Stanislaus County Care and Shelter Annex

October 2021

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Record of Changes

Change No.	Modification(s)	Name/Agency	Date
1	Incorporated recommendations from AAR's, updated contact lists, and format and layout.	Shannon Williams/OES	Jul 2017
2	Incorporated minor edits into document	Dan Rosas/CSA	Dec 2017
3	Incorporated CDSS Sheltering During a Pandemic guidance	Shannon Williams/OES	Oct 2021

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Purpose

The purpose of this plan is to provide a framework for the preparation, response, and recovery to incidents requiring mass care and shelter in Stanislaus County. This plan seeks to establish command and control, a phased approach to care and shelter operations, and to provide appropriate tools and references to support the care and sheltering process.

Scope

The Stanislaus County Mass Care and Shelter function (ESF#6) may be activated during times of emergency or disaster when care and shelter services are anticipated or needed for Stanislaus County residents. Major state-wide emergencies or disasters or other emergencies or disasters that affect neighboring counties may require the support and activation of the Stanislaus County Mass Care and Shelter function.

Situation Overview

Stanislaus County's nine cities and unincorporated areas have roughly 532,297 residents and covers approximately 1,495 square miles. The San Joaquin and Tuolumne Rivers run through the county and pose the most significant flooding risk due to increased river flows during high precipitation events. The most notable flooding that required activation of the Mass Care and Shelter plan, occurred along these two rivers in 1997, 2005, and most recently in 2017.

Based on the county's hazard analysis, there are several emergency and disaster scenarios that may require a care and shelter response, including but not limited to: floods, fires, earthquakes, and severe weather. In extreme cases, Stanislaus County may need to activate the Mass Care and Shelter function to support the response to a state-wide catastrophic disaster.

Shelter Capability

Stanislaus County has 84 identified shelter locations registered in the American Red Cross National Shelter System (NSS) database. These shelters have a combined capacity to accommodate 19,277 individuals for emergency evacuation shelters and 9,622 individuals for overnight shelters. A full listing of Stanislaus County shelter sites can be found in Attachment G of this plan.

Planning Assumptions

Care and shelter planners and operations section personnel must keep these assumptions in mind when planning for disasters:

- Sheltering of Stanislaus County residents being evacuated within or out of the county will be coordinated through the Stanislaus County EOC.

- An agreement exists between the Stanislaus County Office of Emergency Services, Stanislaus County Community Services Agency, and the American Red Cross for the coordination of care and shelter operations.

- Although Stanislaus County has the overall responsibility within their jurisdiction, where possible, the ARC will be expected to serve as the principle organization responsible for operating Care and Shelter Facilities.

- Many evacuees will seek shelter with relatives, friends, or private lodging arrangements. Experience gained from prior American Red Cross (ARC) shelter operations shows that approximately 10-20% of those evacuated will need temporary sheltering provisions.

- A percentage of those seeking shelter will need transportation provided to them.

- There is sufficient in-county sheltering to meet the needs of an evacuation during an emergency or disaster.

- For out of county evacuation, sufficient shelter capacity exists and Mutual Aid agreements have been established.

- Persons requiring shelter may have access and functional needs that require additional support and planning.

- The size and magnitude of some disasters may interrupt essential public and private services (i.e. schools, community centers, financial institutions, businesses, transportation, public works, emergency response, utilities, etc.).

Concept of Operations

The care and shelter function is managed and coordinated through each phase of emergency management, Mitigation, Preparedness, Response, and Recovery by the Community Services Agency and provided with support from local and State government, voluntary organizations, and the private sector. (See Roles and Responsibilities Matrix – Attachment A; Care and Shelter Stakeholder Contact List – Attachment B)

Mitigation

A county care and shelter response may be necessitated by extreme weather events, earthquakes, terrorism, or mutual aid response to neighboring counties afflicted by similar circumstances. While it may not be possible to provide mitigation for the cause of an incident or disaster requiring care and shelter, preparedness on the part of individuals and enterprises will substantially mitigate the need for a care and shelter response. Areas where personal and professional preparation represents such mitigations are identified below:

- Identify stakeholders and engage them in the development and maintenance of care and shelter plans

- Collaborate with stakeholders to leverage resources to prevent hazards and reduce vulnerability

- Develop strategies and processes to prevent or reduce the impact of events to reduce the need for mass care activities

- Support the Stanislaus County Local Hazard Mitigation Plan

Preparedness

Preparedness phase activities precede shelter activation and operations. Depending on the level of intelligence and advanced warning, some nuance to preparedness phase activities may be applied.

The Preparedness phase reflects the normal status of planning, training, and exercising. Key preparedness phase activities fall under the responsibility of the Community Services Agency, and include:

- Review and maintenance of the agency's phone rosters, standard operating procedures, and other procedures

- Completion and maintenance of up-to-date site surveys and site information for potential shelter sites

- Coordination of training for county employees in care and shelter operations, including training of those in other departments

- Evaluation of emergency notification procedures and checklists within the Community Services Agency; and

- Implementation of an exercise program to test the plan, as necessary

The Stanislaus County Director of Emergency Services or his/her designee may signal the need for increased readiness in the preparedness phase as warranted by intelligence or relevant forecasting. During increased readiness, the following steps should be considered:

- Poll supporting agencies to assess potential business impacts and/or potential resource requests;

- Confirm 24-hour phone numbers and points of contact for agencies that staff the support care and shelter operations;

- Evaluate initial staffing patterns and determine staffing needs and availability;

- Develop a staff telephone roster for off-hour recall;

- Ensure all OES staff reviews SOPs and request that City departments review SOPs and the Stanislaus County Care and Shelter Plan;

- Determine standby time frames for staff, if necessary;

- Test, repair and purchase equipment, as necessary;

- Complete any pending shelter site surveys;

- Identify potential needs from analysis of situation reports;

- Develop ad hoc contingency plans for perceived needs; and,

- Share relevant alerts, warnings, and intelligence reports as indicated.

The Stanislaus County Director of Emergency Services or his/her designee will determine the need for an Alert and Warning step in the preparedness phase. Movement to Alert and Warning suggests care and shelter operations are anticipated either upon notification of a threat or an imminent or actual incident in the county or as part of a mutual aid response to a regional catastrophe. The following steps should be considered as part of Alert and Warning preparedness:

- Bring key staff to standby;

- Cancel travel and vacations if necessary to ensure proper staffing levels are available;

- Evaluate potential staffing patterns for EOC, Care and Shelter Branch, and DOC staffing;

- Establish communication with the Operational Area, Cal OES Regional Office and other State of Federal agencies, as needed;

- Communicate with local neighboring governments regarding status, as indicated;

- Implement Emergency Public Information media protocols and strategies; and,

- Prioritize shelter site selection to determine which shelter sites would be utilized to support the needs of the incident.

Response

The decision to open a shelter is a process with the following discrete steps:

- Plan Activation

- Gather and Analyze Information

- Action Planning

- Deploy resources

- Coordinate and Support Shelter Operations: Monitor, Track, and Report

These steps should unfold sequentially or in parallel, but never in reverse order. (See Shelter Response Flow Chart – Attachment C; Care and Shelter Org Chart – Attachment D)

Plan Activation

The Stanislaus County Director of Emergency Services or his/her designee may activate this Care and Shelter Plan. Plan activation will be accompanied by at least partial staffing of the county EOC to Activation Level Three, including staffing of the Care and Shelter Branch.

If the need is driven by an evolving natural disaster such as flood, severe weather, fire, or pandemic staff the appropriate Planning Section units to provide forecasts.

If the incident is of sufficient magnitude, personnel shift schedules should be prepared for at least three days.

Gather and Analyze Information

This phase includes both those activities coordinated through the EOC and those performed in the field:

- Determine or estimate the number of people requiring shelter services and the type of services involved (shelter, food, etc.);

- Determine or estimate the neighborhood(s) or areas requiring shelter services;

- Obtain forecasts as appropriate from the Planning Section (particularly if shelter needs are driven by flooding, severe weather, or wildfire);

- Determine appropriate sheltering requirements if sheltering is required during a communicable disease outbreak or pandemic event (See attachment I of this plan: Mass Care and Shelter Guidance for Local Governments During a Communicable Disease Outbreak or Pandemic);

- Contact the American Red Cross Regional Disaster Program Officer by contacting the Disaster Cycle Services (DCS) Operations line at 1 (844) 236- 0153 to request shelter support;

- With the local ARC representative, prioritize likely shelter sites; and,

- Activate and deploy shelter assessment team to evaluate and prepare shelter sites according to the prioritized list of sites.

Action Planning

This phase includes development of an incident action plan (IAP) and the decision to open a shelter:

Evaluate planning section inputs and forecasts (if relevant), and determine if the likely care/shelter needs and incident magnitude warrant activation of the CSA DOC.

Develop the initial IAP. Care and Shelter Branch staff will participate in the planning process and development of the IAP. The field staff will provide information to the Care and Shelter Branch for incorporation into the IAP. Elements should include the selected shelter site(s), expected time of opening (if not immediately), what services will/will not be provided, and initial staffing.

Notify the following positions that a shelter is going to be opened:

- Public Health Officer;

- Local (city) and/or county (sheriff) law enforcement, depending on shelter location;

- Behavioral Health and Recovery Services;

- Animal Services (if not previously notified);

- Department of Environmental Resources (if not previously notified); and,

- Planning Department (if required).

Deploy Resources

Once the IAP is developed and a decision to open a shelter is made, the following activities should be undertaken:

- Implement the IAP;

- Establish a line of communication between the Care and Shelter Branch Director and the Shelter Manager(s);

- Consider establishing/staffing a liaison position between the Care and Shelter Branch Director and the Shelter Manager;

- Deploy to the shelter location(s) a public health nurse, BHRS staff trained in crisis response, a representative of DER, and other county representatives as needed;

- Open the shelter;

- Mobilize and deploy personnel and resources from partner/supporting agencies as needed; and,

- Work with the ARC to ensure that shelter management teams, resources, equipment, and supplies are identified and provided for each shelter location.

Coordinate and Support Shelter Operations: Monitor, Track, and Report

Once one or more shelters are opened and appropriate resources deployed, the following activities should be undertaken:

- Ensure that representatives at the EOC are provided with timely information routinely (See Daily Care and Shelter Report form—Attachment E);

- Support feeding, security, mental health, medical, and other needs at each shelter;

- Ensure an adequate supply line for needed goods and services, including requesting mutual aid as needed;

- Monitor the overall care and shelter operation;

- Collect daily situation status reports (see Attachment E); and,

- Determine future needs (i.e., is the need for care and shelter operations increasing, decreasing, or remaining the same), and plan accordingly for expansion of shelter operations, demobilization, or maintenance of operations.

Response Scalability and Operation of Multiple Shelters

The potential response to a large-scale event and the decision to open multiple shelters should be handled with the same sequence and process as the decision to open one shelter.

Planners will need to evaluate logistical needs and operational trade-offs including shelter location(s), type of shelter needed, other disaster impacts (fire, flood, smoke, and transportation issues), staff availability, and ARC capacity.

Shelter Types

The American Red Cross Sheltering Standards and Procedures Guide defines a shelter as an accessible facility set up to provide comfort, food, water, information, and sleeping accommodations to meet the immediate disaster-caused needs of individuals, families, and communities. The size, scope, and needs of the affected population will determine which type of shelter is used to provide care and shelter. The following are types of shelters that could be used in Stanislaus County:

Congregate Shelter

These shelters are the most common type set up by the American Red Cross. They are generally established in large open settings that provide little to no individual privacy in facilities that normally serve other purposes, such as schools, churches, community centers, and armories.

Emergency Evacuation Shelter

This type of shelter is an accessible facility set up in the event of a rapid evacuation or to provide a safe place to congregate while a major storm passes. Emergency evacuation shelters typically allow less space per person in order to maximize the number of clients that can be accommodated and are usually operated for less than 24 hours.

General Populations Shelter

This type of shelter is an accessible facility set up to provide shelter for everyone in the community, including individuals with access and functional needs, and those with disabilities requiring supportive services to maintain independence and utilize the shelter, programs and services.

A general population shelter may be a standard short-term shelter lasting less than two weeks or a long- term shelter lasting more than two weeks.

Medical Shelter

These are shelters that support the needs of individuals who have medical issues requiring care beyond that capability of a general population shelter. They are established by local, state, or tribal governments in coordination with public health and social services agencies.

Non-traditional Shelter

This type of shelter is a location, generally in a large structure or open space, where a significantly large number of evacuees can take refuge and be sheltered for short or longer periods of time. These locations require an expanded amount and diversity of internal infrastructure and support services, which may include infrastructure operations such as logistics, utilities, security, and traffic control, laundry, medical care, and recovery support.

Non-congregate Shelters

These shelters provide alternatives for incidents when conventional congregate sheltering methods are unavailable or overwhelmed, or longer term temporary sheltering is required. Typically, facilities that are used provide a higher level of privacy than conventional congregate shelters. Non-congregate shelters may include hotels, cruise ships, dormitories, converted buildings, staying with friends or family, or other facilities with private sleeping spaces but possibly shared bathroom and/or cooking facilities.

Staffing the Shelter

Shelter staffing will be provided by the ARC, with clinical support by the Stanislaus County HSA and BHRS. Additional non-clinical staffing will be provided by the Community Services Agency if needed.

Registration

Registration will be conducted in Stanislaus County shelters according to the procedures outlined in the American Red Cross Sheltering Handbook (Attachment H).

It is important to register every person housed in a shelter. This provides documentation of each person who is in a shelter and is information that can be used to assist in locating missing family members and loved ones. Registration information is also reported to the EOC, used to identify existing medical conditions that may require greater care, and ensure a host of other needs are met.

As part of the registration process, shelter staff will administer the ARC *Initial Intake and Assessment Tool* to the head of each family. This tool is designed to identify any needs for accommodation or existing medical conditions that may need further evaluation.

Food Services

Providing food will be done according to the procedures outlined in the ARC Shelter Operations Management Toolkit (Attachment H).

Shelter staff must ensure that options for providing food are in place for shelter residents. The scope of any feeding program will be dictated by the situation and its impact on the existing food distribution network. For example, if there is widespread disruption of normal operations and multiple shelters, it may make sense to designate a central kitchen and plan for distribution from

that kitchen to the various shelter sites. A more limited incident might suggest the need to provide meals, snacks, and beverages at the shelter itself.

The ARC will determine the appropriate method for providing food at the shelters it operates in Stanislaus County. Depending on the nature of the incident, this may include any of the following:

- Providing Meals Ready to Eat (MRE) from cached supplies,

- Bringing food in from catering resources that ARC has an established MOU/A,

- Use of a designated central kitchen, or

- Preparing food on site.

If food is to be provided at a shelter, the site must be evaluated by the Department of Environmental Resources (DER). This evaluation includes the assessment of available potable water, plans for bringing in potable water, waste disposal, and the review of food handling and sanitation procedures. At the opening of any shelter, where food is prepared, the ARC Emergency Services Coordinator will notify the DER. A representative of the DER will evaluate the site being opened as a shelter. Ongoing evaluation of the site will continue for as long as the site is open as a shelter.

Medical Health Services

Any shelter opened in Stanislaus County will provide for the basic healthcare concerns of its residents according to the protocols outlined the ARC *Disaster Health Protocols*.

Shelter staff will work with shelter clients to ensure access to medications without interruption. Specific needs that will be addressed include refrigeration of certain medications and access to refill of prescriptions.

However, shelters may not be able to provide care to those persons whose medical needs exceed the capacity of the shelter and its staff to provide care safely and effectively. In order to ensure that persons with fragile medical conditions or exceptional medical need are properly taken care of, the Health Services Agency will ensure that a public health nurse (PHN) is part of the intake and evaluation process. The PHN will evaluate the medical needs of persons registering at a shelter and assess whether they can be safely met in the shelter. The PHN will be responsible for making provisions for those individuals whose medical needs cannot be met in the shelter.

The Stanislaus County Health Services Agency will monitor and evaluate the health status of the shelter population to prevent the spread of communicable disease and provide basic nursing care per ARC protocols. Public Health Nurses will, when appropriate, provide for the separation of persons with suspected communicable diseases from the general population. This may require the use of a temporary infirmary within the area of the general shelter or transport of infected individuals to other locations.

Behavioral Health Services

Behavioral Health and Recovery Services (BHRS) is primarily responsible for the provision of behavioral health services for clients of Stanislaus County shelters and county personnel staffing the shelters.

BHRS will be notified immediately when the decision is made to open a shelter. Notification is made by communicating with the Disaster Coordinator for the department. During non-business hours, the emergency response unit should be notified. This notification will then be forwarded to the duty officer who will have access to the appropriate policies and protocols for responding to shelter related needs.

BHRS may be represented in the EOC. Specific decisions related to individual services and shelters should be outlined the incident action plans developed in response to the incident. BHRS may, but need not necessarily, be present at the opening of a shelter. BHRS will respond to specific requests for intervention and support at shelter sites.

BHRS can provide the following services as they are required:

- Psychological triage and psychological first aid for persons seeking shelter services,

- Brief crisis counseling,

- Referral services,

- Providing appropriate literature on coping with crisis and disaster,

- Support for staff, volunteers, and other responders, and

- Some level of debriefing services.

BHRS does not have the capacity to provide medication support for shelter residents. Should existing BHRS clients seek shelter and need medication support, they will be referred to their providers for assistance.

Primary resources for responding to behavioral health needs at shelter sites include BHRS clinical staff who has received department-mandated specialized training.

Should more staff be required to meet the needs of the incident, the EOC may request services from the Stanislaus County Medical Reserve Corps (MRC). Individual members of the MRC have received specialized training on psychological first aid.

BHRS has information about other mental health services that may be available in Stanislaus County and will make appropriate referrals as needed to these services.

Transportation

Some incidents may require the rapid evacuation, transportation, and immediate sheltering of a large part of the community. Lessons learned from the February 2017 Oroville Dam Spillway Incident and the subsequent community evacuations and sheltering operations, emphasized the need for emergency planners to prioritize planning efforts for the evacuation and transportation for people with disabilities and others with access and functional needs.

The ARC does not provide transportation to or from a shelter. The county is responsible for coordinating transportation during care and shelter operations. Ideally, transportation agreements (MOU/A's) with local support agencies should be established prior to care and shelter operations. The CSA is the lead agency for establishing transportation MOU/A's.

Interagency agreements and/or MOU/A's are essential for effective response. When developing agreements with local transportation agencies (public and private), they should be inclusive of resource delivery options; include clear provisions for mission assignment and cost recovery for services rendered, outline communication methods between service providers, consider how neighboring jurisdictions can assist, and provide opportunities to train and exercise together. Interagency agreements or MOU/A's should consider:

- Roles/responsibilities: clearly defined roles on who provides evacuation transportation assistance for people with access and functional needs

- Activation: how will people be activated, when and by whom?

- Asset control: who will control and dispatch assets during activation?

- Task orders: how will service requests be received? What is the formal process?

- Liability: whose liability will cover transportation assets (people and equipment)?

- Cost recovery: how, by whom, and when will reimbursement be accomplished?

Emergency managers and planners should be aware that equipment, supplies, and personal assistants and service animals need to be transported with clients. These issues can be addressed in the MOU/A's.

For many citizens, public transportation is the only way out of an area, especially citizens with disabilities and others with access and functional needs. Jurisdictions must follow the philosophy of inclusive planning and outline fully inclusive transportation procedures for citizens with disabilities and others with access and functional needs. When developing evacuation and transportation strategies, consider the following:

- Location of staged accessible resources

- Embarkation points

- Where will evacuees be taken? Where are alternative locations?

- Is assistance needed en route? How would the assistance be provided for those already on the vehicles? Examples may include those who need personal assistance services, people using oxygen, people with diabetes, and people who have difficulty regulating body temperature.

- Documentation to record who was transported and where for all people transported.

- Work out procedures for people who do not want to provide their information.

- Make every effort to evacuate and transport a person's adaptive equipment or technology. People with disabilities can lose their self-sufficiency and become dependent if separated from their mobility device or durable medical equipment (DME).

People in emergency shelters may have a higher-than-average dependence on public transportation. Shelter-related transportation activities may include transportation to a shelter and from a shelter to medical facilities. Transportation considerations also include access route planning, parking, and safety, particularly in the event of an evacuation caused by fire, flooding, or other threat.

The Emergency Operations Center should include representation from transportation providers. The most effective EOC's incorporate public transit, paratransit, school bus, and private sector transportation resources. Resource requests for transportation are coordinated through the EOC. Ad hoc service requests can dilute emergency response and undermine the EOC's proper role of directing resources based on incident objectives and resource availability. Obtaining approvals from the EOC may prevent non-reimbursable emergency response expenditures. State departments of transportation fund organizations that provide services to people with disabilities, older Americans and low income populations. State, local, and jurisdictional departments of transportation and transportation officials should be included in the planning and response phases.

Social and Personal Needs

Individuals and families seeking shelter care in response to an emergency and evacuation will have significant social and personal needs to which they must attend while in the shelter. Some of these concerns can be facilitated by shelter staff and management. Others may need collaboration with other departments and agencies.

Shelter staff will follow the protocols laid out in the ARC Shelter Operations Management Toolkit and the Sheltering Handbook (Attachment H) as relate to these social and personal needs.

Family Reunification

If family reunification services are needed, the County will utilize the ARC Safe and Well Web site. This site is an open system, always available to all individuals and organizations. The site is at http://www.redcross.org/safeandwell

Youth Services

The need for youth services will depend on the numbers of children and the age ranges represented among those who have sought shelter as well as the length of time the shelter is open. There are specific youth services that should be considered and staffed accordingly, either by qualified shelter staff or by staff of appropriate county agency or community based organization. These include:

- Childcare

- Any time the shelter is to be open for more than one or two days, shelter staff should consider developing and staffing childcare services.

- All staff should be qualified and screened appropriately.

- Childcare services should be closely monitored and a log of clients served should be maintained.

- Recreational needs

- Shelter staff should consider making available age appropriate recreational activities.

- Recreational activities should be monitored by appropriate, screened staff or volunteers.

- Areas should be identified and dedicated to childcare and recreation. These areas should be well labeled.

- Education

- If local schools are closed for a prolonged period because of the underlying incident, the shelter management should coordinate with the EOC to ensure that continuation of educational programs.

- If appropriate, a location in the shelter should be identified and dedicated to educational pursuits, including a location where students can work on homework.

Clothing

Depending on the nature of the incident, there may be an urgent need for clothing. Shelter management may consider working with local businesses, community based organizations, and others to ensure the availability of emergency clothing. This may include the issuing of vouchers (by the ARC) or arranging for the collection and distribution of in-kind donations.

The practice of requesting or accepting donations of goods from the public is generally not solicited during care and shelter operations. Lessons learned from recent California fire disasters, have shown that donations from the community often result in an abundance of goods

and refuse that are unneeded and difficult to distribute or dispose of. The County will provide direction as to the request and acceptance of donations of goods or services during an emergency or disaster.

Comfort Kits

The ARC may distribute comfort kits to individuals seeking shelter. These kits are generally identified as "male," "female," or "child."

Housing Assistance

The county's goal is to transition shelter residents to interim or short term housing as soon as possible. The deactivation process followed for closing a shelter must take into account the continuity of services needed for people with disabilities and others with access and functional needs.

The CSA and other appropriate agencies shall assist in this transition process and work with homeless services providers and housing agencies to act as case managers for individuals seeking temporary or long term accessible housing options. CSA will work with community based organizations to provide resources for individuals with functional needs to services and programs to re-establish vital community services. The county will assist with transitioning the coordination of community based organizations' resources and services provided during response and recovery to the entity that is designated to lead long-term recovery in each disaster.

Shelter staff, ARC and CSA will coordinate efforts to facilitate the delivery of recovery assistance to those who have sought shelter. This may include the acquisition of housing—this may be short term and temporary or may, depending on the situation, be permanent.

Many shelter residents will seek other arrangements as soon as is possible. Many shelter residents may quickly unite with friends or family members and decide to stay with them. It is most common for shelter populations to peak by the seventh day of operations.

Those remaining shelter residents are frequently persons with fewer resources who need more assistance. If multiple shelters are in operation following a large event, the process of closing operations will be a function of how quickly replacement housing is found. The following outlines the typical evolution of emergency shelter programs and duties:

- During the first week of an emergency, shelter staff will assist shelter residents to obtain housing with family, friends or in available commercial facilities—such as hotels, motels, apartment houses.

- Begin the transition after a week or more from a shorter-term emergency shelter operation to a longer-term sheltering operation. As more and more residents start to depart emergency shelters soon after the event, shelter services can be consolidated into a smaller, more concentrated number of facilities that can sustain longer-term sheltering operations. Vacated shelter facilities are deactivated and returned back to their normal use (schools in particular will need to be turned over quickly).

- Depending on the length of time necessary – 30, 60, 90 days, or longer in a worst case scenario – move shelter residents out of long-term shelter facilities once replacement or temporary housing becomes available. In federally declared disaster events, the federal government will be requested to provide temporary housing. The county will work with state and federal authorities on the development and location of temporary and replacement housing. Once rental assistance and temporary housing resources are available, residents can be moved from shelters into interim housing units.

Language Translation Services

A Language Skills Bank list of county bi- and multi-lingual employees may be obtained from the Office of the County Chief Executive.

Shelter staff and county responders need to be responsive to language and cultural differences among those needing shelter. Approximately 40 percent of Stanislaus County residents speak other than English languages. The commonly spoken non-English languages are Spanish, Portuguese, Tagalog, Mon-Khmer Cambodian, and Hindi (American Community Survey, 2010).

Communication with the public will follow the approach to communication with non-English speaking members of the public outlined in the communications section of this plan.

Within shelters, consider the following approaches:

- Use identified county employees with specific language skills to interpret as necessary.

- Recruit bilingual shelter residents and volunteers to assist with interpretation needs.

- Consider developing pre-arranged agreements with CBOs to utilize their bilingual staff for interpretation within the shelters.

- Access telephone interpretation services through the county.

Recreational Needs

If large numbers of individuals are housed in the shelter and if the shelter operation is prolonged, consideration should be given to providing recreational opportunities for residents. This may involve the acquisition of recreational supplies, e.g., sports equipment, games, videos, etc. It may also involve coordination with local recreational facilities or departments.

Safety and Security

The shelter manager is responsible for addressing the safety and security needs of employees, volunteers, and clients within the shelter. General shelter safety guidelines are outlined ARC Shelter Operations Management Toolkit (Attachment H). The ARC provides basic security within the shelter by use of their Life Safety & Asset Protection teams. If additional security is required, the shelter manager or shelter liaison will communicate the need to the EOC. The EOC will coordinate and support additional security needs, which may be met through local law enforcement, county sheriff, or private security firms.

Shelter Maintenance and Equipment

Maintenance of shelters and procurement of supplies will be performed according to the protocols and guidelines outlined in the ARC Shelter Operations Management Toolkit and the Shelter Field Guide FEMA P-785.

The ARC will provide supplies and equipment needed to open a shelter and to keep the shelter open for as long as is necessary. Initial supplies and equipment will be provided from the strategic caches in Stanislaus County. Shelter supplies will be replenished through the ARC supply chain network.

Initial supplies within the county include sufficient equipment and supplies to open and operate 4-100 person shelters for a period of five days. Other local supplies, e.g., available from the ARC "drop boxes" could extend that initial capacity. Greater supplies will be requested through the ARC process following ARC protocols.

Should the need for equipment and supplies exceed the ARC's capabilities, the shelter manager will request logistical support through the Care and Shelter Branch of the EOC.

Assisting Individuals with Access and Functional Needs

This plan seeks to ensure that safe, secure, and sanitary care and shelter will be provided regardless of a person's functional needs.

Any shelter opened by the county and managed and operated by the American Red Cross will admit any person seeking shelter unless that person has medical needs that exceed the capacity of the shelter to meet. The approach to the evaluation of medical needs and the provision of care and shelter for the medically fragile is addressed above in the "Medical Health Needs" section.

All sites selected through the site survey process must be ADA compliant.

In addition to the evaluation of site accessibility as an ongoing process, when a shelter is opened, the registration process is designed to identify any persons who may require specific assistance or accommodation relating to a functional need. Teams will be used to assess the needs of children and adults who have access or functional needs. In addition to the PHN who will assess medical needs, these teams may be comprised of:

- County personnel who have received functional needs assessment training;

- Trained staff from neighboring counties or the state; or

- Members of CBO or FBO with expertise in assessing functional needs (see Community Resource and Referral Guide Attachment F).

The California Health and Human Services Agency, Department of Social Services has developed Functional Assessment Service Teams (FAST) that may be used to conduct functional assessments of individuals with disabilities and others with access and functional needs within shelters. FAST facilitates the process of getting essential resources needed for individuals with disabilities and others with access and functional needs.

While access and functional needs may be found in any segment of the population, there are particular groups that may exhibit a greater tendency to experience such needs. The following are general guidelines for assessing and addressing functional needs in specific populations:

Seniors

Seniors may need special consideration with regard to notification of shelter services and availability. In crafting messages to the community at large, the PIO should consider specific concerns related to reaching this population. Community based and faith based organizations should be engaged in efforts to notify the elder population. This may include developing door-to-door efforts with particular emphasis on the following:

- Mobile home parks

- Senior housing

- Assisted living centers

- Single room occupancy hotels

- Lower income areas

- Meals on wheels recipients

- In-home support services recipients

- To address concerns of seniors in shelters, the following should be considered by shelter staff:

- Identify and engage local organizations that deal with senior issues.

- Anticipate the need to acquire or refill medications.

- Anticipate the need to acquire or replace durable medical equipment or assistive devices.

- Anticipate communications needs related to impaired hearing and decreased visual acuity.

- During the registration process, identify any residents who may need personal assistance with bathing, dressing, feeding, walking, or communications.

- Consider providing individual orientation to the shelter and its available services.

People with Disabilities

As with the elder population, community based and faith based organizations should be engaged in the effort to notify people with disabilities of the existence, location, and means of accessing shelters.

Within the shelter, the following should be considered by shelter staff:

- Identify and engage local organizations that deal with disability issues.

- Anticipate the need to acquire or refill medications.

- Anticipate the need to acquire or replace durable medical equipment or assistive devices.

- Anticipate communications needs related to impaired hearing and eyesight.

- In the registration process, identify any residents who may need personal assistance with bathing, dressing, feeding, walking, or communications.

- Consider providing individual orientation to the shelter and its available services—e.g., a walk-through.

- Identify any residents who have service animals.

- Provide alternate format materials for those with visual impairment.

- Provide note pads, pens, pencils, etc., for communicating with hearing impaired.

- Provide access to media and telecommunications for hearing impaired—e.g., TTY, TDD.

Unaccompanied Minors

In a disaster that requires the opening of shelters, it is quite possible that children may become separated from their families and arrive in a shelter unaccompanied or unsupervised.

The approach to addressing this issue is governed by the Stanislaus County Community Services Agency Child and Family Services Disaster Plan.

Animal Care

Stanislaus Animal Services Agency is the primary agency responsible for the care and shelter of pets in an emergency that requires the opening of human shelters in the unincorporated areas of Stanislaus County, and the cities of Modesto, Ceres, Waterford, Patterson and Hughson. This agency works closely with other agencies, including the City of Turlock Animal Services, City of Oakdale Animal Services, and City of Newman Animal Services. Each of those agencies will provide animal services for shelters opened within their respective city limits.

Recognizing the importance of animals as companions to human beings, and drawing from the lessons learned in the Katrina hurricane response, every effort will be made to ensure that

Stanislaus County residents understand that pets will be cared for during an emergency that requires sheltering.

The approach to sheltering of animals outlined in the ARC Shelter Operations Management Toolkit (Attachment H) will be followed. Pets are not allowed in shelters. Every effort will be made to ensure that pets brought to the shelter will be housed, fed, and cared for in a pet shelter managed by Animal Services. That shelter may be an existing shelter, a co-located facility, or a centrally located facility as determined by Executive Director of Animal Services or the appropriate Animal Control Officer. Factors to be considered in this determination include the nature of the incident, the status of existing animal shelters, and the numbers of animals to be cared for.

Stanislaus Animal Services Agency or, if appropriate, the City Animal Services agencies, will first attempt to meet animal sheltering needs by use of existing animal shelter facilities. Should the capacity of those facilities be exceeded, they will consider the use of temporary kennel facilities located in proximity to human shelters. In an incident requiring sheltering of very large numbers of pets, the agency would seek to find a single, large location, such as the county fairgrounds, to locate a single pet shelter facility.

When a human shelter is opened, the Executive Director of Animal Services or the Animal Control Officer of the affected jurisdiction should be contacted and informed of the opening of the shelter. Animal Services staff will be assigned to the shelter facility to ensure that pets that are brought to the shelter are properly cared for. The following approach will be taken to ensure proper association of pets to owners:

- Animal Services staff will use microchip readers to identify those pets that have had microchips implanted and to capture the identification information embedded in the chip.

- All animals will be photographed.

- For each animal, information about the animal (including photograph) and owner will be collected and uploaded to the Animal Services database using "Chameleon" software, or in the case of local agencies, another database.

The Executive Director of Animal Services, Animal Control Officer, or a designee will collaborate with the county PIO in order to ensure that the public is informed that their pets will be cared for, where to bring their pets, and that pets are not allowed within human shelters. The information should also make clear that service animals are permitted within shelters and their care is the responsibility of the owner.

Services provided for pets will include providing a safe environment for the animals, food, water, exercise, and proper management of waste.

Staffing of animal shelters, whether in the existing shelter location or in an onsite location, shall include a supervisor on site. This role will be performed by an existing, trained employee from the agency staff. Additional staffing will be provided through existing volunteer programs, a

Veterinarian Tech program, the Alliance Work Net, and the Stanislaus County Sheriff's Department Alternate Work Program. If these existing programs are insufficient, the agency will seek mutual aid from outside the agency to meet animal shelter staffing needs. Additional resources may be obtained from the California Veterinary Medical Reserve Corps (CAVMRC), Grant Miller, Unit Coordinator (916-649-0599 or https://cvma.net).

Service Animals

In accordance with the Americans with Disabilities Act, service animals will be permitted to accompany their owner into a shelter. The care and supervision of a service animal is solely the responsibility of the owner.

The ADA defines service animals as:

Dogs that are individually trained to do work or perform tasks for people with disabilities. In addition to the provisions about service dogs, the revised ADA regulations have a new, separate provision about miniature horses that have been individually trained to do work or perform tasks for people with disabilities.

ARC standards define service animals as:

Any dog or miniature horse that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.

It is necessary that the addition of this expanded definition be included in the plan, as shelters opened in Stanislaus County will follow standards and procedures outlined in the ARC Sheltering Standards and Procedures Guide.

Care and Shelter Plan Deactivation

Plan deactivation includes shelter demobilization, as well as the scaling back of EOC coordination and support. Planning for the closing of shelters should begin as soon as the shelter is opened.

Care and shelter operations may be reduced or ended at the discretion of the EOC director or his/her designate. The EOC, in cooperation with the shelter manager, will decide when shelters should be closed. Shelter closure is indicated by when the need for shelter needs has diminished or ended.

Shelter managers will plan to close shelters in accordance with the protocols outlined in the ARC Sheltering Handbook and Shelter Operations Management Toolkit (Attachment H).

When the decision to close a shelter is reached, shelter management should have a plan to ensure that all current residents have housing arrangements. This may require the identification

of local agencies and community based organizations whose resources may be required to ensure housing.

The shelter-closing plan should include coordination with the PIO, so that any public information campaign regarding the availability of shelters is updated.

Activities that may need to occur following the decision to close a shelter include:

- Preparation of documents for financial reimbursement;

- Ensure that the closing of the shelter(s) is communicated to residents of the shelter, appropriate supporting agencies and departments, and the public at large;

- Coordinate the closing of the shelters with the EOC;

- Ensure that a debrief is held for key staff, volunteers, and appropriate county departments;

- Ensure that the facility is returned to its original condition;

- Ensure that remaining supplies and assets are inventoried and returned to their proper owner or otherwise appropriately disposed of; and

- Ensure that shelter logs and reports are completed and forwarded to appropriate supervisors.

Recovery

The Recovery Phase following a care and shelter operation may require a plan for long-term transition and support for residents with damaged or destroyed housing or other disruptions.

The Stanislaus County Director of Emergency Services or his/her designee is responsible for ensuring that staff debriefing(s), after-action reporting, improvement planning, and transition to long-term recovery support are performed upon the deactivation of this plan.

During Recovery, emphasis will be placed on cleanup, shelter demobilization, and critiquing operational performance. The Care and Shelter staff will participate in the demobilization and recovery from an emergency; coordinate provision of support to cleanup and recovery operations, as needed, including provision of financial and behavioral health services to individuals and emergency workers, where appropriate.

Most of the immediate needs of the population will have been provided, and if the disaster surpasses local available resources, the federal and state governments will become heavily involved in providing financial aid to victims. Disaster Assistance Centers (DACs) or Local Assistance Centers (LACs) will be set up to coordinate the delivery of these services.

The Care and Shelter Coordinator and many other agencies have responsibility for phasing out the mass care facilities and assisting displaced persons in obtaining temporary housing and other aid. The demobilization plan of action will outline public/private partnership roles, responsibilities, resources, and protocols for the recovery transition period.

Shelter residents will need assistance in identifying where to go for services to meet their specific disaster recovery needs. Shelter staff will collaborate with CSA, FEMA, community based organizations, and faith based organizations to ensure that shelter residents have access to necessary services. Shelter managers and CSA staff should consider distribution of resource lists identifying names, numbers, contact information, and description of services available to shelter residents. The Care and Shelter Branch Director should work with the PIO to ensure proper messaging about availability of resources and information on how to access them.

Long-Term Sheltering

There will be groups (families and individuals) that may require longer term sheltering. This will be dependent on factors that arise due to the type, severity and location of the disaster. If the need for long term sheltering is determined through local assessment then a request for Federal Assistance is made through which temporary housing resources will be provided if a federal disaster is declared.

Short-Long Term Housing

This is an issue that will be addressed during Preliminary Damage Assessments (PDA's) by local and state governments and again by FEMA subsequent to and after a Federal Declaration.

Organization and Assignment of Responsibilities

Care and shelter operations are organized in accordance with the National Incident Management System (NIMS), and the functional structure is based on the elements developed within the Standardized Emergency Management System (SEMS) and the Incident Command System (ICS). The organizational structure is compatible with that of surrounding public agencies at the local, state, and federal levels. Non-government organizations that regularly participate in the emergency management process are also trained and proficient in this system.

Care and shelter operations are expected to have both Emergency Operations Center and field components. The decision to open an emergency shelter will be preceded by a decision to activate the EOC. The EOC will provide coordination and support for shelter operations.

EOC

The organizational structure for care and shelter functions at the EOC is prescribed by the Stanislaus County Emergency Operations Plan Emergency Function – Care and Shelter:

Command: Emergency Support Function – Care and Shelter supports the command/management function by providing senior staff for an incident that would focus primarily on Care and Shelter.

Operations: Emergency Support Function – Care and Shelter supports the Care and Shelter Branch of the Operations Section by providing trained, discipline-specific experts to manage these activities. Staff in these management/coordination roles has received appropriate training and certification to perform at the levels that they are assigned.

Planning: Emergency Support Function – Care and Shelter provides information and/or staff for the Planning Section needed to develop immediate, as well as, advanced planning products including: Incident/EOC Action Plan (IAP/EOC AP), documentation for the IAP/EOC AP, resources status tracking and managing systems, demobilization plans, situation status information, as well as, GIS and mapping products.

Finance/Administration: When appropriate, Emergency Support Function- Care and Shelter will supply trained staff to the Finance Section to support functional activities within the response, mitigation and recovery phases. The Community Services Agency staff may provide assistance or leadership in various areas including purchasing, procuring, payroll documentation and State or Federal government contracts.

Logistics Section: The organizational structure for the Logistics Section at the EOC is not prescribed in the Stanislaus County Emergency Operations Plan EF-Care and Shelter. However, mass care and shelter efforts may require considerable support from the Logistics Section for provision of food, clothing, bulk goods management, and other goods and services.

Field

Shelter operations will be managed by the ARC or, in the event the ARC is unable to manage the operation, the CSA.

For ARC-operated shelters, field incident command is provided by the Shelter Manager. Duties and organizational structure are described further in the ARC Shelter Operations Management Toolkit and Sheltering Handbook (Attachment H). The Shelter Manager reports to the ARC headquarters, but coordinates activities with the county.

At each ARC-operated shelter, the CSA will provide a shelter liaison between the EOC Care and Shelter Branch and the ARC Shelter Manager. It is expected that this liaison will initially be located in the field; as an incident progresses, liaison functions may move to telephone or periodic field presence.

Where the CSA is managing a shelter or field site, the CSA will provide a field shelter manager who will report to the EOC Care and Shelter Branch, or if it is activated, the CSA Department Operations Center.

Community Services Agency (CSA)

Community Services Agency (CSA) is the primary agency for emergency care and shelter functions for Stanislaus County. The responsibilities of the CSA include:

- Coordinate all mass care facilities and shelter services with EOC, ARC, Health Services, and other cooperating agencies.

- Collaborate with ARC to perform pre-disaster response planning and capacity building preparedness exercises and projects.

- Coordinate with OES and ARC to train and prepare CSA staff to assume agency responsibilities in an emergency or disaster.

- Assess resource requirements and request additional resources through the EOC Logistics Section or established ordering procedures, as needed, to fully support shelter services in partnership with the ARC.

- Ensure CSA Management representation at the EOC in support of mass care and shelter services.

- Collaborate with ARC to ensure sufficient levels of staff resources are available to support mass care and shelter services.

- Through the EOC, in partnership with OES, ARC, HSA, and other cooperating agencies, establish an assessment for the admission of all populations to a general shelter. Assess

the need for equipment/resources and transportation needs for the access and functional needs populations.

- CSA will supply logistics and staff support for any shelters. This includes providing social services and public assistance community outreach.

CSA employees will provide initial staffing of the EOC Care and Shelter Branch (operations section) as described in "Stanislaus County Emergency Operations Plan, Emergency Functions-Care and Shelter."

American Red Cross (ARC)

The ARC is a partner with local government in helping to fulfill government's legal responsibility of providing Care and Shelter for its citizens in a disaster. The partnership requires that government and the ARC work cooperatively during the preparedness phase to clarify roles and responsibilities. Government may also work in cooperation with other volunteer disaster assistance organizations to provide disaster relief.

The ARC will provide shelter operations and management to support care and shelter in Stanislaus County according to the provisions of the July 21, 2015 Memorandum of Understanding. The ARC may also provide individual disaster assistance to clients through Service Centers. This includes assistance with emergency food, rent, minor home repairs, clothing, critical medicines, and other essentials of life.

In a major disaster where there is widespread damage, the national resources of the ARC may not fully mobilize until a few days after the event. Until such time that the ARC arrives, Stanislaus County will manage, coordinate and run shelter operations in accordance with ARC Sheltering Standards and Procedures.

Health Services Agency (HSA)

The HSA is a supporting agency for care and shelter. The agency's Public Health Division will provide epidemiological consultation, investigation, assessment, treatment, referral, education, if appropriate, and follow-up for communicable diseases (contracted within the shelter environment or at the discretion of the Health Officer). The HSA will liaise with the ARC at regular intervals to determine additional staffing needs and assist in assessing and obtaining (but not providing) adequate skilled nursing personnel for shelters, when necessary.

Specific responsibilities of the HSA include:

- Participate in joint training of County and ARC staff on a periodic basis to ensure disaster response readiness.

- Collaborate with ARC to perform pre-disaster response planning and capacity building preparedness exercises and projects.

- Provide initial communicable disease and health status triage and assessment of shelter residents, prior to admission and on an as needed basis, at the request of CSA and/or the ARC.

- Provide epidemiological consultation, investigation, referral for treatment, education, if appropriate, and follow-up for communicable diseases.

- The HSA will adhere to ARC nursing facility protocols except when the individual nurse's judgment determines a more conservative course of action.

- Assist in assessing and providing (but not directly delivering care) adequate skilled nursing personnel to shelters.

- Health Officer may assist with procuring appropriate sites for shelter (when necessary).

- Assess resource requirements and request resources from the Medical Health Operational Area Coordinator (MHOAC) in the Emergency Operations Center (See Emergency Operations Center Disaster Medical Operations).

Through the EOC, facilitate planning, transportation and shelter to individuals with health problems and conditions that require more than the usual care provided in an ARC shelter setting in a disaster.

Office of Emergency Services (OES)

OES is a supporting agency for care and shelter. Responsibilities of OES with regard to care and shelter include:

- Provide a system of direction, coordination and support to Stanislaus County Agencies and jurisdictions within the Operational Area, including ARC, involved in incidents or events of a magnitude greater than day-to-day levels and outside the normal bounds of response.

- Provide direction, coordination and management services on a 24/7 basis, and from an all-risk perspective. These services are available to all public agencies as well as non-government organizations involved in emergency response and management.

- Initiate activation and operations of an Incident Command Post, as well as Multi-Agency Coordination (MAC) facilities, including Emergency Operations Center, or Area Command.

- Provide the link between local responses and the regional, state and federal agencies participating in the response and recovery to an incident.

- Provide coordination and assistance in recovery and restoration efforts following large-scale emergencies or disasters.

- Implement, facilitate and provide the Coordinator for the Stanislaus Multi-Agency Coordination Group (Stan MAC), including the activities of the Threat Assessment Group (TAG).

Behavioral Health and Recovery Services (BHRS)

Behavioral Health and Recovery Services is a supporting agency for care and shelter. BHRS will provide crisis intervention; brief trauma-focused assessment, counseling and referral, and debriefing and stress management for first responders. Other services may include employee assistance programs such as Workplace Wellness.

Department Environmental Resources (DER)

The Department of Environmental Resources is a supporting agency for care and shelter. DER will assist to re-stabilize infrastructure and shelter services by reviewing the food handling and sanitation procedures. DER will offer guidance on proper disinfection of contaminated water systems, as well as a list of locations where potable water can be obtained. DER will also offer oversight of proper handling of liquid waste, hazardous materials, and solid waste.

Animal Services Agency

The Stanislaus County Animal Services Agency is a support agency for care and shelter. Animal Services will provide for the safety and well-being of household pets and service animals during evacuations and sheltering for the unincorporated areas of Stanislaus County and for the cities of Modesto, Ceres, Patterson, Waterford, and Hughson.

City of Newman Animal Services will provide support for the care and shelter of animals within Newman city limits.

City of Turlock Animal Services will provide services for shelters within the Turlock city limits.

City of Oakdale Animal Services will provide services for shelters in Oakdale and Riverbank.

Agricultural Commissioner

The County Agricultural Commissioner is a supporting agency for the care and shelter of large animals and livestock. The Agricultural Commissioner will coordinate with the County Director of Animal Services for the care and shelter of large animals and livestock.

Area Agency on Aging and Veteran Services

The County Area Agency on Aging and Veterans Services is a supporting agency for care and shelter. County Aging and Veterans Services will provide assistance and guidance in the care and shelter of seniors and veterans displaced by an emergency or disaster within Stanislaus County.

Sheriff/Coroner's Office

The County Sheriff/Coroner is a supporting agency for care and shelter. The Sheriff's office will provide additional security support to care and shelter operations if requested from the field.

Direction, Control, and Coordination

This annex is activated when a real or potential emergency or situation exists in which the Mass Care and Shelter function is required. The Stanislaus County Director of Emergency Services or his/her designee may activate the Mass Care and Shelter function (ESF#6) in coordination with the CSA and ARC. While direct activation may be ordered, often the activation is based on the action or result of a meeting of the Stanislaus County Multi-Agency Coordination Group (Stan MAC).

Agencies will respond under the established Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS) structure of the Operational Area (OA) EOC. All local first response agencies within the OA have adopted NIMS and SEMS and will comply at a minimum with basic level NIMS and SEMS training requirements. The OA EOC is also NIMS and SEMS compliant and all personnel staffing positions within the OA EOC have been trained in NIMS and SEMS.

Termination of the Mass Care and Shelter function shall take place once there is no longer a threat to community members, and all displaced residents are able to find alternate lodging. The care and shelter provider must indicate that there is no need for this function to remain activated.

Information Collection, Analysis, and Dissemination

Record keeping at each shelter is part of the American Red Cross shelter operation, and includes information which must be reported up-line within the ARC hierarchy and into the National Shelter System (NSS). The following data elements should be shared by the ARC sheltering lead with the CSA liaison, as the county will need this information for advanced planning during each 24 hour period:

- Shelter site name;

- Location (street name, number, cross street, zip code);

- Estimated capacity;

- Number of people sheltered (sleeping over) during reporting period;

- Total number of people sheltered to-date;

- Number of new registrations during the reporting period (normally the last 24 hours);

- Shelter manager's name;

- Phone number, radio frequency or other contact method;

- Current facility status (open, closed, stand-by);

- Meals fed in past 24 hours;

- Animal shelter co-located? (yes/no); and,

- Summary of critical support needs including functional resource needs.

Using the information identified above, as well as other intelligence sources, the Care and Shelter Branch Director should ensure the following information is prepared every 24 hours, for reporting to the REOC and SOC:

- Number of Shelters Open;

- Number of Persons Displaced (estimated);

- Number of Persons in Shelters;

- Number of Additional Persons Needing Shelter;

- Number of Fixed Feeding Sites (assumes all shelters are fixed feeding sites);

- Number of Mobile Feeding Sites or Routes;

- Number of Persons Fed in the Past 24 Hours;

- Number of Persons Projected to be Fed in the Next 24 Hours;

- Number of Bulk Distribution Sites Established;

- Number of Pet Shelter Sites Established;

- Mutual Aid Received in the Past 24 Hours (Yes/No);

- Mutual Aid Needed in the Next 24 Hours (Yes/No); and,

- Notes on vulnerable populations in shelters (people with specific functional needs such as seniors, persons with disabilities, homeless individuals, and children).

The care and shelter branch director may use the Daily Care and Sheltering Report (Attachment E) to report this information to the EOC.

Communications

Management of communications within a shelter will be done according to guidelines outlined in the ARC Shelter Operations Management Toolkit (Attachment H).

Communication between the shelter manager and the EOC will occur via direct line of communication to the Care and Shelter Branch Director, either directly (i.e. telephone, email, radio, face-to-face) or via a shelter EOC liaison.

Within the shelter, when communicating with shelter residents, the management staff should consider the following:

- Regular briefings and posting of information is a valuable tool in reducing the impact of rumors.

- Special communications needs of residents should be considered with all communications. These needs may include hearing impairment, sight impairment, language issues, etc., and may require communication assistance such as interpreters, TTY access, or assistive listening devices.

- Shelter residents should be informed as much as possible about the status of the disaster or incident that has resulted in the need for evacuation and sheltering.

- Shelter residents should be informed about shelter status, including the date of closure.

Public Information

The lead for all public information related to a care and shelter operation is the EOC's public information officer. All public communications should be coordinated with the PIO.

Communication about location and access to shelters that is directed to the public should keep in mind the functional needs of members of the public. Thus, particular concern should be paid to the communications needs of individuals who are hearing impaired, sight impaired, elderly, and those who speak or read languages other than English. Plans for communicating with the public should include consultation with community based organizations (CBO) who work with these groups.

Administration, Finance, and Logistics

The Operational Area is responsible for establishing administrative controls necessary to manage the expenditure of funds for support of Care and Shelter operations and to provide reasonable accountability and justification for state and federal reimbursement in accordance with the established guidelines.

In accordance with established procedures, Stanislaus County may seek financial assistance from the California Disaster Assistance Act (CDAA) fund, and then from federal disaster funds in accordance with the Robert T. Stafford Act, as amended, if there is a federal disaster declaration.

After Action Reports

Following the conclusion of any significant emergency event/incident or exercise involving care and shelter operations, the agencies involved with the activities (including CSA, HSA, OES, and ARC) will conduct an AAR of the care and shelter operations following the event/incident/exercise. Support agencies will provide written and/or oral inputs for this critique and CSA, HSA, or OES representatives will consolidate all inputs into a final written report. Once the report is completed, the following should occur:

- The CSA will be responsible for tracking the lessons learned from the AARs to ensure they are addressed and that appropriate changes to procedures and training occur.

- The CSA and Stanislaus OES will coordinate and implement corrective actions specifically for care and shelter operations.

- The CSA and Stanislaus OES will work with community stakeholders on future care and shelter responses.

Mutual Aid

Requests for mutual aid will follow normal mutual aid channels, consistent with the Master Mutual Aid Agreement and the Standardized Emergency Management System. To request mutual aid, the Care and Shelter Branch Director informs the Operational Area Mutual Aid Coordinator of the need to request mutual aid. In the event resources are unavailable at the OA level, the request is forwarded to the responsible Region IV Mutual Aid Coordinator to be filled.

The Care and Shelter Branch Director shall be prepared to provide situation reports, specify the number of persons along with their type of assistance needed, specific classifications if necessary, reporting location, travel and lodging arrangements and estimated length of utilization. The Care and Shelter Branch will coordinate with the Finance Section and Logistics as needed to address mutual aid travel and lodging needs.

Agreements and Understandings

All agreements and understandings entered into for the purchase, lease, or otherwise use of equipment and services for the direct purpose of care and shelter will be in accordance with the provisions of all applicable laws and procedures. The agreements will be on file at the Stanislaus County Office of Emergency Services.

Plan Development and Maintenance

This plan was revised in 2017 to become a supporting annex to the Stanislaus County EOP. As such, the policies, procedures, and practices outlined in the County EOP govern this annex.

During the revision process, agencies referenced in this annex having primary or supporting responsibilities for ESF#6, Mass Care and Shelter, developed a collaborative team to review after action reports from past trainings, exercises, and activations and updated roles, responsibilities, content, and formatting of the annex to be consistent with the County EOP.

At a minimum, this annex will be reviewed annually by the agency having primary responsibility for ESF#6, Mass Care and Shelter.

This annex will be reviewed and revised whenever the Emergency Operations Plan is reviewed or revised. Selected Elements will be updated as needed, including:

- Names and responsibilities of agencies having primary or support responsibilities

- Contact information for designated response personnel, stakeholders, and resources

- Changes in operating procedures, organizational structures, or policy changes

- Following the conclusion of any significant emergency event/incident or exercise involving care and shelter operations

- Any new or revised memorandum of agreement related to the use of any specific location or facility as a shelter, or

- Any new or revised agreements with organizations or entities to provide support for the care and shelter process.

Authorities and References

Federal

- FEMA National Shelter System (NSS) web-based data system supporting Emergency Support Function (ESF 6) – Mass Care, Emergency Assistance, Housing, and Human Services; January 2008.

- SLG 101: Guide for All-Hazard Emergency Operations Planning (9/96); Attachment F: Mass Care (page 5-F-1 thru 5-F-12).

- Federal Civil Defense Act of 1950 (Public Law, as amended)

- Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988; Federal Law - Section 302(b) (3); Public Law 93-288, as amended; Congressional Charter (1905) 36 U.S.C. §300101-300111.

- Army Corps of Engineers Flood Fighting (Public Law 84-99).

- Homeland Security Act of 2002.

- Homeland Security Presidential Directive 5 (National Incident Management System).

- Post-Katrina Emergency management Reform Act of 2006.

- Pets Evacuation and Transportation Standards Act of 2006

- Public Health Service Act, as amended.

- Social Security Act of 1935, as amended.

- Americans with Disabilities Act of 1990.

State

- California Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the Government Code).

- Standardized Emergency Management System (SEMS) Regulations (Chapter 1 of Division 2 of Title 19 of the California Code of Regulations) and (California Government Code §8607et seq).

- Orders and Regulations which may be Selectively Promulgated by the Governor during a STATE OF EMERGENCY.

- Orders and Regulations which may be Selectively Promulgated by the Governor to take effect upon the Existence of a STATE OF WAR.

- Memorandum of Understanding Between the Department of Social Services (DSS) and the Western Regional Office, American National Red Cross (ANRC); ACIN I-159-82, dated December 8, 1982.

- California Emergency Management Agency (Cal OES): Guidance on Planning and Responding to the Needs of People with Access and Functional Needs; June 2009.

- California Assembly Bill 2311 (Brown, Chapter 520, Statutes of 2016), addition to code §8593.3, requiring each county and city to integrate access and functional needs into emergency response plans.

Local

- Stanislaus County Ordinance on Emergency Services (Chapter 2.52)

- Operational Area Organization Agreement, Resolution #95-1167

- Stanislaus County Resolution adopting the California Master Mutual Aid Agreement, dated November 15, 1950.

- Stanislaus County Emergency Operations Plan adopted by the Stanislaus County Board of Supervisors on September, 2015.

Glossary of Terms

FAST Team– Functional Assessment Service Teams consists of a group of trained state, county and CBO personnel who are ready to respond and deploy to disaster areas to work in shelters. The role of the FAST is to conduct functional assessments of individuals with disabilities and others with access and functional needs within shelters. The FAST then facilitates the process of getting essential resources needed for individuals with disabilities and others with access and functional needs.

MHOAC – The Medical Health Operational Area Coordinator means the shared role between the Public Health Officer and local EMS Agency Administrator for coordination of the medical/health system during unusual events or emergencies. Within Stanislaus County, the Public Health Officer/Public Health Department assumes the primary role in most situations, with the local EMS Agency representatives providing support as needed.

List of Acronyms

ADA	Americans with Disabilities Act
AFN	Access and Functional Needs
ANRC	American National Red Cross
ARC	American Red Cross
BHRS	Behavioral Health and Recovery Services
CalOES	California Governor's Office of Emergency Services
CAVMRC	California Veterinary Medical Reserve Corps
CBO	Community Based Organization
CDAA	California Disaster Assistance Act
CDSS	California Department of Social Services
CSA	Community Services Agency
DAC	Disaster Assistance Center
DCS	Disaster Cycle Services
DER	Department of Environmental Resources
DOC	Department Operations Center
DSS	Department of Social Services
EAP	Emergency Action Plan
EOC	Emergency Operations Center
EOP	Emergency Operation Plan
ESF	Emergency Support Function

FAST	Functional Assessment Support Team
FEMA	Federal Emergency Management Agency
GIS	Geographic Information System
HSA	Health Services Agency
IAP	Incident Action Plan
ICS	Incident Command System
LAC	Local Assistance Center
MAC	Multi Agency Coordination
MHOAC	Medical Health Operational Area Coordinator
MOU/A	Memorandum of Understanding/Agreement
MRC	Medical Reserve Corps
MRE	Meal Ready to Eat
NIMS	National Incident Management System
NSS	National Shelter System
OA	Operational Area
OES	Office of Emergency Services
PDA	Preliminary Damage Assessment
PHN	Public Health Nurse
PIO	Public Information Officer
REOC	Regional Emergency Operations Center
SEMS	Standardized Emergency Management System

SOC   State Operations Center

SOP   Standard Operation Procedure

StanMAC Stanislaus County Multi Agency Coordination

TAG   Threat Assessment Group

TDD   Telecommunications Device for the Deaf

TTY   Text Teletypewriter

Attachments

Attachment A: Roles and Responsibilities Matrix

Task	Mitigation/ Preparedness	Response	Recovery	Lead Agency	Supporting Agencies
Perform response planning and capacity building preparedness exercises and projects	♦			CSA	ARC
Train and prepare CSA staff for care/shelter activities	♦			CSA	ARC, OES
Train County and ARC staff periodically to ensure disaster response readiness	♦			CSA/ARC	HSA/PH, BHRS, SASA, OES, DER
Engage in disaster planning and capacity building efforts, including shelter identification	♦			CSA/ARC	HSA/PH, DER,SASA
Collaborate and facilitate transportation and care for individuals with health problems and conditions that require more than the usual care provided in an ARC shelter setting in a disaster	♦	♦		HSA/PH	ARC, OES
Ensure functional shelter infrastructure and procedures at each shelter site, including food handling, sanitation, and waste handling	♦	♦		DER	SCPCD
Manage and operate shelters, including maintaining protocols, readiness, and support processes	♦	♦		ARC	
Coordinate all mass care facilities and shelter services	♦	♦	♦	CSA	ARC, OES, HSA/PH
Overall incident coordination, support, information management, and coordination of inter-jurisdictional communications and mutual aid requests	♦	♦	♦	OES	
Staff EOC Care and Shelter Branch	♦	♦	♦	CSA	

Task	Mitigation/ Preparedness	Response	Recovery	Lead Agency	Supporting Agencies
Manage med/health resource requests through the MHOAC program and EOC	♦	♦	♦	HSA/PH	OES
Crisis intervention; brief trauma-focused assessment, counseling and referral, and debriefing and stress management for first responders.	♦	♦	♦	BHRS	
Care and sheltering of household pets and service animals	♦	♦	♦	SASA, SASA	OES
Assess needs of all members of shelter population		♦		CSA/ARC	HSA/PH, BHRS
Perform public health and medical triage and assessment of shelter residents.		♦		HSA/PH	
Determine resource needs and request additional resources as needed to support ARC		♦	♦	CSA	OES
Staff shelters, including general staff, logistics, social services, and public assistance community outreach		♦	♦	CSA/ARC	ARC, HSA/PH, BHRS
Provide epidemiological consultation, investigation, referral for treatment and education, if appropriate, and follow-up for communicable diseases		♦	♦	HSA/PH	
Plan maintenance	♦		♦	CSA	All
After-action reporting and improvement planning			♦	OES	All

Legend

ARC   American Red Cross

BHRS   Behavioral Health and Recovery Services

CSA   Community Services Agency

DER   Department of Environmental Resources

HSA/PH   Health Services Agency/Public Health

OES   Office of Emergency Services

SASA   Animal Services Agency
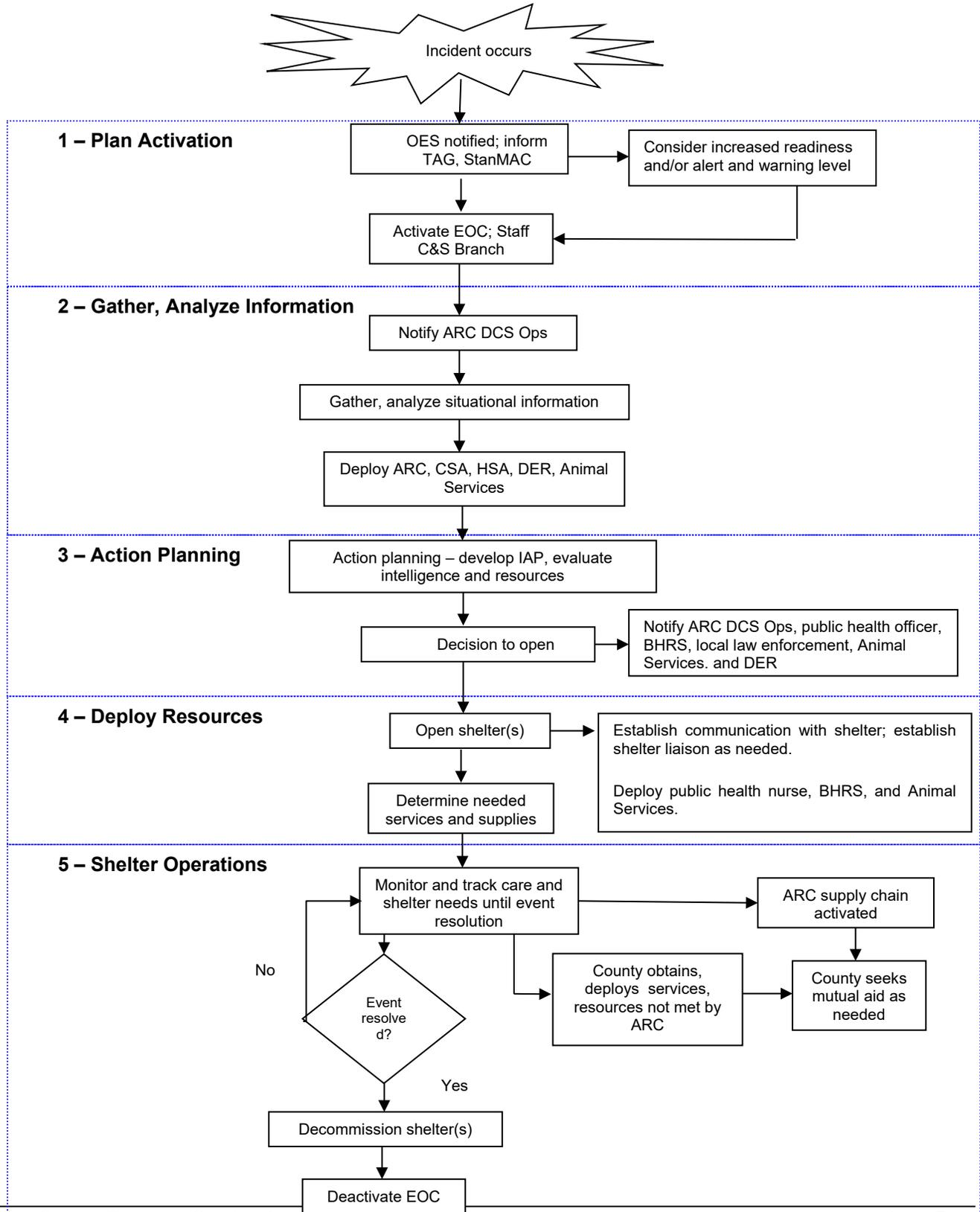
PCD   Planning and Community Development

Attachment B: Care & Shelter Stakeholder Contact List

Department/Agency	Position	Primary Contact	Secondary Contact
American Red Cross	ARC Dispatch ARC Duty Officer On-Call	(844) 236-0153 (24/7 coverage) (707) 200-7802	
American Red Cross	Local Disaster Program Representative	(209) 222-0886 Kayla Jones, Program Manager	(209) 402-2885 Nancy Reeves, Back-up
Behavioral Health and Recovery Services	Director (or Administrative OD)	(209) 525-6225 (Admin)	(209) 558-4600 (Emergency Support)
California Veterinary Medical Reserve Corps	Unit Coordinator	(916) 649-0599	www.cavmrc.net
City of Newman Animal Control	Animal Control Officer	(209) 862-2902	(209) 243-2399 (Dispatch Newman Police/Animal Control)
City of Oakdale Animal Control	Animal Control Officer	(209) 847-5625 (Shelter)	(209) 847-2231 (Police Dispatch)
City of Turlock Police Department, Animal Services	Animal Services Supervisor	(209) 656-3140	
Community Services Agency	Director	(209) 558-1173	(209) 558-1665
Department of Environmental Resources	On-call Staff	(209) 525-6700	(209) 552-3915 Dispatch Fire Insight (request HazMat on-call staff for DER)
Health Services Agency/Public Health	Public Health Officer	(209) 558-8804	(209) 402-3520
Health Services Agency/Public Health	Director of Nursing	(209) 558-7400	
Planning and Community Development Department	Front Desk	(209) 525-6330 (Planning)	(209) 525-6557 (Permit Services)
Stanislaus Animal Services Agency	Executive Director	(209) 342-1740	Cell (209) 652-0544
Office of Emergency Services	Duty Officer	(209) 552-2474 (Dispatch/Ambulance)	

Attachment C: Shelter Response Flow Chart

Incident occurs

1 – Plan Activation

OES notified; inform TAG, StanMAC → Consider increased readiness and/or alert and warning level

Activate EOC; Staff C&S Branch

2 – Gather, Analyze Information

Notify ARC DCS Ops

Gather, analyze situational information

Deploy ARC, CSA, HSA, DER, Animal Services

3 – Action Planning

Action planning – develop IAP, evaluate intelligence and resources

Decision to open → Notify ARC DCS Ops, public health officer, BHRS, local law enforcement, Animal Services. and DER

4 – Deploy Resources

Open shelter(s) → Establish communication with shelter; establish shelter liaison as needed.

Deploy public health nurse, BHRS, and Animal Services.

Determine needed services and supplies

5 – Shelter Operations

Monitor and track care and shelter needs until event resolution → ARC supply chain activated

County obtains, deploys services, resources not met by ARC → County seeks mutual aid as needed

Event resolved?

No

Yes

Decommission shelter(s)

Deactivate EOC

Attachment D: Care & Shelter Org Chart

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                    ┌─────────────────┐
                    │ Operational Area │
                    │      EOC         │
                    └────────┬─────────┘
                             │
                             ▼
                    ┌─────────────────┐
                    │  Care & Shelter  │
                    │     Branch       │
                    └────────┬─────────┘
                             │
                             ▼
                    ┌─────────────────┐
                    │ Shelter Manager  │
                    └────────┬─────────┘
                             │
   ┌──────────┬──────────┬───┴──────┬──────────┬──────────┐
   ▼          ▼          ▼          ▼          ▼
┌────────┐ ┌────────┐ ┌──────────┐ ┌────────┐ ┌────────┐
│Dormitory│ │ Health │ │Registration│ │Material│ │Feeding │
│         │ │Services│ │          │ │Support │ │        │
└────────┘ └────────┘ └──────────┘ └────────┘ └────────┘
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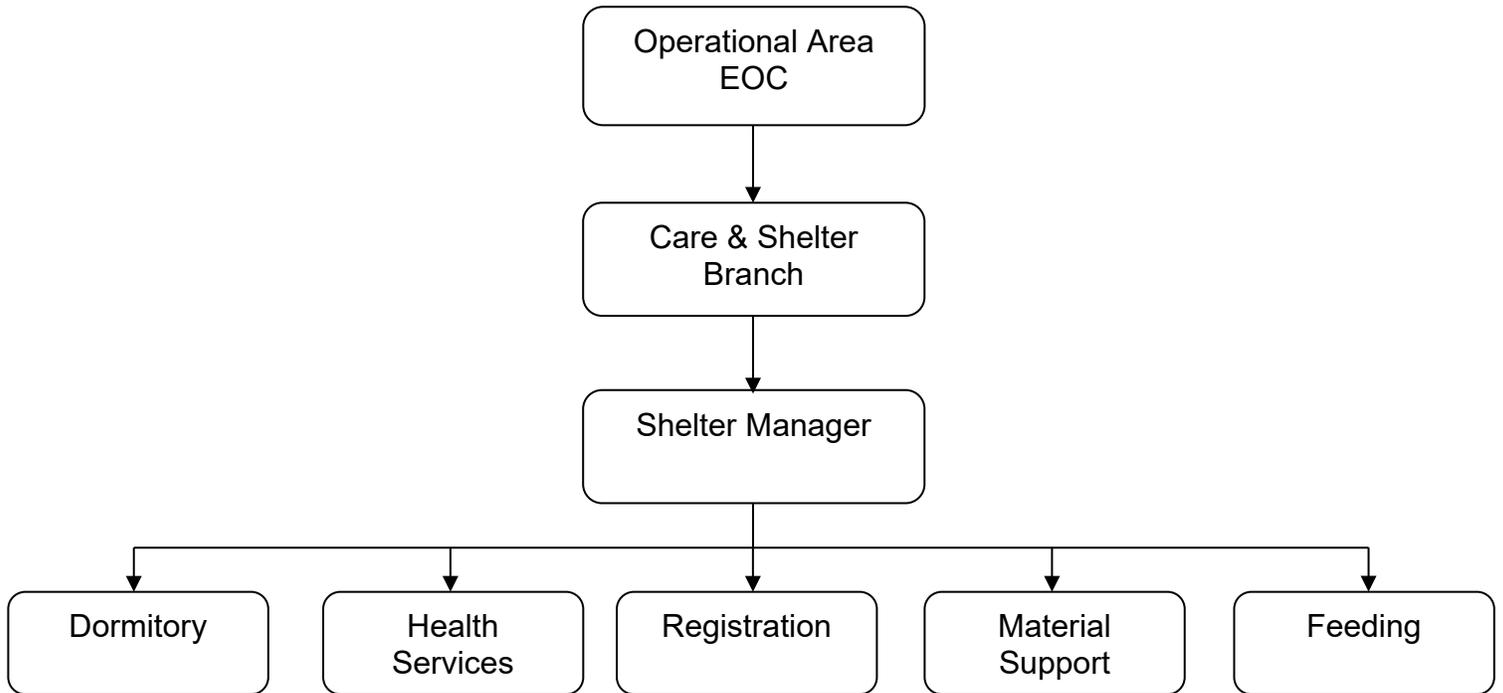
Attachment E: Daily Care and Shelter Report

Stanislaus County
Daily Care and Sheltering Report

Instructions:
Complete one report for each shelter site each operational period
To be completed by CSA liaison in field
Deliver to Care & Shelter Branch Director, EOC

Name of person completing report	Report for operational period ending (date/time)	Date completed
Shelter site name		
Shelter location (street name, number, cross street, city, and zip code)		
Shelter manager(s) name and contact information (mobile phone, radio frequency, etc.)		

Current shelter status:
☐ Preparing to open/stand by ☐ Open ☐ Closed

Estimated shelter capacity	Number of persons in shelter	Number of new registrations since last report
Meals provided since last report	Animals shelter co-located> ☐ Yes ☐ No	

Resources requested and received

Current resource shortfalls, critical support, or special needs

Actions in process to meet shortfalls and critical needs

What changes are anticipated in care and shelter operations at this site during the next operational period?

Comments

Attachment F: Community Resource and Referral Guide

The Community Resource and Referral Guide is a stand-alone document maintained by Community Services Agency Welfare to Work department. Stakeholders requiring access to this resource may submit a request to the Stanislaus County Office of Emergency Services.

Attachment G: Shelter Inventory List

A complete listing of Stanislaus County shelters is available in the National Shelter System (NSS) database. This listing is maintained by the Community Services Agency and the American Red Cross. Stakeholders requiring access to a listing of identified shelter locations may submit a request to the Stanislaus County Office of Emergency Services.

Attachment H: ARC Guidance Documents

The following attachments are included as guidance documents to support care and shelter operations. These documents are owned and maintained by the American Red Cross. Copies of these documents are kept on file at the Stanislaus County Office of Emergency Services and can be made available to stakeholders upon request.

Disaster Health Services Documentation and Data Collection Handout

Disaster Health Services Guidelines

Disaster Health Services Standards and Procedures

Disaster Health Services Support To Clients Job Tool

Functional Needs Support Equipment Procurement Procedures Job Tool

Health Services Handbook

Shelter Field Guide

Shelter Operations Management Toolkit

Shelter Standards and Procedures

Attachment I: CDSS Mass Care and Shelter Guidance for Local Governments During a Communicable Disease Outbreak or Pandemic

The following attachments are included as guidance documents to support care and shelter operations. These documents are owned and maintained by the California Department of Social Services (CDSS). Copies of these documents are kept on file at the Stanislaus County Office of Emergency Services and can be made available to stakeholders upon request.

Mass Care and Shelter Guidance for Local Governments During a Communicable Disease Outbreak or Pandemic (2021).