

Puget Sound Region



Sheltering Annex

July 2014



Regional Catastrophic Disaster Coordination Plan

Part 1: User Guide

Part 2: Annex

The above links will take you directly to the User Guide or the Annex.

Sheltering Annex

User Guide

**Puget Sound
Region**



**Sheltering
Annex**
July 2014



Regional Catastrophic Disaster
Coordination Plan

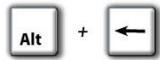
User Guide Purpose

This User Guide is designed to 1) provide an overview of the Sheltering Annex and to 2) be a practical, hands-on mechanism for navigating regional coordination of mass sheltering efforts. The User Guide is not a replacement for the full text of the Annex.

How to Use this Guide

This document provides an overview and practical guide to using the Sheltering Annex. The full text of the Annex is contained in Section C and separately bound Attachments.

- Clicking on blue box with page number (p. #) will bring you to relevant information within this User Guide and full Annex document.



After clicking on a link, hold the Alt key down and press the left arrow key to return to the page you were viewing.

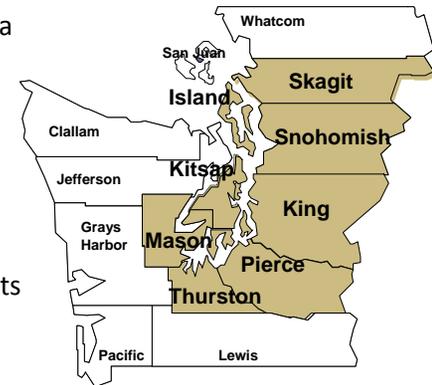
- Clicking on [blue links](#) – will bring you to relevant external resources.

Context

This Sheltering Annex provides a framework and guidance on the roles of the Puget Sound Regional Catastrophic Planning Grant Program (RCPGP) Region, State, county, and local governments in the coordination of sheltering efforts during a catastrophic event.

The Annex is intended to guide agencies within the region through the initial formation of an Sheltering Regional Coordination Group (SRCG), provide resources to aid in sharing of situational awareness, develop guidance on facilitating policy level discussions, identify tools available for agencies to utilize for planning purposes, and identify recommendations for agencies to consider for future development.

The Annex supports the regional [Coordination Plan](#).



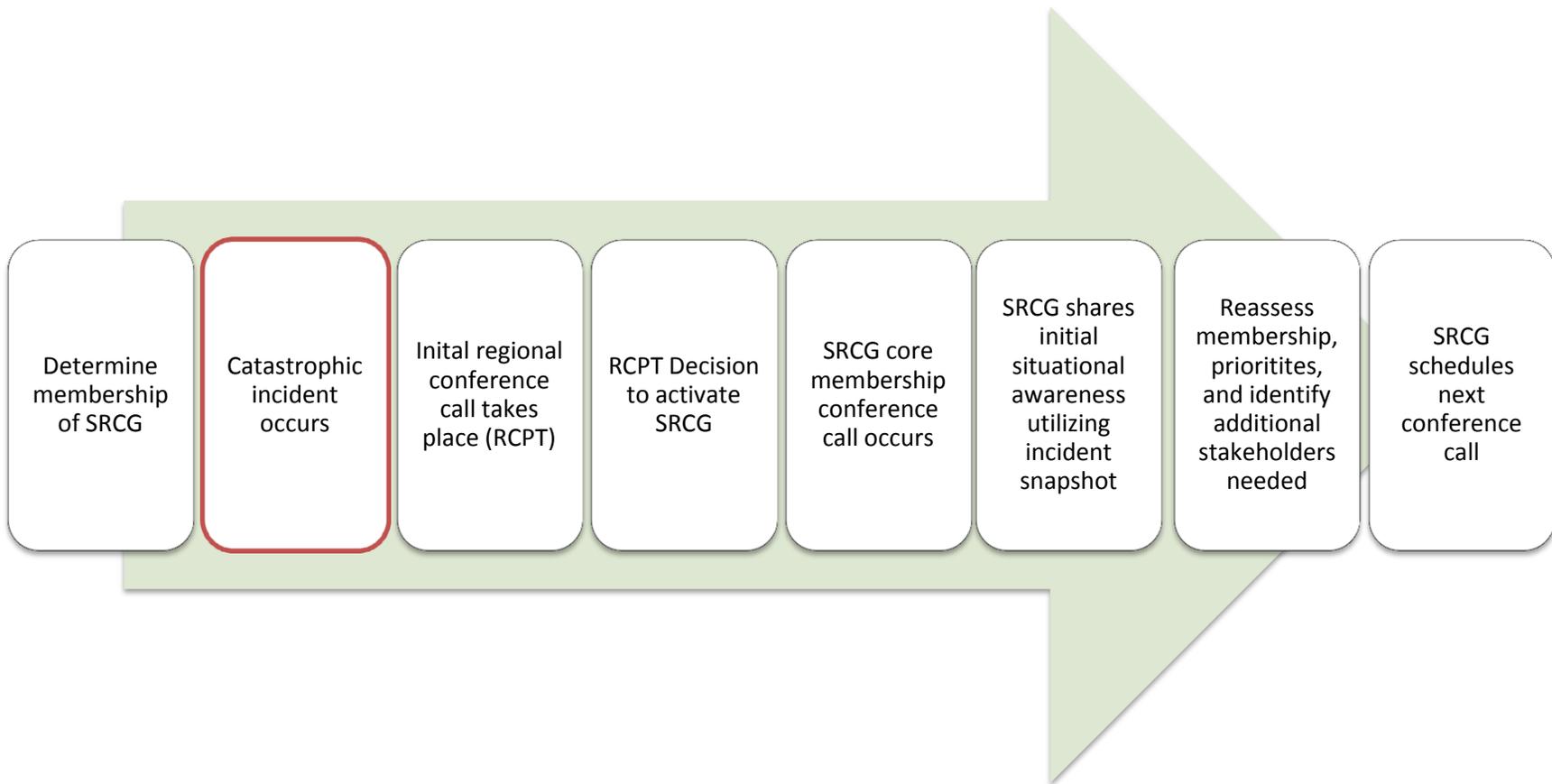


TIP:
 Clicking on the **highlighted blue page number (p.#)** to the right of each topic will take you directly to that page within the User Guide.
 After clicking on a page number, hold the **Alt** key down and press the **left arrow key** to return to the page you were viewing.

0-12 HOURS	12-72 HOURS	72 HOURS – 1 WEEK	1 WEEK OR MORE
	<p>Regional Catastrophic Planning Team Conference Call Conduct situational awareness for each jurisdiction Discuss major resource shortfalls in regards to sheltering. The potential for evacuation may exist.</p> <p>A Initialize SRCG Group (p.UG 3)</p> <p>B Conduct initial conference call (p.UG 4) Identify a course of action (p.UG 4)</p> <p>C Identify and communicate key policy level issues that have inter-jurisdictional impacts (p.UG 5)</p> <p><i>Plan, coordinate, and establish shelters with neighboring jurisdictions, the region and other organizations</i></p>	<p>D Planning Considerations (p.UG 6)</p> <p>E Tools and Resources (p.UG 7)</p> <p>F Communications Toolkit (p.UG 8)</p> <p>G Mega-Shelter Planning (p.UG 9)</p>	<p>-----></p> <p>-----></p> <p>-----></p> <p>-----></p>

When sheltering activities occur within the region, as defined by the Regional Catastrophic Planning Grant Program (RCPGP), the Sheltering Regional Coordination Group (SRCG) is formed to address sheltering issues that may arise from an event or evacuation involving more than one jurisdiction or county within the Puget Sound Region.

The diagram below describes the decision process the SRCG membership needs to follow in the initial response period to a catastrophic incident.



Regional Conference Call for the Sheltering Regional Coordination Group (SRCG) [\(p.8\)](#)

The SRCG should be comprised of a multi-jurisdictional, multi-discipline team of subject matter experts from throughout the Puget Sound Region. The goal of the SRCG is to develop a unified sheltering outlook prior to, during, and after an incident occurs. The SRCG Goals can be viewed on [\(p.9\)](#).

WHO Core Membership [\(p.6\)](#)

Typically, core members are the lead coordinator for sheltering activities within their agency. Key agencies to be represented include governmental agencies of the RCPGP region, state and federal government organizations, non-governmental organizations, and other key stakeholder groups.

Group Chairperson [\(p.7\)](#)

The SRCG will appoint a chairperson or leader from the core membership.

Subject Matter Experts [\(p.7\)](#)

Potential issues requiring subject matter experts can include:

- Mass Feeding
- Household Pets and Service Animals
- Complex Sheltering
- Civil Rights and Accessibility
- Children and Aging
- Public Health

Potential subject matter experts can include:

- Department of Agriculture Emergency Food Assistance Program (TEFAP)
- Others, as deemed appropriate by the core members of the SRCG

WHEN The onset of a catastrophic disaster as described in the Regional Coordination Program, or when one jurisdiction determines the need to activate the coordination group to support activities within the region.

HOW The activation of the group may occur during a regional conference call held by the Regional Catastrophic Planning Team (RCPT), or when the need to form the group is requested by a jurisdiction within the Puget Sound Region.

AGENDA

1. Roll Call
2. Approve agenda and goals for the meeting
3. Review of current situations (ISNAP and Situation Reports from participating agencies)
4. Status of current activities
5. Emerging regional policy level issues
6. Discussion of sheltering specific issues impacting the region
7. Sharing of best practices
8. Additional support needed by the SRCG
9. Next meeting time

The SRCG is responsible for gauging and responding to the overall regional situation, which the group will do through the discussion of each individual jurisdiction and the utilization of different tools to assist in gaining awareness. Once awareness has been gained, key policy issues will be identified and considered. If necessary, task forces may be set up when the level of work exceeds the group's capabilities or subject matter expertise.

Incident Snapshot (ISNAP) [\(p.9\)](#)

The Incident Snapshot (ISNAP) may be used to provide an assessment and guide the discussion through a format that each jurisdiction utilizes.

More information regarding ISNAP is available in the [Coordination Plan](#).

SRCG Task Forces [\(p. 11\)](#)

The SRCG may determine that the scope of certain issues requires the formation of task forces in support of a specific need. Task forces may be formed when the burden of work exceeds the group's capabilities or subject matter expertise.

Task forces provide a more focused scope of work in order to provide coordination and assistance with recommendations to the SRCG group membership. Task forces may address issues such as:

- Household Pets and Service Animals
- Host Community Planning
- Re-Entry Planning
- Mass Feeding
- Complex Sheltering/ Mega Sheltering
- Access and Functional Needs

SRCG Policy Issues [\(p.11\)](#)

The following are examples of potential strategic or policy-level issues that may be appropriate for consideration by the Sheltering Regional Coordination Group during the planning, response, and recovery from a catastrophic incident.

- Providing regional situational awareness for the sheltering
- Developing regional complex shelters to support mass sheltering across multiple communities
- Developing recommendations for sheltering priorities when multiple incidents are occurring across jurisdictions within the region
- Considerations for host community impacts on infrastructure
- Implications on how sheltering issues impact other RCPGP annexes
- What jurisdiction is responsible for costs associated with evacuation and sheltering
- Household pets and service animal acceptance policies

Planning Considerations and Resources

The following resources are important to the planning and implementation of the sheltering process in the Puget Sound Region.

A. [Evacuation and Sheltering Gap Analysis](#)

This document provides a gap analysis on citizen evacuation, shelter-in-place, and mass care plans and resources in Island, King, Kitsap, Mason, Pierce, Skagit, Snohomish, and Thurston counties, State of Washington EMD, Military (Ft. Lewis/ McChord), University of Washington, City of Bellevue, City of Seattle, and the American Red Cross.

B. [Planning Considerations for High Risk Individuals in the Puget Sound Region](#)

This document provides a comprehensive set of considerations for emergency planners to incorporate into current and future emergency plans in order to support high risk individuals during a disaster.

C. [Sheltering for Household Pets and Service Animals](#)

This template is designed to assist jurisdictions in the Puget Sound Region with developing a Household Pet and Service Animal Annex.

D. [Planning Considerations for Host Communities and Re-entry in the Puget Sound Region](#)

The purpose of this document is to provide ideas that will assist the Puget Sound Region with planning efforts for hosting evacuees from a disaster-affected area or evacuating a population that will be hosted by another community in the region.

E. [Puget Sound Region Feeding Plan](#)

The Puget Sound Regional Catastrophic Feeding plan provides a scalable framework for coordinating emergency feeding efforts within the eight-county region and the tribal nations within the counties.

Sheltering Tools [\(p.21\)](#)

This section provides a list of the templates and guides relevant to Sheltering.

- [Commonly Used Shelter Items & Services Listing \(CUSI-SL\) Catalog](#)
- [Shelter Guidance Aid and Shelter Staffing Matrix](#)
- [Mega-Shelter: A Best Practices Guide for Planning, Activation and Operations](#)
- [National Mass Care Strategy](#)
- [Non-traditional Shelter Concept of Operations Template](#)
- [ADA Checklist for Emergency Shelters July 2006](#)
- [Eligible Costs Related to Evacuations and Sheltering: Disaster Assistance Policy 9523.15](#)
- [Host-State Evacuation and Sheltering Reimbursement: Interim Disaster Assistance Policy 9523.18](#)

Sheltering Resources

Additional types of resources that may augment the tools the agencies in the region may already use.

- [National Shelter System with Shelter Locations, Maps and Matrix \[\\(p.13\\)\]\(#\)](#)
- [Catastrophic Incident Snapshot \(ISNAP\) for Counties and Tribal Governments \[\\(p.13\\)\]\(#\)](#)
- [List of Mass Notification Systems in the Puget Sound \[\\(p.14\\)\]\(#\)](#)
- [Puget Sound Region Sheltering Annex Training, Exercise and Evaluation Chapter](#)

The Emergency Shelter Communications Toolkit was designed by a workgroup of subject matter experts in various fields of disability. It was reviewed and edited by staff and volunteers involved in emergency shelter operations in both rural and urban centers.

The toolkit contains information and guidance designed to assist in providing widely accessible communications in an emergency shelter situation. It includes information to be used in shelter preparedness planning and activities, as well as in just-in-time implementation.

Although designed to focus on communications, there is information included to help provide safe, physically accessible spaces, as well as to address some specific barriers to emergency services for people with disabilities.

Toolkit Sections

- **Sections III and IV:** Preparing your shelter to be as accessible as possible for individuals with functional needs
- **Section V:** Offers general information to help understand the needs and provide services to individuals with functional needs.
- **Section VI – Section XII:** Provides information to help understand the needs of those individuals with functional needs and provide services to them

Section XIII. Signage and Materials

The signs and materials in Section XIII are suggestions that you could use in your shelter.

A. Signage

Examples of suggested signs:



Registration

B. Materials

Examples of suggested materials:



Braille cards

A Long Term or Mega-Shelter as defined in the [Shelter Guidance Aid and Shelter Staffing Matrix](#) is a safe congregate care, environmentally protected facility utilized for durations typically longer than 2-weeks for populations displaced by an incident or an event. The focus of this type of shelter is not on the number of people sheltered but on the need for additional supplemental services due to the extended period individuals will be sheltered.

Important Decision-Making Concepts

Triggers

- Regional sheltering capability is at capacity or overwhelmed
- Limited resources available/ need to consolidate resources
- Large impacts in transportation routes – limited access to shelter locations
- Citizens are unable or have exceeded capacity to shelter in place
- Power/ utility impacts are significant
- Mass Evacuation
- Disruptions in the Supply Chain

Potential Sites

- Arenas
- Convention Centers
- Domes
- Parks
- Performing Arts Venues
- Schools/ Universities
- Stadiums
- Vacant Commercial Facilities

Key Issues

Key Issues that may arise concerning a Mega-Shelter include:

- Care and shelter support for large number of disaster workers that will arrive
- Facility inspections prior to and during facility use
- Integration of National and Federal Resources
- Laundry Services
- Location relative to affected population and available services
- Mental health services for emergency workers and affected populations
- Re-unification of families
- Security issues
- Staffing – prolonged staffing requirements, multiple shifts
- Sufficient amenities (toilets, showers, wash stations)
- Sufficient feeding and dormitory space
- Transitioning people out of shelter to more permanent housing
- Duration of sheltering
- Client hygiene
- Shelter consolidation

Key Links

- [Mega-Sheltering Planning Guide, October 2010](#)
- [Mega-Shelter: A Best Practices Guide for Planning, Activation and Operations](#)

Puget Sound Region



Sheltering Annex



Regional Catastrophic Disaster Coordination Plan

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I. Introduction

A. Purpose

The purpose of this annex is to provide guidance for coordinating sheltering efforts within the Puget Sound Regional Catastrophic Planning Grant Program (RCPGP) region during a catastrophic incident. The annex is intended to guide agencies within the region through the initial formation of an Sheltering Regional Coordination Group, provide resources to aid in sharing of situational awareness, develop guidance on facilitating policy level discussions, identify tools available for agencies to utilize for planning purposes, and identify recommendations for agencies to consider for future development.

B. Scope

This annex applies to all entities that are responsible for providing or coordinating sheltering activities in the Puget Sound Regional Catastrophic Planning Grant Region. This annex addresses the coordination of information and recommendations for sheltering activities within the Puget Sound Region; from the planning, response, and recovery phases of such issue.

This annex is not intended to provide operational direction, rather it is intended to provide guidance on issues that may arise prior to, during, and after the onset of a catastrophic incident.

C. Anticipated Situation

The initial focus for government and mass care agencies in the impacted areas will be on caring for the large and growing sheltered populations. A substantial number of survivors in destroyed or damaged homes are expected to move under their own power to existing shelters and other intact structures to seek food and shelter. Conditions in these shelters may rapidly degrade as the growing demand for resources will rapidly diminish local supply for feeding, health, and sanitation.

It is anticipated, that the supply of external resources will not begin arriving in the region until several days after the disaster occurs. The anticipated delay in arrival of resources calls for close coordination throughout the region to accommodate the needs of those affected within the region.

II. Initial Coordination

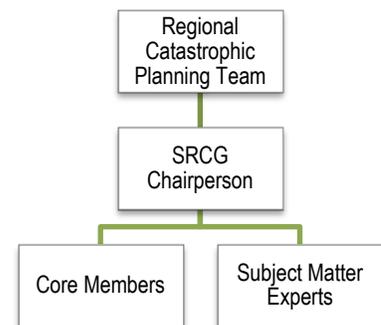
A. Sheltering Regional Coordination Group

Sheltering is a complex issue when performed by a single jurisdiction. It becomes an even more complex issue when a disaster of a catastrophic magnitude crosses jurisdictional boundaries. It is recommended when sheltering activities occur within the region, as defined by the Regional Catastrophic Planning Grant Program (RCPGP), a coordination group is formed to address issues that may arise from an event or evacuation involving more than one jurisdiction or county within the Puget Sound Region.

The Sheltering Regional Coordination Group (SRCG) should be comprised of a multi-jurisdictional, multi-discipline team of subject matter experts from throughout the Puget Sound Region.

B. Membership

The Sheltering Regional Coordination Group is intended to be a voluntary multi-jurisdictional, multi-discipline team of subject matter experts in sheltering from the region. Members should have an in-depth understanding of previous planning efforts, operational experience, and the ability to effectively communicate the response goals of their agency.



1. Core Membership

Core membership in the group should be predetermined by each jurisdiction or group involved in the pre-planning, response, and/or recovery phases of the incident. Typically, core members are the lead coordinator for sheltering activities within their agency. Key Agencies to be represented include governmental agencies of the RCPGP region, state and federal government organizations, non-governmental organizations (NGOs), and other key stakeholder groups. Membership in the group is voluntary.

Core members are responsible for supporting the overall SRCG objectives outlined below. The core membership may consist of representatives from participating jurisdictions including:

- ✓ Sheltering leads (counties and cities may default to their ESF 6 representative)
- ✓ Representative from non-governmental organizations such as the American Red Cross, The Salvation Army, Southern Baptists, etc.
- ✓ ESF #1 – Transportation provides transportation technical assistance and analysis for evacuation operations and evacuation route conditions.
- ✓ ESF #3 – Public Works and Engineering ensures ESF #5 – Emergency Management provides situational awareness of and coordination of mass sheltering efforts.
- ✓ ESF #6 – Provides information and coordination in the nonmedical mass care aspects required for sheltering, including housing and human services.
- ✓ ESF #7 – Logistics Management and Resource Support provides goods and services to support sheltering efforts.

- ✓ ESF #8 – Provides supplemental assistance to tribal and local governments in identifying the public health and medical needs of victims and to advise on shelter sanitation and disease control. Additionally ESF#8 has some capability to assist with patient evacuation and child reunification with appropriate adult.
- ✓ ESF #11 – Agriculture and Natural Resources provides information and coordination for the sheltering of household pets.
- ✓ ESF #13 – Public Safety and Security provides support of State, tribal, and local public safety and security measures (e.g., crowd control, traffic direction,).
- ✓ ESF #15 – Ensures that sufficient County and Local assets are deployed to the field to provide accurate, coordinated, and timely information to affected audiences.
- ✓ Other subject matter experts as needed such as emergency feeding agencies, facility managers, animal rescue agencies, Washington State Department of Enterprise Services, etc.

2. Group Chairperson

The SRCG will appoint a chairperson or leader from the core membership. This person may be identified ahead of time, and/or at the time of activation, depending on the availability of membership. The chairperson is responsible for arranging group meetings, facilitating conversation, and providing communication to the Regional Catastrophic Planning Team (RCPT) when requested.

3. Subject Matter Experts

The SRCG has the flexibility to call on a variety of subject matter experts (SMEs) during any phase of operations to provide guidance, on an as-needed basis, depending on the type of incident and the jurisdictions involved. SME advisors should provide advice and guidance on issues in order to assist the group in developing recommendations. Potential SME advisors include, but are not limited to, the following subjects:

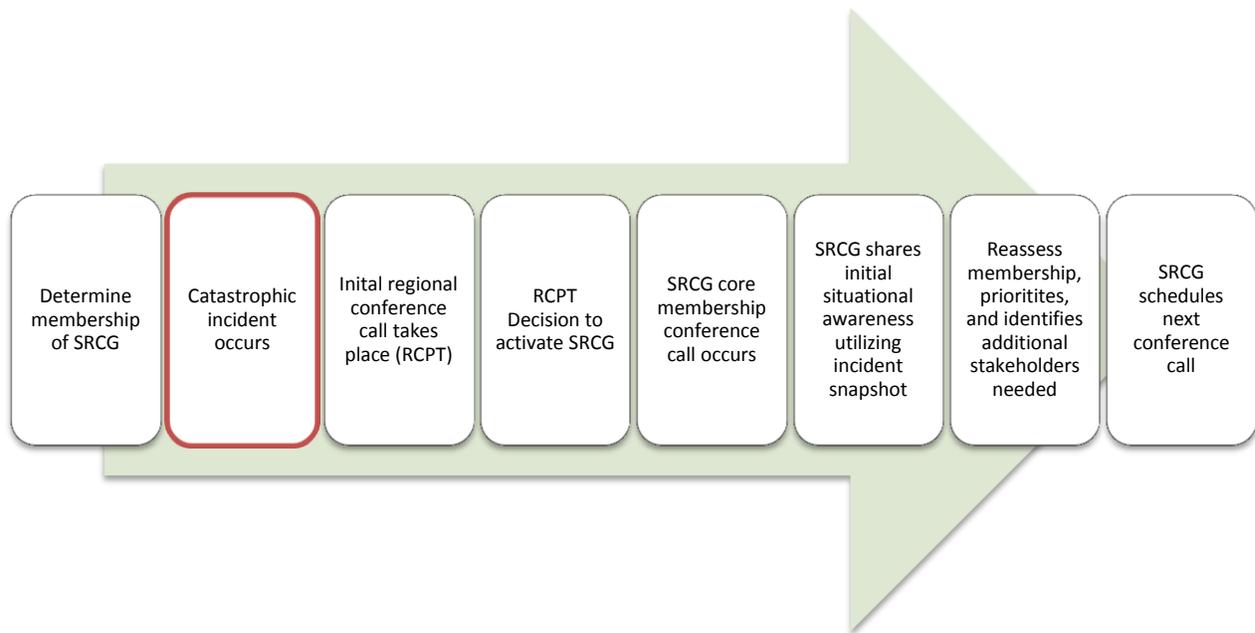
- Mass Feeding
- Household Pets and Service Animals
- Complex Sheltering
- Civil Rights and Accessibility
- Children and Aging
- Public Health
- Department of Agriculture Emergency Food Assistance Program (TEFAP)
- Others, as deemed appropriate by the core members of the SRCG

A membership list should be maintained by the Pierce County Department of Emergency Management, and should be updated annually to ensure the best accuracy.

C. Activation

The triggering mechanism of the Sheltering Regional Coordination Group is the onset of a catastrophic disaster as described in the Regional Coordination Plan, or when one jurisdiction determines the need to activate the

coordination group to support activities within the region. The activation of the group may occur during a regional conference call held by the Regional Catastrophic Planning Team (RCPT), or when the need to form the group is requested by a jurisdiction within the Puget Sound Region.



Other potential triggers for implementation of the SRCG may include:

- ✓ Pre-incident multi-jurisdictional planning need
- ✓ Mass evacuation order
- ✓ Mass sheltering operation
- ✓ Potential for catastrophic loss life
- ✓ Designation as host community for persons displaced by catastrophic event

The SRCG consists of a core membership that convenes virtually (typically via a conference call) whenever this annex is implemented.

D. SRCG Meeting Format

The Sheltering Regional Coordination Group typically meets virtually during a catastrophic incident through the use of teleconferencing capabilities. The Chairperson should assign a member to type meeting minutes. Group Chairperson will moderate the discussion and ensure that specific tasks are addressed. The following discussion format is followed during the meeting:

- The SRCG Coordination Group Chairperson introduces a topic
- Core members and SME advisors discuss the specific topic and its implications for the region, and identify options or potential solutions

- The SRCG Chairperson, in collaboration with core members, develops a consensus-based recommendation to address the specific topic
- Each representative provides this input to their respective agency
- The SRCG Chairperson should schedule the next SRCG meeting before the group adjourns.

A sample meeting agenda is outlined below:

Meeting Agenda	
1.	Roll Call
2.	Approve agenda and goals for the meeting
3.	Review of current situation (ISNAP and Situation Reports from participating agencies)
4.	Status of current activities
5.	Emerging regional policy level issues
6.	Discussion of sheltering specific issues impacting the region
7.	Sharing of best practices
8.	Additional support needed by the SRCG
9.	Next meeting time

E. SRCG Goals

Members of the Sheltering Regional Coordination Group are responsible to provide information from their agency in order to develop a unified sheltering outlook prior to, during, and after an incident occurs. Upon activation the participants on the initial SRCG conference call should consider the following goals:

- ✓ Establish situational awareness
- ✓ Facilitate information sharing to gain a common operating picture
- ✓ Identify planning concerns, gaps, and needs
- ✓ Establish goals and objectives for the group
- ✓ Coordinate with private and non-profit sectors
- ✓ Coordinate with Federal programs and support functions
- ✓ Provide recommendations to host agencies on coordinated regional response to sheltering
- ✓ Provide public information recommendations to the regional Joint information System (JIS)
- ✓ Identify potential resources

F. SRCG Considerations for Discussion

Generally the primary considerations for discussion should include gathering of situational awareness through discussion of each jurisdiction's current situation and may utilize different tools to assist in gaining awareness. One tool which may be used to provide an assessment is the Incident Snapshot (ISNAP). This tool can guide the

discussion through a format that each jurisdiction utilizes. The ISNAP should include an assessment of the overall impact to County/Tribe (cities will roll up into each county's report):

RED	YELLOW	GREEN	BLACK
Critical	Significant	Limited	Unknown

While the ISNAP is intended to assess broad scale impacts and can guide the discussion, it is important to consider assessment from other sources such as situation reports and situation summaries from each jurisdiction. Consider impacts identified in the ISNAP and related them to how they impact sheltering issues:

Impacts from ISNAP	Considerations for SRCG discussion
Government Infrastructure	Have key policy issues been discussed surrounding host community, pass through communities, mass feeding, sheltering locations, and accessibility?
Transportation	Is there major infrastructure damage on roadways, overpasses and bridges that may impact flow of evacuees? What mass transportation resources are available to assist with the mass movement of those seeking shelter? Have there been transportation considerations for people with access and functional needs? Are pass-through communities aware of the potential transportation impacts that may be on the way?
Utilities	Is alternative power available where regional shelters are located? Is there sewer and water contamination? Does the alternative power support, elevators, HVAC or lights only? Is the local sewer system able to accommodate the shelter population numbers? Is facility sewer system dependent on electric lift pumps? Are port-a-potties readily available at the site? Including ADA accessible? Is the local water system stable and potable? Are the utilities impacting the communications, wireless internet, telephone, radio access?
Medical	Do the regional shelters co-locate medical and general populations? Have accommodations been made for populations with access and functional needs? Have alternate care facilities been identified? Are feeding operations necessary at the facility?
Communications	Has a regional JIS been activated to ensure clear and uniform dissemination of information? Are there communications systems available at the facilities? How are evacuation routes being communicated? Are evacuees able to receive information while en-route to a shelter?
Public Safety	Are there public safety concerns related to security of sheltering facilities, and safety of evacuees during travel? Are there facility security considerations? Are there health and sanitation concerns in the area where evacuees are being directed?
Environment	Are there any environmental threats restricting the ability for some to evacuate? If so, is sheltering in place a wise alternative?

A discussion of issues that may be identified as needing to be coordinated regionally:

Key issues that may be coordinated regionally by the SRCG	
✓	Shelter opening sequence, locations, capacity, and demobilization
✓	Evacuation routes, pass through routes, and inter-jurisdictional traffic planning as they relate to shelter locations
✓	Public information priorities to be communicated through the JIS
✓	Common logistical elements needed

G. Task Forces

The SRCG may determine the scope of certain issues requires the formation of task forces in support of a specific need. Task forces may be formed when the burden of work exceeds the group’s capabilities or subject matter expertise. Task forces provide a more focused scope of work in order to provide coordination and assistance with recommendations to the SRCG group membership. Task forces may be formed to address issues such as:

Task Forces	
✓	Household Pets and Service Animals
✓	Host Community Planning
✓	Re-Entry Planning
✓	Mass Feeding (See Appendix E)
✓	Complex Sheltering/Mega Sheltering
✓	Access and Functional Needs

H. Policy Issues

The following are examples of potential strategic or policy-level issues that may be appropriate for consideration by the Sheltering Regional Coordination Group during the planning, response, and recovery from a catastrophic incident.

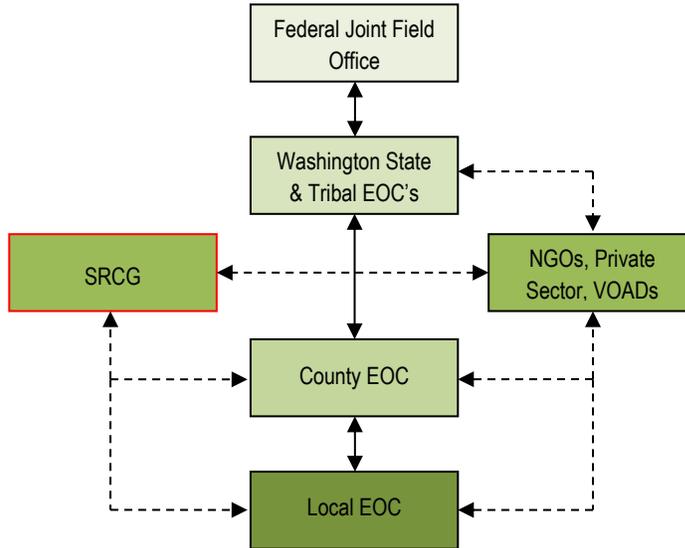
- ✓ Providing regional situational awareness for sheltering
- ✓ Developing regional complex shelters to support mass sheltering across multiple communities
- ✓ Developing recommendations for sheltering priorities when multiple incidents are occurring across jurisdictions within the region
- ✓ Considerations for host community impacts on infrastructure
- ✓ Implications on how sheltering issues impact other RCPGP annexes
- ✓ What jurisdiction is responsible for costs associated with sheltering
- ✓ Household pets and service animal acceptance policies
- ✓ Regional capability to provide support to spontaneous, non-traditional (e.g. faith based) shelters

I. Coordination with Incident Management Entities

While the SRCG is comprised of members from a variety of agencies, it is important to utilize existing linkages defined within the National Incident Management System. The figure below shows the formal pathway for incident management coordination and support (designated by solid black lines), which flows from local jurisdictions to their

respective County Emergency Operations Center (EOC), then to the State EOC, Tribal EOCs, and finally to the Federal Government.

The SRCG does not usurp or infringe upon this coordination structure. Instead, the SRCG provides a mechanism for sheltering leads to share information and to develop regional situational awareness and recommendations on issues related to sheltering topics.



III. Resources

There are many different of resources available to agencies in the region that may augment the tools they currently have in use. Below is a list of potential resources that can be used region wide to assist in a sheltering incident.

A. National Shelter System with Shelter Locations Map and Matrix

The National Shelter System (NSS) is a web-based data system that contains profiles of emergency shelters and facilities nationwide. It allows users to identify, track, analyze, and report on disaster preparedness and operations data. Shelters can be associated with FEMA Disaster numbers or American Red Cross Disaster Relief Operation numbers. It also can be used to support day-to-day shelter management in response to a disaster of any size.

All current registered and potential shelter locations can be found in the NSS. This includes shelters designated under the American Red Cross and through FEMA.

The major functions of NSS	
Identify Shelters	NSS captures shelter information to create profiles for shelters around the United States. Following is a short list of the data collected: Shelter address, Evacuation capacity, Availability dates, and ADA compliance.
Track Shelter Operations	NSS allows shelter operators to collect and track information on the day-to-day operations of an active shelter. Information collected includes the number of meals or snacks served, and population statistics by age and need evaluation.
Analyze Shelters	NSS information can be analyzed during planning, preparedness, response to and recovery from a disaster. Some information that is collected in NSS that are valuable during their processes include: Population history, Accessibility information, Meals served, and Household pet accommodations.
Report on Shelters	NSS provides reports to assist users in analyzing information. Reports include: Shelter population, Ad Hoc Reporting based on data required, Shelter Mapping and Operations.

The login page is at <https://portal.fema.gov>, but log-in permission comes from the local Emergency Management office/department POC, who then sends application for approval to WA Emergency Management Division, and then to the FEMA Regional POC.

B. Catastrophic Incident Snapshot (ISNAP) for Counties and Tribal Governments

As outlined in the Coordination Plan the standard tool for counties and tribal governments to report status for shared situational awareness will be the ISNAP. This tool can be found at:

http://www.emd.wa.gov/plans/plans_index.shtml#R or by [double clicking here](#).

C. List of Mass Notification Systems in the Puget Sound

System	Communities Served	Description	Capabilities	Owner and Contact Info
AlertSense, Inc.	Statewide	State duty officer notifications	911 database and landlines only	WA EMD Duty Officer 800-258-5990
	King County (City of Bellevue)		911 database and landlines only	King County OEM Duty Officer
	Snohomish County		911 database and landlines only	Snohomish County Duty Officer
	Island County (Whidbey and Camano Islands and City of Oak Harbor)	Emergency and community alerts	911 database and landlines only	Island County DEM
	City of Seattle	OEM Staff and volunteer notifications	Opt-in	Seattle OEM Mark Sheppard 206 684 5027 mark.sheppard@seattle.gov
AlertCast	Thurston County	River Flooding Alerts	Opt-in	Thurston County EM
All Hazards Alert and Broadcast (AHAB) Sirens	City of Oak Harbor	Siren for outdoor alert/warning	Wail, other sounds, and verbal instructions	Dave Hollet, Island County DEM and Emergency Manager, City of Oak Harbor
	Pierce County – Lahar inundation zone in Puyallup River Valley	Siren for outdoor alert/warning	Wail, other sounds, and verbal instructions	Pierce County DEM, Washington EMD, and SS911 (dispatch center)
	City of Tukwila	Siren for outdoor alert/warning	Wail, other sounds, and verbal instructions	City of Tukwila
Cassidian, Communicator NXT	City of Seattle	Supports City Light outage notification and limit public and staff notification	911 Database, lists, and API to business systems	Seattle Department of Information Technology Phil Black 206 386 1528 phil.black@seattle.gov
Code Red	City of University Place	Public safety-focused alerts	911-database (landlines) and Opt-in	City of UP Public Safety Jennifer Hales
	City of Auburn	Emergency and community alerts	911-database (landlines) and Opt-in	City of Auburn Sarah Miller 253-876-1909
	City of Kent	Emergency and community alerts	911-database (landlines) and Opt-in	
	City of SeaTac	Emergency and community alerts	911-database (landlines) and Opt-in	
	City of Federal Way	Emergency and community alerts	911-database (landlines) and Opt-in	
	Mason County	Emergency and Community alerts	911-database (landlines) and Opt-in	Mason County Division of Emergency Management

Emergency Alert System (EAS)	Region-wide	Emergency alerts over TV and radio		State and local EOC
Everbridge	Pierce county (PC ALERT)	Emergency and community alerts	911-database (landlines) and Opt-in	Pierce County DEM Duty Officer 253-798-7470
	Pierce County (PC WARN)	Specified groups w/in Pierce County – i.e. Public Safety, Health, SAR	Opt-in	Pierce County DEM Duty Officer 253-798-7470
	City of Renton (Renton RedAlert)	Emergency and community alerts	911-database (landlines) and Opt-in	City of Renton EOC Duty Officer 425-766-2720
	City of Shoreline	Emergency and Community alerts	911-database (landlines) and Opt-in	City of Shoreline EM Duty Officer 206 801 2700
GovDelivery	City of Bellevue	Emails/cell phones/wireless devices for alerting and public information	Only opt-in	City of Bellevue OEM
IPAWS	Nationwide	Integrated Public Alert and Warning System	Utilizes EAS, WEA, NOAA's NWS networks and internet applications	WA EMD Duty Officer 800-258-5990
Mapstorm ENS (Emergency Notification System)	Skagit County	Reverse 9-1-1 type system	9-1-1 database and opt-in for cell phone/wireless device	Skagit 9-1-1
NOAA Weather Radio	Region-wide	Radio alerts on specific radio channels; requires purchase and programming by user	Dependent upon radio signal reception	NOAA
NW WARN	Statewide	Critical Infrastructure and Private Sector	Opt-in	Northwest Warning, Alert & Response Network. https://nwwarn.mystateusa.com/ nwwarn@nwwarn.org 866.287.6079
OneCallNow	City of Seattle	Supports Water and Solid Waste customer notification for emergencies and service disruption	Uses imported lists from customer information databases and other sources	Seattle Public Utilities Ned Worcester 206 233 2000 ned.worcester@seattle.gov
PIER System	Kitsap County	Voluntary sign up for Alert and Warnings, monthly preparedness messages. Also used as first responder call out	Only opt-in	Kitsap County DEM
Reverse 911	Bellevue, Kirkland, Mercer Island, Clyde	Emergency and community alerts	911-database (landlines) and	NORCOM

	Hill, Medina, Woodinville, Shoreline, Bothell, Northshore, Snoqualmie, Fall City, Duvall, Redmond, Skykomish, and Issaquah		Opt-in	
	Snohomish County	Emergency and community alerts	911-database (landlines) and Opt-in	Snohomish County Duty Officer
Skagit County Email List-Serve	Skagit County	Email/cell phone/wireless device alerting & public information	Only opt-in	Skagit County Information Services
Telecom Recovery	Nisqually Tribe		911-database	Telecomrecovery.com

D. SRCG Meeting Agenda Example

Meeting Agenda
1. Roll Call
2. Approve agenda and goals for the meeting
3. Review of current situation (ISNAP and Situation Reports from participating agencies)
4. Status of current activities
5. Emerging regional policy level issues
6. Discussion of sheltering specific issues impacting the region
7. Sharing of best practices
8. Additional support needed by the SRCG
9. Next meeting time

IV. Mega-Shelter Planning

During a catastrophic incident local jurisdictions will respond to the sheltering needs of the affected populations per their normal response mechanisms. Non-governmental agencies that traditionally deliver mass care services such as the American Red Cross, The Salvation Army, community and faith based organizations, and other NGOs will also respond in accordance with their internal policies and procedures. Many spontaneous nontraditional shelters, including those managed by volunteers such as churches and various charity organizations, may be established following an emergency. These shelters may not have all the necessary equipment, personnel, and supplies to support mass care operations.

Operating multiple small scale shelters in the region may not be sustainable in terms of staff and support requirements in a catastrophic situation. Consolidation into a mega shelter(s) may be needed to leverage resources and focus supportive services.

The definition of a Long Term or Mega-Shelter in the [Shelter Guidance Aid and Shelter Staffing Matrix](#) on the National Mass Care Strategy website is:

a safe congregate care, environmentally protected facility utilized for durations typically longer than 2-weeks for populations displaced by an incident or an event. The focus of this type of shelter is not on the number of people sheltered but on the need for additional supplemental services due to the extended period individuals will be sheltered.

While Mega-Sheltering operations is defined as longer than two weeks it is important to note that in some instances sheltering operations continue for months. With sustained operations come other challenges, limitations in the supply chain, taxing of resources, costs etc. Coordination between all levels of government, non-governmental organizations, National and State Voluntary Organizations Active in Disaster and other voluntary organizations along with the private sector will be crucial. The SRCG will play an important role in bringing together representatives and subject matter experts to discuss recommendations and regional coordination for implementing Mega-Shelters, as well as key considerations in supporting the sheltered populations.

A. Potential Triggers:

Below is a list of potential triggers for making recommendation to open a Mega-Shelter. This is not an all inclusive list.

Triggers for opening a Mega-Shelter include one of more of the following:	
✓	Multiple housing units significantly damaged or destroyed displacing more people that can be accommodated by smaller local shelters
✓	People evacuating to or stranded in the region without a place to stay
✓	Local sheltering capability at capacity or overwhelmed
✓	Limited resources available at smaller shelter sites / need to consolidate resources
✓	Large impacts to transportation routes - limited access to smaller shelter locations
✓	Residents are unable to shelter in place or procure an adequate shelter alternative
✓	Power/utility impacts are significant in residential areas
✓	Mass Evacuation
✓	Disruptions in the supply chain

B. Key discussions:

Below is a list of potential issues that may need addressing:

Key issues that may arise concerning Mega-Sheltering	
✓	Care and shelter support for large number of disaster workers that will enter the region
✓	Facility inspections (structural) prior to and during facility use
✓	Integration of national and federal resources
✓	Location relative to affected population and available services
✓	Re-unification of families
✓	Security issues, including staffing
✓	Shelter Staffing – prolonged staffing requirements, multiple shifts, who provides staff
✓	Supporting variety of access and functional needs
✓	Sufficient hygiene resources (toilets, showers, wash stations)
✓	Sufficient feeding and dormitory space
✓	Laundry Services
✓	Transitioning people out of shelter to more permanent housing
✓	Duration of sheltering
✓	Re-unification of families
✓	Child care
✓	Health and medical support to shelter populations (e.g. pharmacy refills)
✓	Mental health services for emergency workers and affected populations
✓	Pet sheltering
✓	Shelter consolidation
✓	Costs –where is funding coming from and how are costs allocated

C. Site identification

Potential Sites	
✓	Arenas
✓	Convention Centers
✓	Domes
✓	Parks
✓	Performing Arts Venues
✓	Schools/ Colleges/ Universities
✓	Stadiums
✓	Vacant Commercial Facilities

An emergency or disaster in the Puget Sound affecting multiple jurisdictions may exceed the response capabilities of individual jurisdictions and may require support from both within and outside the region. Once the request has been made through normal emergency management resource requesting processes the Washington State Emergency Management Division's Logistics section will work on identifying, procuring, and assessing Mega-Shelter sites. Washington Department of Enterprise Services has a list of commercial venue contracts and would coordinate with WA EMD in implementing those contracts. Both the American Red Cross and WA EMD have assessment tools to determine the appropriateness and capacity of a potential shelter site. Based on the incident the SRCG can make mega-shelter site recommendations to jurisdictional representatives.

D. Recommendations

One of the major gaps identified in the planning process is the identification of mega-shelter sites and planning surrounding a regional mega shelter concept in the Puget Sound Region. The concept of operating multiple small scale shelters in the region may stress the support system for sustained sheltering activities in a catastrophic incident. A mega shelter would allow resources to be consolidated and focused to single sites thus limiting the impact on local agencies and response organizations. It is recommended that future planning efforts include the development of a regional mega sheltering concept.

The International Association of Venue Managers (IAVM) and the American Red Cross have collaborated to enhance the planning processes and preparedness for mega-sheltering and, in partnership with many stakeholders, have produced *The Mega-Shelter Planning Guide*. The purpose of the guide is to provide public assembly venues, their communities, emergency managers, shelter operators, and the many others who may be involved in a mega-shelter's operation with a comprehensive guide to formulate and implement plans and procedures. The guide is designed to be a resource in all phases of mega-sheltering – planning, preparedness, readiness, response and recovery and includes specific sections that provide action steps for each of these phases. The *Mega-Shelter Planning Guide* is a valuable resource for shelters of all sizes and for all stakeholders. The guide can be found at: <http://www.fema.gov/pdf/emergency/disasterhousing/mspg.pdf>

Additional Mega-Sheltering guidance can be found in section V. Tools of this Annex.

V. Tools

A. Templates and Guides

1. [Commonly Used Shelter Items & Services Listing \(CUSI-SL\) Catalog](#) - FEMA
This document provides information on items that will most likely be necessary during shelter operations. Outlined in this document are the major items, their descriptions, and the minimum and maximum quantity that would be necessary for shelter operations. Under a presidential declaration of a major or emergency disaster the state may request additional support through FEMA. This support may include the purchase of items listed in the CUSI-SL. This tool can provide information to the SRCG during planning and response.
2. [Shelter Guidance Aid and Shelter Staffing Matrix – October 2010](#)
This document outlines considerations to be made when deciding to use a facility for the purpose of sheltering an affected population during disasters. It is intended to give guidance on minimum requirements for opening shelters. Furthermore it includes:
 - i. Facility considerations for long term sheltering
 - ii. Staffing considerations long term sheltering
3. [Mega-Shelter Planning Guide, October 2010](#) -International Association of Venue Managers
This document provides the methodology to update procedures and practices and to continually improve the service and operation of a mega-shelter. Key components include:
 - i. Concept of Operations- with key questions to address and detailed actions to specific considerations
 - ii. Mega-shelter framework – help to determine key human and physical resources needed
 - iii. Mega-Shelters Practices and Indicators
4. [Mega-Shelter A Best Practices Guide for Planning, Activation, and Operations](#)
Includes but not limited to:
 - i. Definitions of Shelter Types
 - i. Activating Mega-shelters
 - ii. Mega-Shelter Configurations
 - iii. Sample Intergovernmental Agreement
 - iv. Sample Industry Standard Facility Use Agreement
5. [National Mass Care Strategy](#)
6. [Non-traditional Shelter Concept of Operations Template](#)
This document highlights important information on the use of non-traditional sheltering and case studies of how non-traditional sheltering worked in different disaster nationally.
7. [ADA Checklist for Emergency Shelters July 2006](#)
8. [Eligible Costs Related to Evacuations and Sheltering: Disaster Assistance Policy 9523.15](#)
9. [Host-State Evacuation and Sheltering Reimbursement: Interim Disaster Assistance Policy 9523.18](#)

VI. Appendices

A. Evacuation and Sheltering Gap Analysis (Snapshot)

 Regional Catastrophic Planning Team

Evacuation and Sheltering Gap Analysis

Citizen Evacuation 

 **Mass Care**
(Sheltering, Feeding and related Services)

A gap analysis on citizen evacuation, shelter-in-place, and mass care plans and resources in Island, King, Kitsap, Mason, Pierce, Skagit, Snohomish, and Thurston counties, State of Washington EMD, Military (Ft. Lewis/McChord), University of Washington, City of Bellevue, City of Seattle, and the American Red Cross.



B. Planning Considerations for High Risk Individuals in the Puget Sound Region



**Planning Considerations
for High Risk Individuals
in the Puget Sound Region**

April 20, 2010

C. Sheltering for Household Pets and Service Animals

Household Pet and Service Animal Annex

This template is designed to assist jurisdictions in the Puget Sound Region with developing a Household Pet and Service Animal Annex. The template follows the format established in the Federal Emergency Management Agency's (FEMA) *Comprehensive Preparedness Guide (CPG) 101 Version 2.0: Developing and Maintaining Emergency Operations Plans*, dated November 2010. Please note that this template contains sample language that can be discarded or used in part or whole at the decision of the jurisdiction. **Bold** text is guidance information and regular text is sample language. All underlined text must be replaced with jurisdiction-specific input. Please delete this paragraph when finalizing your document.

I. Purpose, Scope, Situation, and Assumptions

A. Purpose

(This section of the Annex should contain a general statement of the Annex's purpose. The purpose section should also be supported by a brief synopsis of the Annex and any supporting appendices. The following is sample language.)

This Annex provides guidance for the various departments and agencies within (Name of Jurisdiction) with a general concept of potential emergency assignments to ensure the rescue, care, shelter, and essential needs of individuals with household pets and service animals and to such animals.

B. Scope

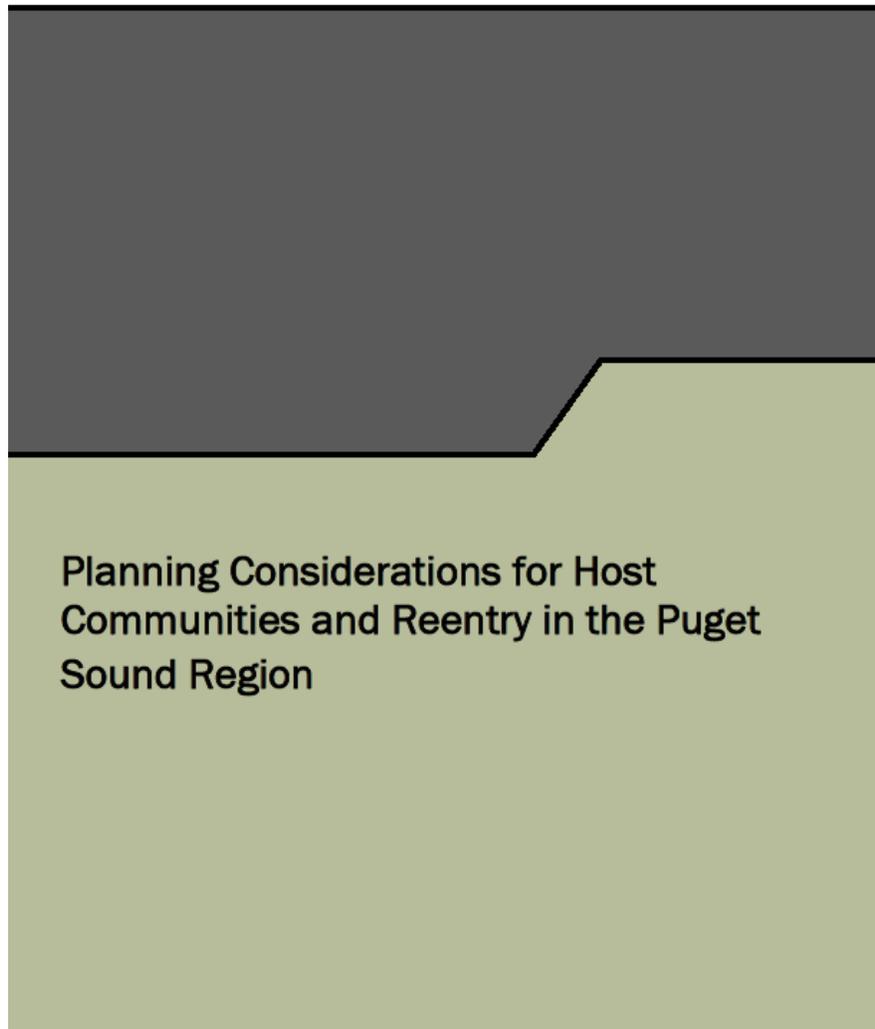
(This statement describes the departments and agencies this Annex applies to and the general operating parameters. Definitions included in this section need to be modified by each jurisdiction to match their overall emergency policies regarding the shelter and care of household pets. Shelter types that will not be followed by the jurisdiction should be deleted. The following is sample language.)

This Annex applies to all departments and agencies within (Name of Jurisdiction) along with the private sector and volunteer organizations. This Annex also governs external support agencies responding within the jurisdiction to a disaster or emergency situation involving the rescue, evacuation, shelter, or care of household pets.

Congregate household pet shelters will provide protection from the elements, as well as for food, and water for all evacuated and rescued household pets. Congregate household pet shelters will also coordinate emergency veterinary services and assess the need for decontamination to protect the welfare of such animals. The following definitions guide the scope of the jurisdiction's response operations.

D. Planning Considerations for Host Communities and Re-entry in the Puget Sound Region

June 1, 2012



Planning Considerations for Host Communities and Reentry in the Puget Sound Region

E. Puget Sound Region Feeding Plan



Puget Sound Region Feeding Plan

December 1, 2012

Regional Catastrophic Disaster Coordination Plan

F. Emergency Shelter Communications Toolkit

Emergency Shelter Communications Toolkit



Appendix F: Sheltering Annex

RCPGP Sheltering Annex: Emergency Shelter Communications Toolkit DRAFT | 5-20-2014 | City of Seattle Department of Parks and Recreation

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G. Training and Exercise Chapter

Puget Sound Region



Sheltering Annex

Training, Exercise, and
Evaluation Chapter

Regional Catastrophic Disaster Coordination Plan