

## EMERGENCY SUPPORT FUNCTION #6

### MASS CARE, EMERGENCY ASSISTANCE, HOUSING AND HUMAN SERVICES

#### ESF Coordinator:

Tooele County Emergency Management

#### Primary Agency:

Tooele County Emergency Management

#### Primary Support Agency:

Salt Lake Valley Chapter, American Red Cross

#### Support Agencies:

Tooele County Sheriff's Office

Municipal Law Enforcement Agencies

Tooele County Health Department

Tooele County School District

Tooele County Aging and Adult Services

Mountain West Medical Center/EMS

Humane Society

Home Health Care Agencies

West Desert Amateur Radio Club

UVOAD

Valley Mental Health

#### Primary Points of Coordination and Associated Actions:

- A. ESF #5 (Emergency Management): dispatch responders and services, coordination of ESFs, issue protective actions, collect and provide information);
- B. ESF #13 (Law Enforcement): coordinate with ESF #5 to provide security at reception and shelter facilities.
- C. ESF #6-Appendix 1 – (Volunteers and Donations) coordinate the requirement for clothing and health and welfare items to support evacuees at shelters;
- D. ESF #8 (Health and Medical Services): provide EMS/ambulances, nurses and crisis-counseling /mental health support at shelters;
- E. ESF #11 (Agriculture): coordinate food and water requirements at shelters;
- F. ESF #15 (Public Information): coordinate the release of information to the public and media regarding the opening, ongoing operation and closing of shelters;

## I. INTRODUCTION

### A. Purpose

Emergency Support Function (ESF) #6 – Mass Care establishes plans, procedures, policy, and guidelines for the provision of shelter (temporary lodging), emergency feeding, emergency first aid, disaster welfare information, and bulk distribution of emergency relief items for persons forced to leave their homes due to an actual or threatened emergency or disaster.

### B. Authorities

1. Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 93-288), as amended
2. Homeland Security Act of 2002
3. Homeland Security Presidential Directive 5
4. Post-Katrina Emergency Management Reform Act of 2006
5. Pets Evacuation and Transportation Standards Act of 2006
6. Public Health Service Act, as amended
7. Social Security Act of 1935, as amended
8. Americans With Disabilities Act of 1990

### C. Scope

1. Tooele County will be responsible to coordinate the activation of reception centers as temporary collection and accountability facilities. Tooele County will also coordinate with the American Red Cross (ARC), the State, FEMA and other response agencies and volunteers in the performance of mass care missions.
2. ESF #6 is organized into four primary functions: Mass Care, Emergency Assistance, Housing, and Human Services.
  - a. **Mass Care:** Includes sheltering, feeding operations, emergency first aid, bulk distribution of emergency items, and collecting and providing information on victims to family members.
  - b. **Emergency Assistance:** Assistance required by individuals, families, and their communities to ensure that immediate needs beyond the scope of the traditional “mass care” services provided at the local level are addressed. These services include: support to evacuations (including registration and tracking of evacuees); reunification of families; provision of aid and services to special needs populations; evacuation, sheltering, and other emergency services for household pets and services animals; support to specialized shelters; support to medical shelters; nonconventional shelter

management; coordination of donated goods and services; and coordination of voluntary agency assistance.

- c. **Housing:** Includes housing options such as rental assistance, repair, loan assistance, replacement, factory-built housing, semi-permanent and permanent construction, referrals, identification and provision of accessible housing, and access to other sources of housing assistance. This assistance is guided by the National Disaster Housing Strategy.
- d. **Human Services:** Includes the implementation of disaster assistance programs to help disaster victims recover their non housing losses, including programs to replace destroyed personal property, and help to obtain disaster loans, food stamps, crisis counseling, disaster unemployment, disaster legal services, support and services for special needs populations, and other Federal and State benefits.

#### **D. Policies**

1. ESF #6 activities will be coordinated through the EOC. DHS/FEMA, the Red Cross and support agencies as requested, will provide staff at the EOC on a 24-hour basis, for the duration of ESF #6 activation.
2. ESF #6 will provide assistance in coordination with impacted local governments, State agencies, FEMA and other Federal agencies, and communities.
3. ESF #6 will assist the above and ESF #8-Health and Medical services in addressing the functional needs of special needs populations, as defined in the NRF Glossary. Functional needs may be present before, during or after an incident in one or more areas, including but not limited to:
  - a. Maintaining independence;
  - b. Communication;
  - c. Transportation;
  - d. Supervision; and,
  - e. Medical care.
4. "Special" needs individuals who require additional response assistance may include those who have disabilities, who live in institutional settings, who are elderly, who are from diverse cultures, who have limited English proficiency or who are non-English speaking, who are children, or who are transportation disadvantaged.
5. Tooele County recognizes the varying and special requirements of individuals that require and utilize the assistance of family members, personal assistants, and/or service animals and is committed to insuring that the physical and mental health needs of these individuals are appropriately addressed and that the individuals and assistance providers remain together to the maximum extent possible during evacuation, transport, temporary reception, sheltering, or the delivery of other services. Service animals shall be treated as required by law (e.g., the Americans with disabilities Act (ADA) of 1990).

6. Tooele County recognizes the varying and special requirements of children and has worked very closely with the Tooele County School District and all school administrations to coordinate plans, provide annual training and exercise opportunities, to support school CERT teams and incident management practices. Tooele County is committed to ensuring that the physical and mental health needs of children are continually addressed, and that children will remain with their families or caregivers to the maximum extent possible during evacuation, transport, sheltering or the delivery of other services.
7. ESF #6 will not release confidential information to the general public. Shelter occupant information will be handled in accordance with Red Cross Disaster Welfare Inquiry procedures.

## II. SITUATION

- A. Under ESF #6 of the Federal Response Framework, DHS/FEMA assumes primary agency responsibility to coordinate federal response assistance to the mass care response of State and local governments, and the efforts of other voluntary agencies, including ARC relief operations. The American Red Cross (ARC) is the Primary Support Agency that independently provides mass care, as defined above, to all disaster victims as part of a broad program of disaster relief currently outlined in the Stafford Disaster Relief and Emergency Assistance Act (public Law 93-288), as amended.
- B. In most emergencies, a high percentage of evacuees will seek lodging with friends or relatives rather than go to public shelters. However, in any given incident, the percentage of people seeking public shelter can be nearly 100% of the risk area.
- C. Mass Care Facilities may be needed in Tooele County for both the direct and indirect effects of a hazard. Two types of facilities are: reception centers (collection points) and American Red Cross (ARC) shelters.
  1. Reception centers are expediently activated facilities that act as collection points, and may be utilized for temporary feeding and emergency first aid. ESF #6 activities will be coordinated through the EOC.
  2. Reception centers are the responsibility of the county and will be activated by county volunteers. Minimally, they will be staffed with the following personnel:
    - a. Reception Center Manager;
    - b. Security;
    - c. Amateur Radio operator; and
    - d. Public Health Nurse.
  3. The ARC may be called upon to provide temporary feeding services at the reception center.
  4. The ARC may utilize a reception center as a shelter to minimize the need for human and physical resources, if the facility meets the appropriate physical criteria and capacity requirements.

5. ARC shelters are utilized for temporary feeding and lodging, and emergency first aid, and require more coordination and a longer activation time than reception centers. Certain physical criteria must be present within the facility. If schools are used for shelter facilities, and schools are in session at the time of the emergency, classes may be suspended to accommodate the influx of evacuees. In an extended emergency, however, the school district will be required to provide reasonably adequate educational services and supervision to school age children during school hours.
  6. If schools are used for shelter facilities, and schools are in session at the time of the emergency, classes may be suspended to accommodate the influx of evacuees. In an extended emergency, however, the school district will be required to provide reasonably adequate educational services and supervision to school age children during school hours.
- D. During an emergency situation, essential public and private services will be continued, assuming resources are, or become, available and time permits. Normal activities in some schools and churches may have to be curtailed or discontinued.
- E. In any emergency, initial response efforts will focus on meeting the urgent immediate needs of disaster victims. Reception and shelter sites may need to be set up quickly, with little or no advance notice.
- F. In a catastrophic event, damage may cause extended displacement, the needs of which may extend into the recovery phase. Long term mass care will be required until rental assistance and temporary housing resources become available.
1. Rapid Impact Assessment Teams and other technologies may provide a guide for the magnitude of housing needs and resource deficits.
  2. A significant influx of disaster workers will strain the resources of the impacted areas.
  3. Mobile feeding operations may not be possible in all operations.
  4. Large temporary shelters may be constructed or tent cities erected. Victims may also be encouraged to obtain housing with family or friends or in commercial facilities.
  5. Other services that may need to be provided include: kitchens to feed people, Disaster Welfare Inquiry (DWI) services, water supply stations, bulk distribution of relief items, hygiene facilities, mail service, etc. These are the responsibility of the ARC.
- G. Plans are also in place to assist “special” populations. The Division of Aging and Adult Services located at the Tooele Senior Citizen Center, 59 E. Vine, Tooele, (435) 8822870 will be utilized to provide assistance and support to these populations.
1. Make initial notifications of emergency to senior care facilities in the community (See Attachment 1 for the care facilities in Tooele County.). Reinforce that medical emergencies still need to be directed to 911; however, for general or public information regarding the incident calls should be made to the JIC at (435) 833-3850.
  2. For home healthcare agencies and other medical resources, see ESF #8-Health and Medical Services.

- H. Individuals, families, “special needs” populations, business or government offices may also be in need of assistance. These human services have been divided into two areas of responsibility.
1. The Utah State Department of Human Services will be utilized to provide immediate and long term disaster assistance of the following types:
    - a. Crisis counseling at mass care facilities;
    - b. The crisis counseling services provided by the Utah State Department of Human Services will be provided only after a Presidential level emergency declaration from the State. It requires a grant request be submitted to FEMA Region VIII and can take up to two weeks for approval. They will respond while awaiting approval.
    - c. Evacuation/transportation support
    - d. Support for Special Populations;
    - e. Federal Health and Welfare assistance; and
    - f. Individual and group debriefings and counseling services for all emergency response workers.
  2. Mental health crisis counseling services will be provided by the Valley Mental Health Tooele office, (435)843-3520.
  3. Moving into the recovery phase of the disaster, services may be provided by the local office of the Department of Workforce Services, 305 N. Main, Tooele, (435)833-7310; or, the Utah State Department of Workforce Services. The State may be contacted through the Emergency Response Coordinator at 801-526-9240. The programs they handle are:
    - a. Individual and Family Grant Program Assistance with a Presidential Declaration;
    - b. Disaster Food Stamps with a State Emergency Declaration;
    - c. Disaster Unemployment Assistance with a Presidential Declaration;
    - d. Emergency Labor; and,
    - e. Damage Assessment/Socio-economic Impact Assessments.
- I. As recovery operations are introduced, close coordination will be required between those federal agencies responsible for recovery operations and voluntary agencies providing recovery assistance, including the ARC.
- J. Pets will not be allowed in shelter facilities except for authorized care giving animals. See the Pet Care Planning Guideline attached for suggestions on handling your pets in emergencies. If the situation warrants and resources are available, pet sheltering will be provided after human needs have been met.

### III. CONCEPT OF OPERATIONS

#### A. Preparedness

1. FEMA develops and provides strategic planning guidance and direction to the State, local and tribal governments.
2. Tooele County Emergency Management participates in regularly scheduled coordination meetings with the State, FEMA, and other local jurisdictions, businesses and agencies.
3. Tooele County Emergency Management works with the State and federal governments and other local jurisdictions, businesses and agencies to develop coordinated plans.
4. Tooele County Emergency Management coordinates with the State and FEMA to ensure adequate training is provided to local emergency responders.
5. Tooele County Emergency Management makes agencies aware of ongoing training, available public education materials and public education opportunities and provides tailored exercise opportunities to the community and schools.
6. All ESF #6 agencies must ensure that a coordinator is designated and familiar with their duties in the EOC.

#### B. Response

1. If Tooele County EOC is activated for a community emergency, the ARC Director of Emergency Services and Staff Duty Officer will be notified of the emergency as part of standard alert & notification procedures.
2. The ARC Director of Emergency Services or alternate will become the Job Director and designate someone to report to the EOC to monitor the situation.
3. Following a catastrophic event or a community emergency requiring evacuation, Tooele County officials, supported by the Emergency Management staff, will ensure that, initially, reception centers are available as collection points for people requiring temporary shelter, feeding and emergency first aid.
4. If utilizing the Utah National Guard (UNG) Armory in Tooele for a reception center, the County EOC will notify the State EOC to request that the UNG Armory be made available for use.
5. If the situation requires, the ARC Mass Care Coordinator, the Reception Center Manager or the Tooele County EOC Administrative Coordinator will notify the ARC Disaster Services Representative (Job Director) to provide ARC shelter services in Tooele County.
6. The ARC Job Director will then make the appropriate assignments, utilizing standard operating procedures, to determine if shelter facilities are required and what facilities will be utilized. The ARC will notify the Tooele County EOC when ARC shelter facilities are operational. The locations will be made known to the public as appropriate.
7. Once operational, the ARC may request assistance and/or supplies from Tooele County and other public, private-sector, or non-profit organizations.

8. The primary communication link between mass care facilities and the EOC will be telephone. Radio communications will also be provided by amateur radio volunteers. Additionally, amateur radio operators can help facility managers monitor public information sources, emergency updates, guidance and announcements from the EOC.
9. Information on shelters will be provided to the public via Emergency Alert System (EAS) messages, press releases, or other medium as appropriate. This information will be coordinated with the ARC and issued from the EOC, or the Joint Information Center/System. The primary television Emergency Alert System station for Tooele County is KSL, Channel 5 and 1160 AM on the radio.
10. Private vehicles will be the primary mode of transportation to shelters. If transportation support is needed to follow an evacuation order, Tooele County officials will prioritize requests for transportation resources. Special needs populations, primarily those who are institutionalized or homebound, will have priority over the general population. Transportation resources should be requested through the Human Needs Coordinator and be dispatched by officials in the Tooele County EOC.

### **C. Mass Care**

Mass care facilities will be staffed and operated according to established ARC guidelines. They will provide:

1. Sign-in/Registration, communication and emergency first aid services.
  - a. People will not be “registered” at reception centers. People will, however, sign a log for tracking purposes. Registration at shelters will be handled by ARC trained volunteers or ARC personnel.
  - b. Communications will be handled by telephone and supplemented by volunteer amateur radio operators.
  - c. Emergency first aid services will be handled by Tooele County Public Health nurses at reception centers, and by ARC nurses at shelters.
2. Feeding/Lodging Capability
  - a. Reception centers are planned only as collection facilities, and do not provide lodging. However, Tooele County may provide food to evacuees and workers at reception centers with the assistance of the ARC, if necessary.
  - b. The ARC, in conjunction with the Emergency Operations Center, will obtain permission from owners to use public or private facilities for shelter purposes.
  - c. When ARC shelters are established, it will be the responsibility of the ARC to maintain administrative and operational control according to Red Cross policies and procedures.
  - d. The ARC will be responsible for meal planning, coordination of mobile feeding, and identifying feeding sites and resources for the procurement of food and related supplies.



- e. The ARC will be responsible for lodging evacuees.
3. Emergency First Aid
- a. Emergency first aid will be provided to disaster victims and workers at mass care facilities and at designated sites within the disaster area.
  - b. Emergency first aid may be supplemental to other emergency health and medical services established to meet the needs of disaster victims (i.e. field hospitals, medical observation areas, etc.).
4. Disaster Welfare Information Services
- a. The County (EOC and JIC) will respond to inquiries about residents from, or transient visitors to, the disaster-affected area to the best of their ability as resources permit until the ARC DWI service, if needed, is in place.
  - b. The ARC may establish Disaster Welfare Inquiry (DWI) services to assist immediate family members by responding to disaster welfare inquiries about residents from, or transient visitors to, the disaster-affected area. There may be a moratorium of up to 72 hours after the disaster occurs for the determination of the affected area and the system to get activated.
  - c. Under less catastrophic conditions, the inquiry system may also operate on a lesser scale, but again not at the onset of the emergency. **Family members only** should make inquiries through their **local** ARC Chapter. Tooele County residents are served by the Greater Salt Lake Area Chapter. Their number is 1-801-323-7000.
  - d. If site access security is requested by the ARC, it will be provided by law enforcement or volunteer personnel such as Search & Rescue or the Senior Patrol.

#### **D. Human Services Support**

In addition to those items identified above, other unique human needs services may be required such as:

- 1. Crisis Intervention Teams;
- 2. Mental health services disaster victims and workers;
- 3. Aging and Adult Services, such as transportation or food and medical assistance for the homebound;
- 4. Assistance for the physically challenged;
- 5. Language interpretation;
- 6. Transportation for special needs groups or distressed evacuees, if appropriate;
- 7. Support from clergymen; and
- 8. Other appropriate miscellaneous services that may be requested.

9. In areas unaffected by the disaster, public and private organizations, responsible for institutionalized or special needs groups such as the homebound, should continue to be responsible to provide for specialized care needs (i.e. food, medicine, check-ups, equipment, evacuation/transportation and supervision, etc.).
10. For areas affected by the disaster, the ARC may assist with needed shelter and feeding support within its facilities if space is available and appropriate staffing and equipment is made available by the normally responsible provider or agency. Transportation to or from shelters can be requested through the EOC Human Needs Coordinator if normal resources are depleted.
11. Coordinate with the ARC to secure food and clothing for mass care facilities, individuals or families, if required.
12. Identify distribution centers if items cannot be delivered to mass care facilities.
13. Appoint a Volunteer Coordinator and/or Donations Manager, in a large scale emergency response effort.
14. Coordinate with Home Health agencies, Assisted Living Facilities, other related private and social service efforts, and governmental agency activities.
15. Act as a point of contact when animal shelter services are required.
16. Request support from Workforce Services when appropriate, at 801-526-9240 for the provision of:
  - a. Damage assessment/socio-economic impact assessment services to government agencies, if requested;
  - b. Individual or Family Grant assistance;
  - c. Disaster Food Stamps; and
  - d. Emergency labor.
17. Supply the county public information officer, the Emergency Management Director and the Policy Group, important public service information on support services being made available from the county, state, and federal agencies you are working with, and the locations where this assistance is being provided.
18. Assist with the opening and/or staffing of disaster recovery centers, if requested.
19. The ARC, in coordination with EOC staff, will determine when shelter services are no longer needed. Notifications will be made through the ARC and the Public Information Officer utilizing ARC resources and the public information system.

## **IV. RESPONSIBILITIES**

### **ESF Coordinator: Emergency Management**

1. Once a Protective Action Decision has been made and the public has been notified, coordinate the opening of a reception center for collection and accountability of evacuees.

2. Notify Reception Center Manager(s) and the ARC, public health nurses and the West Desert Amateur Radio Club. Notify law enforcement of need for security.
3. Coordinate access to the reception centers.
4. Notify the public of reception center location(s).
5. If requested by the ARC, make contacts to identify a shelter location and get permission, if needed, to use identified facility.
6. Ensure staffing at the Reception Center as long as it's needed. Shut down when appropriate.

### **ESF Primary Agency: Emergency Management**

1. In a major disaster/catastrophe, once activated, Emergency Management will work with State and Federal agencies to:
2. Assesses the situation and identifies resource requirements in close coordination with State counterparts;
3. Convenes regional ESF #6 support agencies;
4. Provides ESF #6 liaisons to the Incident Management Assistance Team, JFO, and other DHS/FEMA or State facilities, as appropriate;
5. Coordinate ESF #6 Federal resource requests with Federal departments and agencies at the regional level. Only requests that cannot be filled or issues that cannot be resolved at the RRCC/JFO levels will be elevated to the NRCC for resolution;
6. Contact and activate regional ESF #6 support agencies, as required;
7. Provide updated consolidated reports on mass care, emergency assistance, housing, and human services activities to the RRCC Planning Section for inclusion in regional situation reports;
8. Distribute ESF #6 information to ESF #6 support agencies, as appropriate; and,
9. Provide technical assistance to designated State lead agencies, as needed.
10. ESF #6, DHS/FEMA will identify initial needs and ensure that the requested and necessary support is in place for the ESF #6 support agencies to execute their missions to include: requests for assistance, activation of pre-scripted mission assignments, and issuance of mission assignments.
11. Liaisons from Federal support agencies and VOLAGs may assist the ESF #6 Branch at the RRCC and JFO, as necessary.
12. DHS/FEMA coordinates resources and emergency assistance in support of local, tribal, and State governments, VOLAGs, and the private sector to augment their mass care response activities, as requested or directed, in the following areas:
  - a. Mass evacuation;
  - b. Facilitated Reunification;
  - c. Household Pets and Service Animals;
  - d. General, Specialized, Medical, and Nonconventional Shelters;
  - e. Support to Unaffiliated Volunteers and Unsolicited Donations;
  - f. Voluntary Agency Coordination;
  - g. Disaster Housing Assistance as defined in the National Disaster Housing Strategy; and,

- h. Assistance in many areas that address non-housing human needs of individuals and families, as defined in ESF #6 of the NRF.

#### **A. ESF #6 LOCAL LEAD SUPPORT AGENCY: AMERICAN RED CROSS**

The American Red Cross's role as the Nation's largest mass care service provider is separate and distinct from its role in the *NRF*. As the Nation's largest mass care service provider, the American Red Cross provides sheltering, feeding, bulk distribution of needed items, basic first aid, welfare information, and casework, among other services, at the local level as needed. In its role as a service provider, the American Red Cross works closely with local, tribal, and State governments to provide mass care services to victims of every disaster, large and small, in an affected area. In providing these services, the American Red Cross fulfills its humanitarian mission, acting on its own behalf and not on behalf of the Federal Government or any other governmental entity.

1. In any emergency, large or small, the American Red Cross:
2. Provides Red Cross staff to work daily at DHS/FEMA regional offices in support of ESF #6 Mass Care activities;
3. Provides specially trained liaisons to work at designated DHS/FEMA locations to support ESF #6 Mass Care activities as requested;
4. Provides subject-matter expertise on regulations, policy, and all relevant American Red Cross issues including general mass care planning, preparedness, response, and recovery activities, as well as Red Cross-specific activities in these areas;
5. Provides information on current Red Cross mass care activities as requested prior to and during response operations;
6. Supports DHS/FEMA in working with designated State lead agencies for mass care in planning preparedness and response activities, to include exercise participation;
7. Provides guidance to designated State lead agency for mass care as the State determines its needs for Federal resource support;
8. Promotes cooperation and coordination among government and national-level NGOs that provide mass care services and appropriate government entities engaged in planning for response to major disasters;
9. Works on a case-by-case basis with DHS/FEMA on transient accommodations to eligible disaster victims;
10. Supports reunification efforts through its "Safe and Well" website and in coordination with government entities as appropriate;
11. and supports reunification programs in general population shelters operated by the American Red Cross; and,
12. Promotes public information sharing through its website ([www.redcross.org](http://www.redcross.org)), National Response Center, and "Safe and Well" website.

## **B. Lead Human Services Coordinator: Adult and Aging Services**

1. Review this Emergency Operations Plan and other Standard Operating Guidelines (SOG's) and be prepared to implement them.
2. Designate and train a Human Needs Coordinator and an alternate to act in your absence in the EOC.
3. Develop and maintain appropriate resource lists to ensure implementation of tasked support functions.
4. Report to the EOC when notified.
5. Work in conjunction with the Utah State Department of Human Services, the Utah State Department of Workforce Services, mental health providers, special needs groups, religious organizations, the Tooele County School District, the American Red Cross, the Tooele County Sheriff and other volunteer or civic organizations to coordinate support and assistance to accomplish the duties listed in the Concept of Operations.
6. Work with Salvation Army, Deseret Industries and other private non- and for-profit organizations and individual donors for clothing and other miscellaneous requests/donations.
7. Supply important public service information to the county public information officer or the Joint Information Center, if activated.
8. Ensure individual and group debriefings and counseling are provided to all emergency workers, when appropriate.
9. Coordinate with the State EOC, Human Services, Workforce Services, and other appropriate state and federal agencies for the establishment of Disaster Recovery Centers (DRCs), if required.
10. DRCs may be established within 4 days when facilities are ready. If there is a Presidential Disaster Declaration, the Federal Emergency Management Agency will open their National Teleregistration Center (NTC) within 24 hours to take individual and family assistance applications over the phone. This 1-800 number will be provided to the public at the time of the disaster declaration.
11. Work with the Humane Society and the Department of Agriculture for the handling of stray animals and the provision of shelter, animal care or immunizations, if requested.  
Remember people are our first priority.

### C. SUPPORT AGENCIES

AGENCY	FUNCTIONS
Utah Department of Agriculture	<ul style="list-style-type: none"> <li>• Animal and Plant Health Inspection Service: Provides for the safety and well-being of household pets. ESF #11 provides technical support and subject-matter expertise on pets.</li> <li>• Provides Food and Nutrition Service.</li> <li>• Provides emergency food stamps.</li> </ul>
Utah Department of Health	<ul style="list-style-type: none"> <li>• Coordinates medical care and workers to augment health services personnel in shelters as appropriate.</li> <li>• Provides medical care and mental health services for impacted populations either in or outside the shelter locations.</li> <li>• Provides technical assistance for shelter operations related to food, vectors, water supply and waste disposal.</li> <li>• Assists I the supply of durable medical supplies and services, including durable medical equipment.</li> <li>• Coordinates and provides emergency and disaster-related veterinary medical care services to impacted animal populations (including household pets and service animals) in or outside of shelter locations until local infrastructures are reestablished</li> </ul>
Workforce Services	<ul style="list-style-type: none"> <li>• Provide assistance to the Human Needs Coordinator when appropriate or requested.</li> <li>• Provide a liaison to the Tooele County EOC, if requested by the Tooele County Policy Group, to assist the Recovery Planning Group with recovery services.</li> <li>• Coordinate with all appropriate local, state and federal agencies and provide status reports to the Tooele County Policy Group when requested.</li> </ul>
School Coordinator	<ul style="list-style-type: none"> <li>• Work with the Human Services Coordinator for the provision of transportation for special needs populations when resources are available.</li> <li>• Work with the Human Services Coordinator for assistance to the schools children in times of disaster, i.e. food, clothing, counseling, etc.</li> </ul>
Tooele County Sheriff Municipal Law Enforcement Agencies	<ul style="list-style-type: none"> <li>• Provide shelter for stray animals if time and resources permit.</li> <li>• Provide security for the reception centers/shelters.</li> </ul>

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## **D. ALL TASKED AGENCIES**

1. Know the Tooele County EOP and each agency's responsibilities during disaster.
2. Each tasked organization is expected to provide its own logistical support ((food, water, emergency power, fuel, equipment/supplies replacement, etc.) during the initial phase (at least the first 24 hours) of response operations. Additional support should be obtained through the EOC, or the IC, as appropriate.
3. Maintain existing communication capability and follow established procedures for inter- and intra-agency and IC communications for daily and emergency field operations;
4. Plan and Schedule training and exercise.
5. Establish a procedure to identify damage to organizational resources and facilities and cost accounting of damages, for reporting to the EOC Finance Coordinators.
6. Ensure that organizational staff members in the EOC have authority to commit resources and set policies, or know the appropriate procedures for doing so.
7. If appropriate, establish a protocol for interfacing with State/Federal responders and coordinating centers.
8. Activate a control center to support and facilitate the organization/department's response activities.
9. Ensure 24 hour staffing in the EOC and control center, when requested by the EMD;
10. Maintain communication with appropriate Branch or Section Chiefs;
11. Keep appropriate ESF Coordinators in the EOC and JFO informed of status of operations at all times;
12. Maintain daily staff and equipment usage records and expense reports and provide to the financial officer in the field and/or EOC as appropriate. Request forms if not readily available; and,
13. Clean, repair and perform maintenance on all equipment, as required for daily use, and before returning to normal operations or to storage.

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**ATTACHMENT 1 TO ESF #6  
MANAGED CARE FACILITIES**

Mountain West Medical Center  
2055 N. Main Street  
Tooele, Utah  
435-843-3600

Beehive Homes of Tooele  
464 S. Main Street  
Tooele, UT 84074  
435-833-0202

Rocky Mountain Care Facility  
140 E. 200 S.  
Tooele, UT 84074  
435-843-2000

Cottage Glen Assisted Living  
1892 Aaron Drive  
Tooele, UT 84074  
435-882-7990



Buildings listed in this appendix have been surveyed for their suitability as mass care facilities for displaced persons. The main concerns are: minimizing the disruption to ongoing activities; and the habitability features of the buildings.

As a result, the buildings surveyed usually fall into the following categories:

- A. Public schools (junior and senior high schools are usually the best equipped) and other similar buildings with multi-purpose rooms, showers, large open areas that can accommodate sleeping arrangements, and cafeteria facilities.
- B. Governmental or non-profit facilities such as National Guard armories, Public Health buildings and community centers or activity centers for senior citizens.
- C. Church buildings with kitchens.
- D. Clubs operated by fraternal and social organizations that have suitable eating and bathroom facilities.
- E. Governmental and/or public buildings considered to be essential operations facilities for managing a crisis, such as city halls, courthouses, fire and police stations, and hospitals.

Mass Care facilities that have been identified in Tooele County are listed on the next three pages.

**RECEPTION CENTERS AND POTENTIAL LIMITED CAPACITY SHELTERS**

<b><u>Location</u></b>	<b><u>Contact</u></b>
Tooele County Health Dept. Bldg. 151 North Main Tooele, UT 84074	Bucky Whitehouse (c) 241-0220 (W) 277-2459, (H) 882-4206
Army National Guard Armory 10 S. 1st Street Tooele, UT 84074	State EOC (W) 801-538-3400 (A) 882-2886
Grantsville Senior Center 120 S. Center Grantsville, UT 84029	Diane Caldwell Patti Eisenmenger, alternate (W) 884-3446
Dugway LDS Church Dugway (Outside Main Gate)	Gerald Mason (H) 831-4007 (h), 849-0770 (c) Larry 849-1532
Vernon LDS Church Vernon, Utah	Bishop John Olson (H) 839-3403 (W) 833-1978, ext. 2177 (C) 830-9186

**POTENTIAL MASS CARE FACILITIES at SCHOOLS**

Tooele County School District 92 Lodestone Way Tooele, UT 84074	Terry Linares (Superintendent) (W) 833-1900 Ken Luke (Ass't Superintendent) (W) 833-1900 (C) 830-9072
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<b><u>School Location (Pop)</u></b>	<b><u>Evacuee Capacity</u></b>	<b><u>Meals Capacity</u></b>	<b><u>Contact</u></b>
Dugway High (120) Bldg. 5020 5th Street Dugway, 84022	200	200	Robin Nielson (W) 831-4566 Fax 831-4951
Grantsville High (954) 155 Cherry Street Grantsville, 84029	500	300	Travis McCluskey (W) 884-4500 Fax 884-4519

<u>School Location (Pop)</u>	<u>Evacuee Capacity</u>	<u>Meals Capacity</u>	<u>Contact</u>
Tooele High (1,790) 301 W. Vine Street Tooele, 84074	1500	1000	Bill Gochis (W) 833-1978 Fax 833-1984
Tooele Jr. High (1127) 411 W. Vine Street Tooele, 84074	800	700	Larry Abraham (W) 833-1921 Fax 833-1923
Wendover High (184) Box 610 Wendover, UT 84083	300	100	John Barrus (W) 435-665-2343 Fax 435-665-7706

**Other School Buildings**

<u>School Location (Pop)</u>	<u>Contact</u>
East Elementary (676) 135 S. 7th Street Tooele, 84074	Ernie Nix (W) 833-1951 Fax 833-1952
Harris Elementary (533) 251 N. 1st Street Tooele, 84074	Cleo Riggs (W) 833-1961 Fax 833-1965
Northlake Elementary (641) 268 N. Coleman Tooele, 84074	Jo Ann Coon (W) 833-1940 Fax 833-1943
Copper Canyon Elementary (444) 1600 N. Broadway Tooele, UT 84074	Clint Spindler (W) 843-3820 Fax 843-3824
Middle Canyon Elementary (699) 751 E. 1000 N. Tooele, UT 84074	Cheryl Miller (W) 833-1906 Fax 843-3802

<u>School Location (Pop)</u>	<u>Contact</u>
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West Elementary (737) 400 S. 400 West Tooele, UT 84074	Suzanne Owen (W) 833-1931 Fax 833-1933
Oquirrh Hills Early Learning/Headstart 555 E. Vine Street Tooele, UT 84074	Deann Hall/Mary Salazar (W) 833-1966/882-6743 Fax 833-1998
Overlake Elementary (566) 2052 North 170 West Tooele, UT 84074	Janice Johnson (W) 843-3805 Fax 843-3809
Clarke N. Johnsen Jr. High 2152 North 400 West Tooele, UT 84074	Hal Strain (W) 833-1939 Fax 833-3816
Settlement Canyon Elementary 935 West Timpie Rd. Tooele, UT 84074	Gailynn Warr (W) 882-4597 Fax 882-0760
Tooele South High (67) Bldg. S110 TEAD Tooele, UT 84074	Daniel Johnson (W) 833-1928 Fax 833-1929
Rose Springs Elementary (559) 5349 N. Insbrook Place Stansbury Park, UT 84074	Leon Jones (W) 833-9015 Fax 833-9207
Stansbury Elementary (527) 485 Country Club Stansbury Park, UT 84074	Xenia Young (W) 833-1968 Fax 833-1972
Dugway Elementary (147) Bldg. 5000 Valdez Cir. Dugway, UT 84022	Robin Nielson (W) 831-4259 Fax 831-4469
Grantsville Elementary (679) 175 W. Main Grantsville, UT 84029	Jeff Wyatt (W) 884-4520 Fax 884-4521

**School Location (Pop)**

**Contact**

Willow Elementary (484)	Mark Brunsdale
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439 S. Willow Street  
Grantsville, UT 84029

(W) 884-4527  
Fax 884-4531

Grantsville Jr. High (558)  
318 S. Hale  
Grantsville, UT 84029

Keith Davis  
(W) 884-4510  
Fax 884-4513

Vernon School (36)  
70 North Main  
Vernon, UT 84080

Lana Thomas  
(W) 839-3433  
Fax 839-3433

Ibapah Elementary (14)  
116 Eagle's Nest  
Ibapah, UT 84034

Dr. Kent Parsons  
(W) 435-234-1113  
Fax 435-234-1175

Anna Smith Elementary (221)  
731 N. Aria, Box 879  
Wendover, UT 84083

Dr. Kent Parsons  
(W) 435-665-0470  
Fax 435-665-7562

NOTE: All area codes are "435" unless noted.

## Salt Lake County EOP Example

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## **Emergency Support Function #6 – Mass Care, Emergency Assistance, Housing and Human Services Annex**

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**ESF Coordinator:** Peter Hebertson

**Primary Agencies:** Human Services

**County Liaison:** Mike Barrett

*- Support Agencies are contained throughout and at the end of this document*

### **INTRODUCTION**

#### **Purpose**

Emergency Support Function (ESF) #6 – Mass Care, Emergency Assistance, Housing, and Human Services, coordinates the delivery of mass care, emergency assistance, housing, and human services when local response and recovery needs exceed their capabilities. Such services may include, but are not limited to, food, shelter, first aid and basic medical care, clothing, mental and physical health support, family reunification, bulk distribution of basic household items.

#### **Authorities**

- Refer to the authorities listed in the Salt Lake County Emergency Operations Plan and emergency support function (ESF) annexes as appropriate.

#### **Scope**

Emergency Support Function #6 coordinates and leads resources, as required, to support local governments and voluntary agencies in the performance of mass care, emergency assistance, housing, and human services missions.

#### **Primary Functions**

Mass care services and programs are implemented to assist individuals and households impacted by potential or actual disaster incidents, and are organized into five primary functions: Mass Care, Waste Management, Emergency Assistance, Housing, and Human Services.

**Mass Care:** Includes the provision of emergency sheltering, feeding operations for disaster victims and workers, emergency first aid, bulk distribution of emergency items, collecting and providing information regarding affected individuals to family members, family reunification.

**Waste Management:** A working group will be formed to develop an appropriate plan to address the key issues. Additionally, the Salt Lake Valley Health Department's (SLVHD) role is a key component.

**Federal Emergency Assistance:** Assistance required by individuals, families, and their communities to ensure that immediate needs beyond the scope of the traditional "mass care" services provided at the local and State level are addressed. These services include: support to evacuations (including registration and tracking of evacuees); reunification of families; provision of aid and services to functional needs populations; evacuation, sheltering, and other emergency services for animals; support to specialized shelters; support to medical shelters; nonconventional shelter management; coordination of donated goods and services; and coordination of voluntary agency assistance.

**Housing:** Includes housing options such as rental assistance, repair, loan assistance, replacement, factory-built housing, semi-permanent and permanent construction, referrals, identification and provision of accessible housing, and access to other sources of housing assistance. This assistance is guided by the National Disaster Housing Strategy.

**Human Services:** Includes the implementation of disaster assistance programs to help disaster victims recover their non-housing losses, including programs to replace destroyed personal property, and help to obtain disaster loans, food stamps, crisis counseling, disaster unemployment, disaster legal services, support and services for functional needs populations, and other federal, state, and county benefits.

## Policies

Human Services coordinates with impacted local governments and communities without regard to race, color, national origin, religion, nationality, sex, age, disability, limited English proficiency, or economic status.

Duplication of effort and benefits will be reduced to the extent possible.

ESF #6 – Mass Care and Human Services supports federal, state, county, and local agencies, voluntary agencies and nongovernmental organizations, and ESF #8 – Public Health and Medical Services in addressing the requirements of functional needs populations, as defined in the National Response Framework (NRF) Glossary. Functional needs may be present before, during, or after an incident in one or more areas, including but not limited to:

- Maintaining independence
- Communication
- Transportation
- Supervision
- Medical care



Individuals in need of additional response assistance may include those who have disabilities, who live in institutional settings, who are elderly, who are from diverse cultures, who have limited English proficiency or who are non-English speaking, who are children, or who have special transportation needs.

Salt Lake County recognizes the varying and special requirements of individuals who utilize the assistance of caregivers and/or service animals. Salt Lake County will ensure that the individuals and caregivers remain together to the maximum extent possible during evacuation, transport, sheltering, or the delivery of other services. Service animals shall be treated as required by law (for example, the Americans with Disabilities Act (ADA) of 1990), and the 2010 FEMA Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters.

Salt Lake County recognizes the varying and special requirements of children and will ensure that the physical and mental health needs of children will be appropriately addressed, and that children will remain with their families or caregivers to the maximum extent possible during evacuation, transport, sheltering, or the delivery of other services.

## CONCEPT OF OPERATIONS

### General

ESF #6 coordinates county response and recovery operations in close coordination with local governments, VOAD, American Red Cross, and the private sector. ESF #6 assistance is managed and coordinated at the lowest possible organizational level. Only requests that cannot be filled or issues that cannot be resolved at the jurisdictional level are elevated to the county emergency operation center (EOC) ESF #6 coordinator for resolution.

Initial response activities focus on immediate needs of victims.

Recovery efforts are initiated concurrently with response activities.

### Activation and Termination

- **Activation Conditions:** ESF #6 is activated when an incident or disaster occurs that requires escalation of the county EOC activation level and initiation of mass care and shelter operations.
- **Activation Authority:** Salt Lake County Emergency Management, or the local jurisdiction, has the authority to activate ESF #6 and the Mass Care and Shelter Annex and will coordinate those efforts as appropriate with affected jurisdictions.
- **Termination:** This annex is terminated when mass care and shelter operations from the county are no longer required or upon the direction of the Salt Lake County Emergency Management.

## Mass Care and Shelter Facility Operations

### Locations and Site Selection

- Salt Lake County Emergency Management through ESF #6 maintains a confidential list of available shelters within Salt Lake County. Shelter site selection will depend on the incident and most likely will not be determined before the incident. Refer to the ESF #6 annex for the appropriate memorandums of understanding and agreements.

#### Management/Organization

- Whenever possible, shelter facilities will be opened, managed, and operated with the support from county departments as available. Shelter operations may be managed and organized in the following ways:
  - American Red Cross (ARC) Shelters: ARC will occupy a facility and plan, organize, direct, and control every aspect of the services provided at the shelter in accordance with the pre-established agreement.
  - Spontaneous Shelters: During a disaster, shelters may spontaneously appear due to community-based organizations or faith-based organizations trying to meet a perceived need. Such shelters exist beyond the established response mechanism. The entity that opens the shelter will assume financial and legal responsibility for the shelter.

#### Notification

- Salt Lake County Emergency Management activates ESF #6 when incidents occur that may require a mass care and shelter facility.
- ESF #6 contacts support agencies and coordinates shelter efforts out of the EOC.

#### Staffing and Training

- The ARC coordinates just-in-time training for shelter volunteers as needed.
- The ARC works with ESF #6 to identify a location to conduct the training if space is not available at the shelter location.

#### Evacuee Registration and Reporting

- Evacuee registration occurs at the designated entry points of shelters per normal ARC procedures.

#### Termination of Shelter Operations

- ARC shelters remain open until evacuees can return to their own homes or until alternate sheltering arrangements have been made. The duration of shelter operation will be proportional to the severity of the incident. FEMA Housing Assistance grants may be available to facilitate housing arrangements for shelter residents.

#### Communications

- The preferred methods of communication include commercial/public technologies such as landline phones, cell phones, e-mail, and text messaging. Salt Lake County may have access to and utilize other communications systems as needed to include those needed to reach functional needs populations.

#### Functional Needs Populations

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- ARC-operated shelters make appropriate and reasonable accommodations for functional needs populations. The ESF #6 annex may contain additional information regarding functional needs populations.
  - Detailed requirements and provision for functional needs shelter accommodations will be in accordance with the FEMA functional needs planning guidelines and ADA shelter checklists.

#### Animals

- Refer to the Salt Lake County ESF #11 annex.

## **ORGANIZATION**

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When activated, ESF #6 reports to the Salt Lake County EOC Operations Section chief.

### **ESF #6:**

- Coordinates and resolves county and local-level ESF #6 issues
- Addresses requests for additional ESF #6 support teams and de-conflicts multiple requests for limited resources
- Contacts and activates ESF #6 support agencies, as required
- Provides consolidated reports on mass care, emergency assistance, housing, and human services activities to the Planning Section for inclusion in the situation report
- Distributes ESF #6 information to ESF #6 support agencies, as appropriate
- Coordinates and provides registration intake services and process disaster assistance applications, including eligibility determinations for FEMA Individuals and Households Program
- Ensures that individuals and families evacuated or sheltered are afforded access to Federal disaster assistance, by providing access to the DHS/FEMA registration intake system; this includes access for individuals who may need alternate formats, sign language interpreters, or information presented in a language other than English

Disaster victims may register for disaster assistance by phone, Internet, or in person at mobile registration intake centers (MRICs) or other available means.

### **County-Level ESF #6 Support**

Upon activation, ESF #6:

- Supports Salt Lake County and local governments and volunteer organizations efforts in coordinating mass care, emergency assistance, housing, and human services
- Assesses the situation and identifies resource requirements in close coordination with federal,

state, and local counterparts

- Contacts and activates ESF #6 support agencies, as required
- ESF #6 liaisons to the Incident Management Team, Joint Field Office, and other agencies or facilities, as appropriate
- Coordinates ESF #6 resource requests with the appropriate sections, departments, and agencies; only requests that cannot be filled or issues that cannot be resolved are elevated to the Operations Section chief, and then the county coordinating officer for resolution
- Provides updated consolidated reports on mass care, emergency assistance, housing, and human services activities to the Logistics Section chief, the Finance Section chief, and Planning Section chief for inclusion in situation reports
- Distributes ESF #6 information to ESF #6 support agencies, as appropriate
- Provides technical assistance to other agencies, as needed
  - As the primary agency for ESF #6, Human Services will identify initial needs and ensure that the requested and necessary support is in place for the ESF #6 support agencies to execute their missions to include requests for assistance, activation of pre-scripted mission assignments, and issuance of mission assignments.
- Distributes ESF #6 information to ESF #6 support agencies, as appropriate

Liaisons from other agencies may assist the ESF #6 coordinator as necessary.

### **ESF #6 Support to Incident, Area, or Unified Command**

Once established, ESF #6:

- Provides ESF #6 liaison to and from the EOC to support the Unified, Area, or Incident Command
- Provides consolidated reports on mass care, emergency assistance, housing, and human services activities to the field Planning Section for inclusion in the field Incident Action Plans and situation reports
- Reports on current mass care services and activities using data provided by the ARC and local, state, federal, and other voluntary agencies
- Anticipates and identifies future requirements in communication with Incident Commander
- Monitors state and county requirements for the use of federal-facilitated reunification systems (for example, the National Emergency Family Registry and Locator System (NEFRLS) and the National Emergency Child Locator Center (NECLC))
- Facilitates the process for agencies or jurisdictions providing mass care services requesting resource support from the EOC for mass care
- Coordinates with federal, state, county, local, and voluntary agencies for additional shelter capacity, including accessible shelters
- Develops an initial housing strategy, in coordination with local and state leadership, which may include DHS/FEMA Headquarters and federal support agencies
- Coordinates with state, county, and local governments to depopulate shelters as required and, when possible, plan for the return of evacuees, including evacuees with special needs, to their

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pre-disaster locations

Staff from the ESF #6 primary and support agencies remain activated through the initial phase of recovery activities to ensure all response issues are addressed and to support the transition of related issues and responsibilities from mass care to housing.

## **FUNCTIONAL AREAS**

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**Mass Care:** Human Services is the primary coordinating agency for ESF #6, and in coordination with voluntary organizations, will provide shelter, feeding, bulk distribution, emergency first aid, and disaster welfare information in its role as the ESF #6 Primary Coordinating Agency and will coordinate closely with other agencies and mass care resources to support and augment mass care capabilities when requested by the County.

**Shelter:** Emergency shelter includes the use of designated shelter sites in existing structures within the affected area(s) as well as additional sites designated by local government. Shelter sites shall be selected to maximize accessibility for individuals with disabilities in compliance with 2010 FEMA Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters whenever possible.

**Feeding:** Includes a combination of fixed sites, mobile feeding units, and bulk distribution sites to feed shelter residents. ESF #6 also provides for the feeding of shelter workers when normal commercial feeding facilities are not available.

**Bulk Distribution:** Bulk distribution includes distribution of emergency relief items to meet urgent needs through sites established within the affected area(s). These sites are used to distribute food, water, or other commodities in coordination with local, county, state, and federal governmental entities and voluntary agencies and other private-sector organizations.

**Emergency First Aid:** Emergency first aid includes provision of basic first aid at mass care facilities and designated sites and referral to appropriate medical personnel and facilities.

**Disaster Welfare Information:** DWI includes services related to the provision of information about individuals residing within the affected area to immediate family members outside the affected area. It may also include services related to the reunification of family members within the affected area.

ESF #6 may provide the following support to federal, state, county, and local governments and volunteer organizations, as requested by the County.

**Emergency Feeding and Distribution:** ESF #6 works in concert with Department of Agriculture (USDA) Food and Nutrition Service (FNS), through ESF #8 – Public Health and Medical Services, and with state, county, and local governments and volunteer organizations to distribute food and food supplies when their capabilities are in need of additional resources, as determined by Salt Lake County. This may include support to private-sector feeding operations, securing food commodities, developing feeding plans, and obtaining warehouse space.

**Distribution of Emergency Relief Items:** ESF #6 supports state, county, and local governments, and volunteer organizations with points of distribution (PODs) for distribution of emergency relief items. Support may also include the coordination of transportation, technical support, and other mission-critical items.

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**Emergency Assistance:** ESF #6 coordinates resources and emergency assistance in support of State, County, and local governments, volunteer organizations, and the private sector to augment their mass care response activities, as requested or directed.

**Evacuation:** ESF #6 may provide staff to support state, county, and local authorities with evacuation. ESF #6 evacuation activities and requirements are identified and addressed in the Evacuation Incident Annex to emergency operations plans.

**Facilitated Reunification:** When an evacuation process requires Salt Lake County support, ESF

#6 tracks information on individuals and families in an effort to assist with the reunification of separated family members. Tracking, locating, registering, and reuniting evacuees and survivors are activities performed at state, county, and local levels.

**Animals:** Planning for and accommodating animals as a component of mass care is critical. Evacuation measures for animals are in accordance with the processes and procedures outlined in the ESF #6, #8, #11 – Animals Services, Agriculture, and Natural Resources, and ESF #15 – External Affairs annexes.

**General, Specialized, Medical, and Nonconventional Shelters:** ESF #6 provides assistance, resources, and technical assistance in support of federal, state, county, and local governments, Volunteer organizations, and host jurisdictions when conventional and nonconventional congregate care systems and shelter-in-place activities are in need of additional resources from local government. Congregate care facilities are accessible to individuals with disabilities, whenever possible.

Nonconventional sheltering may include:

- Hotels, motels, and other single-room facilities
- Temporary facilities such as tents and prefab modular facilities
- Specialized shelters and functional and medical support shelters (through coordination with ESF #8 and the affected location)
- Support for other specialized congregate care areas that may include respite centers, rescue areas, and decontamination processing centers.

**National Shelter System:** The National Shelter System (NSS) is a web-based comprehensive database that provides information for shelters posted to the NSS during response to disasters and emergencies. Reports from the NSS will detail the location and capacities of shelters (evacuation, general, ADA compliant, animal friendly, medical, etc.) open, on stand-by, or closed. The information in the NSS is submitted by the state, county, local and volunteer organization entities operating these shelters.

**Support to Unaffiliated Volunteers and Unsolicited Donations:** The Donations Management Unit under ESF #6 supports the management of volunteers and donated goods, as required.

The procedures, processes, and activities for Salt Lake County assistance to support spontaneous volunteers and unsolicited donations are defined in the Volunteer and Donations Management

Support Annex.

State support to volunteer and donations management may include the following:

- A database system to manage and record offers of donated goods and services
- Warehouse support for housing unsolicited donated goods
- Coordination of unsolicited private and international donations

**Citizen Corps Programs:** Many different programs can be leveraged to assist with mass care and shelter operations. These include Community Emergency Response Teams (CERT), neighborhood watch, and volunteers in police service, the Medical Reserve Corps (MRC), and the Fire Corps.

**Voluntary Agency Coordination:** ESF #6 works in concert with state, county, and local governments, volunteer organizations, faith-based organizations, and the private sector to facilitate an inclusive, multiagency, communitywide, and coordinated response and recovery effort.

ESF #6 works with local officials, private nonprofit organizations, the state, county, and others to establish a long-term recovery strategy to address the unmet needs of individuals and families, including those with special needs.

ESF #6 may also coordinate with national and local voluntary organizations active in disaster (VOAD) and international relief organizations to support the efforts of local voluntary agencies and faith-based organizations.

ESF #6 coordinates among nontraditional and newly formed voluntary agencies, existing social service agencies, and other government agencies with formal coalitions such as VOAD and long-term recovery committees. Nontraditional voluntary agencies include disaster response or recovery service providers that have not been involved with the planning and coordination efforts prior to a particular event. New voluntary agencies include groups that form in response to a particular event.

Additionally, partnerships with various private sector entities have been formed and will be a key component in providing resources as needed.

## Housing

The section defines the full scope of options for disaster housing assistance, including:

- **Temporary Roof Repair:** Quick repairs to damaged roofs on private homes; this assistance allows residents to return to and remain in their own homes while performing permanent repairs
- **Repair Program:** Financial assistance to homeowners for repair of their primary residence, utilities, and residential infrastructure
- **Replacement Program:** Financial assistance issued to victims to replace their destroyed primary residence
- **Existing Housing Resources:** A centralized location for identified available housing resources from the private sector and other federal agencies (that is, Department of Housing and Urban Development (HUD), Department of Veterans Affairs (VA), and USDA

properties)

- **Rental Assistance:** Financial assistance issued to individuals and families for rental of temporary accommodations
- **Non-congregate Facilities:** Facilities that provide private or semiprivate accommodations, but are not considered temporary housing (for example, tent cities, military installations, school dorm facilities, or modified nursing homes)
- **Transportation to Other Locations:** Assistance to relocate individuals and families outside of the disaster area where short- or long-term housing resources are available. Transportation services may include return to the pre-disaster location
- **Permanent Construction:** Direct assistance to victims and families of permanent or semi-permanent housing construction
- **Direct Financial Housing:** Payments made directly to landlords on behalf of disaster victims  
**Hotel/Motel Program:** Temporary accommodations for individuals and families in transition from congregate shelters or other temporary environments, but unable to return to their pre-disaster dwelling
- **Direct Housing Operations:** Provision of temporary units, usually factory-built (utilized only when other housing resources are not available); units will be appropriate to the community needs and include accessible units.
- **Housing Resources:** Available from the private sector, FEMA, and other federal agencies (as described below)
- **Small Business Administration (SBA) Disaster Loan Program:** Provides low-interest, long-term disaster loan assistance for qualified homeowners and renters, nonagricultural businesses of all sizes, and nonprofit organizations to fund the repair and replacement of disaster-damaged property. Additionally, the SBA provides loan funds that also may include money for such things as relocation, mitigation, refinancing of existing liens, code-required upgrades, and one-year insurance premiums.

#### **Department of Housing and Urban Development (HUD):**

- Provides access to and information on available habitable housing units, including housing units accessible to individuals with disabilities, owned, or in HUD possession, within or adjacent to the incident area for use as temporary housing.
- Ensures that disaster victims who were receiving Section 8 Rental Assistance vouchers prior to the disaster are reintegrated into that program
- Provides available staff to assist when needed with mass care and housing operations
- When requested and funded by FEMA, administers the Disaster Housing Assistance Program for eligible applicants
- Provides housing resources for individuals certified as eligible for long-term housing
- Provides access to housing counseling services
- Provides enforcement of the Fair Housing Act and compliance with other civil rights statutes



## United States Department of Agriculture (USDA) – Rural Development (RD):

As part of the National Disaster Housing Strategy:

- Provides information (location, type, owners, and/or management service) on USDA-financed, currently available, habitable housing units that are not under lease or under agreement of sale
- Provides available USDA (RD) staff to assist when needed with ESF #6
- Provides Letters of Priority Entitlement allowing the holder of the letter (identified evacuee and/or victim) to go to the top of any USDA MF 515 or 514 waiting lists for placement in USDA-financed housing
- Assists eligible recipients to meet emergency housing assistance needs resulting from Presidentially declared emergencies or major disasters

## Veteran's Administration (VA):

- Provides available facilities suitable for mass shelter
- Provides assistance to veterans affected by disasters to help them avoid defaulting on existing home mortgages and/or foreclosure on their homes as well as assistance for veterans with disabilities to retrofit their homes with necessary accessibility measures (for example, wheelchair ramp)
- Develops and maintains plans to make available housing assets that are habitable, to which VA has title and possession, for use by survivors in catastrophic disasters

The Federal Emergency Management Agency (FEMA) provides individual and public assistance programs that affected individuals may be eligible for.

## Salt Lake County Human Services

Salt Lake County Human Services coordinates assistance to address the non-housing needs of individuals and families. This assistance falls into the following categories:

- **Cora Brown Fund** – DHS/FEMA: The Cora Brown Fund is used for uninsured or underinsured disaster-related needs of individuals or families who are unable to obtain adequate assistance from other local, county, state, and federal government programs or from voluntary agencies. The fund is not intended to replace or supersede those programs; therefore, if assistance is available from another source, the Cora Brown Fund may not be used. Awards from this fund may be granted only at the discretion of FEMA.
- **Crisis Counseling and Training** – FEMA/Substance Abuse and Mental Health Services Administration (SAMHSA): The Crisis Counseling Assistance and Training Program provide immediate, short-term crisis counseling services. The program helps relieve grieving, stress, or mental health problems caused or aggravated by a disaster or its aftermath. Assistance provided is short-term and is at no cost to the disaster victim.
- **Other Needs Assistance (ONA)** – DHS/FEMA: Awards help with medical, dental, funeral, personal property, transportation, moving and storage, and other expenses authorized by law (for uninsured or underinsured eligible applicants).
- **Disaster Case Management** – FEMA/Department of Health and Human Services (HHS):

ESF #6 provides case management services, including financial assistance, through government agencies or qualified nonprofits to eligible individuals. Case management ensures that a sequence of delivery is followed to streamline assistance, prevent duplication of benefits, and provide an efficient referral system.

### **Health and Human Services (HHS)**

- Expedites claims for new federal benefits
- Ensures continuity of services to beneficiaries, such as Medicaid
- Needy families, childcare, etc.
- Supports states hosting relocated populations by extending existing programs and benefits or taking other actions as needed, consistent with program authorities
- Provides support and consultation to the primary agency in the development and provision of case management services, to include advocacy services
- Provides public health and medical support under ESF #8

**Victims of Crime Assistance – Department of Justice (DOJ):** Supports state, county and local jurisdictions with federal assistance to crime victim compensation in incidents resulting from terrorism or acts of criminal violence, as appropriate

**Disaster Unemployment Assistance (DUA) – Department of Labor (DOL):** Administered by the impacted state, provides financial assistance to individuals whose employment or self-employment has been lost or interrupted as a direct result of a major disaster declared by the President, and who are not covered by regular unemployment insurance

**Department of the Treasury – Alcohol and Tobacco Tax and Trade Bureau (TTB):** Provides federal alcohol and tobacco excise tax refunds to businesses that have lost assets in a disaster

**Department of the Treasury – Internal Revenue Service (IRS):** Provides tax counseling and assistance to taxpayers whose property has been damaged or lost in a federally declared disaster area

**Department of the Treasury – Bureau of the Public Debt:** Assists disaster victims by expediting replacement or redemption of U.S. Savings Bonds; may waive the minimum holding period for Series EE and I Savings Bonds presented to authorized paying agents for redemption

**Veterans Assistance Program –VA:** Provides insurance settlements, adjustments to home mortgages, and death benefits; ensures continuity of services, such as pensions, to beneficiaries

**Social Security Administration (SSA)** Provides Social Security Disability, Social Security Retirement, Social Security Survivors, Special Veterans, and Supplemental Security Income benefits; ensures continuity of service to beneficiaries

**U.S. Postal Service (USPS)** Provides extended mail services to relocated populations

**Disaster Legal Services – American Bar Association (ABA)/Young Lawyers Program** Provides free disaster legal services for low-income individuals who, prior to or because of the disaster, are unable to secure legal services adequate to meet their disaster-related needs

**RESPONSIBILITIES – SUPPORT AGENCIES**

**All agencies that support the 15 ESFs support the Salt Lake County EOC. For complete details of their responsibilities, please refer to the appropriate ESF annex. Additionally, for a complete list of the ESFs, refer to the base EOP.**

Each jurisdictional EOP and the Salt Lake County EOP provide specific actions that are initiated upon activation of their EOC and implementation of this annex. Once an incident occurs, the following actions should be taken:

- Activate and deploy (or prepare to deploy) agency or ESF-managed teams, equipment caches, and other resources as needed to support the overall mass care and sheltering mission.
- Commence ESF responsibilities as appropriate.
- Commence assessments of the probable consequences of the incident and projected resource requirements to accomplish the mass care and sheltering mission.
- Commence development of short- and long-term response and recovery mass care and sheltering strategies.

<b>AGENCY</b>	<b>FUNCTION</b>
SLCO Community Resources and Development	
SLCO Economic Development	

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SLCO Planning and Development Services	
Department of Health and Human Services	
Department of Housing and Urban Development	
U.D.O.T.	
Utah Food Bank	
Utah Public Service Commission	
Small Business Administration	
Social Security Administration	
U.S. Postal Service	

American Red Cross	
Corporation for National and Community Service	
National Voluntary Organizations Active in Disaster	
Other voluntary agency and nongovernmental support organizations	