

EMERGENCY SUPPORT FUNCTION #6 MASS CARE, HOUSING AND HUMAN SERVICES

ESF COORDINATOR: Director of Administrative Services

LEAD AGENCIES: Public Works

SUPPORT AGENCIES: All City Departments
Human Services Organizations
American Red Cross
Public Health Seattle-King County
King County Emergency Coordination Center
Washington State Emergency Management Division
Washington State Public Health

I. Introduction

A. Purpose

This document has been developed to provide for the coordination of efforts to address the non-medical mass care, housing and human services' needs of residents following an emergency or disaster.

B. Scope

1. This ESF promotes the delivery of services and the implementation of programs to assist individuals, households and families impacted by an emergency or disaster. This ESF includes three primary functions: mass care, housing, and human services.
2. 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, opening a cooling/warming center, coordinating of the feeding and medical care of pets, and coordinating bulk distribution of emergency relief items. The City will coordinate with King County Emergency Coordination Center (KC ECC) when determining the need to open or address any of these needs. They will also coordinate with KC ECC and the State of Washington's EOC Logistics Section when the need is determined to set up a Point of Distribution Center (POD).
3. Housing involves the provision of assistance for short and long-term housing needs of residents.

4. Human services will be provided primarily by local disaster organizations and various counties, state and federal government agencies, when available. The range of services needed by residents will depend on the emergency. In the event of a presidential disaster declaration, additional emergency welfare services may become available to eligible residents. These may include low-interest loans, food stamps, disaster counseling, and unemployment benefits. These services are coordinated through a State or Federal Disaster Assistance Center which is established following the presidential disaster declaration. The City of Snoqualmie (City) will coordinate with the Zone 1 Coordinator (Z1 EC), King County Emergency Coordination Center (KC ECC) and/or directly to the Washington Emergency Management Division (WA EMD) in arranging for appropriate work space and equipment for the operation of a Disaster Assistance Center in the event one is established within the City.
5. All medical needs of populations that need sheltering will be coordinated with the King County Emergency Coordination Center and Public Health Seattle-King County.
6. Often people who seek shelter have with them domesticated pets. Coordination of a shelter in King County that has a co-located pet shelter will be coordinated with King County ECC and the American Red Cross. Shelters for pets and livestock will be activated by Regional Animal Services of King County with help from WSU Extension, and local veterinary and volunteer animal-care organizations. Pets and livestock shelters may be separated from shelters for citizens. All reasonable and practical steps will be taken to ensure that shelters do not become contaminated. KC ECC has MOU's in place to set up sheltering needs for vulnerable populations and pets. The City of Snoqualmie will coordinate with KC ECC if such needs are identified.
7. If the City recognizes a need to shelter a significant amount of community members who have domesticated pets and they cannot get to one of the regional shelters described above and resources are available, the City will make a reasonable effort to implement plans that will be made with one of our community partners, veterinary care givers, faith-based organizations and/or schools, to locate a facility that can accommodate both. Residents are encouraged to have a plan in place for both themselves and their pets so they have a place to go to if they need to evacuate that is already pet friendly.

C. Situation

1. A public emergency or other significant event may be of such severity and magnitude as to require City response and recovery assistance to field efforts to save lives and protect property.

2. Disasters can occur without warning. Shelters, first aid, mass care, cooling, comfort and feeding sites may have to be set up with little-or-no warning or advance notice.
3. Slowly developing disasters, such as slowly-rising flood waters, may result in more time for warning and evacuation, but might cause the displacement of a large population. Such hazards may necessitate opening shelters and conducting mass care activities outside of impacted areas.
4. Sheltering-in-place, restriction of movement, and non-congregate sheltering are required to prevent the spread of contagious diseases during a pandemic incident. These actions may necessitate the establishment of sustenance sheltering operations at the local and regional level that may require state-level support.
5. Some people may be reluctant to evacuate their homes because of their pets. It will be necessary for local jurisdictions and private citizens to plan ahead for the rescue, evacuation, and shelter and feeding of a portion of the pet population.
6. It may be necessary to convince some people to evacuate from an unsafe condition. These people may be elderly, physically challenged or have functional needs that may not be able to be adequately addressed in a sheltering situation.
7. There is a population of persons with functional needs that will require special services and considerations in a sheltering or evacuation situation.
8. Institutionalized populations will need special consideration in sheltering and evacuation situations. These considerations may include security, special housing needs, and other special needs.
9. All medical sheltering needs will be coordinated with Public Health Seattle-King County. Medical sheltering is covered to some extent through agreements with local hospitals to set aside beds and other resources during an emergency that causes a medical surge. In addition, resources may need to be identified to respond to the requirements of those who seek emergency shelter and depend on mechanical medical devices to maintain life.

D. Assumptions

1. Pets and livestock will not be allowed in most shelters due to sanitation and safety concerns. The City recognizes the comforting and therapeutic effect animals have on humans, especially during a disaster; therefore,

- every attempt will be made to locate pet shelters in close proximity to shelters designated to shelter people.
2. The City does not maintain food stocks or meals on an everyday basis for mass meals. Instead, the City will work with American Red Cross, other NGO's and local vendors that are sources of food stuffs and other supplies that can be converted from normal use to support an ongoing mass care operation during times of emergency. The need to feed a large amount of people will be coordinated with KC ECC and their ESF #6 section.
 3. The City will make an effort to provide equitable geographic distribution of shelter locations in the city in order to serve the broadest base of population, but will locate shelters on a case-by-case basis, balancing appropriate and available facilities with affected populations.
 4. Public and private volunteer organizations and the general public will have to utilize their own resources and be self-sufficient for a minimum of three days. This includes supplies of food, water, and medication.
 5. Local mass care providers have emergency response plans and will have the resources to adequately respond to mass care needs during the initial stages of an incident.
 6. People will often evacuate an area before orders to evacuate are given.
 7. Some persons will resist or ignore evacuation orders and/or shelter-in-place orders.
 8. People with access and functional needs that cannot be adequately addressed in a non-medical shelter may present themselves to non-medical shelters and may need to be relocated. An influx of mass care professionals and volunteers may strain resources in an impacted area. State-level mass care personnel will be prepared to support their own logistical needs when assigned to the site of a disaster.
 9. Local law enforcement agencies will need to be able to fill the needs for crowd control and security at mass care facilities for at least the first 72 hours of an incident.
 10. A public emergency within or adjacent to the City has the potential to cause loss of life, property, and/or disruption of normal life support.
 11. The City may be heavily dependent on outside agencies and vendor assistance in order to adequately respond to emergencies.
 12. The City is heavily dependent on the ARC and other Volunteer Organizations to provide sheltering operations.

13. Early damage assessments will be general and incomplete and may be inaccurate. Rapid assessment of the emergency area is required to determine critical needs and to estimate potential workload or requirements for federal assistance.
14. Regional emergency coordination and planning is critical to ensure regional transportation stability.

E. Policies

1. All activities within ESF #6 – Mass Care, Housing and Human Services will be conducted in accordance with the National Incident Management System (NIMS) and the National Response Framework (NRF) and will utilize the Incident Command System (ICS).
2. As a signatory of the King County Regional Disaster Framework, through the Washington State Mutual Aid System (WAMAS), and through local mutual aid agreements, the City will make resources available to other jurisdictions through the Zone 1 Emergency Coordinator, and King County Emergency Coordination Center (KC ECC), whenever possible. The City will utilize these same systems when requesting resources.
3. During a disaster, the City will make requests for assistance to cities through WAMAS. In the event additional resources are required, the City will make requests to the Zone 1 Emergency Coordinator (Z1 EC), King County Emergency Coordination Center (KC ECC), and the Washington State Emergency Operations Center. Requests to Z1 EC and KC ECC may be made simultaneously. All requests for assistance will be initiated by the EOC based upon information from the field command posts.
4. It is the responsibility of City departments and personnel to conduct activities within this ESF. The Public Works Department will facilitate these activities until such time as other organizations such as American Red Cross (ARC), Salvation Army, religious organizations and/or other human service organizations are able to take over operations to provide mass care, housing, and human services within the City.
5. While the City anticipates assistance from human service organizations, such as United Way or the Seattle-King County Human Services Coalition, there is no guarantee that assistance will be available. The City will develop plans and processes with the understanding that there may be few or no external resources available.
6. All appropriate government, volunteer, and private sector resources will be utilized, as available. The disaster information system is established and operated by the ARC. The system will consist of those persons identified on shelter lists, National Disaster Medical System (NDMS),

casualty lists, and any other information made available by the City of Snoqualmie, state, or federal Emergency Operations Centers (EOCs) and hospitals. This information will be collected, verified, and made available to immediate family members upon the consent of the sought person, if possible, within or outside the affected area. Information on those injured and remaining within the affected area will be limited to that provided by local medical units to the system. Information on casualties evacuated from the affected area to other medical facilities will be restricted to that provided by NDMS tracking capability. The listing of public emergency-related deaths will be limited to officially confirmed fatalities that are done by the King County Medical Examiner's Office. The disaster information system operation will be discontinued as soon as it is practical.

F. Definitions

Definitions

Words	Definition
American Red Cross (ARC)	Non-profit organization that can provide Mass Care in disasters and/or emergencies.
National Disaster Medical System (NDMS)	Combines Federal and non-Federal medical resources into a unified response to meet natural and man-made disaster needs, as well as support patient-treatment requirements from military contingencies.

II. Concept of Operations

A. General

1. The Incident Command System (ICS) will be used for all field operations. The Incident Commander will report information and requests to the Emergency Operations Center (EOC) Coordinator.
2. At least one incident command post will be established for the coordination of field operations. The unified command structure will be used when multiple departments/agencies are responding to an event.

3. Individual assistance to disaster victims will be provided primarily by local disaster organizations and various county, state and federal government agencies. The range of services needed by disaster victims will depend on the specific disaster and could include temporary housing, furniture, building/repair supplies, and occupational and mental health services.
4. The City will pre-designate areas to serve as points of distribution (PODs) for the disbursement of items such as ice, water, food, etc. in coordination with ESF #11 Agriculture and Natural Resources. Multiple sites will be determined throughout the City to ensure that drop sites are outside of the damaged area.
5. The City will pre-designate city-owned public facilities or other public and private facilities that may be used as emergency shelter facilities when:
 - a. there will be a delay in opening ARC shelters;
 - b. there are not enough ARC shelters to accommodate the need of the population;
 - c. the ARC is unable to open shelters within the City, for any reason;
 - d. or it is the most expedient method for providing temporary shelter during a disaster; and
 - e. City-staffing levels are adequate to provide for this service.
6. It is a realization that providing mass care and housing during a large scale event will overwhelm every social service agency in the Puget Sound area. Dependent on the hazard and the severity of the disaster, the City may have limited shelters and limited resources to manage those shelters. All shelter operations during emergencies and disasters will be coordinated through the EOC.
7. In a disaster, the EOC may submit requests to the Z1 EC, KC ECC and/or the WA EMD for assistance from the ARC, Salvation Army and other voluntary organizations to provide sheltering and meet the emergency needs within the City.
8. The ARC may be available to activate, manage and support public shelters and provide related services needed by displaced populations during the sheltering period. The activation of the shelter system may include the provision of emergency food, water, shelter, clothing, health and mental health care to disaster victims, and crisis training for City staff and volunteers to assist in the ARC operations.
9. The ARC is a primarily volunteer agency, and those services can take some time to mobilize initially.

10. Throughout the response and recovery phase of a disaster, the Public Works Department will continue to coordinate with the ARC, Salvation Army, religious organizations and other human services organizations to provide mass care, housing, and human services within the City.
11. The Public Works\Parks Department will coordinate with appropriate City departments to identify safe areas of the City, inspect potential shelter facilities for building safety, identify safe routes of travel, determine the appropriate number and locations of shelters, duration of use, etc.
12. The Director of Administrative Services will coordinate the management of City-owned or City-operated facilities serving as interim shelter facilities until such time as a recognized public service organization can assume shelter operations or the shelter is no longer needed. Activation of pre-identified facilities for sheltering will be coordinated by the Public Works\Parks Department through the EOC and is dependent on having trained staff or trained volunteers to staff the shelter.
13. City personnel may be requested to serve as emergency workers in shelters. The EOC will be responsible for the coordinating the assignments for volunteers with other City departments.
14. The EOC will work with KC ECC to coordinate county, state and federal services needed in sheltering and recovery services, when appropriate.
15. Public information regarding shelter availability and locations shall be released through the designated Public Information Officer (PIO).
16. Director of Administrative Services will work with the PW Department to locate emergency shelter for City employees and their immediate families.
17. In the event of a presidential disaster declaration, additional emergency welfare services may become available to eligible disaster victims. These services may include low-interest loans, food stamps, disaster counseling, and unemployment benefits. These services are normally coordinated through a State or Federal Disaster Assistance Center established following the disaster declaration.

B. Organizations

1. The Public Works Department is the lead agency for the coordination of ESF #6 activities within the City. The Director of Administrative Services will assist with this ESF by providing research of organizations that can assist those citizens who have special needs like, disabilities; English is not their language, elderly, and homeless.

C. Actions

1. Preparedness

- a. Conduct planning with other mass care support-agencies and other emergency-support functions to refine mass care service operations,
- b. Prepare and maintain emergency operating procedures, resource inventories, personnel rosters and resource mobilization information necessary for implementation of the responsibilities of the lead agency,
- c. Assign and schedule sufficient personnel to implement mass care tasks for an extended period of time,
- d. Conduct vulnerability analysis at critical facilities and make recommendation to improve the physical security,
- e. Ensure lead-agency personnel are trained in their responsibilities and duties,
- f. Develop and implement emergency response strategies relating to Mass Care, Housing and Human Services,
- g. Develop and present training courses for Mass Care personnel, and maintain liaison with support agencies, and
- h. Conduct All Hazards exercises involving Mass Care.

2. Response

- a. Coordination 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.
- b. Coordination with Logistics in establishing, managing and supplying mass-feeding sites, including locations of Points of Distribution (PODs)
- c. Mass Care, in conjunction with Office of Emergency Management, will maintain a current list of all agencies (public and private) that can provide mass feeding in times of disaster. The list will provide specific information, to include:
 - o Number of persons each agency can feed two meals a day and sustainment period.

- Number of staff or volunteers available for cooking and/or serving.
 - d. Major equipment lists, e.g., field ranges, mobile feeding units, refrigeration, vehicles, etc. (See Appendix D Puget Sound Region Sheltering Annex).
 - e. Catastrophic Event - It is anticipated that tens of thousands of people could be stranded, need to be evacuated, and/or need to be sheltered following a catastrophic event. To that end, catastrophic planning has been done by 8 counties in the Puget Sound region, to include King County. Since the City of Snoqualmie is within that planning area, portions of the Catastrophic Planning will be added as Appendices for our referral during events of this nature. (See Appendix E and D of this ESF for the Puget Sound Region Catastrophic Preparedness Program EVACUATION AND SHELTERING ANNEXES). These Annexes describes the coordination of regional efforts for evacuation and for the provision of emergency temporary shelter, mass feeding, and other basic human needs to residents and visitors of the Puget Sound area who require such assistance following a regional emergency or catastrophic disaster.
- 3. **Recovery**
 - a. The City Administrator may appoint a Recovery Coordinator to manage the City's recovery process and a Recovery Task Force made up of City staff and representatives from key organizations and community groups who have a vested interest in the community's recovery to assist in the recovery process and advise on matters related to recovery. The Recovery Task Force will be dynamic in nature, with involves personnel changing as projects and needs change. The duty of Recovery Coordinator may also be assigned to varying personnel as needed and appropriate. The Recovery Task Force will endeavor to have representation of Housing and Human Service agencies to ensure the needs of vulnerable populations and populations in need of long term housing solutions are addressed.
- 4. **Mitigation**
 - a. Mitigation efforts for this ESF are covered in the City of Snoqualmie Hazard Mitigation Plan.

III. RESPONSIBILITIES

A. Lead Agencies

1. Public Works Department

- a. Develop plans for and coordinate the utilization of City facilities and park sites for use as reception centers/staging areas or shelters and provide staffing, as available.
- b. Coordinate with the ARC and other human services organizations in the development of plans for and coordinate the utilization of other public and private facilities for use as reception centers/staging areas or shelters and provide staffing as available.
- c. Provide coordination of agencies and activities to ensure adequate shelter needs are met. Use the ARC Shelter Operations Workbook (separately published document) as the Standard Operating Procedure (SOP) to set up temporary emergency shelter until the ARC can take over if they are able.
- d. Coordinate with the City's EOC to determine mass care needs. Coordinate with Z1 EC and KC ECC for outside agency/organization support.
- e. Provide staff, supplies, equipment and facilities to assist ARC or other support organizations to provide emergency reception, sheltering and feeding operations.
- f. Coordinate resources of other providers such as other human service agencies, churches, schools and private businesses who can or want to assist in relief efforts.

2. Director of Administrative Services

- a. Coordinate and research the availability of social services programs, as appropriate, during emergency operations.
- b. Coordinate with social service organizations, relief agencies, the American Red Cross, etc. Coordinate with the Coordinated Assistance Network (CAN), as appropriate.
- c. Maintain liaison with organizations that outreach to at-risk populations; the elderly, people with disabilities, and/or those who do not speak English to identify ways to meet their needs during an emergency.

B. Support Agencies

1. Emergency Operations Center

- a. Coordinate with KC ECC for activation of county, state and federal sheltering and recovery services.
- b. Coordinate the collection of information regarding disaster, damage and request activation of shelters.
- c. Provide coordination with provider agencies and City departments, as appropriate.
- d. Coordinate public information to ensure that necessary information is disseminated to the public.

2. Fire Department

- a. Provide fire suppression and coordinate emergency medical services at shelters and assist as needed.

3. Police Department

- a. Establish security, maintain law and order at shelters.
- b. Provide crowd and traffic control at public shelters.
- c. Assist in providing emergency communication between shelters and EOC.
- d. Assist in identifying safe routes to shelters.
- e. Utilize the registered Disaster Worker Volunteers (CERT and Amateur Radio Team members), when available and feasible, to assist with activities like: checking on vulnerable populations, staffing for shelters, and distribution of information into communities that are without power or where English is not spoken.

4. EOC Manager

- a. Work in coordination with the Parks/Public Works Department to provide sheltering for City employees and their families as necessary.
- b. Coordinate registrations and use of City staff and temporary emergency workers (CERT members) at City-operated shelter facilities and PODs.
- c. Assist in locating suitable sites for Disaster Assistance Centers when requested.
- d. Provide support to Public Works Department for mass care, housing and human services operations as requested.
- e. Identify sites for collection, storage and distribution of donated goods.
- f. Provide for installation and maintenance of computer, telephone and other office equipment in the event that the Disaster Assistance Centers are activated.

5. Finance Department

- a. Coordinate private donations and community offers of assistance.
- b. Develop system for the tracking of necessary financial expenditures such as manpower, vehicles, food, water, etc.
- c. Provide support to Public Works Department in mass care, housing, and human services operations as requested.
- d. Develop system for the tracking of necessary financial expenditures such as manpower, vehicles, food, water, etc.
- e. Coordinate distribution of donated goods.

6. Public Works and Engineering Departments

- a. Coordinate disposal of solid waste from shelters.
- b. Assist in emergency repairs at shelters as appropriate.
- c. Assist in crowd-control operations with signing and barricades.

- d. Assist in identifying safe routes of travel for shelter staff and for the transportation of supplies.
- e. Assist in providing emergency radio communication between temporary shelters and EOC.
- f. When requested, and prior to opening of a shelter, provide building safety inspections of the pre-designated buildings that will serve as shelters.

7. All City Departments

- a. Provide staff, as necessitated by extent of disaster, to assist with coordination of temporary shelter and shelter services and provide backup to Parks Department staff in the use of City facilities for staging/reception areas or temporary shelters.

8. American Red Cross (ARC)

- a. Act as the lead support agency for emergency shelter operations, when available.
- b. Coordinate with the City, specifically the Parks Department, on all mass care operations.
- c. Provide food, clothing, temporary housing, mobile canteen service, medical service and other necessities to disaster victims, when available.
- d. Provide health and welfare inquiry services, when available.

9. Other Human Service Organizations

- a. Provide emergency feeding and shelter in coordination with the Parks Department.
- b. Collect donated food, clothing and other supplies for mass care operations.
- c. Provide counseling to disaster victims.

10. Snoqualmie Valley School District #410

- a. Through agreements with the City, provide school facilities for shelters, PODs, and feeding.

11. Faith-Based Organizations

- a. Through agreements with the City, provide facilities for shelters and feeding.

12. Zone 1 Emergency Coordinator

- a. Provide coordination between the emergency coordination centers in Zone 3, Zone 5, KC ECC, and human services organizations during a disaster, whenever possible.
- b. Serve as a coordination portal between local emergency operation centers within Zone 1, human service organizations and county, state and federal agencies for sheltering and recovery as appropriate.
- c. Coordinate with KC ECC and WA EMD to ensure equitable distribution of county, state and federal resources.

13. King County Emergency Coordination Center

- a. Provide coordination between the human services organizations and the City during a disaster.
- b. Respond to requests from EOC manager to coordinate shelter needs, mass feeding needs, and warming/cooling shelters within the region when the need is identified and work with ARC to assist with this coordination. Serve as a coordination portal between local emergency operation centers, human service organizations and county, state and federal agencies for sheltering and recovery as appropriate.
- c. Provide support and coordination with Regional Animal Services of King County, to provide for abandoned, injured, and deceased animals including pets that are left unattended when the household is evacuated to shelters and livestock. This may include setting up temporary shelters to house pets and other lost or stray animals. These animals will be brought to the pet shelter where they will be issued identification, given emergency veterinary care if needed, vaccinated, cared for, fed and maintained by employees of the Regional Animal Services of King County volunteers; or placed in temporary foster care at alternate sites. To the extent facility and

human resources are available, pet shelters will be located in different geographical sectors of the City associated with the locations and needs of the shelters designated to house people.

- d. The Regional Animal Services of King County and/or City staff and/or volunteers shall have the discretion to make independent decisions regarding animal and livestock care and handling for all incoming animals, including the administration of vaccinations and medications, the insertion of identification microchips, and humane euthanasia of sick, injured or dangerous animals.
- e. Serve as a coordination portal between local emergency operation centers, human service organizations and county, state and federal agencies for sheltering and recovery as appropriate.
- f. Provide back-up communication at shelters through Radio Amateur Civil Emergency Services (RACES) as appropriate.

14. Public Health Seattle-King County

- a. Assist with environmental health assessments and conduct inspections to ensure that environmental controls are provided to assure safe and healthful conditions at emergency shelter and meal site facilities to include; communicable disease prevention, basic sanitation/cleaning protocols, food safety, waste disposal, vector control, injury prevention, lighting, ventilation and potable water.
- b. Coordinate the response of regional veterinarian services and animal care groups, which may include establishment of emergency pet shelters.
- c. Direct and manage medical-needs shelters.
- d. Support City of Snoqualmie and the American Red Cross in meeting demands for mental health services.
- e. Provide guidance and direction for the care and handling of deceased shelter occupants. If necessary, provides facilities and personnel for a temporary morgue.

15. Washington Emergency Management Division

- a. Coordinate requests from local and county governments for state agencies and private organizations having emergency mass care capabilities local and regional resources that have been expended.

- b. Provide overall coordination for the provision of individual recovery assistance programs implemented within the state.
- c. Alert those state and local agencies with individual recovery assistance program responsibilities in the event of a large scale disaster that will expend the resources available within the affected communities.
- d. Provide coordination of resources requested through WAMAS.
- e. Facilitate the requisition of resources from other states through the Emergency Management Assistance Compact (EMAC), when all local, regional, county and state resources have been expended.
- f. Request and coordinate Federal resources through the Federal Emergency Management Agency (FEMA).

15. Washington State Department of Health

- a. Supplement local health agencies in the regulation and inspection of consumable foods at the point of consumption.

16. Other State Agencies

- a. Responsibilities as identified in the Washington State Comprehensive Emergency Management Plan.

IV. APPENDICIES

- A. Standard Operating Procedure for Temporary Shelter
- B. Location of Shelter Supply Kits
- C. Shelter Manager's Responsibilities/Initial and Ongoing Actions
- D. Puget Sound Regional Evacuation and Shelter Plan
- E. King County Regional Shelter Operations Incident Annex

V. REFERENCES

- A. Shelter Operations Participant's Workbook, American Red Cross
- B. Washington State Comprehensive Emergency Management Plan

APPENDIX A

Standard Operating Procedure for Temporary Shelter

A. PRE-PLANNING

1. ____ Develop plans for coordinating a temporary emergency shelter.
 - City's pre-designated shelter is the City of Snoqualmie Community Center.
 - Coordinate emergency pet sheltering with King County ECC.
2. ____ Identify other possible shelter locations.
 - Snoqualmie City Hall
 - American Red Cross Pre-Approved Sites
 - Faith-Based Facilities
 - Partner with an joining city
 - Short term – schools can be considered
3. ____ Coordinate with King County Office of Emergency Management and the American Red Cross. Consider CERT members if American Red Cross staffing is limited or unavailable.
4. ____ Coordinate with WA State EMD to pre-locate Points of Distribution (POD) as needed.

B. EMERGENCY PERIOD

1. ____ Alert key personnel.
2. ____ Coordinate with Incident Commander to determine shelter needs.
3. ____ Determine:
 - a) Situation
 - b) Hazards
 - c) Possible numbers to be sheltered
 - d) Locations
 - e) Expected duration
4. ____ Call King County Office of Emergency Management to request shelter support. They will contact the American Red Cross (ARC).
5. ____ The American Red Cross will activate shelter.
6. ____ Provide staff, supplies, equipment, and facilities to support shelter activities.
 7. ____ Coordinate with the Public Information Officer to direct citizens to shelter locations.

8. _____ Coordinate with Public Health Seattle-King County for medical needs shelters and other shelters for people with special needs, to include language, and needs of sight and hearing impaired.
9. _____ Coordinate with KC ECC and ARC about the need for mass feeding and/or warming/cooling centers.
10. _____ Coordinate the distribution of items like food, water, ice, etc. with KC ECC and regional counties.
11. _____ Coordinate with KC ECC and regional counties if appropriate, for assistance with pet and livestock sheltering needs.

C. TEMPORARY SHELTER

1. _____ If American Red Cross cannot respond immediately, determine shelter location from list and coordinate with owners.
 2. _____ Activate personnel to open a temporary shelter
 3. _____ Use *American Red Cross Shelter Operations Participant's Workbook* for Standard Operating Procedures to open shelter.
 4. _____ Use Mass Care Forms from either Shelter Supply Kits or in Snoqualmie Comprehensive Emergency Management Plan ESF #6 Mass Care, Housing and Human Services
5. _____ Emergency public health services will be provided by the Public Health Seattle-King County.
6. _____ Feeding the occupants will need to be considered:
 - American Red Cross will bring a mobile kitchen if they staff the shelter.
 - If American Red Cross cannot staff the shelter, the number of occupants in the shelter will determine if you can purchase food and feed them from the small kitchen in the shelter or arrange with another organization that can feed large numbers.

D. RECOVERY PERIOD

1. _____ Assist in closing of shelter and mass feeding operations.
2. _____ Assist in restoring facility to normal use.
3. _____ Complete documentation and reports.

APPENDIX B

Location of Shelter Supply Kits

Fixed containers prepared by the American Red Cross are stored at the following locations:

- Snoqualmie Fire Department
- City of Carnation

Other shelter supply kits may be available through the American Red Cross.

APPENDIX C

Shelter Manager's Responsibilities

Initial and Ongoing Actions

INITIAL ACTIONS

- Establish contact with facility representatives and activate the building when ready. If clients are waiting, the facility may need to be partially activated immediately.
- Using the Statement of Agreement and *Facility Survey*, if they already exist, meet the facility representative for a pre-occupancy inspection. Negotiate and sign a *Facility Agreement* (Form 6621). Conduct pre-occupancy inspection using *Self-Inspection Worksheet Off-premises Liability Checklist* (Form 6505), and assess the general condition of the facility, citing pre-existing damage. Note: forms listed above are American Red Cross forms used by American Red Cross staff.
- When possible, establish and maintain contact with the American Red Cross supervisory unit or disaster headquarters.
- Survey and lay out the space plan for the shelter.
- Organize and brief staff. Assign staff to perform the tasks on the following checklists:
 - ✓ Registration
 - ✓ Dormitory Management
 - ✓ Feeding
 - ✓ Disaster Health Services
 - ✓ Disaster Mental Health Services
 - ✓ Staff Recruitment and Placement
 - ✓ Other Client Services
 - ✓ Logistics
 - ✓ Providing Information
 - ✓ Communications (if phones are out)
- Project staffing and other support requirements for next 48 hours. Notify the chapter.
- Order start-up supplies and equipment and request any support needed, such as security, HAM radio operators, Public Affairs staff or disaster Health Services personnel.
- Coordinate recruitment of additional personnel. Encourage the involvement of shelter residents as workers.
- Assess feeding options and discuss recommended solution with supervisor. Meet with food services supervisor.

- Establish a shelter log reporting process.
- Put up shelter identification both inside and out.
- Ensure that the Disaster Welfare Inquiry and Family Service copies of shelter registration forms are forwarded to headquarters.

ONGOING ACTIONS

- Maintain regular communications with the shelter coordinator or supervisor. Provide Shelter Daily Report information, and discuss supply needs, problems, and plans.
- Establish and meet regularly with the shelter advisory committee, and ensure that the physical and mental needs of clients are being met. Develop plans to meet these needs and request assistance if necessary.
- Ensure that shelter residents are receiving updated information about the disaster, the recovery process, and all of the resources available to them.
- Forward a copy of new registrations daily to Disaster Welfare Inquiry and Family Service units.
- Establish standard shift schedules for staff, usually for nine (9) to 13 hours.
- Conduct staff meetings. Include updates on disaster response and shelter operations, direction and advice from disaster headquarters, and status of problems and resolutions. Identify needs for clients, staff, supplies, and systems. Address rumors.
- Monitor disaster and response efforts, and plan for closing of the shelter.
- Ensure that the proper systems are in place to track expenditures, bills and invoices, materials, and local volunteer records.
- Develop plans for maintaining the shelter until closing is possible, including staffing and supply needs.
- Routinely inspect the safety and sanitation of the facility, including the kitchen, dormitories, bathrooms, exterior, and registration area and ensure that health standards and clients' needs are being met.
- Meet regularly with facility representative to share concerns and resolve potential problems.
- Work with the clients and feeding supervisor to ensure appropriate menus are being planned that reflect the preferences of the shelter population.