

Emergency Support Function #6 – Mass Care, Housing, Human Resources

ESF Coordinator

Director of Social Services

Primary Agencies

Department of Social Services
American Red Cross
Emergency Management

Secondary/Support Agencies

Department of Criminal Justice Services
Red Cross
Law enforcement (security for shelter or evacuation)
Salvation Army
Fire
EMS
Public Health
Schools
Animal Control
VPI Extension Service
Private Sector

Introduction

ESF #6 Mass Care, Housing, and Human Resources address the non-medical mass care, housing, and human services needs of individuals and/or families impacted by natural and/or technological incidents.

Policies:

- The Director and/or Coordinator of Emergency Management, in consultation with the County Administrator and the Director of Social Services, will determine the need to open a shelter and identify the shelter(s) location. This information will be communicated internally and externally through ESF # 2 and #15—Communications and External Affairs.
- ESF-6 support may vary depending on an assessment of incident impact(s), the magnitude and type of event, and the stage of the response and recovery efforts;
- To support mass care activities and provide services without regard to economic status or racial, religious, political, ethnic, or other affiliation;
- To coordinate with ESFs #1, #3, # 5, #11, #14 and others regarding recovery and mitigation assistance, as appropriate;
- To assign personnel to support ESF-6 functions in accordance with the rules and regulations of their respective parent agencies; and
- To reduce duplication of effort and benefits, to the extent possible. This includes streamlining assistance as appropriate and identifying recovery and mitigation measures to support local planning efforts.

Scope:

ESF# 6 is intended to address non-medical mass care, housing and human service needs for individuals and family members of the community affected by a disaster.

The services and programs may include the following:

- Sheltering
- Food service
- Emergency First Aid
- Counseling
- Family Assistance Center (FAC)
- Reunification Services
- Virginia Criminal Injuries Compensation Fund

Concept of Operations**General:**

The Floyd County Department of Social Services is designated the lead agency for ESF # 6 and maintains overview of ESF # 6 activities, resolves conflicts and responds to questions. The Floyd County Department of Social Services maintains Standard Operating Procedures for opening and managing a shelter and/or Family Assistance Center (FAC). The American Red Cross, in partnership with the Department of Social Services is responsible for reception and care of evacuees including feeding operations. Local law enforcement will provide security at the shelters. Local Red Cross and EMS providers will provide first aid and limited medical care at the shelter center. Local Fire Departments will provide fire protection to the shelters. Floyd County Schools may provide transportation of evacuees to the designated shelter location and have custodian staff address care and maintenance at the shelter. The Department of Social Services, as the lead for ESF # 6 will ensure coordination with other ESFs for integration of special sheltering needs for non-general populations, including people with special medical needs and pets. The Department of Social Services will also lead the efforts in assisting impacted individuals with any benefits and programs available to them and will coordinate with the appropriate agencies.

Floyd County has pre-determined shelter locations in the event of a large disaster requiring an evacuation. Shelter locations have, at best, a limited supply of cots, blankets, personal hygiene supplies, etc. Additional supplies will be requested through ESF # 7 – Resource Management, if needed. The following services may be offered at these locations:

Sheltering

- An emergency shelter is an immediate short-term accommodation either (1) designated by local officials for persons threatened by or displaced by an incident, or (2) designated by state officials directing a mandatory evacuation across jurisdictional boundaries either before or after an incident
- Public emergency shelters will provide accommodations for all population groups. Appropriate provisions must be made within the shelter facilities to accommodate people with special medical needs that do not require hospital admission, people without their own transportation, and registered sex offenders.
- All shelter locations are ADA compliant due to the locations also serving as public schools and must follow ADA compliance on a daily basis.
- Additionally, sheltering for pets and service animals must be included in planning and coordinated with ESF-11. *Refer to the Animal Care and Control Support Annex S for details regarding pet and animal sheltering.*
- Shelter Operators may ask if a service animal is required because of a disability and what work or task the animal has been trained to perform.

- Service animals will be allowed in the shelter as long as the service animal is not interrupting a shelter operation with its behavior, causing problems in a housing situation, is a danger to anyone or its conduct is NOT conduct acceptable in a Service Dog (barking, growling, stealing food from other clients, knocking people over, jumping, or many other behaviors), by law, the manager or business owner has every right to ask the person to remove the dog from the premises, "Service Dog" or not
- For mass evacuations directed by state officials, the Virginia Department of Social Services will coordinate the designation of shelter facilities and the operation of shelters for people who evacuate out of their home jurisdiction
- If a local shelter is deemed impractical, ESF#5 will seek alternative sheltering sites.

Feeding

- Feeding is provided to disaster victims and emergency workers through a combination of fixed sites, mobile feeding units, and bulk distribution of food. Feeding is based on sound nutritional standards and to the extent possible
- includes meeting the requirements of victims with special dietary needs
- Food and water will be provided by Red Cross and local volunteer groups.

Emergency First Aid

- Emergency first aid, consisting of basic first aid and referral to appropriate medical personnel and facilities, is provided at mass care facilities and at designated sites. Provision for services is coordinated with ESF-8. *Refer to ESF-8 for details regarding medical care services.*
- Any evacuees who have been exposed to a hazardous or infectious waste environment will be subject to decontamination showering by ESF-4 before entry into the shelter will be allowed.
- Additional shelter space will be provided for those who need medical equipment at the shelter.

Counseling

- Provide counseling through local government services if it appropriate based on the scale of the emergency and the capabilities of the counseling services.
- Events in which there are mass casualties and injuries that exceed local governments resources and capabilities can contact the following agencies:
 - Outside counseling can be provided via the Department of Criminal Justice's Victims' Services Section, and the Department of Behavioral Health and Developmental Services, Emergency Mental Health Section, and activated via the local government.

Communications

- Status reports on an incident will be provided daily in the form of a situation report provided by ESF#15 to ESF#6. This report can be either posted on a white board or publicly announced.

Security

- The Floyd County Sheriff's Department has the responsibility for establishing and coordinating security during a disaster.
- Secure evacuated areas.
- Provide security to shelter(s)

Transportation

- Floyd County Emergency Management and Floyd County Schools have the responsibility to coordinate transportation during an emergency event.
- Ensure that residents are transported and sheltered safely. *Refer to ESF #1for details regarding Transportation*

Unaccompanied Minors

- Minors attending the shelter must be accompanied by a parent or guardian at all times.

Family Assistance Center (FAC)

- The FAC plan should be based on the Commonwealth of Virginia FAC, which is currently under development by the Virginia Department of Social Services (VDSS). The final version will be posted on the VDSS website; VDEM will announce when the information is posted.
- The purpose of the FAC is to provide the seamless delivery of services and the dissemination of information to victims and families following a large scale incident or one in which there are mass casualties, as stated in the Commonwealth of Virginia Emergency Operations Plan, ESF #6 (CoVEOP).
- The scope of services that the FAC may provide include: reunification services, behavioral health care, medical records collection communication services, benefits application entry points, and personal care.
- ESF #6 personnel will report to the incident, coordinate/determine a physical site for FAC operations, and assume oversight and management of the FAC including establishing operational policies, maintaining situational awareness, coordinating needed services and/or resources, identifying gaps and requesting additional resources. The plan should identify by title the individual responsible for this function and identify an alternate.

Reunification Services

- This service collects information regarding individuals residing within the affected area and makes the information available to immediate family members outside the affected area. The system also aids in reunification of family members within the affected area

If the services of the Virginia Criminal Injuries Compensation Fund (CICF) are required by the FAC, the State Program should be contacted, who will deploy the appropriate personnel to the FAC. These services will be necessary in cases where there are victims of crime in need of financial or advocacy assistance.

"In the event of an emergency when there are crime victims involved as defined by §19.2-11.01 of the Code of Virginia the County of Floyd will contact the Virginia Department of Virginia Criminal Justice Services(DCJS) and the Virginia Criminal Injuries Contact Fund(VCICF) to deploy. Both entities will serve as the lead for coordinating services and assistance to the victims."

Criminal Injury Compensation Fund

Mary Vail Ware, Director, CICF
Criminal Injuries Compensation Fund (CICF) Department
Virginia Workers' Compensation Commission
1000 DMV Drive
Richmond, VA 23220
CICF Toll Free: 1-800-552-4007
Phone: (804) 367-1018
Email: maryvail.ware@vwc.state.va.gov
804-399-8966 (after hours)

Shannon Freeman (alternate).
800-552-4007 (normal business hours)
804-614-5567 (after hours)

Virginia Department of Criminal Justice Services

Melissa Roberson
 Training and Critical Incident Response Coordinator
 1100 Bank Street
 Richmond, VA 23219
 Phone: (804) 840-4276
 Fax: (804) 786-3414
 Link: <http://www.dcjs.virginia.gov/research/reportemergency/>

“The plan shall include, but not be limited to, responsibilities of all local agencies and shall establish a chain of command, and a provision that the Department of Criminal Justice Services and the Virginia Criminal Injuries Compensation Fund shall be contacted immediately to deploy assistance in the event of an emergency as defined in the emergency response plan when there are victims as defined in § 19.2-11.01. The Department of Criminal Justice Services and the Virginia Criminal Injuries Compensation Fund shall be the lead coordinating agencies for those individuals determined to be victims, and the plan shall also contain current contact information for both agencies.”

**Tab 1 to Emergency Support Function #6
 Designated Shelter**

Facility Information	Contact Person(s) and Information	Capacity	Pet Friendly (Y/N)	Back Up Power (Y/N)
Floyd County Public Schools				
Floyd Elem./High School	Amber Burnett 540-267-4814 Barry Hollandsworth 540-239-9464	485	N	Y
Check Elementary	Steven Lin 540-285-0342	270	N	Y
Willis Elementary	Sandy Montgomery 540-239-9437	270	N	Y
Indian Valley Elementary	Robert Ratliffe 540-266-4372	270	N	Y
Floyd County Public Schools Superintendent	Dr. John Wheeler 540-629-3565			

Table 6.2 – Shelter Locations

Tab 2 to Emergency Support Function #6 Shelter Registration Form



SHELTER REGISTRATION FORM

Please print all sections

Incident / DR Number & Name	
Shelter Name	
Shelter City, County/Parish, State	

Family Name (Last Name)	Total Family Members Registered
	Total Family Members Sheltered
Pre-Disaster Address (City /State/Zip)	Home Phone
	Cell Phone / Other
Post-Disaster Address (City/State/Zip) <i>(if different)</i>	Identification Verified By <i>(Record type of ID; if none, write none)</i>
Primary Language <i>If primary language is not English, please list any family members who speak English.</i>	Method of Transportation
	If Personal Vehicle—Plate #/State <i>(for security purposes only)</i>

INFORMATION ABOUT INDIVIDUAL FAMILY MEMBERS *(for additional names, use back of page)*

Name (Last, First)	Age	Gender (M/F)	Rm./Cot #	Arrival Date	Departure Date	Departing? <i>Relocation address and phone</i>

Are you required by law to register with any state or local government agency for any reason? Yes No
If Yes, please ask to speak to the shelter manager immediately.

I acknowledge that I have read/been read and understand the Red Cross shelter rules and agree to abide by them.

Signature _____ Date _____

CONFIDENTIALITY STATEMENT

The American Red Cross generally will not share personal information that you have provided to them with others without your agreement. In some circumstances disclosure could be required by law or the Red Cross could determine that disclosure would protect the health or well-being of its clients, others or the community, regardless of your preference.

Below, please initial if you agree to release information to other disaster relief, voluntary or nonprofit organizations and/or governmental agencies providing disaster relief.

I agree to release my information to other disaster relief, voluntary or non-profit organizations _____

I agree to release my information to governmental agencies providing disaster relief _____

By signing here, I acknowledge that I have read the confidentiality statement and understand it.

Signature _____ Date _____

Shelter Worker Signature _____ Date _____

After registration, each family should go through the Shelter Initial Intake Form to determine if further assistance or accommodation is needed.

FOR RED CROSS USE ONLY

COPY DISTRIBUTION 1. Shelter registration on-site file - Mass Care 2. Information Management (Data Entry) 3. Client (if requested)

Shelter registration on-site file - Mass Care
 Table 6.3 – Shelter Registration Form 2009

Form 5972 Rev. 3/07

This form should be kept on hand locally in ready-to-go Shelter Manager Kits. It is available from the American Red Cross National Office through local chapters. They recommend keeping 150 forms for every 100 expected shelterees.

**Tab 3 to Emergency Support Function #6
Special Needs Population
Requiring Special Care in Times of Emergency**

General

A listing of such persons is maintained by the Floyd County Department of Social Services. When the Emergency Operations Center (EOC) is operational, this listing will be available from a Department of Social Services staff member staffing ESF # 6. It will be the responsibility of commercial home health care providers, adult care facilities, group living facilities, day care facilities, assisted living facilities, charitable organizations, and the faith-based community to prepare, maintain, and exercise an evacuation plan that is specific to the facility and to keep current rosters of residents that can be faxed or sent electronically to the EOC during a disaster situation. These plans will be on file with the Coordinator of Emergency Management and serve as appendices to this ESF.

Special Transportation Resources

- Floyd County Public Schools