SHELTER AND MASS CARE

I. PURPOSE

This Annex provides for the protection of the population from the effects of hazards through the identification of shelters and guidance for mass feeding of evacuees. It also provides guidance for the sheltering, care and reunification of service animals and household pets with their owners.

II. SITUATION AND ASSUMPTIONS

A. Situation

Many types of emergencies could occur in Summit County which would require activation of this Annex. The sheltering, feeding and meeting of personal needs of individuals coping with a disaster may well require more personnel and resources than normally available.

B. Assumptions

Experience has shown that under local emergency conditions, a high percentage (80% or more) of evacuees will seek shelter with friends or relatives, or shelter-in-place, rather than go to established shelters. Additionally, residents may not leave if directed to leave their animal(s) behind.

The American Red Cross of Summit, Portage and Medina Counties (ARC) is the lead agency for the establishment of shelters and will decide how many shelters will be needed based on the population involved. The ARC is also the lead agency for registering, tracking and caring for service animals and household pets.

III. CONCEPT OF OPERATIONS

A. General


---

2. Locally, the ARC will identify and operate shelter and mass care facilities. They will also ensure the physical and programmatic accessibility of shelter facilities to ensure full access to emergency services.

3. The Emergency Operation Center (EOC) officials through multi-agency coordination (MAC) will coordinate with ARC officials in order to provide protective actions necessary to limit the exposure of sheltered residents to hazardous materials and/or biological agents.

Emergency notification, warnings, evacuation orders, instructions on appropriate reception centers and/or shelter and mass care feeding facilities will be disseminated by the Summit County Emergency Management Agency (SCEMA) through a variety of methods of communications (Refer to Annex C - Notification and Warning).

C. Emergency Mass Care Facilities: The ARC has a variety of emergency accommodations to implement a mass care facility and staff as needed during a disaster.

1. Reception Center: The purpose of a reception center is to inform evacuees of latest information and direct them to specific shelter and mass feeding locations.

2. Shelters: The purpose of a shelter is to provide congregate lodging for people displaced due to disaster. Shelters may also provide crisis counseling, telephone access and clergy support.

3. Mass Feeding: The purpose of mass feeding is to provide snacks, meals, and hydration needs using emergency response vehicles on routes within the impacted area and/or at a fixed location.

4. Emergency Relief Items: Some necessities available for distribution include: hygiene kits, cleanup items, infant care supplies, etc.

Within emergency mass care facilities, evacuees will be monitored for life/safety hazards. This will include identifying, screening and handling evacuees exposed to hazards (i.e. infectious waste, polluted waters, chemical hazards, etc.) and to keep the shelter free from contamination. Pertinent evacuee information will be developed from the Joint Information Center (JIC) for dissemination to evacuees.

D. Designation of Shelters

1. During an evacuation, shelter and mass care operations will be designated by the EOC using facilities identified by the ARC Liaison.
2. Administrators of hospitals, mental health facilities, nursing homes and similar functional needs organizations may cooperate with the SCEMA in designating safe locations if evacuations and sheltering is necessary. The ARC cannot guarantee medical services for all functional needs populations. ARC will work in conjunction with public health, volunteer organizations, and social services agencies to provide necessary medical supplies (i.e. medicines, durable medical equipment, etc.). The ARC will provide cots, blankets, and some feeding services.

E. Mass Feeding

Many volunteer agencies provide mass feeding operations. Coordination is essential to avoid duplication of services. The ARC Government Liaison will report to the Emergency Operations Center (EOC) to assist in coordinating the food needs of the evacuees.

F. Marking/Identification of Emergency Mass Care Facilities

The local chapter of the ARC has signs made up and stored at their local offices. Upon activation of mass care facilities, signs will be displayed outside the facility for easy identification by evacuees.

G. Shelter Stocking and Re-Stocking

1. Additional bedding and some food supplies may be on hand at the ARC Chapter. Standard Operating Guidelines (SOG’s) are developed and maintained by the ARC related to the management of these supplies.

2. In the event of an evacuation, each relocating family from the risk area will be instructed to bring sufficient bedding and clothes for the immediate family, special medicines, and non-perishables based on dietary requirements for at least the first three days.

3. Request for additional resources will be coordinated through the EOC.

H. Monitoring Kits for Radiological Incident

Request and dissemination of radiological monitoring kits will be coordinated through the EOC. (Refer to Annex M - Radiological Protection).

I. Phases of Emergency Management for Shelter and Mass Care

1. Mitigation

a. Determine hazard vulnerabilities of Summit County.
b. Develop a public information program to make citizens aware of availability of shelters and what to expect during an evacuation (refer to Annex D – Emergency Public Information).

2. Preparedness

a. Yearly review and update of shelter resource lists.

b. Execute mutual-aid agreements in multiple jurisdictions for receiving sheltering assistance, including providing shelters when it is not practical to do so locally.

c. Provision of training in the use of Radiological Incident Kits for pre-designated agencies and/or personnel.

d. Develop public education/information training regarding disaster sheltering and mass care.

e. Develop and maintain a list of equipment and supplies needed to operate shelters for service animals and household pets. Identify what identification and supplies are needed from pet owners when animals are brought to the shelters.

3. Response

a. Selection of shelters in cooperation with appropriate agencies:

   (1) Hazard vulnerability considerations.
   (2) Locations in relations to evacuation routes.
   (3) Services available in facilities.

b. Open and staff shelters.

c. Coordinate with EOC staff to insure that:

   (1) Communications are established
   (2) Routes to shelters are marked.
   (3) Appropriate traffic control systems are established.
   (4) Maintain registration of shelter residents.
   (5) Eligible service animals and household pets are brought to proper sheltering facilities and the evacuees are aware of what identification and supplies they can bring with them.

d. Distribution of supplies, as necessary.

e. Display shelter identification signs at shelter locations.
f. Make public information announcements about shelter availability and locations through the JIC.

g. Keep evacuees informed about the incident status.

h. Keep evacuees informed about sheltering areas for household pets. Document and advise animal identification to the Shelter Manager for reunion of animals with their owners.

i. If necessary, coordinate with EOC for radiological support of shelters.

j. Document any known information regarding individuals refusing to comply with evacuation orders.

k. Document the status of injured or missing persons. Coordinate with the JIC for dissemination of information.

4. Recovery

   a. Keep shelters operational as long as necessary as determined by EOC in conjunction with the ARC.

   b. Arrange for return of evacuees to their homes and provide information about health concerns and actions they should take when arriving home.

   c. Deactivate unnecessary shelters.

   d. Clean and return shelters to original condition.

   e. Define the need for more shelters and supplies. Exhausted supplies should be replaced.

   f. Identify shelters for household pets requiring long-term care or permanent relocation of unclaimed pets.

   g. Identify and address the public’s unmet needs and long-term recovery efforts.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. Organization

   An ARC representative will report to the EOC upon its activation. This person will be a liaison between the local Red Cross Chapter and other emergency personnel in the EOC. The ARC liaison will coordinate shelter and mass care feeding activities.
with their designated Disaster Operations Center. The Shelter Manager will coordinate their operations with the ARC liaison in the EOC.

B. Assignment of Responsibilities

1. American Red Cross of Summit, Portage and Medina Counties’ Staff and Volunteers
   a. Identify possible shelter sites in compliance with the Americans with Disabilities Act Accessibility Guidelines. Coordinate location with the EOC based on type and scope of disaster.
   b. As requested, activate/deactivate and staff/stock shelters and mass feeding locations.
   c. Provide mobile and fixed mass feeding.
   d. Coordinate ARC activities with other agencies/organizations involved in sheltering and mass feeding.
   e. Review supply guides for ARC shelters.
   f. Coordinate all shelter and mass care public information for distribution through Joint Information Center (JIC).
   g. Assist law enforcement in identifying and reuniting unaccompanied minors with their guardians.
   h. Opens shelters to provide food, water and medical care for service animals and household pets displaced by an event.
   i. Coordinate with local animal control facilities for sheltering of unclaimed animals and/or non-eligible animals brought to a shelter.
   j. Register and track service animals and household pets brought to the shelters. If information is available, document animals vaccinations for shelter safety.

2. Summit Emergency Management Agency

---

ANX K (Shelter and Mass Care) to the Summit County Basic Plan 2016
K-6
b. Work with ARC in the development of pre-event public education/information regarding disaster sheltering and mass care.

c. In conjunction with County Animal Rescue and Evacuation (CARE), develop a policy for service animal/household pet support during an evacuation.

d. Assess the long-term and unmet needs of the public. Coordinate the response of resources and monitor recovery efforts.

3. Summit County Department of Job and Family Services

a. Administer the food stamp program for qualified applicants.

b. Provide emergency assistance to qualified applicants.

c. Administer Ohio Works First cash assistance program.

4. Local Law Enforcement

a. Provide security and law enforcement for shelters.

b. Provide traffic control during movement to shelters.

c. Document any known information regarding individuals refusing to comply with evacuation orders.

d. Identify and assist with reunification of unaccompanied minors with their guardians.

5. Public Works

a. Inspect shelter sites for serviceability and/or structural soundness (i.e. after an earthquake).

b. Maintain water supplies and sanitary facilities at shelter sites.

6. Summit County Public Health

a. Provide assistance in assessing the adequacy of sanitary facilities provided within emergency shelters.

b. Inspect temporary shelters and mass feeding sites and advise operators of ways to improve safety and sanitation (sanitary conditions, solid waste handling, food handling, safety aspects, etc.).
c. Assist with monitoring food safety, mass feeding, and sanitation service in emergency facilities, including increased attention to sanitation in commercial feeding facilities.

7. The ARC may request the assistance of the County Animal Rescue and Evacuation (CARE) to:
   a. Opens shelters to provide food, water and medical care for service animals and household pets displaced by an event.
   b. Coordinate with local animal control facilities for sheltering of unclaimed animals and/or non-eligible animals brought to a shelter.
   c. Register and track service animals and household pets brought to the shelters. If information is available, document animals vaccinations for shelter safety.

8. The ARC may request the assistance of the Salvation Army of Akron and Summit County, OH to:
   a. Provide mobile and fixed mass feeding.

V. DIRECTION AND CONTROL

A. During the preparedness and mitigation phases of emergency management, the SCEMA is responsible for initiating shelter plan development with the local organizations and volunteer groups.

B. The ARC will coordinate sheltering activities with the ARC Government Liaison and will determine the extent of assistance needed from other governmental and non-profit organizations with respect to the shelter functions.

C. During the preparedness and mitigation phases of emergency management, the SCEMA is responsible for initiating mass care planning with other government agencies and volunteer groups.

VI. CONTINUITY OF GOVERNMENT


---


ANX K (Shelter and Mass Care) to the Summit County Basic Plan 2016

K-8
VII. ADMINISTRATION AND LOGISTICS

A. Training for ARC shelter personnel will be arranged by the ARC. Other organizations/agencies, which may conduct a shelter operation, should arrange for the training of necessary personnel.

B. Material support will be planned for by each agency/organization for its own shelter.

C. The ARC Government Liaison will maintain a record of the telephone numbers of the shelters once established.

D. Plans for fixed and/or mobile radio communications between the shelters and the EOC will be maintained by the Communications Officer, as needed.

E. Information on the food supplies, water, sanitary facilities, clothing, bedding and related shelter supplies will be maintained by the Shelter Manager.

VIII. PLAN DEVELOPMENT AND MAINTENANCE

A. The ARC staff and volunteers are responsible for reviewing this Annex and submitting new/updated information to the SCEMA with all necessary changes and revisions. Changes will be made when deficiencies are identified through drills, exercises, and actual occurrences.

B. The SCEMA will coordinate, publish and distribute this Annex and will forward all revisions to the appropriate organizations.

C. All involved agencies are responsible for developing and maintaining departmental SOGs, mutual-aid agreements, personnel rosters including 24-hour emergency notification telephone numbers and resource inventories.

IX. AUTHORITIES AND REFERENCES

A. Authorities

1. Department of Health and Human Services
   c. Ohio Revised Code Chapter 327 – County Board of Trustees
      Chapter 5101 – Department of Job and Family Services
d. Ohio Administrative Code  
   Chapter 5101 – Division of Public Assistance

2. American Red Cross
   a. Public Law 4, January 5, 1905, as amended.
   e. American Red Cross Disaster Services Program Regulations and Guides are specified in the Disaster Services Program Guide Documents.

3. Salvation Army
   a. Charter of May 12, 1899 (Amended April 26, 1957).

B. References