EMERGENCY SUPPORT FUNCTION – 6 Mass Care, Housing, and Human Services

PRIMARY AGENCY:	Parks and Recreation
SUPPORT AGENCIES:	Planning and Community Development - Human Services
	Human Resources
	American Red Cross (ARC)

I. INTRODUCTION

A. PURPOSE

The purpose of this Emergency Support Function (ESF) is to coordinate efforts to provide emergency shelter, sleeping areas, feeding, and other relief supplies following an incident. This ESF also supports a mass care shelter system that is responsible for coordinating emergency relief supplies and victim reporting and reunification within the City of Redmond.

B. SCOPE

- The City of Redmond Parks Department will work with local non-governmental organizations (NGOs) to facilitate delivery of mass care services within the City of Redmond.
- 2. Initial Parks response activities will focus on meeting urgent needs of victims on a mass care basis. Recovery assistance, such as temporary housing, and loans and grants for individuals under federal disaster assistance programs and the assistance of the American Red Cross may commence as response activities are taking place.
- 3. Individual assistance and coordination will be the responsibility of Planning and community Development-Human Services and, Human Resources considered based on the needs of those affected by the incident, the scale and impact of the incident, and available resources. As recovery activities are introduced, close coordination will be required between those responsible for recovery activities, and NGOs providing recovery assistance.

- 4. The American Red Cross (ARC) in cooperation and coordination with King County and the City of Redmond may provide mass care to those affected by an incident as part of a broad program of disaster relief.
- The ARC assumes primary agency responsibility under the National Response
 Framework (NRF) to coordinate federal response assistance to mass care response and the efforts of other NGOs, including ARC relief operations.

6. Mass Care includes:

a. Dormitory Shelters

The use of designated shelter sites in existing structures, creation of temporary facilities such as tent cities, or the temporary construction of shelters, and use of similar facilities outside the affected area, should evacuation be necessary. These temporary shelters should provide protection from normal weather conditions.

b. Warming/Cooling Centers

In the event of a heat wave, cooling centers with air conditioning and water should be provided for public use. Should an incident occur in the winter months that debilitates power or gas heating, warming centers should be established to provide warm areas for those unable to heat their homes.

c. Feeding

Through a combination of fixed sites, mobile feeding units, and bulk food distribution, emergency workers and impacted persons will be provided with food and water. Such operations will be based on sound nutritional standards and will include provisions for meeting dietary requirements of those affected with special dietary needs to the extent possible. Should it become necessary, disaster food stamps may be requested from the State.

d. Emergency First Aid

Emergency first aid services may be provided to victims and workers at mass care facilities and at designated sites within the affected area. This emergency first aid service is supplemental to emergency health and medical services established to meet the needs of those affected.

e. 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 urgent needs of those affected by the incident for essential items.

II. POLICIES

- 1. Multi-jurisdictional resources are used as available.
- 2. Services are provided without regard to economic status or racial, religious, political, ethnic, or other affiliation. The priority of providing food and water will be to areas of acute need followed by areas of moderate need.
- 3. Information on casualties evacuated from the affected area to other medial facilities will be restricted to information provided by the National Disaster Medical System (NDMS) tracking capability or by the capabilities of WATrac (Washington Tracking Resources, Alerts and Communications). The listing of event related deaths will be limited to officially confirmed fatalities.

III. SITUATION

A. INCIDENT CONDITIONS AND HAZARDS

See the City of Redmond's Hazards Identification and Vulnerability Analysis (HIVA) and Hazard Mitigation Plan (HMP) for a description of potential emergency conditions and vulnerable populations.

B. PLANNING ASSUMPTIONS

- 1. No guarantee of a perfect response system is expressed or implied by this ESF. The City of Redmond will make every reasonable effort to respond based on the situation, information, and resources available at the time of the incident.
- 2. Available resources may become limited due to high demand in a large-scale incident.
- 3. All departments are required to support this ESF as necessary.
- 4. A large-scale incident may deprive substantial numbers of people access to the means the prepare food and obtain water. In addition to substantial disruption to the commercial supply and distribution network, an incident may partially or totally destroy food products stored in the affected area.
- 5. Mass care shelter facilities will receive priority consideration for structural inspections to ensure safety of occupants and the continuation of essential functions.
- 6. It is assumed there is major damage to large numbers of private residences and businesses and that people may be displaced for 72 hours or more. Dormitory Shelters may need to be set up for these people.
- 7. During an incident, there will be populations requiring special attention. These groups include the elderly and those with disabilities.

- 8. Feeding, shelter, and emergency first aid services will be provided as soon as the City has the capacity to do so.
- 9. A high percentage of the water supply may be unusable, requiring juices or potable water supplies to be made available.
- 10. Sheltering and feeding activities may be required to accommodate victims for a number of days after the onset of the incident.
- 11. Some victims may go to dormitory shelters, others may find shelter with friends and relatives, and many victims will remain with or near their damaged homes.
- 12. The magnitude of the incident may require the operation of large long-term shelters as some percentage of the sheltered population will require shelter for an extended period of time.
- 13. Many of the more seriously injured will be transported to hospitals outside the incident area, some of them hundreds of miles away.
- 14. Some medical facilities may be so over taxed that accurate record keeping on treated, released, hospitalized, and transferred individuals may be impossible.
- 15. The restoration of communication systems, disrupted by damages and overloads, may take weeks.

IV. CONCEPT OF OPERATIONS

A. GENERAL

- Parks and Recreation will work with coordinating organization counterparts to obtain needed support. Requests for assistance will be initiated by the Parks and Recreation Department and forwarded to the City ECC.
- 2. For nutrition assistance, the Human Services Manager is the point of contact and coordinates the City's response activities through the City ECC.
- 3. Support organizations will be notified and expected to provide 24-hour representation, as necessary. Support organizations' representatives will have sufficient knowledge of the capabilities and resources of their agencies, with appropriate authorities to commit resources to the response and recovery effort.
- 4. ESF 6 support agencies will notify their essential employees to report to the appropriate locations as designated.

B. PROCEDURES

Disaster services are in accordance with the City of Redmond Comprehensive Emergency Management Plan (CEMP). The Parks Department, in coordination with City agencies and NGOs will establish emergency feeding, and shelter areas for impacted persons residing in Redmond. Requests for logistical support including: facilities, supplies, equipment, and personnel with be through the ECC.

C. Prevention and Mitigation Activities

- 1. Review the City's Hazard Mitigation Plan (HMP) as a department and discuss implementation and mitigation strategies.
- 2. Establish an emergency food and water program which suggests that City Departments stock and maintains all City facilities with enough food and water to support City employees for a minimum of 72 hours.
- 3. Assess and implement emergency human services relief programs in coordination with volunteer agencies.
- 4. Coordinate emergency plans with regional hospitals and health consortia.

D. PREPAREDNESS ACTIVITIES

- 1. Plan, develop and coordinate the utilization of City properties for temporary emergency shelters, staging areas, treatment areas, and points of distribution (PODs).
- 2. Develop partnership plans with Redmond Citizen Corps Council (RCCC).
- 3. Develop plans and procedures for emergency worker shelter operations in coordination with the Director of Emergency Preparedness.

E. RESPONSE ACTIVITIES

- 1. Initial response activities focus on meeting urgent mass care needs of those affected by the incident.
- 2. Coordinate mass care activities with support agencies and volunteer organizations.
- 3. Operate or coordinate operation of emergency shelters.
- 4. Coordinate required mass care services.
- 5. Provide meals at fixed feeding locations and provide mobile feeding, as required.
- 6. Coordinate emergency first aid services in shelters, fixed feeding sites, and emergency first aid stations.
- 7. Provide potable water and ice.

- 8. Coordinate bulk emergency relief items, as needed.
- 9. Coordinate shelters and feeding stations.
- 10. Coordinate transportation and needed supplies with the ECC.
- 11. Coordinate communications between shelters, feeding stations, points of distribution, and relief operation locations.
- 12. Provide resources: cots, blankets, and sleeping bags, as requested.
- 13. Maintain contact with the NGO and ARC representatives via the City ECC.

F. RECOVERY ACTIVITIES

- 1. Continue to operate emergency worker shelter(s).
- 2. Coordinate the establishment of Disaster Assistance Centers to support community recovery efforts.
- 3. Create After-Action and Lessons Learned Reports.

V. RESPONSIBILITIES

- 1. Provide for the sheltering, feeding, and mass care of persons affected by an incident.
- 2. Coordinate the provision and distribution of food and water for mass feeding and the provision of transportation to distribute food and water stocks.

VI. RESOURCE REQUIREMENTS

- 1. Support agencies will provide representatives, on a 24-hour basis, to the City ECC and shelter locations as required or requested.
- 2. Mobilized resources, in support of City mass care activities, may include the transportation of cots and blankets, air mattresses, sleeping bags, portable toilets, water containers, cooking equipment, registration forms, first aid and shelter medical supplies, vehicles for transport of personnel and supplies, comfort and cleanup kits, portable lamps, generators, fans, office supplies, and tables and chairs.
- 3. Support organizations or agencies are responsible for their own transportation.
- 4. Available undamaged facilities may have to be augmented by tents, and mobile homes, from outside the area.
- 5. All requests for additional assistance, including resources through Mutual Aid Agreements, will be coordinated through the City ECC.

VII. FURTHER MATERIALS FOR REFERENCE

- 1. American Red Cross Disaster Services Regulations and Procedures (ARC 3000 Series).
- 2. City of Redmond Hazard Mitigation Plan (HMP) and the Hazard Inventory and Vulnerability Assessment (HIVA).
- 3. King County Regional Disaster Plan
- 4. Region 6 Sheltering Plan
- 5. Refer to primary and supporting departments' plans for further information supporting this ESE.