

Emergency Support Function (ESF) 6 Mass Care

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| Lead Coordinating Agency: | American Red Cross |
| Support Agencies: | Escambia County Department of Public Safety, Division of Emergency Management School District of Escambia County University of West Florida Pensacola Junior College Pensacola Naval Air Station Escambia County Department of Health Salvation Army Lakeview Center |

I. Purpose

The purpose of Emergency Support Function-6 (ESF-6) is to coordinate the emergency provision of emergency shelter, emergency mass feeding, and the distribution of coordinated relief supplies for victims of a disaster and disaster workers. ESF-6 resources are used when individual agencies are overwhelmed and additional mass care, mass feeding assistance, and distribution of coordinated relief supplies is requested.

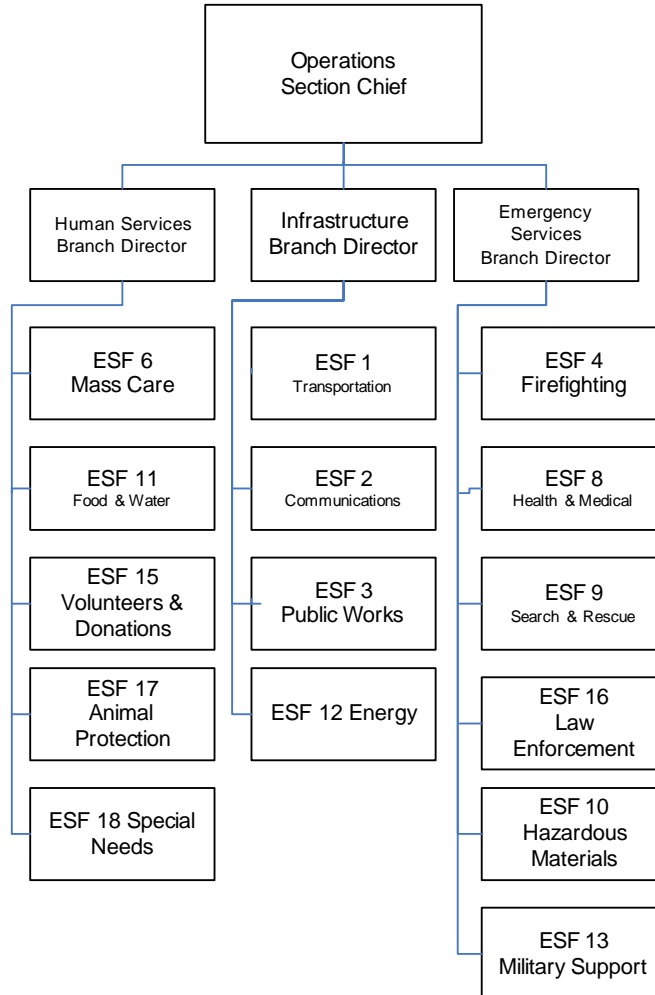
II. Concept of Operations

A. GENERAL

1. Procedures protocols and plans for disaster response activities are developed to govern staff operations at the Escambia Emergency Operations Center and in the field. These are in the form of the CEMP and corresponding Appendices, and Standard Operating Procedures, which describe ESF-6 responsibilities. Periodic training and exercises are also conducted to enhance effectiveness.
3. In a large event requiring local or State mutual aid assistance, ESF-6 will work with its support agency counterparts to seek and procure, plan, coordinate and direct the use of any required assets.
4. Throughout the response and recovery periods, ESF-6 will evaluate and analyze information on requirements for mass care, mass feeding and distribution of relief supplies; develop and update assessments of the mass care and mass feeding situation and status in the impact area; and undertake contingency planning to meet anticipated demands or needs.
5. When an event is focused in scope to a specific type or response mode, technical and subject matter expertise may be provided by an appropriate person(s) from a supporting agency with skills pertinent to the type of event, who will advise and/or direct operations within the context of the Incident Command System structure.
6. The State of Florida has adopted ARC 3041 as model shelter guidelines. Regardless of the scale of the emergency or disaster, all shelters should be managed in accordance with these guidelines. The American Red Cross of Northwest Florida will train without charge, shelter managers and shelter staff to

operate shelters under American Red Cross guidelines.

7. ESF 18 has been tasked to address the requirements of persons with special needs, including their sheltering requirements. ESF 6 will coordinate with ESF 18 to ensure regular dietary feeding at the special needs shelter. Special diet requirements will remain the responsibility of ESF 18.



Incident Command System: ESF 6 – Mass Care

B. ORGANIZATION

1. COUNTY

- a. During an activation of the County Emergency Operations Center, support agency staff are integrated with the American Red Cross staff to provide support that will allow for an appropriate, coordinated and timely response.
- b. During an emergency or disaster event, the Emergency Operations Center, Operations Section Chief will oversee the prioritization of resources from the support agencies through the Human Services Branch Director.
- c. During the response phase, ESF-6 will evaluate and analyze information regarding mass care, mass feeding and distribution of relief supplies. Also, ESF-6 will develop and update assessments of the mass care services

status in the impact area and undertake contingency planning to meet anticipate demands and needs.

- d. The American Red Cross will be responsible to coordinate the development and maintenance of the overall ESF-6 Standard Operating Procedures that govern response actions related to emergencies. However support agencies may develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall CEMP. All such documents will be in compliance with the National Response Plan, the National Incident Management System, the Incident Command System and the County Comprehensive Emergency Management Plan.
- e. ESF-6 falls under the Human Services Branch, and is closely coordinated with the other Emergency Support Functions that address basic needs of the impacted population: Food and Water (ESF 11), Volunteers and Donations (ESF 15), Animal Protection (ESF 17) and Special Needs (ESF 18). ESF-6 organization will be guided by the following:
 - The Human Services Branch Director will provide input to the Operations Section in the assessment of the magnitude of the disaster impacts, the identification of operational priorities; and assessments of resources needs and potential shortfalls.
 - The American Red Cross of Northwest Florida will be the lead coordinating agency for ESF 6 with operational support provided from the support agencies.
 - Lead and support agencies will provide sufficient personnel to staff the Emergency Support Function 24 hours per day, seven days per week. The staff will be qualified persons able to facilitate decisions for the department they represent.
 - ESF-6 representative at the EOC will be the coordinating link or conduit for operations during an emergency or disaster operation.
 - The Red Cross chapter DOC will continuously provide support information to the ESF-6 representative at the EOC by providing comprehensive reports on all sheltering and mass feeding operations. These comprehensive reports will address openings, closings, shelter locations, shelter censuses and mass feeding locations.
 - Support agencies, other than those represented at the EOC, will coordinate all their responsibilities under ESF-6 with the ESF lead.
 - The EOC leadership through the Logistics Section will determine the need to establish a County Staging Area to receive disaster related commodities from the State Logistics Staging Area. County Staging Areas receive these disaster commodities, account for them, store commodities as required, ship commodities to Points of Distribution, redirect and recover unused supplies.

C. ALERTS/NOTIFICATIONS

1. Upon activation of the CEMP, the Department of Public Safety will notify the point of contact for ESF-6 through multiple methods.
2. The Lead ESF 6 Coordinating Agency representative or designee will coordinate all activities of ESF-6.

3. Upon instructions to activate ESF-6, The Lead Coordinating Agency will implement procedures to notify and mobilize all personnel, facilities, and physical resources likely to be needed, based on the emergency circumstance.

D. ACTIONS

Actions carried out by ESF-6 are grouped into phases. Each phase requires specific skills and knowledge to accomplish and requires significant cooperation and collaboration between all supporting agencies and the intended recipients of service. ESF-6 encompasses a full range of activities from training to the provision of field services. It also functions as a coordinator and, at times, assumes direct operational control of provided services.

- Assessment of the potential disaster impacts on the general population, including vulnerable groups that are identified in the Basic Plan.
- Emergency responder health and safety.
- Mental health and crisis counseling for responders.
- Activities of support agencies.

1. PREPAREDNESS ACTIONS

a) General

(1) Actions and activities that develop Mass Care response capabilities may include planning, training, orientation sessions, and exercises for ESF-6 personnel (i.e., County, State, Regional, and Federal) and other emergency support functions that will respond with ESF-6. This involves the active participation on inter-agency preparedness organizations, which collaborate in such activities on a regular basis.

(2) Coordinate planning with ESF-6 support agencies, and other emergency support functions to refine Mass Care operations.

(3) Coordinate training of ESF-6 staff in the utilization of disaster intelligence from ESF 5 (HAZUS-MH, RIAT) to identify and scale the potential ESF-6 mission, including Mass Care and Mass Feeding.

(4) Coordinate training and exercise for EOC and Mass Care Team members.

(5) Prepare and maintain emergency operating procedures, resource inventories, personnel rosters and resource mobilization information necessary for implementation of the responsibilities of the lead agency.

(6) Ensure lead agency personnel are trained in their responsibilities and duties.

(7) Coordinate the development and presentation of training courses for ESF-6 personnel, provide information on critical facilities and develop protocols for frequently provided services.

(8) Maintain liaison with support agencies.

(9) Coordinate vulnerability analysis at critical facilities and make recommendations to improve the physical security.

(10) Coordinate all hazards exercises involving ESF-6.

(11) Coordinate and plan for the operations of community risk and host shelter needs before, during, and after a disaster event with all necessary support agencies and organizations.

(12) Maintain up to date data on all operations and coordinate with the Planning Section on such information.

(13) Coordinate with Logistics Section for any anticipated or potential shortfalls in resources.

b) Shelter Planning

(1) Work with local government, and voluntary service delivery units, Escambia County Department of Public Safety, Division of Emergency Management, School District of Escambia County, and other applicable agencies in activities related to survey the suitability of facilities to be used as shelters utilizing Florida State standards adopted from ARC 4496 as guidelines.

(2) Maintain and annually update a roster of primary contact ESF-6 Personnel representing each agency under ESF 6.

(3) Coordinate closely with the EOC and Division of Emergency Management to ensure an annually updated shelter list is available and maintained at the EOC.

(4) Plan and coordinate comfort station operations as needed and appropriate.

(5) Coordinate with the EOC in the assessment of public need to determine the opening or closing of public shelters before and after an emergency or disaster event.

c) Mass Feeding

(1) Coordinate with Emergency Support Function 5 and Emergency Support Function 11 to develop and refine procedures for establishing and operating mass feeding sites, to be operated by volunteer agencies.

(2) Coordinate with Logistics in establishing, managing and supplying mass feeding sites to meet any unmet needs as appropriate.

2. RESPONSE ACTIONS

a) General

(1) Coordinate operations at the ESF-6 desk in the County Emergency Operations Center and/or at other locations as required.

(2) Establish and maintain a system to support on-scene direction and control and coordination with county EOC.

(3) Activate mutual aid procedures to assist with supporting issues related to a terrorist event.

(4) Implement mass care support to RDSTF in the investigation of a terrorist attack.

(5) Pre-position response resources when it is apparent that Mass Care resources will be necessary. Relocate Mass Care resources when it is apparent that they are endangered by the likely impacts of the emergency situation.

(6) Monitor and direct mass care resources and response activities.

(7) Participate in EOC briefings, Incident Action Plans, Situation Reports and meetings.

(8) Coordinate with support agencies, as needed, to support emergency activities.

(9) Obtain additional resources through the Logistics Section; coordinate all resources into the affected areas from designated staging areas.

(10) Coordinate with other County Emergency Support Functions to obtain resources and to facilitate an effective emergency response among all participating agencies.

b) Shelter Management

(1) Once the CEMP is activated, ESF-6 will be organized in a manner that ensures rapid response to the mass care needs of people affected by a disaster. When activated, agencies in ESF 6 will operate under these plans and financially support their own activities.

(2) ESF 6 will coordinate with ESF 2 as appropriate and necessary to ensure that each shelter has a working communications system and has contact with Escambia county EOC and the American Red Cross DOC. This may include radio, telephone, and/or cellular telephone communication devices. The ESF 6 Representative at the EOC will keep the EOC director and ESF 2 informed about any unmet need regarding communications.

(3) Open shelters at the request of the Incident Commander.

(4) Register all persons seeking shelter using an American Red Cross Standard "Shelter Registration Form."

(5) Provide ESF5 basic Zip Code information on occupants of shelters.

(6) Monitor occupancy levels and ongoing victim's needs and provide the EOC with a listing of "Open" shelters and their populations as requested or needed.

c) Mass Care

(1) Coordinate with ESF 8 (Health and Medical) and ESF 18 (Special Needs Groups) to ensure people's needs are being met where appropriate.

(2) Ensure that a sufficient number of first aid trained and qualified personnel are stationed at each mass care site.

(3) Coordinate with ESF 15 (Volunteers and Donations) regarding the use and coordination of voluntary agencies that spontaneously engage in providing mass care.

(4) Coordinate with ESF 12 (Energy): Provide for power service restoration to mass care sites and for the acquisition of supplemental power sources.

(5) Coordinate with ESF 16 (Law Enforcement): Provide security resources needed at mass care sites. Escambia County Sheriff's Department provides security at shelter, and Mass care facility locations in the county and the Pensacola Police department provides security at shelter and Mass care facility locations in the city limits of Pensacola.

d) Mass Feeding

(1) Provide information to and coordinate with ESF 5 and ESF 11 regarding mass feeding sites established by the American Red Cross, Salvation Army, Southern Baptist convention and other volunteer agencies.

(2) Coordinate with ESF 11 to support established mass feeding sites operated by volunteer agencies as appropriate. The first priorities of mass feeding activities will be disaster victims.

Emergency workers will be encouraged to utilize established mass feeding sites in lieu of individual site distribution.

(3) Coordinate mass feeding locations to ensure optimal logistics for public service based on emergency needs.

(4) Coordinate with ESF 8 for sanitary/health inspections at risk and host shelter locations, comfort stations, and other mass care service locations and work to resolve any issues.

(5) Emergency Support Function 11 and Emergency Support Function 15: Coordinate with ESF-6 in provision of food and water to mass feeding sites. This will include procuring food from the USDA, donations and private vendors.

(6) Emergency Support Function 11: Coordinate with ESF-6 to identify the need for storage and distribution of food for mass feeding sites.

(7) Provide staffing in the EOC under coordination of the lead agency if required. Agencies may be called upon to supply clerical/ administrative personnel.

(8) Coordinate with Logistics Section for unmet resource needs.

3. RECOVERY ACTIONS

(1) Continuously monitor occupancy levels and ongoing victims' needs at shelters and will provide the EOC with a daily listing of data for each shelter.

(2) Coordinate the consolidation of shelters, staff, resources (i.e., communications and law enforcement), and supplies as sheltering needs diminish. Coordinate host sheltering outside of school district resources as appropriate.

(3) Continue to coordinate with ESF 11 & 15, to establish and maintain mass and mobile feeding sites. The need and location of these sites will be reviewed and evaluated daily. Sites may be closed when no longer needed and feeding routes for mobile units should be established or changed according to need.

4. MITIGATION ACTIONS

(1) Participate in shelter deficit reduction strategies/activities and shelter demand studies.

(2) Work with the Escambia County Department of Public Safety on public education programs to reduce shelter demand.

(3) Educate citizens on disaster preparedness activities.

E. DIRECTION AND CONTROL

1. During emergency activations, all management decisions regarding County or regional response are made at the County Emergency Operations Center.
3. A staffing directory and the ESF-6 Standard Operating Procedures are maintained by the Lead Coordinating and support agencies and updated as required.
4. All Mass Care field personnel will coordinate activities with ESF-6 at the County Emergency Operations Center.

F. RESPONSIBILITIES

1. LEAD COORDINATING AGENCY - AMERICAN RED CROSS/SALVATION ARMY

- a) The American Red Cross (ARC) of Northwest Florida will coordinate ESF-6 (Mass Care) and the support agencies during activation of the EOC due to an emergency or disaster.
- b) Lead Coordinating Agencies coordinate all aspects of their supporting agencies.
- c) The ARC of Northwest Florida will open shelters and establish mobile and fixed feeding sites. Partnering in shelters first aid will be available at mass care sites.
- d) The ARC will develop and maintain a roster of personnel to staff an ESF desk. Ensure the presence of resource materials in sufficient quantities in the ESF EOC location.
- e) Support ESF-6 with information regarding
- f) Salvation Army services in the impacted area. Provide staff to the ESF 6 desk when requested.
- g) Supply lists of Salvation Army personnel and facilities in Escambia County to the ESF-6 representative.
- h) The Salvation Army will establish mobile and fixed feeding sites. They are the primary agency for managing comfort stations. They will assist in the distribution of relief supplies. Provide crisis counseling, and supplement shelters where needed.

2. Support Agencies

(NOTE: Each Support Agency should review its own roles and responsibilities and revise in conjunction with the American Red Cross)

- a) **Division of Emergency Management**
 - Determine risk shelter locations in coordination with ESF 6.
 - Determine the need for comfort stations and coordinate with ESF

6 to implement operations.

- Coordinate the opening and closing of host and risk shelter operations as appropriate with ESF 6.
- Coordinate with ESF 6 to implement operations to meet any unmet needs as appropriate.

b) School District of Escambia County

- Support ESF-6 sheltering activities with personnel and risk shelter facilities.
- Support ESF-6 by providing personnel and equipment to assist with accomplishing its Mass Care mission responsibilities.
- Provide buses for logistical support to ESF 6.
- Support ESF-6 mass feeding through USDA resources.

c) Escambia County Emergency Medical Services

- Assist through Emergency Support Function 8 in supplying personnel and equipment to provide emergency transportation of medically needy persons from shelters to more advanced care facilities.
- Under Emergency Support Function 18, Emergency Medical Services will assist in providing mass care to persons with special needs.

d) Pensacola Naval Air Station (U.S. Navy)

- Provide manpower assistance utilizing school district buses to move logistics from storage space to ARC shelters. Deliver, setup and return to base.

e) Escambia County Department of Health

- ESF 8 will coordinate with ESF 6 and supply personnel to monitor and control public health factors to prevent the spread of disease at mass care sites (see ESF 8 for details).

f) United Way of Escambia County

- Refer spontaneous volunteers wishing to assist in support of ESF 6 responsibilities.
- Refer ad hoc voluntary and other groups wishing to assist in providing mass care.

g) Lakeview Center

- Provide on call or onsite personnel to assist in the provision of Disaster Mental Health Services to the public and first responders.

G. FINANCIAL MANAGEMENT

1. ESF-6 is responsible for managing financial matters related to resources that are procured and used during an event. During a response, each agency/department is responsible for recording and tracking its own expenditures and seeking reimbursement from the appropriate resource after the event. If a federally declared disaster exists, then a reimbursement formula is established by the Federal Emergency Management Agency that may be as much as 100 percent, but usually does not exceed 75 percent.
2. Expenditures by support entities will be documented by those entities and submitted through ESF 6 to the Finance Section.

H. REFERENCES AND AUTHORITIES

- State ESF-6 annex
- ARC 3041
- ARC 4496