

GRAYS HARBOR COUNTY CEMP

Mass Care, Housing, and Human Services

This document serves as the Emergency Support Function #6 (ESF #6) of the Grays Harbor County Comprehensive Emergency Management Plan (CEMP).

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YMCA

Introduction

Purpose

Grays Harbor County's Mass Care, Housing, and Human Services plan works with local, county, state, and tribal governments, volunteer agencies, faith-based organizations, and the private sector to facilitate an inclusive, multi-agency, communitywide, and coordinated response and recovery effort. Emergency Support Function 6 (ESF #6) provides guidance to support efforts to address the non-medical mass care, housing and human services needs of individual and families impacted by emergencies or disasters of countywide significance.

Scope

ESF #6 promotes the delivery of services and the implementation of programs to assist individuals and families impacted by incidents of countywide significance. Activities within the scope include three primary functions: mass care, housing and human services.

- Mass Care – Coordination of non-medical services
 - a. Sheltering for displaced individuals and families, including provisions for pet and companion animals
 - b. Organization for feeding operations
 - c. Provision of emergency first aid
 - d. Collection and provision of victim information
 - e. Coordination of bulk distribution of emergency relief items
- Housing – Coordination and referral information for short, intermediate, and long-term housing. In emergencies not affecting the county as a whole, housing issues will be referred to the appropriate community agencies for assistance.
- Human Services - Provision of victim related recovery efforts
 - a. Counseling
 - b. Expediting processing of disaster related benefits claims
 - c. Will expedite the sending and receiving of mail in affected areas
 - d. Identify special populations who may need specialized attention, including, but not limited people who are:
 - i. Elderly
 - ii. Disabled
 - iii. Limited English Proficiency (LEP) including sign language.

Situation

Grays Harbor County incorporates an all-hazards planning approach, which includes mitigation, preparedness, response, and recovery functions. This Emergency Support Function will attempt to outline the suggested strategies for mass care, housing and human services in the event of an emergency of countywide significance.

It will be the responsibility of the citizens to be reasonably and individually prepared for foreseeable disasters that could occur.

Planning Assumptions

- Prior to or during the event of an emergency, individuals and families may need, be asked to protect themselves by relocating to a safer residence or temporary shelter.
- Individuals may develop physical, emotional, and psychological problems that require specialized care.
- Some individuals will be prepared to be self-supportive for 72 hours. Many who are displaced may need assistance.
- State agencies and volunteer organizations will do their best to address the needs of specialized population groups.
- Displaced families may seek out temporary housing available to them through family members, friends, neighbors and community or faith-based organizations.
- Outside agencies that typically offer food and shelter may continue to do so.
- Community and faith-based organizations will emerge to provide care and shelter support independent of local government. Local government will need to coordinate care and shelter services with those groups, which may emerge spontaneously.
- Nursing homes, special care facilities, assisted living, jails, prisons, hospitals and other such venues will have their own emergency guidelines and procedures.
- A portion of those needing shelter will not have transportation accessible to them.
- Individual communities may be isolated with limited ability to access shelters in other parts of the county.
- Private businesses and parties may have additional resources.
- In spite of the potential dangers, some will not evacuate their homes or potentially dangerous areas.
- In spite of the dangers, pet owners may not leave potentially dangerous areas unless their pets are allowed to accompany them.
- It is neither implied nor should it be inferred that this plan guarantees that a perfect response to an emergency or disaster will be practical or possible. No plan can shield individuals from all events. While every reasonable effort will be made to respond to emergencies or disasters, resources, and or systems may be overwhelmed. Some events provide little or no warning to implement operational procedures and all emergency plans are dependent upon tactical execution, which may be imperfect. This plan can only be fulfilled if the situation, information exchange, extent of actual capabilities and resources are available at the time of the incident.

Concept of Operations

General

The Grays Harbor County Emergency Operations Center (EOC) will support the efforts of organizations in the identification and staffing of mass care shelters and the provision of services. Mass care will be available to all in need without regard to race, color, national origin, religion, sex, age, or disability. Mass care shelters are temporary in nature and/or designed for people displaced because of emergency incidents or disasters.

All mass care and shelter services will plan for the requirements within Americans with Disabilities Act (ADA) and people with access and functional needs to include limited English proficiency. Evacuating, displaced, and other populations will include people with disabilities, people who may need assistance, and/or people with medical or other additional needs. This will be accomplished in coordination with ESF #8 and #15.

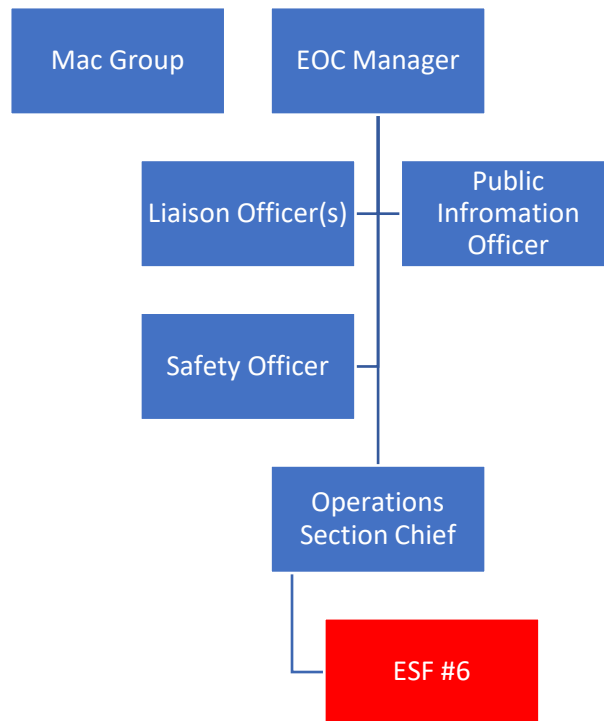
The EOC will operate as the command center during a disaster and communication with other partners as available. Assistance may be requested from appropriate local, state, and federal agencies to expedite the processing of public benefit claims and personal identification programs for victims. Additional resources beyond the scope and local capabilities will be requested and coordinated through the EOC

Recovery efforts begin concurrently with response activities. Coordination among governmental and non-governmental organizations providing assistance will allow for the best response possible.

Organization

Grays Harbor County Public Health Department will coordinate efforts in planning and support for events of countywide significance. Primary and support agencies will work within their policies and procedures in the implementation of this plan.

When ESF #6 is active at the EOC, it will fall under the Operations Section unless otherwise designated by the EOC Manager. ESF #6 should be staffed by a Grays Harbor County Public Health Representative, or designated by the EOC Manager. Alternative staffing may come from Grays Harbor County Environmental Health or another agency identified within this plan. ESF #6 may be staffed by the same representative as ESF #8.



Shelters

Shelters include pre-identified or spontaneous shelter sites in existing structures, or the temporary construction of shelters, and use of similar facilities outside the incident area should evacuation be necessary. Buses may be used as temporary shelters and provide transportation for other mass care functions.

Some shelters may allow the co-sheltering of pets. All assistive and service animals (such as hearing, guide, alert/response, mobility, and assistance dogs) are allowed in shelters. Pets may or may not be allowed in other relief organization shelters depending on the organization’s policies. Animal shelters may be separate from other managed shelter for citizens.

Organizations activating shelters will coordinate with ESF #6, or appropriate incident command post (ICP) location, when ESF #6 is activated. As requested, organizations will assign a liaison to the EOC. The EOC will compile and release information on shelter openings and locations through ESF #15, if activated.

Points of Distribution (PODs)

Points of Distribution (PODs) may need to be utilized in a countywide disaster to execute emergency plans for the allocation of food, medical, or other resources to meet emergency demands. PODs require coordination from the EOC to be effective.

Established PODs designated by ESF #6 within the affected area may distribute emergency relief items to meet urgent needs. These sites can distribute food, water, ice, and other emergency

relief items as available and as resources allow. Feeding may be provided to victims and emergency responders through a combination of fixed sites, mobile feeding units, and bulk distribution of food. Feeding operations will attempt to meet special dietary needs to the extent possible.

Human Services

Mental health organizations and critical incident stress management programs, in coordination with ESF #8, provide mental health and emotional support to affected persons and emergency responders, when requested. Emotional and spiritual support may be provided by chaplains and faith-based organizations, when requested. Emergency first aid, as resources allow, consisting of basic first aid and referral to appropriate medical personnel and facilities, will be available at mass care facilities and at designated sites.

Disaster Welfare Information will be collected, as resources allow, providing information regarding individuals residing within the affected area to immediate family members outside the affected area. This information will aid in reunification of family members within the affected area. Efforts are made to coordinate and identify special populations within impacted areas, including but not limited to the elderly, disabled, and non-English speaking people.

American Red Cross

All Red Cross services are provided on an individual casework basis to determine the needs of each family or individual. The American Red Cross may provide and finance services to meet human needs in natural and man-made disasters. Services provided are:

- Emergency housing for disaster victims in public or private buildings.
- Mass feeding for all persons affected by the disaster.
- Disaster health services in Red Cross shelters.
- Welfare inquiry services.
- Mental health counseling and emotional support to victims and workers.
- Informing GHC EM regarding shelter status to include location, number of evacuees per shelter, total number of evacuees registered, and other pertinent emergency information.
- Emergency Individual/Family Assistance. This is provided on the basis of uniform guidelines and procedures to individuals and families having urgent and verified disaster-caused needs. These may include:
 - Food
 - Clothing
 - Laundry
 - Emergency transportation
 - Cleaning supplies
 - Emergency housing
 - Storage of personal belongings

- Emergency minor home repairs
- Household accessories
- Some furniture and appliances
- Emergency health needs
- Personal occupational supplies and equipment
- Additional Assistance

Additional assistance may be considered when an individual or family has disaster caused or disaster aggravated needs beyond normal emergency assistance. National Red Cross headquarters must be consulted before discussions with clients about additional assistance are initiated. Potential services may include:

- Personal living needs (groceries, clothing)
- Disaster related vehicle repair
- Insurance
- Home repairs
- Furnishings
- Health needs
- Presidential Declared Disasters

The Red Cross programs listed above may be modified according to the availability of certain government benefits as additional needs of disaster victims may be met by state and federal disaster assistance programs provided by the Disaster Relief Act of 1974 (Public Law 93-288).

Phases of Emergency Management

Mitigation and Preparedness Activities

Activities that develop individual and community response capabilities.

- Community education campaigns to promote personal and neighborhood preparedness.
- Identify hazards and take steps to correct deficiencies in the mass care, housing and human services function.
- Identify sites and facilities for mass care, pet care and distribution of relief items.
- Identify organizations and agencies that have resources that may provide assistance in a significant event.
- Develop communication templates for news releases and flyers for the identification of shelters, distribution sites and other resources.
- Recruit and train volunteers.
- Identify people who may have special needs, people in multi-level buildings and who may need assistance in the event of disaster, power outage etc.
- Develop, exercise, and maintain internal disaster plans by agencies and organizations.

Response and Recovery Activities

General

- Conduct initial and ongoing needs assessment regarding community needs and status.
- Conduct internal and community after action reviews and document lessons learned and recommendations for improvement.

Shelter and Feeding

- Open, staff, and manage shelters.
- Feeding, including fixed and mobile feeding as well as bulk distribution of food for impacted populations.
- Provide emergency first aid and referral to appropriate medical personnel and facilities at mass care facilities and at designated sites.
- In coordination with ESF #8, provide medical and mental health support both inside and outside of shelters and other congregate sites.

Housing

- Identify solutions for short, intermediate, and long-term housing for victims, as appropriate. Housing assistance provided to victims may include rental assistance and temporary housing. Housing assistance provided to victims may include rental assistance, temporary housing, or access to loan and repair programs.
- Provide information on resources to other community agencies. Assistance Centers may be utilized to help distribute information.

Companion and Pet Response

- Utilizes surge capacity of animal shelters in the temporary feeding of pets and companion animals.
- Provides temporary animal sheltering adjacent to human sheltering sites wherever possible.
- Works cooperatively with the Veterinary community to provide animal health related services during disaster response.
- Coordinates with ESF #11 to prevent the spread of zoonotic diseases and disaster related illnesses.

Human Services

- Support immediate, short-term assistance for individual, household, and groups dealing with the anxieties, stress and trauma associated with an emergency for disaster.
- Provide and coordinate bulk distribution of disaster relief items.
- Identify community, state and federal resources and communicate resources to appropriate agencies, through ESF #15 and areas where affected individuals are congregating.
- Coordinate with ESF #7 to request community, state and federal resources to meet community disaster needs.

Responsibilities

All Agencies

- Agencies will follow their standard operating procedures in the delivery of mass care services.
- Agencies will maintain communication with Emergency Operations Center (EOC).
- Document costs incurred at governmental facilities and reports appropriate information to Grays Harbor County Emergency Management, or the finance section of the EOC, when activated.
- Agencies should participate in drills and exercises to test existing plans and procedures.
- Agencies should participate in post-disaster briefings and development of an After-Action Report.

Primary Agencies

Grays Harbor County Public Health Department

- Provides coordination for primary and supporting agencies and organizations throughout the incident.
- Identifies, trains, and assigns personnel to staff the EOC.
- Coordinates information regarding resources for shelters, feeding, pets and other resources for housing and human services through ESF #15.
- Supports efforts and requests for bulk distribution of disaster relief items.
- Supports efforts to coordinate response to reach special populations.
- Coordinates the provision of medical care, mental health care and emotional support for impacted populations and response personnel both within and outside shelter locations.
- Maintains and deploys volunteers (Medical Reserve Corps).
- Coordinates with ESF 8 to assist in the provision of emergency medical care, medical supplies, and pharmaceutical needs at shelters and throughout the community.

Grays Harbor County Emergency Management

- Manage the Emergency Operations Center to support emergency response and early recovery.
- Maintains updated contact information from the coordination of short and long-term shelter needs with appropriate relief organizations.
- Coordinates with FEMA and the Washington State Emergency Management Division to access any programs made available for post disaster or emergency relief including National Guard and other resources.
- Gathers information in order to expedite local, state, and federal agency efforts at processing benefit and identification programs.
- Coordinates development of the After Action Report.

Support Agencies

Provide support in planning for, providing resources and assistance in meeting mass care, housing and human service needs. Support agencies coordinate with the Emergency Operations Center to provide resources and an effective response. Support agencies attempt to contact vulnerable populations to assess their emergency needs and request assistance as necessary through the EOC.

American Red Cross

- Supports the delivery of mass care services.
- Updates National Shelter System to identify Red Cross shelter sites.
- Recruits, screens and trains Red Cross volunteers to provide disaster services.
- Will train disaster volunteers from other organizations in American Red Cross disaster services.
- Provides liaison to Emergency Operations Center, as requested.
- Provides first aid and disaster mental health at Red Cross shelters.
- Maintains communication with Emergency Operations Center to report status updates, number of people in Red Cross shelters, etc.
- Keeps internal registration and accountability records of Red Cross shelter inhabitants.
- Maintains records to assist with the reunification of families and welfare inquiries.
- Collect and share damage assessment information with Emergency Management and other agencies.
- Provide disaster preparedness education targeting the general community, people with special needs and pet owners.

Coastal Community Action Program (CCAP)

- Coordinates community information for human service needs and resources.
- Maintain meal sites throughout the community.
- Maintains roster of volunteers who may be available (Retires Senior Volunteer Program).
- Coordinates with the Salvation Army for food and bulk distribution of disaster supplies.
- Identifies the needs of vulnerable clients such as people with special needs and/or cognitive disabilities and provides support and referral.
- Maintains meal delivery for vulnerable populations. (Meals on Wheels)
- As resources allow could be utilized as a shelter site.
- May make transportation capabilities available including ADA compliant transportation.

Coastal Harvest

- Provides countywide coordination for the distribution of bulk food to community food banks and feeding sites, as requested.
- Coordinates with state and non-profit resources for bulk food donations as a statewide community food distribution partner.

Community Food Banks

- May provide food to people needing assistance.
- May coordinate with other bulk distribution operations.

Faith-based organizations

- Some faith-based organizations may support sheltering activities with volunteers, food distribution or facility support.
- Faith-based organizations may be requested by the EOC to be used as a Point of Distribution site.
- May provide ministerial support to people or areas that are stressed or impacted by disaster.

Fire Agencies

- Refers, and dependent on situation, may transport people who are being evacuated or rescued to shelters or other congregate facilities.
- Provides shelter and facilities to emergency responders, particularly those who may be brought in from out-of-area.
- Some Fire agencies, particularly in isolated communities may support mass care functions by providing space for shelter and feeding operations.

Grays Harbor Transit

- Provides transportation for impacted communities to shelters or distribution sites, as requested.
- Buses may be used as temporary shelters, as requested.
- May deliver emergency supplies to shelters/congregate sites/bulk distribution.
- May provide transportation to return people to residences, in Coordination with ESF # 1.
- May suspend rules to aid in the transport of pet and companion animals to evacuation, shelter and distribution sites.

Grays Harbor County Environmental Health Department

- Assess and monitor any potential or existing environmental health and contamination concerns.
- Enforces compliance with minimal standards and assists and encourages compliance with additional reasonable standards for the following areas at shelters and feeding stations:
 - Food Handling and Safety
 - Water Quality
 - Solid Waste
 - General Sanitation
- Assist in coordination and quality assurance of both food and sanitation supplies.
- Provide information and assistance with home assessment for concerns of water quality, food quality, and other potential health impacts.
- Assist when needed in staffing the ESF #6 position at the EOC.

- Provide training, in preparation of an emergency, to potential shelter staff on food handling and shelter sanitation.
- Provide guidance for the human health issues related to pet sheltering including diseased or deceased animals.
- Coordinate public information regarding health issues and hazards with ESF 15.

Human Services Agencies

- Identifies and as capable provides support to clients who may need special assistance.
- Some human service agencies may provide meal sites.
- Coordinates needs and available resources with the EOC.
- Coordinates recovery information with the EOC when activated.

Law Enforcement

- As resources allow, provide law enforcement response to preserve order at shelter or other congregate sites.
- May perform health and welfare check.

Mental Health Agencies and Providers

- In coordination with ESF 8 provides assistance both within and outside shelters and other congregate sites as requested.
- Assesses needs of agency clients and provides support and referral.

School Districts

- Maintains internal plans and procedures to ensure safety and security for any students and staff on school grounds.
- May provide facilities for shelter, feeding sites or bulk distribution as needed.

The Salvation Army

- Provides community preparedness education.
- Provides liaison to EOC, as requested.
- Maintains agreements with local resources for the provision of relief items.
- Provides assistance for hotel/motels when shelters have not yet been activated or special accommodations are required.
 - Assists with bulk distribution of food, clothing and disaster relief items.
- Coordinates with Coastal Harvest, CCAP and food banks for food distribution.
- Assist impacted populations with FEMA, insurance and available resources for recovery.

Stafford Creek Correctional Facility

- As resources allow and contingent upon, 'Department of Correction Headquarters' may support community response with material items and consumables including emergency water, food supplies and food preparation. Capabilities are contingent as resources and facility operation allows.

Veterinarians

- As resources allow provide surge capacity for pets requiring shelter when requested.
- May provide crates/carriers as resources allow.
- Provide veterinarian support at shelter sites designated for pets.

YMCA

- Capabilities are contingent as resources and facility operation allows.
- May be able to provide showers, temporary warming center and facility use for stress reduction.

Acronyms

AAR	After Action Review/Report
ACCESS	A Central Computerized Enforcement Service System
AEC	Grays Harbor Auxiliary Emergency Communications
ARC	American Red Cross
AWC	Alert and Warning Center
CAA	Clean Air Act
CAMEO	Computer Aided Management for Emergency Operations
CEMNET	Comprehensive Emergency Management Network
CEMP	Comprehensive Emergency Management Plan
CERCLA	Comprehensive Environmental Response, Compensation, and Liability Act
CHEMTREC	Chemical Transpiration Emergency Center
DMAT	Disaster Medical Assistance Team
DMCC	Disaster Medical Control Center
DMORT	Disaster Mortuary Operational Response Team
DNR	Washington State Department of Natural Resources
DOH	Washington State Department of Health
DSHS	Washington State Department of Social and Health Services
E911	Grays Harbor Emergency Communications
EAS	Emergency Alert System
ECY	Washington State Department of Ecology
EHS	Extremely Hazardous Substances
EMD	Emergency Management Division
EMPC	Emergency Management Planning Committee
EMS	Emergency Medical Services
EPCRA	Emergency Planning and Community Right-to-Know Act
ERG	Emergency Response Guide Book

ESF	Emergency Support Function
GETS	Government Emergency Telecommunications Service
GHC EM	Grays Harbor County Emergency Management
GHC EOC	Grays Harbor County Emergency Operations Center
IC	Incident Commander
ICS	Incident Command System
ICP	Incident Command Post
JIC	Joint Information Center
JIS	Joint Information System
LECC	Local Emergency Communications Committee
LEPC	Local Emergency Planning Committee
NAWAS	National Warning System
NIMS	National Incident Management System
NOAA	National Oceanic and Atmospheric Administration
NRC	National Response Center
NRF	National Response Framework
OSCCR	On-Scene Control and Coordination Radio
OSHA	Occupational Safety and Health Administration
PIO	Public Information Officer
PSAP	Public Safety Access Point
RCW	Revised Code of Washington
SDS	Safety Data Sheet
SEOC	State Emergency Operations Center
SERC	State Emergency Response Commission
SOP	Standard Operating Procedures
TERC	Tribal Emergency Response Commission
UC	Unified Command

WAC Washington Administrative Code

WEA Wireless Emergency Alerts

WPS Wireless Priority Service