

EMERGENCY SUPPORT FUNCTION # 6 - MASS CARE & SHELTERING**COORDINATOR**

Henderson County Emergency Management Agency

PRIMARY AGENCIES

American Red Cross

The Salvation Army

SUPPORT AGENCIES AND GROUPS

Henderson County and City Chief Elected Official(s)

Henderson County Emergency Management Agency

Henderson City Fire Department

Henderson County Volunteer Fire Departments

Henderson City Police Department

Henderson County Sheriff's Office

Deaconess Hospital - Henderson

Green River District Health Department (GRDHD)

Henderson County Health Department

Kentucky Community Crisis Response Board (KCCRB)

Green River Inter Transit System (GRITS)

Green Valley Baptist Association

Henderson Presbyterian Church

Henderson Community Baptist Church

Kentucky National Guard

Henderson Area Rapid Transit (HART)

Homeless Coalition of Henderson County

United Way of Henderson

Christian Community Outreach of Henderson

Father Bradley Women's Shelter

The Gathering Place

Women's Addiction Recovery Manor

The Harbor House

Henderson Housing Authority

Good Will Industry

Henderson County Animal Control

New Hope Animal Rescue

Veterinarians

Henderson Volunteer and Information Center

Henderson Area Rapid Transit (HART)

Henderson County Schools

The Salvation Army

REGIONAL RESOURCES

Green River District Health Department (GRDHD)
Green River Intra Transit System (GRITS)
River Valley Behavioral Health (RVBH)

STATE RESOURCES

Kentucky National Guard
Kentucky Community Crisis Response Board (KCCRB)
Kentucky American Red Cross
Kentucky Department of Public Health
Kentucky Cabinet for Health and Family Services
Kentucky Division of Emergency Management
Kentucky State Police (KSP)

I. PURPOSE

The purpose of ESF 6 will coordinate the emergency provision of temporary shelters, emergency mass feeding, medical health, mental health, and the bulk distribution of coordinated relief supplies for victims of a disaster and disaster workers.

ESF 6 can also provide personnel and resources to support the thirty-two core capabilities under FEMA mission areas, Prevention, Protection, Mitigation, Response and Recovery in support of the National Response Framework.

II. SITUATIONS AND ASSUMPTIONS

- A. Disaster incidents often result in evacuations either before or during the incident. Such evacuations will cause a demand for non-congregate, congregate/mass care facilities.
- B. Non Congregate & Congregate/Mass Care facilities, at a minimum, must have capability of providing space for sleeping and feeding.
- C. Non-Congregate & Congregate/Mass Care facilities will provide protection only from normal weather conditions. These facilities do not necessarily provide protection from severe weather, toxic gases or other life-threatening forms.
- D. Service animals will be allowed in Non-Congregate & Congregate/Mass Care facilities, but household pets will not be allowed. The responsibility for pet sheltering, if feasible, will be managed by Henderson County Animal Control.
- E. Responsibility for hosting and evacuating military personnel is vested in the Department of Defense. Military installations will not be used for hosting civilian

evacuees.

- F. During an incident there will be populations requiring special attention; these include the elderly, the handicapped, and persons living in residential hotels, the homeless, those with language barriers, cultural and ethnic groups, and those with medical needs.
- G. Mass care facilities will receive priority consideration for structural inspections to ensure the safety of occupants.
- H. Feeding throughout the community for those who are affected but not displaced may be required.
- I. It is anticipated that many individuals will be prepared and self-sufficient for a minimum of 72 hours after an incident; however, it is likely that a significant portion of dislocated citizens and guests will not be self-sufficient during the initial 72 hours. The County and support agencies, in conjunction with local voluntary organizations, will need to be able to coordinate the evacuation and registration of victims, administer emergency first aid treatment and mental health counseling, and provide other initial mass care needs for at least the first 72 hours after the public emergency.
- J. For significant public emergencies, it is anticipated that federal/national assistance will be forthcoming to support mass care operations. Until that time, local plans will need to be solidified to ensure adequate assistance is provided until such a time as Federal Government assistance is implemented.
- K. The restoration of basic infrastructure (e.g., communications, roads, transportation services, and electricity) may take days, weeks, even months. Ongoing assistance may be required as the response stage transitions to the recovery stage.
- L. Some percentage of the sheltered population will require shelter for an extended period of time.
- M. Individuals will be anxious to identify the location and health/condition of friends, family, and loved ones. The makeup of the dislocated will likely be friends, family, and loved ones.

III. MISSION

To assist Henderson Emergency Management (EM) with the planning and implementation of Mass Care and Human Services during an impending or existing emergency or disaster.

IV. DIRECTION AND CONTROL

- A. The ESF 6 Coordinator is responsible for the coordination and organization of congregate/mass care services for the County.
- B. The EM Director, in coordination with the American Red Cross representative will be responsible for identifying which shelter(s) to activate.
- C. Initial response activities will focus on meeting urgent needs of disaster victims on a mass care basis. Initial recovery efforts may commence as response activities are taking place. As recovery operations are introduced, close coordination will be required between those organizations responsible for recovery operations and voluntary and civic organizations.
- D. ESF 6 Coordinator will work with ARC for special needs sheltering.
- E. ESF 6 Coordinator will work with Henderson County Animal Control in the event sheltering of pets is needed.

V. CONCEPT OF OPERATIONS

The ESF 6 Coordinator manages and coordinates mass care and sheltering activities.

The American Red Cross will utilize the National Shelter System (NSS). The goal of the NSS is to be able to identify the location, managing agency, capacity, current population, and other relevant information for all shelters being run in response to incidents. This information will help the Red Cross, FEMA, state and local emergency management, and non-government organizations develop strategies to ensure prompt and effective mass care service delivery as well as serve as a planning tool before disaster strikes.

Mass care operational elements include:

- Identification and registration
- Assignment to shelter
- Provision of necessary food and medical services
- Procedures for return of victims to their homes.
- Procedures for victims who cannot return due to the destruction of their homes or environmental contamination of the house/area
- Reuniting of separated families
- Management of donated goods.

A. Phases of Management

1. Preparedness

- a. Develop system of providing reception and care services.

- b. Conduct a training program and exercises.
- c. Maintain current list of personnel, equipment and their locations needed to carry out responsibilities as assigned under ESF # 6.
- d. Each agency will develop continuity of operations plans for ESF # 6 to ensure uninterrupted operations during disasters.
- e. Each agency will prepare and maintain ESF administrative and financial procedures, as required, to properly document activities of the ESF during activations.

2. Response

- a. Determine the need for sheltering and feeding and the support needed.
- b. Open and staff congregate care facilities.
- c. Begin processing and sheltering victims.
- d. Meet personal needs of the victims.
- e. Ensure that proper documentation is completed.
- f. Furnish public information to P.I.O. to broadcast.
- g. Assist in the collection of damage assessment information.
- h. Assist in the process of locating and reuniting families.

3. Recovery

- a. Work with EM Director in phasing out of operations.
- b. Upon the end of response operations, assess the organization for cost of preparing for and conducting operations.
- c. Critique operations for updating plan and standard operating procedures.
- d. Upon being advised that an order to end recovery operations may be forthcoming, prepare to discontinue operations.
- e. Conduct internal After-Action Reviews and document lessons learned and recommendations for improvement of Emergency Operations Plans, Procedures and Guidelines

VI. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

The ESF 6 Coordinator will identify and coordinate local, state and federal agencies for coordination and organization of congregate/mass care services. Other related functions and resources may require outside assistance.

A. GENERAL ORGANIZATION RESPONSIBILITIES

Operational control remains the same during emergency situations as during normal activities; however, operations may require 24-hour coverage, and a central point of overall coordination. The ESF 6 Coordinator must be prepared to assist in lengthy operations that start in response and continue through recovery and involve clean up activities and return of resources.

B. SPECIFIC KEY POSITION RESPONSIBILITIES

1. Primary –

Specific duties of ESF # 6 are:

- a) **Lodging.** Insure by use of registration, that the distribution of evacuees is within the capability of the hosting area and/or facility. Lodging facilities are identified in the local county EOP. This plan also identifies those shelters suitable for handicapped people and people with special needs.
Responsibility – ESF-6 Coordinator & Red Cross
- b) **Feeding.** Institute a mass feeding program for use in the host counties in cooperation with local non-governmental organizations as well as coordinating with ESF # 11.
Responsibility – Salvation Army, Red Cross
- c) **Relief Supplies** (i.e., hygiene kits, clean-up kits)
Responsibility – all supporting agencies
- d) **Medical.** In cooperation with the medical delivery organizations and local EM/DES organizations, develop procedures for the care of hospitalized patients and others needing special medical attention. Health and Medical will supply personnel to monitor and control public health factors to prevent the spread of disease at mass care sites.

Responsibility – Health Department

- e) **Mental Health.** Undertake a program by which service can be provided to persons unable to adjust to strain imposed by the disaster.
Responsibility – Red Cross, KCCRB
- f) **Fiscal Responsibility.** Each organization and shelter needs to develop a record-keeping procedure for materials, services and personnel hours.
- g) **Reunification of Families.** ESF # 6, in cooperation with ARC and the Salvation Army, will undertake to reunite families that have been separated using Family Reunification Centers.
- h) **Pet Care.** ESF #6 will coordinate with Animal Control to provide care for domestic animals.

VII. REFERENCES

KRS 39A-F

The National Response Plan

The National Incident Management System

Kentucky Division of Emergency Management, State Emergency Operations Center, Standard Operating Procedures

National Shelter System (NSS)