

Emergency Support Function #6

MASS CARE

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Poweshiek County 2022

ESF Coordinator

Poweshiek County Emergency Management Director

Primary Agencies

Primary agency that will take the lead in developing and implementing this ESF

Poweshiek County Emergency Management

Poweshiek County Health Department

Support Agencies

Major Agencies to support the Primary Agency

American Red Cross

Salvation Army

Grinnell Regional Medical Center

Poweshiek County Emergency Medical Services

Poweshiek County Law Enforcement

Poweshiek County Public School Districts

Long Term Care Facilities

Poweshiek County Environmental Health

Purpose

Why are we writing this Plan?

This Emergency Support Function 6-Mass Care, (ESF #6) Annex purpose is to coordinate and support efforts to provide food, shelter, and information following an emergency or disaster. This plan may be implemented in all or in part as needed to meet the needs of the situation.

Scope

What does the ESF #6 –Mass Care annex cover?

ESF#6 - Mass Care applies to all individuals and organizations that may be involved in providing care, food, shelter and disaster related information within Poweshiek County. Activities that fall within the scope of this function include:

- ☐ Shelter- The provision of emergency shelter for victims includes the use of designated shelter sites in existing structures for long term shelters or the utilization of temporary facilities for short term incidents.
 - Short Term Shelters- A short-term crisis or event such as localized flooding, power outage, hazardous material incident, short-term evacuation, etc. that may necessitate the activation of a shelter for a brief period of time, typically 24 hours or less.

Mass Care

- Long Term Shelters- Long-term shelters are needed to shelter people that are displaced from their homes for extended periods of time. Typically lasting more than 24 hours.
- Warming/Cooling Centers- These facilities are opened to hold people for a short period of time, typically 8-12 hours during the peak weather extremes for that day. These locations typically will have very minimal provisions for attendees.
- Feeding- The provision for feeding victims and emergency workers through a combination of fixed sites, and mobile feeding units.
- Disaster Welfare Information - includes services related to the provision of information about individuals residing within the affected area to immediate family members outside the affected area.
- Medical Aid - First aid services will be provided to victims and workers at mass care facilities and at designated sites within the affected area. This emergency first aid service will be supplemental to emergency health and medical services established to meet the needs of the victims.
- Bulk Distribution of Emergency Relief Items
Sites will be established within the affected area for distribution of emergency relief items. The bulk distribution of these relief items will be determined by the requirement to meet urgent needs of victims for essential items.

Specific operations to support the above are addressed in other Emergency Support Functions as outlined below:

ESF#1 - Transportation will coordinate the provision of transportation required to support ESF#6 activities.

ESF#8 - Public Health and Medical coordinates the activities associated with health and medical needs during a mass care situation.

ESF#11 – Agriculture and Animal provides for coordination of water, food, and shelter and other needs of pets and animals.

ESF#13 - Public Safety and Security will coordinate the provision of security required to support ESF#6 activities.

ESF#14 - Assessment and Recovery will partner with ESF#6 to determine long-term housing strategic solutions.

ESF#15 - Public Information Annex provides public communications for mass care services.

ESF#6 is a functional annex to the Poweshiek County Emergency Operations Plan (EOP) and to the extent possible, information contained in other sections of the PCEOP will not be repeated in this ESF Annex.

Situation

Hazard and risk analysis conducted during hazard mitigation planning identified numerous hazards which could prompt the need for the provisions identified in ESF #6 - Mass Care. However, there is not a probable hazard which would require mass care of the full population of any community.

All communities within Poweshiek County have designated facilities [fire stations, community centers etc.] capable of providing short term shelter and provisions to provide for the immediate care of local residents. Larger communities have facilities that have generator capability.

Designated shelters within Poweshiek County have been identified to address long term or large-scale mass care needs. See Attachment #1 for contact / locations.

Planning Assumptions

What can we realistically assume when planning for mass care?

- For a localized incident a very high percentage of displaced individuals will seek shelter with friends, relatives, or motels rather than go to established shelters.
- Community, church, and other local volunteer organizations will provide support for personnel who are assisting with disaster response and recovery.
- Some people may not evacuate and opt to stay in their homes if they cannot take their pets and /or are unsure if their pets may not be properly cared for.
- Agencies providing services to Functional Needs / vulnerable populations have emergency procedures and provide close coordination with support agencies identified in this ESF.
- Essential human services and needs that are beyond the scope of this ESF will be referred to the appropriate human service agency / provider.

NOTE: for the purpose of this ESF the term '**Shelter**' will include immediate and necessary provisions associated with mass care. This will include provisions for sleeping, feeding/hydration, bathing/hygiene, first aid, and other basic human services and programs. For the purpose of this ESF the term '**Center**' will only include very minimal, if any, provisions.

Policies

What policies are in place that will govern response and recovery efforts?

- All or any provisions of this ESF may be implemented as necessary.
- All entities /jurisdictions will operate under ICS principles and practices.
- Shelters will be opened when all other means of providing the provisions of this annex have been explored / exhausted.
- Community Shelter Sites used for short term situations, such as warming/cooling centers, will be operated under the jurisdiction of the facility
- Community Shelter Sites used for long-term situations will be operated under the jurisdiction of the facility, and under local Emergency Management Authority.

Mass Care

- Red Cross and other service providers may support community shelters to the extent practical.
- The American Red Cross (ARC) will maintain a resource list that includes an inventory of designated shelters and their capabilities.
- For situations requiring extended operations, designated shelters will be activated and operated by the ARC under their applicable policies and procedures.

Concept of Operations

This section will describe how the primary and support agencies will organize and work to support the overall response effort.

General

The Poweshiek County Emergency Management Agency will coordinate local response and recovery operations in close coordination with local, State and Federal agencies, and volunteer / non-governmental organizations. Initial response activities will focus on immediate mass care needs of victims. Recovery efforts are initiated concurrently with response activities.

Initial Response

- Initial response activities will focus on meeting emergency needs of victims.
- Community based shelters will be activated as determined by the Incident Commander and / or local authority.
- Local community organizations / volunteers will initially staff community shelters and provide for immediate needs of individuals and families.
- Local authorities will notify the EMA of the current and anticipated situation.
- Based on the assessment of the situation:
 - Local / community care may be adequate and require no assistance due to the anticipated duration of the incident.
 - If assistance is needed, the Emergency Management Agency (EMA) will notify the appropriate ESF #6 Primary and Support Agencies to provide direct support of local care efforts.
- Agencies / Non-Governmental Organizations' (NGO) providing support directly to local community shelters will operate within the local Incident Command Structure and will perform their specific duties in accordance with their own policies and procedures.
- Activation of the Emergency Operation Center (EOC) will be determined based on the situation i.e., an extended incident with mass care needs exceeding local capability.

Mass Care operations are divided into five main areas. The principal activities for each functional area are as follows:

Food

Short Term:

Local community facilities and volunteers will normally provide immediate /short-term feeding for victims and responders. The Salvation Army or ARC may provide support to local /community-based feeding operations by coordinating that function.

Long Term:

When local resources are exceeded due to the scope or extended duration of the incident, feeding may be provided to victims through a combination of fixed sites, mobile feeding units, and bulk distribution of food. The Salvation Army or ARC will manage and coordinate feeding services. *Other support organizations: Poweshiek County Community School Districts, and area churches can provide large scale support.*

Shelters

Emergency shelter includes the use of temporary or community facilities, pre-identified shelter sites, or use of similar facilities outside the incident area should evacuation be necessary.

Short term / Community Based Shelters: Local shelters will be opened and managed by the affected jurisdiction as needed to provide immediate or short-term sheltering. Community shelters will be established and managed by local jurisdictions.

A short-term shelter would typically be defined as any building capable of sheltering people for a limited number of hours at any one time. An example would be when severe weather conditions would displace residents, disrupt travel, or when warming or cooling centers are opened during business hours etc.

- The Salvation Army or ARC may assist local shelter / care efforts with management and coordination of food and shelter supplies.

Long Term / Designated Shelters: ARC shelters will be activated upon request and will be staffed and operated in accordance with all ARC policies and procedures.

NOTE: Any facilities that provide care to special / functional needs individuals are required to have a plan to evacuate and shelter their residents. Although special facilities (nursing homes, residential care facilities etc.) should be able to care for their own populations, support agencies may provide assistance in coordinating mass care for those with Functional Needs [vulnerable] populations to the extent possible.

Warming/Cooling Centers

Warming and cooling centers will be coordinated through Poweshiek County Emergency Management and through facility management. Designated warming and cooling centers within Poweshiek County are typically public facilities such as libraries and community centers, and only operational during normal business hours.

Mass Care

After hours centers will be coordinated with facility staff and through Emergency Management as the need arises.

Medical

Public Health Nursing Services may provide support to medical operations by coordinating and managing the function within the shelter.

Emergency medical care will normally be handled by area Emergency Medical Service (EMS) providers. Public Health Nursing Services and other medical providers may provide medical aid and services within their scope of practice and license. EMS providers may not necessarily be on-site at all times. Typical 911 usage and response will occur if/when EMS is not on-site.

Short and long-term shelter sites should have provisions of first aid kit, AED, and appropriate trained personnel in first aid and CPR/AED on-site to initiate immediate medical care if needed.

Bulk Distribution

Bulk distribution includes distribution of emergency relief items to meet urgent needs through sites established in affected area(s). These sites are used to distribute food, water, or other commodities such as clean-up supplies in coordination with governmental entities, voluntary agencies, and other private-sector organizations. The Salvation Army or ARC may provide support to local /community-based distribution operations by coordinating that function.

Organization

The Poweshiek County Emergency Operations Center will normally have been activated in the event of a major emergency or disaster scenario. Overall, executive direction and control of the disaster and any evacuations, mass care or human services operations will be conducted from the Emergency Operations Center.

When activated the appropriate mass care support agencies will be notified to report to the EOC.

Poweshiek County has two (2) identified Emergency Operations Centers. Each are capable of providing 24-hour sustainability. The determination of which EOC will be activated will be up to the Incident Commander and Emergency Management. These positions will confer with one another to make the decision to use the EOC that will best serve the needs and location of the incident.

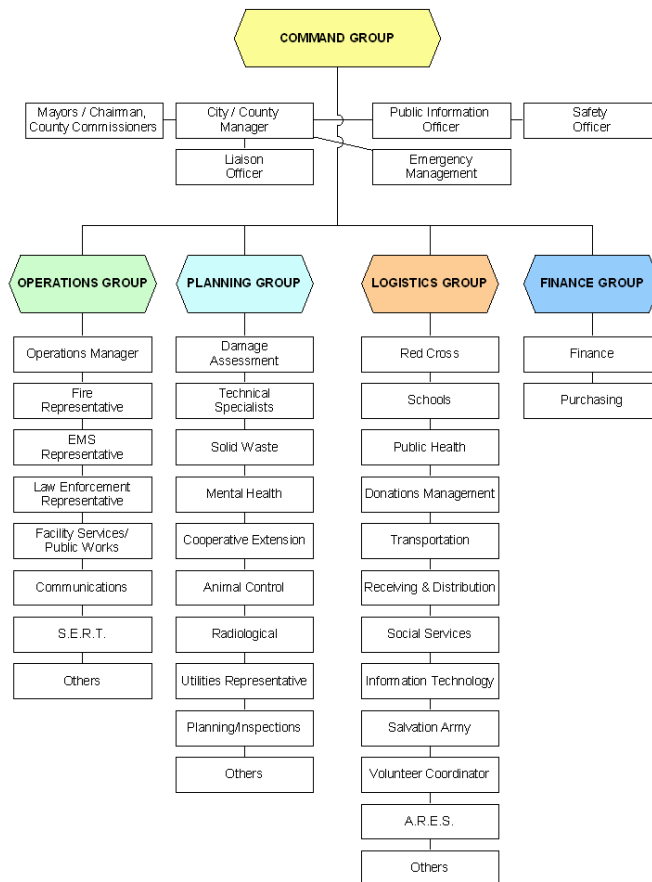
Poweshiek County Public Safety Building
4802 Barnes City Rd
Montezuma, IA 50171

Grinnell Public Safety Building
1020 Spring St
Grinnell, IA 50112

Mass Care

Additional information on the EOC an EOC Activation and functionality can be found in **EOC Annex Plan**.

Organizational structure will be determined by the EOC Director through the Incident Command System (ICS) and will perform their specific duties in accordance with their own policies and procedures.



Responsibilities /Tasks

ESF Coordinator

The coordinator has ongoing responsibilities throughout the preparedness, response, recovery, and mitigation phases of incident management. Responsibilities of the coordinator include but are not limited to:

- Pre-incident planning and coordination.
- Maintaining ongoing contact with primary and support agencies.
- Coordinate ESF #6 agencies with corresponding private-sector organizations.

ESF # 6 - Mass Care

Mass Care

- Ensure orderly demobilization of ESF #6 resources.

Primary Agencies

When activated in response to an incident, the primary agency[s] responsibilities include but are not limited to:

- Ensuring leadership is trained in ICS.
- Planning for short-term and long-term incident management and mass care operations.
- Providing staff to support ESF#6 operations at fixed and field facilities.
- Requesting assistance from support agencies, through established 28E or MOU agreements when available.
- Procuring goods and services on behalf of the EOC within established guidance.
- Coordinating all media events with the EOC Public Information Officer (PIO).
- Coordinating with active ESF coordinators to provide assistance and services as needed.
- Capturing of response and recovery cost associated with ESF#6.

Support Agencies

All Support Agencies

When activated in response to an event or incident, support agencies are responsible for:

- Assisting in maintaining this Emergency Support Function (ESF).
- Attending Mass Care Planning meetings as requested.
- Conducting support operations using their own authorities, subject matter experts, capabilities, or resources.
- Furnishing available personnel, equipment, or other resource support in support of existing agreement or as requested by the EOC Director /Emergency Management Coordinator.
- Coordinating all media events with the EOC PIO.

The following are representations of the responsibilities and functions of support agencies. They are not intended to limit or restrict agencies from working within their normal scope of operation.

American Red Cross

- Maintains MOU's with shelters and shares with Emergency Management.
- Provides personnel trained in Mass Care provisions to assist local volunteers with short term / community mass care needs and provisions.
- May open and runs designated shelter sites per ARC policies and procedures with cooperation and in conjunction with the Grinnell Fire Dept Auxiliary.
- Coordinates with Public Health for nursing services at the shelter.
- Provides a representative to the EOC.

Mass Care

- Assists to meet the immediate / emergency needs of families or individuals and/or refer assistance to local resources.
- In coordination with mental health support agencies, provides crisis intervention, coping skills and appropriate referral services for mental health services to disaster victims.
- Participates in long term/unmet needs committee and the Disaster Recovery Center if opened. **(Refer to ESF #14)**.
- Will coordinate the demobilization of Mass Care Shelters[See Attachment 6]
- Provides feedback for the debriefing and After Action Report (AAR).

Salvation Army

- Distributes available clothing and other emergency items needed by victims.
- Provides canteen service to both victims and emergency services workers.
- Assists with coordination of food services and other needs for community shelters.
- Coordinates with Newton Ministerial Association to provide Chaplain Services.
- Participates in long term/unmet needs committee. **(Refer to ESF #14)**.

Poweshiek County General Services

- Coordinates the activities of all volunteer organizations to meet immediate human service's needs.
- Determines eligibility and process for emergency rent and utilities (General Assistance).
- Determines eligibility for funding of mental health services.
- Provides case management services for eligible individuals.
- Provides information and referral for mental health services.
- Participates in long term/unmet needs committee.

Poweshiek County Environmental Health

- Coordinates inspections of food providers / mass care facilities with the Iowa Department of Inspections and Appeals.
- Coordinates with mass care facilities to ensure water and waste water needs are met.

Poweshiek County Emergency Medical Services

- Provides emergency medical care and transportation.
- Prepares for assisting walking wounded or assisting elderly/handicapped evacuees.
- Provides emergency medical assistance for evacuation, mass care, housing, and human services operations.

Grinnell Regional Medical Center

- Provides trained personnel and equipment for mass care of victims and emergency workers.

Mass Care

- Provides shelter, trained personnel, and equipment to assist with care of individuals with Functional Needs.

Poweshiek County Board of Health

- Maintains contact with the EOC and available as a lead for care coordination of resources for meeting medical needs.
- Provides public health workers to conduct general health screenings.
- Assists in the provision of medical supplies and services.
- Works jointly with ARC and Poweshiek County General Services to determine and prioritize additional physical and mental health needs.
- Identifies capabilities and capacities for providing support to mass care operations.
- Coordinates with the PIO to ensure the EOC is updated with current and accurate information.
- Coordinates with environmental health to ensure safe and sanitary conditions.
- Identifies any health-related deficiencies in shelter operations and makes corrective action recommendations to the shelter managers.
- Utilizes a process for reunification of patients and family members during and after the emergency/disaster.
- Initiates the process of identifying the long-term mental health needs in the affected community and will work with Poweshiek County Central Point Coordinator to coordinate long-term care and referral.
- Coordinates with the Critical Incident Stress Management Team to meet the needs of first responders and disaster affected people in the affected area immediately upon request.

Poweshiek County PALS

- Assists with establishment of temporary care of dislocated pets and coordinates the return of animals to their owners or determines the disposition of animals that cannot be returned to their owners. [**Refer to ESF #11 – Animal & Environmental**].

Law Enforcement

- Maintains responsibility for conducting actual evacuation efforts, for designating evacuation routes, providing traffic and movement control, and establishing security of the evacuated area.
- Provides the Emergency Operations Center, Command Post, and Incident Commander with the communications link.
- Provides additional personnel and equipment to an evacuation, mass care, housing, and human services operations, as needed and if available.
- May provide or coordinate security for shelter sites, as needed and if available.

Mass Care

Poweshiek County Public School Districts

- Provide school buses, if available, for transportation of evacuees to shelters.
- Provide gymnasiums, if available, for use as temporary shelters for evacuees or emergency workers.

Poweshiek County Ministerial Organizations

- May provide for short term emergency sheltering
- Provides spiritual care and counseling (See Attachment #3)
- Assists with feeding and distribution of food and other emergency needs.

State Agencies

Iowa Department of Human Services

- Provides services for children or individuals who are separated from their guardian.
- Provides Mental Health and Disability Services.
- Provides services for children who have been or are at-risk of being abused or neglected, and for children determined to be a child in need of assistance.

Annex Maintenance

Maintenance

The ESF #6 Coordinator and Primary Agency[s] will be responsible for the review of the Mass Care Annex on an annual basis. Dissemination of the updated Annex will be made to the appropriate agencies by the EMA following the guidelines as outlined in the Basic Plan.

- Significant operational changes in the plan resulting from exercises or actual events will be accomplished through the ESF #6 planning team.

Exercises

The Poweshiek County ESF #6 – Planning Team and the EMA Coordinator will coordinate exercises in accordance with local needs and State / Federal requirements.