

2011
Polk County
ESF #6
Mass Care and Human Services

Public Version

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1. Introduction

1.1 Purpose of ESF #6 Mass Care & Human Services

The purpose of the plan is to establish a framework by which Polk County Emergency Management Agency can coordinate the Emergency Support Function #6 Mass Care & Human Services. This response may consist of federal, state, and local government agencies and private industries.

The public version of ESF #6 Mass Care & Human Services "FOR PUBLIC DISTRIBUTION" is designed to provide the public with the following information regarding the plan:

- **Section 1** provides the introduction and purpose of the emergency support function.
- **Section 2** is a description of the roles and responsibilities of the agencies that will respond.
- **Section 3** contains information you should know and what actions you can take after a disaster
- **Section 4** contains important contact numbers.

Please note that the ESF #6 Mass Care & Human Services is a living document. It may undergo a major revision every three years and can be updated annually from submitted and committee approved changes.

For more general information please contact Polk County Emergency Management Agency at 515-286-2107 or your local emergency manager.

1.2 The role of Emergency Support Function #6: Mass Care

To assist individuals and households impacted by potential or actual incidents by providing the following:

Mass Care

Sheltering, feeding operations, emergency first aid, bulk distribution of emergency items, and collecting and providing information to people directly impacted by the incident

Emergency Assistance

Evacuation support, reunification of families, and provision of aid to populations with functional needs

Housing

Rental assistance, repair, replacement, referrals, identification of accessible housing, and access to other sources of housing assistance

Human Services

Implementation of general assistance, family and youth needs, and disaster unemployment support

1.3 Target Capabilities List

The Target Capabilities List describes the capabilities related to the four homeland security mission areas: Prevent, Protect, Respond, and Recover. It defines and provides the basis for assessing preparedness. It also establishes national guidance for preparing the Nation for major all-hazards events, such as those defined by the National Planning Scenarios. The current version of the TCL contains 37 core capabilities (www.fema.gov).

ESF #6 Mass Care & Human Services includes the following Respond Mission Capability:

Mass Care (Sheltering, Feeding and Related Services)

Mass Care is the capability to provide immediate shelter, feeding centers, basic first aid, bulk distribution of needed items, and related services to persons affected by a large-scale incident.

2. Participating Agencies

ESF COORDINATOR:

Polk County Emergency Management

PRIMARY AGENCIES:

Polk County Health Department
Polk County Community, Family, Youth Services

SUPPORT AGENCIES:

American Red Cross – Central Iowa Chapter
Des Moines Area Regional Transit
Des Moines Housing Authority
Easter Seals Iowa
Iowa Department of Human Services
Iowa Department of Public Health – Office of Disability and Health
Jurisdiction impacted building inspection department
Link Associates
Polk County Commission on Veteran’s Affairs
Salvation Army
United Way of Central Iowa

2.1 Concept of Operations

Short term sheltering is provided for those individuals and households impacted by potential or actual incidents along with assistance to transition to temporary housing and the provision of human services until insurance or longer term public assistance programs can take over.

Polk County Emergency Management identifies six (6) sheltering strategies:

- 1) Personal sheltering – individuals choosing to stay with family, friends, neighbors or in hotel/motel units
- 2) Extreme Temperature (Warming or Cooling) Center – heated and/or air conditioned facilities where persons can temporarily go during periods of extreme temperatures, difficult travel conditions, or power outages to get out of dangerous weather conditions. These facilities include senior centers, shopping malls and other public buildings during their normal hours of business. Few to no services are provided beyond what is normally available in that building.

- 3) Red Cross Supported – community run shelter with Red Cross support. This includes Warming and Cooling Shelters that are open during overnight hours. These shelters provide services to the sheltered population based on the event.
- 4) Red Cross/Partner Shelter – Red Cross run shelter with community support
- 5) Red Cross Shelter – Red Cross directs and controls every aspect of the shelter without external support. Must be capable of sustained operations.
- 6) Independently Managed – community run shelter without external support. Must be capable of sustained operations. The decision to activate and/or demobilize Medical or Accessible General Population Shelter(s) is made by Polk County Emergency Management in consultation with the jurisdiction needing sheltering services.

2.2 Activities of participating agencies

Polk County Community, Family, Youth Services

Activities:

- In response to requests made by agencies, provide overall management and coordination of mass care capability
- Provide the overall management and coordination of temporary shelter(s) for individuals, including those with access and functional needs, displaced during an incident.

Polk County Health Department

Activities:

- Provide the overall management and coordination of medical shelter(s) for individuals displaced during an incident who have medical needs beyond the capabilities of the Accessible General Population Shelter. Medical Shelter occupancy will vary, depending on a variety of factors including medical condition, diagnoses, shelter capabilities and staff skill levels.
- If at all possible, medical sheltering will be accomplished at the Accessible Shelter. Should alternate housing be needed as determined by the Polk County Health Department the following strategies shall be followed:

- 1) Hotels
- 2) Intermediate care facility
- 3) Long term care facilities
- 4) Extended care facilities
- 5) Residential Care Facility
- 6) Skilled nursing facilities
- 7) An additional shelter focusing solely on medical care

Generally, Polk County does not own the buildings used for shelters. When selecting shelter locations, Polk County Emergency Management will look for buildings that are Americans with Disabilities Act (ADA) compliant.

- Provide triage to determine medical needs, suitability for Accessible General Population Shelter population or need for medical sheltering.
- Provide triage to determine medical needs, suitability for Accessible General Population Shelter population or need for medical sheltering.

Volunteer staff from the shelter facility

Activities:

Ensure that all persons displaced by the incident are registered at the shelter.

Polk County Health Services

Activities:

Provide encouragement and mental health services to those affected by the event

Salvation Army and the American Red Cross – Central Iowa Chapter

Activities:

Provide for feeding operations

Local law enforcement or contracted security

Activities:

Maintains the security of the staff and shelter residents

Facility owner, supported by Polk County Emergency Management

Activities:

Set up facility for sheltering operation, support ongoing operation and demobilize facility when operation is over

3. Pets and Mass Care

People with access and functional needs who use service animals are not to be separated from their service animals when sheltering during an emergency, even if pets are normally prohibited in shelters.

Service animal means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Most service animals are identified through special capes, harnesses, scarves or patches on leads. Others can be identified because they accompany an individual with a noticeable disability. Service animals do not have to be certified or specially trained. If there is question, shelter staff may ask only two questions to determine if an animal is a service animal: (1) "Is this a service animal required because of a disability?" (2) "What work or tasks has the animal been trained to perform?" If the answers reveal that the animal has been trained to perform a task for a person with a disability, then it is a service animal.

Shelter staff may ask if an animal is a service animal or ask what tasks the animal has been trained to perform, but cannot require special ID cards for the animal. A person with a disability cannot be asked to remove his service animal from the premises unless the animal is out of control and the animal's owner does not take effective action to control it (for example, a dog that barks repeatedly), if the animal is not housebroken, if the animal poses a direct threat to the health or safety of others. Service animals must be allowed in the food dining areas even if state or local health codes prohibit animals on the premises.

Allergies and fear of animals are generally not valid reasons for denying access or refusing service to people with service animals. If other shelter residents have allergies, phobias, etc consider locating people using a service animal on the opposite side of the shelter.

Pets not otherwise addressed above are not allowed in Medical or Accessible General Population Shelters. Resources and details of pet sheltering are contained in Emergency Support Function #11 Agriculture, Natural Resources and Pets.

4. Annex Development and Maintenance

Mandatory Review Requirements

As required by the Code of Iowa (statutes) and Iowa Administrative Code (rules and regulations), this annex will be reviewed and revised if necessary, at a minimum of every five (5) years. A draft will be presented to the Polk County Emergency Management Commission for their approval and adoption.

Voluntary Review Expectations

The Polk County Emergency Management Commission will attempt to evaluate this annex continuously and revise annually based on input and feedback from primary and support agencies, as well as after-action reporting as recommended by corrective action plans. A draft will be presented to the Polk County Emergency Management Commission for their approval and adoption.

Plan Distribution

This annex and any subsequent revisions of this annex will be distributed to the primary and alternate Commission Members representing Polk County and all city governments within the county. The annex will also be shared with the specific primary and support agencies named at the beginning of this annex.

5 Things you need to know and what you can do

5.1 Things you need to know

5.1.1 Service Animals in Shelters

Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities.

Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties.

Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

A service animal is a dog that is individually trained to do work or perform tasks for a person with a disability. During a disaster or emergency, it is vitally important that people with service animals not be separated from them.

5.1.2 Extreme Temperature Centers

Extreme Temperature Centers are heated and/or air conditioned facilities where persons can temporarily go during periods of extreme temperatures, difficult travel conditions, or power outages to get out of the dangerous element.

These facilities include senior centers, shopping malls and other public buildings during their normal hours of business. Few to no services are provided beyond what is normally available in that building. Extreme Temperature Centers are NOT shelters.

Routine meal service, showers, bedding, comfort kits and other items are not a part of Extreme Temperature Centers. Should longer term sheltering of residents and

non-residents be required, consideration should be given to transitioning from an Extreme Temperature Center to a shelter.

5.2 After

The information that will be provided:

- The availability of these shelters
- The actions to take upon arrival at a shelter
- What you can and cannot bring to a shelter
- If you do not want to or cannot access a shelter after a disaster listen out for information on where and how you can receive bulk relief supplies
- Animal shelters might be opened so that your pets can be looked after while you are in a shelter. You will be informed regarding locations, requirements, and processes that will occur.
- You will also be told about the processes of building inspections and safety assessments of damaged homes.

For more information look at ESF#15: Public Information.

5.2.1 American Red Cross Safe and Well Registry

- If it is possible access the American Red Cross Safe and Well Registry so that you can list yourself as safe. This ensures that any family members or friends who are concerned for your well-being can access this site and find out news about you.

5.2.2 Interim Housing

You will be informed of the closing of shelters and the services available to transition back to homes or interim housing. You will be told:

- How individuals and families can register for FEMA assistance
- How individuals and families can access additional information on available housing, and community recovery

6 Important contacts and numbers

Nationwide

Federal Emergency Management Agency:

<http://www.fema.org>. 1-800-FEMA (3362)

American Red Cross:

<http://www.redcross.org>. 1-800-733-2767

Polk County

United Way 2-1-1 provider:

Provide free information 24/7 to callers on community related resources, including disaster related resources.

Polk County Emergency Management Agency:

Agency Website

<http://www.polkcountyiowa.gov/EmergencyManagement/>

Facebook

<http://tinyurl.com/ya4osdq>

Twitter

<http://twitter.com/PCEmrgManAgency>

YouTube

<http://www.youtube.com/user/PolkCoIaEmergMgt>

Summary

It is hoped that this public version plan will provide the reader with an understanding of Polk County Emergency Management Agency and participating agencies' roles in the event of an incident.

The processes and agency roles and responsibilities specified may change without notice contingent upon the magnitude of the emergency or catastrophic event, as well as the actual availability of emergency response and emergency support personnel.

The ESF #6 Mass Care and Human Services Public Version was developed for public distribution and excludes specific information that is protected from disclosure under the Freedom of Information Act (FOIA) and similar State and local disclosure laws, and from use in civil litigation and regulatory actions.

Access to the full plan is restricted to ESF #6 Mass Care and Human Services emergency first responders and contains Security Sensitive Information that is For Official Use Only.