

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

Primary Department

Department of Social Services

Secondary/Support Departments

American Red Cross

Roanoke City Schools

Roanoke Civic Center

Department of Neighborhood Services

Division of Facilities Management/Department of General Services

Roanoke Housing and Redevelopment Authority

Fire-EMS Department

Police Department

Sheriff's Department

Emergency Management

Public Works Department

Parks and Recreation Department

Office of Communications

Department of Libraries

Human Resources Department

Volunteer Services

Council of Community Services

Transportation Services (Valley Metro/RADAR)

Virginia Department of Health –Roanoke Health Department

Virginia Department of Mental Health, Mental Retardation/Substance Abuse Services

I. Introduction

A. Purpose:

Emergency Support Function (ESF) #6 provides mass care, temporary shelter, and human services for persons who have been evacuated, either from a high-risk area in anticipation of an emergency or in response to an actual emergency.

B. Scope:

ESF #6 promotes the delivery of services and the implementation of programs to assist individuals, households, and families impacted by an incident. This includes economic assistance and other services for individuals. ESF #6 includes three primary functions: Mass Care, Housing, and Human Services.

1. Mass Care

Mass Care involves the coordination of non medical mass care services to include sheltering of victims, organizing feeding operations, providing emergency first aid at designated sites, collecting and providing information on victims to family members, and assisting ESF #14 with the distribution of emergency relief items.

2. Shelter (and Housing)

Sheltering involves the provision of assistance for short- and long-term housing needs of victims.

3. Human Services (Disaster Victim Services)

Human Services include providing victim related recovery efforts such as counseling, identifying support for persons with special needs, expediting processing of new benefits claims, assisting in collecting crime victim compensation for acts of terrorism, and expediting mail services in affected areas.

C. Policies:

1. Potential hazards may require an evacuation. The actual situation will determine the scope and the number of evacuees who will utilize a shelter.
2. The Coordinator for Emergency Management will determine if a shelter is to be opened and will also select the shelter site(s) in coordination with the American Red Cross and the agency that is the provider of the site.
3. All government/volunteer/private sector resources will be utilized as necessary.
4. As needed, sheltering, feeding and emergency first aid activities will begin immediately after the incident. Staging of facilities may occur before the incident if/when a significant event is anticipated.
5. Information about persons identified on shelter lists, casualty lists, hospital admission, etc., will be made available to family members to the extent allowable under confidentiality regulations.
6. Efforts will be made to coordinate among agencies providing information to minimize the number of inquiry points for families.
7. Facilities Management Division of General Services Department will deliver and maintain emergency generators as needed to affected shelters.

II. Concept of Operations

A. General:

1. The Coordinator of Emergency Management maintains a list of operational emergency shelters. The eight identified shelters include schools and the Civic Center. A detailed Shelter Inventory is attached as Tab III to ESF #5.
2. For small-scale evacuations, shelter and care may be provided at the nearest public safety facility, which could include public schools, Fire-EMS stations and local motels and churches, may also be used.
3. In the event of a large-scale evacuation/displacement of residents, the Coordinator of Emergency Management will advise the Superintendent of Schools (or appointed contact), the Department of Social Services, and the American Red Cross the need to open shelter(s).

4. Evacuees will be advised to bring the following items with them if time and circumstances permit: one change of clothing, special medicines, baby food and supplies if needed, and sleeping bags or blankets.
5. Registration forms will be completed for each family upon arrival. Records will be maintained on the locations of all evacuees throughout emergency operations. The American Red Cross, the Salvation Army, and/or other non-profit agencies may provide food and clothing, and assist in shelter operations in accordance with Statement of Understanding with the Commonwealth of Virginia.
6. The Department of Social Services will ensure that handicapped and other special needs populations are provided for in the time of an emergency. A current roster and a resources list should be maintained. Public information materials will be modified for these populations so that they will be aware of the primary hazards and of mitigation and response actions to be taken.
7. Should crisis-counseling services be required, trained mental health professionals will be provided by local Community Services Boards, in conjunction with the Department of Mental Health, Mental Retardation and Substance Abuses Services (DMHMRSAS).
8. Daily situation reports should be provided to the Local Emergency Operations Center (EOC) about the status of evacuees and of operations at the shelter center(s). The City EOC will relay information to the Virginia EOC. Adequate records must be maintained for all costs incurred in order to be eligible for post-disaster assistance.
9. The Council of Community Services is available to collect and disseminate the following via 211:
 - a. Shelter registry information
 - b. Special Needs registry (populations)
 - c. Shelter status/availability
 - d. Directions and general shelter/mass care information

B. Organization:

1. The Superintendent of Schools, assisted by the Department of Social Services and the American Red Cross, is responsible for the reception and care of evacuees. Public school employees may be assigned support tasks.
 - a. The Superintendent of Schools or representative will designate (pre-identify) a manager to be responsible for operations at the facility;
 - b. The Department of Social Services will be responsible for registration and record keeping;
 - c. The American Red Cross will assist with operations and logistical support at each facility (cots, blankets, meals);
 - d. The Health Department will provide nurses for general medical care at shelters;
 - e. The Fire-EMS Department will ensure emergency medical assistance is immediately available; and

- f. The Police or Sheriff's Department will provide security if requested.

C. Actions

1. Identify shelter facilities and implement MOA and other agreements;
2. Develop plans and procedures to transport, receive, and care for an indeterminate number of evacuees;
3. Determine the maximum capacities for each potential shelter;
4. Designate managers and other key staff personnel;
5. Develop plans and procedures to receive and care for persons with disabilities evacuated from residential homes and treatment facilities that operate 24 hours a day, 7 days a week;
6. Develop plans and procedures to receive and care for animals of the evacuees;
7. Provide mass transportation as required;
8. Provide mass feeding as required; and
9. Document expenses.

D. Responsibilities

1. Department of Social Services (Primary Department)
 - a. Activates support agencies;
 - b. Coordinates logistical and fiscal activities for ESF #5;
 - c. Plans and supports meetings with secondary agencies, and ensures all agencies are informed and involved;
 - d. Coordinates and implements overall shelter operation plan and coordinates with ESF #5 and American Red Cross;
 - e. Provides registration and record keeping;
 - f. Provides crisis-counseling services as required;
 - g. Provides emergency welfare for displaced persons;
 - h. Coordinates release of information for notification of relatives;
 - i. Provides assistance for special needs population;
 - j. Assists in provisional medical supplies and services;
 - k. Coordinates provision and distribution of resources such as cots and ready to eat meals with ESF #5 (see Logistics Support Annex); and
 - l. Provide long-term shelter and housing capabilities for displaced victims or evacuees.
2. Support Departments
 - a. American Red Cross
 1. Provide liaison to EOC, as requested;

2. Provide personnel and equipment to run shelter operations at schools and other pre-designated facilities;
 3. Assist operation of disaster assistance centers for displaced persons providing for:
 - a. Mass feeding (coordination of quasi-public and private relief organizations feeding operations);
 - b. Clothing supply points, bedding and operational supplies such as sanitary cleaning, disinfecting and related supplies;
 - c. Essential family services;
 - d. Emergency financial assistance to disaster victims;
 - e. Family rehabilitation and social services;
 - f. Assist in determining requirements for temporary housing; and
 - g. Assist the state with the administration of the Individual and Family Grant Program authorized by Section 411, Public Law 93-288.
- b. Public Schools
1. Staff EOC position as requested
 2. Provide pre-designated school buildings for use as shelters for the reception and care of evacuees;
 3. Provide facility management and staff support (kitchen, janitorial and others) to activate and maintain school shelters;
 4. Coordinate school/shelter opening and closing;
 5. Assist with mass feeding;
 6. Assist with shelter upgrading (generator retrofit, etc); and
 7. Provide buses/transportation and drivers to assist in shelter evacuation, if necessary.
- c. Roanoke Civic Center
1. Provide facility management and staff support (kitchen, janitorial and others) to activate and maintain school shelters;
 2. Assist with mass feeding and shelter operations;
 3. Provide resources and support to establish Point of Distribution Site on premises; and
 4. Assist with shelter upgrading (generator retrofit, etc).
- f. Fire-EMS
1. Provide inspection services;
 2. Assist with logistical needs;
 3. Coordinate with American Red Cross to provide emergency medical services in shelter with support from the Health Department;

4. Address special needs (home health, oxygen, etc); and
 5. Provide transportation to medical facilities as needed.
- g. Police
1. Provide security in and around shelters.
- h. Sheriff's Department
1. Provide security in and around shelters.
- i. Emergency Management
1. Coordinate emergency management activities;
 2. Advise Director on shelter needs and conditions requiring sheltering;
 3. Coordinate dissemination to public on shelter openings;
 4. Advise other jurisdictions and appropriate agencies of openings;
 5. Assist in logistical arrangements;
 6. Arrange for auxiliary support (Fire/EMS, health, police, communications, generators, etc.); and
 7. Advise State EOC.
- j. Public Works
1. Provide barricades and signage to route traffic and establish detours at/around designated shelters; and
 2. Provide barricades and support for Points of Distribution sites, as needed.
- l. Virginia Department of Health –Roanoke Health Department
1. Provide staff to oversee health issues in shelters;
 2. Coordinate special needs considerations;
 3. Coordinate environmental issues;
 4. Provide pharmaceutical support;
 5. Coordinate field medical centers for open air shelters; and
 6. Assist in Points of Distribution Development and coordination.
- j. Blue Ridge Behavioral Healthcare
1. Provide staff to operate facilities as needed;
 2. Oversee mental health issues in shelters; and
 3. Coordinate with the Red Cross for mental health workers.
- k. Public Information
1. Coordinate the release of shelter information.
- l. Parks and Recreation
1. Provide leaders for recreational activities.

- m. Department of Neighborhood Services
 - 1. Support in identifying available long-term housing opportunities for displaced evacuees; and
 - 2. Assist in the placement of evacuees as needed.
- n. Roanoke Housing and Redevelopment Authority
 - 1. Develop Emergency Operations/Evacuation Plan for existing developments;
 - 2. Identify available long-term housing opportunities for displaced evacuees; and
 - 3. Assist in the placement of evacuees as needed.
- o. Council of Community Services
 - 1. Provide operators and phone lines to support Human Needs hotline: 211;
 - 2. Collect and disseminate the following via 211:
 - a. Shelter registry information;
 - b. Special Needs registry (populations);
 - c. Shelter status/availability;
 - d. Directions and general shelter/mass care information.
 - 3. Participate in general briefings at the City EOC and share information collected, as necessary.
- p. Transportation Services (Valley Metro, RADAR, etc)
 - 1. Provide transportation services as necessary.
- q. Volunteer Services - Human Resources Department
 - 1. Provide assistance in the coordination of all support department volunteers.

Tab 1 to Emergency Support Function #6
SHELTER CENTER REGISTRATION FORM

American Red Cross			DISASTER SHELTER REGISTRATION	
Family Last Name _____		Shelter Location _____		
_____		Shelter Telephone No. _____		Date of Arrival _____
Names	Age	Medical Problem ° Killed ° Injured ° Hospitalized	Predisaster Address and Telephone No. _____	
_____		Referred to Nurse _____		
Man		_____		
Woman (Include Maiden Name)		I <input type="checkbox"/> do <input type="checkbox"/> do not _____, authorize release of the above information concerning my whereabouts or general condition.		
_____		_____		
Children in Home		Signature _____		
_____		Date Left Shelter _____		
_____		Time Left Shelter _____		
Family Member not in Shelter (Location if Known)		Postdisaster Address and Telephone Number _____		
_____		_____		
_____		_____		
SHELTER MASTER FILE		AMERICAN RED CROSS FORM 5972 (5-79)		

This "Disaster Shelter Registration" form (#5972) is the standard form used by all American Red Cross Shelter Centers. It is a four-part form with the back copy made of card stock. Copies are distributed within the Shelter Center for various functions such as family assistance and outside inquiry. 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 evacuees.

Tab 2 to Emergency Support Function #6

**SPECIAL NEEDS PEOPLE WHO REQUIRE ASSISTANCE
IN TIME OF EMERGENCY**

A directory is maintained by the Department of Social Services and the Division of Solid Waste Management. Whenever the Emergency Operations Center (EOC) is in operation, this listing will be on hand with the respective department representatives.

Tab 3 to Emergency Support Function #6

SHELTER LOCATIONS AND ADDRESSES

Name		Address	Toilet	Shower	Capacity	Generator
Civic Center	SE	Orange & Williamson	75	39	1000	125Kw
Patrick Henry (High School)	SW	2202 Grandin Rd	15	15	350	100Kw
William Fleming (High School)	NW	3649 Ferncliff Ave	13	6	350	n/a
Addison (Middle School)	NW	1220 5 th Street	14	20	250	n/a
Stonewall Jackson (Middle School)	SE	1004 Montrose Ave	13	27	250	50Kw
James Madison (Middle School)	SW	1160 Overland Rd	16	27	275	n/a
Breckinridge (Middle School)	NW	3901 Williamson Rd	16	27	250	n/a
Ruffner (Middle School)	NW	3601 Ferncliff Ave	12	39	250	n/a

Tab 4 to Emergency Support Function #6

1. Local Organizations and Groups

The following is a list of local groups and organizations that have indicated that may be able to provide human services support during emergency situations.

GROUP/ORGANIZATION	SERVICES PROVIDED
Deaf and Hard of Hearing Services Center Phone: 342-0031, 1-800-552-7917	<ul style="list-style-type: none"> • Sign language
Habitat for Humanity Phone: 344-0747 Fax: 373-1492	<ul style="list-style-type: none"> • Build Homes
United Way of the Roanoke Valley Phone: 982-2345	<ul style="list-style-type: none"> • Housing • Health Care • Employment • Transportation
Red Cross, American Roanoke Valley Chapter Phone: 985-3560	<ul style="list-style-type: none"> • Shelter & mass feeding operations • Provision of first aid in shelters • Damage assessment • Cleaning supplies, comfort kits, food, & clothing • Funds for emergency transportation, rent, temporary home repairs, & replacement of job-related tools. • Operates disaster welfare inquiry system • Interpreter service
Roanoke Area Ministries RAM House Phone: 345-8850 No Emergency 24 hour number Fax: 344-0308	<ul style="list-style-type: none"> • Emergency Financial Assistance • Hot Midday meals at their facility 825 Campbell Ave. • Fuel assistance • Housing assistance (deposit help)
Interpreter Service Phone: 342-7561 Fax: 344-7513	<ul style="list-style-type: none"> • Foreign language service – seventy five foreign languages supported
Southwest VA Second Harvest Food Bank Phone: 342-3011 Fax: 342-0056	<ul style="list-style-type: none"> • Collects, sorts, warehouses, transports, and distributes donated food and grocery products to agencies involved in feeding operations and distribution of relief supplies. Does not provide food to individuals.
The Salvation Army Phone: 343-5335 24 hour :342-7398, 345-0400	<ul style="list-style-type: none"> • Fixed & mobile feeding • Temporary shelter • Counseling and morale building services • Medical assistance • Temporary home repairs • Warehousing and distribution of donated goods including food, clothing, and household items

2. State & National Organizations and Groups

The following state and national organizations and groups may be able to provide human services support during emergency situations.

GROUP/ORGANIZATION	SERVICES PROVIDED
Adventist Community Services Phone: 1-301-680-6438 Emergency Contact: Va EOC 1-804-674-2400 1-800-468-8892 Fax: 1-804-674-2419	<ul style="list-style-type: none"> • Operation of mass care facilities • Mobile kitchens • Mobile distribution units for clothing and bedding • Emergency food • Counseling • Donation Management Services • Warehouse operations for donated goods
Virginia Baptist Board Phone: 1-800-255-2428 ext 264 Emergency Contact: Va EOC 1-804-674-2400 1-800-468-8892 Fax: 1-804-674-2419	<ul style="list-style-type: none"> • Fixed site and mobile feeding, • Shelter and mass care facility operation • Damage assessment • Child care & medical assistance • Home clean up and rebuilding assistance • Chain saw teams • Water purification
Mennonite Disaster Service Emergency Contact: Va EOC 1-804-674-2400 1-800-468-8892 Fax: 1-804-674-2419	<ul style="list-style-type: none"> • Volunteers for clean up and debris removal from damaged homes • Volunteers to repair or rebuild homes • Manages volunteer labor