

ANNEX C

SHELTER

&

MASS CARE

October 2019

**Brazos County Interjurisdictional
Emergency Management**

APPROVAL AND IMPLEMENTATION

Annex C

Shelter & Mass Care

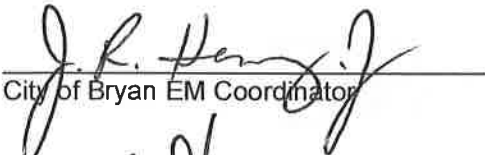
This annex is hereby approved for implementation and supersedes all previous editions.



Brazos County EM Coordinator

10-24-19


Date



City of Bryan EM Coordinator

10-28-19


Date



City of College Station EM Coordinator

10-22-19

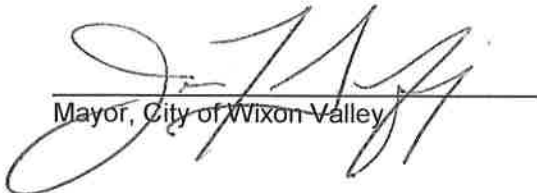
Date



City of Kurten EM Coordinator

10-24-19

Date



Mayor, City of Wixon Valley

10/25/19

Date



Texas A&M University EM Coordinator

10-23-19

Date



American Red Cross Branch Manager

10/28/19

Date

RECORD OF CHANGES

Annex C

Shelter & Mass Care

| Change # | Date of Change | Entered By | Date Entered |
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ANNEX C SHELTER & MASS CARE

I. AUTHORITY

See Basic Plan, Section I.

II. PURPOSE

The purpose of this annex is to outline organizational arrangements, operational concepts, responsibilities, and procedures to protect evacuees and others from the effects of an emergency situation by providing shelter and mass care.

III. EXPLANATION OF TERMS

A. Acronyms

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|-------|---|
| ARC | American Red Cross |
| DDC | Disaster District Committee |
| DSHS | Texas Department of State Health Services |
| DWI | Disaster Welfare Inquiry |
| EMC | Emergency Management Coordinator |
| EOC | Emergency Operations Center |
| FEMA | Federal Emergency Management Agency |
| FNSS | Functional and Access Needs Support Services |
| HHSC | Health and Human Services Commission |
| IC | Incident Commander |
| NIMS | National Incident Management System |
| PIO | Public Information Officer |
| SOPs | Standard Operating Procedures |
| SOGs | Standard Operating Guidelines |
| TLETS | Texas Law Enforcement Telecommunications System |
| TSA | The Salvation Army |
| USDA | United States Department of Agriculture |

B. Definitions

Mass Care. Providing assistance to those who have been displaced from their homes and others affected by a hazardous situation or the threat of such a situation. Mass care for these individuals includes providing food, basic medical care, clothing, and other essential life support services.

Welfare Inquiries. Welfare inquiries are requests from relatives, friends, employers, or others for information on the status of persons in an area affected by an emergency situation who cannot be located because they have evacuated, become separated from their families, or cannot be contacted by normal means of communications. Registration of disaster victims at shelters provides some information needed to answer welfare inquiries.

For emergency situations that extend beyond several days, the American Red Cross may activate a Welfare Inquiry system, known in many other states as a Disaster Welfare Inquiry (DWI) system, to handle such inquiries.

Shelter. Short term lodging for evacuees during and immediately after an emergency situation. Shelters are generally located away from known hazards. Mass care operations are typically conducted in shelters.

Functional Needs Individuals/Groups. Includes the elderly, medically fragile, mentally and/or physically challenged or disabled, individuals with mental illness, and the developmentally delayed. These groups may need to have specially trained health care providers to care for them, special facilities equipped to meet their needs, and may require specialized vehicles and equipment for transport. This population requires specialized assistance in meeting daily needs and may need special assistance during emergency situations.

IV. SITUATION AND ASSUMPTIONS

A. Situation

1. The Hazard Summary in Section IV.A of the Basic Plan identifies several threats that could make necessary evacuation of some portions of the county and/or cities. Evacuees from other jurisdictions may also seek refuge in our area. Although our area is no longer part of the State of Texas Sheltering Hub Plan, our area is still an expected destination for hurricane evacuees from coastal jurisdictions. Each of these situations may generate a need for shelter and mass care operations in our area.
2. We have responsibility for providing shelter and mass care to protect local residents displaced from their homes and others who evacuate into our jurisdiction due to emergency situations.
3. Shelter and mass care needs may range from very short-term operations for a limited number of people where the primary objective is to provide protection from the weather, comfortable seating, and access to restrooms to more lengthy operations for a large number of evacuees where feeding, sleeping, and shower facilities are desirable, and a variety of assistance must be provided to evacuees.
4. The American Red Cross (ARC) has been chartered under federal law to provide mass care to victims of natural disasters. Hence, our efforts should be coordinated with the ARC, which will normally operate shelter and mass care operations insofar as its capabilities permit.
 - a) The ARC signs agreements with local governments, school districts, churches, and other organizations to use their facilities for shelter and mass care operations. The ARC identifies suitable shelter facilities based on a set of standards, maintains a list of potential shelters, maintains shelter kits, and trains shelter management personnel.

- b) Local governments, the ARC, and other volunteer groups may sign agreements relating to the operation of shelter and mass care and feeding facilities when needed; such agreements detail the responsibilities of both the volunteer group and the local government. See Appendix 2 for pertinent local agreements.
- 5. If ARC services are not available, other volunteer organizations and religious groups may open shelters. Some of these organizations and groups coordinate their efforts with the ARC, while others may operate these facilities themselves and assume full responsibility for them.

B. Assumptions

- 1. Shelters may need to be opened with little notice. Until the ARC personnel arrive and assume responsibility for managing or overseeing such shelters, local government personnel, school employees, or volunteer organizations may have to manage and coordinate shelter and mass care activities.
- 2. Volunteer organizations that normally respond to emergency situations will assist in shelter and mass care operations.
- 3. If additional resources are needed to conduct shelter and mass care operations, support may be requested pursuant to inter-local agreements and from state and federal emergency management agencies. When requested by a local jurisdiction, the Governor may authorize the use of military forces to support shelter and mass care operations.
- 4. Facilities planned for shelter and mass care use should be available at times of need.
- 5. When evacuation is recommended during an emergency situation, approximately 80 percent of those for whom evacuation has been recommended will evacuate. The vast majority of evacuees will seek refuge with friends or relatives or go to commercial accommodations rather than a public shelter. In addition, some people who are not at risk may spontaneously evacuate and some of those individuals may seek public shelter.
- 6. For hazards that are highly visible or extensively discussed in the media, people may evacuate prior to an official recommendation to do so. Hence, shelter and mass care operations may have to commence early in an emergency situation.
- 7. Essential public and private services will be continued during shelter and mass care operations. However, for a major evacuation that generates a large-scale shelter and mass care operation, normal activities at schools, community centers, churches, and other facilities used as shelters may have to be curtailed.

V. CONCEPT OF OPERATIONS

A. General

1. We are responsible for developing a plan, integrating the concepts of the National Incident Management System (NIMS), for coordinating and providing mass care services to persons affected by a disaster. The requirements for services may vary depending upon the nature, type, and level of the emergency. We will work closely with volunteer organizations that provide shelter and mass care support to determine the availability of shelter and feeding facilities, encourage facility owners to sign agreements for use of those facilities, and encourage facility owners to allow their personnel to participate in shelter management training.
2. The Incident Commander (IC) and/or the Emergency Management Coordinator(s) (EMC) are expected to determine the need for opening shelters and commencing mass care operations based on the emergency situation that prevails.
3. The County Judge and/or Mayor(s), and/or the EMC(s) may request the opening of shelters and recommend the closing of shelters when they are no longer required. These actions should be coordinated with the ARC and/or other shelter providers. A list of potential shelters is provided in Appendix 1. The County Judge and/or Mayor(s), City Manager(s), and/or the EMC(s) may further assign tasks and responsibilities to support shelter and mass care efforts.
4. Brazos County, in cooperation with volunteer disaster assistance organizations, will provide temporary shelter and essential life support services for people displaced from their homes.
5. The ARC and other private disaster assistance organizations will be called upon to:
 - a) Open and operate/manage temporary shelters for the displaced population.
 - b) Activate or organize shelter teams and provide shelter kits.
 - c) Register those occupying public shelters.
 - d) Provide feeding, emergency first aid, and other basic life support needs for those occupying temporary shelters.
 - e) Activate disaster welfare inquiry systems for extended shelter operations
 - f) Provide periodic reports on the status of shelter and mass care operations.
6. In some disasters, the federal government may be requested to provide emergency housing. Disaster victims will be encouraged to obtain housing with family or friends or in commercial facilities. To the extent possible, local government will assist and coordinate post-disaster housing needs of the homeless.

B. Shelter

1. Shelter Selection. The ARC publishes standards for temporary shelters. The following criteria may be useful in screening facilities to determine which merit more detailed inspection:
 - a) Must be structurally sound and in a safe condition.
 - b) Must not be located in an area subject to flooding or where flooding can cut off access to the facility.
 - c) Must not be in a hazardous materials risk area.
 - d) Should have adequate sleeping space.
 - e) Should have sufficient restrooms for the population to be housed.
 - f) Should have adequate climate control systems.
 - g) Kitchen/feeding area is desirable.
 - h) Shower facilities are desirable if the facility will be used for more than one day.
 - i) Telephone service is essential.
 - j) Adequate parking is desirable.

The Mass Care Lead/ARC should coordinate with the other volunteer organizations in identifying potential shelters and developing the shelter list in Appendix 1 to ensure issues of interest to local government are considered in the shelter selection process.

2. Shelter Facilities:
 - a) The ARC executes agreements with building owners for use of structures as shelters and normally inspects the facilities it plans to use to determine capacities and the availability of various types of equipment.
 - b) Schools (middle school and high school campuses) are the most frequently used shelters because they generally have substantial space, parking, a feeding capability, sufficient restrooms and showers, and adequate climate control systems. Those who wish to utilize schools for sheltering must secure permission in writing from school officials.
 - c) Community centers and churches are frequently used as shelters. Permission to use these facilities or any other facilities for disaster operations should be secured in writing from the owners or operators of those facilities.
 - d) Every attempt will be made possible to provide cots for residents to sleep on. However, there will be instances in shelters when evacuees must sleep on the floor – i.e., cots are not immediately available. Public information messages should highlight this situation and encourage those who plan to take refuge in a public shelter to bring bedding.

3. Shelter Operations

- a) The specific facilities that will be used for sheltering and feeding during an emergency will depend on the needs of the situation, the status of available facilities, the location of the hazard area, and the anticipated duration of operations. Shelters are typically opened and closed based on need. When occupancy of existing shelters reaches 80 percent, consideration should be given to opening an additional facility.
- b) It is generally more effective in terms of resource utilization to operate a few medium to large shelters than a large number of small facilities.
- c) Shelters should be managed by individuals with shelter management training, preferably individuals who work in the facility on a daily basis. The Mass Care Lead/ARC will maintain a listing of trained shelter and mass care facility managers in the local area.
- d) To ensure consistency in shelter activities, it is desirable that all shelters follow a general set of operating guidelines. When the ARC opens a shelter, ARC policies guide how the facility is staffed and operated.
- e) Shelter managers are expected to provide periodic reports on the number of occupants and the number of meals served. Volunteer groups operating shelters may be required to report this information through their organizational channels.
- f) Local government is responsible for providing the following support for shelter operations:
 - 1) Security and, if necessary, traffic control at shelters.
 - 2) Fire inspections and fire protection at shelters.
 - 3) Transportation for food, shelter supplies, and equipment if the organization operating the shelter or another volunteer organization cannot do so.
 - 4) Transportation of shelter occupants to feeding and/or shower facilities, if necessary.
 - 5) Basic medical attention, if the organization operating the shelter cannot do so.
- g) Evacuees normally return to their homes as soon as the danger has passed. Hence, most shelters are closed quickly and returned to normal use. However, some evacuees may be unable to return to their homes due to damage or destruction. It might be necessary to have one or more shelters remain open for an extended period until those who cannot return to their residences can be relocated to motels, rental units, mobile homes, and other types of temporary lodging. Such extended use facilities should have showers and on-site feeding; cots should be provided.

C. Mass Care

Mass care includes the registration of evacuees, feeding of evacuees and emergency workers, and provision of other life support needs for shelter occupants.

1. Registration

- a) The purpose of registration is to be able to respond to inquiries about the status of evacuees, monitor health concerns, and provide a basis for post-emergency follow-up support.
- b) The ARC will assist local government in the registration of evacuees who are housed in ARC shelters. The EOC should coordinate with other organizations that operate shelters to ensure evacuees occupying those facilities are registered and necessary information is being provided to the EOC.

2. Feeding:

- a) Both fixed facilities and mobile units may be used for preparing and serving meals. Fixed facilities include schools, churches, and civic buildings serving as shelters. The ARC, TSA, and other disaster relief agencies may deploy self-contained mobile feeding units to supplement fixed feeding facilities.
- b) The U.S. Department of Agriculture (USDA), through the Health and Human Services Commission (HHSC), food banks, and commercial facilities provides USDA commodities used in preparing meals or for distribution to disaster victims.
- c) If a school is used as a congregate feeding site, the school may use USDA commodities already on its shelves to prepare meals for mass care operations. USDA will replace them or credit their entitlement dollars as long as school officials provide HHSC with an itemized list of which commodities were used and daily meal counts. USDA commodities **may not** be used without prior approval from HHSC. The request must come from the ARC. Form FCS-292, which is a report of commodity distribution, must be completed by school officials within 30 days after the termination of assistance to the disaster victims. Also, HHSC will arrange to have additional USDA commodities shipped to the feeding site, if necessary, either directly from USDA or one of the HHSC warehouses.

3. Other Needs

In addition to the provision of shelter and mass care services, evacuees may need assistance with clothing, basic medical attention, prescription medicines, disaster mental health services, temporary housing, and other support services. Some of these services may be provided by the same volunteer organizations that are operating shelters. In other cases, the Mass Care Lead/ARC will have to identify the needs of those in public shelters to the EOC/Human Services Officer, who may be able to arrange for assistance from other volunteer organizations and agencies. Many human services programs also serve disaster victims who have not been evacuated from their homes. A description of human services programs and procedures for requesting human services support are provided in Annex O (Human Services).

D. Functional Needs Support: Group and Individual

1. Special facilities include hospitals, nursing homes, group homes, and correctional institutions. Such facilities are responsible for the welfare and safety of their clients who might need specially trained staff to care for them and special equipment and facilities to meet their needs. Institutions supporting functional and medical needs populations are required by state and federal regulations to have disaster preparedness plans that provide for evacuation and relocation of the institution's population to comparable facilities in an emergency.
2. Mass care shelters for the general population should be staffed and equipped to provide functional needs support, although some medical evacuees might not be in shelters used by the general public. Public shelters can generally accommodate individuals with functional needs who require minimal care and are attended by their families or other caregivers. In the event special facilities encounter difficulty in evacuating and relocating their clients, local officials may need to assist those facilities in arranging transportation and in locating suitable reception facilities. It may be necessary to assist in relocating some medical patients who are living at home.
3. Prisoners should not be located in public shelters.

E. Handling of Pets

1. Evacuees who go to the homes of relatives or friends or commercial accommodations with their pets do not normally pose difficulties during an evacuation. However, evacuees with pets seeking public shelter can create potential problems. For health reasons, pets are not allowed in emergency shelters operated by the ARC and most other organized volunteer groups. However, a number of studies have indicated some people, particularly the elderly, will not leave their homes if they cannot take their pets with them. Hence, it is desirable to make reasonable arrangements for evacuees who come to public shelters with pets. The Small Animals Issues Committee should coordinate these arrangements.
2. Depending on the situation, we will use one or more of the following approaches to handle evacuees arriving with companion animals and/or livestock:
 - a) Provide pet owners information on nearby kennels, animal shelters, and veterinary clinics that have agreed to temporarily shelter pets.
 - b) Direct pet owners to a public shelter that has covered exterior corridors or adjacent support buildings where pets on leashes and in carriers may be temporarily housed.
 - c) The Aggieland Humane Society might set up temporary pet shelters at predetermined locations.
 - d) Open and manage shelters for small animals and/or large animals.

F. Public Information

1. The public information staff is expected to develop emergency public information messages to advise evacuees of the location of public shelters and general shelter policies. When Brazos County hosts evacuees from outside jurisdictions, this public information includes the location of the reception facility, if activated. This information should be submitted to 211 Texas.
2. The public information staff should provide information on the emergency situation to shelter managers, so they can pass such information on to shelter occupants.

G. Welfare Inquiries

We will attempt to answer disaster welfare inquiries to the extent possible using the registration data obtained at shelters and other facilities. The Mass Care Lead/ARC will respond to inquiries. For more information on Welfare Inquiries, see Section IX.E of this annex.

H. Actions by Phases of Emergency Management

1. Mitigation:
 - a) Identify volunteer organizations that could assist in shelter and mass care operations and develop cooperative agreements.
 - b) In coordination with the American Red Cross and other volunteer agencies, identify suitable shelters and feeding facilities.
 - c) Identify local government facilities that could be used for shelter and mass care operations.
 - d) Encourage schools, churches, and volunteer groups to sign written agreements for use of their facilities as emergency shelters.
2. Preparedness:
 - a) Provide shelter management training for selected local officials and school district employees and encourage those organizations or agencies that will be making their facilities available for use as shelters to send their personnel to such training.
 - b) In coordination with volunteer organizations, identify potential shelters, and develop general shelter and mass care procedures for the local area.
 - c) Coordinate basic communication and reporting procedures (ARC function).
 - d) Develop facility setup plans for potential shelters (ARC function).
 - e) Identify population groups requiring special assistance during an emergency (i.e., senior citizens, functional needs, etc.) and ensure preparations are made to provide assistance.

3. Response:

- a) Authorize opening and staffing of shelters and mass care facilities.
- b) Provide information to the public on shelter locations/reception areas and policies.
- c) Assist in the registration of evacuees.
- d) Provide food, clothing, first aid, and other essential services to evacuees.
- e) Maintain communications between mass care facilities and EOC.
- f) Provide periodic reports on shelter occupancy and meals served.
- g) Provide information to victims needing additional services.

4. Recovery:

- a) Assist evacuees in returning to their homes, if necessary.
- b) Assist those who cannot return to their homes with temporary housing.
- c) Deactivate shelters and mass care facilities and return them to normal use.
- d) Inform public of any follow-on recovery programs that may be available.

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| VI. ORGANIZATION & ASSIGNMENT OF RESPONSIBILITIES |
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A. General

- 1. Our normal emergency organization, described in Section VI.A of the Basic Plan and depicted in Attachment 3 to the Basic Plan, will carry out shelter and mass care operations.
- 2. Operations will be organized in accordance with NIMS guidelines.
- 3. We expect to be assisted by the ARC, other volunteer organizations active in disaster, and local volunteer groups and charitable organizations in conducting shelter and mass care operations. The Mass Care Lead is responsible for coordinating the efforts of local government, volunteer groups, and other agencies involved in shelter and mass care operations.

B. Task Assignments

- 1. The County Judge and/or City Mayor(s), and/or the EMC(s) will:
 - a) Direct the opening of local shelter and mass care facilities and the closing of such facilities when they are no longer needed.
 - b) Approve release of emergency public information materials on shelter locations and/or reception facility and guidance on what people should bring and not bring to public shelters. These releases will be prepared by the public information staff.
 - c) Coordinate shelter and mass care efforts with other local governments, where appropriate.
 - d) Request shelter and mass care support from other local governments or the State, if local resources are insufficient.

2. The EMC(s) will:

- a) Coordinate shelter and mass care planning with the Mass Care Lead, other local officials, volunteer organizations and the PIO(s).
- b) When the situation warrants, recommend to the County Judge and/or Mayor(s) that shelter and mass care operations be implemented. Recommendations on the number of facilities to be activated and specific facilities to be used should be coordinated, if possible, with the Mass Care Lead and volunteer organizations/government agencies that will operate those facilities.
- c) Coordinate with the functional managers in the EOC to provide support for shelter and mass care activities.
- d) Receive reports on shelter and feeding operations from the Mass Care Lead. During major emergencies, summarize shelter and mass care activities in the periodic Situation Report (sitrep); see Annex N, Direction & Control, concerning this report.
- e) When conditions warrant, recommend to the County Judge and/or Mayor(s) that shelter and mass care facilities be closed.

3. The Incident Commander will:

Work with the Community Emergency Operations Center, if activated, to identify shelter and mass care support needed (locally) as a result of an evacuation.

4. The Mass Care Lead will:

- a) Identify volunteer organizations that are willing to support local shelter and mass care activities. See Appendix 1 to Annex O.
- b) In coordination with volunteer organizations that normally operate shelters and feeding facilities, identify potential shelter and mass care facilities. See Appendix 1 to this annex.
- c) Develop agreements with volunteer groups and local government for the use of their facilities as shelters and encourage other agencies, organizations, and groups that have suitable facilities to sign similar agreements.
- d) Develop cooperative agreements with volunteer organizations relating to shelter and mass care support. See Appendix 2 for pertinent information.
- e) Coordinate and disseminate common shelter operating guidelines to shelter management teams and volunteer organizations operating shelters.
- f) Ensure mass care facilities are adequately staffed and equipped. The EOC can assist with this duty.
- g) Coordinate mass feeding where needed. Coordinate with HHSC officials for supplementary food stocks from USDA sources, if required. The EOC can assist with this duty.
- h) Identify and report required human services support for sheltered evacuees to the Human Services Officer.
- i) Through communication with the EOC, identify facility security requirements and fire protection requirements for shelters to law enforcement agencies and the fire service.
- j) Through communication with the EOC, coordinate resource support for shelter operations.

- k) Receive reports on shelter and mass care operations and provide summary information for inclusion in the periodic Situation Report.
 - l) Respond to disaster welfare inquiries.
5. Shelter Managers will:
- a) Staff and open shelters and keep them operating as long as necessary.
 - b) Register shelter occupants and assist in answering disaster welfare inquiries.
 - c) Arrange for mass feeding if required.
 - d) Identify additional resource requirements to the Mass Care Lead.
 - e) Coordinate with the Mass Care Lead to provide individual and family support services as needed.
 - f) Submit a daily mass care facility status report to the Mass Care Lead; indicate the number of shelter occupants, the number of meals served, and the condition of the facility, and also identify any problem areas.
 - g) Maintain records of supplies received and expended.
 - h) When directed, terminate operations, turn in equipment and unused supplies, return the facility to its original condition, and submit a final mass care facility status report.
6. The Police Chief(s) / County Sheriff will:
- a) Provide security and law enforcement at shelter and mass care facilities.
 - b) In coordination with the Community Emergency Operations Center, provide back-up communications, if needed.
7. The Fire Chief(s) will:
- a) Inspect shelter and mass care facilities for fire safety.
 - b) If necessary, train shelter management personnel in fire safety and fire suppression.
8. The Transportation Officer will:
- a) Arrange transportation for sheltered evacuees to feeding sites, if necessary.
 - b) Arrange transportation for shelter equipment, food, clothing, blankets, comfort kits, and other shelter supplies to shelter and mass care facilities.
 - c) Upon request, provide/arrange for transportation to return evacuees without vehicles to their homes.
9. The Health and Medical Officer/ County Health Authority will:
- a) Coordinate basic medical assistance for individuals in mass care facilities.
 - b) Monitor health and sanitation conditions in mass care facilities.
10. The Human Services Officer/EOC will:
- a) Coordinate provision of clothing, blankets, personal care items, and other items to evacuees.
 - b) Upon request, coordinate disaster mental health services for occupants of mass care facilities.

11. The PIO will:

- a) Provide information to the public on the locations of shelters / reception facility and share shelter operating policies.
- b) Provide updates on the emergency situation to shelter managers to be passed on to shelter occupants.
- c) Provide public information on closure of shelters and return of evacuees to their homes.

12. The Animal Control Officer(s) will:

- a) Coordinate arrangements to provide temporary facilities for evacuees' pets arriving at shelter and mass care facilities.
- b) Be prepared to provide shelter managers with information on procedures for handling evacuees with pets.
- c) Coordinate with the Animal Issues Committee, if additional assistance or resources are required.

13. The American Red Cross (ARC)

Pursuant to a cooperative agreement between the ARC and Brazos County, the ARC has agreed to do the following:

- a) If possible, provide someone from their organization to serve as Mass Care Lead.
- b) Staff and operate shelter and mass care facilities.
- c) Register evacuees.
- d) Provide mass feeding for evacuees in shelters and emergency workers.
- e) Provide emergency assistance for other essential needs.
- f) Process inquiries from concerned families outside the disaster area.

14. Bryan and College Station Independent School Districts will:

- a) If possible, shelter students in school buildings when the situation warrants.
- b) Provide available facilities for sheltering of evacuees when the situation warrants.

15. Public Works/ Utility Services will:

To the extent possible, ensure power, water supply, and sanitary services are operable at shelter and mass care facilities during emergency conditions.

16. Other Volunteer Groups

See Annex O, Human Services, Appendix 1, for a list of volunteer groups and the services they provide.

VII. DIRECTION AND CONTROL

A. General

1. The County Judge and/or Mayor(s) and EMC(s) shall establish priorities for and provide policy guidance for shelter and mass care activities.
2. The EMC(s) will provide general direction to the Mass Care Lead regarding shelter and mass care operations.
3. The Mass Care Lead/ARC will plan and manage the conduct of shelter and mass care activities, coordinating as necessary with volunteer organizations and other departments and agencies that participate in shelter operations and/or mass feeding.
4. Shelter and feeding facility managers will be responsible for the operation of their individual facilities.
5. Methods of direction and control will be consistent with NIMS guidelines.

B. Line of Succession

1. The line of succession for the Mass Care Lead is:
 - a. American Red Cross – Disaster Program Manager.
 - b. American Red Cross – Disaster Program Specialist.
2. The line of succession for other shelter and mass care personnel will be in accordance with existing policies and SOGs.

VIII. READINESS LEVELS

A. Level 4: Normal Conditions

See the mitigation and preparedness activities in sections V.H.1 and V.H.2 of this annex.

B. Level 3: Increased Readiness

1. Alert key staff and volunteer organizations involved in shelter and mass care activities of threat.
2. Review personnel availability and assignments.
3. Establish contact with cities with whom we have MOAs.
4. Assess potential shelter and mass care requirements.
5. Review and update lists of lodging and feeding facilities and check on availability of facilities.

6. Prepare for operation of a reception center, if warranted.
7. Monitor the situation

B. Level 2: High Readiness

1. Place staff on standby and make preliminary assignments. Identify personnel to staff the EOC when activated.
2. Update estimate of shelter and mass care requirements.
3. In coordination with volunteer organizations/school districts, determine the availability of facilities and identify which facilities will actually be used.
4. In coordination with volunteer organizations, develop tentative opening sequence for shelters and feeding facilities.
5. If necessary, open reception center for processing of evacuees as they arrive.
6. Identify requirements for pre-positioning signage, equipment, and supplies.
7. As required, draft information for public information press release regarding shelter locations and/or reception center location.

C. Level 1: Maximum Readiness

1. Deploy selected personnel to the EOC to monitor the situation and support precautionary activities. Place other staff on-call.
2. Update estimate of shelter and mass care requirements.
3. In coordination with volunteer organizations, update potential facility use plans and tentative opening sequence.
4. In coordination with volunteer organizations, develop updated staff assignments for emergency operations.
5. Consider precautionary staging of personnel, equipment, and supplies.
6. Coordinate with the Communications Officer on anticipated communications requirements.
7. Coordinate with the Transportation Officer on anticipated transportation requirements.
8. If appropriate, provide public information about potential shelter locations and/or the location of the reception center.

IX. ADMINISTRATION AND SUPPORT

A. Records

1. Shelter and feeding facility managers shall maintain a record of supplies received and expended. Copies of these records will be provided to the ARC/Mass Care Lead, who shall maintain a consolidated file.
2. Documentation of Costs. All departments and agencies will maintain records of personnel and equipment used and supplies expended during shelter and mass care operations as a basis for possible cost recovery from a responsible party or insurer or possible reimbursement of expenses by the state or federal government.

B. Reports

1. On a daily basis, Shelter Managers will report occupancy and number of meals served to the ARC/Mass Care Lead and the EOC.
2. The EOC will include shelter occupancy information in the periodic Situation Report sent to the Disaster District and other agencies. Information on the Situation Report is provided in Annex N, Direction & Control.
3. The ARC and other volunteer groups may report shelter and feeding information through their organizational channels.

C. Training & Exercises

1. The EMC will coordinate with the ARC to insure shelter management and other appropriate training is made available to local officials and volunteers who participate in shelter and mass care activities. All departments and organizations should ensure their personnel are trained to accomplish the tasks assigned.
2. Emergency exercises shall periodically include a shelter and mass care scenario based on the hazards faced by this jurisdiction. Volunteer organizations that participate in shelter and mass care operations shall be invited and encouraged to participate in emergency exercises.

D. Communications

The primary communications between shelter and mass care facilities and the EOC will be by telephone. If telephones cannot be used, radios should be provided; amateur radio operators may be able to assist with communications needs.

E. Welfare Inquiries

1. We will attempt to respond to disaster welfare inquiries until the ARC can establish a Welfare Inquiry system to answer requests from relatives and friends concerning the safety and welfare of evacuees or those in disaster areas. The Welfare Inquiry system uses information from shelter lists, casualty lists, hospitals, and other sources to aid in

family reunification and in responding to inquiries from immediate family members from outside the affected area about the status of their loved ones. A Welfare Inquiry system may not be established in short duration emergency situations.

2. Mass care facilities assist in Welfare Inquiries by gathering information on disaster victims through registration of victims at shelters. Assistance may include the distribution of postcards to shelter residents for their use in contacting family members outside the affected area. The organization of the Welfare Inquiry function may vary considerably. For a small-scale operation, the local ARC chapter may provide assistance. For a large operation, a Welfare Inquiry team may be established. The need for the Welfare Inquiry function and its composition depend on factors such as the number of families affected, media coverage of the event, lack of communication capabilities in the affected area, and the number of deaths, injuries, and illnesses.
3. Shelter managers must be aware of the importance of confidentiality in gathering and releasing information about shelter occupants. Welfare Inquiries will be addressed to the Mass Care Lead.

F. External Assistance

If shelter and mass care needs cannot be satisfied with local resources and those obtained pursuant to inter-local agreements and from volunteer organizations, authorized local officials may request state assistance from the Disaster District Committee (DDC) Chairperson in Bryan, Texas. For more details on requesting state assistance, see Section V.F of the Basic Plan.

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| X. ANNEX DEVELOPMENT & MAINTENANCE |
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- A. The ARC/Mass Care Lead, with assistance from the EMC(s), is responsible for developing and maintaining this annex. Recommended changes to this annex should be forwarded as needs become apparent.
- B. This annex will be revised annually and updated in accordance with the schedule outlined in Section X of the Basic Plan.
- C. Departments and agencies assigned responsibilities in this annex are responsible for developing and maintaining SOGs/Best Practices covering those responsibilities.

XI. REFERENCES

- A. ARC Disaster Services Program, *Mass Care – Preparedness and Operations*, ARC 3031, April 1987.
- B. ARC Disaster Services Program, *Disaster Welfare Inquiry*, ARC 3044, April 1996.
- C. Annex C (Shelter & Mass Care) to the *State of Texas Emergency Management Plan*
- D. Texas American Red Cross home page: www.redcrosstexas.org. This site contains information on the Texas ARC as well as information on the coverage areas for the ARC Chapters as well as addresses and phone numbers for those chapters.

Appendices:

Appendix 1Reception and Care Facilities
Appendix 2 Shelter & Mass Care Documents

RECEPTION AND CARE FACILITIES

- A.** Buildings listed on our shelter list have been surveyed for their suitability as temporary reception and care facilities. The buildings surveyed fall into the following categories:
1. Public schools with multi-purpose rooms, showers, and cafeteria facilities.
 2. Church facilities such as parish centers with kitchens.
 3. Clubs operated by fraternal and social organizations that have suitable eating and bathroom facilities.
 4. Governmental or non-profit facilities such as community centers or activity centers for senior citizens.
 5. Governmental and/or public buildings considered being essential operations facilities for managing a crisis, i.e., city halls, courthouses, fire and police stations, and hospitals.
- B.** The following are definitions used in the facilities listing:
1. Estimated Shelter Capacity: The estimated short-term capacity of the facility based on 40 square feet per person.
 2. Estimated Feeding Capacity: The estimated number of people for which the facility can prepare food, e.g. three simple meals per day.
 3. Shelter Agreement:
 - a. Indicate which organization the building owner(s) have the shelter agreement with (e.g. ARC, TSA, churches, or other volunteer group(s)).
 - b. An "N" or a "No" response in this column indicates that the building is not presently covered by a shelter agreement.

RECEPTION AND CARE FACILITIES LISTING

| <u>NAME/ADDRESS</u> | <u>EST. CAP.</u> | <u>EST. FEEDING CAPACITY</u> | <u># OF TOILETS</u> | <u># OF SHOWERS</u> | <u>GENERATOR?</u> | <u>SHELTER AGREEMENT?</u> |
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****Note: This list is updated regularly and kept on file in the local ARC office and in the EOC. It will be provided to the DDC through a WebEOC board.**

SHELTER & MASS CARE DOCUMENTS

**Facilities agreements are prepared and maintained
by the ARC Branch Office in Bryan, Texas.
Updated spreadsheets containing this information
will be provided to the EOC upon request.**