

# **EMERGENCY SUPPORT FUNCTION #6**

## **MASS CARE**



**2019**

**Emergency Support Function (ESF) 6**  
**Mass Care**  
**Human Needs Branch**  
**Logistics Section**

**Primary Agency:** American Red Cross of Northwest Florida

**Support Agencies:** Santa Rosa County Planning and Zoning  
Santa Rosa County Building Inspections Department  
Santa Rosa County Department of Health  
Santa Rosa County District Schools  
Salvation Army  
Local EMS Transport Provider  
Chambers of Commerce (Santa Rosa, Milton, Pace, Jay)  
Board of Realtors  
Volunteer Agencies – Christian Contractors, local churches,  
United Way, RSVP, Ameri-Corp, Rebuild NWF, and others available.

**I. Purpose**

Coordinate the emergency provision of temporary shelters, emergency mass feeding, and the bulk distribution of coordinated relief supplies for victims of a disaster and disaster workers and long-term temporary housing after closure of temporary shelters post disaster. Other responsibilities include documentation and reporting of shelter residents, shelter injuries and casualties; determination of needs, and the processing of all requests to meet those needs, and securing donations of life supporting supplies. ESF 6 resources are used when individual agencies are overwhelmed and County Emergency Response Team requests additional mass care, mass feed assistance, and bulk distribution of coordinated relief supplies.

**II. Concept of Operations**

**A. GENERAL**

1. ESF 6 organization is consistent with State Emergency Operations Center and the requirements of the National Response Framework, the National Incident Management System, and the Incident Command System. The County Emergency Management Director in conjunction with the American Red Cross of Northwest Florida will select shelters for use using the criteria in ARC 4496. Management of shelters will be conducted IAW ARC 3041. The American Red Cross of Northwest Florida will train without charge shelter managers and shelter staff to operate shelters under American Red Cross guidelines. School maintenance staff is responsible for building maintenance of all schools used as shelters.

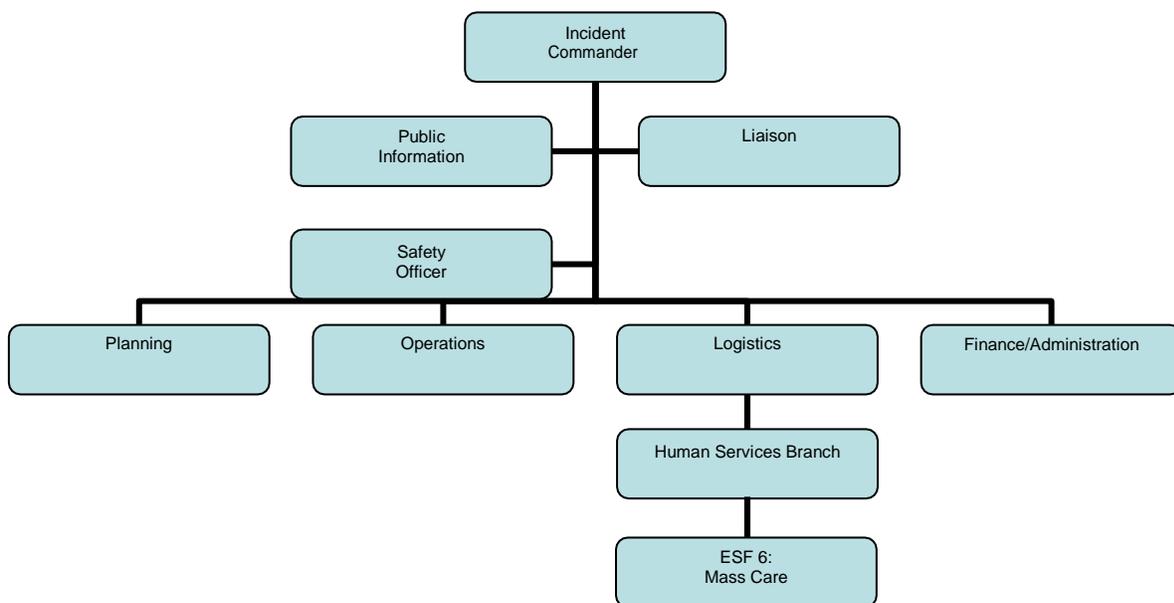
Currently, there are not adequate numbers of shelter spaces to meet the needs of a worst-case scenario (Category 5 during high tourist season). New buildings are being built and existing structures are being retrofitted for greater ability to withstand storms and wind and increase the capacity.

2. As conditions warrant, the Division of Emergency Management will brief the primary and

support agencies on the potential need for opening shelters and conducting evacuations. The Emergency Management Director will also keep the agencies apprised of the disaster conditions and the need for basic and additional shelters and services. Personnel will be alerted to standby status by the Section Chief. Santa Rosa County Department of Health personnel will manage the Special Needs Evacuation Center and will contact appropriate staff. The Special Needs staff, the Division of Emergency Management, local EMS transport provider, SRC School District, Council on Aging, and Fire Districts will assist with the Center opening, and coordinating the transportation of disaster evacuees.

3. When the decision is made to open any shelter or evacuation center, the Emergency Management Director or his designee, will coordinate with Mass Care (ESF 6) representative, in turn he/she will ensure shelters will be open and staffed. Special Needs Evacuation Center operations are covered in Health and Medical (ESF 8).
4. Typically, evacuees are asked to bring medications, clothing, comfort items, and nourishment to meet their needs for the first 72 hours of a disaster evacuation. All efforts will be made to supply food as soon as the shelters are opened or the disaster situation allows. It is permissible to use school food and sanitary supplies (cleaning items, toilet paper, etc.) if a pre-use inventory is conducted and verified by school personnel. A post-disaster inventory is also conducted by school personnel to determine the expendables used from those inventories for reimbursement purposes.
5. The American Red Cross of Northwest Florida will coordinate all relief efforts with the support agencies to provide mass care functions including the need for and location of feeding stations Food and Water (ESF 11), medical staffing for shelters Health and Medical Services (ESF 8), Communications (ESF 2), Law enforcement (ESF 16), power generation capabilities (ESF 12/Energy) and ESF 15 (Volunteers and Donations) available to provide assistance. Current numbers and contact personnel will be maintained at the EOC and the ARC office. Contacts for the Shelters are in Appendix 2.
6. Coordinate the establishment of a system to provide shelter registration data to appropriate authorities, (so long as evacuees authorize that release). Provide quantitative mass care services data with updates as required to Information and Planning (ESF-5), Food and Water (ESF-11) and others who require accurate data for response planning.
7. Procedures for providing medical support beyond the required standard first aid for Shelter/Center Managers, such as prevention of communicable diseases, epidemiological and environmental health activities related to the sheltering and feeding of disaster victims, are noted in Health and Medical (ESF 8). Local EMS transport provider personnel will be requested to designate a shelter at which they can assist during the height of the disaster.
8. The primary agency for coordination of post disaster temporary housing requirements will be the Santa Rosa County Planning and Zoning (P&Z) division. The process and procedure for allowing the temporary placement of trailers as a housing resource within the county will be a recommendation to the BOCC from the P&Z division that a standing emergency ordinance be approved to allow the placement of temporary living facilities in any zoning district.
9. In a large event requiring local or State mutual aid assistance, ESF 6 will work with its support agency counterparts to seek and procure, plan, coordinate and direct the use of any required assets.

10. Throughout the response and recovery periods, ESF 6 will evaluate and analyze information on requirements for mass care, mass feeding and bulk distribution of relief supplies; develop and update assessments of the mass care and mass feeding situation and status in the impact area; and undertake contingency planning to meet anticipated demands or needs. This evaluation will include requirements for long term temporary housing.
11. When an event is focused in scope to a specific type or response mode, technical and subject matter expertise may be provided by an appropriate person(s) from a supporting agency with skills pertinent to the type of event, who will advise and/or direct operations within the context of the Incident Command System structure.



**Figure 10 – Incident Command System Structure: ESF 6 Mass Care**

## **B. POLICIES**

1. Mass Care (ESF 6) will be implemented when requested by the Emergency Management Director or designee prior to or following a disaster. For events of lesser magnitude, the Incident Commander may also request assistance.
2. Mass Care (ESF 6) activities will be coordinated through the EOC, when activated. The Primary and Support Agencies will provide staff at the EOC on a 24-hour basis for the duration of the activation.
3. Mass Care (ESF 6) activities will not only coordinate local agencies, but also the additional mass care resources required beyond local resources. All state mass care responses must be requested by, and are subordinate, to Mass Care (ESF 6).
4. It is understood that a response that exceeds local resources is a state responsibility

through mutual aid and clear lines of communication between all concerned, i.e. Mass Care (ESF 6), Florida Division of Emergency Management, and the State Relations Disaster Liaison.

5. To ensure confidentiality requirements are met, Mass Care (ESF 6) will not release confidential information to the public. Shelter occupant data will be handled in accordance with Red Cross Disaster Welfare Inquiry procedures.
6. Primary shelter locations are selected using criteria that meet as many needs as possible including generators for limited functions. Not all shelter locations are equipped with generators but priority for restoration of power is given to emergency operations and mass care sites when possible. In the event that continued shelter is needed but for any reason essential services cannot be restored at existing sites, alternate sites with power and water/sanitation capabilities will be secured for ongoing operations.

## **C. Organization**

### **1. COUNTY**

- a. During an activation of the County Emergency Operations Center, support agency staff is integrated with the American Red Cross staff to provide support that will allow for an appropriate, coordinated and timely response. The SRC Public Health Unit conducts the planning and operation of Special Needs shelters. Shelter personnel dispatched by the Red Cross are responsible for registration of shelter residents, recruiting evacuees to assist shelter volunteer personnel in shelter operations, assisting in reuniting separated family members, and/or providing family information or health and welfare priority messages through amateur radio operators (ARES) and shelter volunteers. Shelter managers are also trained and briefed on safe areas and off-limits areas in the shelters.
- b. The American Red Cross will request the assistance of additional support agencies as needs develop to provide mass care services. Red Cross provides for training and education, not only of shelter personnel, but also of the general public on disaster preparedness and response.
- c. During an emergency or disaster event, the Emergency Operations Center, Logistics Section Chief will coordinate the support resources from the support agencies with the Human Services Branch Director.
- d. During the response phase, ESF 6 will evaluate and analyze information regarding mass care, mass feeding and bulk distribution of relief supplies. Also, ESF 6 will develop and update assessments of the mass care services status in the impact area and undertake contingency planning to meet anticipate demands and needs. When the demand for temporary housing is evident, the Planning & Zoning department will become the proponent agency in establishing locations for support agencies to establish temporary housing sites.
- e. The American Red Cross develops and maintains the ESF 6 Emergency Operations Plan and accompanying Appendices, Annexes and Standard Operating Guidelines that govern response actions related to emergencies. However, support agencies may develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall Emergency Operations Plan. All such documents will be in compliance with the National Response Plan, the National Incident Management System, the Incident Command System and the County Comprehensive Emergency Management Plan.
- f. ESF 6 falls under the Human Services Branch, and is closely coordinated with the other Emergency Support Functions that address basic needs of the impacted

population: Food and Water (ESF 11), Volunteers and Donations (ESF 15), and Animal Protection (ESF 17). ESF 6 organization will be guided by the following:

- The Director, Human Services Branch, will provide input to the Logistics Section in the assessment of the magnitude of the problem (ESF 5); the identification of operational priorities; and assessments of resources needs and potential shortfalls.
- The American Red Cross of Northwest Florida will be the lead agency for ESF 6 with operational support directed from their local chapter Disaster Operation Center (DOC).
- Primary and support agencies will provide sufficient personnel to staff the Emergency Support Function 24 hours per day, seven days per week. The staff will be qualified persons able to facilitate decisions for the department they represent.
- ESF 6 representative at the EOC will be the coordinating link or conduit for the ARC operations during an emergency or disaster operation.
- The Red Cross chapter DOC will continuously provide support information to the ESF 6 representative at the EOC by providing comprehensive reports on all sheltering and mass feeding operations. These comprehensive reports will address openings, closings, shelter locations, shelter censuses and mass feeding locations.
- Support agencies, other than those represented at the EOC, will coordinate all their responsibilities under ESF 6 with the Red Cross Chapter. This information will be condensed and forwarded to the ESF 6 representative at the EOC.
- Support agencies represented at the EOC will report activities related to ESF 6 to the function representative at the EOC for consolidated reporting, and coordination with the chapter DOC.
- The EOC leadership will determine the need to establish a County Staging Area to receive disaster related commodities from the State Logistics Staging Area or

if directed from Federal Mobilization Sites or Federal Staging Areas. County Staging Areas receive these disaster commodities, account for them, store commodities as required, ship commodities to Points of Distribution, redirect and recover unused supplies.

- The County has identified local commercial sites and recreation facilities as emergency group sites and mobile home sites. If it is deemed necessary, the Planning & Zoning department, working in conjunction with the Chambers of Commerce and the Board of Realtors, will identify local rental resources for procurement by the affected populace, as immediate temporary housing until external sources are supplied by Federal/volunteer agencies. This information will be disseminated to the affected population as soon as possible.
- Additionally, the County EOC will forward requests through SEOC, FEMA and the Army Corps of Engineers for evaluation of additional sites as private land owners' volunteer resources.
- The Building Inspections department will recommend a waiver of fees for a period of time relative to emergency repairs to dwellings and/or for placement in temporary housing units. The Building department provides a primary point of contact for FEMA and other temporary housing providers, and is responsible for the expedited issuance of permits.
- The County has established an emergency storage facility for housing resources related to emergency roofing repairs. The use of stored equipment will be handled through the direct distribution to local residence capable of providing self-help through the United Way or RSVP. Residence unable to utilize the material in a safe, knowledgeable manner will receive repair assistance through a combination of the following volunteer agencies: Christian Contractors, local churches, United Way, RSVP, Ameri-Corp, Rebuild NWF, and others as available.

## **2. AREA**

- a. The Human Services Branch Chief, in consultation with the requesting jurisdiction, may obtain additional mass care resources via established mutual aid agreements.
- b. The Florida Department of Business and Professional Regulation serve as the lead agency for ESF 6 coordination and support and will designate a liaison to the EOC from the Regional Office and/or the Regional Domestic Security Task Force (RDSTF). The liaisons have been trained to carry out ESF 6 responsibilities and will function as coordinators, assessors, and operational personnel in support of EOC or field activities.

## **3. STATE**

- a. During an activation of the State Emergency Operations Center, the Department of Business and Professional Regulation is the designated lead agency for State mass care services and will provide a liaison to facilitate requests for mass care service resources to local Emergency Operations Centers.
- b. During an emergency or disaster event, the primary and support agencies of ESF 6 at the State Emergency Operations Center will report to the Human Services Branch Chief who reports to the Operations Section Chief under the overall direction of the State Coordination Officer.

- c. During the response phase, ESF 6 will evaluate and analyze information regarding mass care service needs requests. Also, ESF 6 will develop and update assessments of the mass care services situation and status in the impact area and undertake contingency planning to meet anticipated demands and needs.
- d. The American Red Cross develops and maintains the overall ESF 6 Emergency Operations Plan and accompanying Appendices, Annexes and Standard Operating Guidelines that govern response actions related to emergencies. However, support agencies may develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall Emergency Operations Plan. All such documents will be in compliance with the National Response Plan, the National Incident Management System, the Incident Command System and the County Comprehensive Emergency Management Plan.

#### **D. ALERTS/NOTIFICATIONS**

1. Primary Agency will be notified by the Section Chief and will contact applicable Supporting Agencies.
2. The Northwest Florida Chapter of the American Red Cross will notify the County Warning Point when information comes to their attention indicating that an emergency or disaster situation is developing. The report will include all relevant information that is known at this time. Additional information should be reported as it becomes available.
3. The County Warning Point, will notify the "on call" Emergency Duty Officer and/or Emergency Coordinating Officer (ECO) for ESF 6 when the county or an area of the county has been threatened or impacted by an emergency or disaster event as provided in the County Warning Point procedure.
4. ESF 6 will be activated or placed on standby upon notification by the County Division of Emergency Management. The primary and support Mass Care representatives or designees will jointly manage the emergency activities of ESF 6.
5. Upon instructions to activate ESF 6, the American Red Cross will implement procedures to notify and mobilize all personnel, facilities, and physical resources likely to be needed, based on the emergency circumstance.
6. Decisions to evacuate and open shelters will be made in accordance with the Shelter Program portion of the Comprehensive Emergency Management Plan (CEMP).
7. The Red Cross reserves the right to open shelters and take other protective actions it deems appropriate under the authority granted the American Red Cross by the Congress of the United States.

#### **E. ACTIONS**

Primary and support agencies will have and maintain appropriate listings of agency staff to call for performing response activities. Primary and support agencies will have and maintain listings of available resource providers used by the agency in disaster situations. These would include private sector vendors. Each Mass Care (ESF-6) support agency in the EOC will provide current copies of relevant policies and procedures pertaining to the ESF, which will be appropriately and boldly titled. Support agencies will ensure that all actions taken are recorded and communicated to the primary agency representative. At all times, support agencies should be able to make brief and accurate status reports to the primary agency and the ESF coordinator at the EOC.

## **1. PREPAREDNESS ACTIONS**

### **a. General**

- Actions and activities that develop Mass Care response capabilities may include planning, training, orientation sessions, and exercises for ESF 6 personnel (i.e., County, State, Regional, and Federal) and other emergency support functions that will respond with ESF 6. This involves the active participation on inter-agency preparedness organizations, which collaborate in such activities on a regular basis.

- Conduct planning with ESF 6 support agencies, Regional Domestic Security Task forces, and other emergency support functions to refine Mass Care operations.
- Train ESF 6 staff in the utilization of disaster intelligence from ESF 5 (HAZUS-MH, RIAT) to identify and scale the potential ESF 6 mission, including Mass Care and Mass Feeding.
- Conduct training and exercise for EOC and Mass Care Team members.
- Prepare and maintain emergency operating procedures, resource inventories, personnel rosters and resource mobilization information necessary for implementation of the responsibilities of the lead agency. Ensure lead agency personnel are trained in their responsibilities and duties.
- Develop and present training courses for ESF 6 personnel, provide information on critical facilities to the County Emergency Management and develop protocols for frequently provided services.
- Maintain liaison with support agencies.
- Conduct vulnerability analysis at critical facilities and make recommendations to improve the physical security.
- Conduct all hazards exercises involving ESF 6.

**b. Shelter Planning**

- Work with local government, and voluntary service delivery units, Santa Rosa County Emergency Management, Santa Rosa county School District, and other applicable agencies in activities related to survey the suitability of facilities to be used as shelters utilizing Florida State standards adopted from ARC 4496 as guidelines.
- Maintain and annually update a roster of primary contact ESF 6 Personnel representing each agency under ESF 6.
- Coordinate with the Emergency Management to ensure an annually updated shelter list is available and maintained at the EOC.
- Work with EOC to ensure an up-to-date comfort station resource list is available from the supporting agencies under ESF 6.
- Coordinate with the EOC in the assessment of public need to determine the opening or closing of public shelters before and after an emergency or disaster event.
- Encourage community involvement in registering property/residences for use during/after a disaster with Disaster Housing Resources at [dhronline.org](http://dhronline.org)

**c. Mass Feeding**

- Coordinate with Information and Planning (ESF 5) and Food and Water (ESF 11) to develop and refine procedures for establishing and operating mass feeding sites, to be operated by volunteer agencies.
- Coordinate with Logistics in establishing, managing and supplying mass feeding sites.

## 2. RESPONSE ACTIONS

### a. General

- Coordinate operations at the ESF 6 desk in the County Emergency Operations Center and/or at other locations as required.
- Establish and maintain a system to support on-scene direction and control and coordination with county EOC, regional task force and State EOC.
- Deploy Impact Assessment Teams to determine post-storm impact to Human Services functional group resources and ability to perform Continuity of Operations of essential functions.
- Activate mutual aid procedures to assist with supporting issues related to a terrorist event.
- Implement mass care support RDSTF in the investigation of a terrorist attack.
- Preposition response resources when it is apparent that Mass Care resources will be necessary. Relocate Mass Care resources when it is apparent that they are endangered by the likely impacts of the emergency situation.
- Monitor and direct resources and response activities.
- Participate in EOC briefings, Incident Action Plans, Situation Reports and meetings.
- Coordinate with support agencies, as needed, to support emergency activities.
- Obtain State resources through the State Comprehensive Emergency Management Plan (CEMP); coordinate all resources into the affected areas from designated staging areas.
- Coordinate with other County Emergency Support Functions to obtain resources and to facilitate an effective emergency response among all participating agencies.

### b. Shelter Management

- Once the CEMP is activated, ESF 6 will be organized in a manner that ensures rapid response to the mass care needs of people affected by a disaster. When activated, agencies in ESF 6 will operate under these plans and financially support their own activities.
- The Special Needs Program in Santa Rosa County is administered by the SRC Division of Emergency Management and Department of Health, and managed during EOC activations under its own ESF designated as Health and Medical (ESF-8).
- Any sheltered person who is not medically appropriate for a general public shelter will be referred to either the Special Needs Evacuation Center or a medical facility depending upon current medical condition and prognosis.
- Communications (ESF 2): Ensure that each shelter has a working communications system and has contact with Santa Rosa County EOC and the American Red Cross DOC. This may include radio, telephone, and/or cellular telephone communication devices. The ESF 6 Representative at the EOC will keep the EOC manager and ESF 2 informed about any unmet need regarding communications.

- Open shelters in accordance with public need as assessed by the managing agency and county emergency management.
- Register all persons seeking shelter using an American Red Cross Standard "Shelter Registration Form." (See Attachment 1)
- Monitor occupancy levels and ongoing victim's needs and will provide the EOC with a daily listing of "Open" shelters.

c. Mass Care

- Mass Care (ESF-6) will coordinate the activities of all public shelters that agree to fall under the American Red Cross Shelter guidelines. This includes shelters formed before, during, and after the event. Those shelters not designated in the planning process as Red Cross shelters (spontaneous shelters) will receive Red Cross food resources and staffing only in the post-impact period when notification and access to these shelters is possible and it is determined that the facility provides an appropriate environment for sheltering.
- Shelters will be opened and closed in accordance with public need as assessed by the American Red Cross and the County Emergency Management Agency. Mass Care (ESF 6) will monitor evacuation activity and coordinate with the EOC if the need for additional sheltering outside the county is anticipated. The EOC will document the request and information in the Tracker system to the SEOC. Mass Care (ESF 6) will continuously monitor occupancy levels and ongoing victims' needs, and will provide Information and Planning (ESF 5), and Food and Water (ESF 11) with a daily listing of "open" and "closed" shelters.
- Coordinate with Health and Medical (ESF 8) to ensure people at mass care sites with the need for a level of care higher than the standard first aid will have their needs addressed.
- Ensure that a sufficient number of first aid trained and qualified personnel are stationed at each mass care site.
- Coordinate with Volunteers and Donations (ESF 15) regarding the use and coordination of voluntary agencies who spontaneously engage in providing mass care.
- Energy (ESF 12): Provide for power service restoration to mass care sites and for the acquisition of supplemental power sources.
- Law Enforcement (ESF 16): Provide security resources needed at mass care sites. Santa Rosa County Sheriff's Department provides security at shelters and Mass care facility locations in the county; City Police departments provide security at shelter and Mass care facility locations in their respective city limits.

d. Mass Feeding

- Provide information to and coordinate with Information and Planning (ESF 5) and Food and Water (ESF 11) regarding mass feeding sites established by the American Red Cross, Salvation Army, and other volunteer agencies.
- Coordinate with ESF 5 and ESF 11 to establish mass feeding sites operated by volunteer agencies. The first priorities of mass feeding activities will be disaster victims. Emergency workers will be encouraged to utilize established mass feeding sites in lieu of individual site distribution.

- ESF-6 (Mass Care) will have, procure, and regularly update a list of all agencies (public and private) that have a mission to provide mass feeding in times of disaster. The list will provide specific information, to include:
  - (1) Number of persons each agency can feed two meals a day, and how long this level of feeding can be sustained.
  - (2) Number of staff or volunteers available for cooking and/or serving.
  - (3) Major equipment lists, e.g., field ranges, mobile feeding units, refrigeration, vehicles, etc.
- Coordinate mass feeding locations to ensure optimal logistics for public service based on emergency needs. A liaison will be established with Volunteers and Donations (ESF 15) to ensure continued coordination during an event.
- Mass Care (ESF 6) will coordinate sanitation provisions and inspections, and garbage removal from mass feeding sites in coordination with Public Works (ESF 3) and Health and Medical (ESF 8).
- ESF 11 and ESF 15: Coordinate with ESF 6 in provision of food and water to mass feeding sites. This will include procuring food from the USDA, donations and private vendors.
- Mass Care (ESF 6) will coordinate with Food and Water (ESF 11) and Volunteers and Donations (ESF 15) regarding the storage of food in identified warehouse sites.
- Food and Water (ESF 11) will coordinate the distribution of food stored in identified warehouses to mass feeding sites identified and coordinated by Mass Care (ESF 6)
- Mass Care (ESF 6) will coordinate the transportation of food from identified warehouses to mass care feeding sites in liaison with Transportation (ESF 1).
- ESF 11: Coordinate with ESF 6 to identify the need for storage and distribution of food for mass feeding sites.
- Provide staffing in the EOC under coordination of the lead agency if required. Agencies may be called upon to supply clerical/ administrative personnel.

**e. Other Volunteer Agencies**

- In addition to those activities previously stated, Mass Care (ESF 6) will coordinate with Volunteers and Donations (ESF 15) regarding the activities of volunteers actively engaged in providing mass care assistance.
- Coordination will include:
  - (1) Preventing duplication of goods and services as they relate to mass care.
  - (2) Assisting volunteers with logistics.

- (3) Coordinating the delivery of goods and services as they relate to mass care.
- Mass Care (ESF 6) will maintain a listing of all volunteer organizations active in mass care in the disaster area. The list will contain the following information:
  - (1) Type of service(s) being provided by each volunteer agency.
  - (2) Number of volunteers in the area.
  - (3) Resources each agency has available.
  - (4) Names and contact means of key persons in each organization.
  - (5) Logistical abilities of each organization, i.e. self-contained, need transportation, self-equipped, etc.

**f. Emergency First Aid and Mental Health**

Mass Care (ESF 6) will coordinate with Health and Medical (ESF 8) and Primary/Support agencies for the provision of medical services up to advanced first aid and mental health services in shelters; and will ensure that trained and qualified personnel are present in shelters in sufficient numbers to care for people needing assistance.

Mass Care (ESF 6) will coordinate with local officials to help ensure that a sufficient number of first aid trained and qualified personnel are stationed at each mass care site.

**g. Communications**

Mass Care (ESF 6) will coordinate with Communications (ESF 2) to ensure that each shelter has a working system of communications with the County Emergency Operations Center and Red Cross per the Red Cross protocol. This may include radio, telephone, or cellular telephone communication devices. The American Red Cross representative in the EOC will keep Mass Care (ESF 6) agencies informed about conditions at the shelters and unmet needs.

**h. Power Generation Capability:**

Mass Care (ESF 6) will coordinate with Energy (ESF 12) for generators and fuel at shelters.

**3. RECOVERY ACTIONS**

- a.** Continuously monitor occupancy levels and ongoing victims' needs and will provide the EOC with a daily listing of open shelters.
- b.** The Mass Care (ESF 6) lead agency, American Red Cross, will provide its support agencies, and Information and planning (ESF 5) and Public Information (ESF 14) with regular updates on which shelters are opened or closed, and census data for open shelters.

- c. Mass Care (ESF 6) will coordinate with Public Information (ESF 14) to provide information to shelter residents about how to access disaster assistance programs and services through Red Cross Service Centers and Individual Assistance Programs through Disaster Application Centers/Tele-registration.
- d. Ensure a copy of the Shelter Registration Form will be forwarded to the American Red Cross "Disaster Welfare Inquiry". This form will have a post disaster address for each person housed at the shelters who provided that information upon their final departure. This will assist in reuniting families that may have been separated during the disaster incident.
- e. Coordinate the consolidation of shelters, staff, resources (i.e., communications and law enforcement), and supplies as sheltering needs diminish.
- f. Continue to coordinate with ESF 5, ESF 11, and ESF 15 to establish and maintain mass and mobile feeding sites. The need and location of these sites will be reviewed and evaluated daily. Sites may be closed when no longer needed and feeding routes for mobile units should be established or changed according to need.
- g. Mass Care (ESF-6) will work with the local government, County Emergency Management Agency, and applicable state agencies to assist in determining extended sheltering needs.
- h. Mass Care (ESF-6) will work with appropriate agencies such as Department of Children and Families, American Red Cross Family Services, the Department of Elder Affairs and the Department of Labor and Employment Security; as well as the Division of Vocational Rehabilitation, for long term placement of disaster victims who cannot move back to their normal living arrangements due to disaster damage. Elder Affairs will focus their efforts on the 60-plus aged population. Vocational Rehabilitation will focus on head injured/spinal cord injured persons.
- i. Temporary housing sites will be planned and coordinated for, by the Planning & Zoning department in collusion with the Board of Realtors, local Chambers of Commerce, BOCC, and volunteer land owners as well as the above listed agencies for special needs evacuees.

#### **4. MITIGATION ACTIONS**

- a. Participate in shelter deficit reduction strategies/activities and shelter demand studies.
- b. Work with the Santa Rosa County Division of Emergency Management on public education programs to reduce shelter demand.
- c. Educate citizens on disaster preparedness activities.
- d. Mass Care (ESF-6) agencies will ensure selected projects for shelter designation are included in the Local Mitigation Strategy Committee Project List.
- e. Coordination will be made so that new public building construction is accomplished in such a manner that structures suitable for shelter use meet applicable criteria.

#### **F. DIRECTION AND CONTROL**

1. ESF 6 complies with the National Response Plan, and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the

Division of Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within Santa Rosa County.

2. The ESF 6 system operates at two levels: 1) County Emergency Operations Center; and 2) Field operations.
3. During emergency activations, all management decisions regarding County or regional response are made at the County Emergency Operations Center by the ESF 6 coordinator. Under the Incident Command System structure, the Planning, Logistics, Finance/Administration, and Operations Section Coordinators and staff at the County Emergency Operations Center assist the commander in carrying out the overall mission. Sections, Units, Teams, staffing levels, etc. are modular and scalable, depending on the type, size, scope and complexity of the emergency or disaster event.
4. A staffing directory and the ESF 6 Emergency Operations Plan, its accompanying Appendices, Annexes and Standard Operating guidelines are maintained by the **ARC** with status of the call lists updated at least monthly and all other documents at least annually.
5. All Mass Care field personnel are subordinate to the ESF 6 at the County Emergency Operations Center.

## **G. RESPONSIBILITIES**

### **1. Primary Agency**

The Emergency Management Director will update the American Red Cross of Northwest Florida and support agency representatives and staff of concerns regarding mass care activities and need for problem solving. Agency representatives will be stationed at the EOC for the duration of the disaster and be available for immediate consultation on such matters.

- a. The American Red Cross (ARC) of Northwest Florida will represent ESF 6 (Mass Care) and the support agencies during activation of the EOC due to an emergency or disaster.
- b. The ARC of Northwest Florida will open shelters and establish mobile and fixed feeding sites. First aid and counseling will be available at mass care sites.
- c. The ARC will develop and maintain a roster of personnel to staff an ESF desk. Ensure the presence of resource materials in sufficient quantities in the ESF EOC location. These materials would include:
  - Shelter listings for Santa Rosa and surrounding Counties.
  - Locations of all operating mass feeding sites and major feeding routes.

### **2. Support Agencies**

(NOTE: Each Support Agency should review its own roles and responsibilities and revise as necessary)

#### **a. Santa Rosa County School District**

- SRC School District provides schools for sheltering, transportation and drivers to assist residents to and from shelters, USDA food, maintenance and kitchen

support. The School District will ensure timely access to all facilities designated for use as shelters. The School District will train shelter staff on the safe operation of kitchen equipment. The School District will provide buses for logistical supplies to the shelters.

**b. Local EMS Transport Provider**

- Supply personnel and equipment to provide medical services in shelters.
- Assist through Health and Medical Services (ESF 8) in supplying personnel and equipment to provide emergency transportation of medically needy persons from shelters to more advanced care facilities.
- Under Health and Medical Services (ESF 8), assist in providing mass care to persons with special needs.
- During the height of the storm Local EMS Transport Provider personnel may be requested to take refuge in a shelter to assist shelter personnel.

**c. The Salvation Army**

- Support ESF 6 with information regarding Salvation Army services in the impacted area. Provide staff to the ESF 6 desk when requested. Supply lists of Salvation Army personnel and facilities in Santa Rosa County to the ESF 6 representative.
- The Salvation Army will establish mobile and fixed feeding sites. They are the primary agency for managing comfort stations. They will assist in the distribution of relief supplies. Provide crisis counseling, and supplement shelters where needed.

**d. Santa Rosa County Department of Health**

- ESF 8 will supply personnel to monitor and control public health factors to prevent the spread of disease at mass care sites.
- The directors of the SRC Public Health Unit and Local EMS Transport Provider personnel are responsible for providing medical and nursing support for the special needs shelters and mass care facilities as need dictates. See Health and Medical Services (ESF 8) for Special Needs program and procedures. SRC Department of Health (DOH) also conducts sanitation review of facilities for public shelters.

**e. United Way and RSVP of Santa Rosa County**

- Refer spontaneous volunteers wishing to assist in providing Mass Care.
- Refer ad hoc voluntary and other groups wishing to assist in providing mass care.
- Manage donations

**f. Other Volunteer Agencies**

- Provide on call or onsite personnel to assist in the operation of shelters and provision distribution sites.

**g. Area Churches**

- Support ESF 6 sheltering activities with volunteers and facilities.
- Several local/National Faith Based organizations have committed to providing fixed and mobile feeding sites at predetermined church locations and, yet to be determined, (based on need) field sites.

**h. Children's Services Center**

- Provide qualified personnel to assist with services for children at mass care sites.

**i. Planning & Zoning department**

- Responsible for coordinating the prior use of land for temporary housing after shelters are closed.
- Work through Building Inspection Department to waive fees and expedite permitting of temporary housing facilities.

**j. Building Inspection Department**

- Waive fees for a specific period of time relative to emergency repairs, and for the placement of temporary housing units, as well as expediting the permit process.

**C. FINANCIAL MANAGEMENT**

1. ESF 6 is responsible for managing financial matters related to resources that are procured and used during an event. During a response, each agency/department is responsible for recording and tracking its own expenditures and seeking reimbursement from the appropriate resource after the event. If a federally declared disaster exists, then a reimbursement formula is established by the Federal Emergency Management Agency that may be as much as 100 percent, but usually does not exceed 75 percent.
2. Expenditures by support entities will be documented by those entities and submitted directly to the Finance/Administration Section or a designated Finance Service officer as soon as possible.

## American Red Cross (ARC) Shelter Registration Form

<u>American Red Cross</u>				<b>DISASTER SHELTER REGISTRATION</b>	
<b>Family Last Name</b>				<b>Shelter Location</b>	
<b>Names</b>	<b>Age</b>	<b>Medical Problem Killed Injured Hospitalized</b>	<b>Referred To Nurse</b>	<b>Shelter Telephone No.</b>	<b>Date of Arrival</b>
				<b>Pre-disaster Address and Telephone No.</b>	
				I <input type="checkbox"/> do, <input type="checkbox"/> do not, authorize release of the above information concerning my whereabouts or general condition.	
				_____ <b>Signature</b>	
				<b>Date Left Shelter</b>	<b>Time Left Shelter</b>
<b>Children in Home</b>				<b>Post-disaster Address and Telephone Number</b>	
<b>Family Member not in Shelter (Location if Known)</b>					
<small>SHELTER MASTER FILE</small>				<b>AMERICAN RED CROSS FORM 5972 (5-79)</b>	

Appendix 2

<b>ARC Primary Shelters</b>	<b>Location</b>	<b>Principal/ Assistant Principal</b>	<b>Home Phone</b>	<b>Phone Office Cafeteria Fax</b>	<b>Cafeteria Manager Home Phone</b>
Milton Community Center	5629 Byrom Street Milton, FL 32570	John Norton Parks Director		983-5466 983-4598	Not managed by the School District any longer.
Bennett Russell Elementary School Includes Special Needs Evacuation Center	3740 Excalibur Way Milton, FL 32583	Suzi Godwin Brenda Waters	736-7661 554-7588	983-7000 983-7000 x 4 983-7007	Shannon Towery 572-7951
Avalon Middle School Includes Pet Friendly Shelter	5445 King Arthur's Way Milton, FL 32583	David Sigurnak Emily Donaldson	572-4199 554-6831	983-5540 983-5540 x1216 983-5545	Angie Dean 626-1537
Jay High School	3741 School Road Jay, FL 32565	Brad Marcilliat Carlisle Griffin	361-9771 698-2695	675-4507 675-8561 675-8573	Donna Thomas 675-3788
Chumuckla Community Center	2355 Hwy 182 Jay, FL 32565	Robbie Foster	393-9254		
Sims Middle School	5500 Education Drive Pace, FL 32571	Sharon Patrick Ryan Stokes	686-4224 791-0522	995-3676 995-3676x7 995-3696	Ramona Ray 994-7421
S.S. Dixon Intermediate	5540 Education Drive Pace, FL 32571	Martha Gough	748-6008	995-3650 995-3653 995-3655	Erin Guy 207-0070