

## **Emergency Support Function 6 Mass Care and Human Services**

### **ESF Coordinator:**

Grant County Emergency Management

### **Primary Agencies for:**

American Red Cross Apple Valley Chapter  
Grant County Emergency Management

### **Support Agencies:**

Ministerial Association  
Grant Mental Healthcare  
Grant County Housing Authority  
Washington State Migrant Council – Moses Lake Center  
Department of Social and Health Services  
Grant County Developmental Disabilities  
Washington State Division of Developmental Disabilities  
North Columbia Community Action Council  
Grant County Critical Incident Stress Management Team  
Salvation Army – Moses Lake

## **I. INTRODUCTION**

### **A. Purpose**

Emergency Support Function (ESF) 6 provides guidance for the support of local, and non-government organizations efforts to address the non-medical mass care, housing, and human service needs of individuals and families.

### **B. Scope**

This ESF includes three primary functions for the implementation of programs to assist individuals and families impacted by emergencies and disasters. The three functions included are:

**Mass Care:** Includes coordinating sheltering, feeding, emergency first aid, Disaster Welfare Information, and distribution of relief items.

**Housing:** Includes determining the needs of disaster victims for temporary housing.

**Human Services:** Includes the support to disaster victims for immediate short-term crisis counseling related to the anxieties, stress, and trauma associated with a disaster. It also includes the identification of individuals and families

with special needs for assistance. It supports processing of social and health benefits under State and Federal programs.

## II. POLICIES

- A. Grant County will support the efforts of the Apple Valley Chapter of the American Red Cross (ARC) with the implementation of mass care shelters.
- B. The Grant County Emergency Operations Center (EOC) and volunteers will coordinate shelter openings.
- C. Mass care, housing, and human services will be provided to all in need without regard to race, color, national origin, religion, sex, or disability status.
- D. Appropriate agencies will be used for services as available.
- E. The status and location of individual disaster victims is limited to the appropriate agencies. This information is protected and will not be distributed for use by the general public.
- F. Fatality lists will not be transmitted via radio communications.
- G. The policies and procedures of the involved agencies will be followed.

## III. SITUATION

### A. Emergency/Disaster Conditions and Hazards

The magnitude of damages to critical infrastructure could quickly overwhelm emergency response efforts, making it difficult to respond effectively to basic life safety requests. Thousands of victims could be evacuated from their homes, depending on the nature, extent, and location of the disaster. Family members may become separated. Some hazards have the capability to cause mass casualties, which will require special planning. For information on mass casualties, please refer to ESF 8: Health and Medical Services.

### B. Planning Assumptions

Emergencies and disasters may occur without warning at any time of day or night, and may cause mass casualties. Widespread damages may necessitate the relocation of victims. Some victims will go to shelters, others will find shelter with friends and relatives. Some may stay with or near their damaged homes. The demand for shelters may prove to be higher than what is available. The ARC, in conjunction with Emergency Management, will make every effort to provide shelter service to victims of disaster. Large numbers of spontaneous volunteers may emerge, which will require planning and training before volunteers are released to field operations.

## **IV. CONCEPT OF OPERATIONS**

### **A. General**

1. Response and recovery activities focus on the immediate survival needs of victims. Close coordination among the primary and support agencies, and non-governmental organizations will be required.
2. Public information on shelter openings will be coordinated through a Joint Information Center (JIC), a centralized information group comprised of members from one or more counties for information collecting and sharing.
3. Companion animals are not allowed in shelters for humans. While there may be temporary animal shelters next to shelters for humans, this cannot always be expected. Arrangement for companion animals are generally the responsibility of the pet owners. Service animals (seeing-eye dogs, etc.) may be allowed in shelters.
4. Mental health service organizations, including critical incident stress management programs will provide mental health support to affected individuals and emergency responders within their capability and availability.
5. Primary and support agencies will be responsible for conducting activities based on their own standard policies and procedures. This CEMP adopts the current procedures of the primary and support agencies to further define emergency operations.
6. The American Red Cross may be solicited to assume the primary agency lead for Emergency Support Function (ESF) 6; responsible for managing the activities of this ESF with support from the primary and secondary agencies.

### **B. Mass Care**

1. Mass Care will normally be carried out during and immediately after an emergency or disaster and is usually provided for less than one week. The coordination of mass care is focused toward local assistance in support of non-medical mass care services including the provision of basic first aid at designated sites, collecting and providing information of victims to family members, sheltering of victims, organizing feeding operations, and coordinating bulk distribution of relief supplies.

2. Shelter includes the use of pre-identified shelter sites in existing structures, the creation or construction of temporary facilities, and use of similar facilities outside the incident area (should evacuation occur). The need for shelters will be determined by the Grant County Emergency Operations Center Manager and the American Red Cross Disaster Coordinator.
3. Feeding is provided to victims through a combination of fixed sites, mobile feeding units, and bulk distribution of food. Feeding operations are based on sound nutritional standards with consideration for those with special dietary needs. For more information, please refer to ESF11: Agriculture and Natural Resources, Appendix A: Food and Water Plan.
4. In the context of this plan, emergency first aid consists of basic first aid and referral to appropriate medical care provided at mass care facilities and designated sites.
5. Disaster Welfare Information provides for the collection of information regarding individuals residing within the disaster area to immediate family members outside the area. It aids in the reunification of family members within the event area.
6. Bulk distribution includes emergency relief supplies to meet urgent needs which are distributed through sites established within the affected area. These sites are typically used to coordinate bulk food, water, and ice supplies and to coordinate distribution systems with government and non-government organizations. The Grant County International Airport is a federally recognized Disaster Distribution Center for the Pacific Northwest.

### **C. Housing**

1. The housing function is implemented through programs and services designed to provide assistance for temporary housing for disaster victims. Assistance is generally provided by the Federal Emergency Management Agency (FEMA) for disasters which have received a Presidential Disaster Declaration. The assistance is provided to eligible applicants for temporary lodging or repairs/replacement of their original home. Rental assistance can be provided to homeowners for up to 18 months, or until the maximum award level is achieved.
2. Various factors may impact housing needs such as the number of persons per unit, the needs of persons with disabilities, and transportation and other factors. Help to develop a plan of action for providing housing assistance in the most efficient manner in the time allowed.

3. Disaster victims will be required to complete an application process and meet criteria set forth by the agency providing housing assistance.

#### **D. Human Services**

1. Human Service programs assess the situation and implement an appropriate plan of action based on the resources available and the capability to assist victims.
2. Crisis intervention supports the immediate short-term assistance for individuals, families, and groups dealing with the anxieties, stress, and trauma associated with a natural or human-caused emergency or disaster, including incidents of terrorism, mass criminal violence, and civil unrest. Crisis intervention is performed by qualified counselors of the public and private sectors of the counseling profession.
3. Human Service programs identify special populations within the event area. Individuals such as the elderly, people with disabilities, those who communicate in languages other than English, and others, may have special needs that must be addressed. Agencies providing services to individual clientele, and group care facilities, such as group homes for children, nursing homes, and assisted living facilities will ensure that emergency commodities provided are delivered to their clientele and facilities.
4. Human service agencies coordinate victims' incident-related support services in the form of referrals to appropriate facilities and organizations, or through direct support to individuals. They can also assist by identifying special needs populations in order to notify and move individuals from harm's way to safe shelter. For information on evacuation, please refer to ESF13: Public Safety and Security – Appendix A: Evacuation and Movement.
5. The Ministerial Association may assist with human services as requested.

### **V. RESPONSIBILITIES**

#### **A. Primary Agencies**

##### **1. American Red Cross Apple Valley Chapter (ARC)**

The ARC is the lead agency for identifying, planning, coordinating, operating, staffing, and stocking shelter operations. The Chapter maintains current shelter and resource agreements. It keeps records of the individuals registered at ARC shelters. It coordinates mass care needs with the Grant County Emergency Operations Center (EOC). The ARC provides food service to disaster victims.

## **2. Grant County Emergency Management**

Emergency Management identifies the need for mass care and shelter as a result of an emergency or disaster. The EOC Manager will coordinate shelter locations with the American Red Cross Disaster Coordinator. It will coordinate the efforts to reach special needs populations with the support of Human Service agencies and organizations.

## **B. Support Agencies**

### **1. Ministerial Association**

The Ministerial Association provides debriefing, grief counseling, and religious atonement, upon request to disaster victims, their family members, and first responders in Grant County. It accesses other faith-based organizations for further support.

### **2. Department of Social and Health Services**

This agency helps process information for social and health programs and regular benefits for individuals and families. It assists in identifying special needs populations in the affected area(s).

### **3. Washington State Migrant Council – Moses Lake Center**

This agency assists in identifying non-English speaking populations in the affected area(s). They may provide translation services when needed.

### **4. Grant Mental Healthcare**

Provides mental health and emotional support to displaced persons and traumatized persons as requested, and as available. Provides critical incident stress management and/or refers individuals to providers for critical incident stress management. The agency assists in identifying special needs populations in the affected area(s).

### **5. Grant County Developmental Disabilities**

Assists in identifying special needs populations in the affected area(s) and providing staff support for regular duties with developmentally disabled populations.

### **6. Washington State Division of Developmental Disabilities**

Assists in identifying special needs populations in the affected area(s) and providing staff support for regular duties with developmentally disabled populations.

### **7. Grant County Housing Authority**

Supports shelter programs by identifying available temporary housing options in Grant County. Provides information about housing options to

the primary agencies, as requested. Note: Temporary housing may or may not be available due to seasonal factors.

**8. North Columbia Community Action Council**

Identify and provide emergency shelter for displaced families, provided shelter is available. Connect displaced families with landlords to help streamline the relocation efforts when needed. In limited cases, NCCAC can provide financial assistance to assist families into new housing, basic supplies (blankets, space heaters, etc.) with the approval of State funding agencies, and professionally trained construction auditors / inspectors are available to help assess damage to homes and necessary repairs. NCCAC also maintains a list of "homebound" clients in the area and has extensive knowledge of other local service organization programs.

**9. Grant County Critical Incident Stress Management Team**

This volunteer-based service is comprised of certain Emergency Medical Services, Mental Health, Fire Services, and Law Enforcement Personnel who volunteer to participate in the team. The team provides debriefing and peer support to emergency responders and members must meet specific training criteria in order to participate. The team includes at least one County Designated Mental Health Professional with specific training in emergency response counseling. Their response to emergencies and disasters is dependant upon the availability of the volunteer base.

**10. Salvation Army – Moses Lake**

Supports efforts within this Emergency Support Function to provide volunteer-based services to individuals and families who are victims of disaster. May provide emergency food, shelter, and spiritual guidance in emergencies and disasters, depending on status of resources. Assists in the coordination, organization, and placement of donated goods and services.

**VI. RESOURCES**

- A. Personnel for housing, human services, and mass care.
- B. Resource distribution sites, delivery vehicles.

**VII. REFERENCES**

*see Appendix 2 of the Basic CEMP*