

EMERGENCY SUPPORT FUNCTION 6 MASS CARE, HOUSING, AND HUMAN SERVICES

Primary Agency

Department of Family and Children Services

Support Agencies

American Red Cross (ARC)
Board of Education
Chatham Community Organizations Active in Disaster
Chatham County Health Department
Chatham Emergency Management Agency
Housing Authority
Salvation Army
Savannah Chatham Metropolitan Animal Control
Second Harvest Food Bank
Southside Fire & EMS

I. INTRODUCTION

The emergency support function of mass care, housing and human services involves direction and coordination, operations and follow-through during an emergency or disaster.

A. Purpose

This ESF provides operational guidance to those who are assigned to work in this ESF. The mission of this ESF is to coordinate activities involved with the emergency provision of temporary non-medical shelters, housing, and human services to include emergency mass feeding and disaster welfare information of individuals and/or families impacted by a disaster or emergency.

1. Coordinate the tasking of all sheltering activities during a disaster.
2. Coordinate with ESF 8 to establish and operate of mass feeding facilities in areas affected by disasters.
3. Coordinate with relief efforts provided by volunteer organizations performing mass care functions.
4. Coordinate the establishment of a system to provide shelter registration data to appropriate authorities.
5. Work with ESF 8 to coordinate provision of emergency first aid in shelters and fixed feeding sites.
6. Coordinate provision of medical support exceeding that required for standard first aid, for the prevention of communicable diseases, to include epidemiological and environmental health activities, as related to sheltering and feeding disaster victims.

7. Coordinate with ESF 12 to ensure each shelter has power generation capabilities.

B. Scope

1. This ESF is structured to promote the delivery of services and the implementation of programs to assist individuals, households and families impacted by potential or actual disaster or emergency. This includes economic assistance and other services for individuals impacted by the incident.
2. Activities within the scope of this function include:

a. Preparedness

- i. The primary agency will prepare for disasters by coordinating with support agencies for their participation in exercises.
- ii. ESF 8 will provide ESF 6 with regularly updated lists of planned special needs shelters or other special needs units in existence in each county.
- iii. ESF 6 will maintain a roster of primary contact ESF personnel.
- iv. ESF 6 will coordinate with the American Red Cross (ARC), Chatham County Emergency Management Agency, and GEMA to ensure an up-to-date shelter list is available.
- v. ESF 6 will procure and regularly update a list of all agencies (public and private) that have a mission and capability to provide mass feeding in times of disaster.
- vi. ESF 6 agencies will participate in exercises and training to validate this annex and supporting SOPs.
- vii. Ensure all ESF 6 personnel integrate NIMS principles in all planning.

b. Response

- i. Lead and support agencies will have and maintain appropriate listings of agency staff to notify for response activities.
- ii. ESF 6 will coordinate with ESF 5 and ESF 11 regarding mass feeding sites established by responding emergency management agencies.
- iii. Shelters will be opened and closed in accordance with public need as assessed by the appropriate volunteer organization, state and county emergency management agencies.
- iv. ESF 6 will monitor occupancy levels and ongoing victims needs, and will provide ESF 5 with an updated list of operational shelters.
- v. ESF 6 will coordinate with Chatham County Emergency Management Agency, ARC, VOAD, and ESF 8 to update lists of available shelters including special needs shelters.
- vi. ESF 6 will coordinate with ESF 8 for the provision of medical services and mental health services in shelters with the

- appropriate agencies.
- vii. ESF 6 will coordinate with appropriate agencies to ensure that each shelter has a working communications system and has contact with the County EOC and the managing agency. This may include radio, telephone, computer, or cellular telephone communication devices.
 - viii. ESF 6 will provide a list of mass care sites requiring restoration of services to EOC Operations.
 - ix. ESF 6 will coordinate with ESF 13 regarding additional security resources, if needed, at mass care shelters.

c. Recovery

- i. ESF 6 will coordinate with ESF 5, ESF 11, and ESF 8 to establish or support existing mass feeding sites operated by the American Red Cross, Salvation Army, and other volunteer agencies. The first priority of mass feeding activities will be disaster victims. Emergency workers will be encouraged to utilize established mass feeding sites in lieu of individual site distribution.
- ii. ESF 6 will coordinate mass feeding locations to ensure optimal access for public service based on emergency needs.
- iii. ESF 6 will coordinate with ESF 3 for garbage removal and ESF 8 for sanitation requirements and inspections at mass feeding sites in conjunction with county agencies.
- iv. ESF 6 will coordinate with ESF 11 and other responsible agencies for the provision of food and water to mass feeding sites, if needed. Liaison will be established with ESF 11 and 8 to ensure continued coordination for mass feeding.
- v. Anticipate and plan for arrival of and coordination with state ESF 6 personnel in the EOC and Joint Field Office (JFO).

d. Mitigation

- i. ESF 6 agencies will work to educate citizens on disaster preparedness and disaster mitigation activities.
- ii. Support requests and directives resulting from GEMA concerning mitigation and/or re-development activities.
- iii. Document matters that may be needed for inclusion in agency or state/federal briefings, situation reports, and action plans.

II. CONCEPT OF OPERATIONS

A. Mass Care Services

1. Strategy

Standard Operating Procedures (SOPs) will be developed and maintained by the agency or organization that has primary responsibility for this section of the ESF. This function will be coordinated with and involve other support agencies and organizations.

The mass care function is the primary responsibility of Department of Family and Children Services and support for this function is the responsibility of American Red Cross (ARC), Board of Education, Chatham Community Organizations Active in Disaster, Chatham County Health Department, Chatham Emergency Management Agency, Housing Authority, Salvation Army, Savannah Chatham Metropolitan Animal Control, Second Harvest Food Bank and Southside Fire & EMS.

2. Actions

a. Mitigation/Preparedness

- i. Coordinate MOUs with appropriate agencies and organizations for the provision of services to or on behalf of affected individuals and families.
- ii. Maintain, through the County Department of Family and Children Services, in coordination with the EMA, American Red Cross, Public Health Department, and Rehabilitation Services Office, an updated list of shelters with all relevant information (e.g., location, capacity, health inspection status, accessibility level, pet space, contact telephone numbers, and pager numbers).
- iii. Request that the American Red Cross assume responsibility for securing shelter and feeding arrangements, train shelter workers, provide shelter management, prepare first-aid kits, prepare media releases of shelter locations, operate shelters, and maintain shelter records.
- iv. Coordinate with the American Red Cross and EMA to establish a communication system between the EOC and shelters.
- v. Prepare for evacuation and care of protective service recipients during an emergency or disaster.
- vi. Participate in drills and exercises to evaluate mass care and shelter response capability.

b. Response/Recovery

- i. Support opening and operating American Red Cross shelter(s), at the request of the EMA.
- ii. Assist with the staffing of the American Red Cross shelters, in coordination with ESF 8 and other applicable agencies, as requested upon opening.
- iii. Provide staffing support for American Red Cross Services Centers and local Disaster Recovery Centers (DRCs), upon request.
- iv. Ensure evacuation and care of protective service recipients and arranging for re-entry.

- v. Maintain records of expenditures and document resources utilized during recovery.

B. Food Services

1. Strategy

Standard Operating Procedures (SOPs) will be developed and maintained by the agency or organization that has primary responsibility for this section of the ESF, in cooperation with the EMA. This function will be coordinated with ESF 11 and involve other support agencies and organizations.

Food services is the primary responsibility of Department of Family and Children Services and support for this function is the responsibility of American Red Cross (ARC), Board of Education, Chatham Community Organizations Active in Disaster, Chatham County Health Department, Chatham Emergency Management Agency, Housing Authority, Salvation Army, Savannah Chatham Metropolitan Animal Control, Second Harvest Food Bank and Southside Fire & EMS.

2. Actions

a. Mitigation/Preparedness

- i. Identify agencies and organizations with food preparation and distribution capabilities and coordinate MOUs with appropriate entities.
- ii. Maintain procedures and responsibilities for food service, issuance, and distribution, in coordination with the EMA and/or other agencies.
- iii. Establish a system for county implementation of Expedited and/or Emergency Food Stamps.
- iv. Develop a system for mobile and on-site feeding of emergency workers and shelter residents.
- v. Participate in tests and exercises to evaluate food distribution and service response capability.

b. Response/Recovery

- i. Work with the EMA to determine food and water needs.
- ii. Begin plan implementation as expeditiously as possible.
- iii. Coordinate community resources and personnel to assist with food and water services and/or distribution.
- iv. Establish sites for food and water service, distribution, and issuance.
- v. Implement the Expedited and/or Emergency Food Stamp Programs at the request of the local government, in coordination with the EMA director.

- vi. Work with ESF 8 and ESF 11 to monitor food and/or water for contamination and issuance of health-related public service announcements, as necessary.
- vii. Continue the provision of food and/or water throughout reentry and recovery.
- viii. Maintain records, expenditures, and document resources utilized during recovery.

III. RESPONSIBILITIES

A. Department of Family and Children Services

1. Serve as Primary Agency for ESF6
2. Aid in staffing, supporting, and operating sheltering operations
3. Coordinate disaster food stamp operations and other food support for families
4. Assist with the assessment of human needs during and after a disaster
5. Develop appropriate Plans, Procedures, Mutual Aid Agreements, Checklists, Go-Kits, and other supporting documentation as needed to facilitate execution of the Agency's responsibilities to this ESF.
6. Participate in drills, exercises, and other preparedness events to measure the Agency's readiness to support this ESF.
7. Coordinate with other ESF Agencies through regularly scheduled ESF meetings to ensure planning functions are carried out to support this ESF.
8. Ensure the presence of resources (human and physical) is in sufficient numbers to support the Agency's responsibilities to this ESF.
9. Identify Agency staff representatives supporting this ESF and other operational practices during emergency and disaster operations.
10. Prepare to support the Emergency Operations Center as necessary.
11. Ensure Agency Staff maintain NIMS compliance and report compliance measurements annually when requested.
12. Annually evaluate Critical Workforce Staffing needs and report sheltering and equipment staging locations when requested.
13. Document disaster related activities related to this ESF.
14. Conduct recovery and restoration task in coordination with the County EOC/RCC and federal assistance program guidelines
15. Coordinate pertinent disaster recovery information with the County' Joint Information Center (JIC).
16. Identify damages and losses and prepare an action plan for recovery activities.
17. Prepare to collect and maintain records of expenditures and document resources utilized during response and recovery operations.

B. American Red Cross (ARC)

1. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.
2. Ensure the presence of resource materials in sufficient numbers in the ESF location.
3. Shelter listings for each agency with names and numbers of each shelter manager, as available.
4. Locations of all mass feeding sites and the names of site managers.
5. Provide a system for recording incoming requests for sheltering and mass feeding, response assignments and actions taken.
6. Establish a protocol for prioritizing response activities.
7. Coordinate activities with other ESFs.
8. Maintain records of expenditures and document resources utilized during response and recovery efforts.
9. Open, administer, operate, and coordinate all sheltering activities
10. Provide for system of recording incoming requests for sheltering and mass feeding, response assignments, and action taken
11. Provide canteen services to victims
12. Coordinate bulk emergency relief distribution points
13. Develop appropriate Plans, Procedures, Mutual Aid Agreements, Checklists, Go-Kits, and other supporting documentation as needed to facilitate execution of the Agency's responsibilities to this ESF.
14. Participate in drills, exercises, and other preparedness events to measure the Agency's readiness to support this ESF.
15. Coordinate with other ESF Agencies through regularly scheduled ESF meetings to ensure planning functions are carried out to support this ESF.
16. Identify Agency staff representatives supporting this ESF and other operational practices during emergency and disaster operations.
17. Prepare to support the Emergency Operations Center as necessary.
18. Ensure Agency Staff maintain NIMS compliance and report compliance measurements annually when requested.
19. Annually evaluate Critical Workforce Staffing needs and report sheltering and equipment staging locations when requested.
20. Document disaster related activities related to this ESF.
21. Conduct recovery and restoration task in coordination with the County EOC/RCC and federal assistance program guidelines
22. Coordinate pertinent disaster recovery information with the County Joint Information Center (JIC).
23. Identify damages and losses and prepare an action plan for recovery activities.
24. Prepare to collect and maintain records of expenditures and document resources utilized during response and recovery operations.

C. Board of Education

1. Support sheltering activities with personnel and facilities, specifically through contractual agreement between BOE and ARC.
2. Provide security at shelters as necessary
3. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.
4. Develop appropriate Plans, Procedures, Mutual Aid Agreements, Checklists, Go-Kits, and other supporting documentation as needed to facilitate execution of the Agency's responsibilities to this ESF.
5. Participate in drills, exercises, and other preparedness events to measure the Agency's readiness to support this ESF.
6. Coordinate with other ESF Agencies through regularly scheduled ESF meetings to ensure planning functions are carried out to support this ESF.
7. Ensure the presence of resources (human and physical) is in sufficient numbers to support the Agency's responsibilities to this ESF.
8. Identify Agency staff representatives supporting this ESF and other operational practices during emergency and disaster operations.
9. Request volunteer agencies and private resources with assets to contribute those assets to the response effort.
10. Prepare to support the Emergency Operations Center as necessary.
11. Ensure Agency Staff maintain NIMS compliance and report compliance measurements annually when requested.
12. Annually evaluate Critical Workforce Staffing needs and report sheltering and equipment staging locations when requested.
13. Maintain records of expenditures and document resources utilized during recovery in accordance with ESF #7 policies and procedures and report these records to the Primary Agency.
14. Conduct recovery and restoration task in coordination with the County EOC/RCC and federal assistance program guidelines
15. Coordinate pertinent disaster recovery information with the County Joint Information Center (JIC).
16. Identify damages and losses and prepare an action plan for recovery activities.
17. Prepare to collect and maintain records of expenditures and document resources utilized during response and recovery operations.

D. Chatham Community Organizations Active in Disaster

1. Support disaster mental health services
2. Assist with the provision of medical and first aid supplies for shelters and first aid stations.
3. Identify and provide staff representatives to support the ESF and other operational information related to these activities
4. Request volunteer agencies and private resources with assets to contribute those assets to the response effort.
5. Develop appropriate Plans, Procedures, Mutual Aid Agreements, Checklists, Go-Kits, and other supporting documentation as needed to facilitate execution of the Agency's responsibilities to this ESF.
6. Participate in drills, exercises, and other preparedness events to measure the Agency's readiness to support this ESF.
7. Coordinate with other ESF Agencies through regularly scheduled ESF meetings to ensure planning functions are carried out to support this ESF.
8. Ensure the presence of resources (human and physical) is in sufficient numbers to support the Agency's responsibilities to this ESF.
9. Identify Agency staff representatives supporting this ESF and other operational practices during emergency and disaster operations.
10. Prepare to support the Emergency Operations Center as necessary.
11. Ensure Agency Staff maintain NIMS compliance and report compliance measurements annually when requested.
12. Annually evaluate Critical Workforce Staffing needs and report sheltering and equipment staging locations when requested.
13. Document disaster related activities related to this ESF.
14. Conduct recovery and restoration task in coordination with the County EOC/RCC and federal assistance program guidelines
15. Coordinate pertinent disaster recovery information with the County Joint Information Center (JIC).
16. Identify damages and losses and prepare an action plan for recovery activities.
17. Prepare to collect and maintain records of expenditures and document resources.

E. Chatham County Health Department

1. Assist in locating health and welfare workers to augment personnel assigned to shelters
2. Support disaster mental health services
3. Provide technical assistance for shelter, feeding, and warehouse operations related to food, vector control, water supply and waste disposal
4. Assist with provision of medical and first aid supplies for shelters and first aid stations
5. Develop appropriate Plans, Procedures, Mutual Aid Agreements, Checklists, Go-Kits, and other supporting documentation as needed to facilitate execution of the Agency's responsibilities to this ESF.
6. Participate in drills, exercises, and other preparedness events to measure the Agency's readiness to support this ESF.

7. Coordinate with other ESF Agencies through regularly scheduled ESF meetings to ensure planning functions are carried out to support this ESF.
8. Ensure the presence of resources (human and physical) is in sufficient numbers to support the Agency's responsibilities to this ESF.
9. Identify Agency staff representatives supporting this ESF and other operational practices during emergency and disaster operations.
10. Prepare to support the Emergency Operations Center as necessary.
11. Ensure Agency Staff maintain NIMS compliance and report compliance measurements annually when requested.
12. Annually evaluate Critical Workforce Staffing needs and report sheltering and equipment staging locations when requested.
13. Document disaster related activities related to this ESF.
14. Conduct recovery and restoration task in coordination with the County EOC/RCC and federal assistance program guidelines
15. Coordinate pertinent disaster recovery information with the County Joint Information Center (JIC).
16. Identify damages and losses and prepare an action plan for recovery activities.
17. Prepare to collect and maintain records of expenditures and document resources utilized during response and recovery operations.

F. Chatham Emergency Management Agency

1. Support opening of shelters and ensure all resources needed to provide sheltering to victims is received
2. Develop appropriate Plans, Procedures, Mutual Aid Agreements, Checklists, Go-Kits, and other supporting documentation as needed to facilitate execution of the Agency's responsibilities to this ESF.
3. Participate in drills, exercises, and other preparedness events to measure the Agency's readiness to support this ESF.
4. Coordinate with other ESF Agencies through regularly scheduled ESF meetings to ensure planning functions are carried out to support this ESF.
5. Ensure the presence of resources (human and physical) is in sufficient numbers to support the Agency's responsibilities to this ESF.
6. Identify Agency staff representatives supporting this ESF and other operational practices during emergency and disaster operations.
7. Prepare to support the Emergency Operations Center as necessary.
8. Ensure Agency Staff maintain NIMS compliance and report compliance measurements annually when requested.
9. Annually evaluate Critical Workforce Staffing needs and report sheltering and equipment staging locations when requested.
10. Document disaster related activities related to this ESF.
11. Conduct recovery and restoration task in coordination with the County EOC/RCC and federal assistance program guidelines
12. Coordinate pertinent disaster recovery information with the County Joint

Information Center (JIC).

13. Identify damages and losses and prepare an action plan for recovery activities.
14. Prepare to collect and maintain records of expenditures and document resources utilized during response and recovery operations.

G. Housing Authority

1. Support housing alternatives for those displaced by disaster
2. Provide expertise on housing programs and housing support
3. Develop appropriate Plans, Procedures, Mutual Aid Agreements, Checklists, Go-Kits, and other supporting documentation as needed to facilitate execution of the Agency's responsibilities to this ESF.
4. Participate in drills, exercises, and other preparedness events to measure the Agency's readiness to support this ESF.
5. Coordinate with other ESF Agencies through regularly scheduled ESF meetings to ensure planning functions are carried out to support this ESF.
6. Ensure the presence of resources (human and physical) is in sufficient numbers to support the Agency's responsibilities to this ESF.
7. Identify Agency staff representatives supporting this ESF and other operational practices during emergency and disaster operations.
8. Prepare to support the Emergency Operations Center as necessary.
9. Ensure Agency Staff maintain NIMS compliance and report compliance measurements annually when requested.
10. Annually evaluate Critical Workforce Staffing needs and report sheltering and equipment staging locations when requested.
11. Document disaster related activities related to this ESF.
12. Conduct recovery and restoration task in coordination with the County EOC/RCC and federal assistance program guidelines
13. Coordinate pertinent disaster recovery information with the County Joint Information Center (JIC).
14. Identify damages and losses and prepare an action plan for recovery activities.
15. Prepare to collect and maintain records of expenditures and document resources utilized during response and recovery operations.

H. Salvation Army

1. Assist with mass feeding activities
2. Provide personnel support to the EOC when requested

3. Support disaster mental health services
4. Provide canteen services to emergency service workers and responders
5. Provide various comprehensive emergency services to include case work services, financial counseling, and a wide variety of emergency aid to people in need
6. Develop appropriate Plans, Procedures, Mutual Aid Agreements, Checklists, Go-Kits, and other supporting documentation as needed to facilitate execution of the Agency's responsibilities to this ESF.
7. Participate in drills, exercises, and other preparedness events to measure the Agency's readiness to support this ESF.
8. Coordinate with other ESF Agencies through regularly scheduled ESF meetings to ensure planning functions are carried out to support this ESF.
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14. Document disaster related activities related to this ESF.
15. Conduct recovery and restoration task in coordination with the County EOC/RCC and federal assistance program guidelines
16. Coordinate pertinent disaster recovery information with the County Joint Information Center (JIC).
17. Identify damages and losses and prepare an action plan for recovery activities.
18. Prepare to collect and maintain records of expenditures and document resources utilized during response and recovery operations.

I. Savannah Chatham Metropolitan Animal Control

1. Coordinate sheltering arrangements for animals
2. Coordinate with local agencies to establish a system to register identification data in an effort to reunite animals with their owners
3. Identify available shelter locations (barns, pastures, kennels, etc) to be used as animal shelters
4. Coordinate return of animals to their owners and determine the disposition of animals that cannot be returned to normal habitat or are otherwise separated from their owners
5. Develop appropriate Plans, Procedures, Mutual Aid Agreements, Checklists, Go-Kits, and other supporting documentation as needed to facilitate execution of the Agency's responsibilities to this ESF.
6. Participate in drills, exercises, and other preparedness events to measure

- the Agency's readiness to support this ESF.
7. Coordinate with other ESF Agencies through regularly scheduled ESF meetings to ensure planning functions are carried out to support this ESF.
 8. Ensure the presence of resources (human and physical) is in sufficient numbers to support the Agency's responsibilities to this ESF.
 9. Identify Agency staff representatives supporting this ESF and other operational practices during emergency and disaster operations.
 10. Prepare to support the Emergency Operations Center as necessary.
 11. Ensure Agency Staff maintain NIMS compliance and report compliance measurements annually when requested.
 12. Annually evaluate Critical Workforce Staffing needs and report sheltering and equipment staging locations when requested.
 13. Document disaster related activities related to this ESF.
 14. Conduct recovery and restoration task in coordination with the County EOC/RCC and federal assistance program guidelines
 15. Coordinate pertinent disaster recovery information with the County Joint Information Center (JIC).
 16. Identify damages and losses and prepare an action plan for recovery activities.
 17. Prepare to collect and maintain records of expenditures and document resources utilized during response and recovery operations.

J. Second Harvest Food Bank

1. Provide feeding support for disaster victims
2. Develop appropriate Plans, Procedures, Mutual Aid Agreements, Checklists, Go-Kits, and other supporting documentation as needed to facilitate execution of the Agency's responsibilities to this ESF.
3. Participate in drills, exercises, and other preparedness events to measure the Agency's readiness to support this ESF.
4. Coordinate with other ESF Agencies through regularly scheduled ESF meetings to ensure planning functions are carried out to support this ESF.
5. Ensure the presence of resources (human and physical) is in sufficient numbers to support the Agency's responsibilities to this ESF.
6. Identify Agency staff representatives supporting this ESF and other operational practices during emergency and disaster operations.
7. Prepare to support the Emergency Operations Center as necessary.
8. Ensure Agency Staff maintain NIMS compliance and report compliance measurements annually when requested.
9. Annually evaluate Critical Workforce Staffing needs and report sheltering and equipment staging locations when requested.
10. Document disaster related activities related to this ESF.
11. Conduct recovery and restoration task in coordination with the County EOC/RCC and federal assistance program guidelines

12. Coordinate pertinent disaster recovery information with the County Joint Information Center (JIC).
13. Identify damages and losses and prepare an action plan for recovery activities.
14. Prepare to collect and maintain records of expenditures and document resources utilized during response and recovery operations.

K. Southside Fire & EMS

1. Develop appropriate Plans, Procedures, Mutual Aid Agreements, Checklists, Go-Kits, and other supporting documentation as needed to facilitate execution of the Agency's responsibilities to this ESF.
2. Participate in drills, exercises, and other preparedness events to measure the Agency's readiness to support this ESF.
3. Coordinate with other ESF Agencies through regularly scheduled ESF meetings to ensure planning functions are carried out to support this ESF.
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12. Identify damages and losses and prepare an action plan for recovery activities.
13. Prepare to collect and maintain records of expenditures and document resources utilized during response and recovery operations.

IV. COUNTY-SPECIFIC INFORMATION

No County-specific information provided.

