 - a. Mass Care – Mass Care involves the coordination of non-medical mass care services to include:
 - sheltering of survivors
 - organizing feeding operations
 - providing emergency first aid at designated sites
 - collecting and providing information on survivors to family members
 - assisting with the bulk distribution of emergency relief items
 - b. Emergency Assistance – This assistance will ensure that immediate needs beyond the scope of the traditional "mass care" services provided at the local level are addressed. These services include:
 - Support to evacuations and re-locations (including individual/family transportation, registration and tracking of evacuees)
 - Reunification of families
 - Provision of aid and services to functional needs populations

- Evacuation /re-location
- Sheltering
- Other emergency services for:
 - Household pets and services animals
 - Support to specialized shelters
 - Support to medical shelters
 - Non-conventional shelter management
 - Coordination of donated goods and services
 - Coordination of voluntary agency assistance (e.g. COAD)

c. Housing (Sheltering) – Housing (Sheltering) involves the provision of assistance for short-and long-term housing needs of survivors. Housing options include:

- Rental assistance
- Repair
- Loan assistance
- Replacement
- Factory-built housing
- Semi-permanent and permanent construction
- Referrals
- Identification and provision of accessible housing
- Access to other sources of housing assistance.

d. Human Services (Disaster Survivor Services) – Human Services includes the implementation of disaster assistance programs to help disaster survivors recover their non-housing losses. These programs include programs to:

- Replace destroyed personal property
- Help to obtain:
 - Disaster loans
 - Food stamps
 - Crisis counseling
 - Disaster unemployment
 - Disaster legal services
 - Support and services for special needs populations
 - Other Federal and State benefits.

6. Support to Unaffiliated Volunteers and Unsolicited Donations – The procedures, processes, and activities for assistance to support spontaneous volunteers and unsolicited donations are the responsibilities of the City of Rolla Emergency Management Agency in concert with the Phelps County COAD. Support to volunteer and donations management may include the following:

- a. A database system to manage and record offers of donated goods and services.
- b. Warehouse support for housing unsolicited donated goods.
- c. Coordination of unsolicited private and international donations.

7. Voluntary Agency Coordination – ESF #6 works in concert with local COADs, Long-Term Recovery Committees (LTRC), faith-based organizations, and the private sector to facilitate an inclusive, multiagency, community-wide, and coordinated response and recovery effort. ESF #6 works with local officials, private non-profit organizations, the State, and others to establish a long-term recovery strategy to address the unmet needs of individuals and families, including those with special needs. ESF #6 may also coordinate with COADs and international relief organizations to support the efforts of local voluntary agencies and faith-based organizations.

B. Actions by Operational Timeframe

1. Preparedness

- a. Implement a public education campaign regarding the importance of having a family disaster plan and 72-hour preparedness kit.
- b. Identify and inspect suitable shelter facilities.
- c. Develop and test emergency plans and procedures.
- d. Train personnel to perform emergency functions.
- e. Participate in Emergency Management training and exercises.

2. Response

- a. Open, staff, and manage shelters.
- b. Identify and provide temporary housing resources.
- c. Provide representatives to the EOC and work within the EOC structure to meet mass care, housing, and human services needs.
- d. Make suitable accommodations for special needs populations.

3. Recovery

- a. Provide public information regarding safe re-entry to damaged areas.
- b. Continue to work closely with the EOC to support on-going activities.
- c. Identify and provide long-term housing resources.
- d. 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.
- e. Participate in after action critiques and reports.
- f. Make changes in standard operating procedures and this ESF to improve future operations.

4. Mitigation

- a. Participate in the hazard identification process and take steps to correct deficiencies in the mass care, housing, and human services function.
- b. Implement a public education campaign regarding the importance of having adequate homeowners and renters insurance.

V. ROLES AND RESPONSIBILITIES

A. **Primary Agency/ESF Coordinator**

City of Rolla Emergency Management Agency

1. Coordinate ESF #6 activities.
2. Coordinate dissemination to the public on shelter openings (with ESF #15)
3. Advise the State EOC on shelters opened, number sheltered, etc.
4. Work with the American Red Cross to accomplish the following:
 - Open and manage shelters.
 - Provide food, clothing, emergency medical care and other urgent disaster-related needs.
 - Identify and deploy trained personnel to manage mass care operations.
 - Work with the EOC team to assess staffing, equipment, and supply requirements.
 - Inspect shelters and maintain updated shelter lists and agreements beyond those maintained by the ARC.
 - Implement procedures for registration, tracking, feeding, and other mass care functions.
 - Coordinate the activities of the volunteer agencies providing assistance.

B. **Support Agencies**

1. American Red Cross

- a. Deploy a liaison to the City of Rolla EOC to assist in performing ESF #6 activities.
- b. Provide technical guidance to City officials and agencies.
- c. Assess staffing, equipment, and supply requirements and relay resource needs to City officials.
- d. Exchange and coordinate damage assessment information with the City to ensure ESF #6 related needs are addressed.
- e. Work with the City and other volunteer agencies to accomplish the following:
 - Open and manage shelters.
 - Provide food, clothing, emergency medical care and other urgent disaster-related needs.
 - Deploy trained personnel to manage mass care operations.
 - Inspect shelters and maintain updated shelter lists and agreements.
 - Implement procedures for registration, tracking, feeding, and other mass care functions.

2. Phelps Health

Assist with transportation and emergency medical care.

3. City of Rolla Fire & Rescue Department

Assist with shelter safety inspections.

4. City of Rolla Police Department

- a. Provide security at or around mass care operational facilities (shelters, supply staging areas, and warehouses).
- b. Provide traffic flow and parking assistance around mass care facilities.
- c. Provide assistance with communications as needed.
- d. Provide personnel and equipment assistance as requested by the EOC.

5. City of Rolla Public Works Department

- a. Provide barricades and signage to route traffic and establish detours at/around designated shelters.
- b. Provide barricades and support for Points of Distribution sites, as needed.

6. Phelps County Health Department

- a. Provide staff to oversee health issues in shelters.
- b. Assist in ensuring environmental surety in mass care facilities.
- c. Assist with special needs considerations.
- d. Provide pharmaceutical support.
- e. Assist in Points of Distribution development and coordination in regards to health and medical considerations.

7. School Districts, Churches

- a. Provide facilities for use as shelters.
- b. Coordinate facility/shelter opening and closing.

8. Salvation Army

- a. Provide various disaster relief services including, but not limited to, fixed and mobile feeding sites, mental health services, childcare, clothing, and emergency clean up.
- b. In catastrophic events, provide emergency shelter assistance.
- c. Screen, place, and manage emergent (spontaneous) volunteers and establish a donations management operation.

9. Ministerial Alliance

Support ESF #6 activities by providing crisis counseling services.

10. Local Animal Shelter/Humane Society

Work with the ESF #6 Coordinator/Primary Agency and Emergency Management Agency to make accommodations for the pets of those requiring emergency shelter.

11. United Way 211

Collect and disseminate the following information:

- Shelter registry information
- Special Needs registry (populations)
- Shelter status/availability
- Directions and general shelter/mass care information

VI. CONTINUITY OF GOVERNMENT

Lines of Succession for ESF #6 Mass Care:

1. Director, City of Rolla Emergency Management Agency
- 2.
- 3.

Suggested Appendices

Appendix 1 – Shelter Locations

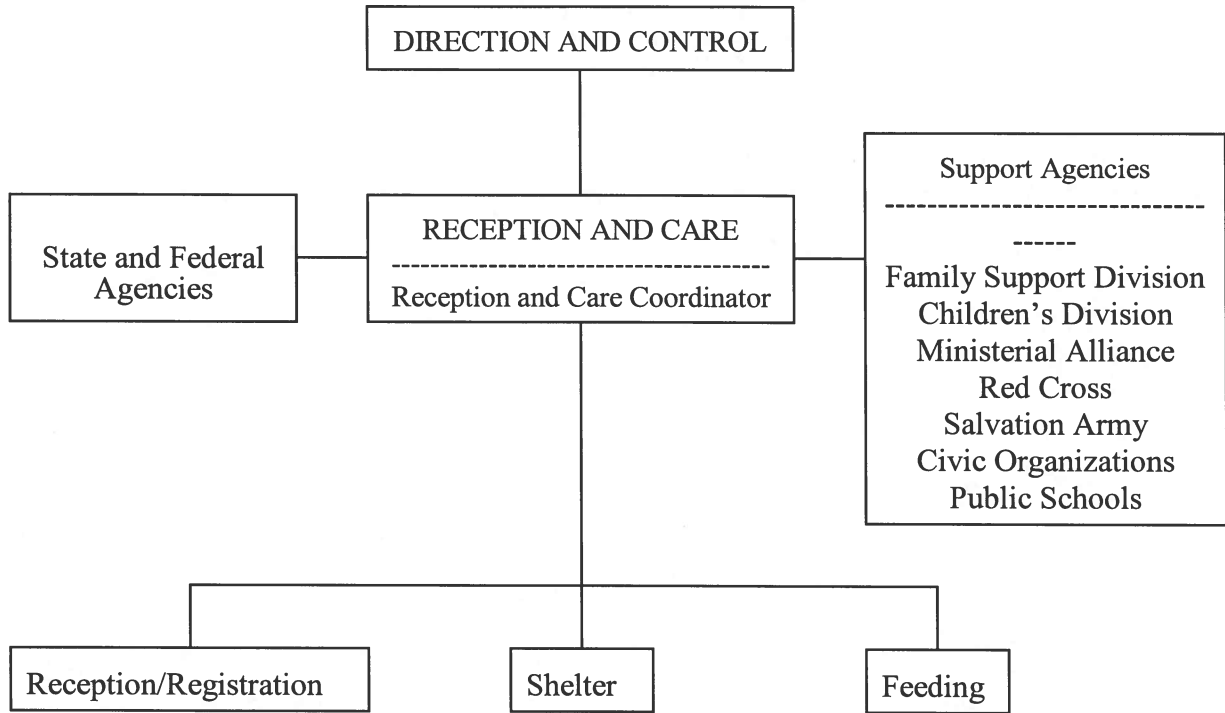
Appendix 2 – Special Needs Populations

Appendix 3 – Special Needs Resources

Appendix 4 – * _____ * County/City Donations and Volunteer Management Plan

Appendix 1 to Annex L

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 1401 Martin Springs Dr.	192	20

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: _____

* _____ * County EOP

ESF #6-13

Month Year

TELEPHONE NO.: _____

* _____ * County EOP

ESF #6-14

Month Year