

# **EMERGENCY SUPPORT FUNCTION #6 MASS CARE, HOUSING AND HUMAN SERVICES ANNEX**

---

## **ESF LEAD**

Eagle County Department of Human Services  
(ECDHS)

## **SUPPORT AGENCIES**

Eagle County Agencies  
Administration  
Animal Services  
Attorney  
Commissioners  
Emergency Management  
Environmental Health  
Facilities Management  
Finance  
GIS  
Housing and Development  
Human Resources  
IT  
Sheriff's Office  
ECO Transit  
CSU Extension  
Other Relief Agencies:  
American Red Cross (ARC)  
Ambulance Districts  
Eagle Valley Community Foundation  
Fire Districts  
Hospitals  
Mountain Rec  
West Mountain Regional COAD  
Salvation Army  
School Districts  
Vail Public Safety Communications Center  
Vail Interfaith Chapel  
Victim Services

## **PURPOSE**

The purpose of the Eagle County Emergency Support Function (ESF) #6 Plan is to provide guidelines, principles and structure to local government and private relief agencies for coordinating the overall functions of Evacuation Centers, emergency sheltering and/or temporary housing for people displaced from their residence by an emergency or disaster.

Evacuation Centers and Emergency Shelters include the use of pre-identified sites in existing facilities within an area of risk, creation of temporary facilities or the temporary construction of shelters, and use of facilities outside the incident area should evacuation be necessary.

## **SCOPE**

ESF #6 (Mass Care, Housing, and Human Services) supports state, regional, local, and nongovernmental organization efforts to address the non-medical mass care, housing, and human services needs of individuals and/or families impacted by incidents or events. This includes economic assistance and other services for individuals impacted by the incident.

## **DEFINITIONS**

Evacuation Center – A temporary short term facility which provides shelter from the elements, restroom facilities, and information dissemination. Usually for displacements of 12 hours or less.

Emergency Shelter – A temporary longer term facility which provides shelter from the elements, sanitary facilities to include restroom and shower facilities, sleeping accommodations, food services and information dissemination.

## **SITUATION**

- Emergency planning requires plans that are flexible to meet the needs of the situation at hand. Emergencies may come in the way of natural disasters, man-made disasters and other events. The situation and needs of the individuals impacted will determine which centers and/or shelters are open, for how long and by whom.
- Incidents that require multiple municipalities to participate; cause depletion of local resources; and/or multiple incidents occurring simultaneously will require the activation of the County Emergency Operations Center (EOC). If state resources are requested, all operations must coincide with the Colorado State Emergency Operations Plan, ESF #6.
- Based on the County's hazard analysis, there are several emergency and disaster scenarios that may require a mass care response, including severe storms, floods, HazMat incidents, fires, and road closures.
- Many Eagle County Schools are identified as potential shelter sites and have agreements in place with the American Red Cross for that purpose. The shelter location will be determined with coordination from the ESF6 lead, Incident Command, or designees depending on the scope of the emergency, the impact area and facility availability. Shelter location information will be provided to the public in a timely manner, through a variety of Eagle County communication capabilities.
- Other structures such as church fellowship halls, recreation centers and some private meeting facilities may be utilized as Evacuation Centers until all displaced victims can be consolidated into fully staffed official shelters or if the situation extends beyond the county's capabilities.

## **ASSUMPTIONS**

- People are generally not inclined to evacuate unless clear and concise information is provided regarding the nature of hazards and they are given directions for evacuation routes and Evacuation Center locations (see [Evacuation Plan Annex](#)).
- There are not sufficient in-county resources to meet the needs of mass care during an emergency or disaster.
- Local grocery stores, restaurants and other businesses may support the initial shelter/feeding operations by donating emergency supplies.

- For an out-of-county evacuation, sufficient shelter capacity exists in adjacent counties and shelter locations can be arranged and made available.
- A high percentage of evacuees will seek shelter with family or friends, or in commercial facilities rather than go to a public Evacuation Center or emergency shelter.
- Evacuees will be provided with public information concerning the emergency.
- Eagle County Animal Rescue Teams (ECART) will provide for companion animal sheltering in close proximity to human shelters whenever possible.
- Emergency Support Function #11- Agriculture and natural resources will coordinate livestock services as resources allow.

### **ORGANIZATION AND RESPONSIBILITIES**

Eagle County Department of Human Services is the lead agency for ESF #6 (Mass Care) and is primarily responsible for providing general public mass care as part of a broad disaster relief program enacted by the U.S. Congress and through the provisions of an agreement between the American Red Cross and the State of Colorado. While state law identifies the Department of Human Services and the Department of Public Health and Environment as the agencies legally responsible for ensuring that county residents are sheltered and fed in an emergency, the responsibility for conducting mass care operations for the general public in Eagle County have been traditionally performed by the Salvation Army and the American Red Cross.

The American Red Cross shall be contacted for Evacuation Centers and Emergency shelter management in Eagle County. If displaced persons are to be housed for a period of longer than 12 hours, the emphasis should be on shelters rather than Evacuation Centers. If more than one mass care facility is required, ESF #6 agencies will coordinate the provision of additional sites for disaster victims. This includes, but is not limited to, the creation of temporary facilities such as tent cities, the construction of temporary shelters, and the use of similar facilities outside of the disaster area(s).

Eagle County Agencies will coordinate with other ESF #6 agencies to meet the housing and human service needs resulting from an incident. Eagle County agencies will work to ensure temporary housing functions are addressed and provided as needed. ECDHS will assist victims with temporary human services and economic assistance programs utilizing local, state and federal resources. Mental health functions will be provided by appropriately trained and/or certified mental health providers, coordinated through ECDHS and in partnership with ESF #8.

All ESF #6 agencies will:

- Operate agency functions within the structure of the Incident Command System and the National Response Framework as appropriate.
- Develop applicable standard operating procedures, guidelines and/or checklists detailing the accomplishment of their assigned functions.
- When requested, deploy a representative to the EOC to assist with ESF #6 as needed.
- Provide ongoing status reports as requested by the ESF #6 lead.
- Maintain updated resource inventories of supplies, equipment, and personnel resources, including possible sources of augmentation or replacement.

- Document all costs and expenses associated with response and recovery activities taking care to clearly separate disaster related work from daily work in the event that State and Federal reimbursement becomes available.
- Maintain up-to-date rosters for notifying personnel and 24-hour staffing capabilities.
- Coordinate with ESF #8 lead (Health and Medical) to ensure that emergency medical services are available to disaster victims and emergency workers at all mass care facilities.
- Work closely with all other ESF #6 agencies for collecting information on disaster victims and making that information available to family members outside the disaster area(s). ARS reunification -This information will include the names of persons registered at shelters and listed on National Disaster Medical System and other casualty lists, and any other relevant information released through local hospitals and emergency operations centers.

## CONCEPT OF OPERATIONS

### MASS CARE

The coordination of non-medical mass care services to include sheltering of victims, organizing feeding operations, collecting and providing information on victims to family members, and coordinating bulk distribution of emergency relief items.

- Initial response activities focus on meeting urgent mass care needs of victims.
- Either an Incident Commander or an appropriate city or county official will determine the need for opening Evacuation Centers or Emergency Shelters and commencing mass care operations based on the situation.
  - An emergency or disaster resulting in any sort of evacuation will immediately necessitate the need for an Evacuation Center. Evacuation Centers will be opened:
    - at the onset of an incident where it is determined that evacuation is necessary, or
    - as it is identified that persons are displaced by the emergency or disaster.
  - During the initial phase of an emergency law enforcement or Incident Command may choose a place and location for an emergency shelter or evacuation center based on the needs and resources at the time.
    - Once activated, ESF6 will take lead by anticipating and identifying further requirements or changes to the ongoing mission in relation to Mass Care, Housing and Human Services;
      - This may include relocating the shelter location and its evacuees, feeding all persons involved, shelter management, distribution of personal hygiene items, welfare information, among other mass care services as needed.
- Emergency shelter, evacuation center, hotel, or other alternative sheltering arrangements may be used depending on the number of individuals impacted, if the emergency or disaster creates displaced victims, and if it is anticipated that they will remain displaced for greater amounts of time.

- For road closures resulting in stranded motorists Emergency Shelters can be established if;
  - motorists will be stranded for longer than 12 hours because no routes of passage are accessible, or
  - weather conditions create other hazards for motorists if they remain in their vehicles, or
  - at the request of Incident Commander, ESF6 Lead or designee in order to reduce the risk to stranded motorists and first responders due to weather conditions and road hazards.
- Disaster victims requiring medical treatment and/or hospitalization should be directed or transported to the nearest available medical facility. The Eagle County medical surge trailer is designated to support alternate care medical facilities or hospital overflow.
- Evacuation Centers and Emergency Shelters shall remain open only as long as absolutely required.
- At each official county mass care facility, the county will provide communications and security, to the extent possible. At each official mass care facility in municipalities, the municipality will provide communications and security to the extent possible.
- The direct cost of opening and operating official mass care facilities will be borne by the agency managing the facilities.

## **HOUSING**

The ESF #6 housing function addresses the needs of victims in the affected areas, and is accomplished through the implementation of programs and services designed to determine victim needs and the provision of housing assistance for short and long term housing of displaced victims. These provisions may include:

- The Eagle County Housing Department will coordinate with the EOC to provide the most effective, expedited and efficient plan of action to provide housing assistance.
  - a. Due to the lack of available permanent rental housing in Eagle County. Housing solutions would likely include identifying temporary housing solutions.
- Eagle County agencies will help to facilitate short and long term solutions for victims, which may include rental assistance, temporary housing, loans for the repair and/or replacement of primary residences, etc.

## **HUMAN SERVICES**

The ECDHS along with other Eagle County agencies will assist with the provision of victim related recovery efforts such as mental health counseling, support for persons with special needs and coordination of financial assistance programs. These provisions may include:

- Coordinating and assessing the situation and implementing an appropriate plan based on the resources available to assist all victims.
- Supporting various services impacting individuals and households, including a coordinated system to address victims' incident related recovery efforts through crisis counseling and other supportive services.
- Coordinating and identifying individuals with special needs within the impacted area, to include the elderly, people with disabilities, and people communicating in languages

other than English (including sign language) in collaboration with the Access and Functional Needs Coordinator.

- Coordinating immediate, short-term assistance for individuals, households, and groups dealing with the anxieties, stress, and trauma associated with a disaster, act of terrorism, and/or incident of mass criminal violence.
- Supporting expedited processing of Federal benefits claims (e.g. Social Security, veterans' benefits, disaster unemployment assistance, and Federal tax refunds) disaster unemployment assistance, and disaster legal services.
- Ensuring water, ice, and other emergency commodities and services requirements are delivered to appropriate entities.

## **RECOVERY**

Recovery efforts are initiated concurrently with response activities. Close coordination is required among those agencies responsible for response operations and recovery activities (ESF #14) and other organizations providing assistance. Recovery operations should include:

- Public information regarding safe re-entry to damaged or affected areas
- Continued coordination with the EOC to support on-going activities
- Identification and provision of long-term housing resources
- Development of a long-term recovery assistance team to help ensure individuals and families affected by the disaster continue to receive assistance for critical needs and necessary expenses
- Participation in after action reviews and reports
- Changes to standard operating procedures and this ESF #6 plan to improve future operations

## **DAMAGE ASSESSMENT**

- A key component to receiving disaster assistance. The quicker that a detailed damage assessment can be completed, the quicker a disaster declaration, if warranted, can be declared resulting in financial assistance from that point forward. If damage is beyond the capabilities of an agency's resources to mitigate, County EOC activation should be requested.

Refer to [Evacuation Plan Annex](#) for further information on evacuation plans, assignments, and support agencies' responsibilities. The [Evacuation Plan Annex](#) may be modified independently from the Emergency Support Functions and the Emergency Operations Plan.