

UPSHUR COUNTY EMERGENCY OPERATIONS PLAN
ANNEX F: SHELTER AND MASS CARE

Related Federal ESFs	<ul style="list-style-type: none">• ESF #6: Mass Care, Emergency Assistance, Housing, and Human Services
Related State Annexes	<ul style="list-style-type: none">• Annex F: Mass Care
Purpose	The purpose of this annex is to ensure disaster victims receive the necessary and appropriate services when placed or evacuated in a mass care or support facility. This annex describes and explains the policies and procedures designed to meet all of the basic needs of the residents and evacuees in Upshur County and defines the establishment and operation of reception centers and mass care facilities to care for displaced people.
Primary Agencies	<ul style="list-style-type: none">• American Red Cross (ARC)
Support Agencies	<ul style="list-style-type: none">• Upshur County Dept of Homeland Security and Emergency Management (UCDHSEM)• Upshur Buckhannon Health Department• WV Department of Health and Human Services• Salvation Army
Authorities	<ul style="list-style-type: none">• WV Code, §15-5-12, as amended

APPROVED

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UPSHUR COUNTY COMMISSION



I. SITUATION AND ASSUMPTIONS

A. Situation

1. During an emergency or disaster, a portion of the population, or the entire population of Upshur County, may be required to evacuate and relocate to mass care or support facilities.
2. Severe winter storms, floods, severe thunderstorms and hazardous materials incidents are among the most likely incidents that would prompt emergency sheltering and mass care to be activated in Upshur County. As such, shelters should be located out of the floodplain and have adequate structural integrity to withstand high winds, significant snow weight and other natural hazards.
3. The Upshur County Dept of Homeland Security and Emergency Management (UCDHSEM) maintains mutual aid agreements with the American Red Cross (ARC) for operating mass care facilities during disasters.

B. Assumptions

1. The ultimate responsibility for mass care services for citizens rests with local government.
2. If a hazard threatens the entire county, the population may be evacuated and sheltered in a neighboring reception county.
3. Sufficient warning time may be available to ensure that mass care facilities are opened in time to provide shelter and other services for evacuees, especially for those displaced by flood waters, etc.
4. Approximately 80% of evacuees will seek shelter with friends or relatives rather than go to established mass care facilities.
5. For all but minor evacuations, which will be under the control of the Upshur County Dept of Homeland Security and Emergency Management, the American Red Cross will be in charge of mass care and feeding. A representative of the American Red Cross will be stationed in the Emergency Operations Center (EOC) and will direct response operations from that location.

II. CONCEPT OF OPERATIONS

A. General

1. The UCDHSEM will coordinate the mass care activities and responses of other local and state agencies during disaster and emergency events that displace portions of the population from their homes, jobs, or schools in Upshur County.
2. The ARC will staff and operate shelter sites. See Section III. Article B.
3. In-place sheltering may be employed in some hazardous materials incidents. Please refer to the Upshur County Hazardous Materials Annex.
4. The UCDHSEM will contact the ARC by phone to coordinate the number of persons to be evacuated to shelters and the requirements for any special needs sheltering.
5. Shelter managers from the ARC will maintain contact at established times with the Red Cross representative in the Upshur County EOC for information about what evacuees should expect when they return to their homes. For example, evacuees will need to be informed if their homes require inspections before return.
6. The ARC is responsible for closing sheltering facilities.
7. The Upshur County Public Information Officer (PIO) will be responsible for keeping the public informed as to the evacuation and the location of mass care facilities.
8. Other county officials may be involved in mass sheltering operations. For instance, law enforcement will provide security at shelters, public works will ensure operational utilities and the local Salvation Army may be available to assist in the staffing of shelter sites.

B. Relationship with American Red Cross (ARC)

1. The ARC will act as the primary agency for operating mass care facilities during disaster or emergency events and will:
 - a. Provide a plan and operating procedures for mass care facilities.
 - b. Provide a manager and appropriate support staff to operate all of the designated mass care facilities.
 - c. Identify appropriate sites and locations for mass care facilities in the county, which could be placed into operation in the event of an emergency or disaster situation.
 - d. Coordinate the activities of other agencies and organizations in providing

for the care of evacuees in mass care facilities.

- e. Provide a representative to the EOC who will direct all mass care activities and operations.

C. Reception and Registration

1. In order to process relocatees properly, assign congregate care facilities, feeding facilities and inform them on medical, sanitation and movement rules, it is necessary for relocatees to report to a registration center on arrival.
2. The reception and registration organization will be headed by the ARC Disaster Supervisor and staffed by his/her appointees.

D. Shelter Facilities

1. Each shelter facility will be assigned a manager who will be a point of contact for those who are housed in his/her facility. The assigned manager will receive direction from the ARC representative in the EOC.
2. Facilities nearby the evacuated area should be reserved for key workers and their dependents to enable the key workers to commute back to the evacuated area.
3. The Chapel Hill United Methodist Church has been designated as a warming and cooling station.
4. Other ARC approved shelters are:
 - Upshur County Public Library in Tennerton
 - Buckhannon Upshur Middle School
 - Buckhannon Upshur High School
 - Banks District Volunteer Fire Department
 - James W. Curry Library

III. ROLES AND RESPONSIBILITIES

A. Organization

1. Directly following the decision by the Upshur County Commission to implement a large-scale evacuation, the Upshur County Board of Education will be notified of the intention to utilize designated schools as reception and/or mass care centers. Each school will follow standard procedures for notification and activities of its staff.

2. The UCDHSEM Director will notify the ARC, Salvation Army, Upshur County Department of Health and Human Resources, and the Upshur County Health Department of the activation of reception and mass care centers. Each emergency response organization will then notify appropriate staff personnel.
3. Mass care or support facilities will remain in communications, via telephone or radio by the EOC representative to maintain an up-to-date and current count of evacuees at the facilities, the general condition and needs of the evacuees and the operating status of the facilities.

B. Responsibilities

1. UCDHSEM Director
 - a. During emergency situations where evacuation is a potential response, the UCDHSEM Director will request an ARC representative, as designated by the ARC, to report to the EOC.
 - b. Coordinate with the Upshur County Commission and American Red Cross as necessary should mass care facilities be opened.
 - c. Notifies each emergency response organization of an activation of mass care facilities.
2. ARC EOC Representative
 - a. Upon arrival at the EOC, the ARC representative will assess the disaster emergency situation, review the listing of available mass care facilities, and recommend to the UCDHSEM Director the number and location of facilities that should be opened.
 - b. Notify all persons/organizations identified in the ARC Disaster Plan as a mass care resource regarding the possible or actual need of their services or facilities.
 - c. Ensure that the necessary mass care information, such as the number of occupants per facility, meal service, etc. is made available to the appropriate section of the EOC.
 - d. Authorize the closing of mass care centers.
 - e. Ensure that individual and family support services are provided at the mass care facility.
 - f. Maintain records of expended supplies.

3. Shelter Staff

- a. Upon notification from the Red Cross, reports to assigned mass care facility and contacts team members, instructing them to take appropriate actions. Contacts EOC when the facility is ready to open.
- b. Staffs and operates the mass care facility as long as necessary.
- c. Implements registration procedures for all evacuees that enter the facility.
- d. Ensures that individual and family support services are provided at the mass care facility.
- e. Reports the following information to the EOC to report to the ARC representative at the EOC: number of people staying at the facility, status of supplies, conditions of the facility and requests for specific types of support, if necessary
- f. Report number of special needs citizens in each shelter location.
- g. Maintains records of extended supplies.
- h. Submits mass care facility status report to the ARC representative in the EOC, which 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.

4. Salvation Army

- a. Support ARC in shelter operations.
- b. Coordinate with the UCDHSEM for distribution of donations and other goods and services.

5. Law Enforcement

- a. Provide for the security and protection of mass care facilities within their jurisdiction and in accordance with any existing mutual aid agreements, as well as related duties.
- b. Provide traffic control during evacuee movement to mass care facilities.
- c. Maintain order in mass care facilities, if necessary.
- d. Provide an additional means of communications to the EOC, if necessary.

6. Public Information Officer (PIO)

- a. Provide Joint Information Center (JIC) approved information to the public about the exact location of mass care facilities, as well as directions to the sites.
7. Health Coordinator
 - a. Establish health and sanitation services in reception and mass care centers.
 - b. Supervise food, water and drug supplies at mass care centers.
 - c. Distribution of preventive drugs, vaccines.

IV. CONTINUITY OF GOVERNMENT

A. Succession of Command

1. In the event that the named ARC representative is unable to perform his/her duties of function in the capacity indicated, the ARC has named a replacement individual.

V. ADMINISTRATION AND LOGISTICS

A. Administration

1. The ARC is responsible for records and reports associated with tracking the status of mass care operations.

B. Logistics

1. The ARC maintains internal procedures for operating mass care facilities.
2. The UCDHSEM will provide for the transportation of cots and blankets to shelter facilities.

VI. PLAN DEVELOPMENT AND MAINTENANCE

- A. The Emergency Services Director of the ARC (North Central WV Chapter), in consultation with the UCDHSEM Director, is responsible for revising and updating this annex to ensure that a proper plan is in place to meet the needs of displaced populations. This annex will be reviewed and updated on an as-needed basis; however, it is subject to revision at times when the rest of the EOP is undergoing revision.

VII. LIST OF APPENDICES

[Appendix 1: Reception and Registration Areas](#)