

PLEASANTS COUNTY EMERGENCY OPERATIONS PLAN

ANNEX F: SHELTERING

Related Federal ESFs	<ul style="list-style-type: none"> • ESF #6: Mass Care, Emergency Assistance, Housing, and Human Services
Related State Annexes	<ul style="list-style-type: none"> • Annex F: Mass Care • Annex X: Animal Services
Purpose	This annex outlines the process by which Pleasants County OES accesses shelter facility resources.
Primary Agencies	<ul style="list-style-type: none"> • American Red Cross
Support Agencies	<ul style="list-style-type: none"> • Pleasants County Office of Emergency Services (PCOES) • WV Department of Agriculture • WV Department of Health and Human Resources (WVDHHR) • US Department of Homeland Security (USDHS) • Pleasants County Park • Belmont VFD • Churches • Pleasants County Board of Education
Authorities	<ul style="list-style-type: none"> • WV Code, §15-5-12, as amended
References	<ul style="list-style-type: none"> • <i>West Virginia Emergency Operations Plan</i>. WVEMD, as amended. • <i>American Red Cross Program Guidance</i>. American Red Cross, as amended. • <i>National Response Framework</i>. USDHS, as amended. • <i>Developing and Maintaining State, Territorial, Tribal, and Local Government Emergency Plans: Comprehensive Preparedness Guide (CPG)-101</i>. USDHS, March, 2009.

I. SITUATION AND ASSUMPTIONS

A. Situation

1. During an emergency, a portion of the population (or the entire population) of Pleasants County may be required to evacuate their homes and require sheltering.
2. Severe winter storms, floods, severe thunderstorms, power outages, and hazardous material incidents are among the most likely incidents to prompt sheltering activities in Pleasants County. As such, a variety of shelters have been designated so that some should be available, regardless of the hazard event.
3. The American Red Cross (ARC) is the primary agency for operating shelter facilities in Pleasants County during emergencies.
4. The primary shelter facility in Pleasants County is the Jim Spence Center in the Pleasants County Park.
5. The First Baptist Church of St.Marys Family Life Center is constructed to serve as a shelter independent of the ARC. This facility will have to have a portable generator brought in to supply power if power is off.
6. Assistance may be provided by local citizens if necessary.

B. Assumptions

1. The ultimate responsibility for sheltering rests with local government.
2. If a hazard threatens the entire county, the population may be evacuated and sheltered in a neighboring reception county.
3. Sufficient warning time may be available to ensure that shelter facilities are opened in time to provide shelter and other services for evacuees, especially for those displaced by flood waters, etc.
4. Approximately 80% or more of evacuees will seek shelter with friends or relatives rather than go to shelter facilities.

II. CONCEPT OF OPERATIONS

A. General

1. ARC Organization
 - a. During large-scale emergencies with significant sheltering demands, the ARC would likely operate from its Parkersburg location.

- b. The regional ARC operations division (in Parkersburg) staffs and operates its own Emergency Operations Center (EOC) to coordinate ARC functions.
 - c. During larger operations, an ARC Operations Manager may report to the Pleasants County EOC to act as a liaison with the ARC EOC.
 - d. Resources
 - 1) There is an inventory of resources (such as cots, blankets, etc.) located within the Mid-Ohio Valley Chapter's region.
 - 2) Some of these resources are located in Pleasants County.
 - 3) ARC personnel receive standard human resources training.
 - 4) The ARC maintains a list of shelters in its shelter surveys. This information is also entered into a national database.
2. Notification of the ARC
- a. To notify the ARC, contact the Parkersburg office (304-485-7311).
 - b. The caller should be able to provide an estimated number of evacuees.
 - c. The caller should also be able to provide the basic conditions of the incident (e.g., hot zone, prevailing wind, etc.).
3. Considerations for Special Population
- a. During an emergency, if it is suspected that special populations may be impacted, the PCOES and ARC should plan to open a shelter that can serve those special needs individuals.
 - b. If a special population individual needs to be evacuated, field responders can coordinate with EOC personnel to arrange for recovery and transport to a shelter facility.
 - c. In general, nursing homes, schools, and other special populations should be transported to a reciprocal facility outside of the threatened area.
4. Volunteers
- a. The ARC staff includes a "Volunteer Services Coordinator", who interfaces as necessary with ARC volunteers.
 - b. If additional volunteers are necessary for sheltering operations, the ARC should coordinate with any Volunteer Reception Center (VRC) that may be established.

B. Shelter Facilities

1. General Operations
 - a. “Shelter facilities” are defined as public or private structures used to lodge and care for evacuees on the basis of approximately 40 square feet of space per person.
 - b. Shelters should be supplied with essential items and materials on an as-needed basis from an inventory maintained by the ARC.
 - c. Generally, the ARC maintains a list of facilities that can be used as shelter facilities in the *Pleasants County Shelter Survey*.
 - 1) The ARC maintains agreements with the facility owners for access and usage.
 - 2) The ARC also maintains a list of volunteer shelter staff.
 - 3) Operations at shelter facilities opened by the ARC should be managed by the ARC.
 - d. The ARC utilizes the “national shelter system” to track the opening of shelter facilities, shelter populations, and the closing of shelter facilities.
 - e. A liaison at the Pleasants County EOC should be tasked with maintaining on-going coordination with ARC resources at the ARC EOC in Parkersburg (during large-scale emergencies).
 - i. The liaison may be designated from the pool of EOC staff or may be provided by the ARC.
 - ii. An ARC Operations Manager may also report to the Pleasants County EOC to serve as this liaison.
2. Reception Centers
 - a. Clients at shelters should be registered to maintain accountability.
 - b. The ARC generally manages the reception and registration of clients at shelter facilities. The ARC may request assistance, if necessary.
 - c. Reception may include a brief health and mental health assessment (most likely performed by ARC health services personnel).
 - d. If a shelter is activated quickly (due to a quick onset emergency, for example), temporary reception centers may be established in a safe location.
3. Feeding
 - a. The ARC may establish fixed feeding sites when shelter facilities are operating.

- b. Additionally, the ARC may deploy mobile feeding units to other locations (upon request).
- c. Donations of food may come from local businesses.

4. Animals

- a. Domestic and/or farm animals are not allowed at disaster shelters.
- b. Pet and animal owners are ultimately responsible for the care of their animals.
- c. The ARC does make provisions for service animals.
- d. For all other pets/animals, the ARC coordinates with the local humane society regarding animal concerns (including resources for pet sheltering) through the county EOC.

C. State and Federal Involvement

1. State

- a. According to the *West Virginia Emergency Operations Plan*, the WV Department of Health and Human Resources (WVDHHR) and ARC share the lead responsibility for coordinating relief services. This includes, but is not limited to:
 - 1) Assisting local communities with the provision of sheltering for victims and pets who need to be temporarily relocated, and
 - 2) The mass distribution of food, water, and other basic relief services.
- b. Services for special population individuals may include (but not be limited to) the following:
 - 1) Acquisition and delivery of supplies such as cots and blankets,
 - 2) Delivery of basic medical supplies,
 - 3) Provision of equipment, and
 - 4) Additional staffing.
- c. The West Virginia Department of Agriculture may facilitate state and local emergency response teams to assist with the evacuation and sheltering of animals. Additional assistance may include the following:
 - 1) Facilitate plans and procedures to provide shelter and care to companion animals and livestock during emergencies,
 - 2) Assist local jurisdictions in identifying potential locations for fixed-facility and temporary companion animal and livestock shelters, and

- 3) Assist local jurisdictions in developing guidelines for returning pets to owners.
2. Federal
 - a. As mentioned above, the ARC is a support entity for implementing Emergency Support Function (ESF) #6 of the National Response Framework (NRF).
 - b. Local ARC personnel should be familiar with ESF #6 and respond in accordance with it.
 - c. The ARC may have access to federal resources for the provision of short and long-term housing assistance and human services such as counseling, identifying support for persons with special needs, expediting the processing of federal benefits claims, and expediting mail services in affected areas.
 - 1) If other federal resources (for housing and/or human services) are deployed, federal representatives may coordinate with the appropriate state agency.
 - 2) As such, the coordinating ARC representative and PCOES should coordinate if additional resources are needed (i.e., if such services are needed, the coordinating ARC representative should notify the PCOES, who requests the deployment of state resources prior to the coordinating ARC representative requesting additional federal support).

III. ROLES AND RESPONSIBILITIES

- A. Organization
 1. The ARC is the primary agency for sheltering in Pleasants County.
 2. The PCOES support sheltering operations via the dissemination of public information and resource procurement in the county EOC.
 3. Other local agencies may support shelter facility operations through the EOC.
- B. Responsibilities
 1. American Red Cross
 - a. Maintains lists of available shelter facilities in Pleasants County.

- b. Coordinates with appropriate emergency personnel to open shelter facilities as needed.
 - c. Employs internal policies and guidance to staff and operate shelter facilities.
 - 1) Registers clients at shelter facilities
 - 2) Provides basic health assessments and mental health assessments to clients in shelter facilities.
 - d. Establishes fixed feeding sites or mobile feeding routes to serve those housed in shelter facilities.
 - e. Staff operates the chapter EOC in Parkersburg to support the needs of ARC resources and to maintain liaison with the county EOC.
 - f. Closes shelter facilities when appropriate.
2. Support Agencies
- a. Pleasants County Office of Emergency Services
 - 1) Coordinate with the ARC should shelter facilities need to be opened in Pleasants County.
 - 2) Receive external resource requests from ARC personnel if ARC resources are exhausted.
 - 3) Provide liaison between the affected jurisdictions and state resources.
 - b. Pleasants County Senior Center
 - 1) Welfare checks
 - 2) Assist with Warming, Cooling Stations
 - c. Pleasants County Park (Jim Spence Center)
 - 1) Assist with Warming, Cooling Stations
 - 2) Primary County Shelter
 - d. WV Department of Health and Human Resources
 - 1) Coordinates Annex F operations.
 - 2) Assists local communities with the provision of medical care in a mass setting for persons with special needs.
 - 3) Provides support, staffing, supplies, and resources to local governments if their capabilities are overwhelmed.
 - e. WV Department of Agriculture
 - 1) Coordinates Annex X operations.
 - 2) Coordinates with the WV Division of Homeland Security and

Emergency Management in the State EOC (SEOC).

- 3) Facilitates state and local response teams to assist with the evacuation and sheltering of livestock and companion animals.
 - 4) Facilitates plans and guidelines to provide shelter and care to livestock and companion animals.
 - 5) Assists local jurisdictions in the development of guidelines for reuniting pets with their owners.
- f. US Department of Homeland Security
- 1) Serves as the coordinator of ESF #6 of the NRF.
 - 2) Coordinates and leads federal resources to support local and state governments and voluntary agencies in the performance of mass care, emergency assistance, housing, and human services missions.

IV. DIRECTION AND CONTROL

- A. The ARC has developed and maintains a system for managing activated shelter facilities.
- B. The ARC can activate its own EOC at its Parkersburg office during large-scale incidents to manage ARC resources.
- C. If the ARC's EOC is activated, it should establish communications with the Pleasants County EOC. (The local EOC may initiate said communications.)
- D. More details regarding the ARC's internal management structures are contained in various plans and other documents maintained by the Mid Ohio Valley Chapter.

V. CONTINUITY OF GOVERNMENT

- A. County EOC positions are filled on an as-needed basis by personnel that are available at the time. A line of succession for those positions, therefore, cannot be developed.\

- B. The Parkersburg office maintains its own personnel roster, complete with backups to essential positions.

VI. ADMINISTRATION AND LOGISTICS

A. Administration

- 1. ARC personnel are expected to maintain their own internal reporting policies throughout an emergency. Such records may include volunteer time records, lists of expended supplies, logs for shelter activation/deactivation, etc.
- 2. ARC personnel should interface with the national shelter database if any shelters are activated. Such an operation allows for an on-going record of accountability for sheltering resources.
- 3. Requests for Cost Reimbursement
 - a. Pleasants County may be eligible for cost reimbursement following some *declared* emergency incidents, in which cases accurate reports are critical.
 - b. The PCOES compiles such requests for Pleasants County (in coordination with pertinent local agencies).
 - c. Reports and records to be included in reimbursement requests should be submitted to the PCOES no later than 10 days following the conclusion of response operations.

B. Logistics

- 1. Communications systems such as telephones, cellular phones, email, and facsimile will serve as the primary forms of communication during emergencies.
- 2. Resource Management
 - a. ARC resources are managed by the ARC EOC.
 - b. External resources that are unavailable through ARC channels may be requested through the Pleasants County EOC.
 - c. All local resources should be committed prior to requesting external resources.
 - d. When requesting resources, the ARC should provide the EOC with the following information:
 - 1) Name and title of individual making the request,

- 2) Brief description of the situation,
- 3) Actions taken,
- 4) Specific type of assistance needed, and
- 5) Estimated number of affected persons.

VII. PLAN DEVELOPMENT AND MAINTENANCE

- A. The PCOES and the Mid Ohio Valley Chapter of the ARC should coordinate revisions to this annex as needed.

- B. This annex may be subject to revision at times when the rest of the plan is being reviewed.

VIII. LIST OF APPENDICES

APPENDIX 1 – SHELTER LIST

APPENDIX 2 – SHELTER SUPPLIES

APPENDIX 1
SHELTER LOCATIONS

Primary

Jim Spence Center (Generator)
First Baptist Church, St. Marys (Will need portable generator)
Belmont VFD Training Center (Generator)

Secondary

St. Marys High School (Generator)
Pleasants County Middle School (Primary for Stone Rise)

MOVTI (Has hospital beds) (Will need generator)

Other

Area churches

APPENDIX 2
SHELTER SUPPLIES (RED CROSS)

75 Standard Cots
10 Special Needs Cots
145 Blankets
85 Comfort Kits