**Coordinating:**

**Entity Name (Acronym)**

ESF coordinators oversee the preparedness activities for a particular ESF and coordinate with its primary and support agencies. Responsibilities of the ESF coordinator include:

* Maintaining contact with ESF primary and support agencies through conference calls, meetings, training activities, and exercises.
* Monitoring the ESF’s progress in meeting the core capabilities it supports.
* Coordinating efforts with corresponding private sector, NGO, and Federal partners.
* Ensuring the ESF is engaged in appropriate planning and preparedness activities.

|  |
| --- |
| **Primary(s):** |
| ESF primary agencies have significant authorities, roles, resources, and capabilities for a particular function within an ESF. Refer to the National Response Framework for specific responsibilities. |
| Entity Name (Acronym) | Entity Name (Acronym) |

|  |
| --- |
| **Supporting:** |
| ESF support agencies have specific capabilities or resources that support primary agencies in executing the mission of the ESF. Refer to the National Response Framework for specific responsibilities. |
| Entity Name (Acronym) | Entity Name (Acronym) |

# Purpose

The purpose sets the foundation for the rest of the ESF. The purpose is a general statement of what the ESF is meant to do, shows the relationship to Core Capability execution, and should be supported by a brief synopsis of the ESF annex and any appendices.

This document is a supporting annex of the Comprehensive Emergency Management Plan (CEMP) and operates in conjunction with all its annexes. ESF 6 coordinates the delivery of mass care and emergency assistance by ensuring the proper execution of the Mass Care Core Capability and supporting the following Core Capabilities based on the intersecting activities with other ESFs: Planning; Public Information and Warning; Operational Coordination; Infrastructure Systems; Environmental Response/Health and Safety; Fatality Management Services; On-Scene Security, Protection, and Law Enforcement; Operational Communications; Public Health, Healthcare, and Emergency Medical Services; and Situational Assessment.

| **Primary Response Core Capability** |
| --- |
| **Mass Care Services** | Provide life-sustaining and human services to the affected population, to include hydration, feeding, sheltering, temporary housing, evacuee support, reunification, and distribution of emergency supplies. |

| **Support Response Core Capabilities** |
| --- |
| **Planning**  | Conduct a systematic process engaging the whole community as appropriate in the development of executable strategic, operational, and/or tactical-level approaches to meet defined objectives. |
| **Public Information and Warning** | Deliver coordinated, prompt, reliable, and actionable information to the whole community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken, and the assistance being made available, as appropriate. |
| **Operational Coordination** | Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities. |
| **Infrastructure Systems** | Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community. |
| **Environmental Response/Health and Safety** | Conduct appropriate measures to ensure the protection of the health and safety of the public and workers, as well as the environment, from all hazards in support of responder operations and the affected communities. |
| **Fatality Management Services** | Provide fatality management services, including decedent remains recovery and victim identification, and work with local, state, tribal, territorial, insular area, and Federal authorities to provide mortuary processes, temporary storage or permanent internment solutions, sharing information with mass care services for the purpose of reunifying family members and caregivers with missing persons/remains, and providing counseling to the bereaved. |
| **On-Scene Security, Protection, and Law Enforcement** | Ensure a safe and secure environment through law enforcement and related security and protection operations for people and communities located within affected areas and also for response personnel engaged in lifesaving and life-sustaining operations. |
| **Operational Communications** | Ensure the capacity for timely communications in support of security, situational awareness, and operations, by any and all means available, among and between affected communities in the impact area and all response forces. |
| **Public Health, Healthcare, and Emergency Medical Services** | Provide lifesaving medical treatment via Emergency Medical Services and related operations and avoid additional disease and injury by providing targeted public health, medical, and behavioral health support and products to all affected populations. |
| **Situational Assessment** | Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response. |

# Authorities and Policies

## Revised Code of Washington (RCW)

### RCW #: Name

Short Description – Why is this particular authority important to this ESF’s role?

## Washington Advisory Code (WAC)

### WAC #: Name

Short Description

## Important Agency/Organization Policies

### Policy Identifier: Name

Short Description

# Situation Overview

At a minimum, the situation section should summarize hazards faced by the ESF and discuss how the ESF expects to receive (or provide) assistance within its regional response structures. The situation section covers a general discussion of:

• Relative probability and impact of the hazards.

• Geographic areas likely to be affected by particular hazards.

• Vulnerable critical facilities (e.g., nursing homes, hospitals, infrastructure).

The process used by the ESF to determine its capabilities and limits in order to prepare for and respond to the defined hazards.

# Concept of Operations

#### This CONOPS section explains in broad terms the ESF’s intent regarding an operation. This section is designed to give an overall picture of how the response organization accomplishes a mission or set of objectives to reach a desired end-state. Ideally it offers clear methodology to realize the goals and objectives to execute the plan.

Some functions of this ESF may include, but are not limited to:

* Mass care
* Emergency assistance
* Temporary housing
* Human services.

Mass care, emergency assistance, temporary housing, and human services agencies and organizations at the local, state, tribal, and Federal levels work together to provide life- sustaining assistance to disaster survivors.

**Mass Care**

*Sheltering*: Provides life-sustaining services in congregate facilities that provide a safe, sanitary, and secure environment for individuals and households displaced by disasters. Also includes support to survivors sheltering in place and in ESF #8 medical shelters.

*Non-congregate/Transitional Sheltering:* When traditional sheltering is not available or feasible, or the impact of the disaster is of such magnitude that extended shelter operations are required. Non-congregate/Transitional Sheltering include:

* Hotels/motels
* Soft-sided non-congregate units and similar facilities
* Dormitories
* Prefabricated and modular facilities
* Recreational vehicles/campers
* Berthing vessels
* Campgrounds
* Shelter-in-place.

*Feeding*: Provides feeding services at fixed sites and distribution sites and through mobile feeding units. Feeding services may include hot or shelf-stable meals, infant formula, baby food, snacks, beverages, and food packages, as well as diverse dietary and culturally appropriate meals (e.g., low sodium, low fat, vegetarian/vegan, halal, kosher). ESF #6 works in concert with ESF #11 and local, state, and tribal governments; NGOs; and the private sector to acquire, prepare, cook and/or distribute food and food supplies. Additional support may include the provision of technical assistance for the development of state feeding plans.

*Hydration:* Coordination with ESF 7 to identify hydration and water requirements and to fulfill them. Hydration is a critical need that requires the whole community to ensure that distribution of appropriate liquids will reach the entire affected population and sustain life. Additional individual filtration devices and equipment may be purchased by designated departments or agencies, as directed, for the distribution of potable water to disaster survivors. Additional water will be necessary for portable showers and sanitation units at individual shelter and feeding sites.

*Reunification Services*: Provides facilitated assistance for children separated from their parent(s)/legal guardian(s), as well as adults from their families, due to disaster. Supports reunification efforts at the local, state, and tribal, levels with technical assistance.

Reunification is supported through:

* Deployment of reunification teams
* National Emergency Family Registry and Locator System (NEFRLS) – *For adults*
* National Center for Missing & Exploited Children Team Adam reunification teams – *For children*
* National Center for Missing & Exploited Children - *For children*
* The American Red Cross Safe and Well program
* Social media sites.

*Distribution of Emergency Supplies:* Acquires and delivers life sustaining resources, hygiene items, and cleanup items to meet the urgent needs of disaster survivors. Additional support includes transportation, warehousing, equipment, technical assistance, and other mission-critical services.

*Essential Community Relief Services:* Coordinates and delivers debris removal from disaster survivor residences; sandbagging; mud-out; tear-out; chainsaw work; warehouse management; transportation and distribution coordination; childcare services; emotional and spiritual care and counseling; financial assistance; financial counseling; disaster-related case work and case management; and other essential services.

**Emergency Assistance**

Coordinates resources and emergency assistance in support of local, state, tribal, territorial, and insular area governments as well as NGOs and the private sector.

*Children Support:* Involves the provision of support for the physical, behavioral, and emotional needs of children during disasters. Assistance can include the provision of infant/toddler supplies, including infant formula, baby food, diapers, and other life-sustaining resources; reimbursement to states, tribal nations, territories, and insular areas for childcare services; and behavioral and emotional support.

*Voluntary Agency Coordination:* Voluntary Agency Coordination: Facilitates the coordination of NGOs, places of worship, and the private sector to ensure that capabilities, resources, and services are integrated into local, state, tribal, territorial, and insular area response.

*Donations and Volunteer Management:* Involves the management of unaffiliated volunteers, unaffiliated organizations, and unsolicited donated goods. Coordinate with NGOs, volunteer centers, and private sector entities through local VOAD to participate in preparedness activities including planning, establishing appropriate roles and responsibilities, training, and exercising. Additional activities include:

* Establishing a hotline/call center operation to support the processing of donations offers
* Setup of warehouses to store unsolicited donated goods
* Setup of Volunteer Reception Centers to process unaffiliated volunteers
* Development of public messaging to educate individuals and the private sector on effective and appropriate ways to volunteer and donate.
* Provide support for Access and Functional Needs

*Support for Access and Functional Needs:* Coordinates and provides equipment, supplies, and services required to assist children and adults with disabilities and others with access and functional needs to maintain their independence

*Household Pets and Service Animals:* Coordinates and provides rescue, transportation, shelter, reunification, care, and essential needs of household pets and service animals during response operations to ensure their safety and well-being. Service animals are not pets and may not be separated from the individual with a disability or other access and functional need; service animals should be permitted anywhere the public goes.

*Mass Evacuee Support*: Supports affected and host jurisdiction mass evacuation activities, including provision of mass care services and tracking the movement of evacuees, their household pets, service animals, and medical equipment. Deploys resources to support affected and host jurisdiction evacuation operations, including mass evacuation tracking system kits and staff to provide technical assistance. In coordination with ESF #8, provides mass care services to medical patient evacuees. (Note: Evacuees who have chronic medical conditions may be evacuated with the general population. For evacuation of patients, refer to ESF #8.)

During mass evacuations, mass care services may be provided to evacuees at points of collection, embarkation, and debarkation, along the evacuation route, at transportation hubs, reception processing sites, shelters, and other locations. To ensure that lifesaving and life-sustaining services are provided, mass evacuee support should include considerations for:

* Individuals with access and functional needs
* Individuals who are institutionalized
* Tourists
* Visitors
* Foreign students.

**Temporary Housing**

*Temporary Roof Repair:* Provides quick repairs to damaged roofs on private homes. This assistance allows residents to return to and remain in their own homes while performing permanent repairs.

*Repair Program:* Provides financial assistance to homeowners or landlords for the repair of their primary residence, utilities, and residential infrastructure

*Replacement Program*: Provides financial assistance to homeowners to assist with the replacement of their destroyed primary residence.

*Housing Resource Databases*: Identifies housing resources from the private sector and other Federal agencies available to disaster survivors, including physically accessible housing options.

*Rental Assistance*: Provides financial assistance to eligible disaster survivors for the rental of a housing resource.

*Transportation to Other Locations*: Assists individuals and families relocating outside of the disaster area to locations where short- or long-term housing resources are available. Transportation services may also include returning survivors to their pre-disaster location.

*Direct Financial Housing*: Makes payments directly to landlords for a rental resource on behalf of disaster survivors.

*Hotel/Motel Program*: Provides temporary accommodations for eligible displaced survivors unable to return to their pre-disaster primary residence.

Direct Housing Operations: Provides temporary housing units to survivors when other housing resources are not available. Units provided are appropriate to the needs of the community and include units accessible to those with disabilities and others with access and functional needs.

Mortgage Relief: Issues moratoriums on foreclosures of Federally insured loans. Loan servicers provide special forbearances, loan modifications, refinancing, and waivers of late charges.

**Human Services**

Human Services provides assistance to address the non-housing needs of individuals and families.

*Crisis Counseling*: Provides crisis counseling, mental health services, and other similar immediate, short-term psychological assistance to disaster survivors.

*Disaster Case Management*: Assists eligible survivors with developing and carrying out a disaster recovery plan. Streamlines assistance, prevents duplication of benefits, and provides an efficient referral system.

*Legal Services*: Provides low-income survivors with free legal advice.

*Unmet Needs*: Helps disaster survivors with medical, dental, funeral, personal property, transportation, moving/storage, and other expenses.

*Supplemental Nutrition Assistance*: Provides eligible households with supplemental nutrition assistance through established programs when income is lost due to a declared disaster.

*Tax Relief*: State, territorial, and Federal governments provide reimbursement or tax relief to survivors with substantial verified disaster-caused losses.

*Transportation Assistance*: Provides physically accessible transportation assistance to relocate or return individuals displaced from their pre-disaster primary residences or to and from alternative locations as a result of a declared disaster.

*Unemployment Assistance*: Provides survivors who have lost their jobs due to a disaster with unemployment benefits.

In order to achieve its intended purpose, this ESF is concerned with accomplishing the Critical Tasks associated with each identified Core Capability to support the response mission area and the successful execution of these Core Capabilities.

| **Mass Care Services** |
| --- |
| **Critical Task I.D.** | **Critical Task Description** |
| **1** | Move and deliver resources and capabilities to meet the needs of disaster survivors, including individuals with access and functional needs. |
| **2** | Establish, staff, and equip emergency shelters and other temporary housing options (including accessible housing) for the affected population. |
| **3** | Move from congregate care to non-congregate care alternatives and provide relocation assistance or interim housing solutions for families unable to return to their pre-disaster homes. |

| **Planning** |
| --- |
| **Critical Task I.D.** | **Critical Task Description** |
| **1** | Develop operational plans that adequately identify critical objectives based on the planning requirement, provide a complete and integrated picture of the sequence and scope of the tasks to achieve the objectives, and are implementable within the timeframe contemplated in the plan using available resources. |

| **Public Information and Warning** |
| --- |
| **Critical Task I.D.** | **Critical Task Description** |
| **2** | Deliver credible and actionable messages to inform ongoing emergency services and the public about protective measures and other life-sustaining actions, and facilitate the transition to recovery. |

| **Operational Coordination** |
| --- |
| **Critical Task I.D.** | **Critical Task Description** |
| **1** | Mobilize all critical resources and establish command, control, and coordination structures within the affected community, in other coordinating bodies in surrounding communities, and across the Nation, and maintain as needed throughout the duration of an incident. |
| **2** | Enhance and maintain command, control, and coordination structures consistent with the National Incident Management System (NIMS) to meet basic human needs, stabilize the incident, and transition to recovery. |

| **Infrastructure Systems** |
| --- |
| **Critical Task I.D.** | **Critical Task Description** |
| **1** | Decrease and stabilize immediate infrastructure threats to the affected population, to include survivors in the heavily damaged zone, nearby communities that may be affected by cascading effects, and mass care support facilities and evacuation processing centers with a focus on life-sustainment and congregate care services. |

| **Environmental Response/Health and Safety** |
| --- |
| **Critical Task I.D.** | **Critical Task Description** |
| **1** | Identify, assess, and mitigate worker health and safety hazards, and disseminate health and safety guidance and resources to response and recovery workers. |
| **2** | Minimize public exposure to environmental hazards through assessment of the hazards and implementation of public protective actions. |
| **3** | Detect, assess, stabilize, and clean up releases of oil and hazardous materials into the environment, including buildings/structures, and properly manage waste. |

| **Fatality Management Services** |
| --- |
| **Critical Task I.D.** | **Critical Task Description** |
| **2** | Mitigate hazards from remains, facilitate care to survivors, and return remains for final disposition. |

| **On-Scene Security, Protection, and Law Enforcement** |
| --- |
| **Critical Task I.D.** | **Critical Task Description** |
| **1** | Establish a safe and secure environment in an affected area. |
| **2** | Provide and maintain on-scene security and meet the protection needs of the affected population over a geographically dispersed area while eliminating or mitigating the risk of further damage to persons, property, and the environment. |

| **Operational Communications** |
| --- |
| **Critical Task I.D.** | **Critical Task Description** |
| **1** | Ensure the capacity to communicate with both the emergency response community and the affected populations and establish interoperable voice and data communications between Federal, tribal, state, and local first responders. |

| **Public Health, Healthcare, and Emergency Medical Services** |
| --- |
| **Critical Task I.D.** | **Critical Task Description** |
| **1** | Deliver medical countermeasures to exposed populations.  |
| **2** | Complete triage and initial stabilization of casualties, and begin definitive care for those likely to survive their injuries and illnesses. |

| **Situational Assessment** |
| --- |
| **Critical Task I.D.** | **Critical Task Description** |
| **1** | Deliver information sufficient to inform decision making regarding immediate lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs and stabilize the incident. |
| **2** | Deliver enhanced information to reinforce ongoing lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs, stabilize the incident, and transition to recovery. |

Describe the methods used to provide essential care (e.g., food, water) to promote the well-being of evacuees throughout the entire process (including household pets and service animals).

Describe the partnership between the jurisdiction’s emergency management agency, the animal control authority, the mass care provider(s), and the owner of each proposed congregate household pet sheltering facility.

Describe the methods used to provide care and support for institutionalized populations (e.g., long-term care and assisted living facilities, group homes), individuals with disabilities, and others with access and functional needs (e.g., medical and prescription support, personal assistance services, durable medical equipment, consumable medical supplies, childcare, transportation [including accessible transportation], foreign language interpreters), including their caregivers.

Describe how shelters coordinate their operations with on-scene and other off-site support agencies (e.g., expected numbers evacuated, emergency medical support).

Describe the criteria that can be used to expeditiously identify congregate household pet shelters and alternate facilities.

## Whole Community

Describe how plans consider the essential needs of children. Describe how plans consider the physical, programmatic, and communications needs of individuals with disabilities and others with access and functional needs. Describe how plans consider the essential needs of household pets and service animals (e.g., the requirements stated in the federal PETS Act, etc.).

Describe how the jurisdiction will ensure physical and programmatic accessibility of shelter facilities.

Describe how the jurisdiction will ensure reasonable modification of programs or policies where needed.

Describe the method by which necessary developmentally appropriate supplies (e.g., diapers, formula, age appropriate foods), staff, medicines, durable medical equipment, and supplies that would be needed during an emergency for children with disabilities and other special health care needs will be addressed.

Describe the method to provide guidance to human shelter operators on the admission and treatment of service animals.

# Organization

Describe what the organizational structure of this ESF looks like. Where does it fall in the overall EOC/ECC structure? How are all the primary and supporting agencies/organizations connected?

## Structure

# Direction, Control & Coordination

This section also provides information on how department and agency plans nest into the ESF (horizontal integration) and how higher-level plans are expected to layer on the ESF (vertical integration).

## **Horizontal Integration**

List and briefly describe what state-level (equal) planning efforts exist that may support this ESF in executing its assigned responsibilities? List and briefly describe them.

Describe the plans responsible for the distribution of emergency relief items (e.g., hygiene kits, cleanup items, infant care supplies).

**Plan Name**

Describe

## **Vertical Integration**

What Federal-level (higher), regional (lower), local-level (lower), private sector & NGO (lower) planning efforts exist that may support this ESF in executing its assigned responsibilities? List and briefly describe them.

Describe the plans responsible for the distribution of emergency relief items (e.g., hygiene kits, cleanup items, infant care supplies).

**Plan Name**

Describe

# Information Collection, Analysis, & Dissemination

This section describes the critical or essential information needed, the source of the information, who uses the information, how the information is shared, the format for providing the information, and any specific times the information is needed.

## **Information Collection**

### **Essential Elements of Information (EEIs)**

The following categories are a baseline list of facilities and systems which should be considered for information collection. They may not include all relevant EEIs as the impact of a given disaster may require unique information collection needs.

|  |  |
| --- | --- |
| * **Federally-focused EEIs**
 | * Status of human and household pet shelters, people with disabilities and others with access and functional needs and people with different levels of LEP.
* Status of distribution of emergency supplies and reunification services.
* Status of feeding operations, including location, number of fixed sites and mobile units and the number of meals prepared and served on a daily basis.
* Potential requirements for sheltering, feeding, distribution of emergency supplies, reunification, access and functional needs support, household pets and service and assistance animals and evacuee support when these activities are occurring.
* Names of voluntary agencies assisting and their shortfalls/resources needed.
* Status and impact of unsolicited donations and messaging to address the problems.
* Percent of rental resources available.
* Number and status of Individual Assistance Preparedness actions.
* Number of Preliminary Damage Assessment teams on alert and deployed, the number of areas scheduled for assessment, and the number of assessments completed.
* Situational Awareness information reported by teams, including: geographic areas sustaining damage; qualitative descriptions of types of damage; and any reported social (e.g., looting), economic, and political impacts (e.g., tribal).
* Limiting factors or shortfalls.
* Availability of resources to ensure the functional needs of individuals with disabilities, individuals with LEP, and others with access and functional needs.
 |

## **Information Analysis**

Describe the process the information collected goes through to verify accuracy of the information and any details necessary to inform operations and decision-making.

## **Information Dissemination**

Describe what process this ESF takes to share the information once it has been verified and analyzed (e.g. the ESF shares the information with the Operations Section Chief in the EOC and the ESF 15/PIO, or Situation Unit in the Planning Section if applicable).

Describe how the jurisdiction will ensure effective communication using multiple methods.

# Responsibilities

| Preparedness |
| --- |
| Core Capability | Activity/Action | State Agency / Organization |
| Mass Care Services | Identify and describe the actions that will be taken for pre-disaster inspections and development of agreements for each congregate household pet facility. |  |
|  |  |  |
|  |  |  |
|  |  |  |
| Mass Care Services | Identify and describe the actions that will be taken to identify emergency shelters. |  |
| Situational Assessment |
|  |  |  |
|  |  |  |
|  |  |  |
| Mass Care Services | Identify and describe the actions that will be taken to ensure that the Americans with Disabilities Act Accessibility Guidelines govern shelter site selection and operation. |  |
| Critical Transportation |
| Situational Assessment |
|  |  |  |
|  |  |  |
|  |  |  |

| Response Mission Area |
| --- |
| Core Capability | Critical Task I.D. | Activity/Action | State Agency / Organization |
| *Example* |
| Mass Care Services | 1, 2 | Identify and describe the actions that will be taken to temporarily use reception centers while waiting for shelters to open officially. |  |
| Planning | 1 |
| Situational Assessment | 1 |
|  |  | Activity/Action 1 | Agency 1 |
|  |  | Activity/Action 2 | Agency 2, 3 |
|  |  | Activity/Action 3 | Agency 1, 2, 3 |
|  |  |  |  |
| Mass Care Services | 1, 2 | Identify and describe the actions that will be taken to temporarily use reception centers while waiting for shelters to open officially. |  |
| Planning | 1 |
| Situational Assessment | 1 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 1, 2, 3 | Describe how the jurisdiction will ensure full access to emergency services. |  |
| Operational Communications | 1 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 1 | Identify and describe the actions that will be taken to notify or inform the public about the status of injured or missing relatives. |  |
| Public Information and Warning | 2 |
| Fatality Management Services | 2 |
| Operational Communications  | 1 |
| Situational Assessment | 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 1 | Describe the methods used to identify, screen, and handle evacuees exposed to the hazards posed by the disaster (e.g., infectious waste, polluted floodwaters, chemical hazards). |  |
| Environmental Response / Health and Safety | 1, 2 |
| Public Health, Healthcare, and Emergency Medical Services | 1, 2 |
| Situational Assessment | 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 1 | Describe the methods for providing feeding services at identified feeding sites or mobile feeding operations. |  |
| Planning | 1 |
| Public Information and Warning | 2 |
| Operational Communications | 1 |
| Situational Assessment | 1, 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 1 | Describe the methods for the distribution of emergency relief items (e.g., hygiene kits, cleanup items, infant care supplies). |  |
| Public Information and Warning | 2 |
| Situational Assessment | 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 1, 2, 3 | Identify and describe the actions that will be taken to identify and address the general public’s “unmet needs” during the disaster. |  |
| Situational Assessment | 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Shelters |
| Mass Care Services | 2 | Identify and describe the actions that will be taken to identify emergency shelters. |  |
| Planning | 1 |
| Situational Assessment | 1 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 1, 2 | Identify and describe the actions that will be taken to open emergency shelters. |  |
| Planning | 1 |
| Operational Coordination | 1, 2 |
| Operational Communications | 1 |
| Situational Assessment | 1, 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 2 | Identify and describe the actions that will be taken to staff emergency shelters. |  |
| Planning | 1 |
| Operational Coordination | 2 |
| On-Scene Security, Protection, and Law Enforcement | 1 |
| Situational Assessment | 1, 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 2 | Describe the method of care and maintenance of each facility while in use as a shelter. |  |
| Infrastructure Systems | 1 |
| Situational Assessment | 2 |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 1, 2 | Describe the methods for providing feeding services within the shelter facilities. |  |
| Planning | 1 |
| Operational Coordination | 2 |
| Situational Assessment | 1, 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 1 | Describe the methods used to keep a shelter free of contamination (e.g., infectious waste, polluted floodwaters, chemical hazards). |  |
| Environmental Response / Health and Safety | 1, 2, 3 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 1 | Describe how shelters coordinate their operations with on-scene and other off-site support agencies (e.g., expected numbers evacuated, emergency medical support). |  |
| Public Information and Warning | 2 |
| Operational Coordination | 2 |
| Operational Communications | 1 |
| Situational Assessment | 1, 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 1 | Describe how shelters keep evacuees informed about the status of the disaster. |  |
| Public Information and Warning | 2 |
| Operational Communications | 1 |
| Situational Assessment | 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 1 | Describe how shelters keep evacuees informed about actions evacuees may need to take when returning home. |  |
| Public Information and Warning | 2 |
| Operational Communications | 1 |
| Situational Assessment | 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 1, 2 | Identify and describe the actions that will be taken to ensure that the Americans with Disabilities Act Accessibility Guidelines govern shelter site selection and operation. |  |
| Situational Assessment | 1, 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 2 | Describe the method for ensuring adequate shelter space allocation is provided for individuals with disabilities and others with access and functional needs who may need additional space for assistive devices (e.g., wheelchairs, walkers). |  |
| Situational Assessment | 1, 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 2 | Identify and describe the actions that will be taken to provide alternate shelter accommodations for evacuees from domestic violence shelters. |  |
| Situational Assessment | 1, 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 2 | Identify and describe the processes and mechanisms that will enable shelter operators to identify individuals who may not be allowed to cohabitate with certain populations (e.g. domestic violence offenders, restraining orders, sexual offenders, etc.). |  |
| On-Scene Security, Protection, and Law Enforcement | 1, 2 |
| Situational Assessment | 1, 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Children |
| Mass Care Services | 1, 2 | Describe the method by which necessary developmentally appropriate supplies (e.g., diapers, formula, age appropriate foods), staff, medicines, durable medical equipment, and supplies that would be needed during an emergency for children with disabilities and other special health care needs will be addressed. |  |
| Situational Assessment | 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 1, 2 | Describe the mechanisms or processes for provision of emergency childcare services. |  |
| On-Scene Security, Protection, and Law Enforcement | 2 |
| Situational Assessment | 1, 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 1, 2 | Describe the mechanisms or processes for handling and providing for unaccompanied minors in shelters. |  |
| On-Scene Security, Protection, and Law Enforcement | 2 |
| Situational Assessment | 1, 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 2 | Describe the method for ensuring adequate shelter space allocation is provided for children. |  |
| Situational Assessment | 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Pets |
| Mass Care Services | 1, 2 | Identify and describe the actions that will be taken to care for household pets, other than veterinary services, brought to shelters by evacuees. |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 1, 2 | Identify and describe the actions that will be taken to care for service animals brought to shelters by evacuees. |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 1, 2 | Describe the method for identifying equipment and supplies that may be needed to operate each congregate household pet shelter. |  |
| Operational Coordination  | 1 |
| Situational Assessment | 1, 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 1, 2 | Describe the method for utility provisions, such as running water, adequate lighting, proper ventilation, electricity, and backup power, at congregate household pet shelters. |  |
| Planning | 1 |
| Operational Coordination | 2 |
| Infrastructure Systems | 1 |
| Situational Assessment | 1, 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 2 | Describe the method to provide guidance to human shelter operators on the admission and treatment of service animals. |  |
| Public Information and Warning | 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 2 | Identify and describe the actions that will be taken to address the risk of injury by an aggressive or frightened animal, the possibility of disease transmission, and other health risks for responders and volunteers staffing the congregate household pet shelter. |  |
| Environmental Response / Health and Safety | 1, 2 |
| Public Health, Healthcare, and Emergency Medical Services | 1, 2 |
| On-Scene Security, Protection, and Law Enforcement | 1, 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 1 | Describe the method for identifying supplies that household pet owners may bring with them to the congregate shelter. |  |
| Public Information and Warning | 2 |
| Situational Assessment | 1, 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 1, 2 | Describe the method for physical security of each congregate household pet facility, including perimeter controls and security personnel. |  |
| On-Scene Security, Protection, and Law Enforcement | 1, 2 |
| Situational Assessment | 1, 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 1, 2 | Describe the method for providing for the housing of a variety of household pet species (e.g., size of crate/cage, temperature control, appropriate lighting). |  |
| Infrastructure Systems | 1 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 2 | Describe the method for providing for the separation of household pets based on appropriate criteria and requirements. |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 1, 2 | Describe the method for providing for the setup and maintenance of household pet confinement areas (e.g., crates, cages, pens) for safety, cleanliness, and control of noise level. |  |
| Environmental Response / Health and Safety | 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 1, 2 | Describe the method for providing for the setup and maintenance of a household pet first aid area inside each shelter. |  |
| Public Health, Healthcare, and Emergency Medical Services | 1, 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 2 | Describe the method for control of fleas, ticks, and other pests at each congregate household pet shelter. |  |
| Environmental Response / Health and Safety | 1, 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 2 | Describe the criteria for designating and safely segregating aggressive animals. |  |
| Environmental Response / Health and Safety | 1 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 2 | Describe the method for segregation of household pets to prevent the transmission of disease. |  |
| Environmental Response / Health and Safety | 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 1, 2 | Identify and describe the actions that will be taken for the relocation of a household pet due to illness, injury, or aggression to an alternate facility (e.g., veterinary clinic, animal control shelter). |  |
| Environmental Response / Health and Safety | 1 |
| Situational Assessment | 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 2 | Describe the method for providing controlled areas (indoor or outdoor) for exercising household pets. |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 2 | Describe the method for household pet waste. |  |
| Environmental Response / Health and Safety | 1, 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 2 | Describe the method for dead animal disposal (i.e. mitigation of hazard to other animals and alerting of disposal organization). |  |
| Environmental Response / Health and Safety | 1, 2 |
| Fatality Management Services | 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 3 | Describe the method for the reunion of rescued animals with their owners. |  |
| Public Information and Warning | 2 |
| Situational Assessment | 1, 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 3 | Identify and describe the actions that will be taken to address the long-term care, permanent relocation, or adoption of unclaimed pets. |  |
| Fatality Management Services | 2 |
| Situational Assessment | 1, 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 2 | Describe the provisions for the sheltering of unclaimed animals that cannot be immediately transferred to an animal control shelter or when non-eligible animals are brought to a shelter. |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 2 | Identify and describe the actions that will be taken to segregate or seize household pets showing signs of abuse. |  |
| On-Scene Security, Protection, and Law Enforcement | 2 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Mass Care Services | 2 | Describe the method for household pet registration (including identification of a current rabies vaccination for all animals). |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

# Resource Requirements

## **Micro-level**

Think about the person physically in the EOC, this ESF Annex is their guiding document during the response.

What does your ESF need from the EMO and the EOC to carry out the functions they are assigned? Will they need to bring their own laptop, access to specific internal networks, etc.? Will the ESF maintain a copy of their own SOPs or partner plans within the EOC?

Additionally, to be an ESF representative with the knowledge necessary to successfully support the functions of this ESF, what type of training is required? Are there additional training opportunities that could benefit the individuals representing this ESF?

**Training Requirements**

**Recommended Training**

## **Macro-level**

Are there any known resources that will be activated to support the response operation, either established through policy or other mandates, regardless of what the situation is (e.g. a liaison will always be sent to the local EOC/ECC to ensure accurate coordination and unity of efforts, etc.)?

Describe arrangements in place with other jurisdictions for receiving their assistance in sheltering, including providing shelters when it is not practical locally (e.g., there are no available shelters or staff support).

# References and Supporting Guidance

What guidance exists to support this ESF? What attachments or appendices are included, if applicable? This is not a place for plans (i.e. plans belong in the “Direction, Control, and Coordination” section), but are there any websites or other relevant references this ESF may benefit from having quick access to?

List and briefly describe them.

# Terms and Definitions

What technical information was discussed, specific to this ESF, that may need additional clarification? Common terms and definitions (e.g. Emergency Operations Center, etc.) will be defined in the Basic Plan. We are really trying to focus on this ESF-specific jargon and terminology the average person may not know.

List and briefly describe them.

### Term Name:

Definition/Description