Emergency Services
Department of Social Services

CARE AND SHELTER PLAN

1998
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PURPOSE AND OBJECTIVES

The purpose of this plan is to provide guidance to the Shasta County Department of Social Services staff in performing their assigned support tasks in the event of a major disaster in order to provide care and shelter services.

The objective of the Care and Shelter Plan is to:

1. Delineate the responsibilities and tasks of responding care and shelter personnel.
2. Establish lines of authority and coordination.
3. Establish guidelines for being the lead local government agency in support of the American Red Cross in the operation of Congregate Care Shelters.

AUTHORITIES

The following federal, state and county authorities assign specific responsibilities during a disaster:

1. Shasta County Resolution number 95-175 established the Shasta County Operational Area (September 26, 1995). The Sheriff-Coroner of Shasta County is the Emergency Services Director. Shasta County Code, chapter 2.72 defines the membership of the Emergency Management Council, which includes the Director of Emergency Services.

2. The Care and Shelter Appendix of the Shasta County Multi-Hazard Functional Plan provides that the Department of Social Services is the primary county agency for county and operational area care and shelter activities.

3. California Emergency Plan. The provision of emergency welfare services falls with the authority of state supervised and county administered Public Social Services. In case of an officially declared state of emergency, and pursuant to the rules and regulations of the California Emergency Council, "State, regional and local government employees will become disaster workers; duties may include support of the Red Cross."

4. California Code of Regulations, Title 19, Division 2, Chapter 1--Standardized Emergency Management System Regulations, mandated by Senate Bill 1841, passed on January 1, 1993. The law is found in §86970(a) and 8607(b).

5. Guidelines for the preparation of state emergency welfare services plans provide that local welfare departments are responsible for developing programs to assure the provision of welfare services in war emergencies, natural disasters and civil disorders. Federal Civil Defense Guide, March 1965, describes five emergency welfare functions (lodging, feeding, clothing, registration and inquiry, and social services) which are the responsibilities of the federal, state and local government.
EMERGENCY ORGANIZATION

County Office of Emergency Services

The mission of the County Office of Emergency Services (OES) is to coordinate response and recovery during multiple jurisdictional and/or multiple agency disasters. The Department of Social Services is one of the lead county departments responsible for ensuring that Shasta County carries out its full operational area disaster response and recovery responsibilities.

Standardized Emergency Management System (SEMS)

SEMS is intended to standardize response to emergencies involving multiple jurisdictions and/or multiple agencies. SEMS requires emergency response agencies use basic principles and components of emergency management including the Incident Command System (ICS), multi-agency or inter-agency coordination, the operational area concept and established mutual aid systems. Local government must use EMS in order to be eligible for state funding of response-related personnel costs pursuant to activities identified in the California Code of Regulations, Title 19, §2920, §2925 and §2930. Under SEMS, the Shasta County Department of Social Services, having the primary responsibility for care and shelter, shall be represented at the Emergency Operations Center Branch coordinator/liaison under the Logistics functional area. The Care and Shelter Branch coordinator/liaison will work closely with the Department of Social Services, schools, local government, local volunteer agencies and other supporting county departments to ensure coordination of the mass care effort.

Emergency Operations Center (EOC)

The location in which the County Office of Emergency Services coordinates response during multiple jurisdictional and/or multiple agency disasters is called the Emergency Operations Center. This Emergency Operations Center is located at SHASCOM, 3101 South Street, Redding, CA 96001-2379. The Care and Shelter Branch Coordinator shall report to the EOC at the request of the Emergency Services Director. Essential care and shelter advance planning and operations may be carried out in the EOC.

DEPARTMENT OF SOCIAL SERVICES

The mission of the D.S.S. is to carry out the county approved care and shelter plan. In this process, designated staff will coordinate local government, schools, local volunteer agencies, mutual aid and assistance of other supporting county departments to ensure the most effective possible delivery of services.

Responsibilities of the Department of Social Services

D.S.S. is expected to respond to any natural or human-caused disaster or emergency which requires the provisions of emergency care and shelter. Examples of natural disasters include floods, mud slides and
brush fires. Hazardous materials spills and residential or industrial fires are examples of human-caused disasters.

Responsibilities of the Director of D.S.S.

Immediately following any major disaster, the Director and other staff who have been identified as critical to department emergency operations are expected to be available for duty. Should a disaster occur outside working hours, these staff will ensure that pagers are activated and/or home numbers are made available to the D.S.S. Following a catastrophic disaster where there is obvious wide-spread damage, these staff will immediately report to work at their designated work site.

The Assistant Director or designee assigned the shelter function will maintain rosters of all managers, including home and office telephone numbers and pagers which will be updated as needed.

The Assistant Director or designee may activate staff as temporary disaster workers to:

C Support departmental emergency operations. The Assistant Director or designee will ensure that regulations and policies regarding emergency working hours, overtime pay, travel, and supervision conform to county policy.

C Open and maintain shelters until the American Red Cross relieves county personnel and/or assist the American Red Cross in shelter operations. The Assistant Director or designee will assist in training and orienting this staff to emergency functions.

C Maintain all necessary records to ensure that the control of expenditures, claims, and statistical information is compiled.

The Assistant Director and/or designee will perform the duties of the Care and Shelter Branch Coordinator.

Responsibilities of Employees as Disaster Workers

The Shasta County Code, Chapter 2.72.070 identifies county employees as emergency workers during a declared emergency. D.S.S. has important responsibilities to victims of a disaster, and employees are expected to report to work, barring critical personal and family emergency responsibilities.

In a major emergency, damage may be so widespread that departmental personnel cannot be contacted through normal channels. Following a disaster, all employees are expected to listen to the Emergency Alert System on news radio and television stations to learn whether the emergency is widespread. Instructions on reporting to work may be broadcast. Employees may be ordered to work temporarily at locations away from their normal job assignment.
Temporary disaster assignments may include shelter operations, management or assisting the American Red Cross in shelter operations, emergency worker oversight, tracking personnel and costs, locating and arranging evacuation of the elderly and homebound persons, performing care and shelter functions according to the Standard Emergency Management System at the Emergency Operations Center.

The decision to deploy staff to disaster assignments is made by the Assistant Director of D.S.S. or designee. Once this decision is made, all departmental managers will support the Operations Center requests for staff to work in temporary disaster assignments.

OTHER INVOLVED AGENCIES

The American Red Cross

The American Red Cross is mandated by Congress to provide mass care and Disaster Welfare Inquiry (DWI) assistance for victims of natural disasters. DWI is a victim locator system which provides information about disaster victims to family members outside the disaster area.

The American Red Cross also provides emergency disaster assistance to victims through service centers. This includes assistance with emergency food, rent, minor home repairs, clothing, critical medicines and other essentials of life.

The American Red Cross may open shelters at the request of the local fire or police agency, at the request of a local governmental agency, or as they see the need. The local chapter of the American Red Cross shall collect and maintain shelter information, as well as shelter agreements with facilities appropriate for use as shelters. The American Red Cross shall coordinate shelter information with the Shasta County Emergency Services Agency. A copy of information is available to the D.S.S. on request.

In the event where there is not an American Red Cross chapter close enough to provide immediate assistance, the D.S.S. staff will open and operate the American Red Cross "sanctioned" shelters until the arrival of the American Red Cross support.

The Salvation Army

The Salvation Army is available to provide canteen and clothing assistance.

PRE-DISASTER PLANNING

The Assistant Director of the Department of Social Services or designee will develop a standard operating procedure to address the specific disaster response of the employees assigned as Disaster Service Workers. This standard operating procedures is to be kept current and available for staff reference. In addition, the D.S.S. will coordinate with the American Red Cross to ensure that all Disaster Service
Workers assigned to the shelter function are trained in the following Red Cross programs: (1) Introduction to Disaster, (2) Mass Care Overview, and (3) Shelter Workshop.

The Assistant Director will ensure that all managers and other staff with significant disaster responsibilities are familiar with the department's disaster plan. The D.S.S. plan is to be coordinated with Shasta County Emergency Services Agency. A copy shall be provided to the Emergency Services Coordinator.

DISASTER OPERATIONS

Care and Shelter Branch Coordinator

The Care and Shelter Branch Coordinator has the responsibility of communicating these activities directly with the Shasta County Office of Emergency Services and other involved agencies, including the Care and Shelter Branch Coordinator at the Regional Emergency Operations Center (REC). Other responsibilities include the determination of care and shelter needs in the operational area, preparation of action plans listing objectives to be accomplished, formulation of strategies to achieve objectives, as well as advance planning considerations. The Care and Shelter Branch Coordinator must be aware of all mass care activities conducted in the operational area in order to make accurate assessments, and to be able to identify new and continuing needs within the operational area. These activities may be conducted at the D.S.S. until the emergency operations center (EOC) is activated. The Assistant Director or his designee will be paged by the Sheriff to report to the EOC.

The Care and Shelter Branch Coordinator shall continue to staff the emergency operations center until county and operational area assistance is no longer needed.

Shelter Operations

The American Red Cross will open shelters when and where the need becomes apparent. They will also respond to a request from the local fire, police, or other governmental authority. In the event that D.S.S. is required to open the shelters, the shelters are to be operated in accordance to the policies and procedures defined in the American Red Cross Shelter Management 3000 Series. Staff assigned to manage or assist the American Red Cross in sheltering operations shall receive shelter management training as approved by the American Red Cross. This training shall include courses in (1) Introduction to Disaster, (2) Mass Care Overview, and (3) Shelter Workshop.

Mutual Aid

California's emergency assistance is based on a statewide mutual aid system designed to ensure that additional resources are provided to local jurisdictions whenever their own resources are committed or inadequate. Cities, counties, and the State of California have joined together in a Master Mutual Aid Agreement which provides for mutual aid between and among cities, counties, state agencies, and the
private sector during disasters. The California Disaster and Civil Defense Master Mutual Aid Agreement establishes the current mutual aid system. Any assistance provided under this agreement is free and there is no reimbursement for the services.

The maintenance of mutual aid operations is that there is full commitment of resources by the requesting jurisdiction prior to the initiation of a mutual aid request. This does not require actual exhaustion of all resources, but it does anticipate full mobilization and commitment to the emergency. Mutual aid is a voluntary system although the Governor can make it mandatory under a state of emergency.

D.S.S. may need to request or provide mutual aid to ensure the provisions of mandated social and regulatory services for client populations, or to provide staffing at shelters or the evacuation center should the demand for sheltering become overwhelming for the American Red Cross and the department.

Requests for mutual aid will follow normal mutual aid channels, consistent with the Master Mutual Aid Agreement and the Standardized Emergency Management System. To request mutual aid, the Care and Shelter Branch Coordinator apprises the Logistics Chief of the intent to request mutual aid. The request is to be made to the state's Regional Emergency Operations Center (REOC) through the RIMS Mission Request Tasking Form.

The Care and Shelter Branch Coordinator shall be prepared to provide situation reports, specify the number of persons along with their type of assistance needed, specific classifications if necessary, reporting location, travel and lodging arrangements and estimated length of utilization.

Services Contract

Should it be determined that immediate sheltering needs cannot be met by the American Red Cross, the county's own resources or by mutual aid, hiring "temporary" staff from other counties to provide this immediate relief may be in Shasta County's best interest. The Assistant Director or his designee will be responsible for requesting and entering into an agreement with an agency or another D.S.S. that is willing and has the ability to fill such requests.

Record Keeping

An accurate record keeping and tracking system of persons temporarily assigned to emergency functions during disaster operations is imperative.

Record collection will include classification of staff, disaster assignment, when and where assigned, when released from temporary disaster assignment, days and hours (straight and overtime) worked, costs related to travel including transportation, lodging and meals. Statistical information may also be compiled from the records collected.
Public Information

The department may need to release informational announcements to the public during and after a disaster. All public information announcements will be referred to the Shasta County Public Information Officer for coordination and approval before release to the public. To the extent possible, interviews during a disaster will also be cleared with the Public Information Officer.

During and following a disaster, normal clearances may not be possible. News media representatives may walk into shelters and service centers expecting to talk to someone regarding services. Should a Red Cross representative not be available, the Social Services staff is authorized to speak to the media regarding activities in the shelters following Red Cross media guidelines. These media guidelines are:

C All interviews will first be approved by the shelter or service center manager.
C Staff may only give answers concerning their assignment.
C Staff may not guess at information, but will only provide facts.
C Disaster victims will not be shown on TV or interviewed without their permission.

Interviews usually take place outside the shelter. Social Services staff will not discuss operations except in the specific location where the employee is working. Any questions regarding shelter activities will be referred to the Care and Shelter Liaison for coordination with the Shasta County Public Information Officer.

*For example: An employee could say that he/she works for Social Services, is working in the shelter, and explain his/her duties in the shelter. However, the employee could not speak regarding Social Services departmental operations.*

AFTER DISASTER OPERATIONS

Employee Debriefing

Employees who work on disaster assignments will be debriefed as to their experiences. The results of these job debriefings will be included in the After Action Report prepared by the Care and Shelter Branch Coordinator.

After-Action Report

Following any major disaster, the Care and Shelter Branch Coordinator will prepare an After Action Report. The report will include a brief description of the events, a description of the Social Services role in the event, the impact on departmental operations, lessons learned, and a corrective action list. This will be forwarded to the Plans Chief for inclusion in the Action Plan documentation.
PLAN REVIEW AND REVISION

In conjunction with an exercise or an actual event, the Social Services Department will evaluate their response, current procedures and determine any corrective action. Should there be recommendations for change in the Shasta County Multi-Hazard Functional Plan these will be forwarded to the Shasta County Office of Emergency Services.