

## **CARE & SHELTER BRANCH ANNEX**

***Priority at all times: Maintain liaison with DOC and update other EOC Sections, Branches and Units as needed.***

### **INTRODUCTION**

This Annex to the Kern County Operational Area (OA) Emergency Operations Plan describes the strategic response of the Care & Shelter Branch of the Emergency Operations Center (EOC) to coordinate the provision of mass shelter and care for temporarily displaced people, companion animals and large animals due an actual or potential emergency or disaster.

The Care & Shelter Branch Coordinator is a member of the Kern EOC Operations Section and reports to the Operations Section Chief.

### **County entities which support this function:**

- *Department of Human Services (Lead Agency)*
  - Coordinates the activities of County, American Red Cross (ARC) and other voluntary organizations to establish and maintain mass care shelters, including the provision of food and clothing.
- *Animal Services Department*
  - Provides animal care services, including food, shelter, inquiry and reunification with owners/guardians.
  - Coordinates the transportation of large and/or domestic animals, as necessary.
- *Behavioral Health and Recovery Services Department*
  - Provides mental health services to emergency personnel and to shelter residents when requested.
  - Activates County and volunteer agencies to provide spiritual care as needed and appropriate.
- *Public Health Department*
  - Provides medical and nursing oversight to sheltering operations.
  - Ensures safe food preparation and handling protocols for feeding operations at shelter sites.

### **PURPOSE**

The Care & Shelter Branch Annex is an essential element of the Kern County Emergency Operations Plan (EOP), which establishes an emergency management organization and defines the Kern OA EOC functional responsibilities in response to an emergency event. The Branch described in this Annex is responsible for and expected to develop, implement, and test policies and Standard Operating Procedures (SOPs) that ensure necessary preparedness capabilities.

This document:

- Provides a basis for centralized coordination and information sharing of emergency operations and response efforts.
- Describes the Kern OA EOC functional responsibilities under the National Incident Management System (NIMS) and the California Standardized Emergency Management System (SEMS), both based on the Incident Command System (ICS). Refer to the Basic Plan for further detail on NIMS, SEMS, and ICS.

The attachment to this Annex provides a checklist of specific activities that support these functional responsibilities, as taken from the California Office of Emergency Services (CalOES) Crosswalk and the Federal Emergency Management Agency (FEMA) Comprehensive Planning Guide (CPG) 101.

- Supports the EOP's all hazards approach to emergency operations and the provision of services and assistance in the event of any emergency or disaster, regardless of the triggering event.

## **SCOPE**

The Care & Shelter Branch Annex provides guidance and includes appropriate actions to respond to the County's most likely and demanding emergency conditions. It does not supersede the established protocols for dealing with day-to-day emergencies but places emphasis on the unusual and unique emergency conditions that will require response beyond the ability of any one or set of organizations to respond.

## **WHOLE COMMUNITY APPROACH**

The County of Kern is committed to achieving and fostering a whole community emergency management system that is fully inclusive of people with disabilities and others with access and functional needs. Further details on the County's Whole Community approach to emergency management, which includes the integration of inclusive emergency management practices, can be found in the Basic Plan.

The County is committed to provide sheltering services and support in an integrated setting as appropriate to meet the needs of individuals with disabilities, to the greatest extent possible. Auxiliary aids, supplies, and equipment will be provided when necessary and as available at no cost to shelter residents, to support a wide range of assistance for Persons with Access and Functional needs (AFN).

## **GOALS AND OBJECTIVES**

In all emergencies, the top priority of the County and emergency response personnel is to save lives, minimize injury to persons and damage to property, and to protect the environment.

The Care & Shelter Branch:

- Coordinates the efforts of public, voluntary and nonprofit organizations to meet the mass care needs of the displaced in the event of a potential or actual emergency or disaster, which may include shelter, food, and human service support.

- Provides assistance without regard to race, color, religion, national origin, economic status, sex, age, marital status, domestic partnership, political affiliation, status as a disabled individual, sexual orientation, gender identity/expression, genetic information, and any other group protected by law.
- Establishes and maintains a communications link with Department Operations Centers at Human Services, Animal Services, Behavioral Health and Recovery Services, and Public Health Departments.
- Provides shelter, feeding, inquiry, reunification and disposal services for domestic animals and large animals.
- Coordinates registration and inquiry services through the Red Cross to reunite separated families or respond to friends or family from outside the affected area.

### **CONCEPT OF OPERATIONS**

The Care & Shelter Branch will be activated as determined by the EOC Director. The Branch establishes and maintains communications with on-scene personnel and/or the Department Operations Center for situational awareness of the incident and to develop appropriate response strategies. The following section summarizes the responsibilities of the Branch in an emergency event.

- *Whenever this Annex is activated, personnel are required to initiate and maintain Activity Logs in WebEOC (or hard copy ICS Form 214) to document their actions to facilitate and support cost recovery. (See Basic Plan Appendix 12.1 for hard copy)*

### **Preparedness**

- Review the EOP, applicable department plans, Standard Operating Procedures and the materials contained in this Annex and maintain familiarity with the roles and responsibilities of the function.
- Participate in training, exercise, and post-exercise critiques conducted by Kern OES and other allied agencies.
- Maintain a list of shelter sites that meet ADA accessibility requirements and could be activated, including those which will accommodate pet/companion sheltering operations.
- Procure the supplies and equipment necessary to protect the health and safety of field response personnel.

### **Initial Response**

- Assess the response requirements for shelter and mass feeding, based on the population estimate of the area potentially or under evacuation orders.
- Identify appropriate sites of available and accessible shelter facilities based on threat analysis from Sheriff and Fire.
  - If accessible sites are not available, identify potential sites and the measures needed to achieve ADA compliance.
- Coordinate with shelter site owners to activate shelter(s) at the appropriate response level (Level 1 – 3).

- Oversee deployment of AFN sheltering equipment trailers and AFN sheltering bathroom and showering trailers, as necessary.
- Coordinate with the American Red Cross regarding management of and support services for activated shelters.
- Provide input to development of the EOC Incident Action Plan.
- Through the Operations Section Chief, coordinate with Joint Information Center (JIC) Manager to disseminate shelter and care facility information to the public as appropriate.

### **Extended Duration**

- Plan for functional relief and staffing schedule.
- Assess and continue to source as needed resources to support activated shelters from other Operations Section Branches or from Logistics Section (e.g., nurses, counselors, translators, security, access control, traffic control, etc.).
- Participate in regular Section briefings and provide input to the EOC Incident Action Plan consistent with the “**Planning P**” planning cycle. (*see Basic Plan, Section 5.3*)
- Continue shelter, mass feeding, and personal care support until no longer required.
- Coordinate support to assist displaced persons to return to their homes or to improved/longer term facilities as needed and when possible.
- Assign staff to assist as needed at Local Assistance Center and/or Disaster Recovery Center, if activated.
- Coordinate with Red Cross and partner agencies to plan demobilization of shelter(s).
- Request Critical Incident Stress Management and Compassion Fatigue Management assistance from Health and Medical Branch, as indicated.
- Consult with Operations Section Chief regarding any unresolved issues.

### **EOC Deactivation**

- Assist displaced persons in obtaining temporary housing and other aid as available and appropriate.
- Upon EOC deactivation, release resources and make notifications as appropriate. Provide information on who to contact and how to contact them for any follow up issues.
- Resume normal activities.
- Complete and submit all required logs, forms and documentation.
- Provide input to the After-Action Report and Corrective Action Plan.

### **Recovery**

- Continue support for Local Assistance Center and/or Disaster Recovery Center for long term recovery, as needed.
- Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

- Implement any assigned corrective actions.

## **ORGANIZATIONAL ROLES AND ASSIGNMENT OF RESPONSIBILITIES**

Five emergency response levels defined by SEMS are activated as needed. SEMS is required to be used to reach consensus on how resources will be allocated in a major crisis affecting multiple jurisdictions or agencies, and for eligibility of State reimbursement for response related personnel costs.

At each response level the same five major ICS functions are employed to facilitate interagency communication and coordination: Command (in the field)/Management (in the EOC), Operations, Planning/Intelligence, Logistics, and Finance/Administration. Refer to the Basic Plan for greater detail on ICS and its integration with SEMS.

### **Field Level**

Emergency response personnel and resources carry out tactical decisions and activities in direct response to the incident.

### **Local Level**

The County manages the allocation and deployment of resources (personnel, equipment, materials, services) in response to incidents in the unincorporated areas of the county and in cities which have contracted for support for specified services. If the emergency event occurs in another jurisdiction (e.g., city or special district) the affected jurisdiction has primary responsibility and will activate its own emergency management response as feasible.

### **Operational Area Level**

Kern County and its political subdivisions constitute the Kern Operational Area (OA) for emergency response purposes during multi-agency disaster events, or as needed to support another jurisdiction within the OA. Kern County, as a jurisdiction and as an organization, is charged with taking the lead communication and coordination role within the OA and with being the primary point of contact between the local government level and the regional level.

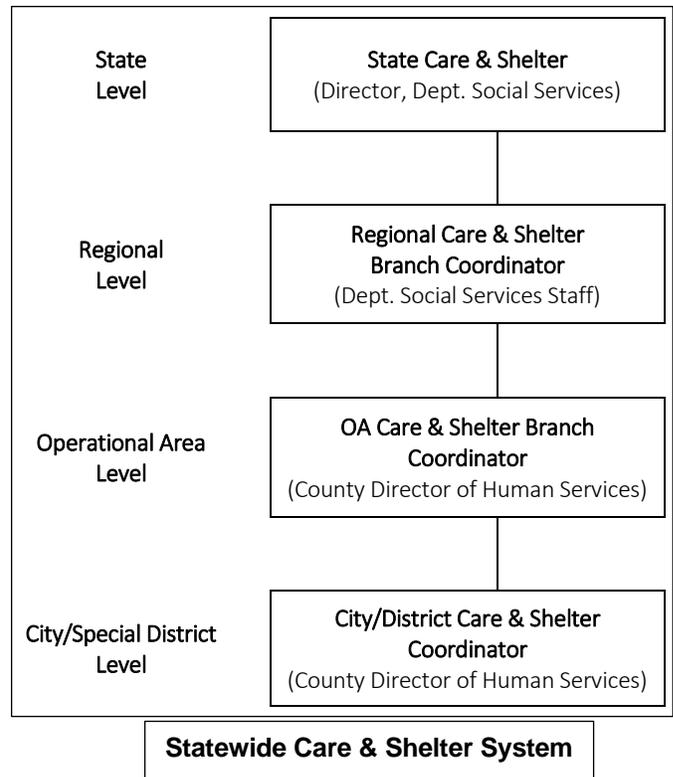
The Human Services Department Director serves as the Local Level and Operational Area Level Care & Shelter Branch Coordinator and is responsible for coordinating and supporting the activities of the American Red Cross and the Salvation Army in providing direct care, shelter, feeding and inquiry services.

The Section may also be asked to assist to establish, staff and operate a Local Assistance Center (LAC) and/or Disaster Recovery Center (DRC), a central location for individuals and businesses to obtain information on available disaster assistance programs.

## Regional Level

Kern County is within the CalOES Inland Administrative Region and Mutual Aid Region V. During incidents in which a Local Emergency or State of Emergency has been proclaimed in Kern County, the OES Inland Region may activate the Regional EOC (REOC) to provide support to local government including assistance with mutual aid resources under the Emergency Managers Mutual Aid (EMMA) Plan.

The Care and Shelter Branch Coordinator submits requests for support and resources not available within Kern County through the Operations Section Chief for approval of the EOC Director. The EOC Director will survey available resources in the Operational Area and as appropriate will submit requests for additional capacity to Cal OES.



## State and Federal Levels

Under certain conditions, state and/or federal agencies may deploy field response units to incidents in Kern County. Reporting and coordination with the Kern OA EOC follows the usual Field Level response.

Depending upon the nature and scope of the incident, the level of Emergency/Disaster proclaimed, and the need for multi-agency coordination, CalOES and/or the Federal Emergency Management Agency (FEMA) may assign representatives to report to the Kern OA EOC to provide a direct coordination and communication link. These representatives will be assigned to the Agency Representative function in the EOC Management Section.

This Branch may be asked to assist the County's Disaster Recovery Coordinator in working with CalOES and FEMA to staff a local Disaster Recovery Center for individuals and businesses to register for disaster assistance and to receive information and resource materials.

## Additional Resources

- Private contractors and firms support specific government operations on a daily basis. During disasters, their support is essential to an effective emergency response.
- Volunteer agencies play an important role in responding to disasters of all types and levels. These agencies respond on a countywide basis and will liaison with the Kern OA EOC to provide direct communication and coordination. The volunteer agencies that align most closely with this Annex are:
  - *American Red Cross (ARC)* supports the Care and Shelter Branch by providing mass care sheltering for displaced persons in a disaster event. The ARC works under the direction of the County and its representative has an assigned seat at the EOC.

- *Community Emergency Response Team (CERT)* program empowers citizens to help themselves and to safely help others after a disaster until first responders can arrive.
  - *Salvation Army (SA)* is an international charitable organization affiliated with the Protestant Christian church, which coordinates mass care feeding operations at shelter locations, when requested.
- Other Governmental Agencies

### **Local**

- *Aging and Adult Services*
  - Activates response to receive requests for transportation assistance to shelter sites from persons within the evacuation area.
- *Behavioral Health and Recovery Services*
  - Provides mental health services to emergency personnel when requested, and to shelter residents.
  - Activates County and volunteer agencies to provide spiritual care as needed and appropriate.
- *General Services*
  - Provides equipment, supplies and logistical support.
- *Kern County Superintendent of Schools (KCSOS)*
  - Assists in the provision of appropriate schools as shelter and feeding sites when necessary.
  - Provides an additional resource for mass transportation via its fleet of buses.
- *Local Law Enforcement Agencies*
  - Provides security at shelters and transportation as needed.
- *Public Health Department*
  - Provides medical and nursing oversight to sheltering operations.
  - Ensures safe food preparation and handling protocols for feeding operations at shelter sites.

### **State**

The following agencies have the capability to provide feeding equipment and prepared food to locations throughout the state:

- *Department of Corrections*
- *Department of Forestry*
- *Military Department (California National Guard)*
- *Department of Education*
- *Department of Motor Vehicles*

- Upon request, information to support the identification and location of persons by the Welfare Inquiry Services may be provided.
- *Department of Aging*
  - Assistance with welfare inquiry and arrangements for food to be delivered in the affected areas can be provided.

## **Federal**

Federal support for Care & Shelter operations may be provided by those Federal agencies, such as the Department of Agriculture and the Department of Defense, whose statutory responsibilities include disaster response prior to a Presidential Declaration. Additional assistance following a Presidential Declaration will be coordinated by the Federal Emergency Management Agency (FEMA).

## **INFORMATION COLLECTION AND DISSEMINATION**

Kern County uses WebEOC (an Internet-based collaborative communications system) as the County's communication and documentation platform for sharing elements of the emergency incident. This allows the County to maintain a common operating picture, situational awareness and information coordination throughout the OA during an emergency. Individuals staffing positions in the EOC are required to submit Situation Reports and updates through WebEOC on a schedule to be determined at the time of the incident.

The County is also using MS Teams to collaborate, share, and distribute knowledge as well as to conduct meetings during incident management. Using Teams, a large group can interface quickly to establish a common operating picture of the ongoing incident. The platform allows for multi-department planning and is readily available throughout the County and across jurisdictional lines.

## **ANNEX DEVELOPMENT AND MAINTENANCE**

This document is an Annex to the Kern County Operational Area Emergency Operations Plan. As such, the policies, procedures, and practices outlined in the Kern County EOP govern this Annex. Kern OES coordinates the maintenance and update of the Annex as needed. The Record of Changes, Approval, and Dissemination of the Kern County EOP also apply to this Annex.

## **FUNCTIONAL CHECKLIST**

The following section provides a checklist of tactical actions for the Care & Shelter Branch Coordinator to assist those who report to the EOC in the event of an emergency.

It is expected that the Human Services Department and other County Departments which support this Branch have developed Standard Operating Procedures which further detail how the applicable tactical actions will be accomplished.

The attached checklist supports the Emergency Operations Plan (EOP) and is consistent with the activities prescribed in the Federal Emergency Management Agency (FEMA) Comprehensive Planning Guide (CPG) 101.2.

## CARE & SHELTER BRANCH ANNEX

### EMERGENCY ACTION CHECKLIST

**Priority always:** *Maintain liaison with DOC and update other EOC Sections, Branches and Units as needed.*

#### Increased Readiness

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture.
- Document preparedness activities, monitor the situation, and maintain readiness posture:
  - Notify other key management and alternates of situation.
  - Develop a potential response strategy for your function, based on the impending emergency.
- Consider alerting/recalling off-duty personnel as needed:
  - Coordinate resource assignments.
  - Establish an emergency work schedule.

#### Initial Response

- Report to EOC, check-in and obtain briefing from the Operations Section Chief:
  - Location, magnitude and scope of event
  - Areas of County impacted
  - Current situation and priorities
  - Actions taken
  - Existing or anticipated problems/issues
  - Anticipated need for shelter(s), including location(s), estimated number of displaced, duration, any specific needs (e.g., specific needs populations, etc.)
- Initiate and maintain an Activity Log (ICS Form 214) that chronologically describes your actions taken during your shift. *(See Basic Plan Appendix 12.1 for hard copy)*
- Estimate the number of persons and animals that might require shelter if an evacuation is ordered.
- Confer with KCSOS, School District personnel and Red Cross representatives on the specific shelter(s) to be activated and who/how the recommended shelter facility(ies) will be assessed for habitability, accessibility, functioning communications, etc.
- Consider requesting from CalOES the deployment of FAST (Functional Assessment Service Team) Program to identify accessibility gaps in potential shelter facilities.

- ❑ Brief the Salvation Army representative on the number and location of shelters to be activated, the estimated number of displaced, and the duration for feeding purposes.
- ❑ Determine if sufficient supplies are available locally (County and Red Cross) for anticipated shelter needs:
  - Review locations of cots, blankets, and other shelter supplies and ensure they are out of hazardous areas
  - Assess supplies and equipment needed to support animal sheltering operations and/or assistance to evacuate animals from threatened area
  - Assist with delivery of resources as needed
  - Determine emergency fuel and generator needs
- ❑ Obtain briefing on the status of shelter sites and Disaster Welfare Inquiry (DWI) Services from Red Cross representative, and the status of feeding capabilities from Salvation Army representative. Identify any unmet needs.
- ❑ Request any assistance needed (e.g., nurses, social workers, mental health resources, spiritual care, personal care support, translators, security, access control, traffic control, tables, chairs, etc.) from other Operations Section and/or Logistics Section functions.
- ❑ Order equipment and supplies for activated shelters from Logistics Section if needed.
- ❑ Provide input to development of the EOC Incident Action Plan.

### **Extended Duration**

- ❑ Plan for functional relief and staffing schedule.
- ❑ Monitor response activities and identify any potential issues that require prompt attention.
- ❑ Receive and process or refer, as appropriate, requests for shelter personnel, supplies and/or equipment, as indicated.
  - Determine reception and care requirements.
  - Determine appropriate shelters
  - Place personnel on stand-by.
  - Monitor incidents.
- ❑ Obtain regular briefings from Red Cross and Salvation Army representatives on the status of their activities and any potential needs or problems.
- ❑ Participate in regular Section briefings and provide input to the EOC Incident Action Plan, consistent with the “**Planning P**” planning cycle. (*See Basic Plan, Section 5.3*)
- ❑ Confer with EOC Law and Fire Branch Coordinators regarding when evacuated areas may be reoccupied.
- ❑ Advise Red Cross and Salvation Army representatives of the estimated time to reoccupy evacuated areas to inform Shelter Managers and identify the need to coordinate

transportation for displaced persons to return home.

- Communicate with KCSOS, School District personnel, Red Cross and Salvation Army representatives regarding the closure of shelters located at schools and churches.
- Assign staff to assist as needed at Local Assistance Center and/or Disaster Recovery Center as needed.

### **EOC Deactivation**

- Upon EOC deactivation, release resources and make notifications as appropriate. Provide information on who to contact and how to contact them for any follow up issues.
- Provide Logistics Section Supply Staff with list of supplies to be replenished.
- Complete required forms, reports and logs and submit to the Plans/Intel Section Documentation Unit.
- Submit Expenditure Tracking and Timekeeping forms to Finance/Administration Section.
- Provide input to the After-Action Report and Corrective Action Plan.
- Resume normal activities.

### **Recovery**

- Continue to support Local Assistance Center and/or Disaster Recovery Center as needed.
- Revise and update emergency plans and procedures to reflect lessons learned from the emergency.
- Implement any assigned corrective actions.