

HAMILTON COUNTY EMERGENCY OPERATIONS PLAN

ANNEX F - EMERGENCY SUPPORT FUNCTION #6 — MASS CARE

COORDINATING AGENCY: Hamilton County Department of Job and Family Services

SUPPORT AGENCIES: American Red Cross, Cincinnati Area Chapter
Community Organizations Active in Disasters (COAD)
Council on Aging of Southwest Ohio
Hamilton County Developmental Disabilities Services
Hamilton County Educational Services Center
Hamilton County Emergency Management/Homeland Security
(EMHS) Agency
Hamilton County Public Health
Hamilton County Sheriff's Office
Hamilton County Society for the Prevention of Cruelty to Animals
Jurisdictional Law Enforcement Agencies
Mental Health and Recovery Services Board
Southwest Ohio Regional Transit Authority
The Health Collaborative

I. INTRODUCTION

A. Purpose

1. Emergency Support Function #6 — Mass Care addresses, coordinates, and reports on emergency mass care activities of county-level organizations responsible for sheltering, feeding, counseling, providing first aid, and related social services and welfare activities required to assist the victims of an emergency.

Each Emergency Support Function (ESF) representative is responsible for the dissemination of information that may be of value to other ESF representatives located in the Emergency Operations Center (EOC, also known locally as the Regional Operations Center (ROC)). This information sharing contributes to the response and recovery during an emergency/disaster of any type.

2. The primary coordinating and support organizations of ESF #6 work as a team to address the emergency mass care needs of Hamilton County citizens to include the needs of Functional Needs persons. For further information of roles and responsibilities when providing care to the functional needs population, see the Hamilton County Functional Needs Support Services Plan.

II. SITUATION

- A. Disasters can occur without warning, shelters, first aid, mass care, and feeding sites may have to be setup with no advance notice.
- B. Slowly developing disasters, such as a slowly rising flood, may result in warning and evacuation time, but might cause the displacement of a large population. Such a hazard may necessitate opening shelters and conducting mass care activities statewide.
- C. Assumptions
 1. People may evacuate an area before orders to evacuate are given.

2. Long-term mass care may be required following some disasters.
3. A significant influx of mass care workers could strain the resources in the impacted area. Therefore, county-level mass care personnel will be prepared to support their own logistical needs when assigned to the site of a disaster.
4. ESF #6 personnel work closely with county, state and federal personnel throughout response and recovery operations in order to ensure coordinated and consistent service to the affected population.
5. Law enforcement may be required at mass care facilities for crowd control and security.

III. CONCEPT OF OPERATIONS

A. Overview

1. Due to the Ohio “Home Rule”, jurisdictions in Hamilton County have the responsibility to care for their citizens during an evacuation and/or shelter situation.
2. As the lead agency for ESF #6, Hamilton County Department of Job and Family Services will coordinate, monitor and report on mass care activities throughout the county, during response and recovery phases.
3. When agencies within ESF #6 lack the capabilities to address specific mission assignments, the lead agency for ESF #6 will meet with the Director of Hamilton County Emergency Management. They will determine which county agencies should address the assignments, if the assignments should become a state or federal mission, or should be given to a private organization.
4. Each support agency within ESF #6 has internal procedures that detail how it will address responsibilities during county-level emergencies. Support agencies are not required to address any emergency responsibilities that are contrary to the laws or policies that govern their organizations.
5. ESF #6 organizations will be activated and notified for Emergency Operations Center activation by the Hamilton County Emergency Management/Homeland Security Agency (EMHS). Activation will be based upon the requirements for emergency response and recovery and the agencies activated may vary depending upon those requirements. The emergency activation levels are described in the Hamilton County Emergency Operations Plan (Base Plan).
6. Primary and support organizations will provide sufficient personnel to staff the Emergency Operations Center for up to 24 hours a day, seven days a week, for as long as deemed necessary by the Director of the Hamilton County EMHS Agency and the Hamilton County Board of Commissioners. Assigned personnel will be selected by their agencies based upon their abilities to address emergency responsibilities and the authority they have been given to make emergency decisions for the agencies they represent.

B. Relationships Between Levels of Government

1. Federal
 - a. Ohio’s ESF #6 will coordinate closely with the federal ESF #6 when activated by FEMA.

2. State
 - a. State ESF #6 agencies have peer organizations on both the federal and local levels with which they work during emergencies.
3. County/Local
 - a. Local mass care organizations, including the Greater Cincinnati-Dayton Region of the American Red Cross (ARC), coordinate their activities with the ROC.
 - b. Depending upon the scale of the event, plans, responses, and coordination for responses will be initiated and sustained either at the local or regional level.
 - c. Local mass care organizations will coordinate with county & state-level peers to define federal mission assignments and to provide necessary updates on activities.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITY

All ESF #6 organizations are responsible for development of internal Standard Operating Procedures (SOP)/Standard Operating Guides (SOG) that support ESF #6 and ROC operations.

A. Organization

1. The Hamilton County Department of Job and Family Services is the lead coordinating agency for ESF #6. It maintains a constant overview of ESF #6 activities, resolves conflicts and questions related to ESF #6 at the county level.
2. The following organizations have specific responsibilities for mass care and maintain close coordination with each other throughout the emergency. All organizations maintain their own internal command and control structures during emergency operations.

B. Assignments of Responsibility

1. Hamilton County Department of Job and Family Services will:
 - a. Coordinate with all support agencies of ESF #6 to provide accurate overviews of mass care activities to county EOC personnel.
 - b. Identify unmet needs within the community, and work with local agencies to address unmet needs among the population in the disaster area.
 - c. Provide emergency welfare assistance to eligible disaster victims within approved local, state and federal guidelines.
 - d. Assist disaster victims to find employment if their jobs have been eliminated due to the emergency.
 - e. Administer the Food Assistance (SNAP) Program.

2. American Red Cross, Cincinnati Area Chapter will:
- a. Before an emergency, develop and maintain a list of pre-approved, Americans with Disabilities Act (ADA) accessible, shelters within Hamilton County, as well as the data on the maximum number of citizens that can be accommodated within those shelters.
 - b. During an emergency, designate, survey, open, maintain data population and location, and staff mass care shelters.
 - c. Provide ARC information releases to the Hamilton County EMHS Agency Public Information Officer, and ESF #15 at the Hamilton County ROC/Joint Information Center.
 - d. Provide fixed feeding, mobile feeding, and hydration to disaster victims and responders.
 - e. Health services: Provide care and support to persons who have disaster related or disaster aggravated unmet health needs.
 - Assist clients in finding resources to meet disaster-related unmet health needs.
 - Participate in assessment, care and resource acquisitions for clients with functional and access needs.
 - f. Assist with the distribution of potable water and ice.
 - g. Distribute appropriate bulk materials for disaster relief.
 - h. Provide Family Welfare Information services when requested.
 - i. Communicate assistance information to Hamilton County ROC as appropriate.
 - j. Provide assistance to disaster victims to include needed, accurate recovery information, listings, referrals, items, and financial assistance.
 - k. Provide assistance to disaster victims to include support for in-place and non-congregate sheltering needs.
 - l. Provide emotional first aid at shelters, emergency aid stations, Integrated Care Teams, Outreach Teams, and Service Centers.
 - m. Provide Disaster Mental Health Services to those individuals affected by disaster.
 - n. Provide language services for those with limited English skills, or do not speak English as a primary language.
 - o. Facilitate coordination of work for Event Based Volunteers with other organizations.
 - p. Be a facilitative leader among non-governmental organizations when COAD/VOAD is unable to do so.

3. Community Organizations Active in Disasters (COAD) will:
 - a. Provide services and material support to disaster victims in emergency shelters and temporary housing through member organizations at the site of the emergency.
4. Council on Aging of Southwest Ohio may:
 - a. Identify and address unmet needs among elderly populations in the disaster area.
 - b. Provide demographic data on seniors for areas of the county impacted by disaster.
5. Hamilton County Developmental Disabilities Services (DDS) will:
 - a. Provide shelter and address the needs of persons with developmental disabilities who are under the jurisdiction of the department or as requested by the Hamilton County Executive Group.
 - b. Address the shelter and mass care needs of persons with disabilities who must be relocated to emergency shelters and temporary housing. Administrators of hospitals, mental health facilities, nursing homes, and similar special needs organizations will cooperate with the Hamilton County ROC in designating alternate safe locations if evacuation and sheltering are necessary.
6. Hamilton County Educational Services Center will:
 - a. Provide listings of schools that can be used for shelters or to support shelter activities when requested.
 - b. Assist in the coordination of transportation assets through ESF #1 — Transportation.
7. Hamilton County Emergency Management/Homeland Security (EMHS) Agency will:
 - a. Coordinate with the Ohio Emergency Management Agency (EMA) and the Federal EMA on the administrative requirements of the Temporary Housing Program.
 - b. Assist in the coordination of mass care resources as required.
8. Hamilton County Public Health will:
 - a. Complete a facility specific environmental health and safety assessment of the selected or potential shelter locations(s) and assure any identified deficiencies are corrected if the site is to be used as a shelter.
 - b. Coordinate with partner agencies to assure food and water safety inspections at shelter locations.
 - c. Work with ARC to assure medication needs at congregate shelter locations are met.
 - d. Coordinate with partners to assure health screening of the population registering at shelter locations.

- e. Conduct surveillance when deemed necessary at shelter operations to identify cases of illness and injury within mass care operations.
 - f. Coordinate with healthcare partners to assure medical and mental/behavioral health services are accessible at or through shelter locations.
9. Hamilton County Sheriff's Office and Jurisdictional Law Enforcement Agencies will:
- a. Provide traffic control assistance for movement of resources into staging areas.
 - b. Assist in the coordination of security at shelters and distribution sites as required.
10. Hamilton County Society for the Prevention of Cruelty to Animals (SPCA) will:
- a. Provide and or coordinate the provision of shelters for domestic animals, both pets and service animals.
11. Mental Health and Recovery Services Board will:
- a. Coordinate with ARC the activities necessary to provide the staff, supplies and facilities to treat victims suffering from disaster-related mental disorders.
 - b. MHRSB will facilitate, assist with connection and coordination with other mental health agencies to respond to behavioral health needs of individuals. Mental Health Access Point (MHAP) is the point agency for coordination and can mobilize and coordinate with agencies as necessary.
12. Southwest Ohio Regional Transit Authority (SORTA) will:
- a. Provide transportation to and from shelters through ESF #1 — Transportation, as required.
 - b. Perform other mass care transportation activities as needed.
13. The Health Collaborative will:
- a. Provide necessary liaison with hospitals to coordinate information regarding the incident.
 - b. Deploy necessary medical supplies and equipment.

V. RESOURCE REQUIREMENTS OF ESF #6 — MASS CARE

- A. Each ESF #6 organization will maintain internal SOPs, SOGs, Memorandums of Understandings, and Resource Listings that detail the logistical and administrative support arrangements internal to its organization. Additional support needs during an emergency may be requested through the Hamilton County EOC to ESF #7 — Resource Support.
- B. All agencies will ensure that the ADA Accessibility Guidelines will govern site selections and operation.

VI. TECHNICAL RESOURCES

- A. Hamilton County Functional Needs Support Services Plan
- B. Americans With Disabilities Act Accessibility Guidelines