



# Mass Care and Shelter

## Teller County Emergency Operations Plan - Annex C

November 18, 2021

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## **INTRODUCTION**

The purpose of this Annex is to provide for the sheltering and care for victims due to an evacuation as a result of a significant event or disaster in Teller County.

Mass Care and Sheltering addresses the coordination of non-medical mass care, sheltering and human service's needs, (e.g., feeding, bulk distribution of supplies, relief, and disaster welfare information). It will also provide provisions to emergency responders and support agencies.

## **SCOPE**

The scope of this Annex is to describe the operational and informational activities of a local response to an incident of significance. Coordination of Mass Care and Sheltering (MCS) activities will take place through the County EOC utilizing ESF #6, and with a cooperative effort between Teller County agencies, the American Red Cross (ARC), Salvation Army (SA) or Colorado Volunteers Active in Disaster (COVOAD) to support activities in the field.

Initial response activities will focus on meeting urgent needs of disaster victims on a mass care basis. In addition, initial recovery efforts, such as ARC Emergency Assistance program, may commence as response activities are taking place.

## **SITUATION**

There are several emergency situations that might require an evacuation of part or all of Teller County. Small-scale, localized evacuations might be needed as a result of flooding, hazardous materials accident, wildfire, or transportation accident. Mass evacuation could be required in the event of a major wildland fire, windstorm, earthquake or enemy attack.

A disaster may result from natural or technological hazard, civil disturbance, or act of terrorism, and cause extensive damage and human suffering. Victims may be forced from their homes depending on such factors as time of occurrence, demographics, building construction, and weather conditions. Family members may be separated following an emergency or disaster. Transients, such as tourists, students, and pre-disaster homeless may be involved. Arrangements may be made for special populations such as the elderly and disabled.

## **PLANNING ASSUMPTIONS**

Mass Sheltering & Care will be needed when an emergency situation creates the need to provide emergency provisions to citizens or the Incident Commander, Sheriff, EM and/or Emergency Operations Center deems a situation requires care and sheltering support and/or a valid request has been received from the scene of an emergency situation. Shelters, feeding and other human services will need to be provided to people displaced as the result of certain emergency events.

Agencies such as the American Red Cross and Salvation Army have extensive experience in providing these services and will be utilized heavily during emergency events to provide immediate shelter and feeding. These organizations will work in cooperation with the local government within their jurisdictions in preparing for, responding to, and recovering from the effects of an emergency or disaster.

Not all disaster victims will require mass care services. Some victims will go to shelters, others will find shelter with friends and relatives; many victims will remain with or near their homes.

These agencies have limited capacities to support local mass care operations when there are multiple requests for service.

MCS facilities will receive priority consideration for structural inspections to ensure safety of occupants; and for restoration of utilities or support by temporary means, i.e., portable generators, portable toilets and potable water.

## **CONCEPT OF OPERATIONS**

Local government, supported by private relief agencies, provides initial response to mass care requirements of emergency/disaster victims. Local government requests and facilitates the implementation of authorized outside government assistance (state and federal). State and federal agencies, when requested and authorized, support the activities of local government in providing mass care.

Teller County Emergency Management and the County Administrator will be the lead for management of Mass Care within the county as coordinated with Human Services (ESF #6). Support county agencies may include Public Works, Public Health, law enforcement, fire departments, County Clerk & Recorder's Office, the Coroner's Office and any other departments as needed.

Support private sector organizations include the American Red Cross chapter with jurisdiction in the affected area will initiate mass care efforts within two hours of notification. These services will be coordinated with local government, private and volunteer organizations in the affected area. The local government retains the right to change locations, based on the needs of the local agencies.

The American Red Cross (ARC) may need to provide a representative to the Emergency Operations Center (EOC) to report on the following:

- ✓ Major response actions taken
- ✓ Requests for state assistance by local jurisdiction(s), private and volunteer organizations
- ✓ Unmet needs and recommendations

Human Services, Public Health and the ARC will attempt to provide crisis intervention.

## **ACTIVATION PROCEDURES**

If MCS support is needed, the appropriate personnel will be contacted via cell phone and/or NIXEL or ReadyOp notification by the Teller Regional Dispatch Center or the EOC, in the following order:

1. Emergency Manager and/or Sheriff
2. American Red Cross Crisis Hotline (888-545-7800)
3. County Administrator
4. Human Services Director
5. Coroner
6. Director of Public Health
7. Director of Public Works

Each representative will be briefed on the situation, and informed where to report for an initial meeting. Once on scene, under the direction and guidance of ESF #6, the American Red Cross (ARC) will be primarily responsible for providing care and sheltering services to the general public when requested. Upon shelter activation, Emergency Management will notify the State Office of Emergency Management, the Salvation Army, Colorado Volunteer Organizations Active in Disaster (COVOAD) and other disaster response agencies, as needed.

## **DESIGNATED SHELTERS**

Locations where services will be provided by the American Red Cross will be inspected and designated as safe by the ARC prior to services being provided. In the early stages of an emergency, shelter is a critical determinant of survival. Shelter plays an essential role in reducing vulnerability and building communities' resilience. The following are designated Red Cross Shelters available to county residents and visitors:

**DESIGNATED RED CROSS SHELTERS**

<u>Cripple Creek Henry Hack Community Center</u>	128 E. Bennett CRIPPLE CREEK, CO 80813
<u>Little Chapel Of The Hills</u>	69 COUNTY ROAD 5 DIVIDE, CO 80814
<u>Our Lady Of The Woods Parish</u>	116 S. West Street WOODLAND PARK, CO 80863
<u>SD RE-1 Cripple Creek Cresson Elementary School</u>	412 N. C St. CRIPPLE CREEK, CO 80813
<u>SD Re-1 Cripple Creek-Victor Junior/Sr High School</u>	410 North B Street CRIPPLE CREEK, CO 80813
<u>SD RE-2 Gateway Elementary School</u>	101 Panther Way Baldwin Ave WOODLAND PARK, CO 80863
<u>SD RE-2 Woodland Park Columbine Elementary School</u>	175 East Kelly Road WOODLAND PARK, CO 80863
<u>SD RE-2 Woodland Park High School</u>	151 Panther Way Baldwin Ave WOODLAND PARK, CO 80866
<u>SD Re-2 Woodland Park Middle School</u>	600 E. Kelly Road WOODLAND PARK, CO 80863
<u>SD RE-2 (Woodland Park) Summit Elementary School</u>	490 Meadow Park Drive DIVIDE, CO 80814
<u>WOODLAND PARK COMMUNITY CHURCH</u>	800 VALLEY VIEW DRIVE WOODLAND PARK, CO 80866

## **ORGANIZATION AND RESPONSIBILITIES**

### **TELLER COUNTY EMERGENCY MANAGER/HUMAN SERVICES DIRECTOR**

- Coordinate the response actions of support agencies.
- Coordinate, support and participate in planning, training and exercise activities.
- Coordinate overall victim's services and support.
- Provide representation at disaster assistance centers and the Emergency Operations Center.
- Assign assistance and support requests to appropriate agencies.
- Assist in coordination of donations management.
- Demobilize feeding operations at the request of Incident Commander.

### **TELLER COUNTY REGIONAL DISPATCH CENTER**

It will be the responsibility of the Teller Regional Dispatch Center to assist in the notification of all appropriate parties involved in the evacuation and care of displaced citizens of Teller County. Below is a contact list of agencies and people who the dispatch center will contact in the event that an evacuation occurs.

- Sheriff Mikesell, Undersheriff Bishop
- Emergency Management Director, Don Angell
- Human Services Director, Kim Mauthe
- Public Health Director, Michelle Wolff
- American Red Cross (800-417-0495) Disaster Line
- Teller County Administrator, Sheryl Decker
- Salvation Army (303-296-2456) Colorado Disaster Line

The following information will need to be provided when you call each party:

- Shelter Location(s)
- Threat causing evacuation
- Approximate number of evacuees
- Any road closures that would prevent travel from within the County.

One or more of the following Public Notifications shall be done:

- WENS message advising public of the evacuation boundaries, shelter location and/or other instructions.
- Reverse 911 advising citizens of the evacuation boundaries, shelter location and/or other instructions.
- Emergency Alert System activation
- Initial setup of public information line with basic message.



## **DIRECTOR OF EMERGENCY MANAGEMENT**

- Coordinate with Teller County Human Services and the ARC in the management and coordination of reception, sheltering, feeding, emergency first aid services, bulk distribution and other services to the affected population.
- Assess the impact of potential or actual disasters on social systems in general with particular attention to the elderly, disabled, veterans, welfare recipients, refugees, youth, schools and institutions.
- Facilitate to provide for public assistance, welfare activities, and crisis intervention.
- Coordinate emergency and recovery services including: feeding, sheltering, clothing, registration and inquiry, and Human Services Programs.
- Provide representation at disaster assistance centers and the Emergency Operations Center.
- Be prepared to assist disaster response operations by providing trained service personnel for such activities as food distribution, emergency housing, coordination with volunteer agencies and organizations, outreach procedures to determine unmet needs, development of capabilities of volunteer individual and agencies that can respond to unmet needs.
- Provide representation at disaster assistance centers and the Emergency Operations Center.
- Coordinate, support and participate in planning, training and exercise activities.

## **COUNTY DEPARTMENTS**

- Be prepared to assist disaster response operations
- Support and participate in planning, training and exercise activities.

## **LAW ENFORCEMENT**

- Provide for shelter security as needed.
- Respond to reports for criminal activity reports

## **FIRE DEPARTMENTS**

- Provide for emergency medical services as needed.

## **DIRECTOR OF HUMAN SERVICES AND AMERICAN RED CROSS**

- Identify, develop, and maintain resource list of suitable buildings for use as shelters; assure local Mass Care Plan is updated with the latest information.
- Secure and update shelter agreements, MOU's and after hours contact information for sites.
- Maintain necessary resources, training and staff to provide the required services needed.
- Initiate mass care services within the affected area within two hours of notification.
- Establish sheltering operations as identified by the IC/EOC or ARC.
- Provide feeding and other needed supplies to victims of the emergency.
- Assist the Director of Emergency Management and County Department(s) in the management and coordination of reception, sheltering, feeding, emergency first aid services and bulk distribution to the affected population.
- Notify the Salvation Army or the EOC to provide feeding and other needed supplies to response and recovery agencies.
- Notify Colorado Volunteer Organizations Active in Disaster (COVOAD) as necessary
- Coordinate with Public Information to inform the general public.
- Maintain a Red Cross Chapter Disaster Response Plan and procedures.

- Establish a Check-In/Registration at shelter locations. Check In/Registration log will be confidentially provided to Incident Command.
- Work with County Emergency Management to provide training to County Government to establish a Check-In/Registration at shelter locations during initial set up.
- Demobilize official shelters and feeding operations at the request of the Incident Commander.
- Support and participate in planning, training and exercise activities.

### **SALVATION ARMY**

- Establish feeding operations to offer quality food and hydration to both responders and those impacted by disaster
- Maintain response procedures
- Maintain necessary resources, training and staff to provide the required services needed.
- Demobilize feeding operations at the request of the Incident Commander.
- Support and participate in planning, training and exercise activities.
- Provide basic snack and hydration feeding services with either a Quick Response Vehicle (QRV) or larger Canteen Truck (mobile kitchen) capable of feeding up to 2000 meals per day.

### **COLORADO VOLUNTEERS ACTIVE IN DISASTER (COVOAD)**

HelpColoradoNow.org is a partnership between the Colorado Division of Emergency Management (CDEM) and Colorado Voluntary Organizations Active in Disaster (COVOAD). This initiative brings together government agencies and non-profit organizations so they may better assist communities affected by disasters. COVOAD can facilitate access to much needed resources through its network of disaster relief agencies with minimal or no cost to your community. The following are just some of the types of services available through COVOAD members:

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Management of unsolicited donations</li> <li>• Management of spontaneous unaffiliated volunteers</li> <li>• Debris removal</li> <li>• Construction</li> <li>• Mental Health</li> <li>• Spiritual care resources</li> <li>• Mass care (sheltering/feeding)</li> <li>• Veterinary services</li> <li>• Animal evacuation and sheltering</li> </ul> | <ul style="list-style-type: none"> <li>• Food banks</li> <li>• Transportation</li> <li>• Information and referral call centers</li> <li>• Communications</li> <li>• Case management</li> <li>• Long-term recovery</li> <li>• Donations/volunteer support in EOC</li> <li>• Financial aid</li> </ul> |
|--|---|

### **SCHOOLS/FACILITY OWNERS**

- Upon request and if feasible, the Facility Owner will permit the Red Cross to use the Facility on a temporary basis as an emergency public shelter.
- The Facility Owner will designate a Facility Coordinator to coordinate with the Shelter Manager regarding the use of the Facility by the Red Cross.
- The Facility Coordinator and Shelter Manager (or designee) will jointly conduct a pre-occupancy survey of the Facility before it is turned over to the Red Cross. The Facility Coordinator will identify and secure all equipment that the Red Cross should not use while sheltering in the Facility.

- Upon request by the Red Cross, and if such resources exist and are available, the Owner will make the food service resources of the Facility, including food, supplies, equipment and food service workers, available to feed the shelter occupants.
- Upon request by the Red Cross and if such resources exist and are available, the Owner will make its custodial resources, including supplies and custodial workers, available to provide cleaning and sanitation services at the shelter.
- The Shelter Manager and Facility Coordinator or Food Service Manager will conduct a post-occupancy inventory of the food and supplies used during the shelter operation.

## **PUBLIC HEALTH AND MEDICAL SERVICES**

Given that health care issues will arise; shelter facilities must provide access to adequate health care services. A well-run shelter must protect the health of residents, prevent disease, and provide first aid as needed. It is also necessary to maintain records on all health incidents and related actions taken.

### **EMERGENCY MEDICAL SERVICES (FIRE DEPARTMENT EMS)**

Shelter personnel must plan to have basic first aid assistance available at the shelter. People will come to the shelter with minor injuries. Call upon local paramedics for medical emergencies. Transfer anyone with serious injuries, or anyone who is very sick, to the care of a regional hospital.

### **TELLER COUNTY PUBLIC HEALTH AND ENVIRONMENT DEPARTMENT**

Care and shelter personnel should plan to call upon County Public Health when needed to perform the following:

- Health & Sanitation Inspection – To provide periodic health inspections of the shelter, including a sanitary inspection.
- County Public Health Nurse – To provide County Public Health Nursing services to shelter residents.
- Prevent Communicable Disease – To monitor / evaluate the health status of the shelter population and prevent the spread of communicable disease.

*Note: In a large disaster, the available pool of County Public Health Nurses and Medical personnel will be extremely limited. Moreover, additional nursing staff may be necessary if there is a significant amount of illness in the shelter population.*

### **DISASTER BEHAVIORAL HEALTH SERVICES**

Several avenues may be used to deliver comprehensive disaster Behavior Health Services to shelter residents and victims of disasters. The Colorado Crisis Education and Response Network (CoCERN) is a statewide asset based in community partnerships formed to deliver effective, efficient and professional disaster Behavioral Health Services. These services incorporate a variety of resources within the human service field including mental health, victim assistance, substance abuse treatment, pastoral care, school-based crisis services and debriefings.

The network is activated if local disaster behavioral health response resources are depleted or overwhelmed. When requested, member organizations support the lead local responding behavioral health agency, survivors, responders, responder families and the public.

- Enlist Mental Health Counselors – Plan to work with the Emergency Operations Center (EOC) to obtain as many qualified personnel as possible to provide counseling and support disaster victims with their emotional needs.
- Community Counseling Resources; these resources include:

- Community Based Organizations (CBO) that provide crisis counseling.
- Pastoral Counseling Services (congregations and faith-based organizations often provide counseling services).
- Volunteers from the community who are trained as licensed therapists.

Note: In a large disaster, the available pool of County Mental Health counselors may be extremely limited (similar to the situation with Public Health Nurses).

## **FUNCTIONAL NEEDS SUPPORT**

### **UNACCOMPANIED / UNSUPERVISED CHILDREN**

Reunification of Children with Parents – Plan to help with the reunification of families who are separated during the disaster. The following are tips for helping unaccompanied or unsupervised children:

- Establish a central database to track information on missing persons.
- Use the registration lists from community shelters to help locate displaced family members.
- If a child arrives at the shelter without a parent, get the parent’s name and try to locate the parent. Plan for a qualified staff person to supervise the child until such a time that the parent or guardian can be located.
- If the child is not picked up within 12 hours, contact County Social Services through the County EOC.
- Consider mental health support for children.

### **PERSONS WHO ARE NON-ENGLISH SPEAKING**

- Outreach – work with the media to identify non-English language media for radio, TV and newspapers. Identify Community Based Organizations (CBO) which serves specific ethnic communities and enlist their help to reach diverse non-English speaking populations.
- Bilingual Assistance – The Director of Human Services in conjunction with the County EOC should identify and prearrange for bilingual assistance or translation services to assist with care and shelter operations. The following are tips for getting bilingual workers/volunteers to help at disaster shelters:
  - Use Shelter Residents – ask bilingual shelter residents to volunteer and assist persons who are non-English speaking.
  - Use Town/City/County Employees – City and/or County Emergency Operations Centers (EOCs) should poll their employees to develop a list of those who speak, write, or read other languages.
  - Community Resources – other sources for locating bilingual staff include universities, the court system, school districts and churches

- Private Translation Services – prearrange agreements with private translations services to assist with care and shelter bilingual needs.
- Department of Social Services Support – request support from Department of Public Social Services through the County EOC.

## **ANIMAL SHELTER CARE**

Care and shelter personnel should work with the Incident Commander and/or EOC to address the need for care of animals for shelter residents. Shelter residents are usually emotionally attached to animals and would benefit by having their beloved animals nearby if possible. If feasible, work with both TCSO, CART and Teller County Regional Animal Services (TCRAS) to set up a portable animal shelter next to the emergency shelter.

### **ONSITE HOLDING AREA**

- If and when Animal Care is needed or becomes available create a makeshift pet holding area outside the shelter facility. This requires the provision of food, water, and exercise for pets, and if necessary, supplies from Logistics to create a pet holding area (e.g., cages or fencing).

### **ANIMAL CARE**

- Work with the Incident Commander and/or EOC to plan for the care of pets during the sheltering operation. Ensure that a shelter facility for animals is identified in the plan that provisions are made for the temporary care of pets.
- Clearly Communicate the Pet Policy – Clearly and publicly state the policy regarding pets to avoid misunderstanding when people arrive at public disaster shelters.
- Service Animals – Service animals are allowed in the shelter. Set up a sleeping space in a separate room, if possible. People may have allergies to animal dander. Be sure to assign a dog relief area and provide disposal containers.
- Reassurance – Pet owners need to be fully reassured that their pet will be safely cared for – issues are sure to arise of pet owners refusing to evacuate or go to a shelter if it means separating from their animal.

## **SHELTER PROCEDURES**

### **OPENING THE SHELTER**

1. Register the Shelter Residents- Be sure to determine if there are any Functional Needs Support Services (FNSS) needed. Document the names and number of persons sheltered; keep records on all activities and expenses incurred by shelter operations.
2. Provide First Aid - Provide emergency first aid as needed.
3. Provide Snacks - Offer beverages and snacks as soon as people register.
4. Provide Meals – Begin offering regular meal service soon thereafter. Shelter personnel will need to ration limited resources initially. Resources will trickle in faster as mutual aid and outside assistance becomes available.
5. Provide Individual and Family Support - Arrange for individual and family support services for more information on the planning for services.

6. Establish Routines - The sooner that “routines” are established within the shelter, the better for the adjustment of shelter residents.
7. Activate a Central Database - If multiple shelters are operating, activate a central database of shelter registrations and a welfare inquiry system to coordinate information on missing/displaced persons in the American Red Cross Safe & Well program.
8. Maintain Contact with the EOC - Maintain ongoing contact with the County EOC to report on:
  - a. The number of people being sheltered and the number of meals served
  - b. The status of supplies
  - c. Any problem areas

## **SHELTER LAYOUT SUGGESTIONS**

1. Ensure that the shelter address is clearly visible from the nearby street; post a sign that clearly marks the building as a disaster shelter.
2. Registration – Place the registration near the front of the shelter. Shelter residents should first proceed to the registration desk before going to their lodging area.
3. Sleeping Area - Set-up the sleeping area, so each person has 40 square feet of space (5’x8’). Space cots or bedding to allow access for people with mobility disabilities and ensure clear paths to all fire exits. If space permits, set-up separate sleeping areas for the elderly, people who are ill, and families with small children.
4. Shelter Staff - Provide adequate space for a shelter manager and associated staff to function 24 hours per day. This includes space for staff meetings, administrative functions, communications and volunteer coordination.
5. Functional Needs Support Services - Organize the space so that it is accessible for people with visual or mobility disabilities; make space for disabled parking in the parking lot. In addition, organize space to provide for adequate ventilation.
6. Medical Services - Locate medical services in a well-lighted room or area that is away from public view. If possible, keep medications and medical equipment in a lockable storage compartment.
7. Behavioral Health - Create an additional quiet area for counseling or interviewing persons.
8. Bulletin Board - Set-up a bulletin board near the registration table. Post messages received for shelter residents, shelter rules and relief information.
9. Food Storage - The food storage area should be secure and accessible by truck.
10. Garbage - Ensure that garbage is stored away from food storage and occupied shelter areas. A major earthquake disaster may disrupt garbage removal service for some time.
11. Smoking Area - Designate an outdoor smoking area away from air intake vents and flammable materials. If using a public-school site, state law stipulates that there be no smoking on school grounds.
12. Pets - Create an area outside for the handling of pets.

## **SHELTER DEMOBILIZATION**

Shelters should remain open until all clients can return to their home or make other arrangements for housing. Demobilization plans can be developed when the emergency incident is under control. The Shelter Manager will begin the closing process when it is clear that all residents have made other housing arrangements.

- County EOC/TC Human Services, in cooperation with the American Red Cross, will determine when the shelter closes.
- Local jurisdictions will identify what community resources and agencies will be needed to ensure all remaining clients have housing arrangements.
- Effective demobilization will require a media plan that can be coordinated by the County EOC in cooperation with the PIO/Joint Information Center.

## **RESPONSIBILITIES**

### **COUNTY (EOC)/TELLER COUNTY DEPARTMENT OF HUMAN SERVICES**

- Establish Triggers for Demobilization and for Closing the Shelter. Work with the EOC to establish triggers for closing the shelter. Some triggers to consider are:
  - Decreasing Number of Clients Remaining. Consider the number of clients remaining.
  - Incident-Related “All Clear”. The incident may be over and/or residents are allowed to return to their homes.
  - Lack of Activity. Activity not met over several days would trigger demobilization plan.
- Develop Effective Media Plan and Outreach

### **TELLER COUNTY DEPARTMENT OF HUMAN SERVICES/SHELTER MANAGER**

- Coordinate a Demobilization Plan
- Notify Facility Administration
- Notify Shelter Residents
- Post Notice of Shelter Closing. Post shelter closing 24-48 hours in advance of closure

## **RECOVERY**

How do you care for populations that don’t show up at public disaster shelters, yet still need help to meet basic survival needs? This section will outline some planning steps for local jurisdictions to take to meet needs that exist beyond disaster shelters.

### **RECOVERY ASSISTANCE CENTER**

There are considerable benefits to establishing some type of Recovery Assistance Center (RAC) immediately following a disaster, particularly if there has been widespread destruction within the community. Some of the benefits are:

- Coordination – Recovery Assistance Centers provide local jurisdictions with a central point from which to coordinate care and shelter services or distribute relief supplies. Centers can operate jointly with other local community organizations that provide social services.
- Location – Local Assistance Centers provide residents with a central location where they can go to get recovery information and receive assistance with their needs. Centers may be located at a local community or recreation center, library, congregation, or school. The center may also share the same site as a primary shelter facility.

Local Assistance Centers function as a clearinghouse to provide, or refer people to, the following emergency human services:

### **FOOD AND WATER**

Following the disaster, it may be necessary to setup feeding and water distribution sites. Recovery Assistance Centers can also act as mass feeding or water or bulk distribution sites. They can also provide information on where other similar distribution sites are operational.

### **HEALTH SERVICES**

The RAC can supplement the jurisdiction's emergency medical response to a disaster. First, it can serve as a primary first aid or mass health care station. Second, it can act as a clearinghouse for public information on available disaster health care services. To keep up-to-date on the community health status and health information, care and shelter personnel must maintain close coordination with the following agencies:

1. Local Fire Department. Reports on local disaster health issues in addition to responding to community health emergencies and medical response needs.
2. County Public Health Services. Coordinates the countywide provision of emergency health services given and may organize a health care response to the disaster including the implementation of any critical public health programs (such as appropriate vaccination programs if necessary).
3. Environmental Health Services. Manages public health issues related to ensuring safe water, food and sanitation conditions, and will assist in dealing with hazardous materials release.
4. Emergency Medical Services. Fire Departments and Emergency Medical Services (EMS) Division will provide oversight and coordination for all aspects of emergency medical services, including the evacuation of casualties and emergency ambulance services.
5. Community-Based Resources. Community-based health clinics and other health care providers will also respond to disaster medical needs. They can supplement the response of local government by also serving as first aid stations or by distributing health care information in the communities that they serve.
6. Mental Health Services - Local jurisdictions must consider the community mental health needs arising from the emergency. Post disaster stress can last from six months to a year or more. Recovery Assistance Centers (RAC) can help by providing referrals to mental health services for persons needing emotional support. Planning considerations are:
  - a. Regional Mental Health. Will assess mental health issues and provide mental health services to support the recovery needs of disaster victims.
7. Public Information - Local jurisdictions must provide the community with information on sheltering options along with basic health and safety information. The RAC can serve as a central clearinghouse for the distribution of timely and accurate information on all aspects of care and shelter support and information on local relief and recovery services. Planning considerations are:
  - a. Public Announcements on Sheltering. In any disaster where sheltering is required, jurisdictions will want to provide information on sheltering options, suggestions to alleviate the strain on resources and overcrowding in disaster shelters:



- b. Encourage displaced residents stay with family or friends if possible.
- c. Stress that resident's shelter-in-place, if possible, assuming they have the resources and facilities to do so.
- d. Stress that persons going to shelters bring a go-kit with blanket or sleeping bag, change of clothes, personal hygiene items and prescription medications.

## **ATTACHMENT A COUNTY DEPARTMENT RESPONSE CHECKLIST**

### **COUNTY DEPARTMENT RESPONSE CHECKLIST**

- Establish communications with incident command or EOC as appropriate
  - ✓ Telephone EOC
  - ✓ 800 Radio (available from the Emergency Manager) (IC will set Communication Plan-general shelter operations should run on a Simplex Channel)
- Divert all media requests to IC or designated PIO.
- Open reception center/area
  - ✓ Provide signage on doors
  - ✓ If appropriate, provided parking assistance
  - ✓ Ensure accessibility to the facility
- Will this center take companion animals?
  - ✓ If not, identify where those animals should be sheltered
- Check-in citizens; record whether:
  - ✓ Are in need of medical attention
  - ✓ Whether they are going to self-shelter
  - ✓ Are in need of shelter
- Provide for basic needs
  - ✓ Toilets
  - ✓ Water
  - ✓ Warmth
- Communicate on-going information about the incident as available
  - ✓ Do not speculate
  - ✓ Identify and communicate time/location of citizen information meetings (get info from IC or PIO)
- Identify/communicate resource needs in a timely manner to IC and/or EOC
  - ✓ Request additional staff support as required
- Stay calm, you are the one who will be looked toward for leadership at the center

**ATTACHMENT B RED CROSS SHELTER INTAKE FORM**

**[RED CROSS SHELTER INTAKE FORM LINK](#)**