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



## FOREWORD

The purpose of this guidance 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. It is not prescriptive and does not generate legal requirements or duties. Nothing in this document alters or impedes the ability of local, tribal, State, and/or Federal officials; government agencies that may be responsible for the functions described herein; or internal organizations to perform their responsibilities under all applicable laws, executive orders, and directives.

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## **INTRODUCTION**

### **Purpose**

The purpose of this document is to provide guidance that will help emergency planners create and update emergency plans that incorporate considerations related to serving as a host community to an evacuated population from an impact area or being an impact area that sends evacuees to a host community.

### **Applicability**

The information set forth in this document is applicable to emergency management agencies and their partners in the Puget Sound region.

### **Organization**

This document is organized by topic area, based on and expanding on the topics listed in the Federal Emergency Management Agency (FEMA) Evacuee Support Planning Guide. Planning considerations specific to each topic are listed herein and address policy issues and operational considerations. In addition, considerations specific to the three distinct areas of the host community process have been outlined. These areas include: i) jurisdictions that are located within the impact area and are sending people from their jurisdiction to a host community; ii) jurisdictions that evacuees will pass through en route from the impact area to the host community; and iii) jurisdictions that will receive evacuees (host communities).

Some topics that are discussed may not be applicable to every type of host community (i.e., impact, pass-through, host), especially in the case of the pass-through areas. For example, sheltering will not be a requirement in a pass-through area. If a designated pass-through area encounters a circumstance that requires it to shelter evacuees, it then becomes a host community and should note the considerations for that situation. The topics for which planning considerations have been detailed are as follows:

- Cross-Jurisdictional Communication and Coordination
- Transportation
- Reception
- Tracking of Evacuees
- Family Reunification
- Self-Evacuees
- Decontamination
- People with Disabilities and Others with Access and Functional Needs
- Health and Medical Care
- Sheltering and Housing
- Feeding
- Household Pets
- Education
- Employment
- Social and Community Programs
- Evacuee Return/Reentry
- Volunteer and Donations Management
- Finance, Administration, and Reimbursement

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## **DEFINITIONS OF TERMS**

To promote a consistent, shared understanding of the concepts discussed within this document, the following terms and definitions should be noted.

### **Host State**

“A State, territory, commonwealth, or tribe that, by agreement with an impact-State or the Federal Emergency Management Agency (FEMA), provides evacuation and sheltering support to individuals from another State that has received a Presidential emergency or major disaster declaration, due to an incident.”<sup>1</sup>

### **Impact State**

“The State for which the President has declared an emergency or major disaster and that, due to a need to evacuate and/or shelter affected individuals outside the State, requests such assistance from FEMA pursuant to §206.208.”<sup>2</sup>

### **Host Area**

A jurisdiction or community within a State or region that, by agreement with another area (e.g., State, county, jurisdiction, tribal government), provides evacuation and sheltering support to individuals from the area that has been or is expected to be impacted by a major disaster incident.

### **Impact Area**

An area that has been significantly affected, or is expected to be significantly affected, by a disaster. The impact area often experiences a disruption in basic services that are needed to sustain life and requires an evacuation of its population.

### **Pass-Through Area**

A pass-through area is a non-impacted jurisdiction or community through which an evacuating population will pass en route to a host area. This area may have reception sites, including Reception Processing Sites (RPSs), Transfer Points for government-assisted evacuation transportation, and/or Information Points (sometimes called Welcome Centers) for self-evacuees. Some evacuees may choose to remain in a pass-through area rather than continue on to a designated host area.

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<sup>1</sup> As defined within the Glossary/Acronyms page of FEMA’s online National Disaster Housing Strategy Resource Center, <http://www.fema.gov/emergency/disasterhousing/glossary.shtm>.

<sup>2</sup> As defined by FEMA’s *Interim Disaster Assistance Policy 9523.18: Host-State Evacuation and Sheltering Reimbursement*, [http://www.fema.gov/pdf/government/grant/pa/9523\\_18.pdf](http://www.fema.gov/pdf/government/grant/pa/9523_18.pdf).

## Reception

Reception, a function within an evacuation operation, is a process in which individuals seeking evacuation assistance are identified, assessed, registered, and tracked. In an impact area, these evacuees are directed to government-provided evacuation transportation; in a host area, they are received and directed to sheltering locations. They may also be reassessed or initially assessed in a pass-through area, if applicable. Reception operations can have limited or expanded functions depending on the needs and circumstances of the event. Reception may include the use of Information Points (or Welcome Centers), the services of which are generally limited to restrooms and access to information and are designed to assist self-evacuees.

## Return and Reentry

Following a disaster incident/event, it may be unsafe for the evacuated population to return to the impact area. Once a representative from an impact area has advised that the area is safe and secure and that the infrastructure is able to support the population, the local government will advise that reentry is authorized. Host areas may then seek to return evacuees that they have been sheltering and housing. Reentry may be limited to specific areas within the impact area and may exclude areas that are still uninhabitable. Impact areas may also restrict access by permitting entry to pre-disaster residents only.

## **CONSIDERATIONS FOR *HOST COMMUNITIES AND REENTRY* PLANNING**

### **Cross-Jurisdictional Communication and Coordination**

The effectiveness of the host community and reentry mission is contingent on the proactive, coordinated, and regular exchange of necessary information between jurisdictions. Determining what that information is, how it is obtained, how it is and can be exchanged, and when it is needed is necessary when planning for and conducting these operations. The following are steps that can be taken to facilitate effective cross-jurisdictional communication and coordination.

- Engage in discussions with intrastate partners (e.g., local jurisdictions, communities, nongovernmental organizations [NGOs], and the State) regarding plans and procedures relating to the following:
  - Host and pass-through operational agreements with potential impact areas.
  - Cross-jurisdictional joint operation planning for evacuations and host agreements.
  - Plans and procedures for cross-jurisdictional and/or regional communications interoperability and compatibility.
  - Cross-jurisdictional resource-sharing of equipment and personnel.
  - Cross-jurisdictional support for sheltering and reception operations.
- Coordinate with the State regarding support and resources, including coordination of Federal resources, if applicable.
- Develop cross-jurisdictional, regional, and State coordination of public messaging and Joint Information Center (JIC) operations.
- Deconflict personnel and material resources that may be shared, planned for, or anticipated to be used by multiple jurisdictions, agencies, and organizations.
- Coordinate with regular suppliers, as well as alternate vendors, other jurisdictions, and government agencies outside impact areas for alternate supply sources, delivery methods, and timelines as supply and resupply lines may be damaged or destroyed in an incident/event.
- Review and assess the benefits of joining and coordinating with the Washington Intrastate Mutual Aid Compact (WAMAC), which is designed to support resource sharing across jurisdictions within the State.

### **Transportation**

Many people in an impact area will be able to evacuate themselves (i.e., self-evacuees) by using their own means of transportation. Other evacuees, such as individuals with disabilities and others with access and functional needs (including being transportation-dependent), require assistance to evacuate. For evacuees requiring assistance, local governments should plan to provide appropriate modes of evacuation transportation.

## Policy Decisions

- Create policies and procedures that address the following:
  - Determining what modes of transport will be used and engaging in the creation of agreements that may be used in connection with a disaster event. This may include private contracts (e.g., commercial/charter bus, plane, trains), Memorandums of Understanding (MOUs)/Mutual Aid Agreements (MAAs) with government transportation departments (e.g., school buses), or coordination with the State for the use of Federal assets (e.g., military air or ground transport).
  - Accessing vehicles (e.g., request to school board for use of school buses, activate charter bus contract, FEMA air support).
  - Waivers for use of city vehicles, which may necessitate authorization to travel outside of the vehicles' normal operational areas or routes.
  - Determining activation triggers and authorized activation agencies.
- Create policy for the level of support that should be provided for pass-through evacuation transportation to include law enforcement traffic control, reception sites, and/or transport for emergency maintenance.
- Determine the credentialing and security requirements for vehicles and drivers that are used for a government-assisted evacuation (e.g., commercial driver's license [CDL], background check).
- Determine reimbursement policies relating to disasters that do not receive a Presidential disaster declaration.
- Review Office of Superintendent of Public Instruction (OSPI) system for categorization and inventory of public vehicles to determine if this system might be useful in the evacuation of an impact area or within a host area setting.

## Impact Area Sending Evacuees to Host Areas

- Assess the following transportation resources to determine evacuation capacity and capability:
  - Modes of transportation to be used (e.g., ground, air, rail, or water).
  - Vehicle quantity and availability.
  - Deconflict fuel supply issues and locations used for multiple modes and units of transport by different organizations.
  - Distances and times for which vehicles can be used before refueling is necessary.
  - Fueling and refueling capacity and capability.
    - Location of fueling stations (quantity, distance to station)
    - Types of fuel (e.g., compressed natural gas [CNG], gasoline, diesel)
    - Refueling station capacity

- Fuel suppliers and resupply timelines (deconflicting with other users, estimated time required for resupply, access through or from damaged areas)
- The capacity of individual vehicles, taking into account the size of passengers (e.g., children, adults) that can be accommodated, supplies (e.g., water, snacks), evacuee personal property (e.g., durable medical equipment [DME], luggage), and, if applicable, household pets.
- Driver availability and required credentialing.
- Assess what resources (e.g., paratransit vehicles, medical transport bus managed and housed by the City of Seattle) may potentially be used by multiple jurisdictions or agencies/organizations and deconflict such use.
- Create timeline that begins at the activation alert and ends at the final departure of evacuees via government-provided transport.
- Create policies and procedures for credentialing and liability coverage for drivers who assist with evacuation efforts (e.g., using school bus drivers for evacuation, military personnel).
- Create evacuation activation alert process that provides updated information about transportation assets and drivers.
- Coordinate with host area emergency operations centers (EOCs) for destination information.
- Plan for logistics, mass care, and health and medical support services (e.g., health and medical evacuee assessment, snack and hydration resources).
- Request law enforcement assistance for traffic control plan.

### **Pass-Through Communities**

- Request law enforcement assistance for traffic control plan.
- Identify rest or relief areas that can be used in the event there are no restrooms on the modes of evacuation transportation, transportation breaks down, or extended travel times require the driver to stop for relief or refueling.
- Create MOUs for sites to be used as RPSs, if applicable.

### **Host Areas Receiving Evacuees**

- Request law enforcement assistance for traffic control plan.
- Coordinate with impact area officials to decide how information will be exchanged between host and impact areas and with individual operators of evacuation transport.
- Plan for methods of exchanging information relating to incoming evacuees between the impact and host areas. This information may include types of evacuation transport being used, estimated time of arrival (ETA), number of evacuees per mode of transport, known health and medical information, and an indication of whether or not registration and tracking have been initiated.

- Arrange local transportation that can be used by shelter populations to access local support services (e.g., medical office visits, shopping, recovery services). This may include transportation to and from household pet shelters, so evacuees may care for or visit their pets.
- Determine fueling and refueling resources, capacities, and sites.

### Reception

In connection with local and State governments' responsibility to protect the health and safety of their citizens (which may necessitate evacuation and sheltering), 44 Code of Federal Regulations (CFR) 206.61g and 206.223 establish that the responsible agencies and departments may determine that a reception process may be necessary to support evacuation and sheltering operations.

The reception function may occur in various areas and forms, including in the impact area at the beginning of an evacuation process (Evacuation Point); at a pass-through location (RPS or Information Point); or in a host area (RPS, Information Point, or Shelter). At an Evacuation Point, government transportation-assisted evacuees are registered, tracked, assessed for issues or needs, and placed on transport for evacuation to a host area. At an RPS, evacuee manifests are checked, issues and needs are assessed or reassessed, and evacuees are registered into shelters. Available services at reception sites for self-evacuees are generally limited to information and access to restrooms.

### Policy Decisions

- Create policies in the event reception systems will include RPSs, indicating where the system will be implemented, which agency will have authority and responsibility for activating it, and what information will be tracked.
  - Determine how unaccompanied minors/children and adults requiring care will be handled (e.g., initial registration, personal assistance providers, transition to official agency custody, reunification).
  - Plan to deconflict use of and provide general staff, health and medical staff, and personal assistance providers to assist people with disabilities and others with access and functional needs. Staff with specific training and qualifications may be limited and needed in multiple functions.
  - Develop policy to address how evacuees who are subject to judicial and/or legislative orders restricting their freedom of movement (e.g., sex offenders) will be processed through reception and in connection with evacuating or receiving situations.
  - Coordinate tracking policies. (See Tracking of Evacuees section.)
- Determine reimbursement policies for reception activities. (See FEMA Disaster Assistance Reimbursement Policies and Information section.)

### Impact Area Sending Evacuees to Host Areas

- Reception activities at an RPS may include some or all of the following:

- Receive evacuees who require government-provided transportation assistance.
- Identify needs of people with disabilities and others with access and functional needs, medical needs, or needs relating to household pets.
- Support unaccompanied minors or adults who require care and supervision.
- Provide a designated location where evacuees may gather prior to evacuating, transfer between modes of transport, or seek temporary respite.
- Register and track the population that is being assisted during the evacuation in an effort to:
  - Begin or continue the process of family reunification.
  - Coordinate the tracking of evacuees with their household pets, DME, or personal items (e.g., luggage) that may have been moved or sheltered separately from them.
  - Support FEMA reimbursement documentation requirements.
- Develop plan to support evacuation of tourist population, which may entail:
  - Coordination with private transportation carriers, determining if carriers and departure locations (e.g., airports, train terminals) are operational, and changing tourists' original tickets to accommodate immediate departure to their home destinations.
  - Coordination with operational private transportation carriers to honor tickets from non-operational carriers.
  - Identify this population as non-residents, evacuate them, and advise host areas to assist them in coordinating their departure to their home destinations.
- Identify community groups and organizations (e.g., disability advocates and support groups, immigrant and ethnic community centers) with which to partner for support of reception in an effort to better integrate these communities by building trust and communicating more effectively at the time of an incident.

## Pass-Through Communities

- Plans should include the following activities:
  - Coordinate with agencies and NGOs for reception operation support.
  - Continue reception process that may have commenced in an impact area (e.g., health reassessment).
  - Implement additional processes that an impact area may have been unable to implement (e.g., tracking, initial health assessment).
  - Manage issues that may have transpired or become apparent during transport (e.g., crowd control).
- Optimize the time for moving evacuees through the registration process by implementing the following:

## PLANNING CONSIDERATIONS FOR HOST COMMUNITIES AND REENTRY

- Create organized flow of evacuees through an RPS by using rope lines (e.g., ropes, stanchion posts), direction signage, multiple registration stations, and staff.
- Register and separate household pets early in the registration flow process.
- Limit the amount of information requested at intake to include only essential information.
- Move evacuees who require more than basic transportation to their own line in an effort to provide time for more detailed information intake without slowing down the general population line. In these lines, registration personnel can assess additional needs including:
  - Health and medical issues
  - Disability or other access and functional need
  - Personal assistance provider need
  - Household pet registration
  - Possible transition to alternate forms of transportation (e.g., medical transport)
  - Possible alternative sheltering environment (e.g., unaccompanied minor shelter, medical needs shelter [MNS], hospital)

### Host Areas Receiving Evacuees

- Create a reception plan similar to an impact area plan that includes processes and procedures for directing evacuees who require additional support to appropriate resources.
- Design reception operations plan that addresses various contingencies, including:
  - Continuation of reception process that may have commenced in an impact or pass-through area.
  - Initiate initial registration process if it did not take place prior to departure from the impact area or in a pass-through area.
- Create MOUs for sites to be used as RPSs, if applicable. Deconflict resources to ensure that the facility is not slated to be used for sheltering or in connection with other operational needs.
- Create staffing plan for RPSs to include registration, health and medical assessment, security, operations, and traffic control. Coordinate with government agencies and NGOs for reception operation support.
- Coordinate with community groups and organizations to support reception in an effort to more effectively support individuals who may be reluctant or unable to communicate without assistance.
- Plan to manage issues that may have transpired or become apparent during transport (e.g., health degradation, security issues).
- Plan for transportation to move evacuees to shelters (in instances when the RPS is not located within the shelter).



- At the time of return/reentry of evacuees to the impact area, implement reverse reception process. (See the Evacuee Return/Reentry section for additional details.)
- Develop plan to support the return of the tourist population to their home destinations. This may include the following actions:
  - Identify this population as non-residents.
  - Assist tourists and coordinate with their private transportation carriers to change tickets to accommodate immediate departure or to honor other carriers' tickets if the carriers that issued the original tickets do not depart from the host area.
  - Coordinate with Federal resources for support in moving the tourist population from in-state impact and host areas to transportation hubs in other areas for departure to their destinations.
  - Direct tourists to shelter locations, if necessary, until transportation is available.

## Tracking of Evacuees

Tracking transportation-assisted evacuees allows impact and host areas to track the movement of evacuees, as well as their household pets, luggage, and DME. Tracking also provides information for family reunification purposes and supports record-keeping efforts for Federal reimbursement policies. Tracking should begin as soon as possible and may occur in the impact area prior to the point at which evacuees board transport, at RPSs in pass-through areas, or at RPSs in host areas. Upon arrival in host areas, tracking will be verified. Multiple agencies and/or organizations may be involved in supporting the tracking function, including tasks relating to registration and security.

## Policy Decisions

- Decide upon and create tracking policies that include the following considerations:
  - Whether tracking will be implemented.
  - The type of system to be used.
  - The cost of a tracking system and how it will be funded and purchased, if applicable.
  - The agency or agencies responsible for the system maintenance.
  - The agency or agencies responsible for the tracking function.
  - Personnel who are authorized to dispense and use the tracking equipment.
  - What information will be gathered and in what environment (e.g., reception, shelters, evacuation, host area).
  - Management of confidentiality and privacy issues including:
    - Information to be collected
    - Secure storage of data
    - Use of identifying information or anonymous identifier (e.g., a number)

## PLANNING CONSIDERATIONS FOR HOST COMMUNITIES AND REENTRY

- Security of data gathering system (e.g., radio-frequency identification [RFID] system, barcode system, creating a mobile phone tracking application, hard copy)
  - The creation of a mobile phone application would also need to consider compatibility and accessibility with various mobile systems
- Management of health and medical information (e.g., specific personnel to gather health and medical information, secure storage and transfer of information).
- Management of evacuees who refuse to provide their personal information or do not have identification with them.
- Management of evacuees within the tourist population.
- Review the functions and capabilities of the Salamander system, which is currently used by the State and some counties for tracking purposes.
  - Determine if it can effectively be used to track evacuees, DME, household pets and service animals, and personal property.
  - Assess compatibility and standardization with systems used by other areas and expandability to areas that do not currently have it or may not have access to it when an incident occurs.
  - Determine how gaps in the system (e.g., areas where the system has not been implemented; types of property, such as livestock, that cannot be easily tracked with this system) will be managed.
- Create policy for the tracking of unaccompanied minors and adults requiring care.
- Develop policy to address transport of evacuees who are subject to judicial and/or legislative orders restricting their freedom of movement (e.g., sex offenders) in evacuating or receiving situations.
- Create policy for the level of support to be implemented (e.g., tracking/reception) in pass-through areas.
- Determine reimbursement policies relating to disasters that do not receive a Presidential disaster declaration.
- Develop return/reentry policies (e.g., where and when tracking will commence and end).

### **Impact Area Sending Evacuees to Host Areas**

- Assess the different types of tracking systems (e.g., manually capturing data, using barcode readers together with wristbands or badges, RFID). The system chosen should meet the needs of both the impact and host areas and should be compatible between them.
- Choose a tracking system that is consistent and interoperable with the systems of receiving jurisdictions.
- Create plan for use of tracking equipment (e.g., authorized personnel, training, maintenance, storage, distribution of equipment).

- Determine the information that is essential and optional to capture from evacuees.
  - Essential information to collect, prior to evacuation if possible, includes:
    - Name
    - Date of birth
    - Names of family members, guardians, and dependents
    - Pre-disaster address or point of origin
    - Cross-referenced information relating to DME, service animals, household pets, and personal luggage
    - Information relating to immediate medical issues
    - Household pets information
      - Household pets should be tagged and, if resources are available, micro-chipped and tracked with the owner’s information.
  - Additional data that may be collected if time permits includes:
    - Post-disaster contact phone number, if known
    - Emergency contact numbers
    - Names of family members (if any) residing in the local host area
    - Authorization/permission to share evacuee information with other disaster response organizations/agencies
- Create procedures for managing evacuees who cannot or will not provide information about themselves. These procedures may entail:
  - Providing translators or personal assistance providers.
  - Placing these evacuees on separate transport vehicles.
  - Implementing additional identification methods (e.g., fingerprinting).
  - Refusal to accommodate these evacuees on government-provided transportation.
- Create procedure whereby a passenger manifest may be maintained by the operator/driver of any government-provided transportation vehicle. The manifest may then be provided to registration upon arrival in the host area RPS or shelter.

## Pass-Through Communities

- Create a reception plan that may include the use of RPSs for transportation-assisted evacuees and Information Points for self-evacuees seeking information.
- Design a plan to address instances of evacuees who choose to permanently exit or are removed from a mode of transport prior to arrival at a host area RPS.
  - Coordinate with law enforcement to plan how to address security issues that may arise en route.

- Coordinate with health and medical services for a plan to support evacuees with medical or mental health emergencies, degradation of health, or other health needs that may arise en route.
- Update manifest to reflect change in passenger count or condition.
- Advise host area EOC of departure.

### Host Areas Receiving Evacuees

- Determine which tracking system(s) are being used by potential impact areas and endeavor to use the same system or a similar, compatible system. If systems are incompatible, communicate with the impact area regarding what information-sharing mechanisms might be implemented.
- Coordinate with impact area officials to learn what information will be collected at registration prior to evacuees leaving the impact area and communicate how this information will be provided to the host area.
- Understand that some modes of evacuation transportation may arrive without passenger manifests and/or without evacuee registration and without tracking having been completed. This may occur even if an impact area has advised that it will implement a tracking process for out-bound evacuees.
- Implement a plan for registration that includes the opportunity to follow up on registration that may have been initiated in the impact area or to complete initial registration if no such process has been implemented.
- If using an automated tracking system, a contingency plan (e.g., manual system) should be in place in the event the automatic system malfunctions or is inaccessible.

### Family Reunification

In the often chaotic and fast-paced process of evacuation, especially in no-notice events, families may become separated and require support in being reunified. The reunification process should begin as soon as possible, while keeping in mind that the safety of the evacuees should be prioritized. Reunification may take time, and evacuees, who are vulnerable, such as unaccompanied children or adults requiring care, should be provided with adequate support and a safe environment.

### Policy Decisions

- Create policies for reunification, including:
  - Timeline for activation of reunification activities.
  - Support and custody for unaccompanied minors or adults requiring care until reunification can take place.
  - Acceptable time period between identification of family member and reunification.
  - Identification verification methods and requirements.

- Care and custody of unaccompanied people requiring care.
- Custody transition timing and requirements in the event parents/guardians cannot be located or if they are located but have been found to be deceased.
- Develop policy and plan for how physical reunification of unaccompanied minor/child or adults requiring care will occur (e.g., transportation of unaccompanied child or parent/guardian, mode of transport, en route security).

### **Impact Area Sending Evacuees to Host Areas**

- Develop a plan to gather as much data as possible to assist in family reunification. This plan can be included as part of reception and may include the following information:
  - Names of family/guardian and missing persons.
  - Location where family/missing person was last seen.
  - Contact information of family/guardian/missing person, if known.
  - Age and physical description of missing person.
  - Any disabilities or access and functional needs to be aware of.
- Develop coordination between the impact area and the host area EOCs' Human Services branches to promote information sharing in support of reunification.
- Provide authorized personal assistance provider and secure area for supervision of unaccompanied children or adults requiring care during evacuation transport.
- Develop policy and procedure for direct hand-off of unaccompanied children or adults requiring care to authorized staff at reception and shelter.
- Have evacuees provide a release-of-information authorization to allow the reunification function to exchange information with other areas and functions to aid in reunification efforts.

### **Host Areas Receiving Evacuees**

- Coordinate information-sharing with impact area for information previously gathered and vital records information, if available.
- Develop reunification processes with appropriate privacy safeguards to include the following actions:
  - Coordinate with the National Center for Missing and Exploited Children (NCMEC) regarding missing or unaccompanied children.
  - Set up or coordinate with a Family Assistance Center (FAC), if applicable.
  - Develop process to gather missing person data from family or guardians.

- Plan to access and implement missing person identification tools (e.g., Red Cross Safe and Well, National Emergency Family Registry and Locator System [NEFRLS]).<sup>3,4</sup>
- Assess other methods for information sharing such as bulletin boards at shelters and reception sites, electronic boards at public sites (such as those used following the 2011 Japan earthquake and tsunami), and media and public messaging outlets.
- Integrate processes to safeguard and support unaccompanied individuals until they are reunited with family and to reunite located families. These processes may include the following actions:
  - Provide care-giving and/or custody, as needed.
  - Provide transportation to support reunification efforts as needed.
  - Implement identification verification process for individuals seeking custody of an unaccompanied minor or adult requiring care.
  - Coordinate with local and State social services agencies and law enforcement to assist with the transition and ongoing custody and care of unaccompanied individuals.
- Create a Reunification Strike Force made up of local personnel, including law enforcement and social services. The purpose of this group would be to focus on reunification issues in planning and during an event and to consolidate information and coordinate the process of reunification.

### Self-Evacuees

Many evacuees from an impact area will have their own means of transport and will move themselves out of harm's way. They may, however, seek shelter and support while in a host area and may require information during their evacuation.

### Policy Decisions

- Determine the level of support that should be provided for self-evacuees who shelter in the community rather than in government-provided shelters.

### Impact Area Sending Evacuees to Host Areas

- Create public information plan to publicize shelter locations, host areas, road conditions (e.g., closures, contraflow, and detours), decontamination issues and locations, weather conditions, and situation updates regarding the disaster. Additional information may include listings of pet-friendly hotels/motels in the area.

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<sup>3</sup> The American Red Cross Safe and Well resource page can be accessed via <https://safeandwell.communityos.org/cms/index.php>. Accessed April 13, 2012.

<sup>4</sup> The National Emergency Family Registry and Locator System is managed by FEMA. For more information, go to <https://egateway.fema.gov/inter/nefrls/home.htm>. Accessed April 13, 2012.

- Coordinate the use of all information outlets that may be available, including media outlets, social media, toll-free information lines, and Information Points located along evacuation routes.

## Pass-Through Communities

- Some self-evacuees passing through an area on the way to a host area may be unwilling or unable to continue traveling and will choose to stay in the pass-through area. Options to address this scenario include the following actions:
  - Advise evacuees who wish to stay at the pass-through area that sheltering and support services are unavailable in the pass-through area and direct them to the nearest location for such services.
  - Provide information about local hotels and motels.
  - Provide warming, cooling, or respite centers for short-term, non-dormitory support for self-evacuees who desire a temporary rest during their evacuation, a place where they can recharge mobile telephones or other electronic devices, or access to limited canteen and hydration supplies.
  - Activate standard procedures used during local disaster incidents/events that may provide limited sheltering and support services for this population.
  - Advise hospitals and medical facilities to prepare for possible needs if evacuees are unable to continue traveling due to a medical condition that requires attention or care.

## Host Areas Receiving Evacuees

- Activate standard procedures used during local disaster incidents/events to provide sheltering and shelter support services (e.g., feeding, health assessment/care) for this population.
- Provide warming, cooling, or respite centers for short-term, non-dormitory support for self-evacuees.
- Understand that as self-evacuees' personal resources become strained, they may turn to the host area for a variety of support services such as food supplies, shelter, and social programs.
- Together with local media outlets, provide ongoing public information messages to communities in which evacuees are staying.
- Additional support may be required for this population, including:
  - Expanded quantity or size of shelter facilities due to the number of evacuees.
  - Decontamination if evacuees are arriving from a contaminated area.
  - Expanded health and medical support depending on the nature of the disaster incident, potential health degradation as a result of travel, and the surge in population.
  - Feeding resources provided through a Point of Distribution (POD).

- Recovery assistance.

## Decontamination

If an event includes an element of contamination, evacuees will require decontamination. In order to limit the spread of the contamination and potential impact to the health of evacuees and response personnel, decontamination should take place as soon as possible—preferably before evacuees enter any evacuation facility or mode of evacuation transportation.

### Policy Decisions

- Create decontamination policies for evacuees and staff for entrance into any facility or onto any government-provided mode of transportation in an impact area, pass-through area, or host area.
- Determine requirements for health and medical decision making regarding isolation, quarantine, and information sharing.
- Discuss with health and medical planners the need for different policies based on the types, levels, and timelines of different contamination scenarios (e.g., chemical, biological, radiological, nuclear, and high-yield explosives [CBRNE]).

### Impact Area Sending Evacuees to Host Areas

- Use standard decontamination processes devised by pre-identified agencies; however, note that the scale of the process may require adjustment in a large event.
- Decontaminate all evacuees, evacuee possessions, household pets and service animals, and DME before entering an RPS and before boarding government-provided transportation.
- Plan for a decontamination area to be located near, but outside, RPSs.
- Plan for the provision of clean clothing for evacuees exiting decontamination.
- Decontaminate or dispose of evacuee luggage and personal items, household pets, service animals, and DME.
- Plan for medical triage to be implemented and evacuees to be given a health assessment specific to the contamination effects. Based on the results of the health assessment, evacuees will be directed to proceed to reception, transportation, and appropriate host locations.
- If contaminated evacuees are admitted to an RPS, onto modes of transport, or into a shelter, these venues will need to be decontaminated, as will all staff and evacuees at the site prior to continued use.

### Host Areas Receiving Evacuees

- It is most effective to decontaminate evacuees and their possessions prior to the time they leave the contaminated area as opposed to after they board transport and/or enter pass-through or host areas.



- If it is not feasible to decontaminate government-transported evacuees prior to departure from the impact area due to threat of harm, decontamination should take place in pass-through or host areas prior to evacuees entering RPSs or shelters.
- Use the same plans and processes discussed in connection with an impact area's considerations for decontamination as measures required in an impact area scenario will be the same as a host area scenario.
- Continue monitoring the health of decontaminated evacuees until there is no longer a risk or threat to health.

## People with Disabilities and Others with Access and Functional Needs

In an evacuating population, a percentage of that population will consist of people with disabilities and others with access and functional needs. These evacuees may require additional support, which should be provided, as possible, during all stages of evacuation, sheltering, and return/reentry.

### Policy Decisions

- Confirm that adequate support will be provided for people with disabilities and others with access and functional needs and that such support is included in host area policies and procedures.
- Determine what credentials, background checks, and training will be required for staff who will be personal assistance providers for people with disabilities and others with access and functional needs.
- Assess liability concerns and determine which agency will be responsible for care provided by personal assistance providers.
- Determine what assistance will and will not be offered by personal assistance providers or health staff in general population shelters and in medical needs areas within general population shelters.
- Create policies for support of unaccompanied minors.
- Determine financial policies for acquiring and maintaining DME and other specialty item purchases.

### Impact Area Sending Evacuees to Host Areas

- Plan for a percentage of the evacuee population to require different modes of transportation such as ambulance or paratransit vehicles.
- Request assistance from Medical Reserve Corps (MRC) and other NGOs with health and medical support personnel to support this function. Determine credentialing requirements and the level of care that may be offered by volunteers of varying levels of expertise and licensing/certification.
- Deconflict the use of health and medical support personnel (e.g., MRC) with other functions and facilities that may be using or requesting use of the same resources.

- Determine host locations for populations evacuating from healthcare facilities such as nursing homes.
- Specific assistance by personal assistance providers, specialty supplies, or DME should be provided. Evacuees' specific needs may relate to issues with mobility, communication, supervision, and medical needs.
- Refer to guidance documents (see Reference Documents section for more details) that are available to support planning efforts for this population. These references include:
  - FEMA's *National Response Framework* (NRF), which seeks to define this population.
  - FEMA Office of Disability Integration and Coordination's *Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters*, which focuses on supporting individuals with access and functional needs within a general population shelter.
  - The National Council on Disability's emergency planning guidance, *Saving Lives: Including People with Disabilities in Emergency Planning*.
  - The American Red Cross' training program for home caregivers and guidance to support seniors during disaster.
  - *Restoring Hope for Older Disaster Victims*, a joint publication of AARP and Home Depot.
  - *Planning Considerations for High Risk Individuals in the Puget Sound Region*, a compilation of planning assumptions designed to support this population.

### Host Areas Receiving Evacuees

- Use the same guidance and practices to support people with disabilities and others with access and functional needs as what is used by impact areas.
- Plan for equipment (e.g., ramps) and local transportation to be available to assist evacuees as they exit evacuation transportation and while being sheltered (e.g., space accommodations for DME, accessible buses).
- Determine which shelters and areas within shelters best support this population's needs (e.g., mobility, quiet areas, separate medical area).
- Methods and means for providing personal assistance and/or some limited types of health and medical care to sheltered evacuees include the following:
  - American Red Cross policy now allows Red Cross registered nurse (RN) volunteers to provide some level of medical care in Red Cross shelters.
  - Nursing students may be a resource for some medical care in shelters if under the supervision of an RN.
  - Under certain circumstances, public health departments may choose to deploy teams to shelters to provide minimal health and medical care, as has been done by King County Public Health.

- Develop Functional Assessment Service Teams (FASTs) in collaboration with the American Red Cross, as Pierce County has done.
- Use the Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) database pre-event, through the State Department of Health, to register and verify the credentials of licensed or certified health, medical, and mental health personnel.<sup>5</sup> The State of Washington has approximately 200 people registered as of May 2012.
- Coordinate with the State Department of Health to access the ESAR-VHP system during an event in an effort to acquire health and medical personnel support.
- Implement public information campaigns to advise evacuees in the community where they can seek assistance and to request volunteer and donation support from the local community to solicit assistance from medical health personnel and equipment providers.

## Health and Medical Care

Evacuating populations leaving an impact area and arriving in a host area will include some people with health or medical needs. Conditions that may have been under control prior to evacuation may also be exacerbated, and health conditions may degrade during the evacuation process. Evacuees will need an initial health assessment as well as ongoing health support while in host areas. Many of the medical support and assessment procedures are the same—whether they take place in the impact area prior to evacuees being transported or when they arrive in host areas.

### Policy Decisions

- Determine how health and medical support will be conducted (e.g., level of care, waivers for healthcare personnel credentials, insurance requirements).
- Create policy regarding when a medical assessment will be conducted (e.g., at reception, upon entry into shelters) and indicate if host areas will require this assessment to be completed prior to evacuee entry into host areas, facilities, or other operational areas.
- Create policy for review and approval of health and medical credentials.
- Determine what assistance will and will not be offered by personal assistance providers and health staff in general population shelters, in medical needs areas within general population shelters, and in MNSs, when applicable.

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<sup>5</sup> The Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) is “a federal program created to support states and territories in establishing standardized volunteer registration programs for disasters and public health and medical emergencies. The program, administered on the state level, verifies health professionals’ identification and credentials so that they can respond more quickly when disaster strikes. By registering through ESAR-VHP, volunteers’ identities, licenses, credentials, accreditations, and hospital privileges are all verified in advance, saving valuable time in emergency situations.” For more information, go to <http://www.phe.gov/esarvhp/pages/about.aspx>.

- Assess whether to request a Governor's waiver authorizing use of out-of-state and/or previously credentialed (e.g., retired medical professionals) personnel.
- Create or implement policy for support of those with mental health issues.
- Review and adjust policies that dictate how evacuees are transferred between shelters and hospitals (e.g., Health Insurance Portability and Accountability Act [HIPAA] restrictions, information-sharing, tracking).
- Create or implement reimbursement policies for healthcare facilities (e.g., hospitals, clinics) that support host area sheltering.
- Create and disseminate policy for how instances of infectious diseases (e.g., whooping cough, flu, bacterial illnesses) will be addressed in congregate settings. Solutions may include but are not limited to social distancing, personal hygiene public information campaign, isolation, or quarantine procedures.

### **Impact Area Sending Evacuees to Host Areas**

- Basic first aid supplies and care, as well as emergency care, should be available at all sites.
- Conduct a health assessment as soon as possible in the evacuation process. This may be at the point of evacuation, at an RPS, upon entrance to a shelter, or in connection with all of the above.
- Train staff members who provide health, medical, or mental health care and verify credentials to ensure that their capabilities are appropriate to the level of care they are providing.
- Ensure that the basic health assessment form provided by the Department of Health and Human Services (HHS) is also used by the Red Cross to determine if an evacuee requires additional assistance.
- A health assessment may determine if an individual requires alternative transportation, a personal assistance provider, medical assistance, or accommodations in a location other than a general population shelter.
- In contamination events, assess evacuees for health and medical effects prior to entering RPSs or government-provided transportation and assess again in host areas. Continued monitoring should take place during the sheltering process.

### **Host Areas Receiving Evacuees**

- Medical personnel, supplies, and equipment (including specialized forms of transit) will likely be in heavy demand by various facilities, agencies, and organizations during and following an incident/event and will often be prioritized to impact areas. Deconflict with other host areas and impact areas for the use of these resources.
- Request assistance from MRC and other NGOs with health and medical support personnel to support this function. Determine credentialing and what level of care volunteers of varying levels of expertise may offer.

- Determine if Alternate Care Facilities (ACFs) and/or medical needs areas in general population shelters or MNSs may be an option. If planned for possible use, determine how such shelters will be staffed.
- Conduct health assessments at registration prior to the point at which evacuees enter the shelter—as either a follow-up to an assessment performed in the impact area at the time of evacuation or as an initial assessment.
- A health assessment may determine if additional assistance is needed. This additional assistance may constitute a personal assistance provider, medical assistance, or the need to move an evacuee to a medical area within the shelter, a MNS, or a healthcare facility/hospital.
- In shelters, support for health and medical care of the evacuee population may be provided in one or several of the following ways, which are contingent on variables such as space, resources, and staff availability:
  - Nearby accessible hospital with available space.
  - Nearby health and medical clinic.
  - Local pharmacy support.
  - First aid and emergency care at shelter.
  - MNS in the area.
  - Walk-in clinic on-site at shelter.
  - Full medical needs unit on-site at shelter.
- If contamination is detected or a contagious condition is identified, health personnel should isolate the evacuee(s) and advise security, the EOC, and shelter management. Entrance into the facility by any evacuees should be discontinued until health conditions are assessed and determined to be safe.
- Hospitals in host areas should be prepared to receive evacuees requiring various levels of care, admittance, or redirection to other support areas.
- Use local paratransit and ambulance services and coordinate assets with the local transportation agency. These services may become overburdened due to the increase in population; create MOUs and MAAs for access to additional assets from other areas to supplement if and when necessary.
- Evacuees who are “worried well” (i.e., evacuees who are healthy, but fear they may have negative health effects due to the disaster) may present themselves.
- Mental health issues may be identified at the time evacuees arrive at a host area or may become apparent at a later time. The monitoring of shelter facilities should be ongoing so any emerging issues can be addressed.
- Local examples of care and shelter approaches in a host area for an evacuated population include but are not limited to:
  - Deploying the MRC team members and setting up an ACF that provides high-level medical care.

- If King County is a host area, it plans to manage medical care in general population shelters if possible
- Working together with the American Red Cross to perform medical assessments at shelters.
- Keeping medical care of animals and livestock within their shelters where possible, as well as having a veterinarian or veterinary technician on staff.
- Providing vision and dental services at the shelter.

## Sheltering and Housing

To receive an evacuated population, host areas will need to activate their sheltering plans, basing their capacity needs on information they receive from the impact area. Shelter types that may be implemented to support an evacuee population include the following:

- **Warming, Cooling, or Respite Centers** accommodate self-evacuees who do not require full sheltering, but who may seek temporary rest or a place to recharge mobile phone batteries during their evacuation. These sites do not have dormitory areas and have limited services.
- **General Population Shelters** accommodate self-evacuees and transportation-assisted evacuees and may accommodate those with disabilities and others with access and functional needs who are able to care for themselves or function independently with the assistance of a personal assistance provider.
- **Medical Needs Shelters (or a medical needs area within a general population shelter)** accommodate evacuees whose health and medical needs exceed the level of care that is provided at a general population shelter but do not meet the criteria for admission into a medical facility.
- **Other Needs Shelters** accommodate evacuees who are subject to judicial and/or legislative orders that restrict their freedom of movement, such as sex offenders, and cannot be sheltered with the general population.
- **Household Pet Shelters** accommodate evacuated household pets and animals evacuated or rescued from an impact area.
- **Transitional Shelters** accommodate post-incident sheltering with longer durations in accommodations such as hotels, motels, or berthing ships.
- **Interim Housing** supports post-incident recovery housing operations for longer durations and includes options such as apartments, mobile homes, and temporary created housing (e.g., temporary structures, soft-sided structures).

These shelters and housing options have different support criteria, longevity, and staffing needs. Most evacuees should be sheltered in general population shelters based on information received at registration and during a health assessment.

Sheltering will continue until one or more of the following actions has occurred: i) return and reentry plans are implemented; ii) evacuees have transitioned from shelters to interim or permanent housing; or iii) evacuees relocate to another area.

## Policy Decisions

- Create policies for activation and deactivation of MOUs for host area sheltering.
- Determine how unaccompanied minors/children and adults requiring care will be handled in sheltering (e.g., care and shelter, personal assistance providers, transition to official agency custody, reunification).
- Develop sheltering policy to address evacuees who are subject to judicial and/or legislative orders restricting their freedom of movement (e.g., sex offenders).
- Determine reimbursement policies for host area sheltering.
- Assess whether the host area will shelter indefinitely or set a maximum time after which evacuees will need to either be moved to other shelters or to transitional housing outside the host area or be absorbed into the community and regular community social services.

## Impact Area Sending Evacuees to Host Areas

- Advise host and pass-through areas of the following:
  - Request for activation of MOUs for host area support.
  - ETA of transported evacuees in host areas.
  - Modes of transportation used.
  - Quantity and condition of evacuees.
  - Issues (e.g., health, disabilities, security).
  - An indication if registration and tracking was implemented.

## Pass-Through Communities

- Activate public information outlets and provide with updates as needed.
- Coordinate with host areas on the movement of government-provided modes of transportation from RPSs to host areas.

## Host Areas Receiving Evacuees

- Develop a plan for mass sheltering of impact area evacuees based on existing sheltering plans.
- Using an existing shelter survey, assess facilities capable of supporting mass sheltering and examine the following:
  - Types of sheltering or interim housing structures (e.g., existing buildings).
  - Size, internal structure (e.g., number of restrooms, layout).
  - Availability of facility and continued availability timeline.
  - MOU or contract for use.

## PLANNING CONSIDERATIONS FOR HOST COMMUNITIES AND REENTRY

- Choose sites that comply with the Americans with Disabilities Act (ADA), the Architectural Barriers Act (ABA), and the Uniform Federal Accessibility Standards (UFAS).
- Access to transportation (public or private) and community services (e.g., post offices, banks, health clinics, pharmacies, faith-based centers, schools, and PODs).
- Capability of expanding internal services (e.g., post office, health/medical clinic).
- Resources for assessment may include *Design and Construction Guidance for Community Safe Rooms* (FEMA 361) when building new facilities and the U.S. Department of Justice's (DOJ) *ADA Checklist for Emergency Shelters*, which sets forth information on how facilities can support evacuees with disabilities and others with access and functional needs.
- Assess the capacity and capability to support mass sheltering operations, including:
  - Coordination with sheltering organizations to determine their capacities and capabilities.
  - Proximity of shelters to arrival points (e.g., airports, bus depots, railheads, RPSs) to determine traffic control and transportation needs.
  - Availability, capacity, and capability of sheltering personnel resources.
  - Availability and capacity of material resources for sheltering.
  - Surrounding community infrastructure (e.g., fire, law enforcement, hospital, utilities, court system).
- Develop shelter staff planning guidance to address the following:
  - General shelter staff.
  - Health and medical staff.
  - Personal assistance providers.
  - Supporting functions (e.g., building maintenance, emergency medical technicians [EMTs]).
- Deconflict any potential conflicts for use of facilities by different organizations or functions.
- Develop plans to accommodate the transition of evacuees from shelters to the impact area, an area closer to the impact area, transitional shelters, and interim housing.
- Plan for when and how communities will transition out of sheltering operations.
- Interim sheltering for longer periods (e.g., 6–8 weeks) may not be feasible in all facilities or all areas.
  - Transitional housing may be a more effective option, using resources such as hotels, motels, and cruise ships.
  - When considering congregate sheltering versus transitional housing, FEMA Public Assistance (PA) reimburses for congregate shelters and not for transitional



housing. Transitional housing is funded directly by the facility providing the housing (e.g., hotel).

- Develop plan in coordination with Reception to support the return of the tourist population to their home destination. This may entail the following actions:
  - Provide shelter with other evacuees until transportation is available.
  - If not done at Reception, assist tourists to coordinate with their private transportation carrier to change their tickets for immediate departure.
  - Coordinate with Federal resources for support in moving the tourist population out of host areas to transportation hubs in other areas for departure to their next destination.

## Feeding

General feeding plans in support of shelters may be implemented in host areas. Additional feeding needs may be addressed by setting up a canteen or full feeding arrangement at RPSs in impact and host areas and by distributing food supplies on evacuating modes of transport.

### Policy Decisions

- Determine the level and timeline of feeding and food supply support that should be provided, including the following:
  - Canteens at impact evacuation points and in pass-through areas.
  - Canteen supplies (e.g., snacks and water) on modes of transportation.
  - Feeding of shelter populations at shelters.
  - Community Points of Distribution (C-PODs) to support self-evacuees residing in a host community who have run out of resources and have not received Individual Assistance (IA) funds.
- Review and create reimbursement policies for host area feeding operations.

### Impact Area Sending Evacuees to Host Areas

- The feeding of an evacuee population begins in the impact area with the distribution of snacks and hydration (e.g., water) supplies for consumption during evacuation travel.
- Feeding may also be offered at some RPSs in the form of a canteen or full feeding depending on the need (e.g., duration of travel, time of day).

### Pass-Through Communities

- Plan for the provision of snacks and hydration if none were stocked or provided to evacuees at impact area reception.

## Host Areas Receiving Evacuees

- Once in the host area, the feeding of sheltered evacuees will be necessary until they transition to interim housing or return to the impact area.
- Feeding resources may be in the form of commercial vendor-provided meals (e.g., catered), shelf-stable meals (e.g., Meals, Ready to Eat [MREs]; self-heating meals), or prepared meals.
- Discuss feeding MOUs, capacity, and capability with NGOs whose missions include mass feeding support in disaster events (e.g., Southern Baptist Disaster Relief, Red Cross, The Salvation Army, Feeding America).
- Create partnership agreements with local businesses for supplies that may support C-PODs and/or shelter population feeding.
- Determine if C-PODs will be used to support self-evacuees in the host communities. Issues to consider include:
  - How people seeking supplies will be identified as evacuees.
  - If evacuees who have received IA funds will be ineligible and how they would be identified.
  - The period of time for which C-PODs will remain open.
  - Whether C-PODs constitute necessary supplemental assistance or will instead undermine the commerce of local retailers.
- Review and assess government social services programs for support of evacuee feeding operations. These include the U.S. Department of Agriculture's (USDA) Supplemental Nutrition Assistance Program (SNAP) and the similar Disaster-SNAP (D-SNAP).
- Request State or Federal support for host area feeding operations, if needed.
- Consider specialized dietary needs (e.g., health-related, cultural); stock accordingly.
- With regard to self-evacuees who are sheltered in host communities and may run out of resources but are not eligible for or have not yet received FEMA IA funds, consider the following:
  - Although self-evacuees may not all require shelter, due to the impact on their local hosts (e.g., family) or their temporary location (e.g., hotel), they may seek a supplemental feeding resource to offset the cost to their hosts or because of unavailable food supplies or cooking capability.
  - Arrange for C-PODs to support food supply distribution, taking into account plans for site design and location (e.g., drive-in, walk-in, layout, hours).
    - Identify partners with locations suitable for a C-POD operation.
    - Coordinate with suppliers (e.g., local donations, local food banks, local vendors, State EOC Logistics, FEMA) for resources to support C-PODs.

- Determine reimbursement criteria for use of C-PODs to support self-evacuees within a host area. Federal government assets and funds used for a C-POD operation to support self-evacuees who have applied for or have received FEMA IA or who can rely on local working supply chains and retail outlets may be ineligible.
- Ensure sites are accessible to people with disabilities and others with access and functional needs.
- Identify security and site egress and ingress to promote effective service delivery and limited impact to local community traffic patterns.
- Determine which forms of personal identification will be required to indicate evacuee status (and detect local residents who would not be eligible to receive feeding assistance).

## Household Pets

Both impact and host areas should prepare for the potential need to support household pets, either in evacuation or sheltering and return. Impact areas should consider that some studies have shown that household pet owners may be less likely to evacuate if they are unable to bring their household pets with them. Supporting household pet evacuation and sheltering may increase the number of people who seek safety.

In 2006, the Pets Evacuation and Transportation Standards Act of 2006 amended the Robert T. Stafford Disaster Relief and Emergency Assistance Act. This change was designed to “ensure that State and local emergency preparedness operational plans address the needs of individuals with household pets and service animals following a major disaster or emergency” and to “ensure that such plans take into account the needs of individuals with household pets and service animals prior to, during, and following a major disaster or emergency.”<sup>6</sup>

Household pets may be evacuated together with evacuees on government-provided transportation or may be evacuated separately. Additionally, in host areas, household pets may be sheltered in various ways. Host areas should consider the options for sheltering pets that are most effective given the area’s capabilities and resources and should refer to guidance for how to best support the safety and well-being of evacuees and household pets.

## Policy Decisions

- Create policy determining what animals will be evacuated and sheltered (e.g., FEMA definition of household pet, exotic animals).

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<sup>6</sup> As set forth in the Pets Evacuation and Transportation Standards Act of 2006 (Public Law 109-308), [http://frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=109\\_cong\\_public\\_laws&docid=f:publ308.109.pdf](http://frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=109_cong_public_laws&docid=f:publ308.109.pdf). Accessed April 16, 2012.

## PLANNING CONSIDERATIONS FOR HOST COMMUNITIES AND REENTRY

- Review and assess impact of household pet and animal sheltering policies on reimbursement.
- Create policies for tracking, household pet transport (e.g., together with owners, on separate household pet transport), identification verification, and reunification of household pets with their owners.
- Develop policies for handling household pets and animals including those that arrive with their owners and animals that are found and/or rescued from the impact area.
- Develop policy that addresses the length of time the household pet and animal sheltering operation will continue and the policy and plan for disposition of animals (e.g., post for adoption) if no owner claims them after the shelters have closed. This entails review of FEMA reimbursement policy regarding time conditions for pet sheltering.
- Create policy for necessary veterinary care to be administered to household pets and other animals during evacuation. This includes the following:
  - Level of care for sheltered pets.
  - Whether to require vaccinations of household pets entering into shelters.
  - Whether to vaccinate livestock being sheltered (while understanding that livestock, once vaccinated, may not be considered organic, a factor that could affect livestock from certified organic farms).
- Review Federal reimbursement policies and create local and State policies for incidents/events that do not receive a Presidential disaster declaration.

### **Impact Area Sending Evacuees to Host Areas**

- Create MOUs or contracts for the provision of appropriate transportation to assist with pet evacuations for evacuees who have pets but do not have their own means of transportation.
- Transportation vehicle considerations should include such factors as space, carrier/cage configuration, climate control, and hydration needs and access.
- Stock or acquire sufficient household pet supplies to be used during evacuation (e.g., cages/carriers, leashes).
- Appropriate animal care personnel should be on hand to process household pets during the registration process and assess any animal health or medical needs.
- Set up respite and relief areas at RPSs along the evacuation route if household pets are transported together with evacuees.
- Provide information to self-evacuees that describes where they can shelter with or near their household pets.
- Implement a tracking and registration system to ensure reunification of owners with their household pets post-disaster.

- If a Federal major emergency or disaster declaration is issued, FEMA will only consider Federal reimbursement of costs associated with “emergency pet evacuation and sheltering activities” for animals, as defined in FEMA’s *Disaster Assistance Policy (DAP) 9523.19: Eligible Costs Related to Pet Evacuations and Sheltering*. If states choose to expand services for other animals (e.g., exotic pets), costs associated with such supplemental services will not be eligible for Federal reimbursement.

## Pass-Through Communities

- If RPSs are to be set up on evacuation routes, plans should include providing respite and relief areas for household pets and, as needed, pet feeding and hydration supplies.

## Host Areas Receiving Evacuees

- Pre-identify facilities that may be used as household pet shelters. Depending on capability, this may include any or all of the following options:
  - Stand-alone, co-located if possible, household pet shelters separate from human shelters.
  - Household pets sheltered in a separate area within a human shelter.
  - Pet-friendly human shelters.
- Assess shelter capacity and resource requirements (e.g., facility capacity, sheltering cages, blankets, food, water, stock of medications) for estimated numbers and types of household pets.
- Host areas may include cost reimbursement as criteria of a household pet sheltering MOU with another area if Federal reimbursement is not an option.
- Host-States are eligible for Federal reimbursement for costs incurred for household pet sheltering, as defined under section 403(a) of the Stafford Act [42 USC 5170b(a)] and FEMA’s *DAP 9523.19: Eligible Costs Related to Pet Evacuations and Sheltering*, when a mutual aid agreement is in place, a Federal emergency has been declared, or at FEMA’s request.

## Education

Hosted grade school (K–12) evacuee children may not be able to return to their schools in the impact area within a reasonable period of time. Host areas may need to integrate evacuee children into their school systems. Students enrolled in institutions of higher education may also be unable to return to their college or university and may consider transferring their enrollment or supplementing it elsewhere for an interim period. Host state departments of education, school boards, and faculty will need to plan for the support of these populations.

## Policy Decisions

- Create policies to place evacuee children into K–12 schools. Situations that may require assessment and consideration include:

- Inability to access previous school academic records, health records, and testing.
  - Placement of students requiring special classrooms, instruction, or care.
  - Funding, timing, and space for expanded student population requiring temporary buildings, additional teachers and staff, and expanded classroom sizes.
  - Immunization of evacuee school children.
- Determine funding stream for support of expanded student population.

### **Impact Area Sending Evacuees to Host Areas**

- Together with impact and host area departments of education or educational institutions, develop a plan for the transfer of K–12 student records and student information.
- Discuss with the administration of impact and host area institutions of higher education how they may coordinate issues relating to credit transfer, financial issues, and student graduation status.

### **Host Areas Receiving Evacuees**

#### **Grades K–12**

- If Federal assistance is available, consult with the U.S. Department of Education for information on programs to support the displaced population and temporarily homeless children.
- Host area schools should plan to integrate evacuee children into local school systems. Considerations include:
  - Capacity (e.g., buildings, feeding programs, school staff).
  - Classroom size and number of available teachers.
  - Replacement school supplies.
  - Special education needs and tutoring options.
  - Obtaining pre-disaster school records or, if unavailable, assessing the academic placement of evacuee children.
  - Funding for increased expenses incurred by host area schools.

#### **Higher Education**

- Host area schools should coordinate with impact area colleges and universities and the U.S. Department of Education to determine policies and procedures for the following:
  - Reenrollment policies and procedures.
  - Financial options (e.g., tuition paid, tuition due, student loans).
  - Transfer of credits and transcripts between schools and systems.

- Graduation policies and procedures.

## Employment

Until they are able to return to an impact area, many evacuees and the businesses with whom they are employed will not be able to engage in that business. Evacuees in a host area may seek disaster unemployment, receive support in locating temporary employment, or apply for relocation and full-time employment assistance during their interim stay or if they choose to remain in the host area.

### Impact Area Sending Evacuees to Host Areas

- Businesses and employers with assets in an area impacted by disaster will need time to restart or rebuild their businesses. Some will choose to relocate the business elsewhere rather than rebuild. Additionally, until the “all clear” is implemented, neither businesses nor evacuee employees will be able to return to the impact area or their employment within the impact area.
- Provide resources to support evacuees’ discussions regarding their employment with their employers’ human resources offices.

### Host Areas Receiving Evacuees

- Coordinate with local, State, and Federal agencies for representatives and/or information on implementing employment-related programs.
- Support evacuees in contacting their employer to determine if and when the employer will reopen operations in the impact area and if they are providing support and/or relocation assistance to displaced employees.
- Programs to support evacuee unemployment include the following:
  - *Disaster Unemployment Agency (DUA)*. As part of FEMA’s IA program, the DUA provides financial assistance to eligible individuals whose employment or self-employment has been lost or interrupted as a direct result of a disaster under a Federal disaster declaration. An Impact-State must request DUA—even if it is administered by the State where the eligible applicant is located.
  - *Department of Labor (DOL)*. The DOL provides job training programs to improve the employment prospects of dislocated workers.
  - *DOL and the Social Security Administration (SSA)*. The DOL and SSA created a Disability Program Navigator (DPN) Initiative as a way to “promote comprehensive services and work incentive information for SSA beneficiaries and other people with disabilities.” It is administered by states and provides “Navigators” (i.e., caseworkers) to assist clients. This is not a disaster-specific program; it is an ongoing social program.

## Social and Community Programs

Support for an evacuee population in a host area may present a gap in unmet needs between government-provided assistance and an individual’s personal resources during

the post-disaster recovery period. Some areas within this gap may be addressed by a variety of local, State, and Federal agencies and programs.

Resources for support may include NGOs such as Voluntary Organizations Active in Disaster (VOADs), community groups (e.g., Lions Clubs International, Rotary International), local and national non-profit organizations (e.g., Red Cross, regional food banks), faith-based organizations, the private sector, and disability rights and advocacy groups. Government support may come from public health agencies, local housing agencies, unemployment agencies, the SSA, education departments, and Federal programs that are often administered at a State or local level.

### Host Areas Receiving Evacuees

- Review resources to support social programs and adjust as needed. This may necessitate temporary staff, increased operating costs, expanded office hours, expanded facilities, deconflicting how limited resources (e.g., Housing and Urban Development [HUD] vouchers) will be allocated to local and evacuee populations, and clarifying definitions (e.g., “homeless”) regarding evacuee population for PA and reimbursement. One example is FEMA’s *Disaster Assistance Fact Sheet 9580.107: Public Assistance for Child Care Services*, which discusses PA eligibility for childcare services.
- Programs and resources to address evacuees’ unmet recovery needs may include the following:
  - Create a matrix of social organizations and their support roles.
  - Social services benefits (new benefits or reactivation of previously received benefits)
  - Insurance policies to cover interim situations
  - Local realtors and realtor associations
  - Housing assistance programs such as HUD grants
  - Faith-based programs, community involvement, and other services
  - Health and medical support and resources such as providers of replacement vision supplies or services, prescriptions, dental supplies or services, DME, and mental or behavioral health services
  - Child care, day care, and adult care
  - Respite care for parents, guardians, and/or caregivers
  - U.S. Department of Education’s Education for Homeless Children and Youth Program
  - USDA’s SNAP and D-SNAP
  - Pro bono legal assistance through NGOs
  - Job training and retraining education



- Funeral assistance
- The need for resources supported by government or private social programs (e.g., available housing that can be procured by using HUD housing vouchers) may increase due to the addition of evacuees into the programs and into host areas.
- Plan for how information regarding status updates on the impact area and available assistance (e.g., FEMA IA, State and local programs) and support services (e.g., NGO assistance) will be shared with both evacuees residing in shelters and in the local host community. This may include the following:
  - A public information campaign using traditional media.
  - Information provided through social media outlets.
  - Information posted inside shelters.
  - Representatives from government agencies and NGOs visiting shelters.
  - In-house assistance provider “fair” in shelters to share information on available resources and support organization services (e.g., DUA, SSA, Red Cross, HUD, FEMA IA).

## Evacuee Return/Reentry

Evacuees will remain in host areas until the “all clear” has been communicated, indicating that it is safe and secure in the impact area and that basic infrastructure services (e.g., fire, law enforcement, medical) are available. However, self-evacuees will often leave host areas as soon as possible after the event (before the “all clear” has been given) to assess the state of their property. Since they may be unable to enter the impact area, they will require sheltering closer to the impact area. When the “all clear” has been issued by the impact area, evacuees may return. Some evacuees will be able to return to their homes; others may attempt to return to the impact area but their homes may have been significantly damaged or destroyed.

### Policy Decisions

- Determine when and how evacuees will be returned to impact areas.
- Identify how destroyed or unsafe areas containing personal belongings or business records will be handled.
- Determine the level of support that may be provided for evacuees to relocate to other areas.

### Impact Area Sending Evacuees to Host Areas

- Communicate to host area EOC that “all clear” has been advised.
- Prepare for sheltering and other recovery support for returning evacuees whose homes are damaged or destroyed.
- Coordinate with host area schools for the transfer or return of school records.

- Coordinate with host area government programs (e.g., social security, unemployment) for transfer of records once applicable.
- Implement reverse reception site for evacuees exiting government-provided transportation.

### Host Areas Receiving Evacuees

- If shelters or interim housing options that are closer to the impact area are available, evacuees may be moved closer in an effort to allow them to oversee and engage in the recovery of their property—even if they are still unable to return to their homes.
- With regard to the return/reentry in groups:
  - Coordinate with impact areas to assess the situation and implement the return of evacuees.
  - Implement a “reverse reception” process for the tracking and registration of returning evacuees.
  - Activate transportation resources to return evacuees.
- With regard to the return/reentry of individuals:
  - As areas open up during recovery, smaller groups or individual evacuees may return; however, it may be more efficient to return them individually.
  - Provide individuals with return transportation access (e.g., commercial bus, train, air) and funding.
  - Coordinate with impact area for the individual evacuee to be met at the arrival point and either transitioned to shelter or interim housing in the impact area or discharged from the recovery process.

### Volunteer and Donations Management (VDM)

During a disaster event many individuals and organizations will seek to volunteer their time and donate goods in both impact areas and host areas. To control the flow, amount, and types of volunteers and donations that are received, a VDM process should be implemented.

### Policy Decisions

- Create policies regarding required credentials and background checks on unaffiliated, spontaneous volunteers.
- Create policy as to which agencies will be decision makers for managing the VDM function in host operations (e.g., who may activate the plan and triggers for doing so; the capacity of each community or county for managing this function; potential personnel to support the function; determination of how volunteers are processed, verified, and credentialed).
- Develop policies regarding inventory and disposition of donated goods once shelters have closed and disaster response and recovery operations have been terminated.

- Develop cross-jurisdictional, regional, and State coordination of public messaging regarding how to volunteer, what types of services are needed, which goods are requested for donation, and how to deliver donations. Coordinate JIC operations.

### Impact Area Sending Evacuees to Host Areas

- Volunteers will be in short supply due to the damage-related needs in the area.
- Volunteers should be limited to individuals who are affiliated with organizations that have their own plans for evacuating their staff once the population is evacuated.
- Donations should be discouraged until assessment of the safety and security of the area, ability to warehouse such supplies, and the “all clear” has been called.

### Host Areas Receiving Evacuees

- With regard to volunteers, plans should be created to address the following:
  - Review the following State volunteer program documents<sup>7</sup>:
    - Revised Code of Washington (RCW) Chapter 38.52, Emergency Management.
      - The law guiding emergency management for the State
    - Washington Administrative Code (WAC) Chapter 118-04, Emergency Worker Program
      - Sets forth regulations for the State’s emergency worker program
    - RCW 38.52.310, Coverage, Classification, Registration, of Workers Code
      - Directs the Washington State Emergency Management Division to establish classes of emergency workers, the scope of duties associated with each class, and the conditions under which workers shall be considered to be on duty
    - RCW 38.52.180, Liability for Property Damage, Bodily Injury, Death — Immunity — Assumption by State — Indemnification — Immunity from Liability for Covered Volunteers
      - Discusses liability coverage by the State
    - RCW 38.52.020(1)(d), Declaration of Policy and Purpose
      - Discusses medical, property loss, fuel, and extraordinary expense reimbursement
  - Review the Pierce County Volunteer & Donations Management Toolkit for planning and implementation of a Volunteer Reception Center (VRC).
    - Available in June 2012 on the City of Seattle Web site (Regional Catastrophic Preparedness Grant Program page)

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<sup>7</sup> For more information, go to <http://www.leg.wa.gov/CodeReviser>.

- With regard to volunteers, plans should be created to address the following:
  - Create a VRC for registration and in-processing of volunteers, especially unaffiliated, spontaneous volunteers.
  - Unaffiliated volunteers can create a secondary impact to the incident if not vetted, affiliated, and deployed effectively. Prior to an event, agencies under Emergency Support Function (ESF)-6 and ESF-7 may determine criteria, staging, and requirements for the deployment of volunteers to various operational functions (e.g., sheltering), including affiliating spontaneous, unaffiliated volunteers.
  - Access an Emergency Worker Registration Center to request volunteer resources.
  - Coordinate with security and other functions to background check, credential check, and badge affiliated and assigned volunteers.
  - Coordinate with private-sector businesses for recruiting or providing volunteers.
  - Conduct public information outreach that communicates the need for volunteers and how to volunteer, including specific volunteer needs at specific times.
  - Provide information to staff at evacuee sites (e.g., shelters, reception sites) to redirect individuals seeking to volunteer.
- With regard to donations, plans should be created to address the following:
  - Develop a public information campaign to provide information through the JIC regarding what donations are needed, donation locations, and recommendations for monetary donations, in-kind donations, and material goods.
  - Place donations management within the logistics function.
  - Locate a facility for warehousing and storing donations if donations are being collected.
  - Develop processes and, if applicable, a location for receiving individual donations.
  - Coordinate with private-sector businesses for bulk donations.
  - Integrate a process for the delivery of donations to response sites.
  - Maintain all records of donations received and distributed and monitor stock inventory.
  - Implement public information outreach regarding donation locations, donations needed, and donations not needed.
  - Provide information to staff at evacuee sites (e.g., shelters, reception sites) to redirect individuals seeking to donate.

## Finance, Administration, and Reimbursement

Areas that are not impacted by a disaster but are hosting evacuee populations have unique requirements to consider when administering their operations in terms of limiting the financial impact to their communities and receiving reimbursement, if applicable.

## Policy Decisions

- Create policy for use of government assets to support evacuation operations. This may include:
  - Requirements for regular and overtime pay for public employees.
  - Development of policies for creating contracts with private vendors to supplement the workforce of public employees.
  - Coordination with impact areas for financial reimbursement to host areas.
  - Administration of costs and receipts.
  - Coordination with the State Public Assistance Officer (PAO) for assistance with Federal reimbursement.
  - Creation of a government employee disaster-leave policy.
- Review Federal reimbursement requirements, especially for host areas, and coordinate with the State PAO to plan and implement requirements, as applicable.

## Impact Area Sending Evacuees to Host Areas

- Review local, State, and Federal guidelines for allowable expenses and reimbursement policies.
- Review or develop policies and plans for resource-sharing MOUs, including reimbursement criteria, if necessary, with regional partners and jurisdictions.
- Coordinate with appropriate host area emergency management for reimbursement agreements and plans.

See the

- FEMA Disaster Assistance Reimbursement Policies and Information section for information that pertains to the Federal level.

## Host Areas Receiving Evacuees

- Determine if county or local government has or can acquire adequate resources to support accounting and record-keeping requirements for reimbursement.
- Choose the agency that will manage the accounting and reimbursement process, which will involve the tracking of expenses and receipts and working with the State to apply for PA grant funds, if applicable.
- Assigned accounting agency should review and be familiar with reimbursement plans and policies at all levels of government.

Review local, State, and Federal guidelines for allowable expenses and reimbursement reimbursement policies. See the

- FEMA Disaster Assistance Reimbursement Policies and Information section for more information on the Federal level.

## PLANNING CONSIDERATIONS FOR HOST COMMUNITIES AND REENTRY

- In a localized or large event within the State, a host community may seek reimbursement in several ways.
  - Directly from an impact county or community if the agreement is directly between two counties or communities.
  - Under the WAMAC guidelines and policies.
  - From or through the State if the State requested the community to provide host services.
- In an event in which FEMA or another state requests host support from a community within the State, Federal reimbursement policies generally include but are not limited to the following:
  - The community would seek reimbursement through the State EOC, which would coordinate with FEMA or the impact state.
  - A host state would fall within FEMA's PA criteria with regard to reimbursement, with the Federal government reimbursing 100 percent to the host state, but requiring the impact state to assume 25 percent of the cost.
  - If a Federally reimbursable event occurs within a state that requires communities to be host areas, PA can reimburse the impact state 75 percent, with the state responsible for 25 percent. The state will determine how that percentage is divided among subgrantees within the state.

See the

- FEMA Disaster Assistance Reimbursement Policies and Information section for more information on Federal level reimbursement.
- Develop a plan for coverage of non-reimbursable costs for supplies, equipment, and services.
- Plan for administration of FEMA PA in the event of a Presidential disaster declaration.
- Consider FEMA IA provisions if PA does not cover specific costs.
  - There are some costs that may be eligible for reimbursement if people are evacuated from an area deemed unsafe. If they move items (e.g., moving personal belongings to a safe area) before an event, however, they cannot be reimbursed—even if they moved in anticipation of a disaster event. If they move the items that were salvaged after a disaster, they may be eligible for reimbursement.

## **GLOSSARY, REFERENCE DOCUMENTS, AND FEMA REIMBURSEMENT POLICIES**

### **Glossary**

The following definitions are based on or excerpted from Federal assistance and guidance documents.

**Community and Residential Care Facility (CRCF).** CRCFs are licensed health facilities that support or house people with disabilities and others with access and functional needs. Assisted living facilities, other group home arrangements, and non-nursing care homes may or may not be considered CRCFs as this designation varies by jurisdiction.

**Community-Based Organization.** This is a non-profit organization that works to serve the disadvantaged population within the community in which it is based. A community-based organization could be a secular or faith-based organization.

**Decontamination Point.** This is a site operating in support of, but not as part of, the reception process, where evacuees who are contaminated or potentially contaminated are assessed and decontaminated before being granted entrance to an RPS. Self-evacuees and transportation-assisted evacuees should be diverted to decontamination points as needed.

**Emergency First Aid.** Emergency first aid, which encompasses basic first aid and referral to appropriate medical personnel and facilities, is provided at mass care facilities and designated sites.

**Evacuation Point (EP).** Located within the impact area, this site is a central gathering location where evacuees who require transportation and/or other assistance in evacuating from an impact or at-risk area are processed and transported out of the area.

**Host State.** A State, territory, commonwealth, or tribe that, by agreement with an impact-State or FEMA, provides evacuation and sheltering support to individuals from another State that has received a Presidential emergency or major disaster declaration, due to an incident.<sup>8</sup>

**Household Pet.**<sup>9</sup> A domesticated animal, such as a dog, cat, bird, rabbit, rodent, or turtle, that is traditionally kept in the home for pleasure rather than for commercial purposes, can travel in commercial carriers, and can be housed in temporary facilities. Household

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<sup>8</sup> As defined within the Glossary/Acronyms page of FEMA's online National Disaster Housing Strategy Resource Center, <http://www.fema.gov/emergency/disasterhousing/glossary.shtm>.

<sup>9</sup> The language provided herein reflects the Federal definition of household pet. For clarification on the State's definition, contact the State Emergency Support Function (ESF) lead agency that is responsible for developing policies relating to pets in disasters.

pets do not include reptiles (except turtles), amphibians, fish, insects/arachnids, farm animals (including horses), and animals kept for racing purposes.

**Household Pet Shelter.** Any private or public facility that provides disaster-related refuge to the household pets belonging to evacuees. Examples include animal rescue shelters, humane societies, veterinary offices, boarding kennels, and breeder facilities.

**Impact-state.** The State for which the President has declared an emergency or major disaster and that, due to a need to evacuate and/or shelter affected individuals outside the State, requests such assistance from FEMA pursuant to CFR §206.208.<sup>10</sup>

**Information Point.** This is an interim site that works in conjunction with other public information sources to provide shelter information to self-evacuees. This site may also offer access to restrooms and maps.

**Jurisdiction.** This is an entity within a certain geographical area. For the purpose of this guidance, the Puget Sound region is the geographical area.

**Managed Care.** This term applies to individuals in the context of a group setting within the community who are receiving medical and non-medical care. These individuals may include those with developmental, functional, and supervision needs.

**Mutual Aid.** Mutual aid is the voluntary provision of services and facilities by agencies or organizations to assist each other when existing resources prove to be inadequate.

**National Incident Management System (NIMS).** NIMS is a system mandated by Homeland Security Presidential Directive (HSPD)-5 that provides a consistent nationwide approach for Federal, State, local, and tribal governments, as well as the private sector and NGOs, to work together effectively and efficiently to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity.

**National Shelter System (NSS).** A comprehensive Web-based data system developed by the American Red Cross and FEMA to support sheltering agencies/organizations responsible for disaster shelter management to identify, track, analyze, and report shelter data.

Location: <https://nss.communityos.org/>

**Office on Aging, Care Coordination.** Seniors and people with disabilities who want to live independently in the community often face many challenges due to increasing frailty, chronic medical conditions, functional disabilities, limited income, a stressed and overwhelmed family caregiver, depression resulting from the loss of peers or companions, lack of knowledge of community resources and services, a limited support

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<sup>10</sup> As defined within FEMA Recovery Policy: Host-State Evacuation and Sheltering Reimbursement, [http://www.fema.gov/pdf/government/grant/pa/9523\\_18.pdf](http://www.fema.gov/pdf/government/grant/pa/9523_18.pdf).



network, and gaps in services, all of which may limit their independence and ability to live safely in the community. Care coordination services can offer a viable alternative to institutional care and may provide seniors, people with disabilities and others with access and functional needs, and family caregivers with the opportunity to explore multiple community options for care in the home (aging in place).

**Paratransit.** This is a form of transportation service that is more flexible and personalized than conventional, fixed route, or fixed schedule transportation. Service is adjusted to accommodate individual needs. Examples of paratransit service include taxis, dial-a-ride, vanpool, and subscription service.

**Pass-through area.** An area in a non-impacted jurisdiction or community that is not a designated host area, but through which an evacuating population will pass en route to a host area. This area may include RPSs or Transfer Points for government-provided transportation and/or may receive evacuees who choose to remain rather than continue on to an advised host area.

**Pass-through funds.** The percentage or amount of management costs that the grantee determines it will make available to sub-grantees.<sup>11</sup>

**People with Disabilities and Others with Access and Functional Needs.** This refers to those actions, services, accommodations, and programmatic, architectural, and communication modifications that a covered entity must undertake or provide to afford individuals with disabilities a full and equal opportunity to use and enjoy programs, services, activities, goods, facilities, privileges, advantages, and accommodations in the most integrated setting. These actions are in light of the exigent circumstances of the emergency and the legal obligation to undertake advance planning and prepare to meet the needs of individuals who have disabilities, as defined by the Americans with Disabilities Act Amendments Act of 2008, P.L. 110-325, and those associated with them.

Access and functional needs populations may require modifications to be made to programs, policies, procedures, architecture, equipment, services, supplies, and communication methods. Examples of access and functional needs services may include a reasonable modification of a policy, practice, or procedure or the provision of auxiliary aids and services to achieve effective communication, including, but not limited to:

- An exception that would allow service animals to stay in an emergency shelter where there is a no-pets policy.
- The provision of way-finding assistance to someone who is blind to orient him/her to new surroundings.
- The transfer and provision of toileting assistance to an individual with a mobility disability.

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<sup>11</sup> As defined within FEMA Disaster Assistance Policy 9525.9: Section 324 Management Costs and Direct Administrative Costs, [http://www.fema.gov/pdf/government/grant/pa/9525\\_9.pdf](http://www.fema.gov/pdf/government/grant/pa/9525_9.pdf).

- The provision of an interpreter to someone who is deaf and seeks to fill out paperwork for public benefits.

**Pick-up Point (PUP).** PUPs are local sites within the impact area for the pick-up of members of the evacuating population who require transportation and/or other assistance in evacuating an impact or at-risk area. PUPs may also be referred to as transportation or assembly points.

**Public Information Officer (PIO).** A PIO works in coordination with the JIC to provide a supporting mechanism to develop, coordinate, and deliver messages to the public.

**Reception Areas at Shelters.** Reception activities, such as evacuee registration, may be conducted upon admittance to a shelter if this has not already been accomplished prior to arrival at the shelter site, as is generally the case with self-evacuees.

**Reception Processing Site (RPS).** This is an interim site located along an evacuation route and is intended to be used by people who have received transportation assistance during evacuation. This site may include services such as evacuee tracking, canteen or feeding, household pet reception, medical assessment, evacuee communications, and determination of shelter locations to which the evacuees will be sent. See also **Evacuation Point** for a similar model in an impact area.

**Safe and Well.** Safe and Well is a Web site provided by the American Red Cross. Those affected by a disaster may register as “safe and well,” and concerned family and friends may access the information. The Safe and Well Web site will display an individual’s first and last name, a date, and a safe and well message selected from a list of standard messages, which lets family and friends know of one’s well-being. The Web site can be accessed at <https://safeandwell.communityos.org/cms/index.php>.

**Service Animal.**<sup>12</sup> Service animal refers to any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition. The work or tasks performed by a service animal must be directly related to the handler’s disability.

Exceptions: A public accommodation may ask an individual with a disability to remove a service animal from the premises if: i) the animal is out of control and the animal’s handler does not take effective action to control it; or ii) the animal is not housebroken.

**Shelter.** A facility that provides safe, sanitary, and secure refuge before, during, and after disaster incidents. This may include some facilities that provide immediate, necessary safe-haven sheltering during an incident, but are not capable of supporting ongoing

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<sup>12</sup> As defined in 28 CFR, Part 36—Nondiscrimination on the Basis of Disability by Public Accommodations and in Commercial Facilities, [http://www.ada.gov/regs2010/titleIII\\_2010/titleIII\\_2010\\_fr.pdf](http://www.ada.gov/regs2010/titleIII_2010/titleIII_2010_fr.pdf).

operations once other options are available. Shelter types may include general population shelters, medical needs shelters, household pet shelters, and other specialized shelters (e.g., shelters for individuals subject to judicial and/or legislative orders restricting their freedom of movement).

**Staged Evacuation.** In a staged evacuation, residents in different zones of the affected area are organized to evacuate in a sequence. The simultaneous evacuation strategy calls for all residents in the impact area to evacuate simultaneously. The effectiveness is measured by the total time needed to evacuate the population in the impact area.

**Transfer Point.** This is an interim site located along transportation routes where the transfer from one government-authorized transportation vehicle to another can take place. This is most often used during extended or interstate trips during which driver relief is required.

## Reference Documents

What follows is a list of references, planning tools, guides, and authorities that may be helpful to consult when planning for host communities and reentry. When possible, links to electronic versions of these references have been included.

***Americans with Disabilities Act, as amended, in Public Law 101-336. United States Congress. July 26, 1990.***

<http://www.ada.gov/statute.html>

***The Architectural Barriers Act of 1968. U.S. Access Board. Accessed March 30, 2011.***

<http://www.access-board.gov/about/laws/aba.htm>

**Code of Federal Regulations – 44 CFR 206.35, 206.223(a)(2), and 206.225**

[http://ecfr.gpoaccess.gov/cgi/t/text/text-idx?c=ecfr&sid=b9a54d958a461fc8fae05cd16074eb67&tpl=/ecfrbrowse/Title44/44cfr206\\_main\\_02.tpl](http://ecfr.gpoaccess.gov/cgi/t/text/text-idx?c=ecfr&sid=b9a54d958a461fc8fae05cd16074eb67&tpl=/ecfrbrowse/Title44/44cfr206_main_02.tpl)

***C-POD Plan. City of Bellevue.***

***C-POD Plan. City of Kingston. In development as of June 1, 2012.***

***Donation Management: The Second Disaster Lessons Learned. [Presentation materials for “What your ‘Mama’ Didn’t Tell You about Flood Recovery”].***

**McDowell, Ross. April 2012.**

[http://conferences.wsu.edu/forms/emergencyprep/presentations12/D7\\_McDowel.pdf](http://conferences.wsu.edu/forms/emergencyprep/presentations12/D7_McDowel.pdf).

***Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters. Federal Emergency Management Agency. November 2010.***

[http://www.fema.gov/pdf/about/odc/fnss\\_guidance.pdf](http://www.fema.gov/pdf/about/odc/fnss_guidance.pdf)

***Mass Evacuation Incident Annex to the National Response Framework.*** Federal Emergency Management Agency. June 2008.

[http://www.fema.gov/pdf/emergency/nrf/nrf\\_massevacuationincidentannex.pdf](http://www.fema.gov/pdf/emergency/nrf/nrf_massevacuationincidentannex.pdf)

***National Incident Management System.*** Department of Homeland Security. December 2008.

[http://www.fema.gov/pdf/emergency/nims/NIMS\\_core.pdf](http://www.fema.gov/pdf/emergency/nims/NIMS_core.pdf)

***National Response Framework.*** Federal Emergency Management Agency. January 2008.

<http://www.fema.gov/pdf/emergency/nrf/nrf-core.pdf>

***Partnerships in Emergency Preparedness: Overview of Points of Distribution [presentation materials].*** Washington State Emergency Management Division. 2011.

<http://conferences.wsu.edu/forms/emergencyprep/presentations11/d7.pdf>.

***Pets Evacuation and Transportation Standards Act of 2006 in Public Law 109-308.*** United States Congress. October 6, 2006.

[http://frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=109\\_cong\\_public\\_laws&docid=f:publ308.109.pdf](http://frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=109_cong_public_laws&docid=f:publ308.109.pdf)

***The Rehabilitation Act of 1973.*** United States Congress. September 1973.

<http://www.ada.gov/cguide.htm#anchor65610>

***Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 93-288), as amended, and Related Authorities.*** Federal Emergency Management Agency. June 2007.

[http://www.fema.gov/pdf/about/stafford\\_act](http://www.fema.gov/pdf/about/stafford_act)

***Saving Lives: Including People with Disabilities in Emergency Planning.*** National Council on Disability. 2005.

<http://www.ncd.gov/publications/2005/04152005>

***Uniform Federal Accessibility Standards.*** U.S. Access Board. Accessed March 30, 2011.

<http://www.access-board.gov/ufas/ufas-html/ufas.htm>

## **FEMA Disaster Assistance Reimbursement Policies and Information**

***Disaster Assistance Policy 9523.15: Eligible Costs Related to Evacuations and Sheltering.*** Federal Emergency Management Agency. April 6, 2007.

This DAP identifies the expenses related to State and local emergency evacuation and sheltering activities that are eligible for reimbursement under the *Category B, Emergency Protective Measures* provisions of FEMA's PA program, following an emergency or major disaster declaration.

Location: [http://www.fema.gov/government/grant/pa/9523\\_15.shtm](http://www.fema.gov/government/grant/pa/9523_15.shtm)

***Disaster Assistance Policy 9523.19: Eligible Costs Related to Pet Evacuations and Sheltering. Federal Emergency Management Agency. October 24, 2007.***

This DAP identifies the expenses related to State and local governments' emergency pet evacuation and sheltering activities that may be eligible for Federal reimbursement following a major disaster or emergency declaration.

Location: [http://www.fema.gov/government/grant/pa/9523\\_19.shtm](http://www.fema.gov/government/grant/pa/9523_19.shtm)

***The Disaster Process and Disaster Aid Programs. Federal Emergency Management Agency. Accessed April 24, 2012.***

This Web site sets forth information relating to the declaration process to be used for receiving reimbursement from FEMA.

Location: <http://www.fema.gov/hazard/dproc.shtm>

***FEMA Recovery Strategy RS-2006-1: Mass Sheltering and Housing Assistance. Federal Emergency Management Agency. July 24, 2006.***

The purpose of this policy memorandum is to establish a strategy for providing sheltering and housing assistance in support of a Presidentially declared emergency or major disaster involving a mass evacuation. This high-level strategy will be supported by separate and more detailed policies addressing its provision.

***Interim Disaster Assistance Policy 1004: Procedures for Processing Requests for Emergency or Expedited Major Disaster Declarations. Federal Emergency Management Agency. May 15, 2007.***

This interim DAP establishes how FEMA will process a gubernatorial request to the President for an emergency or expedited major disaster declaration.

Location: [http://www.fema.gov/pdf/hazard/major\\_disaster\\_requests.pdf](http://www.fema.gov/pdf/hazard/major_disaster_requests.pdf)

***Interim Disaster Assistance Policy 9523.18: Host-State Evacuation and Sheltering Reimbursement. Federal Emergency Management Agency. July 18, 2007.***

This interim DAP identifies the procedures for reimbursing Host-States for the cost of evacuation and sheltering support they provide to Impact-States, when requested to provide such support by the Impact-State or FEMA. DAP 9523.18 is a PA reimbursement policy rather than IA.

Location: [http://www.fema.gov/government/grant/pa/9523\\_18.shtm](http://www.fema.gov/government/grant/pa/9523_18.shtm)

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