

**Emergency Support Function – 6  
Mass Care/Sheltering**



**2020**

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### RECORD OF CHANGES

*Each update or change to the plan should be tracked. The record of changes, usually in table format, contains, at a minimum, a change number, the date of the change, the name of the person who made the change, and a summary of the change. Other relevant information could be considered.*

Change #	Date	Part Affected	Date Posted	Who Posted

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## ESF – 6 Mass Care/Sheltering

**ESF COORDINATOR:**

Chatham County Department of Family and Children Services

**SUPPORT AGENCIES:**

American Red Cross  
America's Second Harvest of Coastal Georgia  
Chatham County Animal Services  
Chatham County Health Department  
Chatham County Parks and Recreation  
Chatham Emergency Management Agency  
Chatham Emergency Services  
Chatham Savannah Authority for the Homeless  
Coastal Empire Disaster Recovery Committee  
Georgia Baptist Disaster Relief  
Housing Authority of Savannah  
Salvation Army  
Savannah Chatham County Public School System  
Savannah Food Truck Association

### INTRODUCTION

The emergency support function of Mass Care/Sheltering services involves direction and coordination, operations, and follow-through during an emergency or disaster.

**Purpose**

ESF-6 Mass Care/Sheltering provides operational guidance to departments/organizations that are assigned to work within this ESF. The mission of ESF-6 is to coordinate activities associated 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 an emergency or disaster event. This however is not a tactical response document. ESF-6 Mass Care/Sheltering is designed to ensure seamless integration of key mass care resources and information for preparedness, response, recovery, and mitigation activities to address an emergency or disaster.

**Scope**

ESF-6 acts to meet the Mass Care/Sheltering and essential elements of information needs of operations to include emergency sheltering, housing, feeding, and human services



support to include mass feeding and disaster welfare information in an emergency or a disaster.

## CONCEPT OF OPERATIONS

### General

During an emergency or disaster, ESF-6 may be activated to support operations and assist with the development of a common operating picture. The scope, scale and magnitude of the threat/incident will dictate which support agencies will be requested for the support of ESF-6 Mass Care/Sheltering in the EOC.

### Preparedness

- a. Maintain a roster of primary ESF support staff points of contact.
- b. Coordinate with ESF-8 Health/Medical for the provision of updated lists of planned special needs shelters or other special needs resources.
- c. Coordinate with the American Red Cross, Chatham County Health Department, CEMA and GEMA/HS to ensure an up-to-date shelter list is available. Ensure that this list includes the location, capacity, health inspection status, accessibility level, pet space and point of contact information.
- d. Acquire and regularly update a list of agencies (public and private sector) that have a mission and capability to provide mass feeding during times of disaster.
- e. Coordinate with the American Red Cross and CEMA to establish a communication system between the EOC and operational shelters.
- f. Plan for the evacuation of and care for the populations (unique & general) during an emergency or disaster.
- g. Ensure that procedures are established and responsibilities identified for the issuance and distribution of food services.
- h. Coordinate a process for the distribution of feeding services to emergency workers and shelter residents through the use of mobile and on-site feeding resources.
- i. Establish a procedure for the implementation of the Disaster Supplemental Nutrition Assistance Program (D-SNAP).
- j. Coordinate the development of MOA's with appropriate agencies/organizations for the provision of services to assist individuals and families affected by the emergency or disaster.
- k. Coordinate with GEMA/HS to assume responsibility for securing shelter and feeding arrangements, training shelter workers, providing shelter management,

preparing first-aid kits, distributing media releases regarding shelter locations, operating shelters and maintaining shelter records.

- l. Participate in and/or attend meetings to ensure planning functions are carried out to support this ESF.
- m. Participate in and/or conduct exercises to evaluate local capability.
- n. Ensure all ESF-6 support entities integrate NIMS principles throughout planning activities.

#### Response

- a. Coordinate with ESF-5 Planning/Emergency Management and ESF-11 Agriculture/Food/Water to identify food and water needs and the establishment of mass feeding sites as appropriate.
- b. Conduct a needs assessment with supporting entities to determine the amount of sheltering facilities necessary to support the emergency or disaster. Include the amount of special needs shelters that may be required.
- c. Establish processes for the opening and closing of shelter facilities in accordance with the needs assessment.
- d. Support the opening and operation of shelters upon request as appropriate.
- e. Coordinate mass feeding locations to ensure optimal access for public service.
- f. Coordinate with ESF-3 Public Works/Engineering for garbage removal and ESF-8 Health/Medical for sanitation requirements and inspections at mass feeding sites.
- g. Monitor the occupancy levels and ongoing needs of operational shelters and provide an updated list of shelter locations to ESF-5 Planning/Emergency Management.
- h. Coordinate with ESF-13 Law Enforcement for security needs as appropriate at shelter locations.
- i. Ensure a functional communications system has been established between operational shelters and the EOC. This may include the use of radios, phones and electronic messaging services.
- j. Coordinate with ESF-8 Health/Medical for the provision of medical services and mental health services within operational shelters.
- k. Coordinate with ESF-11 Agriculture/Food/Water for the incorporation of community resources and personnel for the provision and distribution of food and water services.

- l. Coordinate with ESF-8 Health/Medical and ESF-11 Agriculture/Food/Water to monitor food and/or water for potential contamination concerns. Coordinate the release of health-related public service announcements as necessary.
- m. Coordinate implementation of the Disaster Supplemental Nutrition Assistance Program (D-SNAP) as necessary.
- n. Provide a list of mass care sites requiring restoration of services to the EOC.

### Recovery

- a. Coordinate with ESF-5 Planning/Emergency Management, ESF-11 Agriculture/Food/Water and ESF-8 Health/Medical for the establishment and support of mass feeding sites operated by the American Red Cross, Salvation Army, Georgia Baptist Disaster Relief or other supporting entities.
- b. Coordinate with appropriate ESF-6 support entities to establish a process for the reunification of family members who may have been separated as a result of the emergency or disaster event.
- c. Continue the provision of food and/or water throughout re-entry and recovery.
- d. Coordinate mass feeding locations to ensure optimal access for public service.
- e. Coordinate with ESF-3 Public Works/Engineering for garbage removal and ESF-8 Health/Medical for sanitation requirements and inspections at mass feeding sites.
- f. Anticipate and plan for the arrival of and coordination with state ESF-6 personnel in the EOC and Joint Field Office.
- g. Maintain records of expenditures and document resources utilized during recovery.

### Mitigation

- a. Support and plan for mitigation measures.

### Organization

The County EOC will be activated to coordinate a multijurisdictional level response.

Representatives from the applicable ESF-6 Agencies may be assigned to the EOC or alternate location, as best suited to meet incident needs and coordinate operations.

### ESF Role Aligned to Core Capabilities

The following table lists the response capability that ESF-6 most directly supports, along with the related ESF-6 actions supporting the capability.

Core Capability	ESF-6 Mass Care/Sheltering
Mass Care Services	<ul style="list-style-type: none"> <li>• Provide life-sustaining and human services to the affected population. This includes, among other things:                             <ul style="list-style-type: none"> <li>➤ Hydration</li> <li>➤ Feeding</li> <li>➤ Sheltering</li> <li>➤ Temporary Housing</li> <li>➤ Evacuee Support</li> <li>➤ Reunification</li> <li>➤ Distribution of Emergency Supplies</li> </ul> </li> </ul>
Housing	<ul style="list-style-type: none"> <li>• Implement housing solutions that effectively support the needs of the whole community and contribute to its sustainability and resilience. This includes, among other things:                             <ul style="list-style-type: none"> <li>➤ Short-term housing</li> <li>➤ Intermediate-term housing</li> <li>➤ Long-term housing</li> </ul> </li> </ul>

**Responsibilities**

Coordinating Agency	Actions
Chatham County Department of Family and Children Services	<ul style="list-style-type: none"> <li>• Serve as the principle point of contact with ESF-6 mass care/sheltering from the EOC.</li> <li>• Coordinate ESF meetings to ensure constant state of readiness.</li> <li>• Provide coordination for staffing, supporting and operating shelters during an emergency or disaster event.</li> <li>• Provide coordination for staffing, supporting and operating mass feeding sites through activation of the Chatham County Mass Feeding Taskforce during emergency or disaster events.</li> <li>• Assist with the assessment of human needs during and post disaster.</li> <li>• Coordinate disaster food stamp operations and/or other food support for individuals and/or families affected by the emergency or disaster event.</li> <li>• Provide support staffing to the EOC for the following positions:                             <ul style="list-style-type: none"> <li>➤ ESF-6 Mass Care Services</li> </ul> </li> </ul>

Supporting Agency	Actions
All Supporting Agencies	<ul style="list-style-type: none"> <li>• Ensure the presence of resources (human and physical) are in sufficient numbers to support the Agency's responsibilities to this ESF.</li> <li>• Attend ESF meetings to ensure planning and coordination functions are carried out to support this ESF</li> <li>• Conduct recovery and restoration tasks in coordination with the EOC/RCC and federal assistance program guidance.</li> <li>• Annually evaluate Critical Workforce staffing needs and report sheltering and/or equipment staging locations as requested.</li> <li>• Coordinate pertinent disaster recovery information with the County Joint Information Center (JIC).</li> <li>• Identify damages and/or losses and prepare an action plan for recovery activities.</li> <li>• Maintain records of expenditures and document resources utilized during response and recovery operations.</li> <li>• 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.</li> <li>• Prepare to support the EOC as necessary.</li> <li>• Participate in drills, exercises and other preparedness events to evaluate the Agency's readiness to support this ESF.</li> <li>• Ensure Agency staff maintain NIMS compliance and report compliance measurements annually as requested.</li> </ul>
American Red Cross	<ul style="list-style-type: none"> <li>• Provide shelter listings for each agency with the names and contact numbers of each shelter manager.</li> <li>• Provide listings of the location of mass feeding sites and contact numbers for each site manager.</li> <li>• Establish a protocol for prioritizing response actions.</li> <li>• Provide a system for recording incoming requests for sheltering and mass feeding, identifying response assignments and actions to be taken.</li> <li>• Provide canteen services to disaster survivors.</li> <li>• Coordinate bulk emergency relief distribution points.</li> <li>• Coordinate activities with other ESF's as necessary.</li> <li>• Participate in the Chatham County Mass Feeding Taskforce</li> <li>• Coordinate the release of public information regarding the locations of shelters and mass feeding sites with ESF-15 External Affairs.</li> <li>• Provide support staffing to the EOC for the following position:</li> </ul>

Supporting Agency	Actions
	<ul style="list-style-type: none"> <li>➤ EOC Liaison</li> </ul>
<p>America's Second Harvest of Coastal Georgia</p>	<ul style="list-style-type: none"> <li>• Provide feeding support to disaster survivors.</li> <li>• Participate in the Chatham County Mass Feeding Taskforce</li> <li>• Provide support staffing to the EOC for the following position:               <ul style="list-style-type: none"> <li>➤ ESF-11 Agriculture/Food/Water</li> </ul> </li> </ul>
<p>Chatham County Animal Services</p>	<ul style="list-style-type: none"> <li>• Coordinate sheltering arrangements for animals.</li> <li>• Establish a system to register animal identification data in an effort to reunite animals with their owners.</li> <li>• Identify potential shelter locations (barns, pastures, kennels, etc.) to be utilized as animal shelters.</li> <li>• Coordinate the reunification of animals to their owners and determine the disposition of animals that cannot be reunited with their owners or returned to a normal habitat.</li> <li>• Coordinate the release of public information related to pet/animal sheltering or reunification with ESF-15 External Affairs.</li> <li>• Provide support staffing to the EOC for the following position:               <ul style="list-style-type: none"> <li>➤ ESF-18 Animal Services</li> </ul> </li> </ul>
<p>Chatham County Health Department</p>	<ul style="list-style-type: none"> <li>• Coordinate support staffing assigned to shelters through identifying available health and welfare workers to augment personnel assigned to shelters.</li> <li>• Support disaster mental health services.</li> <li>• Provide technical assistance for shelter, feeding and warehouse operations related to food, vendor control, water supply and waste disposal.</li> <li>• Participate in the Chatham County Mass Feeding Taskforce</li> <li>• Coordinate the provision of medical and first-aid supplies for shelters and first-aid stations.</li> </ul>

Supporting Agency	Actions
	<ul style="list-style-type: none"> <li>• Provide support staffing to the EOC for the following positions:               <ul style="list-style-type: none"> <li>➤ Health and Human Services Branch Director</li> <li>➤ ESF-8 Health and Medical Services</li> <li>➤ Provide an agency representative to the EOC to monitor and input information into the Hurricane Registry Board on WebEOC</li> </ul> </li> </ul>
Chatham County Parks and Recreation	<ul style="list-style-type: none"> <li>• Provide support staffing for sheltering operations to include both general population and critical workforce shelters.</li> <li>• Provide support staffing to the EOC for the following position:               <ul style="list-style-type: none"> <li>➤ Sheltering</li> </ul> </li> </ul>
Chatham Emergency Management Agency	<ul style="list-style-type: none"> <li>• Coordinate a situational assessment to determine priorities for conducting sheltering and mass feeding operations within the community.</li> <li>• Ensure agencies providing sheltering and mass feeding support have adequate support and all necessary resources are procured.</li> </ul>
Chatham Emergency Services	<ul style="list-style-type: none"> <li>• Provide resources as appropriate to assist with basic medical care and transportation services during sheltering operations.</li> <li>• Provide support staffing to the EOC for the following position:               <ul style="list-style-type: none"> <li>➤ Emergency Medical Services</li> </ul> </li> </ul>
Chatham Savannah Authority for Homeless	<ul style="list-style-type: none"> <li>• Serve as the principle point of contact for the Homeless Continuum of Care with ESF-6 Mass Care/Sheltering.</li> <li>• Provide a current listing of unsheltered locations for service coordination Pre / Post disaster.</li> <li>• Coordinate with other ESFs and the EOC as necessary to provide subject matter expertise on individuals experiencing homelessness.</li> <li>• Support Disaster Mental Health services Pre / Post disaster.</li> <li>• Provide support staffing to the EOC for the following position:               <ul style="list-style-type: none"> <li>➤ EOC Liaison</li> </ul> </li> </ul>
Coastal Empire Disaster Recovery Committee	<ul style="list-style-type: none"> <li>• Support disaster mental health services.</li> <li>• Assist with coordinating the provision of medical and first-aid supplies for shelters and first-aid stations.</li> <li>• Request volunteer agencies and private sector entities with resources contribute those assets to the response and recovery effort.</li> <li>• Participate in the Chatham County Mass Feeding Taskforce</li> </ul>

Supporting Agency	Actions
	<ul style="list-style-type: none"> <li>• Provide support staffing to the EOC for the following position as necessary:                             <ul style="list-style-type: none"> <li>➤ EOC Liaison</li> </ul> </li> </ul>
<p>Georgia Baptist Disaster Relief</p>	<ul style="list-style-type: none"> <li>• Provide listings of mass feeding sites and contact numbers for each site manager.</li> <li>• Establish a protocol for prioritizing response actions.</li> <li>• Participate in the Chatham County Mass Feeding Taskforce.</li> <li>• Coordinate the release of public information regarding the locations of mass feeding sites with ESF-15 External Affairs.</li> </ul>
<p>Georgia Baptist Disaster Relief</p>	<ul style="list-style-type: none"> <li>• Provide support staffing to the EOC for the following position as necessary:                             <ul style="list-style-type: none"> <li>➤ EOC Liaison</li> </ul> </li> </ul>
<p>Housing Authority of Savannah</p>	<ul style="list-style-type: none"> <li>• Support housing alternatives for those displaced by an emergency or disaster event.</li> <li>• Provide subject matter expertise on available housing programs and support.</li> <li>• Provide support staffing to the EOC for the following position as necessary:                             <ul style="list-style-type: none"> <li>➤ EOC Liaison</li> </ul> </li> </ul>
<p>Salvation Army</p>	<ul style="list-style-type: none"> <li>• Provide resources to support mass feeding operations.</li> <li>• Participate in the Chatham County Mass Feeding Taskforce.</li> <li>• Support disaster mental health services.</li> <li>• Provide canteen services to members of Chatham County’s Critical Workforce and supporting emergency responders.</li> <li>• Provide comprehensive emergency support services to include case management, financial counseling and additional emergency aid support to disaster survivors as appropriate.</li> <li>• Provide support staffing to the EOC for the following position as necessary:                             <ul style="list-style-type: none"> <li>➤ EOC Liaison</li> </ul> </li> </ul>



Supporting Agency	Actions
<p>Savannah Chatham County Public School System</p>	<ul style="list-style-type: none"> <li>• Provide support to sheltering and mass feeding operations through utilization of equipment, facilities and necessary resources.</li> <li>• Participate in the Chatham County Mass Feeding Taskforce.</li> <li>• Coordinate the release of public information regarding the locations of shelters and mass feeding sites with ESF-15 External Affairs.</li> <li>• Provide law enforcement support for security at shelters as necessary.</li> <li>• Provide support staffing to the EOC for the following positions:               <ul style="list-style-type: none"> <li>➤ SCCPSS Liaison</li> </ul> </li> </ul>
<p>Savannah Food Truck Association</p>	<ul style="list-style-type: none"> <li>• Identify and secure food items to support mass feeding operations.</li> <li>• Provide certified food truck vendors to support the overall feeding strategy.</li> <li>• Participate in the Chatham County Mass Feeding Taskforce.</li> <li>• Provide for the proper storage of food provided during the emergency or disaster event.</li> </ul>

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