

# City of Cordova



## ANNEX F: MASS CARE AND SHELTERING

### Purpose

The purpose of this ANNEX is to provide guidance regarding the location, establishment and operation of shelters and mass care facilities during natural disasters, emergency situations, hazardous materials incidents or hostile enemy activity:

- The City of Cordova IMT will activate the appropriate facilities to meet one or more of the following needs:
  - Sheltering of persons who have been displaced from their homes
  - Sheltering of persons with special needs
  - Feeding of persons who have been displaced from their homes
  - Sheltering of domestic animals
  - Delivery of human services, including behavioral health
  - Receive, manage, and secure Strategic National Stockpile.

### Situation

**It is highly unlikely that the City of Cordova will be faced with the problem of sheltering large numbers of evacuees from other communities throughout the State**

- The City of Cordova has sufficient spaces available to shelter the general public from the effects of all potential natural and manmade hazards. With relatively minor upgrading, there are also facilities available to protect the public from radiation fallout resulting from a nuclear detonation elsewhere in the State. However, there are no facilities within the local area that could withstand the effects of a direct nuclear hit within the City. A listing of all potential shelters is found in the Emergency Resource Manual.

- The American Red Cross normally has the responsibility for operating shelters during disaster situations. Unfortunately, there is no Red Cross Chapter in the Cordova area, although there is a Red Cross representative. The closest Chapter is located in Anchorage and there would be a time lag before these resources would become available in Cordova. It is therefore essential that local volunteers be recruited and trained in shelter management.

## Assumptions

**Individuals trained in shelter management will staff the City's mass care facilities. Alaska American Red Cross will be available to support shelter operations, and will take over shelter management, if so requested.**

- It is assumed that associated MOU's have been established and updated.
- Depending upon the nature of the disaster, many evacuees will seek shelter with friends and relatives, thus reducing the need for public shelter. As a rule, less than 25 percent of evacuees go to shelters.
- In most instances, some advance warning of impending disaster will be received, thus allowing a portion of the community to seek shelter.
- In the event that evacuees are exposed to hazards posed by the disaster (e.g. chemical hazards, etc.), they will be decontaminated by CVFD after screening and prior to admittance to the shelter.
- If necessary, weather providing, overflow tents can be set up at the City campground and at the campsites at Mile 13.
- The American Red Cross standards for sheltering and feeding will be assumed for planning purposes.

## Limitations

**Currently, there are no supplies in the shelters, nor are the shelters equipped with emergency generators and generator hookups.**

- Severe weather conditions will limit the upgrading of shelters or the building of expedient shelters, as well as restrict movement of the population and prevent access to shelter sites.

## Concept of Operations

### **Red Cross sheltering practices will be used as a guideline for the management of Cordova shelters.**

- **KEY COMPONENTS OF THE MASS CARE AND SHELTERING ANNEX:**
  - Facility Unit Leader(FacUL)...the person responsible for all facilities used during the incident, including shelters
  - Shelter Manager (SM)...the person responsible for the management of the shelter.
  - Facility operator(FO)...the person who is the responsible party for any building being used as a shelter
  - Food Unit Leader (FUL)...the person responsible for food
- The number of people to be sheltered will vary greatly depending upon the nature of the incident. Experience has shown that people generally look upon public shelters as a last resort, preferring to stay with friends or relatives if that option is available. In small scale disasters, where only a few people are involved, use of available hotel/motel space is often times the preferred alternative for those who have nowhere else to go. Conversely, major events such as a catastrophic earthquake would require an extensive sheltering effort by the local government. It would require a coordinated effort on the part of all public officials and volunteer agencies and will normally require activation of the Emergency Operations Center.
- EOC will inform the Facility Unit Leader of expected number of evacuees.
- Each shelter manager will be issued a VHF FM radio in order to have contact with The Facilities Unit Leader. FRS radios may be issued to shelter staff members for internal communications.
- Each individual or head of household within the city is encouraged to develop a family disaster plan that includes maintaining supplies to sustain them for seven days and a plan to shelter with family or friends when necessary. A “go kit” should be assembled by each family to take to public shelter if they are displaced from their homes.
- The city will provide translation services, as able, for persons with limited English proficiency sheltered at congregate care facilities.
- An Initial Care Center, Mt. Eccles Elementary School, will be activated, if necessary, to provide limited shelter services at the onset of an emergency until a mass care facility can be activated to provide regular shelter. The City will coordinate the transportation of persons from an initial care center to a mass care facility.
- Public briefings at mass care facilities and initial care centers will be made available in written format to ensure that persons with hearing disabilities are able to obtain accurate information.

- The City will coordinate the delivery of mass care services with local voluntary organizations. Shelters will be established at community centers, faith-based facilities, local hotels, and schools. Hotels will be reserved for the infirm and special needs populations who require above average comforts and conveniences.
- If an emergency occurs during school hours, the priority of the City's School District is to provide safety and shelter for students and their families.
- Following a major disaster, the City will conduct a safety evaluation of a facility and approve a mass care site before it may be activated.
- The Facilities Unit Leader will activate a shelter(s) when an emergency requires mass care facility activation. The shelter manager will coordinate efforts, with the assistance of the facility operator.
- Mass feeding will take place in the location most suitable for the specific emergency. Options are shelters, pre-designated feeding sites, restaurants, and cannery kitchens.
- Pet shelters will be established, if warranted. The pre-designated Pet Shelter Manager and Pet Emergency Response Team will establish and manage the shelter.

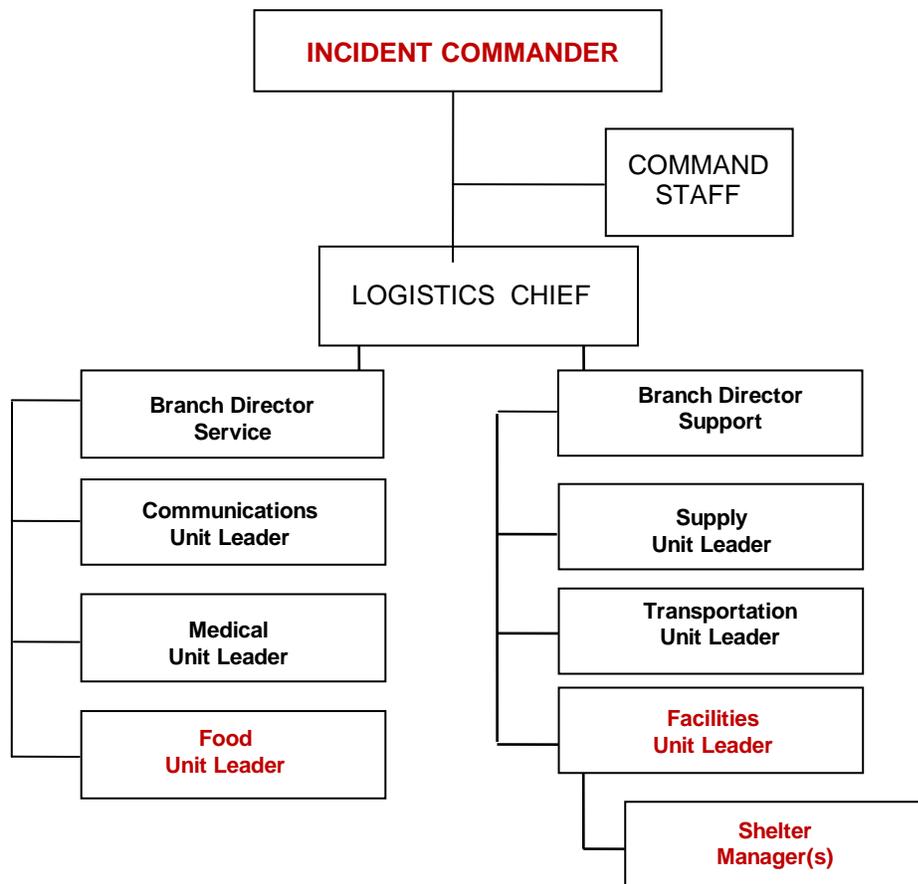
## Authority and References

- The authority of the Shelter Manager(s) begin(s) as soon as the Incident Commander declares a state of emergency, indicates that mass care and shelter will be needed, and chooses a shelter manager. That authority ends when the IC returns the community to normal operational status.
- There will be no official pre-delegation of the shelter manager(s). The Incident Commander will assign one of the Red Cross trained individuals in the community for the job(s). Persons currently qualified and willing are:
  - Wendy Armstrong                      424-7249
  - Frank Wicks                                424-3236
  - Jim Nygaard                                424-3265

# Organization and Assignment of Responsibilities

## Organizational Chart for Mass Care and Shelter

\*\*\*RED indicates activation of that entity for MASS CARE and SHELTERING



**Specific responsibilities for the following jobs are found in the Job Checklist. The abbreviation for each job is found in the table below.**

Logistics Chief	LC
Facilities Unit Leader	FacUL
Facility Operator	FO
Food Unit Leader	FUL
Shelter manager	SM
Public Information Officer	PIO
Police Department (424-6100)	PD
Public Works (424-6???)	PW
Public Health Nurse (424-4547)	PHN
Mental Health Services (Sound Alternatives and Cordova Family Resource Center)	MHS
Incident Commander	IC
Salvation Army (424-3134)	SA
Alaska American Red Cross 1-800-660-4272	ARC
Pet Shelter Manager	PSM
Pet Emergency Response Team	PERT
Red Cross Disaster Assistance Team	DAT
Mental Health Support (Sound Alternatives 424-8300 and Cordova Family Resource Center 424-5674)	MHS
Cordova Telephone Cooperative	CTC
Cordova Electric Cooperative	CEC
Dispatch	Dispatch

# POSITION CHECKLIST: MASS CARE AND SHELTERING

\*\*\*If it is a PRIMARY responsibility, it will be in **BOLD and underlined**

<b>Responsibility/Task</b>	<b><u>Who is Responsible?</u></b>
<b>PREPARATION</b>	
Maintain roster of personnel available for assignment as shelter managers and cooks	<b><u>EMC</u></b>
Maintain primary and secondary communications systems and regularly test	<b><u>ALL ENTITIES</u></b>
Establish need for shelters and relay that information to Dispatch	<b><u>IC</u></b>
Issue evacuation or shelter in place orders	<b><u>IC or PD</u></b>
Coordinate initial reception area, Mt Eccles, for receiving the relocated population, while waiting for shelters to open	<b><u>CSD and/or SM</u></b>
Identify critical supplies and equipment that may have to be moved and arrange for transportation of same if an evacuation is declared	<b><u>ALL ENTITIES</u></b>
Determine population numbers that must be relocated/sheltered, and evacuation routes and resources to support an efficient and effective evacuation effort	<b><u>IC</u></b>
Select safe shelter site(s) and establish communications with the shelter facility contact.	<b><u>FacUL</u></b>
Contact shelter manager(s)	<b><u>Dispatch</u></b>
Select shelter site(s) for special needs population, if necessary. Establish communications with the shelter facility contact for special needs population	<b><u>FacUL</u></b>
Identify and determine arrangements for unsupervised/orphaned children. Bidarki Recreation Center is first choice.	<b><u>SM, MHS</u></b>
Notify DHS&EM of possible evacuation/sheltering and State/Red Cross assistance required to support the sheltering	<b><u>IC</u></b>
Establish liason with the local and private support services for the provision of resources and personnel required to augment operations of the shelter system. Notify Anchorage Red Cross via (800) 660-4272. They can either assist in management <u>or</u> manage the shelter for the city.	<b><u>IC</u></b>
Conduct initial pre-occupancy shelter inspections. In major earthquake scenario, inspections must be performed at each shelter site before occupancy and after each aftershock	<b><u>PW, PD</u></b>
Appoint shelter manager(s) and issue Shelter Tool Kits (with numerous copies of Red	<b><u>FacUL</u></b>

Cross Shelter Operation Workbook in the toolkit)	
Appoint Food Unit Leader	<b><u>FacUL</u></b>
Coordinate food supply and storage requirements for mass feeding sites with EOC staff. Contact trained cooks and assign those volunteers to perform mass feeding requirements, using Red Cross guidelines.	<b><u>FUL</u></b>
Notify public of locations and anticipated opening of shelter(s)	<b><u>PIO</u></b>
Provide traffic control and security for the selected shelter sites, as needed.	<b><u>PD</u></b>
Maintain access roads to various shelter sites and ensure power and sanitation services at each mass care facility	<b><u>PW</u></b>
Ensure potable water supply at each shelter, using local spring water if necessary	<b><u>PW</u></b>
Coordinate arrangements for fire protection of shelters with the Fire Chief.	<b><u>FacUL</u></b> , CVFD
Arrange for clear marking of facilities.	<b><u>SM</u></b>
Report to EOC regarding readiness of shelter(s)	<b><u>FacUL</u></b>
<b>RESPONSE</b>	
Keep Facilities Unit Leader informed, at least daily, of operational status and needs of shelters	<b><u>SM</u></b>
Operate shelters, using Red Cross Shelter Operations Workbook as a guide	<b><u>SM</u></b>
Assign support staff , give them the pre-positioned Shelter Kits, and brief them on emergency responsibilities	<b><u>SM</u></b>
Distribute necessary forms for sheltered population as required (i.e. registration)	
Repair existing telephone lines to each shelter and establish extra lines as necessary	<b><u>CTC</u></b>
Repair electrical problems in shelter(s) and hook up generators, if necessary	<b><u>CEC</u></b>
Post shelter GENERAL RULES and FIRE RULES prominently in numerous places	<b><u>SM</u></b>
Establish information distribution center in shelter to keep evacuees informed	<b><u>SM</u></b>
Provide information to evacuees about the well-being of their pets and the procedures for visiting them	<b><u>PSM</u></b>
Establish a Disaster Welfare Inquiry System within the shelter to help people find family members	<b><u>SM</u></b>
Determine arrangements necessary to accommodate sheltered population requiring hospitalization, medication or special care with Medical Unit	<b><u>SM</u></b>
Implement record keeping system to monitor the supply and distribution of shelter	<b><u>SM</u></b>

resources	
Coordinate release of information regarding shelter operations to the public, through the PIO	<b><u>SM</u></b>
Coordinate with Medical Branch to arrange for emergency medical treatment and handling of deaths among sheltered population	<b><u>FacUL</u></b>
Provide emergency welfare services (i.e.care of elderly, counseling, unmet needs)	<b><u>SM, MHS</u></b>
Establish /operate center for the bulk distribution of relief items to disaster victims	<b><u>SA</u></b>
Activate the volunteer coordination center	<b><u>SA</u></b>
Ensure psychological support is available for victims and responders	<b><u>MHS</u></b>
Conduct public health assessments of the shelters. Use Environmental /Health Assessment form for shelters (CDC)	<b><u>PHN</u></b>
Coordinate the monitoring of food handling and mass feeding sanitation service in emergency facilities	<b><u>PHN</u></b>
Coordinate with Public Works to ensure the availability of potable water and an effective sewage system.	<b><u>PHN</u></b>
Implement actions to control disease vectors and work with veterinarians (if available) to prevent the spread of disease in animals	<b><u>PHN</u></b>
Dispose of animal carcasses to prevent the spread of disease	<b><u>PW</u></b>
Receive, manage, and secure Strategic National Stockpile	<b><u>PHN</u></b>
<b>RECOVERY</b>	
In conjunction with policy section, determine when evacuees may return to their homes	<b><u>IC</u></b>
Prepare emergency public information about procedures to return to homes/businesses or to terminate shelter in place	<b><u>PIO</u></b>
Coordinate the return of the sheltered population to their homes	<b><u>IC</u></b>
Coordinate traffic control for return	<b><u>PD</u></b>
Assist displaced citizens in returning to their homes/businesses	<b><u>LSC</u></b>
Address any associated health concerns or actions that returning evacuees should take when returning to homes or businesses	<b><u>PHN, PIO</u></b>
Coordinate with Public Information Office to disseminate recovery and disaster assistance information	<b><u>ALL ENTITIES</u></b>
Take actions necessary to restore public confidence	<b><u>ALL ENTITIES</u></b>
Restock supplies and equipment used in the event and return any equipment obtained from other agencies after proper cleaning/inspection	<b><u>ALL ENTITIES</u></b>

Submit an itemized list of all damaged equipment and supplies Finance/Administration Section	<u><b>ALL ENTITIES</b></u>
Perform a post-incident briefing and an incident critique	<u><b>ALL ENTITIES</b></u>
Complete and submit necessary reports and paperwork to appropriate agencies	<u><b>ALL ENTITIES</b></u>
<b>PET SHELTERS</b>	
Identify potential locations for pet shelter	<u><b>PERT</b></u>
Gather supplies for pet shelter	<u><b>PERT</b></u>
Educate the public about pet disaster response/Pet First Aid	<u><b>EMC</b></u>
Perform mock drills with lives animals, stressing safety	<u><b>PERT</b></u>
Establish and manage Pet Shelter	<u><b>PSM, PERT</b></u>
Rescue/recover displaced pets	<u><b>PSM</b></u>
Establish separate housing for evacuees with companion/service animals	<u><b>PSM</b></u>
Determine shelter needs and relay that information to Logistics Section chief	<u><b>PSM</b></u>
Provide for medical attention to injured animals	<u><b>PERT</b></u>
Establish communications with other shelters	<u><b>PSM</b></u>
Establish registration/tracking system for each animal	<u><b>PSM,PERT</b></u>
Establish central location to display pictures of lost and found animals	<u><b>PERT</b></u>
Report to Public Information Officer, advising the public about safety procedures with regards to roaming pets	<u><b>PSM</b></u>
Establish a means for pet owners to look for missing pets	<u><b>PSM, PERT</b></u>
Establish procedures/hours that pet owners can visit their pets	<u><b>PSM</b></u>
Coordinate with Public Works to haul waste	<u><b>PSM</b></u>
Document all hours and equipment expenses	<u><b>PSM</b></u>
Arrange for 24 hour supervision of animals	<u><b>PSM</b></u>
Restock supplies and equipment used in the event and return any equipment obtained from other agencies after proper cleaning/inspection	<u><b>ALL ENTITIES</b></u>
Submit an itemized list of all damaged equipment and supplies Finance/Administration Section	<u><b>ALL ENTITIES</b></u>
Perform a post-incident briefing and an incident critique	<u><b>ALL ENTITIES</b></u>
Complete and submit necessary reports and paperwork to appropriate agencies	<u><b>ALL ENTITIES</b></u>