

**Spokane Emergency Management
Emergency Support Function #6
Mass Care, Emergency Assistance, Housing and Human Services**

Emergency Coordination Center	
<p>Primary:</p> <ul style="list-style-type: none"> • Greater Spokane Emergency Management (GSEM) • Inland Northwest American Red Cross (ARC) <p>Support:</p> <ul style="list-style-type: none"> • Humane Evacuation and Animal Rescue Team (HEART) • WA Dept. of Social and Health Services (DSHS) • INW Volunteer Organizations Active in Disaster (VOAD). • Public Health. • Medical Reserve Corps (MRC) • SCOPE Incident Response Team (SIRT) • Spokane Transit Authority. • ARES/RACES. • Spokane 211 • FEMA - PAS <p>Likely Tasks:</p> <p>General:</p> <ul style="list-style-type: none"> • Analyze mass care requirements. • Identify and maintain current mass care inventories. • Establish mass care inventory, control and delivery systems. • Develop agreements with mass care providers as necessary. • Identify County and municipal assistance mass care locations and resources needed. • Development, and maintenance, of a DME, PAS and CMS resource list. • Assist ESF 1 in identifying additional assets necessary for the evacuation and movement of 	<p>people with disabilities and other functional needs.</p> <ul style="list-style-type: none"> • Coordinate with ESF 2 to support the development and delivery of alerts, notifications and messaging to people who are deaf, hard-of-hearing, blind, limited-English or non-English speaking or who have cognitive limitations. <p>Emergency Coordination Center (ECC):</p> <ul style="list-style-type: none"> • Provide information on mass care needs. • Coordinate receipt, distribution of bulk items and donated goods to mass care sites. • Establish, staff, and maintain supply distribution points within the County. • Identify incident sites requiring mass care services. • Determine present and future need for mass care resources: <ul style="list-style-type: none"> ○ Communications. ○ Feeding facilities. ○ Feeding for victims and disaster workers. ○ Medical, nursing aid. ○ Potable water. ○ Temporary sanitation facilities. ○ Clothing commodities. ○ Fixed shelter. ○ Mobile shelter. • Obtain and coordinate mass care resources as requested by field incident commanders. • Determine requirement for shelters for disaster victims and temporary sheltering for emergency responders. • Establish shelter sites and ensure communications to each site. • Ensure a registration system is activated at each site.

INTRODUCTION

1) PURPOSE

- a) Emergency Support Function (ESF) #6 —coordinates local efforts to meet the mass care, emergency assistance, housing and human services needs of victims of a disaster. This will support the delivery of mass care services of shelter, feeding, and emergency first aid to disaster victims; the establishment of systems to provide bulk distribution of emergency relief supplies to disaster victims; and the collection of information to operate a Disaster Welfare Information (DWI) system for the purpose of reporting victim status and assisting in family reunification.

2) SCOPE

- a) In the event of a major disaster all, or part, of Spokane County could be impacted in such a way that residents might have to evacuate their homes. If such a situation arises, ways will be needed to feed and shelter a large number of citizens.
- b) Initial response activities will focus on meeting urgent needs of victims on a mass care basis. Recovery assistance, such as temporary housing, and loans and grants for individuals under the traditional disaster assistance programs of DSHS, the Federal Emergency Management Agency (FEMA) and other federal agencies' initial recovery efforts, may commence as response activities are taking place. Likewise, the provision of the customary American Red Cross (ARC) disaster services of Emergency Assistance and Additional Assistance will be considered based on the needs of the victims, the situation, and available resources. As recovery activities are introduced, close coordination will be required between those federal agencies responsible for recovery activities, and voluntary agencies providing recovery assistance, including the ARC.
- c) The ARC independently will provide mass care to disaster victims as part of a broad program of disaster relief, as outlined in charter provisions enacted by the United States Congress, Act of January 5, 1905, and the Disaster Relief Act of 1974 (P.L. 93-288, as amended by the Stafford Act of 2000).
- d) The ARC will assume primary agency responsibility under the Federal Response Plan (FRP) to coordinate federal response assistance to the mass care response of Washington State and Spokane County, and the efforts of other voluntary agencies, including ARC relief operations.
- e) The Spokane Humane Evacuation and Animal Rescue Team (HEART) will coordinate the response of organizations and agencies to provide all animals affected by the disaster with emergency medical care, evacuation, rescue, temporary confinement, shelter, food and water; and identification for return to the owner.
- f) Mass Care includes:
 - i) **Shelter**
 - (1) Emergency shelter for disaster victims includes the use of pre-identified shelter sites in existing structures; creation of temporary facilities or the tempo-

rary construction of shelters; and use of similar facilities outside the disaster-affected area, should evacuation be necessary.

- (2) Shelters will be accessible and suitable for those with access and functional needs so that they may maintain their usual independence. The needs include: communications, medical, independence, supervision and transportation. DME (Durable Medical Equipment), CME (Consumable Medical Supplies), and PAS (Personal Assistance Services) will be provided as needed. ARC may be reliant on other community resources, such as VOAD, to adequately achieve this commitment. FEMA contractors may provide PAS under a presidentially declared disaster. Those with critical medical needs, beyond the capability of shelter workers, will be directed to suitable medical facilities.

ii) **Feeding**

- (1) Feeding will be provided to disaster victims and emergency workers through a combination of fixed sites, mobile feeding units, and bulk distribution of food. Such operations will be based on sound nutritional standards and will include meeting requirements of disaster victims with special dietary needs.

iii) **Emergency First Aid**

- (1) Emergency first aid will be provided to disaster victims and workers at mass care facilities and at designated sites within the disaster area. This service will be supplemental to emergency health and medical services established to meet the needs of disaster victims. MRC may play a major role in this function.

iv) **Disaster Welfare Inquiry**

- (1) DWI regarding individuals residing within the affected area will be collected and provided to immediate family members outside the affected area through a DWI system. DWI will also be provided to aid in reunification of family members within the affected area who were separated at the time of the disaster.

v) **Bulk Distribution of Emergency Relief Items**

- (1) Community Points of Distribution (CPODs) may be established within the affected area for bulk distribution of emergency relief items to meet urgent needs of disaster victims.

SITUATIONS and ASSUMPTIONS

1. Situations

- a. Disasters often occur without warning overwhelming the capabilities of first responders and the public to respond to.
- b. Damage to infrastructures such as roads, airports, communications systems, etc. could hamper emergency response efforts. The movement of emergency supplies could be seriously impeded.

- c. Many professional emergency workers and others who normally would help during an event could be dead, injured, involved with family problems resulting from the situation, or unable to reach their assigned posts.
- d. Local emergency facilities could be severely damaged or inaccessible.
- e. Large numbers of victims could be forced from their homes, depending on such factors as time of occurrence, area demographics, building construction, and existing weather conditions.
- f. People with disabilities or other functional needs may require additional support services and considerations in an evacuation or sheltering situation.
- g. There may be large numbers of dead and injured.
- h. Family members may be separated immediately following a sudden-impact event, such as children in school and parents at work.
- i. Large numbers of transients, such as tourists, students, and foreign visitors, may be involved.

2. Assumptions

- a. Planning for ESF 6 is based on a worst-case scenario in which an event occurs without warning at a time of day that will produce maximum casualties, but also considers other events, which could cause large numbers of casualties and result in widespread damage necessitating the temporary relocation of victims.
- b. The nature and extent of the event requires a planned, immediate, and automatic response from the ARC and cooperating private sector and volunteer organizations.
- c. The ARC will take the lead to immediately provide feeding, shelter, and emergency first aid services, if possible. The ARC will plan to provide these services without external support for at least the first three days, or however long resources dictate, following the onset of the event. An independent ARC relief operation will be established to support this response. If this overwhelms local ARC state capabilities, state and national ARC resources will be requested.
- d. The Salvation Army and other VOAD (Volunteer Organizations Active in Disaster) organizations will offer services in support of mass care efforts.
- e. DSHS may activate their mobile **Community Services Office (CSO)**.
- f. Individuals in need of disaster response assistance may include those who: have disabilities; live in institutionalized settings; are elderly; are children; who are from diverse cultures; have limited English proficiency or are non-English speaking or are transportation disadvantaged.
- g. People with disabilities or functional needs before, during and after a disaster may require support to maintain independence, communicate, access transportation or may require supervision and/or medical care.
- h. People with disabilities or other functional needs who cannot be adequately met in a general population shelter may need to be transported to other suitable accommodations.
- i. Some victims will go to mass shelters, but many will find shelter with friends and relatives, and others will remain with, or near, their damaged homes or property.

- j. Some of the victims who arrive at mass shelters will bring their pets with them. Evacuation shelters do not accept animals because of health and safety regulations. HEART is responsible for coordinating shelter arrangements for animals in the event of a disaster.
- k. The Spokane County ECC will coordinate ESF 6 planning activities to ensure appropriate immediate and automatic response.

POLICIES

1. ESF 6 will be implemented upon the appropriate request for assistance following an incident.
2. Appropriate federal, state, and local jurisdiction, voluntary agency, and private sector resources will be used as available with the ARC taking the role as lead agency.
3. Sheltering and Mass Care operations will begin as soon as possible following a disaster. Public and private facilities that will provide the best available protection of displaced people will be used as congregate care facilities (shelter/mass feeding). The basic essential life support to be provided for the displaced population in a congregate care atmosphere includes food, water, clothing, medical services, sanitation, lodging and communications.
4. Coordination will be maintained with state and federal agencies to facilitate the delivery of assistance programs to individuals, including the identification of appropriate site(s) for the Disaster Recovery Center(s). (See ESF 14, Recovery, in this CEMP, for detail of Individual Disaster Assistance Programs.)
5. Pets. It is the national policy of the American Red Cross that animals and pets other than service animals, are not allowed in shelters. The care of pets and other animal needs will be dealt with by the Humane Evacuation and Animal Rescue Team.
6. NONDISCRIMINATION. No services will be denied on the basis of race, color, national origin, religion, sex, age, or disability, and no special treatment will be extended to any person or group in an emergency or disaster over and above what normally would be expected in the way of county and municipal services. County and municipal activities pursuant to the Federal /State Agreement for major disaster recovery will be carried out in accordance with Title 44, Code of Federal Regulations (CFR), Section 205.16. -Nondiscrimination. Federal disaster assistance is conditional on full compliance with this rule.
7. All activities will comply with the American Disabilities Act and its standards set forth in 41 CFR 101.19-6, to the extent permitted by fiscal constraints.
8. FEMA "Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters" (FNSS) will be adhered to.

RESPONSIBILITIES

1. **Primary**
 - a. American Red Cross
 - i. Sheltering
 1. Open temporary, mass care, congregate shelters which provide meals, recovery information, emergency supplies and a place to rest. Support other

- shelters run by community partners with supplies and feeding, if resources permit.
- 2. Coordinate with the GSEM Duty Officer, or ECC, and other organizations to establish and provide shelter locations and services.
- 3. Periodically survey Pre-identified shelter sites as to their capabilities and contact information. Shelter records will be maintained by the ARC.
- 4. Provide trained personnel to setup and manage appropriate shelters
- 5. Provide for the emergency needs of disaster victims housed in Red Cross shelters.
- ii. Provide food, clothing, housing, household furnishings, medical, bedding and linens, occupational supplies, and other necessities to disaster victims.
- iii. Provide disaster damage assessments/information.
- iv. Provide mobile canteen service to victims and emergency services workers.
- v. Utilize the ARC Safe and Well Website to allow internet inquiries on the status of colleagues, friends and relatives. Website is triggered by one or more of the following:
 - 1. Mass fatalities or injuries.
 - 2. Disaster is catastrophic in scope.
 - 3. Large scale evacuations.
 - 4. Widespread power outages.
 - 5. Affected area has a large number of residents with functional needs.
 - 6. Considerable media coverage.
- b. Greater Spokane Emergency Management
 - i. Ensure communication capability between ECC, reception centers and shelters.
 - ii. Coordinate with the Red Cross for all planning, support and operations of the disaster shelter program in pre-disaster planning

2.Support:

- a. HEART
 - i. Shall maintain a resource list that includes an inventory of potential animal shelters and their capabilities.
 - ii. Shall provide trained, and equipped, volunteers to setup and manage such shelters as are needed.
 - iii. Will work closely with Red Cross to determine locations where both human and pet shelters can be placed in close proximity.
- b. Volunteer Organizations Active in Disaster (VOAD)
 - i. Provide additional facilities for emergency shelter, feeding, food, and water distribution points, and child care facilities, as needed under the direction of ARC.
 - ii. Assist with meeting the needs of special populations and individuals.
 - iii. Provide additional personnel to mass care facilities if requested by the ARC.
- c. Public Health and MRC
 - i. Coordinate with other agencies as necessary to assure that the following services are available as soon as possible to the activated reception centers or disaster shelters:
 - 1. Medical officer for support and advice.
 - 2. Nursing care, including mass inoculations.

3. Food sanitarians/inspectors to monitor the quality of food supplies/preparation/service.
 4. Crisis and mental health counseling.
 5. General health advisories and information.
- d. DSHS
- i. Activate their **mobile Community Services Office (CSO)** to
 1. Replace lost food benefits
 2. Process new applications for financial assistance
 3. Process changes
 4. Replace or issue Electronic Benefit Transfer (EBT) cards.
 - ii. Provide demographic statistical data and related maps to support the local jurisdiction and/or tribal government disaster planning and response efforts.
- e. SIRT
- i. Provide traffic control during evacuee movement to mass care and shelter facilities.
- f. Spokane Transit Authority.
- i. Provide buses to serve as mobile temporary shelters.
- g. ARES/RACES.
- i. Provides backup emergency radio communication links between the ECC, shelters and other operations locations.

CONCEPT OF OPERATIONS.

1. General

- a. The American Red Cross (ARC) is the primary agency responsible for managing mass care activities. Other VOAD organizations and agencies may support the mass care mission under the direction of ARC. Resources from the private sector may also be applied to the response and recovery effort. The ARC will coordinate with the Spokane County ECC to provide needed support. Requests for assistance from citizens or jurisdictions within the county that come to the ECC will be referred to the local ARC.
- b. Initial response activities will focus on meeting urgent needs of victims on a mass care basis. Services provided will be based on the needs of victims, the situation, and available resources. As recovery activities are introduced, close coordination will be required between those agencies responsible for recovery activities, and voluntary agencies providing recovery assistance.
- c. Possible Shelter and/or feeding sites may include, but is not limited to: The local colleges/universities, public and private schools, community centers, and churches that have general purpose or community rooms and kitchens.
- d. HEART will coordinate efforts to provide water, food, and shelter and other physical needs to animals. They will coordinate with the Emergency PIO to ensure that information is provided on the location of animal shelters and other animal-related matters.
- e. Telephone or two-way radio communications will be established whenever possible between shelters and the ECC when necessary.

- f. An active emergency public information and instruction program, utilizing 211 and public broadcasting resources, will be used to keep the population informed of shelter & mass feeding plans, procedures, policies, services and locations.

2. Organization

- a. The Spokane County ECC will alert, and may request activation of, mass care agencies. When alerted or activated, agencies will contact their staff, appropriate teams, and individual volunteers. They will maintain communication and coordination with the county ECC.

3. Preparedness Activities

- a. Spokane County Emergency Management Department
 - i. Conduct planning meetings and disaster preparedness exercises.
- b. The American Red Cross
 - i. Maintain resource and personnel lists. They have established agreements with local schools and churches for use of their facilities as shelter and/or feeding sites.
- c. HEART
 - i. Assist in releasing information on disaster planning and safety for animals through news releases and brochures.
 - ii. Coordinate with local agencies to establish a system to register identification data in an effort to reunite animals with their owners.
 - iii. Identify available shelter locations (barns, pastures, kennels, etc.) to be utilized as animal shelters.

4. Response Activities

- a. Spokane County Emergency Coordination Center
 - i. Receive and verify situation reports from a variety of sources and identifies/estimates needs for mass care services.
 - ii. Identify potential resources for providing mass care.
 - iii. Request assistance from support agencies, and communication resources, as appropriate.
 - iv. Coordinate with involved support agencies regarding specific mass care site(s) locations that will be used and indicate what route(s) are to be used.
 - v. Arrange for, or coordinates logistical support, including transportation of evacuees and supplies.
 - vi. Provide public information on mass care sites, services provided, available routes, and transportation options.
 - vii. Maintain coordination and communication between the Spokane ECC and support agencies.
 - viii. Communicate with State of Washington EMD, and keep them apprised of local situation and request additional resources as needed.
- b. The American Red Cross
 - i. Assess situation and status reports from the Spokane County ECC and ARC damage assessment teams, assesses available personnel and resources.

- ii. Operate shelters as needed.
 - iii. Provide meals at fixed and mobile feeding sites.
 - iv. Provide emergency first aid services in shelters, feeding sites, and emergency first aid stations.
 - v. Distribute potable water and ice, and bulk emergency relief items.
 - vi. Provide, staff, and operate DWI services.
 - vii. Establish communications between shelters, feeding units, emergency first aid stations, and relief operation locations.
 - viii. Manage ARC logistical support (such as needed supplies), and financial activities.
 - ix. Maintain contact with the Spokane County ECC.
 - x. Evaluate mass care needs, and make recommendations to higher level of ARC regarding allocation of resources and establishment of priorities.
 - xi. Evaluate support requirements received from the Spokane ECC, and/or other volunteer agencies.
- c. HEART
- i. Track the activities of all available animal shelter facilities and confinement areas identified before, during, and after the disaster.
 - ii. Provide information on the location and availability of shelter space, food, and water for animals.
- d. Other VOAD organizations
- i. Coordinate with ARC to provide food, water, bedding, clothing, or other supplies.
 - ii. Coordinate with ARC to provide fixed or mobile feeding sites.
 - iii. Coordinate with HEART to provide assistance with animal shelter operations.
5. Recovery Activities
- a. The American Red Cross
- i. Support recovery activities consistent with the mission and capabilities of the ARC. Provide information to Spokane DEM to assist with after-action reports.
- b. HEART
- i. Keep GSEM informed as to the closing of animal shelters or confinement areas, personnel status, and supplies as the need diminishes.
 - ii. Coordinate 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.

ATTACHMENTS AND/OR REFERENCES

1. ATTACHMENTS.

- a. FEMA Personal Assistance Services Statement of Work

2. REFERENCES.

- a. American Red Cross Disaster Services Regulations and Procedures (ARC 3000 Series).
- b. Washington's Emergency Support Function 6 Plan
- c. FEMA's Emergency Support Function 6 Plan
- d. Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 93-288), as amended
- e. Homeland Security Act of 2002
- f. Homeland Security Presidential Directive 5
- g. Pets Evacuation and Transportation Standards Act of 2006
- h. FEMA Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters 2010