

## ESF-6 Mass Care, Housing, & Human Services

<b>ESF Coordinator</b>	Snohomish County Chapter, American Red Cross
<b>Primary Agencies</b>	Snohomish County Human Services Snohomish County Chapter, American Red Cross
<b>Supporting Agencies</b>	Snohomish County Department of Emergency Management Salvation Army and Other Relief Organizations Snohomish Health District Community Transit Mental Health Organizations Community Organizations Active in Disasters

Federal and State primary and supporting agency responsibilities for this ESF are outlined in the National Planning Frameworks (Federal) and Washington State Comprehensive Emergency Management Plan.

### I. INTRODUCTION

#### Purpose

Provide guidance for the support of local, tribal, and non-government organizations (NGOs) efforts to address the non-medical mass care, emergency assistance, housing, and human services needs of disaster-impacted populations.

#### Scope

This ESF-6 function is within the scope of the Snohomish County Comprehensive Emergency Plan. The activation of the County Emergency Operations Center, in whole or part, activates the Response section of this document.

Red Cross role and responsibility is limited to the Snohomish County Chapter.

This ESF encompasses all local government agencies, tribal nations, special purpose districts, non-profit, and private agencies in Snohomish County. It addresses responsibilities for mass care services that are needed by these agencies during emergencies. Specific protocols regarding shelter setup and organization will be found in the standard operating procedures and checklists of participating jurisdictions.

This ESF includes four primary functions: mass care, emergency assistance, housing, and human services:

- Mass Care involves the coordination of non-medical mass care services to include sheltering of displaced persons, organizing feeding operations, providing emergency first aid at designated sites, collecting and providing information on victims to family members.
- Emergency Assistance involves support to evacuations (including registration and tracking of evacuees); reunification of families; pet evacuation and sheltering; supporting to specialized shelters; support to medical shelters; non-conventional shelter management; coordination of donated goods and services; and coordination of voluntary agency assistance (*These activities are incorporated into the first three primary functions, and Emergency Assistance will not be described separately in this document*).
- Housing involves components of rental assistance, repair, replacement, manufactured housing, semi-permanent and permanent construction, and access to other sources of housing assistance.
- Human Services provides assistance with the coordination of crisis counseling, special needs populations, language, group facilities, recovery of housing and non-housing losses, case management, and referral for other Federal and State benefits.

## II. POLICIES

This ESF encompasses all local government agencies, special purpose districts, non-profit, and private industries in the Snohomish County region. It addresses responsibilities and priorities for mass care services that are needed by these agencies during emergencies. Specific protocols regarding shelter setup and organization will be found in the standard operating procedures and checklists of participating jurisdictions.

Mass care in Snohomish County is a shared responsibility between county government, incorporated cities, selected special purpose districts and businesses, the Snohomish County Chapter of the American Red Cross (hereby referred to as ARC), and other non-profit agencies such as the Salvation Army.

Cities will utilize their own resources for mass care wherever possible. Should the event overtax the city, it will proclaim a disaster and request support from the Snohomish County EOC.

Public, private and nonprofit organizations, institutional providers (medical and residential), and the general public will have to utilize their own resources and be self-sufficient for a minimum of seven days, possibly longer.

Pet evacuation, registration, sheltering, and the care of household pets and service animals are the responsibility of ESF# 11. ESF# 11 coordinates the multi agency assessment teams tasked to support the evacuation, sheltering, care of household pets and service animals. These activities will be coordinated with the American Red Cross, as people and their animals may arrive at shelters at the same time.

Feeding is provided to victims through a combination of fixed sites, mobile feeding units, and bulk distribution of food. Feeding operations are based on sound nutritional standards to include meeting requirements of victims with special dietary needs to the extent possible.

Snohomish County and the American Red Cross will assume no responsibility or liability for unauthorized shelter openings during emergency events.

### III. SITUATION

#### Emergency/Disaster Conditions and Hazards

Refer to the Snohomish County Natural Hazard Mitigation Plan (published separately) for the natural and manmade events that may affect Snohomish County.

#### Planning Assumptions

The local and regional utilities, communications, lifelines, medical and transportation systems and networks will sustain damage. Disaster response and recovery activities will be difficult to coordinate.

Public, private and nonprofit organizations and the general public will have to utilize their own resources and be self-sufficient for a minimum of seven days, possibly longer.

No single agency or organization will be able to satisfy all emergency resource requests during a major emergency or disaster.

A partnership approach will be needed between public, private, and volunteer agencies in order to provide sheltering for large-scale disaster events in Snohomish County.

Cities in Snohomish County will provide their own shelters using city staff, resources, and facilities. Mutual aid resources will be utilized for small events, but unable to meet the needs of a large-scale emergency or disaster.

Shortages of emergency response personnel will exist creating a need for auxiliary fire, police, search and rescue, emergency medical, transit, public works, utilities, health, shelter management and support personnel. Private sector and voluntary organization support may be needed to augment disaster response and recovery efforts.

### IV. CONCEPT OF OPERATIONS

#### General

In the intent of this ESF, initial response activities focus on meeting urgent mass care needs of victims.

Recovery efforts are initiated concurrently with response activities. Close coordination is required among public safety and relief organizations responsible for emergency response and recovery operations, and other nongovernmental organizations providing assistance.

Public information on shelter openings and locations will be compiled by the SC-EOC in cooperation with the American Red Cross. The information will be disseminated through the Snohomish County Joint Information Center.

Mental health organizations and critical incident stress management programs will provide mental health and emotional support to affected persons and emergency responders when requested.

Spiritual support will be provided by appropriate faith-based organizations when requested.

Public and private providers of institutional care (medical and residential) remain responsible for having shelter plans for their populations.

Snohomish County will assume NO RESPONSIBILITY/LIABILITY for unauthorized shelter openings during emergency events.

### **Mass Care**

- Coordination includes coordination of local assistance in support of non-medical mass care services, and gathering information related to sheltering and feeding operations in the impacted area.
- Shelter includes the use of pre-identified shelter sites in existing structures, creation of temporary facilities, or the temporary construction of shelters, and use of similar facilities outside the incident area, should evacuation be necessary. The need for shelters will be determined by the SC-EOC manager and the American Red Cross Mass Care Lead in coordination with local incident command authorities.
- Feeding is provided to victims through a combination of fixed sites, mobile feeding units, and bulk distribution of food. Feeding operations are based on sound nutritional standards to include meeting requirements of victims with special dietary needs to the extent possible.
- In the context of this plan, emergency first aid consists of basic first aid and referral to appropriate medical care provided at mass care facilities and designated sites.
- Disaster Welfare Information (DWI) collects and provides information regarding individuals residing within the affected area to immediate family members outside the affected area. The system also aids in reunification of family members within the affected area.
- Bulk Distribution – Emergency relief items to meet urgent needs are distributed through sites established within the affected area. These sites are used to coordinate mass care food, water, and ice requirements, distribution systems with local and tribal government entities and NGOs. See ESF-11 Emergency Provision of Nutritional Assistance.

### **Emergency Assistance**

- Support to evacuations (including registration and tracking of evacuees).
- Reunification of families.
- Pet evacuation and sheltering.
- Support to specialized shelters (medical shelters and non-conventional shelter management).
- Coordination of donated goods and services.
- Coordination of voluntary agency assistance.

### **Housing**

- The housing function is implemented through programs and services designed to provide assistance for temporary housing for disaster victims. Assistance is generally provided by the Federal Emergency Management Agency (FEMA) for disasters which have received a Presidential Disaster Declaration. The assistance is provided to eligible applicants for temporary lodging or repairs/replacement of their original home. Rental assistance can be provided to homeowners for up to 18 months, or until the maximum award level is achieved.

- Various factors may impact housing needs such as the number of persons per unit, the needs of persons with disabilities, and transportation and other factors. Help to develop a plan of action for providing housing assistance in the most efficient manner in the time allowed.
- Disaster victims will be required to complete an application process and meet criteria set forth by the agency providing housing assistance.

## Human Services

- Human Service programs assess the situation and implement an appropriate plan of action based on the resources available and the capability to assist victims.
- Crisis intervention supports the immediate short-term assistance for individuals, families, and groups dealing with the anxieties, stress, and trauma associated with a natural or human-caused emergency or disaster, including incidents of terrorism, mass criminal violence, and civil unrest. Crisis intervention is performed by qualified counselors of the public and private sectors of the counseling profession.
- Human Service programs identify special populations within the event area. Individuals such as the elderly, people with disabilities, those who communicate in languages other than English, and others, may have special needs that must be addressed. Agencies providing services to individual clientele, and group care facilities, such as group homes for children, nursing homes, and assisted living facilities will ensure that emergency commodities provided are delivered to their clientele and facilities.
- Human service agencies coordinate victims' incident-related support services in the form of referrals to appropriate facilities and organizations, or through direct support to individuals. They can also assist by identifying special needs populations in order to notify and move individuals from harm's way to safe shelter.

## Organization

When the Snohomish County EOC is activated and an identified need exists, the EOC will coordinate the placement, opening, and support of shelters and mass care activities, in coordination with the American Red Cross, and other selected voluntary and business organizations.

When disaster events impact on an individual city, it will utilize its own resources for mass care in accordance with its comprehensive emergency management plan as mandated by RCW 38.52. Should the event overtax the city, it will proclaim a disaster and request support from the Snohomish County EOC.

## Procedures

The American Red Cross maintains procedures for the opening and management of shelters.

Procedures for identifying city and Snohomish County Facilities that can be used for shelters are maintained by individual cities and the DEM EOC representatives.

All shelters opened and managed by cities and Snohomish County will be in accordance with American Red Cross standards and will be reported to ESF-6 Coordinator at SC-EOC.

All procedures for support of shelters are maintained by the appropriate support agencies.

## Mitigation Activities

- Participate in the hazard identification process and take steps to correct deficiencies in the mass care, housing and human services function.
- Implement a public education campaign regarding the importance of having adequate homeowners and / or renters insurance.
- Review and analyze lessons learned in emergency/disaster incidents that have occurred elsewhere, and make changes where applicable.

## Preparedness Activities

### Snohomish County Chapter of the American Red Cross

- Maintains procedures for the opening and management of shelters and feeding operations.
- Maintains current shelter and other resource agreements.
- Maintains adequate inventories for shelter operations distributed in different areas of the County.
- Provides training to communities wishing to open and staff shelters.

### The Salvation Army

- Identifies resources such as cots and bedding for use in shelters, and coordinates with other agencies, emergency management, and the ARC.

### Other Agencies and Municipalities

- Participate in the hazard identification process and take steps to prepare for adequate response for mass care and human services function.
- Review and analyze lessons learned in emergency/disaster incidents that have occurred and make changes where applicable.

### Snohomish County Animal Advisory Board

- As a part of ESF 11 – Agriculture and Natural Resources, promote disaster planning and animal safety through media releases and brochures.
- Participate with ESF 11 in pre-identifying available shelter locations for pets and livestock during emergencies and disasters.

## Response Activities

### Snohomish County Department of Emergency Management

- Activates in full or part the Snohomish County Emergency Operations Center (SC-EOC).
- Receives and verifies situation reports from a variety of sources and identifies/estimates needs for mass care services.
- Identifies potential resources for providing mass care.
- Requests assistance from support agencies, and communication resources, as appropriate.

- Coordinates with involved support agencies regarding transportation routes and limitations of access to areas requiring damage assessment, shelter sites, and distribution of relief supplies and equipment.
- Arranges for, or coordinates logistical support, including transportation of evacuees and supplies.
- Advises and coordinates shelter and feeding requirements and operations throughout the county. This includes municipalities and unincorporated areas as well as voluntary or other agencies requiring or establishing mass care shelter and feeding.
- In conjunction with the American Red Cross, compiles all activated shelter locations, access routes, and other pertinent information and disseminate active shelter locations, on approval of the Red Cross, through the SCJIC (Snohomish County Joint Information Center).

### **Snohomish County Chapter of the American Red Cross**

- Acts as lead agency for identifying, planning, and coordinating mass care shelter and feeding activities, whether public or private.
- Assesses situation and status reports from EOC and ARC damage assessment teams, assesses available personnel and resources.
- Opens and operates Red Cross or Red Cross supervised shelters as needed within the extent of available resources.
- Keeps registration and accountability records of shelter inhabitants.
- Provides meals at fixed and mobile feeding sites for affected persons and emergency relief workers.
- Provides emergency first aid services in shelters and feeding sites.
- Establishes communications between shelters, feeding units, and the Snohomish County American Red Cross Emergency Operations Center locations.
- Manages ARC logistical support such as transportation of supplies and food.
- Evaluates possibilities for shelter and feeding support received from SC-EOC, and other volunteer agencies.
- Establishes the Disaster Welfare Information (DWI) function to collect and provide information regarding individuals residing within the affected area to immediate family members outside the affected area. The system also aids in reunification of family members within the affected area.

### **The Salvation Army (Primary), Community Agencies Active in Disaster (COAID), and other Voluntary Agencies**

- In coordination with the American Red Cross, provides food, water to the emergency or disaster area at fixed or mobile sites.
- Provides supplies such as cots, blankets, clothing, or other resources.
- In coordination with the American Red Cross, operates shelter(s) and maintains records of clients served and services provided.
- Coordinates and manages the collection, distribution, and disposition of donated items.

### **Snohomish County Animal Advisory Board**

- Participate with ESF 11 to track active animal shelter facilities and confinement areas during disaster situations.
- Assist ESF 11 in the coordination of shelter information; including location, available space, supplies, food, water, etc.

- Coordinate the locations of animal shelters to co-locate with human shelters, when possible.

### **Snohomish County Human Services**

- Human Service programs assess the situation and implement an appropriate plan of action based on the resources available and the capability to assist victims.
- Crisis intervention supports the immediate short-term assistance for individuals, families, and groups dealing with the anxieties, stress, and trauma associated with a natural or human-caused emergency or disaster, including incidents of terrorism, mass criminal violence, and civil unrest. Crisis intervention is performed by qualified counselors of the public and private sectors of the counseling profession. Spiritual support will be provided by appropriate faith-based organizations as requested.
- Human Service programs identify special populations within the event area. Individuals such as the elderly, people with disabilities, those who communicate in languages other than English, and others, may have special needs that must be addressed. Agencies providing services to individual clientele, and group care facilities, such as group homes for children, nursing homes, and assisted living facilities will ensure that emergency commodities provided are delivered to their clientele and facilities.
- Human Services coordinates victims' incident-related support services in the form of referrals to appropriate facilities and organizations, or through direct support to individuals. They can also assist by identifying special needs populations in order to notify and move individuals from harm's way to safe shelter.
- Support to specialized shelters (medical shelters and non-conventional shelter management).
- Support to evacuations (including registration and tracking of evacuees).
- Reunification of families.

### **Other Volunteer Groups, Churches**

- Coordinates with ARC in regards to providing food, water, bedding, clothing, or other supplies.
- Coordinates with ARC in regards to providing fixed or mobile feeding sites.
- Coordinates with Snohomish County Animal Advisory Board in regards to providing assistance with animal shelter operations.

## **Recovery Activities**

Recovery efforts are initiated as soon as possible after the onset of a disaster. Close coordination is required among public safety and relief organizations responsible for emergency response and recovery operations, and other nongovernmental organizations providing assistance.

### **Snohomish County Chapter of the American Red Cross**

- Supports recovery activities consistent with the mission and capabilities of the ARC.
- Provides information to Snohomish County DEM to assist with after-action reports.

### **The Salvation Army and other Voluntary Agencies**

- Supports recovery activities consistent with their mission and capabilities.
- Provides information to Snohomish County DEM to assist with after-action reports.

### **Federal Emergency Management Agency (FEMA)**

- Operates the housing function implemented through various programs and services designed to provide assistance for temporary housing for disaster victims. Assistance is generally provided for disasters which have received a Presidential Disaster Declaration. The assistance is provided to eligible applicants for temporary lodging or repairs/replacement of their homes.

### **Snohomish County Animal Advisory Board**

- Assist ESF 11 and ESF 15 in the coordination of pet and livestock shelter status during the recovery period.
- Participate with ESF 11 to coordinate the return of animals to their owners and help determine the disposition of animals that cannot be returned to their owners or normal habitat.

## **V. RESPONSIBILITIES**

### **General**

All primary and supporting ESF agencies must have established disaster related policies, systems, and procedures for:

- Personnel accountability, safety, lines of authority and succession
- Providing logistical support to their personnel and equipment
- Facility / infrastructure damage assessment and reporting
- Continuity of operations to maintain essential services
- Facility / infrastructure repair and restoration

### **Primary**

#### **American Red Cross Snohomish County Chapter**

- Sheltering – Open temporary mass care congregate shelters where residents will find comfort with a hot meal, recovery information, emergency supplies and a place to rest. Support other shelters run by government or community partners with supplies and feeding, if resources permit.
- Feeding –Provide emergency feeding for persons in shelters and those returning to their homes, either at fixed sites or through mobile delivery of food appropriate for the situation and population being served.
- Coordinates through the State Coordinating Chapter for state-level ESF 6 assistance when voluntary contributions do not meet the level of needed services. Requests may be in the form of direct financial assistance, reimbursement for services, and or an agreement to purchase necessary commodities to fulfill the needs of impacted residents.
- Coordinates with county level ESF 6 to meet the needs of persons returning to their homes after a disaster.
- The American Red Cross Safe and Well Website allows internet inquiries on the status of colleagues, friends and relatives. It provides only the registrant's name, a date/time stamp and

the safe and well messages the registrant chose using check-boxes. No personal or location information is shown.

- Welfare Information – The American Red Cross Safe and Well Website is triggered by one or more of the following:
  - Mass fatalities or injuries.
  - Disaster is catastrophic in scope.
  - Large scale evacuations.
  - Widespread power outages.
  - Affected area has a large number of residents with functional needs.
  - Considerable media coverage.
- American Red Cross trained caseworkers meet with each family individually to determine how they were affected by the disaster and the course of recovery to best meet their immediate needs. American Red Cross caseworkers work closely with the state ESF 6 Lead through the American Red Cross government liaison to ensure persons affected by the disaster have access to all available resources.
- American Red Cross disaster mental health professionals on relief operations provide psychological triage; crisis intervention; psychological support; instrumental support (i.e., taking action in support of an individual); advocacy (i.e., an intervention made on behalf of an individual and intended to benefit the person or cause being supported); problem solving; and referrals.
- American Red Cross disaster health professionals are available in shelters for emergency first aid, medical assessment, triage and replacement of emergency medications. American Red Cross Disaster Health Services Teams meet these needs through item distribution, financial assistance or referrals to community partners. In the event of other unforeseen events or situations in which human suffering is involved, the American Red Cross will coordinate with appropriate government and non-government partners to provide mass care, including shelter, feeding, first aid, and other assistance to address basic human needs as resources are available to assist.

### **Snohomish County Department of Human Services**

- Lead agency for the provision of mass care needs of its clients.

## **Supporting**

### **Snohomish County Department of Emergency Management (SC-DEM)**

- Identify the need for mass care and shelter for displaced persons unable to provide for themselves as a result of an emergency or disaster.
- The SC-EOC logistics section chief will coordinate shelter locations, openings and closings through the ESF-6 Red Cross Disaster Liaison.
- Coordinate efforts to reach special needs populations.
- Assist in the coordination of long-term shelter needs with appropriate relief organizations.
- Compile shelter and displaced persons information and disseminate through the SCJIC.

### **Salvation Army and other Relief Organizations**

- Support the mass care and shelter operations provided by the American Red Cross as resources allow.
- Keep complete and accurate records on emergency operations, shelter inhabitants and services provided.

#### **Snohomish County Health District (SHD)**

- Provide for the coordination of health and sanitation services at mass care facilities and other locations when requested by the SC-EOC manager.

#### **Community Transit**

- Provide transportation resources to transport special needs or isolated populations to shelters as needed.

#### **Mental Health Organizations and Critical Incident Stress Management Programs**

- Provide mental health and emotional support to displaced persons and emergency workers when requested.

#### **Snohomish County Citizen Corps Council**

- Support mass care operations by coordinating care teams, managing donations management, supplement the American Red Cross shelter operations, mass feeding, etc.

## **VI. REFERENCES**

## **VII. TABS**