

ESF #6: MASS CARE, EMERGENCY ASSISTANCE, TEMPORARY HOUSING AND HUMAN SERVICES

Primary Department	Support Department	External Agencies
Director of Crisis & Emergency Management Phone: 406-447-6382 Cell: 406-461-0635	HC- Administration HC- Emergency Management Advisory Team HC- Emergency Response Team HC Facilities & Maintenance Dept. HC Information Technology Department Department of Accessibilities HC Nursing Department	Local Law Enforcement Agencies - Helena Police Department - Lewis & Clark Co. Sheriff's Office City/County Agencies - Helena-Lewis and Clark County Communications Center - L&C Department of Disaster & Emergency Services - Helena City Public Works - L&C Co. Public Works - East Helena Public Works - L&C Public Health Dept. State Agencies - MT State Department of Disaster & Emergency Services - Montana Department of Transportation Private/Public Sector - St. Peter's Hospital - Red Cross - MT Power - Fiber - Telephone - Hotels - Grocery Stores - Catering Services - Urgent Cares - Mental Health Support UM Affiliate Campuses UM-Missoula: Associate VP for Campus Preparedness & Emergency Response Paula Short 406-546-3839

6.1 Purpose

Emergency Support Function (ESF) #6: Mass Care, Emergency Assistance, Temporary Housing and Human Services is developed to coordinate efforts to provide basic human needs such as; feeding, sheltering, housing, and emergency first aid following an emergency or disaster requiring response assistance. A system to collect, receive, and report information about the status of victims and assist with family reunification within the affected area, and to coordinate bulk distribution of emergency relief supplies vital to the delivery of services, to victims following the event.

This ESF lists the internal and external departments responsible for the mass care of Helena College employees, students, campus guests, and emergency personnel during an emergency.

6.2 Scope

A) This ESF addresses temporary short-term needs during a major emergency or disaster and the coordination of mass care through the Emergency Operations Center (EOC) and in conjunction with local emergency first responders.

B) May be activated to respond to incidents that overwhelm normal Incident command response actions.

C) This ESF has four primary functions:

1) Mass Care: Congregate sheltering, feeding, distribution of emergency supplies, and reunification.

2) Emergency Assistance: Coordination of voluntary organizations, unsolicited donations and management of unaffiliated volunteers; essential community relief services; non-congregate transitional sheltering; support to individuals with disabilities and others with access and functional needs in congregate facilities; support to students in disasters, support to mass evacuations; and support for the rescue, transportation, care, shelter, and essential human needs.

3) Temporary Housing: Temporary housing options including campus space(s) as a last resort. The most likely approach would be to facilitate temporary/emergency housing via the greater Helena community. Viable emergency considerations will include accommodations for Helena College individuals that are not able to leave the campus grounds and those who require special accessibility needs.

4) Human Services: Disaster assistance programs that help survivors address unmet disaster-caused needs. This may include supplemental nutrition assistance, crisis counseling, and other state or federal human services programs and benefits to survivors.

6.3 Situation

A) Emergency Conditions and Hazards

1) Some of the hazards most likely to cause a need for mass care operations in Lewis & Clark County include, but are not limited to earthquakes, fire, flood and hazardous material emergencies. Such emergencies in neighboring jurisdictions could prompt

evacuations into our community as well. See Helena College's All Threat/Hazard Annexes for description of potential emergencies.

2) Helena College may periodically experience emergency and disaster situations that will require restoration of essential services. Potential emergencies and disasters include both natural and human-caused incidents.

3) Helena College does not have on-campus living or a designated food/catering service designed to provide meal services daily. Both campus locations close and lock at designated times through the week. As such, we would most likely require mass care resources from local mutual aid partners or the State to respond to our community needs during and after an emergency.

4) Mass care needs may range from very short-term operations for a limited number of people where the primary objective is to provide protection from the weather, comfortable seating, and access to restrooms to more lengthy operations for large number of evacuees where feeding, sleeping, and shower facilities are desirable and a variety of assistance must be provided to evacuees.

5) The County's response during incidents, emergencies, or disasters is based on the availability of resources. If the response requirements go beyond local capabilities, mutual aid, state, and/or federal assistance should be requested.

6.4 Assumptions

A) Emergencies and disasters may occur without warning at any time of day or night and may cause mass casualties.

B) Widespread damage may necessitate the relocation of victims and the need for mass care operations.

C) Some victims will go to shelters; others will find shelter with friends and relatives. Some may stay with or near their damaged homes.

D) The demand for shelters may prove to be higher than what is available.

E) Essential public and private services will be continued during mass care operations. However, for a major evacuation that generates a large-scale shelter and mass care operation, normal activities at schools, community centers, churches, and other facilities used as shelters may have to be curtailed.

F) Volunteer organizations that normally respond to emergency situations will assist in mass care operations.

G) College resources will be quickly overwhelmed.

H) Communication systems may fail during a major incident.

I) Backup systems will be available but may take time to activate.

J) Shortfalls can be expected in both support personnel and equipment.

K) State and federal assistance may not be immediately available.

6.5 Concept of Operations

A) General

1) The Incident Commander or the EOC staff is expected to determine the need for opening shelters and commencing mass care operations based on the emergency situation that prevails.

2) The American Red Cross has been chartered under federal law to provide mass care to victims of natural disasters. The County will work closely with the Red Cross and Elkhorn C.O.A.D. to provide temporary shelter and essential life support services for people displaced from their homes.

3) Disaster victims should be encouraged to obtain housing with family or friends or in commercial facilities.

4) The Emergency Operation Plan provides overall guidance for emergency planning.

5) ESF annexes are designed to provide basic information to include points of contact in case additional resources or expertise is needed at the EOC or incident scene.

B) Organization

1) National Incident Management System concepts will be used for all incidents.

2) Incident or Unified Command will be used by responding departments.

3) When requested ESF-6 personnel will report to the EOC or ICP and use the EOP to activate and operate during an incident or event.

C) Notification

1) If ESF-6 needs to be activated the EOC Director or Dean/CEO or designee will contact the department or agencies listed in this annex to report to the EOC.

2) The Dean/CEO, Executive Director of Operations, or the Director of Marketing, Communications and Alumni Relations are the point of contact for all emergency warning notifications.

(i) Helena College Regroup Emergency ALERT Notification System will normally be activated on their direction.

(ii) If life safety is in jeopardy, the Emergency Manager/Incident Commander can direct Helena College Regroup Emergency Notification ALERT System activation.

3) The Emergency Manager or designee will notify other key personnel as required.

4) Request for resources normally comes to the Emergency Operations Center (EOC), if activated. If the EOC is not activated, requests should be sent to the on-scene Emergency Manager/Incident Commander for coordination between the Emergency Management Advisory Team and Incident/Unified Command.

D) Direction, Control and Authority to Act

1) The Incident Command System (ICS) is used by Helena College personnel to respond to emergencies and disasters. During the emergency response phase, all responders will report to the designated Incident Commander at the Incident Command Post.

2) **Do not self-deploy to the incident scene.** Wait to be contacted or try to contact the Emergency Operations Center for guidance and direction.

(i) Do **not** call the Helena-Lewis and Clark County Communication Center unless you have critical information to report.

E) Actions

1) Preparedness

(i) Participate in state and local training exercises related to mass care temporary housing/sheltering, emergency assistance, and human services.

(ii) Develop and maintain Emergency Operations Plans, Emergency Action Plans, and all other associated appendices, emergency support functions, and All Threat/Hazard Annexes.

(iii) Develop and maintain a list of resources and contact information that could be requested in an emergency.

(iv) Maintain a list of personnel (at least one primary and one back up individual) that can be called to the EOC, as needed.

(v) Identify mass care facilities (temporary lodging and emergency feeding sites) and protective shelters.

(vi) Obtain cooperation of facility owners for use as mass care facilities and protective shelters.

(vii) Identify emergency feeding supplies.

(viii) Identify special population groups requiring special assistance during an emergency (i.e., senior citizens, functional needs, etc.) and ensure that preparations are made to provide assistance as needed.

(ix) Designate appropriate staff to support operations

(x) Develop procedures to document costs for any potential reimbursement.

2) Response

(i) When requested by the Emergency Manager or designee, responding personnel will report to the Incident Command Post before being assigned tasks.

(ii) Coordinate emergency information for public release through the EOC Emergency Manager, Dean/CEO, and Public Information Officer.

(iii) Coordinate mass sheltering/temporary housing, feeding, reunification efforts, and other human service-related needs.

(iv) Develop and prioritize strategies for initial response actions to include the mobilization of resources and personnel to support mass care, sheltering, feeding, and human service needs.

- (v) Verify inventories of available resources and services to include the mobilization of resources and personnel to support mass care services.
- (vi) Coordinate available food & water supplies, and materials from vendors to support ongoing activities.
- (vii) Coordinate for first aid and other human services needs such as bathrooms, showers, clothing, cots, etc.
- (viii) Arrange transportation to shelters for those having functional needs and for those without transportation.
- (ix) Assist with supporting human services needs and agencies with care.

3) Recovery

- (i) Activate the family reunification plan as soon as possible.
- (ii) Continue to utilize multiple means of communicating situation/status updates.
- (iii) Coordinate assistance as needed by the Incident Commander, EOC Emergency Manager, or Emergency Management Advisory Team, as appropriate.
- (iv) Deactivate shelters and mass care facilities and return them to normal use.
- (v) Clean and return shelters to their original condition, keep detailed records of any damage.
- (vi) Ensure that ESF-6 team members maintain appropriate records of costs incurred during the event.
- (vii) participate in after action meetings and/or draft recommendations for after action reports and other reports as appropriate.
- (viii) Coordinate the demobilization of ESF-6 personnel when appropriate.
- (ix) Coordinate to identify long-term housing needs of impacted population who cannot return to their normal arrangements because of disaster damage and impact.

4) Mitigation

- (i) Participate in hazard identification process with internal and external stakeholders and take steps to correct any deficiencies in response to mass care, housing and human services function.
- (ii) Conduct training, education and practice drills.
- (iv) Identify volunteer organizations that could assist in shelter and mass care operations and develop cooperative agreements.

6.6 Responsibilities

A) Primary Department

- 1) Serve as the lead agency for ESF-6, supporting the response and recovery operations after activation of the EOC.

- 2) Develop, maintain, and update plans and procedures for use during an emergency.

- 3) Identify, train, and assign personnel to staff ESF-6 when the College EOC is activated.

- (i) At a minimum, the National Incident Management System ICS-100 and IS-700 online classes should be completed by assigned personnel.

4) General Responsibilities

- (i) Maintain a resource list of all available resources to support mass care necessities.

- (ii) Support EOC operations and coordinates ESF-6 activities.

- (iii) Activate EOC and issues emergency warning(s). Coordinates with appropriate agencies, including government, public service, private and volunteer organizations.

- (iv) Works with other agencies to designate pick-up points, staging and reception areas, shelters and bulk distribution facilities.

- (v) Facilitate family member reunification.

- (vi) Track displaced individuals.

- (vii) Conduct mass care services as described in this annex.

- (viii) Document costs for reimbursement and auditing purposes as appropriate.

B) Support Departments

- 1) Develop, maintain, and update plans and procedures for use during an emergency.

- 2) Identify, train, and assign personnel to staff ESF-6 when the College EOC is activated.