



# EMERGENCY SUPPORT FUNCTION #6

## MASS CARE ANNEX

### PRIMARY AGENCIES:

State: Division of Emergency Management

Volunteer: American Red Cross

### SUPPORT AGENCIES:

State: Department of Health Services  
Department of Public Safety  
Department of Transportation

Volunteer: Arizona Voluntary Organizations Active in Disasters  
Salvation Army

## I. INTRODUCTION

### A. Purpose

1. Coordinate efforts to provide shelter, food and emergency first aid following a disaster.
2. Operate a Disaster Welfare Inquiry (DWI) system to collect, receive and report information about the status of victims and assist with family reunification.
3. Coordinate bulk distribution of emergency relief supplies to disaster victims.

### B. Scope

1. The American Red Cross (ARC) independently provides mass care to all disaster victims as part of a broad program of disaster relief, as outlined in charter provisions enacted by the United States Congress, Act of January 5, 1905, and the Disaster Relief Act of 1974 (P.L.93-288 as amended by the Stafford Act of 1988).
2. Initial response activities will focus on meeting urgent needs of disaster victims. The provision of ARC disaster services of Emergency Assistance and Additional Assistance will be considered based on needs of the disaster victims, the emergency/disaster situation and available resources. Close coordination will be required through state/federal/volunteer agencies responsible for recovery operations.

3. This ESF encompasses:

a. Shelter

The provision of emergency shelter for emergency/disaster victims includes the use of

- (1) Pre-identified shelter sites in existing structures;
- (2) Creation of temporary facilities, such as tent cities; and
- (3) Similar facilities outside the disaster-affected area, should evacuation be necessary.

b. Feeding

The provision for feeding disaster victims and emergency workers is accomplished through a combination of fixed sites, mobile feeding units and bulk food distribution. Such operations will be based on sound nutritional standards and will include provisions for meeting health and dietary requirements (see ESF #11 - Food).

c. Emergency First Aid

Emergency first aid services will be provided to disaster victims and workers at mass care facilities and designated sites within the disaster area. This emergency first aid service will be supplemental to emergency health and medical services established to meet the needs of disaster victims (see ESF #8 - Public Health).

d. DWI

Inquiries regarding individuals residing within the affected area will be collected and provided to immediate family members outside the affected area through a DWI System. DWI will also aid in reunification of family members.

e. Bulk Distribution of Emergency Relief Items

Sites will be established for the distribution of emergency relief items. The bulk distribution of these relief items will be determined by the requirement to meet urgent needs of disaster victims for essential items (see Donations Management Support Annex).

## II. POLICIES

### A. General

1. This ESF may be implemented upon request for state assistance.
2. All government/volunteer/private resources will be utilized.

3. All services will be provided without regard to economic status, race, religious, political, ethnic or other affiliation.
4. This plan will not supersede ARC response and relief activities. ARC relief operations will conform to the ARC Board of Governors' Disaster Services Policy Statements and will be done according to the ARC Disaster Services Program ARC 3000 Series. ARC will maintain administrative and financial control over its activities.

**B. Mass Care**

1. Sheltering, feeding and emergency first aid activities will begin immediately after the emergency/disaster. Pre-staging of these facilities may occur when emergencies/disasters are anticipated.
2. Parent organizations of relief workers should plan to provide for those workers and be self-supporting for the first 72 hours after arrival in the affected area. Feeding for emergency workers will be provided by the workers' parent organization.

**C. DWI System**

1. DWI consists of those persons identified on shelter lists, National Disaster Medical System (NDMS) casualty lists and any information made available by the state/county/community EOCs and hospitals. This list will be collected and made available to immediate family members.
2. An initial moratorium, not to exceed 48 hours, may be issued to allow activation of the system and determination of the affected area.
3. Information about persons injured and remaining within the affected area will be provided by local medical units to the DWI System.
4. Information on casualties evacuated from the affected area to other medical facilities will be provided by the NDMS tracking system. The listing of disaster-related deaths will be limited to officially confirmed fatalities.
5. The missing category will not be used by the DWI System.
6. The DWI operation will be discontinued when practical.

**III. SITUATION AND ASSUMPTIONS**

- A. Many emergencies/disasters have necessitated evacuation of affected areas. Government has assumed the responsibility for the provision of temporary emergency shelter and care for victims.
- B. Individuals and families can be deprived of normal means of obtaining food, clothing, shelter and medical needs. Family members may become separated and unable to locate each other. Individuals may develop serious physical or psychological problems requiring specialized medical services.

- C. As a result of a major emergency/disaster in adjacent states, Arizona may be requested to shelter evacuees.

#### **IV. CONCEPT OF OPERATIONS**

- A. Government must be prepared to provide for the basic needs of people displaced by emergencies/disasters.
- B. Evacuees will be directed to a preselected shelter facility. They will be registered and provided shelter and food by the ARC, school district or other volunteer agencies. If the evacuee chooses to reside with friends or relatives, they will be requested to register with the public shelter. This process will ensure that evacuees can be reunited with family members or located.
- C. Sheltering for an incident involving the Palo Verde Nuclear Generating Station will be implemented according to the Fixed Nuclear Facility Emergency Response Off-Site Plan (see ESF #18).

#### **V. ORGANIZATIONAL ROLES AND RESPONSIBILITIES**

##### **A. Incorporated communities will:**

1. Be responsible for shelter operations within their jurisdiction. Specific organizations located within the community, (i.e., local ARC chapter, school district superintendent, other local volunteer organization, etc.) may be requested to assist with sheltering operations.
2. Retain responsibility for sheltering and coordinating operations with the county/state EOCs.
3. Provide local law enforcement for shelter security.
4. Provide fire protection and safety services through community fire departments.
5. Provide emergency medical support at shelters.
6. Ensure health standards are maintained at shelters.

##### **B. County governments will:**

1. Be responsible for shelter operations in the unincorporated portions of the county.
2. Establish reception and care centers to register evacuees and direct them to the appropriate shelter. The county EOC will work with the SEOC to ensure that evacuees' needs are met.
3. Provide law enforcement support at shelters through the county sheriff's office.

4. Provide emergency medical assistance and ensure that health standards are maintained in shelters.

**C. State government**

1. **ADEM** will:
  - a. Activate the SEOC to provide mass care direction, control and resource availability;
  - b. Provide assistance to the evacuees; and
  - c. Act as liaison between the ARC and state agencies. ARC will request assistance from state agencies through the SEOC Operations Group.
2. **Department of Health Services (DHS)** will assist cities/counties to ensure that health standards are maintained in shelters (see ESF 8 - Public Health).
3. **Department of Public Safety (DPS)** will provide assistance to the Department of Transportation (ADOT) and local governments in traffic control and directing evacuees to reception and care centers (see ESF #15 - Evacuation).
4. **ADOT** will assist the DPS and local law enforcement in directing evacuees and emergency workers to county reception and care centers.

**D. Volunteer agencies:**

1. **ARC** will support local government in setting up and running shelters, and providing food, first aid and DWI System.
2. Other volunteer agencies (e.g, **Arizona Voluntary Organizations Active in Disaster (AzVOAD)**, **Salvation Army**, church groups, etc.) may be called upon to provide assistance in sheltering operations, food services and other identified needs.

**E. Federal agencies:**

See ESF #6 of the FRP for federal agency information.

**VI. PLAN DEVELOPMENT AND MAINTENANCE**

This ESF is developed and maintained by ADEM, with assistance from ARC, Salvation Army, AzVOAD and other volunteer agencies.

**APPENDIX**

1. Aging and Adult Administration