

# EMERGENCY FUNCTION (EF) 6

## CARE AND SHELTER

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# EMERGENCY FUNCTION (EF) 6 CARE AND SHELTER

<b>Coordinator/ Primary Agency:</b>	San Mateo County Human Services Agency
<b>Supporting Agencies:</b>	American Red Cross San Mateo County Department of Housing San Mateo County Health System San Mateo County Office of Emergency Services (OES) Peninsula Humane Society/SPCA (in close support from EF 11)

## I. INTRODUCTION

### A. Purpose

The purpose of Emergency Function (EF) 6 is to provide guidance regarding the development and operation of a viable shelter, reception, and mass feeding center during an emergency or disaster in San Mateo County, and to ensure completion of required emergency responses to an incident.

### B. Mission Statement

To provide for the basic needs of care, shelter, and recovery to residents of San Mateo County who are displaced as a result of natural or human-caused disaster, or other severe emergencies.

### C. Scope

The scope of EF 6 during its activation is to:

1. Obtain and process information regarding the incident and its known, predicted, or potential impact to the San Mateo County population.
2. Estimate the resources and facilities needed to adequately meet the basic needs of disaster victims.
3. Notify the emergency operations center (EOC) management of any identified shortfalls in EF 6 field support.
4. Determine availability of resources needed to respond to known and/or estimated requirements to meet basic needs of the residential and visiting population.
5. Mobilize resources and facilities to meet the needs of the affected disaster population.
6. Manage general field locations supporting evacuees or disaster victims within San Mateo County.
7. Coordinate the oversight of adequacy, safety, and quality of EF 6 field locations (shelters, mass feeding locations, and mass distribution sites).
8. Monitor EF 6 field locations providing sheltering, feeding, and distribution services.
9. Coordinate with EF 15 (Public Information) for the release of emergency information and messaging to support EF 6 field operations.

10. Coordinate with shelter operations to ensure shelter locations for access- and functional-needs populations are made available.
11. Coordinate the establishment of co-located, pet-friendly shelters.
12. Implement, as required, the necessary controls for the prioritization and allocation of sheltering capacity and processing of sheltering requests.
13. Coordinate and facilitate demobilization and restoration resources and capabilities.

## II. POLICIES

The following policies apply to the implementation of this EF:

- A. The designated primary and support agencies are responsible for and committed to staffing and implementing this EF at the time of its activation by the San Mateo County OES.
- B. This EF will be implemented in a manner consistent with: the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS), the basic plan of the San Mateo County emergency operations plan (EOP), applicable agency guidelines and policies, and all applicable regulations and statutes.
- C. The priorities for emergency operations implemented by this EF will be consistent with and support the San Mateo County Emergency Operations Center Action Plan (EOC-AP) for the applicable operational period.
- D. When the resources and capabilities available to this EF are limited, resource allocation will be in accordance with the priorities established by the EOC-AP, as well as by the following, in descending order of importance:
  1. Protection of human health and safety;
  2. Protection of critical infrastructure;
  3. Protection of property; and
  4. Protection of environmental quality.
- E. The primary and support agencies participating in this EF operate in conformance with SEMS and NIMS, and will adopt additional components of SEMS and NIMS as they are promulgated. SEMS and NIMS components include: incident command system (ICS), preparedness activities, resource management mechanisms, communications and information management requirements, supporting technologies, and ongoing management and maintenance requirements.

## III. PLANNING ASSUMPTIONS

The following planning assumptions have been used to develop this EF. If these assumptions are not valid for a specific event or circumstance, it will be necessary to modify the operational concepts and assigned responsibilities defined herein:

- A. The primary and support agencies will have adequate personnel and equipment available at the time of EF activation to support emergency operations.

- B. The equipment, systems, and supplies normally available to the primary and support agencies needed for emergency operations will remain functional and/or can be repaired on a timely basis to support the EF's operations.
- C. The County's ability to support a response to an emergency or disaster will be severely impacted.
- D. Resources requested from mutual aid will be provided on a timely basis, where needed, in support of emergency operations.
- E. All forms of communication may be severely interrupted during the early phases of an emergency or disaster.
- F. Transportation outside and within the County may be interrupted due to damage to roads, bridges, and airports.
- G. Following an emergency or disaster, there may be a need to provide resources, goods, and services to other areas affected within the County.
- H. Members of the affected public will receive emergency instructions regarding protective actions and other changes to normal, daily conditions.

## IV. CONCEPT OF OPERATIONS

This section defines the concept of operations that will be used by the primary and support agencies to implement the EF at the time of a disaster. The concept of operations includes actions to be taken by the agencies responsible for the EF during the pre-event timeframe, as well as during emergency-response and disaster-recovery periods. The concept of operations for the EF is applicable regardless of the scope, type, or duration of emergency event.

### A. General

1. EF 6 will be activated, staffed, and implemented by the primary and support agencies whenever directed to do so by the San Mateo County OES. The primary agency may be directed to activate the EF prior to the onset of an emergency situation, immediately after its impact on the County, or at any time during the activation of the EOC. Once directed to activate the EOC, the primary agency is responsible for notification and mobilization of its personnel and resources as they are needed.
2. Once activated, designated personnel from the primary agency will coordinate operations of the EF from its position in the EOC, where adequate communications and data management systems are available. Coordination of the EF operations from the EOC also will be used to ensure coordination of all EF operations with emergency actions being taken by other EFs. Operational coordination by the primary agency will continue from the EOC until the time the EF is authorized to deactivate and terminate operations.
3. The organization of EF 6 is consistent with the San Mateo County EOP basic plan. This structure and system supports: incident assessment, planning, procurement, deployment, coordination, financial responsibilities, and support operations to San Mateo County.

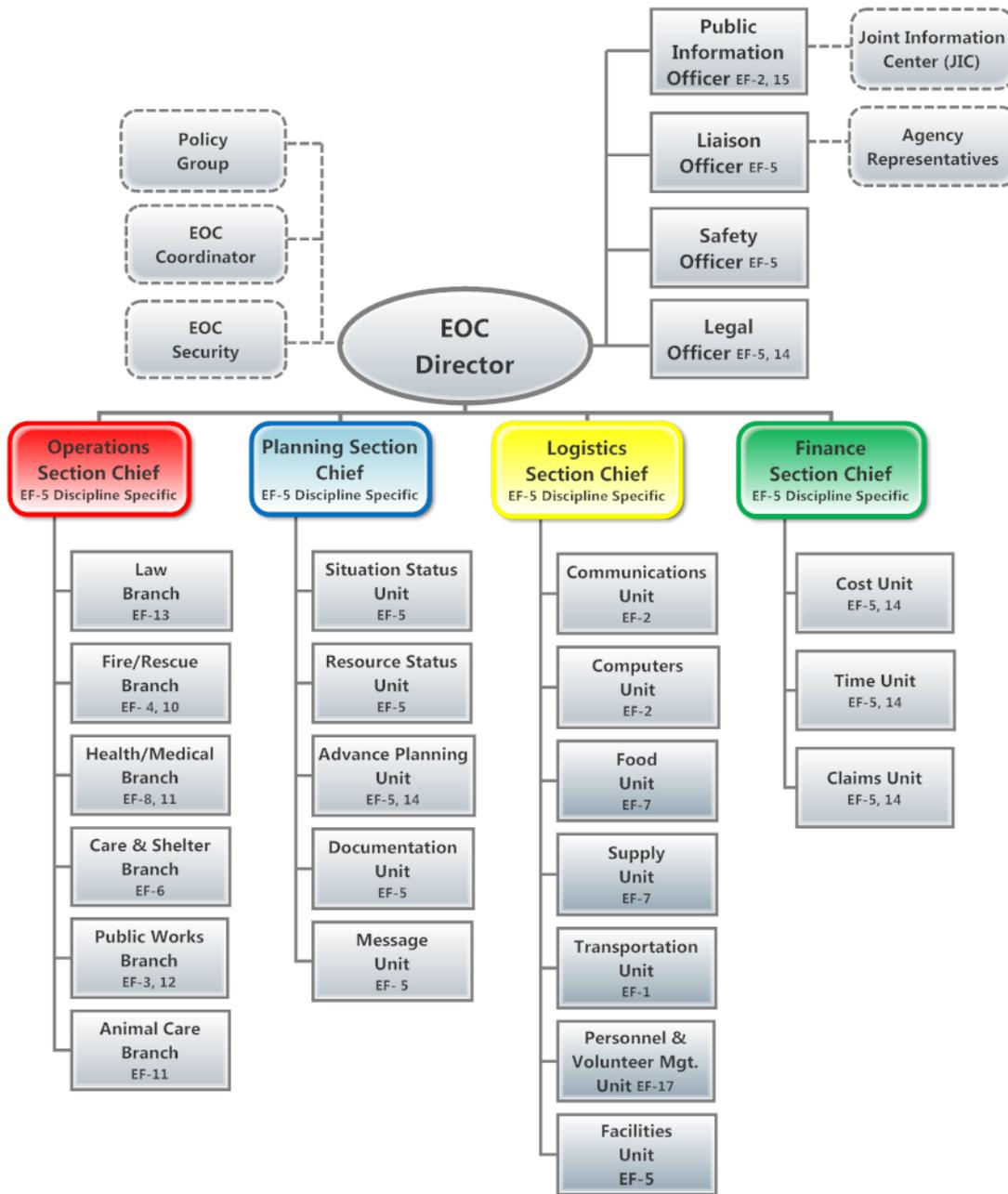
4. EF 6 will coordinate under the Operations Section of the ICS structure.
5. Guidelines, protocols, and plans for disaster-response activities are developed to govern staff operations at the San Mateo County EOC and in the field. These protocols are in the form of the basic plan, corresponding appendices, and standard operating procedures (SOP), which describe EF 6 responsibilities. Periodic training and exercises are also conducted to enhance effectiveness.

## **B. Organization**

1. The EF coordinator has management oversight for this EF. The EF coordinator has ongoing responsibilities throughout the preparedness, response, and recovery phases of incident management.

The position of this EF in the EOC organizational structure is shown in the organization chart below. EF 6 is positioned within the Operations Section.

## San Mateo County EOC Organizational Chart



Emergency Functions (EF)			
EF #1	Transportation	EF #10	Hazardous Materials
EF #2	Communications	EF #11	Food and Agriculture
EF #3	Construction and Engineering	EF #12	Utilities
EF #4	Fire and Rescue	EF #13	Law Enforcement
EF #5	Emergency Management	EF #14	Long-Term Recovery
EF #6	Care and Shelter	EF #15	Public Information
EF #7	Resources	EF #17	Volunteer and Donations Management
EF #8	Public Health and Medical		

## C. Notifications

1. San Mateo County OES will be responsible for notifying the EF coordinator (or alternate coordinators) of the need to activate the EF, or (if indicated) to stand by in the event that EF activation is required. In turn, the EF coordinator (or alternate coordinator) is responsible for notifying the designated support agencies of the notification to activate the EF or to stand by for possible activation. The EF coordinator at the time, is responsible for determining whether personnel from some or all of the support agencies should be notified and mobilized.
2. The primary agency maintains an up-to-date, 24-hour notification roster of its personnel assigned to this EF, as well as representatives of the support agencies.

## D. Emergency Operations

This section describes the emergency operations that may be required by the primary and support agencies in order to be prepared for EF activation, as well as the operations to be implemented during the response and recovery phase. Actions to be taken for demobilization of the EF are also defined.

### 1. Pre-Event Preparedness

The EF coordinator has management oversight for EF 6. To ensure readiness to activate the EF, the primary and support agencies will check that the following actions are taken prior to the onset of an emergency event:

- a. Detailed SOPs, action checklists, and job aides needed by EF personnel will be developed and available for use. SOPs and checklists should detail the following (this is not a comprehensive list):
  - i. Actions to open and staff shelters;
  - ii. Agencies and resources to support pet-friendly shelters;
  - iii. Actions for supporting access- and functional-needs populations in shelters, including addressing Americans with Disabilities Act compliance;
  - iv. Process for addressing unaccompanied minors in shelters;
  - v. Admission of service animals to shelters;
  - vi. Method for the provision of security at shelters;
  - vii. Methods for decontaminating evacuees exposed to contaminants or hazards;
  - viii. Handling of household pets showing signs of sickness and/or abuse;
  - ix. Method and process to reunite families and pets; and
  - x. Care and maintenance of each shelter facility.
- b. Equipment inventories and personnel rosters necessary for EF implementation will be up-to-date and immediately available.
- c. As indicated, ensure that that primary and support agency personnel designated for EF implementation have received all necessary training.

- d. Assist the designated alternate EF coordinator(s) and the assigned personnel from the EF primary and support agencies in understanding their duties for the EF maintenance and activation, as well as continually improving their capabilities for effective EF implementation.
  - e. Agencies will coordinate pre-incident efforts with private-sector organizations as they relate to the EF.
  - f. Agencies will coordinate EF preparedness activities related to all levels of planning for response and recovery operations.
  - g. Facilities, systems, equipment, and supplies that are necessary for EF implementation will be protected from the effects of the event to the greatest extent feasible.
  - h. If indicated, personnel will be pre-deployed to protected locations or facilities within the county to expedite implementation of the EF.
  - i. Agencies will designate representatives for the EOC.
2. Response Operations

Response operations are conducted during an event, and are necessary to protect people, provide services to people harmed by the event, and mitigate further property or environmental damage, if feasible. Response operations for the EF are considered in two phases: (1) initial actions for the period when the EF is first activated; and (2) continuing actions that are to be implemented, as needed, during each EOC operational period for the response phase, until the EF is able to transition to recovery operations. In all cases, the response operations are general guidelines for action, and may be modified, as needed, to adjust to the particular circumstances of the situation. The phases of the response operations are described below:

a. Initial Actions

The following initial actions, as indicated, are to be completed during the first EOC operational period for activation of the EF:

- i. EF coordinator or designee will staff the EF 6 position when the EOC is activated.
- ii. Ensure the functionality of telecommunications and data management systems to be used by the EF, and take corrective actions as needed.
- iii. Access needed guidelines, checklists, rosters, and inventories.
- iv. Receive an initial briefing and/or information regarding the situation and the current status of County emergency operations by other EFs.
- v. Establish communications with the corresponding EF at the County EOC, if activated, and define the protocol for requesting County assistance from the representative EF.
- vi. If indicated, contact necessary vendors and contractors to determine the availability of services and resources through these organizations. Coordinate

with appropriate private-sector organizations to maximize use of all resources.

- vii. The EF coordinator will assist with the collaboration and development of operational priorities based on the objectives set forth in the initial briefing.
- viii. Implement necessary initial actions specific to the EF based on direction and objectives set forth by the EF 5 (Emergency Management) coordinator.

b. Continuing Actions

The following continuing actions would be repeated, when indicated, during each operational period for the duration of the response period, and until the transition to recovery operations by the EF:

- i. Monitor EF staffing and resource availability and adequacy, and take corrective actions when necessary.
- ii. Review the EOC-AP for the operational period, and prioritize EF operations and resource allocation in accordance with its directives.
- iii. Monitor EF emergency actions initiated and/or continuing from the previous operational period until completion.
- iv. Maintain complete and accurate documentation regarding emergency operations and expenditures.
- v. Provide information regarding EF operations, problem areas, and resource needs to EF 5 for development of the EOC situation report (SITREP) and EOC-AP.
- vi. Participate in EOC briefings when held.
- vii. Coordinate with EF 13 (Law Enforcement) and EF 1 (Transportation) on the delivery of resources to areas impacted by the disaster. Ensure travel routes are available and that access will be granted.
- viii. Coordinate with supporting agencies and voluntary organizations active in disaster (VOAD) for additional assistance in obtaining and distributing resources.
- ix. Work with EFs to manage and distribute donations.
- x. As EF response actions near completion, anticipate and plan for demobilization and transitioning the EF to recovery-phase operations and provide EF recovery plans to EF 5.

3. Recovery Operations

- a. Ensure the completion of all response-phase emergency operations and the resolution of all requests for assistance.
- b. Advise all activated EF support agencies of the initiation of recovery-phase operations, and provide coordination and guidance regarding needed support agency actions.

- c. Review the EOC-AP for recovery and, if indicated, adjust EF recovery actions for consistency.
  - d. Provide updated information regarding completion of EF response-phase operations to EF 5.
  - e. Continue to augment services as the need diminishes.
4. Demobilization Operations
- As EF recovery-phase operations near completion, implement actions necessary to support EF demobilization when authorized by the EF 5 coordinator, including (but not limited to) the following:
- a. Advise activated primary agency personnel and support agencies of the intent to demobilize the EF. If indicated, define methods for providing continuing assistance to agencies following EF deactivation.
  - b. Review all EF operational and financial documentation to ensure its completeness and accuracy.
  - c. Account for all deployed EF personnel, equipment, and supplies.
  - d. Identify EF systems, equipment, or supplies damaged or depleted during EF operations, and assign responsibility for repair or restoration.
  - e. Provide completed EF documentation to the San Mateo County OES, and notify all support agencies of the demobilization of the EF.

## **V. RESPONSIBILITIES**

This section lists the coordinating and support agencies and their respective responsibilities.

### **A. Coordinating/Primary Agency**

- 1. San Mateo County Human Services Agency
  - a. Supports local government agencies to ensure that shelter and other mass care service sites have adequate support for security and sanitation systems (such as portable toilets and hand washing stations).
  - b. Provides available staff, equipment, and supplies to shelters from within the San Mateo County Operational Area (OA) in support of the local government and the American Red Cross.
  - c. Responds to mutual aid requests from local government.

### **B. Support Agencies**

- 1. American Red Cross
  - a. Establish liaisons at the San Mateo County OA EOC.
  - b. Open shelters at designated pre-identified sites.

- c. Provide food, emergency first aid, disaster mental health assistance, disaster information, and bulk distribution of relief items.
- 2. San Mateo County Department of Housing
  - a. Supports mass care and shelter activities as needed.
  - b. Supports the recovery of subsidized housing.
- 3. San Mateo County Health System
  - a. Coordinates and provides public health technical assistance for mass-care operations.
  - b. Coordinates the establishment of alternate care facilities as determined appropriate.
  - c. Coordinates movement of fragile populations from general shelters to alternate care facilities and/or appropriate healthcare facilities.
  - d. Assists with environmental health assessments and conducts inspections to ensure that environmental controls are provided to assure safe and healthful healthcare facilities.
- 4. San Mateo County OES
  - a. Provides support of mutual aid services.
- 5. Peninsula Humane Society/SPCA
  - a. Provides close coordination of pet care and sheltering through EF 11.

## **VI. INFORMATION COLLECTION, ANALYSIS, AND DISSEMINATION**

The primary function of EF 6 will be to respond to persons or property at risk as a result of a natural disaster or human-caused disaster. Important aspects that may be covered by EF 6 include: providing assistance in evacuations, for search and rescue, and at traffic control points; providing security for evacuated areas, crime scenes, distribution centers, and shelters; and controlling reentry to these areas. As a result, EF 6 must work closely with numerous other EFs to establish an effective process of communication and information collection.

### Critical coordination points for EF 6

<b>EF 1 –Transportation</b>	Coordinates the delivery of resources.
<b>EF 2 – Communications</b>	Establishes interoperable communications with other EF resources.
<b>EF 5 – Emergency Management</b>	Coordinates the distribution of resources to other EFs as necessary, and provides updated information for SITREPs.
<b>EF 8 – Public Health and Medical</b>	Provides food preparation safety inspections, and coordinates emergency medical service needs for sheltered populations.
<b>EF 11 – Food and Agriculture</b>	Provides pet care and sheltering.
<b>EF 12 – Utilities</b>	Coordinates utility needs at shelters.
<b>EF 13 – Law Enforcement</b>	Coordinates provision of traffic services and evacuation.
<b>EF 15 – Public Information</b>	Coordinates shelter locations and conditions and restrictions at shelters.

## VII. ADMINISTRATION, FINANCE, LOGISTICS

### A. Resource Procurement

This section describes the ways in which the EF will procure or obtain resources that may be required for implementation. Resources, as a general term, refers to the personnel, equipment, systems, and supplies, as well as highly specialized services that may be needed for EF implementation.

1. In all cases, the primary agency, with continuing representation in the EOC, will serve as the point of coordination to identify resources needed for EF implementation. The primary agency will also be responsible for requesting and directing mobilization of the resources.
2. When resources are needed, the primary agency representative will use one or more of the following for securing and deploying the needed resources in the most timely and cost-effective manner:
  - a. Resources under the direct control of the primary agency;
  - b. EF support agencies;
  - c. Other activated EF representatives in the County EOC;
  - d. Private-sector vendors or contractors that would have the resources available; and
  - e. Jurisdictions within the OA or through mutual aid.
3. The EF coordinator will be responsible for determining the process of procurement authorization established by the EF 5 coordinator and EF 7 (Resources).

4. In all cases, the primary agency EF representative will have information readily available regarding the categories or types of resources relevant to EF operations to facilitate requesting additional resources.

## **B. Financial Management**

1. EF 6 is responsible for managing financial matters related to resources procured and used during an incident by the County. During a response, each agency or department is responsible for recording and tracking its own expenditures and seeking reimbursement from the appropriate resource after the event.
2. For reporting purposes, support entities will document their expenditures and submit them directly to the Finance and Administration Section as soon as possible.

## **C. EF Development and Maintenance**

1. The EF coordinator is responsible for EF development and maintenance, which is to be completed through the assistance and cooperation OES and the designated support agencies.
2. The EF coordinator will review the EF (as well as associated SOP, checklists, and other documentation) and modify them, if indicated, in response to any of the following events:
  - a. Upon the request of the EF 5 coordinator.
  - b. Following any activation of the EF for response to an actual incident or an exercise.
  - c. Upon the opening or closing of any major facility of the primary or support agencies that is considered vital to implementation of the EF.

## **VIII. AUTHORITIES AND REFERENCES**

The authorities and references documented in the San Mateo County EOP basic plan are considered applicable to this EF.

## IX. ACRONYMS

EF	Emergency Function
EOC	Emergency Operations Center
EOC-AP	Emergency Operations Center Action Plan
EOP	Emergency Operations Plan
FEMA	Federal Emergency Management Agency
ICS	Incident Command System
NIMS	National Incident Management System
OA	Operational Area
OA EOC	Operational Area Emergency Operations Center
OES	Office of Emergency Services
SEMS	Standardized Emergency Management System
SITREP	Situation Report
SOP	Standard Operating Procedures
VOAD	Voluntary Organizations Active in Disaster

## **X. ATTACHMENTS**

Insert agency specific attachments here