

MASS CARE ANNEX

I. PURPOSE

The purpose of this annex is to describe the provisions that have been made to ensure disaster victims receive the appropriate services when at a mass care facility.

II. SITUATION AND ASSUMPTIONS

A. *Situation*

The community is vulnerable to floods, tornadoes, blizzards, and hazardous material accidents. Although the majority of the people will seek shelter with family and friends, the remaining will seek shelter in local government-provided shelters.

B. *Assumptions*

1. The ultimate responsibility for mass care services for citizens rests with local government.
2. The American Red Cross (ARC) will serve as the principal organization responsible for operating mass care facilities during disasters.
3. Sufficient warning time will be available to ensure that mass care facilities are opened in time to provide shelter and other services for the people that have been evacuated.
4. Approximately 80 percent of evacuees will seek shelter with friends or relatives rather than go to an established mass care facility.
5. Where available, military support (as approved by the Governor) will be available to support mass care operations.
6. The jurisdiction may have to enter into an agreement with adjacent jurisdictions to arrange for mass care services for evacuees that cannot be taken care of in the home jurisdiction or to provide similar services to other jurisdictions when their evacuees cannot be cared for in their home jurisdiction.

III. CONCEPT OF OPERATIONS

A. Mass care services will be provided for, but not limited to, the following situations:

1. Evacuees

2. Extreme heat
3. Extreme cold
4. Hazardous material spills
5. Large-scale damage (ex. tornadoes)

B. Elements to be considered in setting up mass care facilities will include:

1. Magnitude of disaster (area, population)
2. Intensity (severity)
3. Speed of onset (speed of impact)
4. The duration
5. The impact on community (economic, psychological, infrastructure, etc.)

C. The Effingham Chapter of the American Red Cross and the Effingham County Health Department will be responsible for sheltering and/or congregate care facilities, and the health and medical care of all victims.

1. The location of all mass care facilities are shown in Appendix A.
2. The Public Information Office (PIO) will ensure that all evacuees and the general public will be informed on mass care facilities through the local media.
3. Upon the determination of the need for mass care by the Chief Elected Official (CEO), the Incident Commander/Unified Commander (IC/UC), Emergency Management Agency Director (EMA), the ARC shall initiate sheltering and mass care procedures.
4. The staffing and management structure will be the responsibility of the ARC utilizing their standard operating procedure.
5. ARC shall maintain complete records including name, age, address, and other vital statistics of each evacuee. Effingham County Health Department shall maintain health records.
6. The County will provide the following services to evacuees: shelter, feeding, and medical care.
7. The ARC will provide communications among shelters and to the EOC. The National Trail Amateur Radio Club will augment communications if necessary.

8. Each shelter shall report to the EOC twice daily and immediately when any significant incident occurs, or when the shelter is 75 percent full.

9. Determination of services will be determined by the EOC, IC/UC, or the EMA Director.

10. Each mass care facility will respond to inquiries from family members accordingly:

a) Mass care facilities will give written reports to the EOC of victim information. The Emergency Public Information Coordinator will be in charge of disseminating the information to family members.

b) Under the Federal Response Plan (FRP), the ARC and Emergency Support Function 6 (ESF-6) may operate a Disaster Welfare Information (DWI) System. The DWI system uses information from shelter lists, casualty lists, hospitals, the State EOC, and other sources to aid in family reunification and in responding to inquiries from immediate family members from outside the affected area about the status of their loved ones.

11. Special assistance will be required in the mass care facility for the following: the elderly, persons with disabilities, and others with functional needs.

12. Provisions for providing mass care services for the functional needs population:

a) School districts will be responsible for the children in their schools.

b) Daycare providers will be responsible for children in their care.

c) Long-term nursing home residents will be the responsibility of the Salvation Army when nursing home resources are exhausted.

d) Because the population of hearing-impaired, sight-impaired, mentally-impaired, and mobility-impaired citizens are minimal, the care will be the responsibility of the care-givers, although shelters will make every effort to accommodate special population.

e) Non-English speaking population is minimal. A partial listing of interpreters is in the Resource Manual

f) St. Anthony's Memorial Hospital will be responsible for the care of its patients.

g) Law Enforcement will be responsible for the care of its inmates.

h) For short-term care, nursing homes will provide care for their residents.

i) Transient population such as, street people, motel guests, seasonal workers, people without transportation shall be the responsibility of the ARC.

j) Animal control, county veterinarian services, and the Humane Society shall coordinate mass care for animals including shelters and requisition land for grazing. Animal control will be responsible for the safety and the identification of ownership of all animals taken to shelters.

13. Mutual aid agreements have been made with emergency management organizations in neighboring jurisdictions.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. Chief Elected Official (CEO)

1. Requires the Mass Care Coordinator (ARC) to report to the EOC when notified of an emergency condition.

2. Issues an order to open mass care facilities, when appropriate.

B. Mass Care Coordinator (ARC) upon arrival at the EOC:

1. Assesses the situation and makes recommendations to the Emergency Manager on the number and locations of mass care facilities to be opened.

2. Reviews listing of all available mass care facilities.

3. Notifies persons and organizations identified in the mass care resource list about possible need for services and facilities.

4. Selects mass care facilities for activation in accordance with:

a) Hazard/vulnerability analysis considerations.

b) Locations in relation to evacuation routes.

c) Services available in facilities.

d) Input from the Emergency Manager.

5. When directed, coordinates the necessary actions to ensure mass care facilities are opened and staffed, as needed.

6. Notifies mass care facility managers to do one of the following, when appropriate:

- a) Stand by for further instruction on the specific actions to take and the estimated timing for opening mass care facilities.
- b) Take the necessary action to open the facility they are responsible for managing.

7. Coordinates with Resource Manager for supplies needed (including bulk emergency relief items) and ensures each mass care facility receives its supplies.

8. Coordinates with EOC staff to ensure that communications are established, routes to the mass care facilities are clearly marked, and appropriate traffic control systems are established.

9. Ensures each mass care facility has a highly visible identity marker and sign that identifies its location.

10. Provides each Mass Care Facility Manager a listing of the location of the animal shelters that have been opened to house and care for companion animals.

11. Assists, as appropriate, the animal care and control agency's efforts to feed, shelter, and provide medical treatment for animals during catastrophic emergencies.

12. Ensures appropriate mass care information (number of occupants, meals served, etc.) is made available to information processing section in the EOC.

13. Collects information from Mass Care Facility Managers to support the jurisdiction's efforts to respond to inquiries from family members about the status of loved ones (name, home address, phone, next of kin, etc.).

14. Upon termination of emergency, submits a mass care expenditure statement to appropriate authorities for reimbursement.

C. Mass Care Facility Manager (ARC)

1. When notified, stands by for further instructions or reports to assigned mass care facility, as appropriate.

2. Contacts team members and instructs them to take whatever actions that may be appropriate.

3. Staffs and operates the mass care facility. Upon arrival at the facility, takes the necessary actions to open it, receive evacuees, and provide for their health and welfare.
4. Contacts the EOC when the facility is ready to open.
5. Opens and keeps the facility operating as long as necessary.
6. Implements registration procedures for all evacuees that enter the facility.
7. If tasked, provides the Mass Care Coordinator with names and other appropriate information about people sheltered in the facility, to respond to family inquiries.
8. Ensures individual and family support services are provided at the mass care facility.
9. Ensures space is available for service animals that belong to people with disabilities.
10. If companion animals are not permitted in the facility, provides information to their owners about shelters that have been opened to house and care for animals.
11. Each day, reports the following to the EOC:
 - a) The number of people staying in the facility.
 - b) The status of supplies.
 - c) Condition of the facility and any problem areas.
 - d) As necessary, a request for specific types of support.
12. Maintains records of expended supplies.
13. Arranges for the return of evacuees to their homes or for transportation to temporary housing, if necessary.
14. When appropriate, terminates operations and closes the facility.
15. Cleans facility and returns it to original condition.
16. Submits mass care facility status report to the Mass Care Coordinator. The report identifies the equipment and supplies that are needed to restock the facility

and any other problems that will need to be resolved before the facility is used again.

D. Emergency Manager (EMA Director)

1. Makes recommendations to the CEO on the number and locations of the mass care facilities to be opened.
2. Coordinates with the PIO to facilitate dissemination of information to the public on both the location of the mass care facilities that will be opened and directions to them.
3. Coordinates with the Mass Care Coordinator to activate the jurisdiction's mass care facilities.

E. American Red Cross (local ARC)

1. If appropriate, provides personnel to manage and staff mass care facilities.
2. Shall be responsible for emergency mass care feeding operations.
3. Assign a representative to the PIO.

F. Salvation Army (local)

1. If appropriate, provides personnel to manage and staff mass care facilities.
2. Provides clothing and other services as needed.

G. Non-profit Public Service Organizations

1. If appropriate, provide personnel to manage and staff mass care facilities.

H. School Superintendent

1. If appropriate, provides personnel to manage and staff mass care facilities.
2. Shelters students in school buildings when the situation warrants or when directed to do so by the appropriate authority.

I. Law Enforcement

1. Provides security at mass care facilities.
2. Provides traffic control during evacuee movement to mass care facilities.

3. Maintains order in mass care facilities.
4. If necessary, provides an alternative communications link between the mass care facility and the EOC through a mobile radio unit in police vehicles.

J. Public Works

1. Ensures power, water supply, and sanitary services at mass care facilities are maintained during emergency conditions.

K. Public Information Officer (PIO)

1. Makes public announcement about availability of mass care facilities and animal shelters and their locations.

L. Illinois National Guard

1. Informs Mass Care Coordinator of mass care facilities available on military installations
2. Coordinates use of mass care facilities on military installations.
3. Provides logistical support for mass care operations.

M. Agricultural Extension Agent

1. Develops and maintains list of local food warehouses and other sources of bulk food stocks.

N. Heartland Human Services

1. Will provide stress management care for shelters.

O. Animal Control Agency

1. Assesses the situation and makes a decision on the number and location of shelters that will be used to house animals. Typical facilities include the jurisdiction's animal shelter, veterinary hospitals, boarding kennels, pet stores, and fairgrounds. Facilities for agricultural animals could include sale barns, boarding stables, race tracks, horse farms, poultry barns, dairy farms, and fairgrounds/rodeo grounds.
2. Coordinates the actions needed to obtain sufficient personnel to staff animal shelters, as needed.

3. Ensures each animal shelter has a highly visible identity marker and sign that identifies its location.
4. Coordinates with the PIO to facilitate dissemination of information to the public on the location of the companion animal shelters that will be opened.
5. Informs the Mass Care Coordinator of the location(s) of the shelters that have been opened.
6. If appropriate, coordinates with the Mass Care Coordinator to place personnel in public shelters to act as referral source for animal disaster operations.
7. Opens shelters and provides food, water, and medical care, as needed, for the animals in the shelter.
8. Keeps shelters open as long as necessary.
9. Ensures each shelter receives the necessary supplies to sustain itself.
10. When appropriate, terminates shelter operations and closes the facility.

V. ADMINISTRATION AND LOGISTICS

A. Administration

1. The following records and reports must be submitted to the EOC: facility locations in use, facility capacity, and number of occupants, beds available, stock levels, medical supplies, food, water, sleeping supplies, and communication, phone lists, and emergency power.
2. The following will be found in the shelter appendix: facility locations, people capacity, number and type of kitchen, restroom facilities, and vehicle parking.

VI. DEVELOPMENT AND MAINTENANCE OF THE MASS CARE ANNEX

A. The responsibility for revisions, keeping attachments current, and developing necessary documents for the annex belongs to EMA.

B. The responsibility for revisions and maintaining SOGs belongs to the emergency response groups.

VII. AUTHORITIES AND REFERENCES

A. The Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended 42 U.S.C. 5121 *et seq.*

B. The Illinois Emergency Management Act (20 ILCS 3305).

C. County Ordinance relating to Emergency Management as adopted by the Effingham County Board on January 18, 2005.

D. *Guide for All-Hazard Emergency Operations Planning: State and Local Guide (101)*; FEMA April 2001.

E. The Federal Response Plan (FRP), the ARC and Emergency Support Function 6 (ESF-6), Disaster Welfare Information (DWI) System

VIII. APPENDICES

A. Shelter Locations

B. Shelter Information

▪ **APPENDIX A SHELTER LOCATIONS**

**Sally Perles, Disaster Action Team
Red Cross Contact
(217) 663-1883**

First Shelter:
**YMCA – Lisa Pontius
(217) 663-7819**

Second Shelter:
**New Hope Baptist Church – Kathy Doty
(217) 821-5969**

EFFINGHAM COUNTY FAMILY YMCA

1208 N. Wenthe Drive
Effingham IL 62401
BUS: (217) 347-5155

Capacity:	unknown
Quantity and type of kitchen:	none
Beds available:	none
Stock levels--medical/sanitation supplies:	normal building use
Food and water:	water fountains
Sleeping bags:	none
Restroom facilities:	2 men's toilets; 3 women's toilets
Vehicle parking capacity:	70 cars
Communications systems available:	pay phone outside front door
Emergency power available:	none

ALTAMONT COMMUNITY SCHOOL DISTRICT UNIT #10

Superintendent
7 S. Ewing
Altamont IL 62411
BUS: (618) 483-6195
FAX: (618) 483-6303

BEECHER CITY COMMUNITY SCHOOL DISTRICT UNIT #20

Superintendent
P.O. Box 98
Beecher City IL 62414
BUS: (618) 487-5100
FAX: (618) 487-5242
RES: (217) 868-2320

DIETERICH COMMUNITY SCHOOL DISTRICT UNIT #30

Superintendent

Church & Pine

P.O. Box 187

Dieterich IL 62424

BUS: (217) 925-5249

FAX: (217) 925-5447

RES: (217) 857-3794

EFFINGHAM COMMUNITY SCHOOL DISTRICT UNIT #40

Dan Clasby, Superintendent

2803 S. Banker – Ste 2

P.O. Box 130

Effingham IL 62401

BUS: (217) 540-1500

FAX: (217) 540-1510

RES: (217) 868-9274

TEUTOPOLIS COMMUNITY SCHOOL DISTRICT UNIT #50

Superintendent

801 W. Main

P.O. Box 607

Teutopolis IL 62467

BUS: (217) 857-3535

FAX: (217) 857-6265

RES: (217) 342-5992

▪ **APPENDIX B. SHELTER INFORMATION**

The shelter information, if known, is located in the Resource Manual. The information includes, but is not limited to the following:

- < Capacity
- < Quantity and type of kitchen
- < Beds available
- < Stock levels of medical and sanitation supplies
- < Food and water
- < Sleeping Bags
- < Restroom facilities
- < Vehicle Parking Capacity
- < Communication systems available
- < Emergency power available