

Emergency Operations Plan

Emergency Support Function – 6

Mass Care

I. PURPOSE

This Emergency Support Function (ESF) Annex describes expected mission execution for the preparedness and response phases and identifies the responsibilities assigned to its members. This Annex is utilized in conjunction with the Emergency Operations Plan which provides an overview of Horry County's approach to emergency operations and the emergency management organization. The ESF-6 Annex describes the coordinated effort between government and community service organizations to provide basic human needs support to affected people after a disaster.

II. MISSION

To organize within county government the capability to meet basic human needs (shelter, food, clothing, disaster welfare inquire and emergency social services) in disaster situations and to outline responsibility and policy established for Mass Care operations before, during and after a disaster.

III. SITUATION AND ASSUMPTIONS

Horry County is susceptible to a multitude of natural and man-made disasters. These disasters, depending on their magnitude, have the ability to damage structures and lifelines that will rapidly overwhelm the capacity of Horry County to assess the disaster and respond effectively to the basic and emergency human needs.

Hundreds of thousands of disaster victims will be forced from their homes. There is the possibility of large numbers of dead and injured, which also may leave a large number of specialized population groups (e.g., senior citizens and children) without support. Thousands of family members may be separated immediately following a sudden-impact disaster, such as children in school and parents at work. It is assumed there is major damage to a large number of private residences and businesses and that people could be displaced for 72 hours or longer. Shelters may need to be set up to house and care for these people.

IV. PARTICIPATION COUNTY DEPARTMENTS AND SUPPORT AGENCIES:

A. Primary: American Red Cross (ARC)

B. Support:

- 1.Horry County School District
- 2.Salvation Army (SA)
- 3.SC Department of Health and Environmental Control (DHEC)
- 4.SC Department of Social Services (DSS).

V. NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS) REQUIREMENTS

All ESF personnel will be trained on principals of the National Incident Management System in accordance with current guidance from the Department of Homeland Security. Refer to the website <http://training.fema.gov/IS/crslist.asp> for more information on all programs. The minimum requirements are as follows:

- A.** IS-100.a Introduction to the Incident Command System
- B.** IS-200.a ICS for a Single Resource and Initial Action Incidents
- C.** IS-700.a NIMS, an Introduction
- D.** IS-800.b National Response Framework, an Introduction

VI. CONCEPT OF OPERATIONS

- A.** When the EOC is activated, the Logistics Services Branch Director will confirm that the ESF-6 Coordinator position has been staffed.
- B.** The ESF-6 Coordinator will establish and maintain lines of communication to facilitate coordination of activities and resources with all Horry County EOC ESFs, the South Carolina EOC and other agencies/representatives who may provide assistance during major response operations.
- C.** Agencies and representatives assigned to ESF-6 will be alerted according to EOC Activation procedures in the EOP.
- D.** All ESF-6 personnel will report to their pre-designated locations unless otherwise directed by their supervisor at the time they are notified of the emergency. Pre-designation of duties and responsibilities will facilitate a reduction in response time.
- E.** Emergency operations for most human service organizations (mass care, individual assistance, sheltering, special medical needs and special needs) will be an extension of normal programs and services.
- F.** Identify shelter locations for evacuees based on the guidelines set forth through the ARC; however during hurricane season shelter locations are predetermined based on Memorandums of Understanding between the ARC, the Horry County School District and the South Carolina Department of Social Services (DSS).
- G.** ARC shelters are managed and coordinated by ARC according to their policy and procedures.
- H.** ARC shelter security is coordinated through ESF-13 Law Enforcement.
- I.** Coordinate with ESF-1, Transportation and ESF-8 Public Health to aide in the evacuation of persons with special needs.
- J.** Special Medical Needs Shelters are managed and coordinated by DHEC according to their policies and procedures. DSS aides in the staffing and feeding at the Special Medical Needs Shelters.
- K.** Provide mass care (food, water, sanitation, etc.) to displace persons not requiring shelter, or to emergency workers. Additionally, other individual “social service” needs may arise, requiring emergency distribution of food, water, clothing, medicine and other commodities to persons who are not living temporarily in public shelters.

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- L.** The Department of Health and Environmental Services (DHEC) is expected to maintain a working database of those in need of a special medical needs shelter. And in the event of activation of such special needs shelters, DHEC shall activate and maintain such shelters until such event(s) demobilize.
- M.** Existing mutual aid agreements may be able to augment and satisfy a temporary increase in local needs. If local capabilities are exceeded, support may be available from state and federal resources. These requests should be channeled through the Horry County EOC, ESF-7, Resource Support.
- N.** Situation Reports (SITREP)

1.A Situation Report (SITREP) will be produced for each Operational Period. The initial SITREP will be completed within the first hour after activation. The Situation Analysis Unit Leader will coordinate with Section Liaisons and Branch Directors to receive timely SITREPs to coincide with the EOC briefings and the Executive Group Planning Meetings.

- i. Each EOC position will complete their part of the ESF SITREP, providing a comprehensive and accurate report, and turn it into their respective ESF Coordinator for completion by 06:00 and 16:00. The ESF Coordinator will then provide the completed ESF SITREP to the appropriate Branch Director no later than 06:30 and 16:30.
- ii. The Branch Directors will collaborate and complete their portion of the Section SITREP while coordinating with the Section Liaison. The Section Liaison gives the final Logistics Section SITREP to the Situation Analysis Unit Leader at 7:30 and 17:30.
- iii. The Situation Analysis Unit Leader will generate the EOC SITREP and provide copies to the EOC Manager for approval at 08:30 and 18:30 in preparation of the Executive Group Planning Meetings.
- iv. Once the SITREP has been reviewed and approved by the EOC Manager or Assistant Manager, the Situation Unit Leader will send the SITREP to the State Emergency Operations Center (SEOC) by 09:00 and 19:00 each operational period.

O. EOC Action Plan

- i. When the EOC is activated the Planning Section, while coordinating with other sections, will prepare a written action plan. The EOC Action Plan will set forth objectives, based on the Executive Groups recommendations and tasks to be completed during the next operational period.
- ii. Essential to the development of each operational period action plan are the section and ESF SITREPs. The future operational period objectives are derived from the previous operational period SITREPs.
- iii. All ESF Coordinators will attend the appropriate action planning meetings, according to the EOC Action Plan and EOC Briefings and Meetings SOP, in support of the EOC Action planning process.

P. Information Display and Management

1. During the Horry County EOC activation, all agencies, departments and representatives will use WebEOC for systematic information sharing and documentation efforts. Reference the WebEOC User's Guide from more information on proper program operation.

2. To maintain documentation redundancy, hardcopy documents for all forms utilized in the perspective ESFs will be located in a file box or binder at each ESF position.
3. The successful development of the Action Plan will strongly depend on how involved and effective each agency/representative is in the planning process.
4. A local list of available infrastructure resources, to include assets and personnel, should be maintained in the EOC.
5. Coordination between mass care agencies/representatives is necessary to ensure emergency operational readiness. Each department, agency and/or representative responsible should develop standard operational procedures, instructions and resource listings to support this plan.

VII. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. Primary:

1. American Red Cross

- a. Serving as primary role in ESF-6, Mass Care representative will function as the ESF-6 Coordinator and has the following responsibilities:
 - i. Exercise overall responsibility for the coordination of ESF-6 activities.
 - ii. Serves as the ESF-6 coordinator in all EOC briefings and meetings.
 - iii. Coordinate and complete the ESF-6 SITREP and give to the Logistics Services Branch Director.
- b. Those representing the ARC in ESF-6 will maintain the ESF-6 Sheltering Position. Specific tasks are included in the associated SOP.
- c. Assist with the assessment of human needs during and after a disaster.
- d. Assist with providing emergency programs for basic human needs.
- e. Coordinate with the other local community service agencies.
- f. Coordinate with other agencies as necessary to provide care for children, elderly and disabled, and other special needs populations.
- g. Work with Horry County School District, DSS and others in activation and operation of short term, temporary shelters.
- h. Coordinate and/or conduct emergency welfare service activities, including coordinating with volunteer agencies and providing for registration and basic human needs for shelterees.
- i. Maintain a list of potential shelter sites.
- j. Provide and operate ARC emergency shelters.
- k. Provide for the emergency needs of disaster victims housed in ARC shelters.
- l. Provide health and welfare inquires services.
- m. Provide mobile canteen service to victims and emergency services workers.

- n. Secure cooperation from the Horry County School district to use the schools as shelters.
- o. Coordinate medical support for the ARC shelters.
- p. Specific tasks are included in the associated SOP.

B. Support:

1.Horry County School District

- a. Those representing the Horry County School District in ESF-6 will maintain the Sheltering Coordinator Position. Specific tasks are included in the associated SOP.
- b. Work with the ARC and DSS in the activation and operation of short or long term, shelters.
- c. Provide facilities/properties, if available, for emergency shelter, food and water distribution points, as needed.
- d. Coordinate with ESF-5, Long Term Housing.

2.Department of Social Services

- a. Those representing DSS in ESF-6 will maintain the Sheltering Coordinator Position. Specific tasks are included in the associated SOP.
- b. Coordinate with the Horry County School District and ARC to establish and provide shelter locations and services.
- c. Aide the ARC in staffing and operating the ARC emergency shelters.

3.Salvation Army

- a. Those representing the Salvation Army in ESF-6 will maintain the Mass Care Coordinator Position. Specific tasks are included in the associated SOP.
- b. Provide fixed and mobile feeding sites.
- c. Provide various comprehensive emergency services to include case work services, financial counseling, and a wide variety of emergency aid to people in need, e.g. food boxes, clothing, bedding, clean up kits and many other specific assistance needs.
- d. Provide counseling to disaster victims.

4.Department of Health and Environmental Control

- a. Those representing DHEC in ESF-6 will maintain the Special Medical Needs Coordinator Position. Specific tasks are included in the associated SOP.
- b. Activate and coordinate the Special Medical Needs shelters.
- c. Coordinate with ESF-8, Public Health.

VII. ANNEX MAINTENANCE

The Logistics Section Liaison has responsibility for coordinating, developing and maintaining the section ESF Annexes with the associated Branch Directors and designated ESF Primary Departments. The Annex is updated in conjunction with the Response/EOP as stated in Section 6, Plan Development and Maintenance.

Emergency Support Function (ESF) 6 Mass Care
General ESF Actions

Horry County Emergency Management takes a comprehensive approach to emergency planning; therefore, ESF actions for recovery and mitigation are included in those specific plans.

Primary:

- American Red Cross

Support:

- Horry County School District
- Salvation Army
- DHEC
- DSS

**Please refer to the EOP, IV, B, 8 for general preparedness and response actions.*

Preparedness

- The primary agency will prepare for disaster exercises by coordinating with support agencies / departments for their participation.
- Maintain a roster of primary contact ESF personnel.
- Coordinate with ARC, SA and HCEMD to ensure an up-to-date shelter list is available.
- Assist and coordinate with ESF 18 (VOAD) to update and verify mass care agency (public and private) listings that have a mission and capability to provide mass feedings in times of disaster
- Participate in county exercises and conduct, at least annually, ESF-6 training to validate this annex and supporting SOPs.
- Ensure all personnel integrate NIMS principals in all planning. All ESF personnel will complete all required NIMS training as outline in this annex.
- Ensure procedures are in place to document costs for any potential reimbursement.
- Ensure that advocacy groups / organizations have access to shelterees, as appropriate.
- Coordinate with ESF 17 on issues relating to shelterees with companion and/or service animal needs.

Response

- Primary and Support will have and maintain appropriate listing of agency / department staff to notify for response activities including staff that can accommodate populations with special needs.
- Coordinate with ESF 5 and 18 regarding mass feeding sites providing prepared meals established by responding emergency management agencies.
- Shelters will be opened and closed in accordance with public need as assessed by ESF-6 personnel and HCEMD. The final decision rests with the ARC for ARC managed shelters and with DHEC on Special Medical Needs Shelters.
- Provide ESF 5 with updated listing of operational shelters, at least every 6 hours. Information to include, but not limited to occupancy and shelter needs.
- Coordinate with appropriate agencies to ensure that each shelter has a working communications system and has contact with the Emergency Operations Center (EOC) and the primary agency. This may include radio, telephone, computer, or cellular telephone communication devices.
- Coordinate with ESF 13 regarding additional security resources, if needed, at mass care shelters.
- Coordinate with ESF 17 on issues relating to shelterees with companion and/or service animal needs.