

# 6

## **ESF 6 – Mass Care, Emergency Assistance, Housing, and Human Services**

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<b>ESF 6 Tasked Agencies</b>	
<b>Primary Agencies</b>	Health, Housing and Human Services (H3S) American Red Cross
<b>Supporting Agencies</b>	Emergency Management Fire District/Department Law Enforcement Public Information Transportation and Development/Public Works

**1 Purpose and Scope**

Emergency Support Function (ESF) 6 outlines the tasks and responsibilities involved in meeting the needs of victims displaced by an emergency or unable to obtain basic essentials such as food and water. Services include safe temporary shelter; feeding; basic health; behavioral health and social services; and assistance during transition to recovery.

**2 Policies and Authorities**

The following policies and authorities are currently in place:

- All appropriate governmental and volunteer agency resources will be used as available.
- All services will be provided without regard to economic status or racial, religious, political, ethnic, or other affiliation.
- Tracking of displaced citizens will be accomplished by the American Red Cross Disaster Welfare Inquiry procedures.

**3 Situation and Assumptions****3.1 Situation**

The magnitude of damage to structures and lifelines may rapidly overwhelm the capacity of local governments to assess the disaster and respond effectively to basic and emergency human needs. Damage to roads, airports, communications systems, etc., will hamper emergency response efforts. The movement of emergency supplies will be seriously impeded. Many professional emergency workers and others who normally would help during a disaster may be diseased, injured, involved with family problems resulting from the disaster, or unable to reach their assigned posts. Local emergency facilities will be severely damaged or inaccessible.

Many disaster victims may be forced from their homes, depending on such factors as time of occurrence, area demographics, building construction, and existing weather conditions. There may be large numbers of dead and injured, which also may leave a large number of specialized population groups (e.g., children and the

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elderly) without support. Family members may be separated immediately following a sudden-impact disaster, such as children in school and parents at work. Transients, such as tourists, students, and foreign visitors, may be involved.

**3.2 Assumptions**

- Natural and human-caused hazards can place a population at risk and may severely damage homes and critical infrastructure. Homes can become uninhabitable, creating a need for alternative housing.
- Shelters are normally established as short-term (30–60 days) interim solutions until residents can return home or relocate to more permanent facilities.
- Some emergencies, such as a major transportation accident, may create the need for shelter and feeding operations but not require evacuation.
- Food/water emergencies may be caused by a natural hazard, accidental contamination, or deliberate sabotage during a terrorist chemical, biological, radiological, nuclear, or explosive (CBRNE) incident.
- Clackamas County Emergency Management (CCEM)/Emergency Operations Center (EOC) Command will coordinate shelter, mass care, and other victim services with the American Red Cross Liaison and other providers.
- A significant factor in the County’s ability to recover from a disruption in food or water supplies will be the degree to which individuals and families have stocked their emergency kits and prepared to be self-sufficient for at least 72-hours.
- Local government (cities and County) have primary responsibility for coordinating shelter and mass care for people with access and functional needs. The American Red Cross does not operate special needs shelters.
- Oregon law requires operators of licensed care and congregate facilities (e.g., hospitals, child care centers, nursing and group homes, and schools) and detention facilities to develop plans and train employees to evacuate clients/residents in an emergency and relocate them to alternate facilities. Reference HB 2371 of the 2007 session, which will become Chapter 205 of the 2007 Oregon Law.
- Local, State, Federal, and community-based nonprofit and volunteer agencies will need to coordinate closely to ensure effective and efficient management of shelter and mass care operations.

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All agencies tasked under this annex will develop and maintain written internal operating plans and implementing procedures and will train employees in their use.

**4.1 Primary Agencies****4.1.1 American Red Cross**

- Assign an American Red Cross liaison to the County EOC.
- Activate and manage shelter, mass care, and feeding operations as resources allow.
- Provide basic health and behavioral health services to shelter occupants as resources allow.

**4.1.2 Health, Housing and Human Services (H3S)**

- Maintain the Clackamas County Emergency Plan for Serving People with Access and Functional Needs.
- Coordinate transportation, health and medical services, and behavioral health and social services for shelter operations.
- Coordinate environmental health services with local, regional, and State public health agencies to ensure safety of food, water, and wastewater systems.
- Prioritize requests for health, medical, and behavioral health services, and coordinate their delivery.
- Coordinate medical and social services for people with access and functional needs and vulnerable clients.
- Evaluate the environmental safety of temporary housing.
- Coordinate volunteer registration and placement for shelter staff.

**4.2 Supporting Agencies****4.2.1 Emergency Management**

- Provide assistance to H3S as requested to maintain the Clackamas County Emergency Plan for Serving People with Access and Functional Needs.
- Activate the EOC.

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- Advise the County Administrator and Board of County Commissioners.
- Facilitate the emergency declaration process.
- Assist in multi-agency/jurisdictional and resource coordination.

**4.2.2 Law Enforcement**

- Coordinate security at shelters, reception centers, and food/water distribution centers.
- Provide traffic and crowd control.

**4.2.3 Public Information**

- Provide staff for the Public Information Officer and Joint Information Centers.
- Develop and coordinate a Joint Information System.
- Collaborate with the American Red Cross and Health, Housing, and Human Services to produce timely, clear, and concise messages on shelter and mass care operations and food/water options.
- Provide access information on health, social, and medical services.
- Provide the public with updated information on shelter locations and systems for locating family, friends and pets.

**4.2.4 Transportation and Development/Public Works**

- Coordinate garbage and recycling services for shelters and food/water distribution centers.
- Assist with transportation options and resources.

**5 Concept of Operations**

On-Scene Command will request Clackamas County Communications (C-COM) to notify the American Red Cross and CCEM whenever it appears that an emergency has or will displace a significant number of people.

Command will determine the at-risk area, estimate the number of people involved, and identify any critical needs. The American Red Cross will use this information to coordinate shelter activation with potential providers. The Oregon Trail Chapter of the American Red Cross will also assign a Liaison to the County EOC to coordinate reception, shelter, and mass care activities.

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EOC staff will help the American Red Cross coordinate shelter support throughout the County, including logistics, security, communications, transportation, public health, behavioral health, and social services.

On-Scene Command will determine whether evacuees have been exposed to CBRNE agents or other hazardous materials and will decontaminate them prior to their leaving the incident location if exposure has occurred or provide transport to a healthcare facility where the evacuee may be decontaminated.

Clackamas County will coordinate with cities and other stakeholders to provide essential services for access and functional needs populations, including ensuring that their care providers and service animals remain with them.

During major shelter and mass care operations in Clackamas County, the EOC staff representing the Department of Human Services will be the County's primary liaison with the American Red Cross and other shelter operators.

**6 Direction and Control**

If an incident occurs in an incorporated area, the city in which it occurs has jurisdictional authority and primary incident management responsibility, including providing shelter and mass care to displaced citizens. If two or more cities are impacted, the cities share responsibility for incident management and the safety and well-being of their citizens.

The County has jurisdictional authority and primary incident management responsibility for shelter and mass care operations in the unincorporated area. If the incident impacts both unincorporated and incorporated areas, the County and impacted cities share responsibility. The County will respond to city requests for assistance, manage critical resources, and coordinate with outside agencies, adjoining counties, and Oregon Emergency Management.

All jurisdictions with incident management responsibility are likely to activate their EOCs during an incident requiring extensive sheltering or mass care. EOC staffs will coordinate resources, share incident information, conduct multi-agency planning, and operate the Joint Information System. All participating agencies/jurisdictions will collaborate to establish and maintain a common operating picture.

**6.1 Cities**

Cities are asked to notify the County immediately if they anticipate implementing mass care, shelter, or food/water distribution operations. If cities need County assistance, they can request it through mutual aid assistance or by submitting an Emergency Declaration to the county requesting assistance. The County will alert adjoining jurisdictions and coordinate critical resources, emergency declarations, and emergency measures.

Cities are encouraged to coordinate shelter and mass care planning and operations with nongovernmental organizations, faith community, and other local service

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organizations. Cities should coordinate shelter and mass care activities with County EOC staff.

**6.2 County**

Human Services representatives serving on the EOC staff will coordinate shelter and mass care operations and serve as primary contacts for the American Red Cross EOC Liaison.

**6.3 Regional**

Clackamas County participates in the Inter-County Omnibus Mutual Aid Agreement that provides a framework for counties to request mutual aid resources from each other in emergencies. Emergency assistance may include resources such as personnel, equipment, and supplies, or the direct provision of services. A copy of the agreement and current participants is available in the EOC Library.

The Intra-State Mutual Assistance Compact provides for non-reimbursable assistance among local governments. To receive reimbursement for resource assistance provided under this statute, participants must agree to a reimbursement request in writing before resources are dispatched.

The Urban Area Security Initiative (UASI) Region provides a regional plan for sheltering of pets. CCEM is a part of the planning effort and provides a regional shelter for pets. See the UASI Region Pet Sheltering Plan.

**6.4 State and Federal Assistance**

The Oregon Department of Human Services will assist in obtaining supplemental resources to meet emergency needs.

If the County needs resources beyond those available (including mutual aid), Command will recommend that the Board of County Commissioners enact an emergency declaration requesting state assistance.

**7 Emergency Support Function Development and Maintenance**

The Director of Human Services, in collaboration with the American Red Cross, will review and update this annex and supporting plans every two years or when changes occur, such as lessons learned from exercises or actual events. Emergency Management staff is available to assist.

**8 Supporting Plans and Procedures**

The following plans and procedures are currently in place:

- Clackamas County Emergency Operations Plan
  - SA A – Evacuation

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- ESF 11 – Agriculture and Natural Resources (includes Animals in Disaster)
  
- Emergency Operations Center Library
  - Emergency Shelter Listing (For Official Use Only)
  - Clackamas County Emergency Plan for People with Access and Functional Needs
  - UASI Region Pets Sheltering Plan
  
- State of Oregon Emergency Operations Plan, ESF 6 – Mass Care, Emergency Assistance, Housing, and Human Services
  
- National Response Framework, ESF 6 – Mass Care, Emergency Assistance, Housing, and Human Services

**9 Appendices**

None at this time.

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