

**Annex F**  
**State Emergency Function (SEF) #6**  
**CARE & SHELTERING**

**LEAD AGENCY:** Department of Human Services (DHS)

**SECONDARY AGENCY:** American Red Cross (ARC) <http://www.denver-redcross.org>

**SUPPORTING AGENCIES:** Office of Emergency Management (OEM), Personnel & Administration, Agriculture, Local Affairs, Public Health & Environment, Higher Education, Military Affairs, Transportation, Education, Salvation Army, Colorado Voluntary Organizations Active in Disaster (COVOAD).

1. **PURPOSE**

The purpose of this annex is to provide the coordination of sheltering, feeding, bulk distribution of supplies, and emergency first aid following an emergency or disaster requiring the assistance of state government; and to operate a Disaster Welfare Information (DWI) system to collect, receive, and report information about the status of victims and assist with family reunification within the affected area. The Department of Human Services will coordinate all government-funded programs.

2. **SCOPE**

The scope of this annex is to describe the overall operational and information activities of a state response to an emergency or disaster situation. Coordination activities will take place at the SEOC through a cooperative effort between representatives of the Department of Human Services and the American Red Cross, to support activities in the field.

Initial response activities will focus on meeting urgent needs of disaster victims on a mass care basis. In addition, initial recovery efforts, such as the customary ARC Emergency Assistance program, may commence as response activities are taking place. Other recovery assistance, such as temporary housing, and loans and grants for individuals under the traditional government assistance programs of the Federal Emergency Management Agency (FEMA) and other federal agencies, will be under the management of the State Coordinating Officer (SCO), subject to the general guidance of DOLA, OEM and the DHS.

1. Shelter - the provision of emergency shelter for disaster victims, including the use of pre-identified shelter sites in existing structures; creation of temporary facilities such as tent cities; and use of similar facilities outside the disaster-affected area, should evacuation be necessary. Temporary housing programs may be made available.
2. Feeding - the provision of feeding disaster victims and emergency workers 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 requirements of disaster victims with special dietary needs. Emergency donated food will be made available. Food Stamp programs may be made available.

3. Emergency First Aid - providing first aid services to disaster victims and workers at mass care facilities and at designated sites within the disaster area. This emergency first aid service will be supplemental to the traditional emergency medical system (EMS) coordinated by SEF8.
4. ARC Disaster Welfare Information - collecting and providing of information regarding individuals residing within the affected area to immediate family members outside the affected area. DWI will also be provided to aid in reunification of family members within the affected area who were separated at the time of the disaster.
5. Bulk Distribution of Emergency Relief Items - distributing of emergency relief items at shelter sites or established sites within the affected area. The bulk distribution of relief items will be determined by the requirement to meet urgent needs of disaster victims for essential items.
6. Information Coordination - gathering of information from local jurisdictions, state agencies and volunteer and private organizations with regard to mass care efforts. Accurate and timely information will be disseminated through situation reports, briefings, public information, etc., in coordination with SEF5.
7. Mental Health- while mental health is a Division of the Department of Human Services, it will be covered under SEF8, (Health, Medical and Mortuary). Red Cross will provide immediate mental health workers to assist in shelters.

### **3. SITUATION**

A disaster may result from natural or technological hazards, civil disturbance, or act of terrorism, and cause extensive damage and human suffering. Victims may be forced from their homes depending on such factors as time of occurrence, area demographics, building construction, and existing weather conditions. Family members may be separated immediately following an emergency or disaster, such as children in school and parents at work. Transients, such as tourists, students, and the pre-disaster homeless, may be involved.

Arrangements will be made for special populations such as: elderly and handicapped. The state, when notified of an emergency or disaster at the local level, will monitor the situation, do pre-planning and, if necessary, provide assistance. All Red Cross assistance in civil disorders must be approved by National Red Cross Headquarters.

### **4. PLANNING ASSUMPTIONS**

1. Private and volunteer organizations, i.e., ARC, Salvation Army, COVOAD, etc., will provide immediate shelter, feeding, and emergency first aid relief to individuals and families, not normally available from government resources. These local

organizations will work in cooperation with the local government within their jurisdictions in preparing for, responding to, and recovering from the effects of an emergency or disaster event.

2. Each level of government, private and volunteer organizations will respond to an incident within the limits of its available resources, including pre-arranged mutual aid, and subsequently may request assistance from its next highest level of support if required; e.g., municipality to county to state to federal government; also, ARC chapter to state lead disaster unit to ARC National Headquarters.
3. Not all disaster victims will require mass care services. Some victims will go to mass shelters, others will find shelter with friends and relatives; many victims will remain with or near their damaged homes.
4. Mass care shelter facilities will receive priority consideration for structural inspections to ensure safety of occupants; and for restoration of utilities or support by temporary means, i.e., portable generators, portable toilets and potable water.
5. Inquiries regarding individuals residing within the affected area will begin immediately after the general public is made aware of the emergency or disaster by the media or other means. An initial moratorium may be issued to activate the system and determining the boundaries of the affected area.
6. The American Red Cross is the Primary Agency for Emergency Support Function (ESF) #6 within the Federal Response Plan.

## 5. CONCEPT OF OPERATION

### 1. General

1. Local government, supported by private relief agencies, provides initial response to mass care requirements of emergency/disaster victims and local government requests and facilitates the implementation of authorized outside government assistance (state and federal). State and federal agencies, when requested and authorized, support the activities of local government in providing mass care.
2. The Department of Human Services has been designated the lead agency for managing the activities of SEF 6. The American Red Cross has been designated as the secondary agency. State agencies and other private and volunteer organizations have been designated to support SEF 6.
3. The American Red Cross chapter with jurisdiction in the affected area will initiate mass care within two hours of notification. These services will be coordinated with local government and other private and volunteer

organizations in the affected area. The State Lead Disaster Unit will ensure communications with the representative in the SEOC.

4. The Department of Human Services will provide a representative to the SEOC, upon request by the OEM, who will coordinate all HS requests and will request an ARC representative. The team will collect information for situation reports, briefings, staff meetings, etc. This information may include the following:
  1. Statistical, narrative and graphical information;
  2. Major response actions taken;
  3. Requests for state assistance by local jurisdiction(s), private and volunteer organizations;
  4. Unmet needs and recommended actions;
  5. Priority issues and requirements.
5. Upon notification from the OEM, the ARC state disaster lead unit will notify COVOAD and other agencies.

## 6. ORGANIZATION and RESPONSIBILITIES

### 1. Organization

1. The SEF representatives in the SEOC will communicate information between the SEOC and field units, job headquarters, etc., of the ARC and other private and volunteer organizations. The SEF 6 personnel in the SEOC will generally consist of one representative each from the DHS and the ARC.

### 2. Responsibilities

1. Department of Human Services (Lead Agency):
  1. Assess the impact of potential or actual disasters on social systems in general with particular attention to the elderly, veterans, welfare recipients, handicapped, refugees, repatriates from outside the U.S., youth and institutions.
  2. Provide public assistance and welfare activities.
  3. Coordinate emergency and recovery welfare services (federal, state, county, local, private and volunteer social service organizations), including:
    - (1) Feeding
    - (2) Shelter

- (3) Clothing
  - (4) Registration and inquiry
  - (5) Human Services Programs
4. Monitor and/or administer the Individual and Households Program. Provide representation at disaster assistance centers.
  5. Coordinate the food stamp program.
  6. Be prepared to assist disaster response operations by providing trained service personnel for such activities as food distribution, emergency housing, coordination with volunteer agencies, outreach procedures to determine unmet needs, development of capabilities of volunteer individual and agencies that can respond to unmet needs.
2. American Red Cross (Secondary Lead Agency):
    1. Initiate mass care services within the affected area within two hours of notification of the emergency or disaster.
    2. Assist DHS in the management and coordination of sheltering, feeding, emergency first aid services, bulk distribution and DWI services to the affected population.
    3. Notify COVOAD as necessary, and coordinate mass care and other relief efforts with COVOAD.
    4. Identify a team of Government Liaisons to staff or support the SEOC upon request from the OEM. Provide names and contact information to OEM and SEF 6 Lead.
    5. Establish a DWI system and coordinate with SEF 12 (Public Information) inform the general public about the system and how to use it.
    6. Maintain a Red Cross Colorado State Disaster Plan and procedures.
  3. Supporting Agencies: Office of Emergency Management (OEM), General Support Services, Agriculture, Public Health & Environment, Higher Education, Health Care, Policy & Finance, Military Affairs, Transportation, Salvation Army, Colorado Voluntary Organizations Active in Disaster (COVOAD)
    1. Identify an Emergency Response Coordinator (ERC) and two alternates and provide SEF-6 Lead and OEM, and the ARC with 24-hour contact numbers for each.

2. Develop and maintain emergency response plan in support of SEF 6.
3. Support mass care services with available facilities, vehicles, supplies, personnel and other provisions as requested.
4. Support and participate in planning, training, and exercise activities.

## **APPENDICES**

### A. Resource Requirements

## **RESOURCE REQUIREMENTS**

### 7. Requirements to Support SEF

1. The SEF will require two spaces at the State Emergency Operations Center, telephones, fax machine, etc.
2. Each support agency will provide an Emergency Response Coordinator (ERC) and two alternates and provide DHS and OEM and the ARC with 24-hour contact numbers for each.

### 8. Requirements to Assist SEF with Field Support

1. Resources which may have to be mobilized in support of mass care activities include the transportation and provision of cots and blankets, air mattresses, sleeping bags, portable toilets, water containers, cooking equipment, registration forms, first aid and shelter medical supplies, vehicles for transport of personnel and supplies, ARC comfort and cleanup kits, portable lamps, generators, fans, office supplies, tables and chairs, etc. Many of these supplies will already be in shelter locations or can be obtained through normal disaster supply channels.
2. Vehicles may be provided by ARC, Salvation Army, Department of Transportation, Military Affairs, rentals, etc.
3. Available undamaged facilities may have to be augmented by other means of temporary shelter, i.e., tents, etc.
4. Personnel resources will include ARC, voluntary agencies such as members of COVOAD, church groups, veterans groups, labor unions, scouting organizations, professional associations, and other personnel identified by supporting agencies.