

Emergency Support Function (ESF) # 6

Mass Care, Emergency Assistance, Housing & Human Services



Preface

The damage created by emergencies often disrupt the ability for citizens to provide their own basic human needs such as food, water, sanitation and housing/sheltering. Government must be prepared to temporarily provide those services when they are needed.

The purpose of this Emergency Support Annex is to describe a coordination framework and serve as a guide to provide sheltering, mass care, emergency assistance, housing, and human services following an emergency or disaster. Identify key participants and resources to meet access and functional needs populations in mass care and sheltering operations.

Primary Agency

American Red Cross

Emergency Operations Center ESF # 6 – Mass Care, Housing & Human Services

Purpose:

1. Coordinate activities and resources for Mass care, housing and human services, which includes providing temporary sheltering, housing and feeding of displaced persons, the bulk distribution of relief supplies, and the collection and dissemination of emergency welfare information.
 - Provide temporary shelter, housing, food, and emergency care following an emergency.
 - Provide for an emergency welfare inquiry system to collect, receive, and report information about the status of victims and assist with family reunification.
 - Provide bulk distribution of emergency relief supplies to emergency victims.
 - Operate Family Assistance Centers.
2. Access and Functional Needs: Identify how to assist these populations throughout the disaster life cycle.
3. Detect arising mental health issues and prevent or mitigate harmful stress levels in the general population.

Coordinating Agency:

- **Homeland Security and Emergency Management Agency (HSEMA)**

Primary:

- **American Red Cross**

Support:

- Amateur Radio
- Animal Services
- Butte – Silver Bow Public School Districts
- Civic Center Office
- Code Enforcement
- Community Development Department
- Developmental Disability Services
- Facilities Management Office
- Fire Departments: Career and Volunteer
- Law Enforcement
- Parks and Recreation
- Public Health Department
- St. James Healthcare
- Volunteer/Community Based Organizations

Likely Tasks

Mass Care, Housing & Human Services:

- Staff ESF # 6 within the Butte – Silver Bow EOC Operations Section.
- Open and operate needed shelters
- Obtain, coordinate mass care, housing & human services resources as requested by field incident commanders.
- Establish, maintain contact with State ECC through the EOC Manager.
 - Provide information on mass care, housing & human services needs.
- Coordinate receipt, distribution of bulk items and donated goods.
- Establish, staff, and maintain supply distribution points within the City-County
- Determine present and future need for, and obtain, mass care, housing & human services resources:
 - Communications; Feeding facilities for victims and emergency workers; Medical, nursing aid; Potable water; Temporary sanitation facilities; Clothing commodities; Shelters; Warming/cooling centers; Transportation.

State of Montana

Primary

- Public Health and Human Services

Support

- American Red Cross
- MT-VOAD
- Gov's Office of Community Services

- Transportation
- MT National Guard (DMA)
- Actions**
- Mass care
- Emergency assistance
- Disaster housing
- Human services

Federal Government

Primary

- Department of Health and Human Services

Support

- Various federal agencies and organizations.

Actions Mass Care, Housing & Human Services

- Promotes the delivery of services and the implementation of programs to assist individuals, households and families impacted by disasters. This includes economic assistance and other services for individuals impacted by the incident.
- The coordination of non-medical mass care, housing & human services to include sheltering of victims, organizing feeding operations, providing emergency first aid at designated sites, collecting and providing information on victims to family members, and coordinating bulk distribution of emergency relief items.

Actions Mass Care, Housing & Human Services C

- The provision of assistance for short and long-term housing needs of victims.
- The provision of victim related recovery efforts such as counseling, identifying support for persons with special needs, expediting processing of new Federal benefits claims, assisting in collecting crime victim compensation for acts of terrorism, and expediting mail services in affected areas.
- Actions Animal Protection**
- Provides supplemental assistance in identifying and meeting the public health needs to include:
 - Needs assessment.
 - Vector control.
 - Protection of animal health.
- Veterinary services.

Comprehensive Emergency Management Plan

Emergency Support Function # 6

Mass Care, Housing & Human Services

Coordinating Agency: Butte-Silver Bow Homeland Security and
Emergency Management Agency

Primary Agency: American Red Cross

Primary Coordinator: Butte Chapter Chairman-American Red Cross

Support Organizations: Amateur Radio
Animal Services
Butte – Silver Bow Public School Districts
Butte-Silver Bow Parks and Recreation
Civic Center Office
Code Enforcement
Community Development Department
Developmental Disability Services
Facilities Management Office
Fire Departments: Career and Volunteer
Law Enforcement
Public Health Department
St. James Healthcare
Volunteer/Community Based Organizations

I. INTRODUCTION.

A. PURPOSE.

1. Coordinate activities and resources for mass care, housing and human services which includes providing temporary sheltering, housing and feeding of displaced persons, the bulk distribution of relief supplies, and the collection and dissemination of emergency welfare information.
 - Provide temporary shelter, housing, food, and emergency care following an emergency.

- Provide for an emergency welfare inquiry system to collect, receive, and report information about the status of victims and assist with family reunification.
- Provide bulk distribution of emergency relief supplies to emergency victims.
- Operate Family Assistance Centers.

2. Access and Functional Needs Populations:

Identify how to effectively coordinate the response operations for Access and Functional Needs populations. The following definition for what are sometimes referred to as “vulnerable” or “special needs” populations have been adopted for the purposes of this plan and are derived from the National Response Framework 2008 (NRF) with slight modifications. “The NRF definition for ‘special needs’ provides a function-based approach for planning and seeks to establish a flexible framework that addresses a broad set of common function-based needs irrespective of specific diagnosis, statuses, or labels (e.g. children, the elderly, transportation disadvantaged). In other words, this function-based definition reflects the capabilities of the individual, not the condition or label.”

Access and Functional Needs Populations can be generally defined as: populations whose members may have additional needs before, during, and after an incident in one or more of the following (*CMIST*) functional areas:

- Communication
- Medical care
- Maintaining Independence
- Supervision
- Transportation

The following function-based aspects further amplify the definitions of each element:

COMMUNICATION

Individuals who have limitations that interfere with the receipt of and response to information will need that information provided in methods they can understand and use.

Some may not be able to hear verbal announcements, see directional signs, or understand how to get assistance due to hearing, vision, speech, cognitive, or intellectual limitations, and/or have limited English proficiency.

MEDICAL CARE

Individuals who are not self-sufficient or who do not have adequate support from caregivers, family, or friends may need assistance with: managing unstable, terminal or contagious conditions that require observation and ongoing treatment; managing intravenous therapy, tube feeding, and vital signs; receiving dialysis, oxygen, and suction administration; managing wounds; and operating power-dependant equipment to sustain life. These individuals require support of trained medical professionals.

MAINTAINING INDEPENDENCE

Individuals requiring support to be independent in daily activities may lose this support during an emergency or disaster. Such support may include consumable medical supplies (diapers, formula, bandages, ostomy supplies, etc.), durable medical equipment (wheelchairs, walkers, scooters, etc.), service animals, and/or attendants or caregivers. Providing the necessary support to these individuals will enable them to maintain their pre-disaster level of independence.

SUPERVISION

Before, during, and after an emergency individuals may lose the support of caregivers, family, or friends or may be unable to cope in a new environment (particularly if they have dementia, Alzheimer's or psychiatric conditions such as schizophrenia or intense anxiety). If separated from their caregivers, young children may be unable to identify themselves; and when in danger, they may lack the cognitive ability to assess the situation and react appropriately.

TRANSPORTATION

Individuals who cannot drive or who do not have a vehicle may require transportation support for successful evacuation. This support may include accessible vehicles (e.g., lift-equipped or vehicles suitable for transporting individuals who use oxygen) or information about how and where to access mass transportation during an evacuation.

3. Detect arising mental health issues and prevent or mitigate harmful stress levels in the general population.

B. SCOPE.

1. Initial response activities will focus on meeting urgent needs of emergency victims, including members of access and functional needs groups. Additional assistance will be based on needs of the emergency victims, the emergency situation and available resources.
2. This Emergency Support Function encompasses:
 - a. **Sheltering:** The provision of emergency shelter for emergency victims includes the use of:
 - (1) Pre-identified shelter sites in existing structures.
 - (2) Creation of temporary facilities.
 - (3) Similar facilities outside the emergency effected area should further evacuation be necessary.
 - (4) Arranging transportation to shelters outside of the area to support evacuation of those that cannot be accommodated in City-County shelters. Requires coordination with Transportation ESF # 1 and Law Enforcement ESF # 13 to implement the Evacuation Plan.

Butte – Silver Bow has embraced the model of general shelters for all residents except incarcerated populations and those with extremely fragile medical conditions

(i.e., separate shelters are not designated for those with access and functional needs).

- b. **Feeding:** The provision for feeding emergency victims and emergency workers may be accomplished through a combination of fixed sites, mobile feeding units, delivery to homes and food distribution.
- c. **Temporary Housing:** The provision of short-term, group housing for emergency victims, beyond the need to shelter from immediate harm, until more suitable transition-housing arrangements can be made.
- d. **Emergency Care:** Emergency First Aid services provided to emergency victims and workers at Mass Care, Housing & Human Services facilities. This emergency first aid service may be supplemented by health or mental health and provided to meet the needs of emergency victims.
- e. **Family Assistance Centers:** Family Assistance Centers will be established to provide support and information to victims and families. Services include emergency welfare inquiries (see below) behavioral health, working with other agencies to coordinate financial and other assistance.
- f. **Disaster Welfare Inquiries:** Information regarding individuals residing within, displaced from or missing from the affected area will be collected and provided to immediate family members outside the affected area. This system will also aid in the reunification of family members and the identification of fatalities.
- g. **Bulk Distribution of Emergency Relief:** Systems will be established for distribution of emergency relief items. The distribution of these items will be determined by the requirement to meet urgent needs of emergency victims.

C. SITUATION.

- 1. Significant emergencies or disasters may require immediate activation to provide Mass Care, Housing & Human Services to affected populations, victims, and emergency responders involved in the emergency and its aftermath.
- 2. Many emergencies may require evacuation of affected areas. The responsibility for the provision of temporary emergency shelter and care for victims is the responsibility of the City–County.
- 3. Following a major disaster the American Red Cross (ARC) may not initially have adequate local resources to operate all shelter sites that may be required. Until such time as they are able to mobilize their national response system, B-SB personnel will supplement their capability by staffing and managing the necessary service sites. Once the American Red Cross national response program is fully mobilized, the ARC will assume the lead role for most shelter management functions and B-SB will transition to a support role with EOC coordination management.

3. Individuals and families can be deprived of normal means of obtaining food, clothing, shelter and medical needs. Family members may become separated and unable to locate each other. Individuals may develop serious physical or psychological problems requiring specialized medical services.
4. As a result of a major emergency affecting other jurisdictions within the State of Montana or the region, the City-County may be requested to shelter evacuees.
5. As a result of a public health threat, quarantine and/or isolation may be necessary. If quarantine is implemented due to a public health threat, it may require special considerations and alter individual and community responses.

D. POLICIES.

1. The provision of Mass Care, Housing & Human Services as a consequence of disasters is a fundamental responsibility of Butte – Silver Bow government. The Butte – Silver Bow Homeland Security and Emergency Management Agency (HSEMA) will provide coordination management of all mass care, housing and human services operations in the City-County through the EOC to ensure the population is effectively served. The primary coordination department for this ESF is HSEMA.
2. The City-County's responsibility for mass care operations is to support the American Red Cross (ARC) in opening and maintaining shelter operations and provide coordination oversight. However, if ARC is unable to open and staff a shelter, it then becomes local government's responsibility to provide care and shelter function.
3. All government/volunteer/private resources will be utilized as necessary to coordinate effective public/private partnerships during an emergency.
4. Butte – Silver Bow will coordinate mass care, housing and human services efforts with local, state, and other non government organizations (NGOs) and other agencies.
5. City-County designated shelters may be managed by the local government, ARC, or a combination of both entities.
6. Mass care, housing and human services operations will begin as soon as possible following an emergency. Public and private facilities that will provide the best available protection for displaced people will be used as shelters and/or mass feeding facilities. The basic essential life support to be provided for the displaced population includes food, water, clothing, medical services, sanitation, lodging and communications. The Butte – Silver Bow EOC determines which shelters, (generally community centers and public school buildings) will be opened for shelter use.
7. Butte – Silver Bow will coordinate with state and federal agencies to facilitate the delivery of assistance programs to individuals, including the identification of

appropriate site(s) for Disaster Assistance Center(s). (See Annex IV: Recovery and Recovery Mitigation Actions, in this CEMP, for information on Individual Disaster Assistance Programs.)

8. The care of pets and other animal needs will be managed in accordance with ESF 19 and the City–County's Pet Shelter Plan.
9. NONDISCRIMINATION. No services will be denied on the basis of race, color, national origin, religion, sex, age, or disability, and no special treatment will be extended to any person or group in an emergency over and above what normally would be expected in the way of government services. The City–County's activities pursuant to the Federal /State Agreement for major emergency recovery will be carried out in accordance with Title 44, Code of Federal Regulations (CFR), Section 205.16.—Nondiscrimination. Federal disaster assistance is conditional on full compliance with this rule.
10. It is the policy of Butte – Silver Bow to comply with the American Disabilities Act and its standards set forth in Title 41. CFR Section 101.19–6, to the extent permitted by fiscal constraints.
11. Butte – Silver Bow has embraced the model of general shelters for all residents except incarcerated populations and those with extremely fragile medical conditions (i.e., separate shelters are not designated for those with access and functional needs).
12. Butte – Silver Bow will secure cooperation of building owners for use of their property for shelter space.
13. Appropriate levels of health and emergency medical care services at shelters will be assessed at each shelter. Persons with access and functional needs or other special medical needs that exceed the capability of normal shelters will be sheltered in an appropriate medical facility.
14. Information about persons identified on shelter lists, casualty lists, hospital admission, etc, will be made available to family members to the extent allowable under confidentiality regulations.
15. Efforts will be made to coordinate among agencies providing information to minimize the number of inquiry points for families.
16. In the interest of public health and safety, the City–County will identify and attempt to meet the care and emergency needs of animals following emergencies.
17. Priorities will be directed toward animal care functions after human needs are met.
18. Personnel designated as on-scene responders or representatives to the EOC should make prior arrangements to ensure that their families are provided for in

the event of an emergency, so to ensure a prompt, worry-free response and subsequent duty.

II. CONCEPT OF OPERATIONS.

A. GENERAL.

1. Emergency operations for most mass care, housing and human services incidents (individual assistance, sheltering, special population needs) will be an extension of normal programs and services. However, during widespread, multiple-site emergencies, human services personnel, resources and facilities may be overstressed and in short supply.
2. ESF #6 operations will be implemented upon the appropriate request for from the Incident Commander or the EOC Manager prior to or following a disaster. ESF #6 activities will be coordinated through the Emergency Operations Center.
3. AMERICAN RED CROSS (ARC): The re-codified Congressional Charter from May 2007 (Section 2, Part 4) identifies one of the primary purposes of the American Red Cross (ARC) is “to carry out a system of national and international relief in times of peace, and apply that system in mitigating the suffering caused by pestilence, famine, fire, floods and other great national calamities, and to devise and carry out measures for preventing those calamities.” 6 ARC mitigates suffering by meeting the urgent needs of victims and emergency workers immediately after a disaster has struck or in advance of a potential disaster. The Emergency Services Function #6 of the National Response Framework identifies ARC as the Nation’s largest mass care service provider. ARC has the responsibility to respond to disasters, but they are no longer the lead entity for mass care.

ARC provides shelter and mass care services to residents throughout the City and County of Butte-Silver Bow. ARC generally assumes the responsibility to help government with care and shelter operations. In Butte-Silver Bow, some shelters may be opened by ARC and some may be opened by city-county staff and then turned over to ARC as additional resources become available to help with local response. An ARC liaison in the local Emergency Operations Center (EOC) will provide coordination between ARC and the City-County ARC assigns such a liaison.

3. Mass care, housing and human services operations can vary in length from several hours, to overnight, to multiple days and weeks depending on the severity and scope of the devastation experienced in the City-County. Mass Care, Housing & Human Services is intended to provide those basic human services needed to bridge the gap from the onset of the emergency to the beginning of effective, long term recovery operations. The facilities provided may include heating and cooling facilities, immediate refuges of last resort, short-term overnight shelters, and longer-term group housing that lasts days or weeks. Facilities can also include feeding centers without beds or those that can provide for the basic food and water needs of those sheltered in place.

4. HSEMA is the primary coordination department, in cooperation with the American Red Cross and others, for coordinating with provider agencies for mass care, housing and human services needs and problems not addressed by other human service agencies. Other City–County departments may assist in this effort.
5. Existing mutual aid agreements may be able to augment and satisfy a temporary increase in local needs. If local capabilities are exceeded, support may be available from state and federal human services groups.
6. Coordination between human services agencies is necessary to ensure emergency operational readiness. Each City–County department having responsibility for human services must develop operating instructions and resource listings to support this plan.
7. A listing of available emergency mass care, housing and human services resources will be developed and maintained by this Mass Care, Housing & Human Services ESF Coordinator.

B. TASKS AND RESPONSIBILITIES.**1. Pre–Emergency Tasks.**

- a. Primary and support organizations will coordinate with the Homeland Security and Emergency Management Agency to:
 - Maintain this Emergency Support Function (ESF).
 - Analyze Mass Care, Housing & Human Services requirements.
 - Identify and maintain current Mass Care, Housing & Human Services inventories and equipment cache.
 - Establish Mass Care, Housing & Human Services inventory, control, and delivery systems.
 - Develop agreements with Mass Care, Housing & Human Services providers as necessary.
 - Identify City–County assistance Mass Care, Housing & Human Services locations and resources needed.
 - Maintain inventories of resources and facilities.
 - Identify mass care facilities (temporary lodging and emergency feeding sites) and protective shelters
 - Obtain cooperation of facility owners for use as mass care facilities and protective shelters
 - Develop facility setup plans for potential shelters.
 - Identify emergency feeding supplies
 - Recruit and train volunteers for mass care operations.
 - Develop a liaison with other community service organizations for providing mass care to the public.
 - Identify population groups requiring special assistance during an emergency (i.e., senior citizens, special needs, etc.) and ensure that

preparations are made to provide assistance.

- Implement a public education campaign regarding the importance of having a family disaster plan and 72-hour preparedness kit.
- Develop and test emergency plans and procedures.
- Participate in emergency management training and exercises.

2. **General Emergency Tasks.**

- a. Primary and support agencies will when notified of an emergency situation, report to the Butte – Silver Bow EOC, if appropriate.
- b. Mass Care, Housing & Human Services emergency actions may include:
 - Provide feeding for victims and emergency workers.
 - Identify facilities that are appropriate for feeding facilities.
 - Medical and nursing aid.
 - Provide potable water.
 - Provide temporary sanitation facilities.
 - Identify distribution service centers.
 - Distribute food, clothing, medicine, commodities.
 - Provide information services.
 - Assess social service needs of victims.
 - Provide counseling services.
 - Provide special needs services.

3. **Specific Emergency Concepts and Responsibilities.**

- a. **Homeland Security and Emergency Management Agency will:**
 - Perform the role of ESF-6, Mass Care City-County Coordinator, when the EOC is activated and/or mass care operations require City-County coordination until transferred to appropriate agency representative.
 - Coordinate facilities, personnel, supplies and other resources necessary to conduct shelter operations for victims of the effected emergency area.
 - Coordinate personnel, equipment, supplies, and other resources to support in setting up and running of shelter facilities.
 - Provide for the mass feeding of affected individuals and relief workers at the shelter facilities.
 - Coordinate first aid stations at shelter facilities.
 - Coordinate mental health counseling and support services.
 - Coordinate life safety and security in the shelter as requested.
 - Record costs and expenditures and forward them to this ESF's Group Supervisor.
 - Develop and maintain shelter operation plans.
 - Maintain records of cost and expenditures to accomplish this ESF and forward them to the EOC Finance/ Administration Section Chief.
- b) **American Red Cross:**

- Assume the primary agency role of Mass Care, Housing and Human Services Group Supervisor under the EOC Operations Section.
 - Support the City-County in the management and coordination of sheltering, feeding, emergency first aid services, and DWI services to the disaster-affected population.
 - Provide facilities, personnel, equipment, supplies and other resources needed to assist in shelter operations or mass feeding for victims of the effected emergency area.
 - Facilitate the opening and operation of emergency shelter and mass feeding sites upon request by the EOC Manager or Mass Care, Housing & Human Services Group Supervisor.
 - Provide personnel to assist in the mass feeding of evacuees and relief workers at the shelter sites.
 - Assist in the development and maintenance of a shelter operations plan.
- c. **Amateur Radio:**
- Assist with primary or alternate emergency radio communications support.
 - Provide radio communications at shelters or feeding stations, as requested.
 - Record costs and expenditures and forward them to this ESF’s Group Supervisor.
- d. **Community Development Department:**
- Locate housing resources for temporary/long-term solutions.
 - Record costs and expenditures and forward them to this ESF’s Group Supervisor.
- e. **Butte – Silver Bow Public School Districts:**
- Provide District facilities, personnel, equipment, supplies and other resources needed to assist in shelter operations or mass feeding for victims of the effected emergency area.
 - Facilitate the opening and operation of emergency shelter and mass feeding sites at District facilities upon request by the EOC Manager or Mass Care, Housing & Human Services Group Supervisor.
 - Provide personnel to assist in the mass feeding of evacuees and relief workers at District shelter sites.
 - Assist in the development and maintenance of a shelter operations plan.
 - Record costs and expenditures and forward them to this ESF’s Group Supervisor.
- f. **Code Enforcement:**
- Provide engineering and safety inspections of shelter facilities to assure suitability for occupancy.

- Record costs and expenditures and forward them to this ESF's Group Supervisor.
- g. **Developmental Disability Services:**
- Advise on physical needs for persons with access and functional needs in mass care, housing and human services environment.
 - Provide disability-support resources.
 - Provide vehicles, personnel, supplies and other resources needed to assist in shelter operations for victims of the effected emergency area.
 - Record costs and expenditures and forward them to this ESF's Group Supervisor.
- h. **Fire Departments-Career and Volunteer:**
- Provide emergency medical care as requested to assist in shelter operations for victims of the effected emergency area.
 - Provide emergency medical care staff to assist in shelter operations when possible.
- i. **Law Enforcement:**
- Provide security for shelters, reception centers, points of distribution, and other mass care facilities.
 - Record costs and expenditures and forward them to this ESF's Group Supervisor.
- j. **Butte-Silver Bow Parks and Recreation:**
- Provide personnel, supplies and other resources necessary to assist shelter operations for victims of the affected emergency/disaster area.
 - Provide assistance with site logistics, transportation, and resources at shelter sites.
 - Determine status of Parks and Recreation facilities for shelter use.
 - During shelter operations provide the Mass Care, Housing & Human Services Group Supervisor with frequent updates.
- k. **Public Health Department:**
- Ensure health standards, including food, sanitation and water, are maintained at all service sites.
 - Assist with needed health services such as nursing and other health care professionals, medical surveillance and prophylaxis.
 - Provide technical assistance for shelter operations related to food/nutrition vectors, water supply, and waste disposal.
 - Provide Public Health personnel to augment staff assigned to shelters if requested.
 - Record costs and expenditures and forward them to this ESF's Group Supervisor.

- Coordinate counseling and crisis intervention to emergency victims.
- Assess community behavioral health needs following an emergency.

l. Facilities Management Office:

- Provide support for shelter selection, Disaster Recovery Centers, and other facilities established to support mass care, housing and human assistance.
- Provide assistance with site logistics, transportation, and resources at shelter sites.
- Provide assistance with site logistics, transportation, and resources at shelter sites.

m. Civic Center Office:

- Provide support for shelter selection, Disaster Recovery Centers, and other facilities established to support mass care, housing and human assistance.
- Provide assistance with site logistics, transportation, and resources at shelter sites.
- Prepare facilities to support mass care operations at Civic Center.

n. Public Works:

- Provide signage and barricades at shelters or feeding stations, as requested.
- Record costs and expenditures and forward them to this ESF’s Group Supervisor.
- Assure the needed facilities and internal systems and utility infrastructure remains functional.
- Provide technical support, maintenance and repair of structural systems and utility infrastructure.

o. St. James Healthcare:

- May support shelter operations by coordinating medical care and resources for shelters.
- Help by coordinating for nursing staff for triage and medical care and monitoring.
- Coordinate other professional medical staff as necessary for effective medical screening and care, including physicians, as necessary.
- Assist in procurement of pharmacy needs.
- May identify the need for, and request, professional mental health assistance.
- Makes notifications to residents’ primary care physicians to advise status and location of residents.
- Identify and request resources, as needed, for effective medical care.

p. **Volunteer/Community Based Organizations:**

- Provide staff and unmet needs services at shelters or feeding stations, as requested.

q. **Butte-Silver Bow Animal Services:**

- Coordinate efforts to rescue, shelter, feed animals, store and distribute food, and medical supplies that may arrive via donations.
- Coordinate with local veterinary services and animal groups for the care and disposition of domestic animals to support Mass Care operations.

C. ROLE OF BUTTE-SILVER BOW EOC.

1. When the EOC is activated, HSEMA, with the assistance of the support agencies, will staff the Mass Care, Housing & Human Services ESF # 6. The Mass Care, Housing & Human Services ESF is responsible for directing and coordinating emergency programs relating to Mass Care, Housing & Human Services.
2. Sub-functions may be activated within the Mass Care, Housing & Human Services Group to include:
 - Mass Feeding.
 - Mass Sheltering/Temporary Housing.
 - Special Needs.
 - Family Assistance Centers/ Welfare Inquiries
 - Mass Care, Housing and Human Services Commodity Distribution.
3. Mass Feeding duties include:
 - Identifying incident sites requiring mass feeding services.
 - Determining present and future need for mass feeding resources:
 - Communications
 - Feeding facilities.
 - Feeding for victims and emergency workers.
 - Potable water.
 - Temporary sanitation facilities.
 - Obtaining and coordinating deployment of mass feeding resources for emergency responders as requested by field incident commanders.
4. Sheltering/Temporary Housing duties include:
 - Determining requirement for shelters for emergency victims and temporary sheltering for emergency responders.
 - Establishing shelter sites and ensuring communications to each site.
 - Ensuring a registration system is activated at each site.
 - Establish alternative temporary housing facilities to provide short-term group housing until suitable transition housing can be arranged.

5. Access and Functional Needs duties include:
 - Identifying incident locations requiring needs of special populations and individuals.
 - Identifying sources and costs for providing for the needs of special populations and individuals.
 - Coordinating programs and resources for special populations and individuals.
6. Mass Care, Housing & Human Services Commodity Distribution duties include:
 - Determine the commodities (i.e. food, water, ice, clothing, fuel) needing distribution.
 - Determine the locations of those needing the commodities.
 - Determine locations for distribution facilities.
 - Determine resource needs for accomplishing the distribution (security, transport, storage, dispensing).
 - Schedule and inform target groups of the plans for commodity distribution.
7. Mass Care, Housing & Human Services ESF # 6 likely tasks are found in the City–County box on the tab page at the front of this section.

D. LIFE SAFETY ASSESSMENT.

An initial EOC priority is to gather as much intelligence about the extent of damage as soon as possible. Mass Care, Housing & Human Services personnel constitute a large presence in the field and are the eyes and ears of the EOC. Whenever they identify an unusual or developing situation, they should report the circumstances to the Mass Care, Housing & Human Services Group Supervisor, [what is happening, the numbers of dead or injured persons encountered, damage to buildings or public facilities such as roads and bridges, and utilities]. These reports will be compiled and immediately communicated within the EOC.

E. EVACUATION.

Evacuation will be coordinated at the EOC to ensure the evacuees are moved to an appropriate shelter, and handicapped and others needing special assistance are provided for. Mass Care, Housing & Human Services ESF # 6 will ensure appropriate human services support.

F. FIELD OPERATIONS.

1. Mass Care, Housing & Human Services.
 - a. Mass Care, Housing & Human Services agencies and personnel will be alerted according to prescribed departmental/agency policy. Mass Care, Housing & Human Services ESF # 6 will assign the operational priorities and work locations for personnel. All personnel will report to their pre-designated locations unless otherwise directed by their supervisor at the time they are notified of the emergency. Pre-designation of duties and

responsibilities will facilitate a reduction in response time. Mass Care, Housing & Human Services emergency actions may include:

- Sheltering and temporary housing
 - Feeding.
 - Family Assistance Centers/Disaster Welfare Inquiries.
 - Bulk Distribution of Emergency relief.
- b. Sheltering and temporary housing emergency actions include:
- Providing heating and cooling centers.
 - Providing temporary shelter from hazards.
 - Providing temporary group housing.
 - Providing feeding for victims and emergency workers.
 - Identifying facilities that are appropriate for feeding facilities.
 - Providing first aid, medical and nursing aid at facilities as appropriate.
 - Providing potable water.
 - Providing temporary sanitation facilities.
- c. Access and Functional Needs (AFN) emergency actions include:
- Making contact with AFN populations and individuals.
 - Identifying specific needs of AFN populations and individuals.
- d. Family Assistance Centers/Disaster Welfare Inquiries emergency actions include:
- Providing information services.
 - Assessing social service needs of victims.
 - Providing counseling services.
 - Coordinate with the American Red Cross Family Assistance/ Reunification Center System.
- e. Mass Care, Housing & Human Services Commodity Distribution emergency actions include:
- Identifying distribution service centers.
 - Distributing food, water, ice, clothing, medicine and other commodities.
 - Coordinate with Volunteer and Donation ESF # 16 for the management of donated goods.

III. ATTACHMENTS AND REFERENCES.

A. ATTACHMENTS.

1. Mass Care, Housing & Human Services (ESF # 6) Checklist.

B. REFERENCES.

1. Listing of Mass Care, Housing & Human Services Facilities (published separately).
2. Listing of Shelters (published separately).

C. PROVISIO.

This support annex has been prepared in accordance with the standards of the National Incident Management System and other Federal and State requirements and standards for emergency plans applicable as of the date of the plan's preparation.

The plan provides guidance only; it is intended for use in further development for response capabilities, implementation of training and exercises, and defining the general approach to incident response. The actual response to an incident is dependent on:

1. The specific conditions of the incident, including incident type, geographic extent, severity, timing, and duration;
2. The availability of resources for response at the time of the incident;
3. Decisions of Incident Commanders and political leadership; and
4. Actions taken by neighboring jurisdictions, the State, and the Federal Government.

These and other factors may result in unforeseen circumstances, prevent the implementation of plan components, or require actions that are significantly different from those described in the plan.

Attachment 1

MASS CARE, HOUSING & HUMAN SERVICES (ESF # 6) CHECKLIST

<p>Pre-Emergency</p>	<p>HSEMA will coordinate with support agencies to:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Maintain this ESF. <input type="checkbox"/> Analyze Mass Care, Housing & Human Services requirements. <input type="checkbox"/> Identify and maintain current mass care, housing and human services inventories. <input type="checkbox"/> Establish mass care, housing and human services inventory, control, and delivery systems. <input type="checkbox"/> Develop agreements with mass care, housing and human services providers as necessary. <input type="checkbox"/> Identify City-County and NGO assistance, mass care, housing and human services locations and resources needed. <input type="checkbox"/> Participate in drills, exercises. <input type="checkbox"/> Develop emergency action checklists.
<p>Emergency</p>	<ul style="list-style-type: none"> <input type="checkbox"/> When notified, report to the Butte – Silver Bow EOC. <input type="checkbox"/> Mass Care, Housing & Human Services emergency actions may include: <ul style="list-style-type: none"> • Provide feeding for victims and emergency workers. • Identify facilities that are appropriate for feeding facilities. • Medical and nursing aid. • Provide potable water. • Provide temporary sanitation facilities. • Identify distribution service centers. • Distribute food, clothing, medicine, commodities. • Operate Family Assistance Centers to provide information services. • Assess social service needs of victims. • Provide counseling services. • Provide access and functional needs coordination services.
<p>Emergency Operations Center (EOC)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Staff Mass Care, Housing & Human Services Group Supervisor within the Butte – Silver Bow EOC Operations Section. <input type="checkbox"/> Verify current and needed resources. Sources for resources can include: <ul style="list-style-type: none"> – City-County agencies. – American Red Cross. – Salvation Army. – State ECC. <input type="checkbox"/> Establish, maintain contact with State ECC through the EOC Manager

- Provide information on Mass Care, Housing & Human Services needs.
- Coordinate receipt, distribution of bulk items and donated goods.
- Establish, staff, and maintain supply distribution points within the City–County.

Mass Care, Housing & Human Services Duties Include:

- Identify incident sites requiring Mass Care, Housing & Human Services services.
- Determine present and future need for Mass Care, Housing & Human Services resources.
- Obtain and coordinate Mass Care, Housing & Human Services resources as requested by field incident commanders.

Sheltering and temporary housing emergency actions include:

- Providing heating and cooling centers.
- Providing temporary shelter from hazards.
- Providing temporary group housing.
- Providing feeding for victims and emergency workers at shelters or at feeding facilities.
- Identifying facilities that are appropriate for feeding facilities.
- Providing first aid, medical and nursing aid at facilities as appropriate.
- Providing potable water.
- Providing temporary sanitation facilities.

Access and Functional Needs (AFN) emergency actions include:

- Making contact with AFN populations and individuals.
- Identifying specific needs of AFN populations and individuals.

Family Assistance Centers/Disaster Welfare Inquiries include:

- Providing information services.
- Assessing social service needs of victims.
- Providing counseling services.
- Coordinate with the American Red Cross Family Assistance/ Reunification Center System.

Bulk Disaster Relief Commodity Distribution include:

- Identifying distribution service centers.
- Distributing food, water, ice, clothing, medicine and other commodities.
- Management of donated goods.

<p>Recovery Actions</p>	<ul style="list-style-type: none"><input type="checkbox"/> Activate family reunification systems.<input type="checkbox"/> Continue to utilize multiple means of communicating public information and education.<input type="checkbox"/> Ensure the availability of mental and behavioral health professionals.<input type="checkbox"/> Continue EOC operations until it is determined that EOC coordination is no longer necessary.<input type="checkbox"/> Provide public information regarding safe re-entry to damaged areas.<input type="checkbox"/> Assist evacuees in returning to their homes if necessary.<input type="checkbox"/> Assist those who cannot return to their homes with temporary housing.<input type="checkbox"/> Deactivate shelters and mass care facilities and return them to normal use.<input type="checkbox"/> Clean and return shelters to original condition; keep detailed records of any damages.<input type="checkbox"/> Consolidate mass care shelter(s) costs, and submit these statements to the appropriate authorities for possible reimbursement.<input type="checkbox"/> Inform public of any follow-on recovery programs that may be available.<input type="checkbox"/> Form a long-term recovery assistance team to help ensure individuals and families affected by the disaster continue to receive assistance for serious needs and necessary expenses.<input type="checkbox"/> Return staff, clients, and equipment to regularly assigned locations.<input type="checkbox"/> Provide critical payroll and other financial information for cost recovery through appropriate channels.<input type="checkbox"/> Participate in after action critiques and reports.<input type="checkbox"/> Updates plans and procedures based on critiques and lessons learned during an actual event.
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