



# Mass Care and Shelter (ESF-6) Annex County of Lake Emergency Operations Plan

## 1. Introduction

The County of Lake is vulnerable to numerous hazards and threats that may trigger evacuations or limit access to homes after disaster, thus creating subsequent, potential needs for food, water, shelter, and other essential items and services. The county intends to facilitate the provision of these items and services for victims of emergency and disaster, in order to protect the life, health, and safety of residents and visitors. This provision of Mass Care and Shelter support is expected to last no longer than 30 days while victims pursue insurance recovery and long-term assistance programs.

This annex to the County of Lake Emergency Operations Plan guides the county's development, maintenance and provision of Mass Care and Shelter capability.

## 2. Mission

When an emergency or disaster occurs, the county will endeavor to ensure that no victim of disaster goes without necessary and temporary provision of food, water, shelter, and other essential support. The county will strive to provide safe, accessible care and shelter to any county resident or visitor affected by disaster.

Thus, the county's direct and indirect Mass Care and Shelter objectives are to:

- Support transport of people without other means of transportation to evacuation centers or emergency shelters;
- Provide safe, accessible shelter secure from the elements;
- Offer food and water to shelter occupants;
- Provide public health nursing, First Aid and crisis counseling to shelter occupants;
- Facilitate shelter occupant referral to other support service organizations;
- Support family notification and reunification at shelters; and
- Facilitate the sheltering of pets that typically live with shelter occupants.



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### **3. Concept of Operations**

The Lake County Department of Social Services (LCDSS) is the agency responsible for coordinating all Care and Shelter support for the county, before, during and after disaster. To this end, LCDSS leads a Mass Care and Shelter team comprised of the following agencies:

- American Red Cross (ARC) which routinely operates county shelters;
- Lake Transit Authority (LTA) which facilitates transportation to shelters, including for persons with access and functional needs;
- Lake County Animal Care and Control (LCACC) which operates and facilitates pet sheltering;
- Lake County Department of Public Health (LCPH) which provides public health services and facilitates basic medical care and First Aid;
- Lake County Sheriff's Office (LCSO) which directs evacuation;
- Lake County Department of Social Services (LCDSS) which activates the county's Mass Care and Shelter system, and provides coordination and support for all related activity;
- Lake County Office of Education (LCOE) Lake County Office of Education (LCOE) which coordinates with Lake County school districts to identify facilities for sheltering and transportation for evacuation;
- Lake County Office of Emergency Services (LCOES) which provides overall coordination for county emergency management activity;
- Lake County Behavioral Health Services (LCBHS) which provides crisis counseling;
- Lake County Environmental Health which provides food safety and sanitation oversight.
- Salvation Army

Mass Care and Shelter is one of several critical emergency management capabilities maintained by the county for use during large emergencies and disasters.



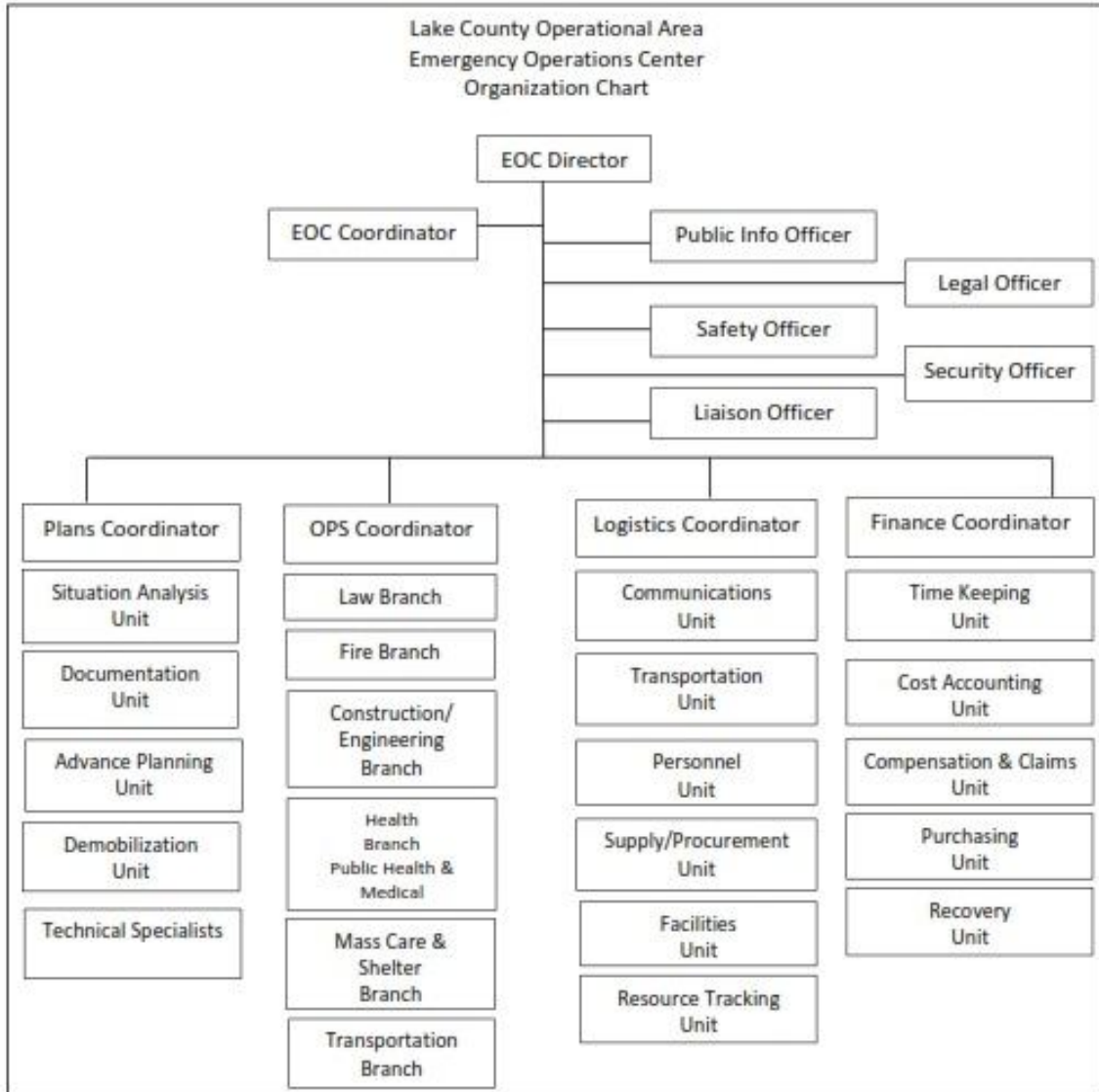
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When significant Care and Shelter capability is needed, the county's Emergency Operations Center (EOC) activates and employs the Emergency Support Function (ESF)-6 Mass Care and Shelter Branch as part of the Operations Section. A LCDSS representative serves as the lead for this branch and is responsible for coordinating all county Care and Shelter activity. Excluding medical care which is coordinated by the county MHOAC and Public Health.

Figure 1 illustrates the organization of the Mass Care and Shelter Branch within the county's EOC.



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**Figure 1 – EOC Organization with ESF-6 (Mass Care and Shelter) Branch**

The County of Lake ensures the development and maintenance of adequate Mass Care and Shelter capability by leading an interagency team that routinely conducts planning, training, exercising and other activities related to evacuation and shelter operations. Essential to the functioning of this team are memorandums of understanding between the county and partner agencies that provide transportation, shelter operation, food,



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personal care kits, and any other essential items and services needed to support effective shelter operations.

### **3.1. Maintaining Shelter Readiness**

With the assistance of the county's Mass Care and Shelter team, LCDSS ensures the readiness of the county's shelter system, which includes:

- Prior identification, assessment and negotiation for use of adequate shelter locations;
- Maintenance of shelter equipment and supplies;
- Maintenance of memorandums of understanding and stand-by contracts necessary to provide adequate shelter services;
- Identification and training of county staff to operate interim shelters; and
- Monitoring of emergency events and, in consultation with LCDSS Director, maintaining the capacity to activate the county's Mass Care and Shelter system.

At such time as evacuations appear imminent or occur, OES and LCDSS will discuss activation of county shelter capability and assign an LCDSS representative to the EOC to serve as the EOC Mass Care and Shelter Branch Coordinator to coordinate all Mass Care and Shelter activity.

### **3.2. Initiating Shelter Operations**

The County of Lake and American Red Cross Memorandum of Understanding enlists the ARC to operate all county shelters. However, the county must remain prepared to initiate shelter operations in the event the ARC is unable to respond to an immediate need or when local ARC resources are scarce due to disasters in other areas. Guidance needed to operate county-operated interim shelters is contained within the County of Lake Emergency Shelter Standard Operating Procedures.

Before emergencies and disasters occur, LCDSS and ARC collectively identify and assess an adequate number of facilities in each unique geographic area of the county suitable as shelters and complete the process of registering them in ARC's National Shelter System.



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LCDSS and ARC also work together to maintain shelter equipment and supplies within the county.

When shelters are needed, an authorized LCDSS representative will assign one or more sheltering tasks to the ARC or activate county resources necessary to staff shelters until ARC arrives to assume responsibility for shelter operation.

### **3.3. Facilitating Shelter Transport Support**

Insofar as approximately 20% of county residents and visitors may require transportation assistance during evacuations, Lake Transit Authority maintains a clause in its transit operations contract that outlines policy and procedures necessary for its contractor(s) to provide this support.

At such time as evacuations appear imminent or occur, OES will assign a representative of Lake Transit Authority to the EOC to coordinate evacuee transportation (to include both general transit and paratransit services) from disaster areas and work closely with a representative of LCSO who coordinates county-wide evacuation. As soon as shelters are activated, Lake Transit Authority will provide transportation to shelters. If evacuation becomes necessary before shelters can be activated, Lake Transit Authority will arrange transportation to one or more evacuation centers designated by OES and LCDSS.

On behalf of the county's Mass Care and Shelter team, the LCDSS representative assigned to the EOC will coordinate public messaging for evacuation and sheltering with the EOC's Public Information Officer (PIO). The LCDSS representative will also ensure shade or heated space, water and accessible restrooms are available at all evacuation centers.

### **3.4. Providing Shelter Support Services**

Several services ancillary to the provision of basic shelter are necessary to achieve good shelter outcomes. These services are described below.



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### **3.4.1. Health and Medical Services**

LCPH maintains a contact list of public health nurses and medical reserve core members (MRC) who may be deployed to activated shelters. When shelters are activated, the LCDSS representative assigned to the EOC will notify LCPH of a need for this support and request assignment of personnel and resources to specific shelters.

### **3.4.2 Behavioral Health Services**

LCBHS maintains a contact list of behavioral health counselors who may deploy to activated shelters. When shelters are activated, the LCDSS representative assigned to the EOC will notify LCBHS of a need for this support and request assignment of personnel and resources to specific shelters.

### **3.4.3 Pet Sheltering**

LCACC maintains a limited capability to shelter pets in close proximity to shelters. This capability is largely limited by the number of trailers, crates and volunteer staff needed to staff trailers. LCACC works to develop and maintain memorandums of understanding with volunteer organizations to staff trailers and, thus, expand pet sheltering capacity. When shelters are activated, the LCDSS representative assigned to the EOC will notify LCACC of a need for this support and request assignment of personnel and resources to specific shelters.

### **3.4.4 Feeding**

When the ARC is tasked with operating shelters, the county defers to ARC to facilitate feeding operations. When the county provides interim shelter, LCDSS will manage these shelters and coordinate feeding operations first with the Salvation Army (SA). If the SA is not available or their capability is insufficient to meet the anticipated need, then the county will engage other non-governmental resources or local vendors to feed shelter populations.

### **3.4.5 Security**

When shelters are activated, the LCDSS representative in the EOC will facilitate the provision of security at all shelters when necessary. The role of security officers is to observe, report and document incidents. They may also be enlisted by shelter managers to



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provide shelter-related information. However, when any emergency that appears to threaten the life, health or safety of a shelter occupant occurs, shelters operators, shelter managers or occupants call 9-1-1 to report the incident.

### **3.4.6 Other Incidental Support**

At times, shelter managers may require support that is beyond their ability to arrange (i.e. environmental health response; need for more shelter resources). In other cases, county EOC staff may require assistance germane to Mass Care and Shelter (i.e. developing a shelter-related public notification). In all such cases, the LCDSS representative in the EOC serving as the Mass Care and Shelter Branch Coordinator will receive and respond to requests for additional guidance or assistance.

### **3.4.7 Special Circumstances**

Two circumstances almost routinely occur during shelter operations: the arrival of unaccompanied minors and registered offenders. When unaccompanied minors arrive at a shelter, shelter managers are advised to direct them to a safe location with adult supervision, until a parent, guardian or child welfare agency can assume custody. When a registered offender arrives, shelter operators need to determine the requirements placed on the person and seek law enforcement assistance if necessary. In some cases, when a registered offender is prohibited from being at a school or around minors, shelter managers may need to arrange for them an alternate form of shelter. In both cases, when additional assistance is needed, the LCDSS representative in the EOC can provide support.





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### **4 Maintenance**

LCDSS will lead the county's ESF-6 Mass Care and Shelter team in annual reviews and updates to this annex, and identify additional training, equipment, supplies, and other requirements necessary to maintain adequate Mass Care and Shelter capability for the county. LCDSS will retain the primary, operative version of this annex and reserves the right to enhance it when and in the manner needed to deliver adequate Mass Care and Shelter capability. LCDSS will ensure OES receives a copy of the latest operable annex.

Throughout the year, LCDSS will make at least two people available to participate in routine county EOC planning, training, exercise and other emergency management program development activities. This participation is meant to ensure good coordination across all county emergency services and the efficient conduct of activity within the EOC during activation. By providing at least two people to participate, LCDSS also better ensures its ability to support EOC activity during crisis.

Each year, the county will conduct an exercise that, in part, is designed to practice and evaluate Mass Care and Shelter capability with all primary and ancillary service providers. Real-world emergencies for which activation of the EOC Mass Care and Shelter Branch occurs and an After-Action Report and Improvement Plan is written, satisfy this exercise requirement.



## **Mass Care and Shelter (ESF-6) Annex County of Lake Emergency Operations Plan**

### **Attachments**

1. Mass Care and Shelter Program Objectives
2. Authorities



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### Attachment 1 – Mass Care and Shelter Program Objectives

The table below lists the objectives necessary to accomplish Care and Shelter in the County of Lake.

Objective	Responsible Party
Identify, evaluate and negotiate use of shelter locations before onset of disaster.	LCDSS and ARC
Ensure adequate stock and operational maintenance of shelter equipment and supplies, and the means to transport them, before onset of disaster.	LCDSS and ARC
Ensure relationships and agreements are in-place to provide necessary primary and ancillary Mass Care and Shelter services	LCDSS
Maintain terms in transportation contract that support emergency evacuation.	LTA
Develop and maintain public health nurses and behavioral health staff to deploy to shelters when needed	LCPH and LCBHS
Maintain trailers, crates and memorandums of understanding with volunteer staff organizations necessary to support pet sheltering adjacent to people shelters.	LCACC
Ensure adequate county staff are trained and ready to operate shelters in the event ARC cannot immediately respond or respond in adequate numbers.	LCDSS
Anticipate and determine need to activate one or more shelters.	OES in consultation with LCDSS
Provide Mass Care and Shelter Branch Coordinator for county EOC	LCDSS



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Objective	Responsible Party
Coordinate all primary and ancillary Mass Care and Shelter services from EOC.	LCDSS
Coordinate demobilization of Mass Care and Shelter capability throughout county and within county EOC.	LCDSS
Ensure annual exercise, program review and report of Mass Care and Shelter capability.	LCDSS



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### **Attachment 2 – References**

The following statutes, regulations, polices, plans and procedures relate to Mass Care and Shelter capability in the County of Lake.

- California Government Code, Chapter 7 of Division 1 of Title 2, California Emergency Services Act
- County of Lake Code of Ordinances, Chapter 6 of Article 1, Emergency Organization and Functions