

EMERGENCY SUPPORT FUNCTION #6

MASS CARE, EMERGENCY ASSISTANCE, HOUSING AND HUMAN SERVICES

*Formerly ESF-6 Mass Care/Shelter
Administrative Revisions Only – February 2013*

LEAD: Emergency Management

SUPPORT: Disaster Assistance Council (DAC)
American Red Cross
Animal Services
Public Health & Social Services
Salvation Army

I. INTRODUCTION

A. Purpose

To coordinate efforts to provide mass care and sheltering following a major emergency or disaster to persons unable to provide for themselves.

B. Scope

This ESF addresses sheltering needs in all of Thurston County during a major emergency or disaster and the coordination of opening of shelters through the county's Emergency Coordination Center (ECC).

II. POLICIES

None

III. PLANNING ASSUMPTIONS

- A. Mass care requirements during an emergency or disaster may overwhelm social service agencies.
1. Responsible agencies coordinate disaster and emergency planning to define working relationships, responsibilities and roles before disaster occurs.
 2. Responsible agencies promote disaster preparedness education for individuals, associations and other groups within the county. One

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objective of disaster education is to promote individual and family self-sufficiency for a minimum of three days following a major disaster to reduce individual needs for immediate sheltering.

3. Responsible agencies develop agreements and relationships for resources outside the county to augment in-county disaster response and recovery resources.
- B. Depending on the disaster and the severity of its effects, Thurston County may have limited numbers of shelters or resources to manage shelters.
 - C. The American Red Cross and the Salvation Army are the primary organizations responsible for mass care and shelter during an emergency or disaster.
 - D. Agencies will coordinate with Emergency Management and with public transportation agencies to coordinate the mass transit needs of disaster affected victims as detailed in ESF-1 Transportation.
 - E. Thurston County may initiate shelter-in-place advisories when the public could be exposed to hazardous conditions traveling to a centralized mass care shelter.

IV. CONCEPT OF OPERATIONS

- A. Mass care provides for the immediate survival needs of individuals impacted by disaster through group services and facilities. Mass care also supports the needs of disaster responders such as police, firefighters, shelter operators and other emergency workers.
- B. Mass care is normally provided during and immediately after an emergency/disaster until individual services can be provided. Mass care services are usually provided for less than a week.
- C. Mass care needs may include, but are not limited to first aid; emergency shelter; and emergency provisions of food, water, medicine, and other essential needs. These services are to be provided to all citizens without regard to race, color, national origin, religion, sex, age, or disability.
- D. Emergency Management and the mass care organizations will share and coordinate all lists of individuals impacted by disaster and disaster assistance inquiries, and act together as one voice for public information releases.
- E. In cooperation with the mass care organizations, Thurston County government will coordinate with local cities, agencies, churches, institutions, commercial facilities, and volunteer organizations for mass care resources and facility support and mutual aid.

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- F. Mass care services may be provided in designated shelters, service delivery centers or be delivered to disaster sites.
- G. Agencies operating shelters shall coordinate with Emergency Management to select facilities determined to be safe for entry, occupancy and use by individuals impacted by disaster. Facility selection is based upon safe proximity to disaster affected areas, availability of utilities, accessibility, security and other conditions of suitability considered necessary under existing disaster conditions. Because disaster conditions cannot be forecasted, shelter sites are not determined until after a disaster occurs.

V. RESPONSIBILITIES

A. Local

1. Disaster Assistance Council

Coordinate humanitarian services to disaster victims including the provision of shelter, food, clothing, crisis counseling, spiritual support and other individual and family assistance.

2. Animal Services

- a. Coordinate the disaster care of pets and animals. Furnish lists of available animal care providers to mass care organizations during disasters.
- b. Identify and coordinate resources for pets and animals.

3. Crisis Clinic

Respond to the humanitarian and personal needs of individuals impacted by disaster by referring them to appropriate agencies, organizations or individuals.

4. Emergency Management

- a. Coordinate the activities of local agencies charged with the provision of emergency mass shelter.
- b. Inform mass care organizations of the need for shelters and/or feeding stations, areas to be evacuated, and when possible, the approximate number of evacuees.
- c. Coordinate and maintain liaison with private providers of mass care resources and services.

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- d. When necessary, coordinate with appropriate agency for post-disaster building inspection of shelter sites.
- 5. Public Health & Social Services
 - Provide for coordination of:
 - a. Communicable disease control.
 - b. Non-acute medical or other health issues.
 - c. Proper waste containment and disposal.
 - d. Safe food handling
 - e. Proper personal hygiene facilities.
- 6. American Red Cross and Salvation Army
 - a. Provide their disaster operations with food, clothing, shelter, and make referrals for other urgent needs.
 - b. Identify county properties that can serve as temporary mass care sites.
 - c. Coordinate with other agencies for locating temporary mass care sites.
 - d. Either unilaterally or upon request by emergency management officials, conduct mass care activities.
 - e. Notify Thurston County Emergency Management of all shelter operations.
 - f. Assess immediate equipment and training needs.
 - g. Maintain and update shelter agreements.
 - h. Provide liaison to county ECC when requested.

B. State

1. State Emergency Management Division

Request the assistance of state agencies and private organizations having emergency mass care capabilities when requested by local government.

2. State Department of Health

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Assist local public health in providing for communicable disease control, non-acute medical or health issues, proper waste containment and disposal, safe food, and proper hygiene in mass care or shelter settings.

3. Other State Agencies

Responsibilities as identified in the Washington State Comprehensive Emergency Management Plan.

VI. REFERENCES

- A. Washington State Comprehensive Emergency Management Plan
- B. American Red Cross Disaster Services Program