Emergency Support Function-06 Mass Care and Shelter Annex

October 2024
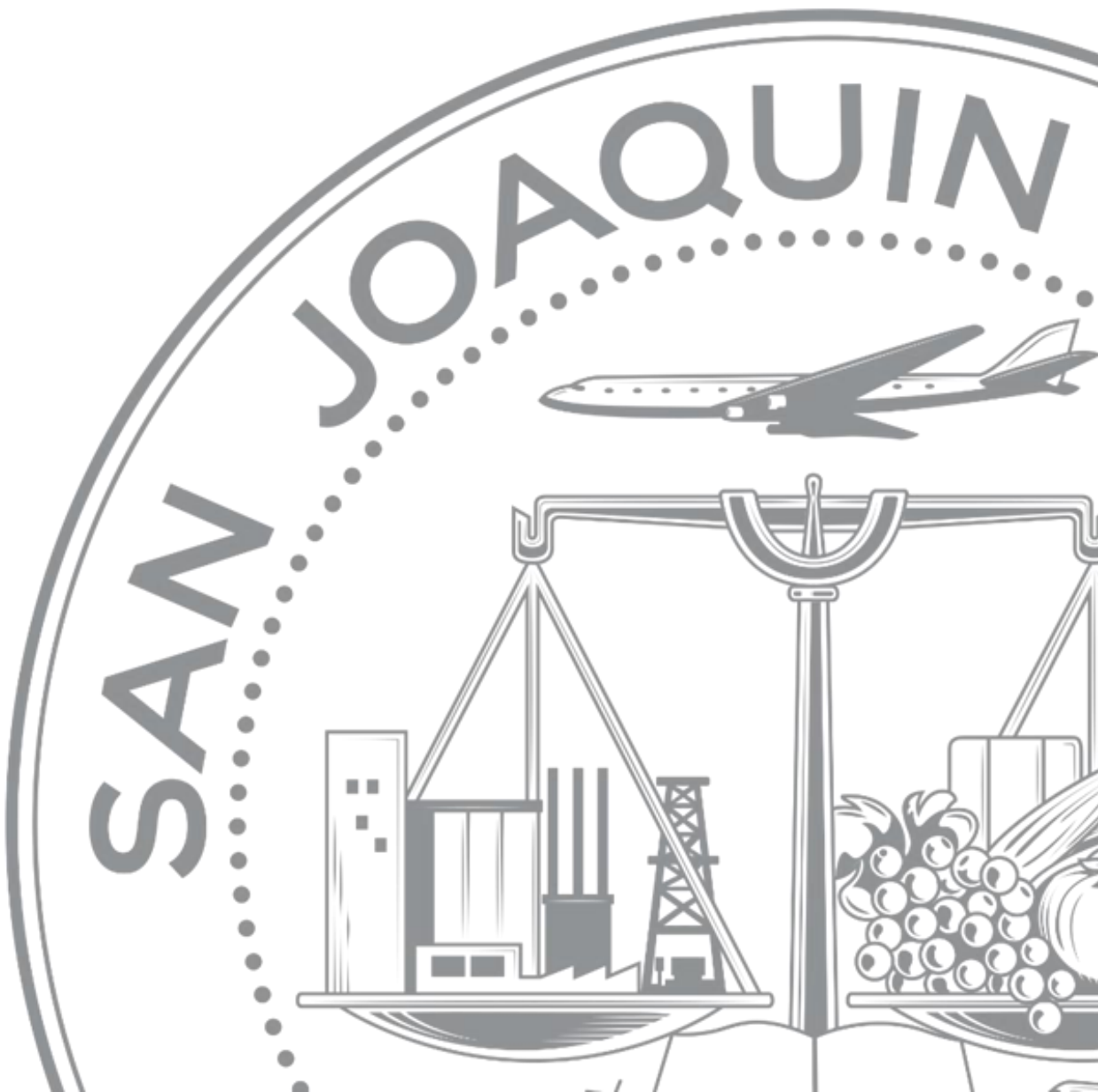
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Letter of Promulgation

This ESF Annex to the County of San Joaquin Emergency Operations Plan is a crucial document that outlines how San Joaquin County will manage emergency incidents or disasters. It details the roles and responsibilities of all primary and support agencies identified in this ESF. Each agency is entrusted with specific emergency tasks, including the preparation and maintenance of standard operating guidelines and procedures, as well as the execution of necessary training, exercises, and maintenance to support the plan.

This ESF plan was meticulously developed using the Comprehensive Planning Guide 101 version 2 from the Federal Emergency Management Agency and California's emergency planning guidance documents. Adoption will follow the established maintenance schedule. However, the plan may be modified in the interim under the direction of the Director of Emergency Operations without prior approval and formal adoption. The modified plan will be promptly relayed digitally to all Primary and Support agencies. The Primary assigned agency will lead the review and update of the plan with the Support agencies as needed, ensuring its relevance and effectiveness at least every three years. This ESF plan supersedes any previous versions.

This ESF Annex applies to Primary and Support agencies within San Joaquin County who are assigned responsibilities in *Section 4.3.1 Responsibilities by Emergency Support Function* of the All-Hazard EOP and identified within the ESF Annex.

This plan replaces previous annexes of the same title.

_____   _____

Sierra Brucia   Date
Director Emergency Operations

This plan/annex will be formally promulgated by the chairperson of the Disaster Council of San Joaquin County at the next regularly scheduled meeting. The County Ordinance empowers the Disaster Council to review and approve emergency and mutual aid plans.

_____   _____

Miguel Villapudua   Date
Chair, San Joaquin County Disaster Council
Director of Emergency Services

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RECORD OF CHANGES

Each update or change to the plan should be tracked. The record of changes, typically presented in a table format, should include, at a minimum, a change number, the date of the change, the name of the person who made the change, and a summary of the change. Additional relevant information may also be included. The San Joaquin County Director has the authority to amend the Emergency Operations Annexes without requiring formal approval from the Emergency Services Council. This document supersedes all previous versions of the ESF-06 Care and Shelter Annex for the Operational Area. The annex should be reviewed, revised, and re-promulgated at least once every three years or whenever significant changes occur, such as those prompted by lessons learned from exercises or actual events.

Date	Change No.	Change made by (name/title)	Summary of Changes
02/08/2024	1	RDK	Update Plan Administration language
02/08/2024	2	RDK	Add Letter of Promulgation
02/09/2024	3	RDK	Formatting add Subscript
02/09/2024	4	RDK	Update Executive Summary
02/09/2024	5	RDK	Update Introduction, Purpose, and Scope
03/06/2024	6	RDK	Update language in Guidelines and Planning Assumptions
03/01/2024	3	RDK	Concept of Operations Updated Language
03/08/2024	8	RDK	Add Response Organization Chart
03/08/2024	9	RDK	Add Mass Task Force Language and Chart
03/09/2024	10	RDK	Add Human Services DOC language and Chart
03/21/2024	11	RDK	Add MCS/EOC Operations Branch Chart
03/29/2024	12	RDK	Update Supporting ESFs Chart
04/16/2024	13	RDK	Add new language about EOC
04/17/2024	14	RDK	Update language on shelter operations, registration, behavioral health services, transportation, youth services
04/19/2024	15	RDK	Add new language Response, alert and Notification, activation, and MCS Chart Emergency Determination and Notification Procedure.
04/23/2024	16	RDK	Update language on Animal Sheltering
04/23/2024	17	RDK	Add new language about the Family Assistance Center, Trafficking,
04/23/2024	18	RDK	Add new language about Access and Functional Needs
04/25/2024	19	RDK	ADD Appendix A through G
05/03/2024	19	RDK	ADD Glossary and Update Table of Contents

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GLOSSARY

AAR	After Action Report
AB	Assembly Bill
ADA	Americans with Disabilities Act
AFN	Access and Functional Needs
ARC	American Red Cross
ASPCA	American Society for the Prevention of Cruelty to Animals
CAL FIRE	California Department of Forestry and Fire Protection
Cal OES	California Governor's Office of Emergency Services
CARES	California Animal Response Emergency System
CBO	Community-Based Organization
CCC	California Conservation Corps
CCP	Crisis Counseling Assistance and Training Program
CDAA	California Disaster Assistance Act
CDE	California Department of Education
CDFA	California Department of Food and Agriculture
CDC	Center for Disease Control
CDCR	California Department of Corrections and Rehabilitation
CDPH	California Department of Public Health
CDSS	California Department of Social Services
CNG	California National Guard
C-POD	Commodity Point of Distribution
DAFN	Disability Access and Functional Needs
DCMP	Disaster Case Management Program
DHCS	Department of Health Care Services
DI	Disability
DMS	Division of Measurement Standards
DOC	Department Operations Center
DOJ	Department of Justice
DOR	Department of Rehabilitation
DRC	Disaster Recovery Center
DRU	Disaster Response Unit
DSB	Disaster Services Branch
DSW	Disaster Service Worker
EFAP	Emergency Food Assistance Program
EHD	Environmental Health Department
EOC	Emergency Operations Center
EOP	Emergency Operations Plan

1. EXECUTIVE SUMMARY, PURPOSE, SCOPE

1.1 EXECUTIVE SUMMARY

During emergencies and disasters, timely and efficient mass care and shelter operations are critical to preventing loss of life and undue bodily harm. Without sufficient support and coordination, residents and visitors can be left without life-sustaining food, water, shelter, mental health, and other medical services.

The San Joaquin County Operational Area (OA) Mass Care and Shelter (Annex) is an extension of the San Joaquin County Emergency Operations Plan (EOP). It outlines concepts and policies supporting and coordinating Mass Care and Shelter Operations (MCSO) in response to emergencies and disasters. This Annex intends to create a framework for preparations and response within existing statutory obligations and limitations.

The Annex utilizes the State-Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS). It provides information and guidance for mass care and shelter operations during emergencies or disasters. Emergency Support Function (ESF)-06 protects life and reduces suffering from natural and human-caused emergencies.

1.2 PURPOSE

The Mass Care and Shelter Plan is a crucial annex (Annex) to the San Joaquin County Operational Area (OA) Emergency Operations Plan (EOP). This plan aims to outline the response for mass care and shelter and is scalable to accommodate small to large-scale events. Mass Care and Shelter Operations are commonly associated with an evacuation or a shelter-in-place order in the Operational Area (OA) due to a natural or man-made disaster or emergency. However, mass care and shelter operations may also occur due to small-scale activations, such as warming and cooling centers, in response to extreme temperatures or unhealthy air. Emergency Support Function - 06 (ESF) is critical in managing incidents requiring care and shelter. Its primary objective is to establish comprehensive guidelines for creating and operating functional shelters with reception, feeding, and animal care facilities. Many factors were taken into consideration during the development of this plan, including the county's current social vulnerability index rating, the diverse demographics of the OA's population, including integration and use of various forms of communications and assistive technologies, transportation to shelters and community resilience centers, our access and functional Needs population, locations of pre-identified shelters and community resilience centers throughout the OA, potential hazards identified in our area, and staffing needs to accommodate operations of a general population shelter.

The concepts and policies outlined in this Annex will assist in providing support and coordination of Mass Care and Shelter Operations (MCSO) in response to emergencies and disasters. This Annex intends to create a framework for preparations and response within existing statutory obligations and limitations. The objectives of this Annex include:

- Provide an overview of the Concept of operations.
- Identify the roles and responsibilities.
- Define the process for notification and activation of the Mass Care and Shelter Annex.

This ESF is designed to respond to various emergency scenarios, including extreme weather events, earthquakes, terrorism, and flooding, and to provide mutual aid to neighboring counties. By providing a framework for coordinated care and shelter, this ESF ensures the community is well-prepared to handle crises.

1.3 SCOPE

Mass Care provides food, water, sanitary facilities, basic first aid, clothing, other essential services, and items for many displaced or otherwise impacted by an emergency or disaster.

This Emergency Support Function-06 (ESF-06) is designed to enhance the coordinated efforts in providing care for individuals during emergencies. The scope of this function applies to all community organizations, government agencies, and non-governmental organizations. The Incident Command System (Field Level) and Standardized Emergency Management System (SEMS – OA Level), which are components of the National Incident Management System (NIMS), shall be used for all emergency responses to maintain a standardized, consistent, and efficient emergency response. It is important to note that adherence to SEMS protocol is mandatory for local governments to be reimbursed for emergency response-related mass care and shelter expenses. The ESF-06 Annex is a comprehensive framework to effectively direct, manage, and oversee the following activities.

- Mass Care—In a crisis, provide those affected shelter, food, first aid, and essential items, also offer support for companion animals. The goal is to help people stabilize and recover.

- Housing—Short-term emergency housing is provided to those displaced by disasters. The type of housing depends on the severity of the incident and may include evacuation centers, short-term emergency sheltering, long-term sheltering, interim housing, or permanent housing. Swift provision of disaster housing is critical to ensure the safety and well-being of those affected. Disaster management plans should include various housing solutions to meet the varying needs of disaster victims.

- Basic Health Services—Offer an extensive range of physical and behavioral health services to shelter individuals. Services include first aid, monitoring and containment of contagious illnesses, prescription medication refills, and ongoing care for individuals with chronic health conditions. Additionally, ESF-06 collaborates with local health clinics and leverages the Medical Health Mutual Aid System to address regional shortfalls.

- Human Services—The primary objective is to extend essential support to individuals impacted by calamities, specifically to aid them in their immediate recovery process. The OA will prioritize vulnerable groups, including older adults,

the differently abled, and non-native speakers who may face challenges accessing mass care services. The County will work closely with non-governmental organizations (NGOs) to provide efficient services and ensure seamless coordination.

- Determine how individuals with Access and Functional Needs are best served by emergency sheltering, including wrap-around services, accessible hygiene resources, and site assessments of designated shelters, to ensure compliance with the federal Americans with Disabilities Act of 1990 (42 U.S.C. Sec. 12101 et seq.) (Gov. Code § 8593.3 subd. (a) and 8593.9 subd. (b).

In the aftermath of a catastrophic event, the emergency services provided by ESF-06 transform recovery services and programs that aim to provide long-term assistance. This phase of recovery support is a collaborative effort involving aid from the government and sustainable endeavors crafted by community and faith-based organizations. The focus of recovery services shifts from immediate relief to revitalizing the affected community by providing resources, infrastructure, and emotional support. The partnership between government and community organizations is critical in ensuring long-term recovery and rehabilitation. The recovery process requires a comprehensive and coordinated approach, which includes a range of measures to address the affected population's physical, emotional, and economic needs. The recovery services aim to restore the community to a stable and sustainable state while promoting resilience and preparedness for future events.

2. PLANNING ASSUMPTIONS

The terms "sheltering" and "shelters" refer to the capability to provide the people affected by a disaster with a safe, temporary place to be housed during or immediately after a disaster or until they can return to their homes or be relocated to other housing facilities of a more permanent nature.

Based on the county's hazard analysis, this plan primarily focuses on the threat of slow-rise flooding or levee failure. However, it applies to all hazards that would displace or put county residents in harm's way.

The San Joaquin County EOP entrusts the San Joaquin County Human Services Agency (HSA) with coordinating mass care and shelter. The Care and Shelter Branch coordinates countywide services to the community and affected individuals during emergencies. The Care and Shelter function in the EOC is cooperatively supported by the San Joaquin County Office of Emergency Services (OES) and HSA. County HSA is responsible for planning and shelter coordination, which includes sheltering county residents and visitors.

2.1 ASSUMPTIONS

- HSA is responsible for Care and Shelter Operations and, in the event of EOC activation, will appoint an ESF-06 Coordinator to organize County and city shelters within the EOC.
- The American Red Cross (ARC) may be unable to assist for the first 72 hours.
- The EOC may be activated as the central point of contact for all operations.

- Emergency Notifications to the public will be sent out using the County's emergency Mass notification system.

- The San Joaquin County EOC will coordinate sheltering for San Joaquin County residents being evacuated within or outside the county.

- Evacuation Centers, instead of shelters, may be sufficient for the response.

- The ESF-06 Coordinator, in collaboration with ARC, will maintain a list of shelter sites with current shelter agreements and capabilities.

- To supplement the OA, ARC may formally partner with OES and HSA to prepare for, respond to, and recover from incidents.

- Neighborhood organizations and local groups, some without training, will emerge to provide care and shelter support independent of local government.

- Public and private healthcare facilities are responsible for evacuation plans for their facilities and populations and arranging for the shelter needs of their clients, including reciprocal agreements with like facilities.

- The percentage of the affected people seeking congregate care depends on the incident's size, scope, and nature.

- A portion of the population seeking shelter will have Access and Functional Needs (AFN).

- The percentage of the affected people seeking congregate care depends on the incident's size, scope, and nature.

- It is anticipated that 10-20% of the at-risk population will require shelter in a mass care facility.

- Many threats allow for early warning and notification, while others (e.g., terrorist attack or fast-moving wildland fire) may require immediate action without warning or notification by government authorities.

- Approximately 15-20% of shelter occupants may have an access or functional need that may or may not require additional assistance or resources.

- Many evacuees will seek shelter with relatives, friends, or motels/hotels rather than use government-provided mass care facilities.

- Not all disaster survivors require Mass Care and Shelter (MCS) services. Some may take refuge in shelters or stay in place, while others may travel. Mass Care and Shelter services should be provided at alternate sites to ensure all survivors receive support and resources.

- Residents who suffer some structural damage to their homes following a major disaster may choose to remain on their property (i.e., camp out) rather than go to a public shelter. These individuals may still need and expect government disaster assistance; coordination with public health and debris removal teams must be considered.

- Mutual assistance from unaffected jurisdictions and State and Federal emergency

agencies may be available.

- Infrastructure in a major disaster will be affected, affecting services at mass care operations.

- Shelters and transportation depend on each other. Coordination between ESF-06 and ESF-01 is critical when AFN, animals, or many survivors exist.

- In the event of a pandemic outbreak, the OAs may need to establish temporary evacuation centers and investigate alternative sheltering options that comply with social distancing guidelines. To acquire comprehensive information on sheltering during a pandemic, local governments should refer to California's *Mass Care and Shelter Guidance for Local Governments During a Communicable Disease Outbreak or Pandemic.* This document provides valuable insight into the best practices for managing shelter operations during a communicable disease or pandemic. By following these guidelines, local governments can ensure the safety and well-being of their citizens while effectively managing the challenges posed by a pandemic.
    o During a pandemic, restrictions on movement, shelter-in-place orders, and non-congregate shelter (NCS) options may be necessary to prevent the spread of disease. These measures, known as Non-Pharmaceutical Interventions (NPIs), limit contact between individuals and help reduce transmission of pathogens.

- Service animals[1] Shall remain with the persons assigned to them throughout every stage of disaster assistance. Household pets will be treated as the law requires.

- The expediency with which residents can receive resources and assistance directly affects the success and long-term recovery outcomes. Proximity and access to Local Assistance Centers (LAC) allow residents to access disaster assistance information.

2.2 CONSIDERATIONS

- The special needs of children need to be considered during evacuations. During a no- or low-notice evacuation, children may be separated from their parents/guardians, including daycares, schools, or other facilities. Reunifying minor children arriving at shelters is an important part of planning.

- Individuals with Access and Functional Needs (AFN) arriving at the shelter may or may not need assistance. Considerations will be made to accommodate requests as needed.

- Household pets will find it hard to separate from their owners. Considerations shall be taken regarding animal shelter locations, access, and security for the peace of mind of shelter residents.

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[1] Service Animal- Any guide dog, signal dog, or other animal individually trained to assist an individual with a disability, including, but not limited to guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.

Medically fragile individuals may arrive at the general population shelter locations. Individuals who require a level of care not readily available at the general population shelter shall be transported to a location where these services can be provided appropriately. Such locations include, but are not limited to, Hospitals, alternate care facilities (long-term care facility, skilled nursing facility), medical shelters/field triage centers, etc.

3. PLAN ADMINISTRATION

The San Joaquin County Director of Emergency Services is responsible for developing emergency plans and programs with the assistance of the emergency services chiefs. However, due to the nature of mass care and shelter operations during emergencies or disasters and their often-widespread impacts, it is imperative to maintain clarity within the structure and framework for managing and coordinating them during emergencies.

4. CONCEPT OF OPERATIONS

The "Concept of Operations" section comprehensively examines how the OA manages its mass care response operation. It details the circumstances under which mass care services will be offered and the techniques employed to initiate and handle mass care operations. When preparing for a mass care operation, numerous factors must be considered, including the nature of the danger or risk, its scale, location, duration, and effect on the surrounding community. This section encompasses mass care's readiness, response, and recovery stages.

The Mass Care and Shelter Branch must remain ready to activate in an incident requiring a mass care and shelter response. While managing mass care and shelter operations within their jurisdictions is the responsibility of local cities and towns, they may reach out for assistance if their resources become depleted or if additional resources are necessary to continue existing sheltering operations. In such cases, the Mass Care Coordinator, DOC, OES Duty Officer, and/or the County EOC should be notified promptly of the need for further mass care and shelter resources.

During disasters requiring mass care, housing, and human services support, the San Joaquin County Human Services Agency (HSA) will activate the ESF-06, the Mass Care and Shelter Annex. This operation will be carried out with other supporting departments, with possible additional support from the American Red Cross (ARC). All procedures for this function have been designed to adhere to the National Incident Management System (NIMS), Standardized Emergency Management System (SEMS), and the Incident Command System (ICS).

The County, along with the potential assistance of the American Red Cross (ARC), possesses the capacity to initiate and manage Disaster Emergency Shelters.

This Concept of Operations delineates the subsequent components:

- Preparedness Phase
- Pre-Emergency
- Response Phase
- Recovery Phase

- Mitigation Phase

HSA is tasked with identifying shelter locations in the available site inventory. The selection process should adhere to pre-established criteria, although unconventional sites may also be considered. The chosen sites must be able to accommodate sizable groups, with adequate facilities for sanitation, cooking, and sleeping arrangements. Furthermore, the selected sites must fulfill the following prerequisites:

- Compliant with the Americans with Disabilities Act (ADA) when considered for shelter locations; however, all AFNs should be considered and evaluated during site selection. Guides available through ARC may be utilized in this process.

- Some staff within HSA may be more familiar with the ADA requirements and could be a valuable resource when searching for shelter sites.
- Security and perimeter control
- Location and accessibility issues
- Cost Administration

Once a suitable shelter has been selected, the coordinator must establish an agreement or Memorandum of Understanding (MOU) with the facility or operator. This document should clearly define the terms of use, shelter maintenance procedures, and other essential details such as ADA/AFN compliance and generator power specifications. The coordinator should maintain an inventory of shelter sites and their corresponding MOUs, continuously assessing and updating site-specific details as needed.

In addition, the coordinator should develop a reunification process to relocate families to separate shelters. These processes can be integrated with existing ARC procedures, but it is crucial to identify and train staff in them before the shelter's opening.

4.1 EMERGENCY OPERATIONS CENTER (EOC)

 In case of an emergency or potential hazard, the Office of Emergency Services (OES) may activate the Emergency Operations Center (EOC) to aid affected Operational Areas (OA). If the OES requires the ESF - 06 Agency Representative and/or Coordinator to be present at the EOC, they will operate according to the SEMS structure established by the county.

Located within the Operations Section of the San Joaquin County Emergency Operations Center, this branch level serves as a hub for Emergency Support Function #6. The primary objective of this branch is to facilitate the exchange of information and resources with other branches, sections, and departments present at the EOC. If additional support is required, the Operations Section houses several Emergency Support Functions that can be called upon to assist with ESF-06 operations.

Figure 1 EOC Organizational Chart
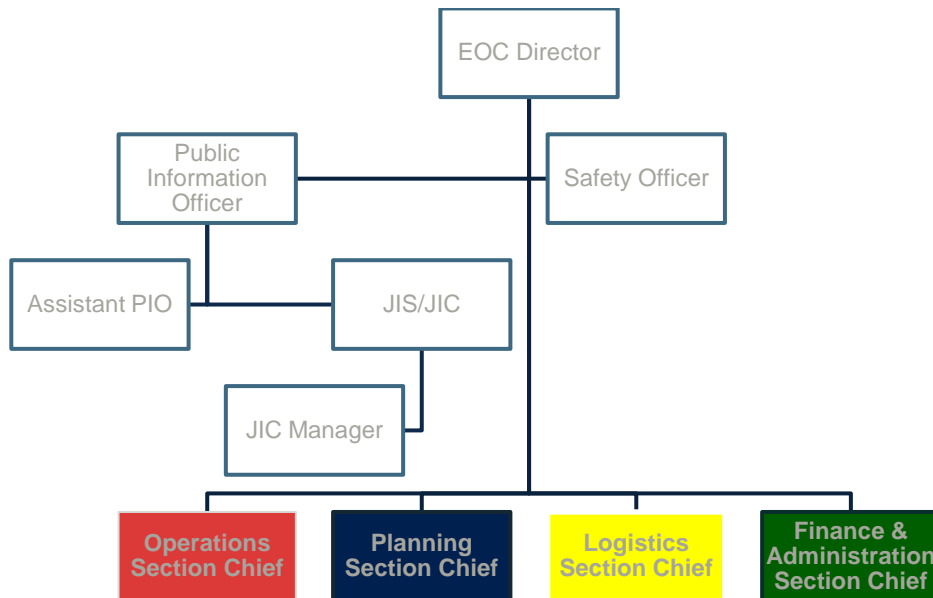
During an EOC and DOC activation, the sheltering representative would communicate directly with the Care and Shelter representative in the respective organization through the direct line of communication. This form of communication will be used to exchange information, request resources, support, or facilitate coordination. Shelter managers are expected to report shelter populations to the EOC at the start and end of each shift.

Figure 2 Operations Section Organization Chart
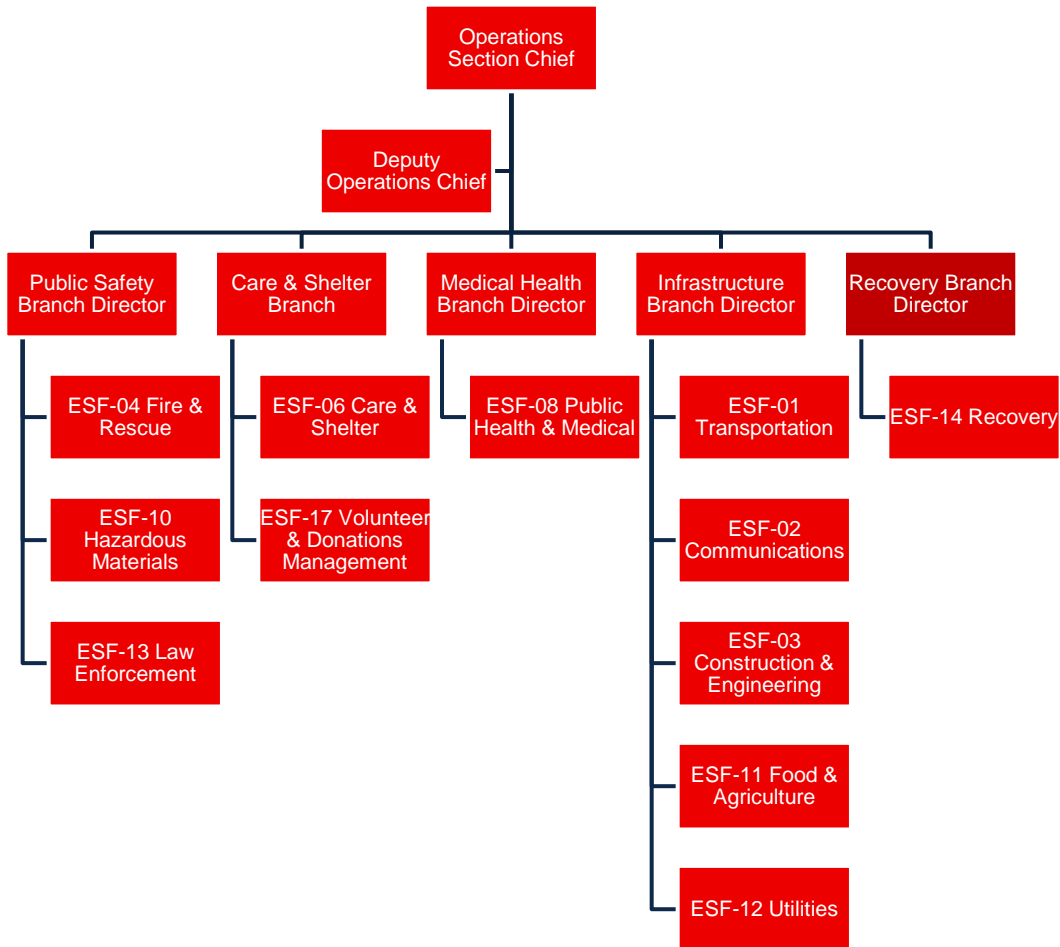
4.2 OPERATIONS AND COORDINATION

The Mass Care and Shelter Task Force (MCSTF) is a centralized body that coordinates resources and prioritizes response activities for Emergency Support Function (ESF) 06 stakeholders in San Joaquin County. The MCSTF is activated when the complexity of an incident exceeds the capacity of the ESF Coordinator or Agency Representative. Depending on operational needs, the MCSTF may be located at the DOC or any other facility. The representatives of ESF-06 stakeholder organizations providing Mass Care and Shelter (MCS) services may meet virtually or be physically located together. The primary purpose of the MCSTF is to facilitate effective communication, obtain a common operating picture, and align goals and objectives with the state's overall response. You can find detailed information about the MCSTF, including its full description, position descriptions, organizational chart, and SOP and DOC procedures, in the MCSTF SOP and DOC Procedures.

Figure 3 Mass Care and Shelter Task Force Organizational Chart
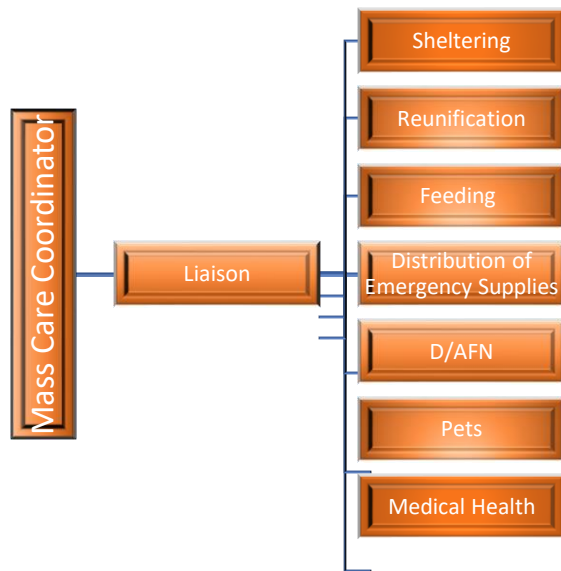
Department Operations Center (DOC)

The primary function of a DOC includes coordination, communication, resource allocation, and tracking. Department directors, officials, and agency representatives have direct line authority over their Department Operations Centers (DOCs). In the Human Services department context, the DOC is responsible for managing response operations specific to the department and collaborating with the MCSTF when required. The DOC procedures outline the activities for which the DOC is responsible.

4.3 DOC – LEVEL CARE AND SHELTER BRANCH

Emergency Support Function (ESF) #6 operations will be coordinated through the HSA Department Operations Center (DOC) for events requiring the involvement of multiple care and shelter partners. A distinct Care and Shelter Branch will be created within the Operations Section of the HSA DOC to oversee ESF-06 operations. Depending on the size of the event, various departments and agencies may be asked to participate, and they may send one or more representatives to the HSA DOC/Care and Shelter Branch to aid in response coordination and act as a point of contact for their organization. [3.]

- American Red Cross (ARC)
- Department of Aging and Community Services
- Animal Care and Control
- Environmental Health
- Public Health Services
- Local School Districts
- Children Services
- Disabilities and Access and Functional Needs (DAFN)
- The Salvation Army (TSA)
- The California Department of Social Services Disaster Services Branch (CDSS) (DSB)

One of the critical responsibilities of the HSA DOC/Care and Shelter Branch is to ensure a smooth integration of San Joaquin County ESF-06 operations with the mass care programs of non-profit response agencies like the American Red Cross and the Salvation Army. While the ARC will manage its response services from its job headquarters, it will have representation from its organization at the HSA DOC in case the Care and Shelter DOC Branch is activated. The ARC liaison will be vital for exchanging information between ARC headquarters and the HSA DOC. Similarly, the HSA may also offer representation at the ARC Job Headquarters to facilitate the flow of information.

In the event of a large-scale event, it is vital to collaborate with the Department of Public Health to ensure that health screening and treatment requirements are met at shelter sites. Public Health will assist in organizing community clinic resources and deploying Disaster Medical Assistance Teams. This coordination will occur between ESF-06 and ESF- 08 liaisons within the Human Services Branch at the EOC. If additional assistance is required, the HSA DOC/Care and Shelter Branch can request an ESF- 08 Public Health representative from the EOC to be present at the HSA DOC.

The Care and Shelter Branch is a vital link to community and faith-based organizations with the required resources, expertise, or facilities to assist in delivering ESF-06 human services. The Human Services Agency oversees this branch, and other organizations, especially feeding NGOs, may send liaisons based on need. The roles and responsibilities of the listed organizations can be found in Section 6.8 of this annex[2].

VOAD members, including national, state, and local volunteer organizations, can provide essential emergency response and recovery services locally. This association works to reduce the impact of disasters and may serve as a focal point for information and resource coordination among various non-governmental organizations involved in relief efforts. When activated, VOAD will have a liaison present at the Care and Shelter DOC Branch. Additionally, the county's DAFN Coordinator will assist in coordinating necessary services to meet specific functional and access needs for individuals with disabilities, including those who require shelter and care during disasters.

- [2] *The Human Services Agency is the lead agency for branch coordination. Other organizations not listed—especially some feeding NGOs—may send liaisons based on need. Roles and responsibilities for the organizations above are outlined in Section 5 of this annex.*

Figure 4 HSA DOC Organizational Chart[3]
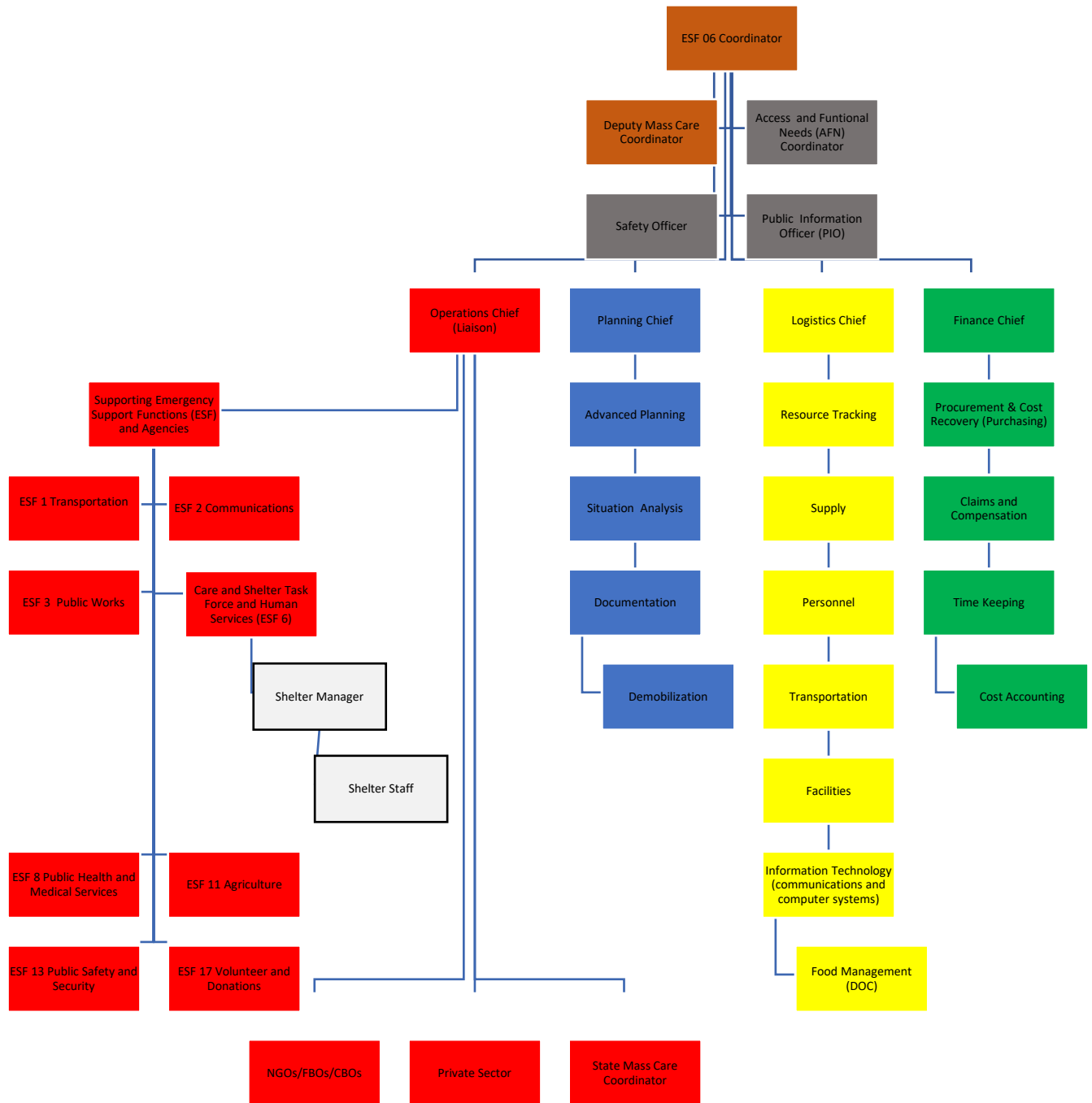
4.1.1 DOC – Level Care and Shelter Branch Activities

The overarching function of the Care and Shelter DOC Branch is to coordinate tactical support for Emergency Support Function (ESF) 06 field activities. To ensure the successful delivery of ESF-06 services, close collaboration with American Red Cross (ARC) operations is paramount. The primary tactical response activities of the branch encompass the following:

- Estimate the number and location of people needing services like shelter, food, or relief supplies.
- Develop overall ESF-06 services delivery plan.
- Coordinate the opening of shelters, feeding, bulk distribution, and other service sites for disaster assistance.
- Estimate the resources needed to start the Needs Assessment Plan.
- Determine resource availability among ESF-06 support departments and agencies.
- Submit unfilled resource needs to the EOC Logistics Section if not filled at the DOC level.
- Through the EOC Operations Section, Request County support services, such as post-flood or earthquake structural inspections, site security, transportation, or communications supplies.
- Assign staff to sites; ensure worker health, safety, and security needs are met.
- Establish communication with shelters and other field sites.
- Coordinate resource requests from field sites (ARC sites may make requests through ARC).
- Work with partner agencies to establish feeding programs at shelter sites.
- Arrange for the distribution of food.
- Establish physical and behavioral health services for people in shelters.
- Coordinate the opening of disaster pet shelters to be co-located with public shelters.
- Work with community and faith-based organizations that can support service delivery.
- Collect and verify statistical information from field sites.
- Provide technical support and guidance to field personnel.
- Arrange assistance for individuals at shelters who require additional help, such as unaccompanied minors, people with disabilities, non-English speakers, etc..[4.]
- Coordinate site inspections with Environmental Health Services.
- Update the EOC Human Services Branch on mass care, shelter information, and situation status for public distribution via the Joint Information Center (JIC).
- Transition of displaced residents from shelters to appropriate housing.

4.1.2 Agency Representative

An Agency Representative may be assigned to a state department, REOC, or the SOC to coordinate resources and information. This role requires Agency Representatives to provide in-depth knowledge and information from their agency and act on their agency's behalf within established policy limits. Additionally, the Agency Representative must

provide information and situation status updates to and from the represented agency. An Agency Representative can be requested solely or in addition to a CA-ESF Coordinator.

4.1.3 ESF Coordinator

The ESF Coordinator can aid the Agency Representative whenever necessary or requested. They must thoroughly comprehend ESF-06, encompassing the MCS discipline's roles, responsibilities, and abilities. It is essential to mention that the coordinator's responsibilities are distinct from those of the Agency Representative in that the former is not mandated to have an extensive understanding of any particular agency or formulate policy-level judgments.

4.1.4 ESF - 06 Stakeholders

The stakeholders involved in the ESF-06 will receive invitations to participate in meetings or conference calls to exchange information and synchronize resources, improving situational awareness.

4.1.5 ESF – 06 Mass Care and Shelter Coordinator (MCS)

During emergency response situations, the responsibility of serving as the ESF-06 (Emergency Support Function - 06) Coordinator is held by HSA managers. The ESF-06 Coordinator is selected based on their relevant subject-specific qualifications such as training in SEMS (Standardized Emergency Management System), NIMS (National Incident Management System), ICS (Incident Command System), discipline-specific knowledge and expertise, and a comprehensive understanding of the resources and capabilities of the ESF-06 organization. All coordination activities are carried out following the SEMS structures and procedures.

The ESF-06 MCS Coordinator's primary role is facilitating stakeholder collaboration by enhancing information-sharing processes and coordinating resource allocation among mass care and shelter entities. The ESF-06 Coordinator can provide information about the capabilities and resources of the ESF-06 stakeholder organizations that provide MCS support and discipline-specific expertise for MCS-related activities. However, it's important to note that the ESF-06 Coordinator does not have the authority to speak on behalf of stakeholders within the ESF, commit resources or staffing, or represent the policy positions of other county agencies and departments. This authority remains with the respective Agency Representative.

4.4 PRE-EMERGENCY

When there are early indications that public sheltering is likely, the OA EOC will activate the Care and Shelter Plan and evaluate the OA's current preparedness for evacuees. Warning information should be provided to stakeholders and vulnerable facilities that serve AFN populations. Advance alerts and notifications may enable AFN to evacuate the area with assistance from family, friends, and/or neighbors, and perhaps without the need to come to public shelters. Notification processes are covered in the Alerts and Warning Section of the San Joaquin County Emergency Operations Plan (EOP).

Transportation vendors and public transit agencies with the capacity to assist AFN should be briefed on the proposed threat and the need for preparations to deploy their resources to assist in the movement of AFN populations. Emergency Medical System (EMS) support should not be diverted to assist with this task, as they need to address current events and be ready to deal with major injuries that may arise from the threat. Sheltering plans and procedures should be prepared for use during shelter activation.

4.5 PREPAREDNESS

Effective incident response requires a continuous cycle of preparedness that involves planning, organizing, training, equipping, exercising, evaluating, and taking corrective action. The Care and Shelter function has specific responsibilities and will function during all phases of an emergency, including establishing shelters when there is a potential for evacuation, but will be most active in the emergency response and post-emergency response/recovery phases. However, to ensure the capabilities of ESF-06 stakeholders are always ready, the following activities should be carried out:

4.1.6 Planning

During this phase, emphasis is placed on completing risk assessments, pre-designating facilities, preparing needed equipment, identifying staffing needs, planning, training, identifying capabilities and capacity within the OA, developing Standard Operating Procedures (SOPs), and negotiating agreements with counterpart agencies.

4.1.6.1 ESF – 06 Capabilities

The Emergency Support Function (ESF) - 06 comprises three principal activities: mass care, emergency assistance, and human services. Each stakeholder organization has specific resources and capabilities within these activities, which are being constantly expanded upon. For instance, the ESF-06 can partner with ESF-07 (Resources) to provide mass care supplies, equipment, and contracted services like hotels or facilities.

The Mass Care and Shelter Coordination Task Team is activated during complex incidents to coordinate county-level mass care and shelter/ESF 6 response activities. It functions similarly to a Multi-Agency Coordination (MAC) Group. The Human Services Agency (HSA) is responsible for developing Standard Operating Guidelines for The Mass Care and Shelter Coordination Task Team and coordinating staff training. All staff are trained per the Disaster Service Worker (DSW) program. The Mass Care and Shelter Coordination Task Team must also receive training in shelter management, and staff deployment to shelters requires appropriate background checks.

4.1.7 Facilities

HSA may establish a DOC to coordinate the welfare and re-establishment of services for its clients. See HSA's Department Operation Center Standard Operating Procedure for additional information on the HSA DOC. The San Joaquin County EOC coordinates activities by various agencies and departments.

4.1.8 Staffing

San Joaquin County agencies and local jurisdictions maintain current internal personnel notification/recall rosters and a means to implement them as part of their SOPs. This

includes a communication system to implement call-down rosters for personnel assigned to field units, the EOC, and other work locations. The call-down roster is updated regularly to ensure a rapid recall and deployment of personnel.

4.1.9 Training

The County maintains procedures and ensures all personnel are aware of their assigned tasks and are properly trained and equipped to accomplish those responsibilities. In addition, assigned response staff and volunteers are trained to perform emergency functions. Staff assigned to work in the EOC will receive additional training to include EOC operations, Standardized Emergency SEMS/ NIMS, and/or other related courses and workshops. Establish and maintain MOUs with ESF-06 stakeholders.

- Work with the OA to identify available resources and create relationships with community-based, NGO, and private industry representatives to identify and catalog MCS resources. This ensures quick access to emergency supplies and services.
- Develop training modules to educate citizens on personal and household disaster preparedness and mitigation activities.
- Identify local and regional needs and anticipated gaps before emergencies and incidents.
- Participate in local, county, state, and federal exercises.
- Conduct annual ESF 06-specific exercises to validate the information in this annex, the DOC (Departmental Operations Center) Procedures, and the MCSTF (Mass Care and Shelter Task Force) SOP (Standard Operating Procedures).
- Recruit, train, and maintain FAST teams to conduct MCS activities.
- Train inclusive practices to integrate the needs of individuals with disabilities, older adults, and others with AFN in emergency planning.
- Enhance language access for all individuals.
- Develop and maintain relationships and agreements with partners using a whole community approach.
- Identify critical organizations and their areas of expertise, potential capabilities, and resources to enhance the ESF-06. Keep a contact roster of ESF-06 stakeholder organizations.
- Promote awareness and participation in preparedness systems like SEMS, NIMS, and the NRF (National Response Framework).
- Support for volunteers and volunteer agency coordination.
- Mass Care and Shelter Planning and Operation Staff Training

4.6 MITIGATION

Mitigation involves decreasing the loss of life and property in a disaster. This is accomplished through risk analysis and planning. In the mitigation phase of the ESF 06 annex, some tasks that can be carried out include:

- Coordinating the mitigation efforts of all stakeholders involved in ESF-06 to ensure that resources are used efficiently.
- Recording mitigation issues necessary for agency briefings, situation reports, and action plans.

- Making sure that the selection of shelter facilities considers accessibility, potential hazards, and measures to reduce risks.

Local authorities can identify potential hazards using their local hazard mitigation plan. Response Organization and Responsibilities EOC Organization Chart.

4.7 RESPONSE

Response is divided into two chronological parts: Pre-emergency and Emergency Response. In fast-moving events, e.g., large earthquakes, these phases are compacted into simple Responses where all the activities are simultaneously accomplished. This phase involves activities that aim to address the short-term, direct effects of the incident including executing emergency operations plans and carrying out activities limiting the loss of life, personal injury, property damage, and other unfavorable outcomes. The primary focus of initial response activities is to meet the urgent humanitarian needs of individuals impacted by the disaster.

This annex presents the roles and responsibilities of ESF-06 participants, their capabilities, activation and notification procedures, coordination with other ESFs and the CA ESF-06, and partnerships with non-governmental organizations (NGOs).

4.1.10 Emergency Response

Following an emergency or incident in San Joaquin County, OES, in coordination with ESF-6, will identify the need for care and shelter and determine which shelter location(s) must be activated based on incident specifics. The following areas must be considered when opening and operating a general population shelter.

4.1.10.1 *Personnel Resources*

Shelter Teams are a critical component of operating a disaster shelter. Shelter Teams are responsible for inspecting the facility for safety, establishing communication with the EOC and/or the HSA DOC, registering shelter occupants, and identifying special needs. The Shelter Teams also provide a sleeping area with blankets and personal hygiene supplies, first aid and health care services, and behavioral health counseling. The latter two items will be provided by representatives of Emergency Support Function (ESF 08) Public Health and Medical Services upon request.

4.1.10.2 *Material Resources*

Resource requests must be coordinated through the HSA DOC. These requests will usually be coordinated through the logistics chief assigned to the shelter location and the DOC. Should the DOC determine the resource requested cannot be fulfilled locally, the request shall be elevated to the EOC Logistics for fulfillment.

4.1.10.3 *Communications*

The primary communication methods for the shelter sites will be via telephone (hard line and cellular). Should alternative means of communication be needed, the EOC will coordinate alternative, available communication systems. Alternate communication methods include, but are not limited to, UHV Radios, HAM Radios, Satellite Phones, Faxes, and/or hand-delivered messages.

Always establish agreements with Video Response Interpreting (VRI) to provide ASL and world language translation services for interpreters and communication services in shelters. Cellular partners often bring communication solutions to your shelters for the survivors to use, including cellular towers on wheels, televisions, Wi-Fi solutions, and temporary cell phones free of charge.

4.1.10.4   Public Notification

The Care and Shelter Branch at the EOC will coordinate with ESF 15 External Affairs to ensure the public is notified of shelter locations and status. Additionally, notifications will be disseminated, advising people to register and notify relatives of their location using the American Red Cross Safe and Well website. These notifications will be disseminated using multiple outlets including, but not limited to, Everbridge, social media (Facebook, Instagram, Twitter), S.J. Ready.org, radio broadcasts, and traditional media outlets.

4.1.10.5   Shelter Rules

Shelter rules have been pre-established and will be distributed to the shelter residents upon registration. These rules will also be posted in the shelter as needed and discussed during resident briefings. The Shelter Manager will ensure residents adhere to the rules and take necessary steps when the rules are not followed, including removal from the shelter.

4.1.10.6   Lodging Operations

Other than those used for other emergency functions, all suitable buildings may be used for lodging. Schools, churches, and community centers are often utilized for lodging, as they are public facilities. These facilities generally accommodate many people and may have feeding facilities. HSA has pre-designated facilities and established agreements for use.

Arrangements should be made in advance with the owners or managers of potential mass care facilities to conduct a site assessment for use in disasters to ensure that the facilities provide equitable access to resources such as handwashing stations, showers, and restrooms (fixed or portable), manual wheelchairs, etc., to survivors with access and functional needs at shelters.

Arrangements should also be made during a disaster, if possible, for a backup shelter should there be a need to change in location (for example, a wind shift after a hazardous material spill) and for individuals who cannot be sheltered with the balance of the population due to medical needs. The Care and Shelter Branch will coordinate with the Logistics Section in the EOC to ensure that resources are adequate for shelter operations for the public and lodging for mutual aid emergency workers.

4.1.10.7   Spontaneous Shelters (AKA: Ad Hoc Shelters)

Some community groups, including faith and community-based organizations, may open their doors to disaster survivors. Disaster survivors may also develop their own 'communities' during or after the event, including business parking lots, parks, or other areas where many individuals can congregate. These locations are not operated or endorsed by the County. However, County resources, including ESF 08 Environmental Health and/or ESF 13 Law Enforcement, may be provided to ensure the safety of the

locations. Information about county-run and operated shelter locations will continue to be disseminated through the County PIO (ESF 15) to ensure the public knows about these locations.

4.1.10.8   *Provision of personal items following evacuation*

Basic necessities such as clothing, personal hygiene items, blankets, medication replacements, durable medical equipment, etc., shall be provided to shelter residents upon registration or as soon as possible. Coordinate through the Logistics Section Chief at the shelter, and the DOC will ensure items are requested and received as needed.

4.1.10.9   *Unaccompanied Minors*

There may be times when families are separated during the chaos of a disaster. Should a minor child arrive at a shelter without parent(s) or guardian(s), the registration unit shall do the following:

- Immediately notify the Shelter Manager to advise the DOC or EOC
    - The DOC or EOC shall notify the Child and Adult Protective Services (CAPS) division of the Human Services Agency by calling their emergency line 209-468-1330.
- Use the Unaccompanied Minor or Separated Child Report Form (located with the shelter forms) to gather as much information as possible about the child and his/her family.
- Assign a single staff to oversee the child's welfare until a worker from San Joaquin County's Child Welfare Services arrives to take over.

4.1.10.10   *Registered Sex Offenders*

Registered Sex Offenders, or 290 Registrants, are individuals who have been convicted of a crime of a sexual nature and have been ordered by a court of law to register in a national database. These individuals have specific restrictions on where they can visit, live, work, etc. Everyone's restrictions will vary based on the specifics of their crime. Due to these restrictions, individuals at the shelter are not allowed to take shelter there. However, the county is responsible to each of its residents and shall make other arrangements to shelter these individuals.

If a 290 Registrant arrives at the shelter:

- He/she must declare themselves during the registration process by checking '*Yes*' for the question: "*Someone in the household is required by law to register with a state or local government agency*" on the Shelter Dormitory Registration form.
- Registration Unit staff shall inquire, in private, which household member must register and for what.
    - Not all who mark 'Yes' for this question are 290 Registrants.
    - Only staff members who need to know the information shall be involved in this process. This information shall not be made public to the shelter residents or members of the general public.
- The Registration Unit will advise the Shelter Manager to notify the DOC or EOC immediately to begin notifying law enforcement to assist.

- These individuals shall be provided with care and comfort items and be attended to by registration unit staff until Law Enforcement arrives.
- Law Enforcement will be arranged by DOC or EOC personnel and may include San Joaquin County Probation
  - Probation has the ability to check an individual's status as a 290 registrant to determine their restrictions and assist with alternative placement of the individual during the duration of the disaster/incident.

4.1.10.11   *Pets and Service Animals*

The County is aware that pet owners often prefer their household pets to be sheltered near the general population shelter. In conjunction with ESF-11 Agriculture and Natural Resources, County Animal Control is primarily responsible for caring for and sheltering pets during emergencies. It will ensure that animals during disasters are well cared for and work to reunite them with their owners. Every effort will be made to establish an animal shelter near the general population shelter. Due to health and safety reasons, household pets are typically not allowed into general population shelters.

San Joaquin County adheres to the policies established by the Americans with Disabilities Act (ADA), which defines Service Animals as "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. Other species of animals, whether wild or domestic, trained or untrained, are not considered service animals." These service animals are not required to wear a vest or any other distinguishing item, which declares them service animals.

To determine if an animal is a service animal, the following two questions may be asked:

- Is this animal required because of a disability?
- What work or task has this animal been trained to perform?

The Shelter Manager shall make the final determination as to the allowance of an animal in the shelter. ESF-11 provides valuable technical assistance and expertise on the safety and welfare of household pets and livestock. ESF-11 and Animal Services work together to aid household pets, service animals, and livestock during emergencies. The ESF-06 will collaborate with ESF-11 and Animal Services when the OA requests to ensure adequate support coordination for these animals. The California Department of Food and Agriculture (CDFA) is responsible for the California Animal Response Emergency System (CARES), which coordinates with local government, NGOs, and other volunteer organizations to provide emergency support. ESF 6 will collaborate with CDFA and Cal OES to address sheltering issues for household pets and service animals, utilizing CARES resources and contacts.

Every effort will be made to ensure that the pets brought to the shelter are housed, fed, and cared for in a pet shelter managed by Animal Services. As determined by the lead animal control officer, the shelter may be an existing shelter, a co-located facility, or a centrally located facility. The decision will depend on several factors, including the nature of the incident, the status of existing animal shelters, and the number of animals to be cared for.

Owners are primarily responsible for their pet's care during emergencies. However, due to severe personal impacts, some owners may need assistance finding care and shelter for their animals.

The Pet Evacuation and Transportation Standards Act (PETS Act) of 2006 amended the Robert T. Stafford Act to mandate SLTT (State, Local, Tribal, and Territorial) emergency operations plans to accommodate the needs of people with pets and service animals, including evacuation, sheltering, and other requirements.

While the Stafford Act prioritizes the management of household pets and service animals, other types of animals, including backyard livestock, exotic pets, reptiles, crustaceans, and fish, may also require evacuation.

San Joaquin County Animal Control determines how they will evacuate these animals to ensure the safety of both the animals and their owners.

Keeping families together with their pets during disasters can reduce stress and anxiety and result in a more efficient and effective response. However, sheltering animals beyond household pets requires additional planning and coordination. An animal-only shelter may be necessary to care for stray or quarantined animals and owned animals that may be unsuited for typical cohabitated or collocated sheltering due to medical or behavioral reasons. Animal Control can minimize the staffing needs for animal sheltering by utilizing cohabitated (most minor staff intensive) or collocated (less staff intensive) sheltering models in situations where owners can maintain responsibility for the care of their animals.

The National Voluntary Organization Active in Disaster recommends providing "wraparound" mass care services in addition to emergency animal sheltering during disasters. Such services may include:

- Animal daycare for individuals who need to leave a shelter or temporarily relocate and cannot take their pets with them.
- Veterinary support for those with pets in shelters if community veterinary services are unavailable.

- Ensure that pet and animal supplies such as food, water, litter, crates, leashes, and bowls are readily available to individuals who are housing their pets in congregate or non-congregate shelters or sheltering in place.

Mass care and shelter planning for emergencies must include planning for animal disposition for unclaimed animals and animals relinquished by their owners due to the circumstances of the disaster. Research shows that separating people from their animals during emergency sheltering and temporary housing has resulted in higher animal relinquishment rates and the need for increased animal disposition response services.

During animal emergency management mass care and sheltering missions, the involvement of non-governmental organizations (NGOs) and volunteers is crucial. These organizations, such as Hold Your Horses Evacuation, Red Rover, North Valley Animal Disaster Group, Future Farmers of America, and the ASPCA, assist in identifying and providing supplies for various household pets. The supplies include temperature control, cages of multiple sizes, lighting, food, and comfort items. It is important to note that County Animal Control is part of the California Animal Response Emergency System (CARES). Therefore, it is essential to establish strong jurisdictional

relationships with NGOs to ensure effective coordination and response during emergencies. The Lead Animal Control Officer should develop relationships and MOUs with animal care providers. Animal mass care services should be integrated with human services to improve efficiency and facilitate "one-stop shopping" for survivors.

Effective messaging about available animal services and species accepted will facilitate citizen compliance with emergency management instructions. Media and social media monitoring with active "rumor control" protocols to address misinformation will enable an effective mass care response.

In large-scale disasters that receive a Presidential disaster declaration, the jurisdictional costs for pet sheltering and other mass care activities may be partially reimbursable under FEMA's Public Assistance Program. Therefore, San Joaquin County Animal Control, ESF—11 Agriculture, and ESF—06 Mass Care and Shelter must maintain appropriate documentation of actual costs, volunteer hours, and donated products and meet FEMA deadlines to seek reimbursement.

4.1.10.12   Donations

Donations from areas outside the impacted area and even the community often overwhelm the ability of shelter staff. ESF 17 Volunteer and Donations Management will oversee donation management onsite or offsite during shelter operations run by the OA. The Care and Shelter Branch of the EOC will ensure coordinated efforts regarding donations are in place. The County PIO (ESF- 15) will ensure that messaging is distributed to the public regarding donations, including where to drop them off, what is needed, etc.

4.1.10.13   Schools

The safe evacuation, supervision of students, and reunification with parents are the responsibility of the individual school districts. Restoring educational services in schools impacted by the disaster and those used as shelters is vital to establishing stability in the disrupted community. It is important to both psychological and economic recovery. The individual school superintendents are responsible for coordinating the sharing of resources between schools and school districts to ensure children are evacuated and cared for until they can be reunited with their families and affect the re-establishment of educational services.

4.1.10.14   Decontamination

San Joaquin County Health Officer will provide direction regarding decontamination procedures and recommendations. San Joaquin County HSA (ESF-06), in coordination with the Office of Emergency Services (ESF- 05), County Environmental Health (ESF- 08), local fire (ESF- 04), and law enforcement (ESF- 13), will help support decontamination services in the event of a HAZMAT (Hazardous Materials) event. All individuals shall be decontaminated before entry into the general population shelter.

Some other response-related activities may include:

- Support for individuals with disabilities and others with access and functional needs.
- Support for Household pets and Service Animals

- Congregate Shelters, Non- Congregate Shelters, Shelter-in-Place, Medical Shelters, and Temporary Evacuation Points (TEPs)
- Activation of ESF-06 Mass Care and Shelter and Response Actions
- Shelter Coordination (including non-traditional sheltering and temporary evacuation points)
- Mass Feeding Services
- Distribution of Humanitarian Supplies
- Support for Survivors
- Shelter Transition
- Disaster Health and Mental Health Service

Preventing and Managing Bed Bug Infestations

Preventing and Managing Bed Bug Infestations in Shelters and Group Living Environments The appearance of bed bugs in shelters and transitional living environments is becoming increasingly problematic. The unhoused population is particularly vulnerable to bed bugs due to potential exposure to bed bug infestations in emergency shelters, transitional housing, motels and hotels, homes of friends, etc. Outlined below are key considerations for shelter staff and others to consider when preventing or being faced with a bed bug infestation:

Prevention Screening: Homeless shelters and other transitional housing facilities should incorporate bed bug screening into intake and assessment procedures, as clients may bring bed bugs from their previous living arrangements. Exposure to bed bugs can be incorporated into medical questions related to other public health pests such as lice, fleas, scabies, and the presence of cockroach allergies or asthma. Questions should be phrased with sensitivity, as this may be the first educational experience a person has about bed bugs.

Suggestions include:

- "Have you stayed in a place where you think you may have been exposed to bed bugs in the past three months?"
- "Have bed bugs bitten anyone in your family, or do they have bites or blisters that you're concerned about?"
- "Bed bugs, lice, scabies, and fleas can cause medical concerns. Do you need help with a bed bug or other pest issues?"

Handling Complaints Bed bugs, though not known to transmit diseases to humans, sometimes elicit fear and panic in people. Most are unwilling to live or work with pests, especially those that bite.

Complaints about bed bugs must be handled immediately, with concern, and with a logical approach that relies on science and pest control expertise. The typical course of events would be a complaint, inspection, confirmation, cleaning, treatment, future prevention, and follow-up to ensure the problem was handled adequately.

Furniture and Room Guidelines: Bed bugs thrive under certain conditions enhanced by the availability of hiding spots close to human hosts. Bed bugs strongly prefer paper and

wood over metal and plastic. Porous surfaces provide more humidity and egg-laying locations. Furniture choices can significantly contribute to the control of bed bugs.

ESF-06 will collaborate with ESF-08 Public Health and Subject Matter Experts on Pest Management to establish optimal pest management protocols.

5. NOTIFICATION AND ACTIVATION

5.1 NOTIFICATION

In the event of an emergency requiring care and shelter response in San Joaquin County, the Human Services Agency (HSA) will assess the need for activating Emergency Support Function 06 (ESF-06). This will involve notifying relevant personnel, other ESFs, partner organizations, and stakeholders through telephone, email, and text messages to mobile devices or automated notification systems. The notification will contain detailed event information, reporting instructions, and coordination details. ESF-06 may also collaborate with the American Red Cross (ARC) for care and shelter response. Upon receiving the notification, HSA will initiate planning efforts to respond to the event.

- Determining the level of ESF-06 assistance needed.
- Thorough examination and analysis of potential requirements and needs for response and resources.
- Initiating deploying suitable stand-by personnel with the necessary skills and expertise to respond effectively and efficiently to potential contingencies.
- Assess the degree of activation and staffing needs based on qualitative information and standards for Mass Care and Sheltering. (see below).

Entity	Initial Notification
ESF-06 Mass Care and Shelter Coordinator [4]	o Will notify executives per the procedure (If the ESF-06 cannot be reached, contact the Director of the Human Services Agency). o Activates the ESF-06 Deputy Coordinator/Liaison. The activated Coordinator or Representative is responsible for notifying support staff and other stakeholders as needed. o May initiate the activation of the Emergency Support Function (ESF) 06 Mass Care and Shelter. This action involves issuing preliminary notifications to relevant agencies, departmental staff, and ESF-06 stakeholders. o Began the process of securing shelter site(s) if required.

5.2 ACTIVATION

In case of an event that affects the county with care and shelter implications, ESF-06 can be activated by the ESF-06 MASS CARE AND SHELTER Coordinator, Deputy Coordinator, or authorized HSA executive. The degree of activation[15] will be based on the event's requirements. If the HSA DOC/ Mass Care and Shelter Branch is activated,

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[4] Mass Care and Shelter Coordinator ensures communications coverage 24/7/365.

the following ESFs, departments, and community partners may need to be notified:

- American Red Cross (ARC)
- Department of Aging and Community Services
- Children Services
- Human Services
- ESF- 08 Public Health and Medical Services
- ESF- 01 Transportation
- ESF- 03 Public Works and Engineering
- ESF- 11 Agriculture
- ESF- 13 Public Safety and Security
- ESF- 15 External Affairs
- ESF- 17 Volunteer and Donations Management (VOAD)
- The Salvation Army (TSA)
- ESF- 05 Emergency Management

If the Department Operations Center (DOC) is activated, the ESF-06 Coordinator will work with relevant agencies and departments to deploy to coordinate facilities. The ESF-06 Mass CARE AND SHELTER Coordinator can also activate the Mass Care and Shelter Task Force (MCSTF) to address any specific situation. Once the ESF-06 Coordinator is activated, their responsibilities will encompass:

- Establish and coordinate communication with partner ESF-06 county agencies and other stakeholders.
- Immediately acquire situational information to evaluate the potential scope of humanitarian needs and related resource requirements.
- Activate and deploy MASS CARE AND SHELTER staff to a Temporary Evacuation Point (TEP), shelter, DOC, and/or EOC based on the incident's needs.
- Document issues that may be needed for inclusion in After-Action Reports (AAR).
- Provide or arrange for MASS CARE AND SHELTER technical assistance as needed.
- Coordinate with the AFN Coordinator to discuss the needs of individuals with disabilities, older adults, and others with disabilities, and ensure AFN are being met.
- Coordinate with other ESFs, Faith-Based Organizations (FBOs), NGOs, and Disability and Access and Functional Needs (DAFNs) to coordinate multi-function response activities.

When activated, the ESF-06 MCSTF lead will:

- Determine the optimal personnel requirements for the MCSTF team to effectively address the emergency at hand.
- Oversee and direct the Human Services Agency (HSA) personnel and Disaster Service Workers (DSWs) designated to the Multi-Agency Coordination System Task Force (MCSTF).
- Facilitate effective communication and coordination with the partner state agencies and other stakeholders of CA-ESF-06, ensuring seamless collaboration and streamlined operations.

- Coordinate with other Emergency Support Functions (ESFs) to provide the necessary support.) within the county, as and when required.
- Facilitate procuring and deploying critical resources to mitigate potential, perceived, or actual threats. This should be done with the American Red Cross's ESF—06 co-lead.
- Request support and coordination from other CA-ESFs as needed.

Activation Level[5]	Action Taken
Monitor	ESF MASS CARE AND SHELTER 6 Coordinator monitors the situation; no action has been taken.
Level 1	There is no DOC activation for minor emergencies resulting in resident displacement. A Temporary Evacuation Point (TEP) or short-term shelter opens, and response coordination is handled in the field.
Level 2	For a moderate emergency that requires multiple shelters or services, partner organizations may be asked to participate beyond The American Red Cross. Depending on the extent of the emergency, a DOC may be established in the field, or the pre-designated HSA DOC location may be partially activated.
Level 3	Level 3 activates the DOC for a major county-wide emergency with prolonged care and shelter response. Multiple partners coordinate and share information using numerous resources. HSA DOC operates at total capacity.

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[5] *Activation is based on the size and scope of the event.*

5.3 EMERGENCY DETERMINATION AND NOTIFICATION FLOW CHART

Figure 5 Mass Care and Shelter Notification
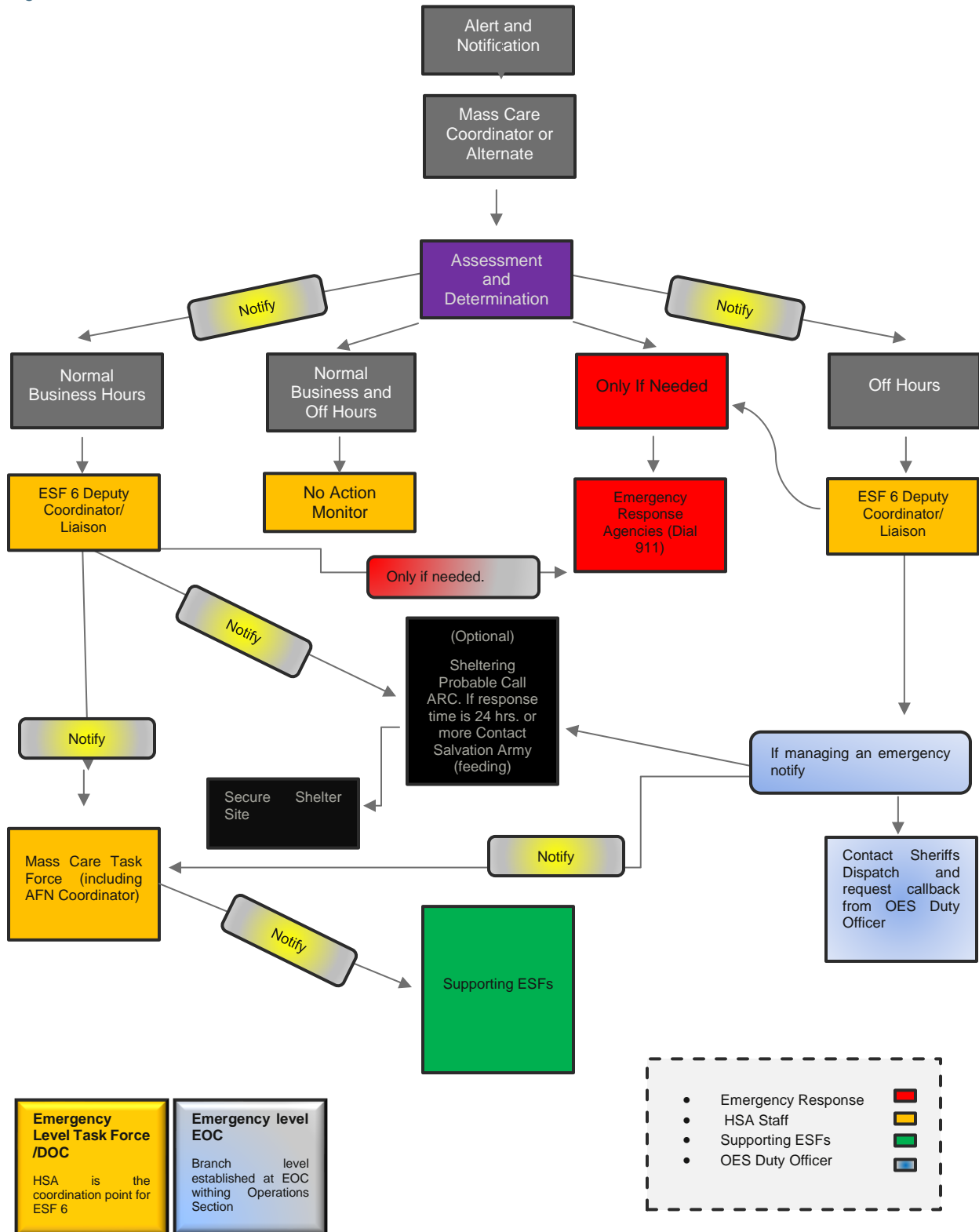
5.4 RESPONSE ACTIONS AND DEACTIVATION

The HSA DOC/Mass Care and Shelter Branch must accomplish several objectives to effectively address the mass care requirements of disaster-stricken populations. ESF-06 will be deactivated when the need for care and shelter response coordination has either diminished or ceased. ESF-06 functions may be deactivated or scaled back at the discretion of the HSA DOC Director (ESF-06 Coordinator or Deputy) or HSA DOC Operations Section Chief, EOC Manager, or EOC Operations Section Chief, as appropriate.

5.5 COOLING AND WARMING CENTERS

The San Joaquin County Community Centers can serve as Cooling and Warming Centers on weekdays from 8:00 a.m. to 5:00 p.m., with some centers in the county's unincorporated areas. In response to a request from OES, the ESF-06 Coordinator can activate the DOC, depending on the scale and scope of the situation, to provide these services through the county community centers. Additionally, ESF-06 offers information on available resources to support local city Cooling and Warming Centers. California Assembly Bill (AB) 781 requires that whenever a city or county designates any number of emergency cooling or warming centers, any facility should be established to mitigate the public health impacts of extreme cold or heat. To the extent practicable, it shall designate at least one cooling or warming center to accommodate persons with pets. For more information, see Gov. Code, § 8593.10, subd. (b)(1) and (2).

5.6 SHELTER OPERATIONS

Deciding to open shelters depends on an incident's scope and size. During small events, the Incident Commander's jurisdiction is responsible for requesting the activation of a shelter within its scope. Evacuation Centers may be all that is necessary in some incidents. If the determination is made to open a shelter, OES or local jurisdiction may request support from HSA. The purpose of opening a shelter is to provide life-sustaining services in a safe, sanitary, secure environment for individuals displaced by a disaster. Depending on the incident, there may be a need for congregate, non-congregate, shelter-in-place, or medical shelter. Emergency sheltering includes the following:

a. Ensuring that designated shelters comply with the federal Americans with Disabilities Act of 1990 (42 U.S.C. Sec. 12101 et seq.) or can be made compliant through modification and that showers and bathrooms are fully accessible to all occupants.

If multiple jurisdictional needs exist, shelter and disaster relief requests will be forwarded to the Care and Shelter Branch. The Care and Shelter Branch will coordinate relief requests and implement the local shelter plan. Local jurisdictions coordinate with and assist shelter managers operating facilities in their jurisdictions. The Care and Shelter Branch Director receives requests for shelter and may activate Care and Shelter Teams, Red Cross, and OES as soon as possible. ESF-06 will manage shelter openings with the ARC as appropriate. ESF-06 should also notify the Environmental Health Department (EHD) of the imminent openings so inspections can be scheduled.

An established call-down system for staff, including supplement staff for management, registration, health assessment/first aid, feeding, counseling, and childcare, will notify care and shelter teams of activation. DSW staff within the County may provide additional staffing.

OES will activate this ESF whenever an event's known or anticipated effects require its services and capabilities. The field may request the decision to activate ESF-06 functions through the OES Duty Officer and approved by the EOC Director, the Director of Emergency Services, or a designated alternate.

5.6.1 Non-Traditional vs. Traditional Sheltering

In times of disaster, shelters may accommodate individuals with medical needs, such as those who require durable medical equipment or access to prescribed medications. Local jurisdictions may request medical support for such individuals by SEMS.

Non-congregate sheltering facilities offer private, semi-private, or shared accommodations for affected populations, including individuals with disabilities, older adults, and those with animals for emotional support or service.

ESF-06 coordinates with local, tribal, state, and federal agencies, NGOs, and private sector organizations in all planning and support activities for non-traditional shelters. ESF-06 may take a primary or support role in these shelters depending on the situation.

5.6.1.1 *Congregate Shelters:*

- Mega-shelters (large venues, prominent complex shelter locations, fairgrounds, etc.)
- Open-air shelters (campgrounds, recreational vehicle parks, athletic fields, parking lots, etc.)
- Spontaneous community shelter locations

The ESF - 06 Support Role:

- Pre-staging areas, TEPs, and other processing centers
- Planning support for emergency respite sites, evacuation assembly sites, survivor movement assembly sites, and other states hosting California residents.
- Evacuation monitoring and reporting

*In a Federally Declared Disaster, ALL Non-Congregate Sheltering Operations MUST seek written authorization from FEMA within five days of the Federal Declaration. *

5.6.1.2 *Sheltering During a Pandemic*

The U.S. Centers for Disease Control and Prevention (CDC) recommends managing disaster shelters. Shelter managers should adhere to the guidance provided by their state and local health officials, as conditions may differ from one community to another. It is crucial to explore alternatives to opening disaster shelters during a pandemic, such as sheltering in place, to mitigate the spread of disease. Prioritizing smaller shelters with fewer than 50 residents and hotels/dormitories can help ensure proper social distancing. Additionally, ESF-06, in coordination with ESF-08 health staff, will take precautionary

measures to prevent infection and will conduct daily monitoring of shelter occupants for symptoms.

proficiency, and geographic location. Please refer to Cultural Competence (SB 160 and AB 163

5.6.1.3 *Non-Congregate Shelters:*

- Hotels
- Motels
- Single-use facilities
- Dormitories
- Campgrounds

5.6.2 Shelter Coordination

Emergency Support Function 6 (ESF-06) coordinates and supports the resources needed for sheltering activities during an emergency response. This includes establishing and supporting temporary evacuation points (TEPs), emergency shelters, and resiliency centers for affected populations, including individuals with disabilities, older adults, and others with access and functional needs (AFN) and their support requirements. ESF-06 also facilitates the inclusion of service animals, household pets, and emotional support animals in sheltering arrangements.

ESF-06 partners with local, tribal, state, and federal governmental agencies, NGOs, and private sector organizations to plan and coordinate shelter sites and resiliency centers within the affected area and evacuation centers outside of the affected area. Shelter facilities may include pre-designated sites in existing structures, temporary non-traditional shelters, and similar facilities outside the affected area.

Sometimes, individuals may choose to shelter in place, which means staying in their residences during emergencies. ESF-06 will coordinate the provision of mass care services and other forms of support, such as potable water, power, and food, for those who choose to remain in their homes. ESF-06 supports other ESFs, such as ESF-11 (Agriculture and Natural Resources), in animal care activities during sheltering operations.

ESF-06 is vital in collaborating with other County ESFs to strategize and incorporate their fundamental duties and functions. In the event of a presidentially declared disaster, ESF-06 also works alongside CA state and federal ESF-06 to gain access to various federal programs, including FEMA's TSA program, which offers temporary lodging accommodations.

The American Red Cross primarily provides temporary emergency sheltering for disaster survivors through agreements with local governments. In most regions, The American Red Cross is the leading NGO responsible for MCS operations and other disaster relief services. However, the county holds the ultimate responsibility for disaster response. Therefore, The American Red Cross can only carry out sheltering operations with approval from the county.

Sheltering is executed by operating facilities such as schools, recreation centers, and civic arenas. The American Red Cross co-leads at the state and federal levels for mass

care and provides emergency mass care in collaboration with government agencies and private organizations. San Joaquin County ESF-06 will partner with the OA and possibly The American Red Cross to support shelter operations.

ESF-06 monitors the need to deploy Functional Assessment Service Teams (FAST) and Volunteer Emergency Services Teams (VEST) during emergencies. FAST members are trained personnel who work in shelters to assist individuals with disabilities, older adults, and those with access and functional needs (AFN) to maintain their health, safety, and independence during disasters. The state FAST members will only be deployed upon request through a mission task request with the Cal OES, although local governments are encouraged to develop their FAST team.

Similarly, VEST members may be deployed to assist with various tasks such as shelter operations, coordinating efforts in EOCs, or staffing LACs across California to connect evacuees and victims to relevant services. However, state VEST members will only be deployed upon request through a mission task request with the Cal OES.

In catastrophic situations, ESF-06 may request the deployment of state employees to assist with emergency operations under the Employee Redirect Program. However, this program may take up to 72 hours to provide local assistance, as employees may require just-in-time training before deployment. It's vital to establish organizational structure and communication plans ahead of deployment.

5.6.3 Shelter Registration

Registration will be conducted in County shelters according to the best practices outlined in the ARC Sheltering Handbook. Registration will occur in congregate shelters, facilities that house everyone, including children and adults with disabilities and access and functional needs; non-congregate shelters, private or public facilities, that, by design, provide a short-term lodging function and an increased degree of privacy; and medical shelters, congregate facilities that offer a defined level of medical care of support coordinated by ESF-08. Registration includes documentation of each person in a shelter and contains information that can be used to assist in locating missing family members or provide additional needed services. If ARC fails to initiate its operations, the ESF-06 responsible for managing shelters must carry out its intake process. Emergency Support Function 6 (ESF-06) shelter staff should refrain from using the American Red Cross (ARC) Shelter Intake Form since it may not capture all the required data. If a survivor refuses to share their information, The American Red Cross cannot disclose it to the staff, leading to gaps in data. Furthermore, the new web-based tool implemented by The American Red Cross can share a spreadsheet with some data points but is unlikely to include all the data that the county needs to be captured the county needs to capture. CDSS DSB (Disaster Services Branch) suggests developing an intake form that captures all necessary information to avoid gaps in data. This way, the staff can quickly find resources required for those in the shelters. Please see Appendix H for the county's shelter intake form for reference.

The Shelter Intake forms should be designed to capture all the necessary information related to the survivor's accommodation needs and existing medical conditions that may need further assessment. It's important to note that the American Red Cross (ARC) can share the survivor's information with the county, but only after permission is granted by

the survivor. Confidentiality and HIPPA policies protect all shelter registration information. If the Shelter Guidelines and Rules are not followed or the person is not identified as a registered shelter resident, Shelter Staff can ask for identification. The shelter registration process plays a significant role in determining whether the survivor's needs can be met at the shelter or if they require a higher level of care. Survivors can apply for Social Services and enroll in services they qualify for and are interested in.

All sheltering organizations, staff, and support agencies/organizations should be advised of plans for reunification and available tools (e.g., The American Red Cross Safe and Well Website, found at https://safeandwell.communityos.org), resources, or processes available to the displaced population. All staff should also be advised of the plans for unaccompanied minors or adults requiring care.

5.6.4 Disaster Health, Mental Health, and Other Health and Medical Services

The American Red Cross partners with local health organizations and other stakeholders to offer disaster health and mental health services to those affected by disasters and employees working at mass care service delivery sites. This is carried out in a culturally and linguistically appropriate manner. Disaster health services evaluate clients to identify their needs, deliver care and support to those with disaster-related or exacerbated health issues, and assist clients in finding resources to address unmet health needs. Disaster mental health workers provide emotional support to those staying in shelters and workers by identifying their needs, promoting resilience, and connecting them with community mental health resources when required. Additionally, independent living and regional centers may collaborate with The American Red Cross to fulfill unmet needs in this area.

ESF-08 (Public Health & Medical) Annex reinforces ESF-06 by providing expertise and guidance on public health issues and the population's medical requirements. ESF-08 organizes county public health and medical activities and services to support local jurisdiction resource needs for emergency mitigation, preparedness, response, and recovery.

The Emergency Support Function 06 (ESF-06) will work closely with ESF-08 to plan and provide behavioral health, public health, and medical services to shelter residents. The county EMS, Public Health, Behavioral Health, and Environmental Health Agencies are the lead departments responsible for these services. It's important to note that these services are not meant to replace medical services provided for shelter populations but rather to support them. In case of insufficient resources, additional resources can be obtained through SEMS resource-ordering procedures. The ESF-08 will coordinate additional medical service support if deemed necessary.

5.7 DISABILITY AND ACCESS AND FUNCTIONAL NEEDS (AFN)

This plan seeks to ensure that safe, secure, and sanitary care and shelter will be provided regardless of a person's abilities or functional needs. Any shelter opened in the OA will admit any person seeking shelter unless that person has unique needs that exceed the shelter's capacity to meet.

Considerations for Equity and Inclusion of Diverse Populations.	• How can we optimize an equitable response for the diverse populations affected? • Are the response activities offered to all population groups during mass care operations consistent? • Is the provision of services to Disabled, AFN, and culturally diverse communities conducted equitably and without bias in a manner consistent with the provision of services to all other groups? • What are the methods and tools for assessing and monitoring the response level, diversity, and quality of diverse populations? • Are accessible transportation resource contracts adequately prepared to assist in the transfer of populations out of the shelter? • Has there been sufficient provision of social services to support undocumented and unhoused individuals, and are there adequate preparations in place to assist with their transition out of the shelter?

One of the county's critical operational priorities in mass care and emergency assistance is to address the unique needs and cultural considerations of all individuals equitably displaced by the disaster. This includes not only those with disabilities, disability integration needs, and access and functional needs (DI and AFN) but also those from diverse communities within a jurisdiction. San Joaquin County understands a community collaborative effort is required to achieve this. The county assures that all services will be accessible and comply with federal laws governing the Americans with Disabilities Act (ADA) directives, which is considered a top priority in services and communications about the services. The federal ADA laws are further supported by recent California legislative guidance that addresses Disabled and AFN support during disaster response and recovery CA (CA Assembly Bill 477 Emergency Preparedness: vulnerable populations) *(https://leginfo.legislature.ca.gov/faces/billTextClient.xhtml?bill_id=201920200AB477)*, now the amended California Code, 8593.3. Additionally, equitable care and shelter services are provided for all culturally diverse community members, per CA "Senate Bill SB160 Emergency services: cultural competence." –the amended California code 8593.3.5.

To comply with legal requirements for disaster response, assisting without discrimination is crucial. ESF-06 Mass Care and Shelter Services must give the displaced population all

necessary support and benefits, considering each individual's specific functional and access needs. Every possible effort should be made to ensure fair access for everyone. Furthermore, involving and integrating people from diverse demographics within the county during the planning stages is essential. The county will implement quality assurance measures to meet individual needs during response activities. These needs may include race, ethnicity, gender, age, sexual and gender minorities, disabilities, occupation, income level, education level, limited English language proficiency, and geographic location. Please refer to Cultural Competence (SB 160 and AB 1638) for further guidance.

During the stabilization period:

Considerations during *sustainment* of operations:

Considerations for Equity and Inclusion of Diverse Populations.	• Are the Diversity, Access, Fairness, and Inclusion (Disabled and AFN) and Cultural Inclusion and Equity Liaisons collaborating with branch management and external resources to facilitate the smooth transition of individuals who are historically susceptible to discrimination, such as those with criminal records, at-risk women/single mothers, undocumented immigrants, unhoused individuals, and those from the LGBTQIA2S+ community?
	• Are individuals with diverse accessibility needs, language barriers, and cultural differences provided with understandable and unambiguous information concerning the available transition alternatives?
	• Have culturally responsive wraparound services been initiated to ensure equitable and appropriate support for individuals undergoing transitions?
	• What strategies are being deployed to evaluate and cater to the specific requirements of distinct populations? How will the documentation and tracking of these measures contribute to hot wash sessions and After-Action Reviews (AAR)?

5.7.1 Aiding Individuals with Disabilities, Older Adults, and Other Persons with AFN

ESF-06 aims to involve representatives from all levels of government and NGOs in every phase of emergency management. An all-inclusive whole community approach is crucial to preparing for and responding to an event, which involves developing plans and guidance, performing training and exercises, and assisting partners and local agencies with planning and coordinating resources before, during, and after disasters. It is imperative to focus on serving individuals with disabilities, older adults, and others with access and functional needs (AFN). This requires the engagement of internal and external community stakeholders throughout each phase of the emergency planning process. San Joaquin County agencies must plan and prepare to meet the needs of the whole community as per the guidelines outlined in the Cal OES publication Integrating Access and Functional Needs within the Emergency Planning Process, June 2020. Local-level coordination of efforts is the first step in addressing these needs. If the resources exceed the local-level capacity, the ESF-06 can be requested to assist. Fully addressing AFN considerations may require modifying programs, policies, procedures, architecture, equipment, services, supplies, and communication methods. Examples may include the provision of reasonable accommodations, modification of a policy, practice, or procedure, or the provision of auxiliary aids and services to achieve effective communication such as, but not limited to:

- Assisting individuals with visual impairments in navigating unfamiliar surroundings.
- Assisting an individual with a mobility disability with feeding, transferring, and toileting tasks.
- Provide interpreters to those who are deaf, have hearing difficulties, or speak a language other than English. Ensure AFN considerations are given to all survivors seeking public benefits. FEMA has guidance on Functional Needs Support Services in General Population Shelters.

To ensure equal service and integration of individuals with disabilities, older adults, and persons with Access and Functional Needs (AFN) with the general population, emergency shelters can engage a Functional Assessment Service Team (FAST) and community-based organizations such as independent living centers. These teams can collaborate to assess individuals' needs and provide essential resources and services in an emergency shelter. Using FAST and community-based organizations can greatly facilitate providing necessary resources and services to individuals with access or functional needs during an emergency.

5.8 TRANSPORTATION

Some incidents may require the rapid evacuation, transportation, and immediate sheltering of a large part of the community. The County is responsible for coordinating transportation during care and shelter operations. Ideally, transportation agreements with local support agencies should be established before care and shelter operations. Interagency agreements or MOUs are essential for an effective response.

Medical equipment, supplies, personal assistants, or service animals must be transported with clients. For many citizens, public transportation is the only way out of an area, especially citizens with disabilities and others with access and functional needs. People in emergency shelters may have a higher-than-average dependence on public transportation. Shelter-related transportation activities may include transportation to a shelter and from the shelter to medical facilities. ESF-06 will also coordinate with ESF-01 to account for transportation between community resilience centers and shelters (see CA AB 2645). Transportation considerations also include access route planning, parking, and safety, particularly in an evacuation caused by fire, flooding, or other threats, which will be by ESF-01, Transportation.

5.9 YOUTH SERVICES

The need for youth services will depend on the number of children, the age ranges represented, and the time the shelter is open. Specific youth services should be considered and staffed by qualified shelter staff or by the staff of appropriate county agencies or community-based organizations. These include:

- Childcare
- Recreational needs
- Areas should be identified and dedicated to childcare and recreation.
- Education

5.10 HUMAN SERVICES

ESF-06 is a coordinating body that will leverage its network during the shift from response to recovery phase to ensure the continuity of activities. ESF-06 will collaborate with other federal and state ESFs (Emergency Support Functions) and RSFs (Resource Support Functions) along with the Cal OES Individual Assistance Branch to provide Disaster Case Management Program (DCMP) and other essential human services for addressing the needs of individuals and families:

- ESF-08 is a support function that offers short-term crisis counseling to people who are facing emotional or mental health challenges due to an emergency or other incident. Local, state, and federal programs aim to alleviate grief, stress, and mental health issues that may arise from a disaster or its aftermath on a short-term basis. The American Red Cross, Faith-Based Organizations, and grief counseling groups often provide spiritual and emotional support services for those affected.
- At the majority of mass care delivery sites, The American Red Cross offers client casework services. This type of service involves creating personalized recovery plans for clients, helping them navigate challenges, referring them to other relevant organizations, advocating with third parties, and connecting them with health and disaster mental health practitioners for necessary services.
- Case management plays a crucial role in disaster recovery benefits and services, with governmental agencies and eligible non-profits providing the service to eligible survivors. The primary objective of case management is to ensure that assistance is offered streamlined, minimizing duplication of benefits, and providing an efficient

referral system. ESF-06 supports these case management services through the county Human Services Agency.

- ESF-06 is responsible for coordinating disaster recovery services to support those impacted by a disaster. This includes various activities typically provided by local, state, federal, and NGO organizations at multiple locations, such as shelter sites, Local Assistance Centers (LACs), and Disaster Recovery Centers (DRCs). ESF-06 representatives are available at these locations to provide comprehensive information about the benefits and assistance individuals affected by disasters can avail themselves of.
    - o Numerous resources exist to aid those impacted by disasters in moving from response to recovery. One example is the TSA program, which extends temporary lodging assistance to evacuees who cannot return home for an extended or uncertain period following a presidentially declared disaster. Furthermore, eligible families may receive housing aid from the San Joaquin County Human Services Agency CalWORKs Program. ESF-06 stakeholders and partners offer a range of programs that can be seamlessly coordinated through ESF-06.
    - o Local, state, federal, NGO, and private sector partners can offer acute case management services to help individuals with disabilities, older adults, and others with access and functional needs (AFN) restore their services, support networks, and assistive technological needs. These services are crucial to maintaining their pre-disaster independence in a disaster or emergency.

5.11 MASS FEEDING

Mass feeding is crucial to emergency response efforts during disasters. To cater to the food and meal requirements of disaster workers, people residing in shelters, and individuals affected by the calamity, various stakeholders, such as voluntary organizations, government programs, local/regional food banks, private partners, and wholesale partners, procure food and feeding support stocks.

If resources are scarce in the operational area, additional or specialized resources may be obtained through the SEMS process. Whether mobile or fixed, the food distribution process is established according to the operational area's requirements. Feeding operations are based on sound nutritional standards and cater to special dietary requirements, such as medical, health, ethnicity, or regional considerations of disaster survivors.

Volunteer organizations prepare food by considering individual dietary needs while creating menus. Menus are built around the available USDA foods, and other mass care organizations with food resources supplement the food supply when possible. Menus are adjusted based on food quantities and needs per the voluntary agencies providing feeding services. ESF-06 and the Feeding Work Group within the MCSTF will assist in developing mass feeding plans for directly impacted populations in coordination with local, tribal, state, and federal governmental agencies, NGOs, and private sector organizations through a combination of fixed sites, mobile feeding units, and distribution sites. When

the MCSTF is not established, feeding may be directly coordinated by The American Red Cross or local jurisdiction.

ESF-06 Shelter staff are equipped to ensure that food options are available for shelter residents, regardless of the situation. The scope of any feeding program is flexible and can be adjusted to the impact on the existing food distribution network. In the case of widespread disruption at multiple shelters, a central kitchen can be designated, and a distribution plan can be formulated for the various shelter sites.

When food is provided at a shelter, the site undergoes a comprehensive evaluation by EHD. This includes assessing available potable water, plans for bringing in fresh water, waste disposal, and reviewing food handling and sanitation procedures. At the opening of any shelter where food is prepared, EHD is promptly notified. A representative thoroughly evaluates the site being opened as a shelter, and ongoing evaluation of the site continues as long as it is open as a shelter.

5.12 BULK DISTRIBUTION

Non-governmental organizations and local, state, or federal agencies can establish locations within the affected region to dispense emergency relief supplies and commodities. These supplies may consist of water, ice, food, first aid, and sanitation supplies and will assist residents with sheltering at home. ESF-06 will collaborate with these entities to organize and carry out the distribution of these emergency supplies. The method of distribution, which may be mobile or stationary, will be determined based on the critical necessities of the impacted area in instances where commercial trade is inadequate or nonfunctional to meet the emergency requirements of the affected area.

5.13 SAFETY AND SECURITY

ARC provides basic security within the shelter using its Life Safety and asset Protection teams. The shelter manager will communicate the need to the EOC if additional security is required. The EOC will coordinate and support additional security needs, which may be met through local law enforcement, county sheriff, or private security firms.

5.14 FAMILY REUNIFICATION AND FAMILY ASSISTANCE CENTERS

The reunification process involves locating, tracking, registering, and ultimately reuniting evacuees with their families, a crucial effort at all government levels. Priority is given to reuniting unaccompanied minors, separated or missing children, individuals with disabilities, older adults, and those with Access and Functional Needs (AFN) with their personal care providers, service animals, and assistive technology.

This effort requires a coordinated approach, with resources and efforts from across the community and all levels of government. ESF 6 will be responsible for coordinating mutual aid and state and federal resources to support local government and tribal nations in reunifying minors and individuals with disabilities. Additionally, ESF 6 will support planning efforts to collect and provide information about affected individuals to their immediate family members outside the affected area.

Key to achieving our goal of reuniting families during disasters are the tools we will employ. These include the vital National Emergency Family Registry and Locator System,

the crucial National Emergency Child Locator Center, and the invaluable National Center for Missing and Exploited Children. Additionally, The American Red Cross' Safe and Well software will be made available to states to further assist in tracking and facilitating the reunification process.

Family Assistance Centers play a pivotal role as a venue for authorities to provide vital information to survivors and their family members. These centers also coordinate access to support services and facilitate the collection of information from families that can be used to locate and identify misplaced loved ones. They are fully equipped to provide services and information to the family members of those affected by an incident. For more details, please refer to Appendix D and Appendix E.

5.14.1 Preparedness

Formulate a comprehensive plan that covers all aspects, facilitating the reunification of the affected population with their families.

- It is imperative that we create comprehensive care and supervision strategies for both unaccompanied minors and adults who require support and guidance. These strategies will ensure that all individuals receive the necessary care and support during reunification.
- The following entities should be incorporated: regional educational agencies, post-school care providers, non-public educational institutions, programs for adults with developmental disabilities, and youth sports organizations, among others.
  - San Joaquin County Children's Services under ESF-06 is legally responsible for unaccompanied minors during disasters, regardless of their location.
- Facilitate the arrangement of logistics for communication resources such as telephone and internet services for shelters and Local Assistance Centers (LACs) to ensure seamless connectivity.
- Plan a safe return for the displaced population using local transportation assets as needed.

5.14.2 Response

Develop and execute an expansive strategy to facilitate the reunification of families among the impacted population.
- Inform shelters of reunification plans and tools (e.g., Safe and Well by The American Red Cross) and available resources for the displaced population.
- Arrange transportation for displaced people to return to safe areas when necessary.
- Enable the efficient distribution of communication resources, including telecommunications equipment and systems.

5.15 HUMAN TRAFFICKING

In addition to providing immediate assistance, mass care and shelter services also play a vital role in preventing re-victimization and re-exploitation. They offer survivors a safe space and access to community resources to help them reintegrate into society.

It is essential to recognize that addressing human trafficking requires a comprehensive approach that involves collaboration between law enforcement, social services, healthcare providers, and various community stakeholders. Mass care and shelter services can be an essential component of this response, ensuring that survivors receive the care and support they need to rebuild their lives and break free from the cycle of exploitation (see **Appendix F** for more information).

6. ANIMAL SHELTERING

In emergencies, Animal Control under ESF-11 cares for and shelters pets. ESF-6 assists with the reunification and housing of household pets and service animals. ESF 6 works with ESF-11 (Agriculture) and County Animal Control to support the reunification, care, and housing of household pets, emotional support animals, and service animals accompanied by their owners. ESF-11 provides valuable technical assistance and expertise on the safety and welfare of household pets and livestock.

ESF-11 and Animal Services collaborate to aid household pets, service animals, and livestock during emergencies. The PETS Act of 2006 requires emergency plans to accommodate people with pets and service animals. Other animals, like exotic pets and livestock, may also need evacuation. California Assembly Bill (AB) 781 mandates emergency shelters and any facility established to mitigate the public health impacts of extreme heat or cold to accommodate people with pets and requires public information on pet emergency preparedness. The bill also addresses reimbursement for costs mandated by the state.

7. RECOVERY PHASE/DEMOBILIZATION

The Care and Shelter Branch Director and many other agencies are responsible for phasing out the mass care facilities and assisting displaced persons in obtaining temporary housing and other aid. Timed reentry into affected areas can bring normalcy back to a community and the lives of those most affected. Long-Term Sheltering

Groups (families and individuals) may require longer-term sheltering. This will depend on factors that arise due to the disaster's type, severity, and location. Suppose the need for long-term sheltering is determined through local assessment. In that case, a request for Federal Assistance is made, through which temporary housing resources will be provided if a federal disaster is declared.

7.1 SHORT-LONG-TERM HOUSING

This issue will be addressed in coordination with San Joaquin County OES during Preliminary Damage Assessments (PDAs) by local and state governments and again by FEMA after and after a Federal Declaration.

7.2 LOCAL ASSISTANCE CENTERS

If the disaster surpasses the available local resources, the federal and state governments will become heavily involved in providing financial aid to disaster survivors. Disaster Assistance Centers (DACs) comprised of federal resources, or Local Assistance Centers

(LACs), typically consisting of state and local resources, will be set up to coordinate the delivery of these services.

7.3 DEMOBILIZATION

During the Recovery Phase, emphasis will be placed on cleanup, shelter demobilization, and critiquing operational performance. The Care and Shelter staff will participate in the demobilization and recovery from an emergency and coordinate supporting cleanup and recovery operations, as needed, including financial and behavioral health services to individuals and emergency workers, where appropriate. The demobilization plan of action will outline public/private partnership roles, responsibilities, resources, and protocols for the recovery transition period.

8. ROLES AND RESPONSIBILITIES

Primary Agency:	San Joaquin County Human Services Agency
Supporting Agencies:	San Joaquin County Office of Emergency Services San Joaquin County Health Care Services San Joaquin County Emergency Medical Services San Joaquin County Public Health Services San Joaquin County Behavioral Health Services San Joaquin County Environmental Health San Joaquin County Department of Agriculture San Joaquin County Sheriff's Office
NGOs and CBOs	American Red Cross Salvation Army Habitat For Humanity St. Mary's Community Services

8.1 LEAD AGENCY

HSA is the primary agency for Mass Care and Shelter. HSA is responsible for coordinating actions of shelter operations to (1) identify mass care and shelter assets and services being employed during a disaster and (2) resolve any significant problems or gaps, which may surface, related to mass care and shelter operations and activities.

The Care and Shelter Branch is represented in the EOC during a disaster and coordinates personnel actions appropriate to the disaster situation and shelter needs. Some additional duties are as follows:

- Provision and operation of emergency shelter facilities and community resilience center guidelines.
- Identify and survey shelter facilities, maintaining an up-to-date list of designated shelters and their level of compliance with the Americans with Disability Act Accessibility Guidelines.
- Develop memorandums of Understanding (MOU) with designated shelter or community resilience center locations to clarify terms of use.

- Provides shelter training to OA governments and supporting organizations that will staff (and possibly manage) shelters.
- Provide situation status reports to the EOC Operations Section Chief as applicable, including appropriate mass care and shelter information in the situation report (Sit Rep).
- Coordinate through Logistics requests for support through mutual aid for operations that cannot be met in the OA.
- Maintains communication with shelters to track the status of shelter operations and populations staying in shelters.

OES, along with HSA, will aid in the coordination of the following areas as warranted:

- On-site assistance to disaster workers and shelter residents
- Disaster counseling
- Individual and mass feeding
- Provision of emergency medical care
- Provision of and operation of emergency shelter facilities
- Assistance in the registration and identification of shelter residents and emergency workers
- Assistance in the administration and supervision of disaster relief operations

8.2 OTHER COUNTY DEPARTMENTS AND AGENCIES

San Joaquin County Office of Education

- Assists in obtaining access to schools for use as shelter facilities.
- Coordinates evacuation, care of school children, and the re-enlistment of educational services.
- Provide a representative to the OA EOC as necessary.

San Joaquin County District Attorney, Victim Witness

- Provide mental/behavioral health services to shelter residents and staff as needed.
- Coordinates debriefing to ensure staff's mental and emotional safety during and after the event.

8.2.1 Emergency Support Function 1 (ESF- 01) Transportation

Local public transit organizations, such as the San Joaquin Regional Transit District (RTD), Grape Line, and local school districts, can serve as vital alternative transportation resources during emergency situations to facilitate Mass Care and Shelter operations.

- Transporting displaced residents to shelter sites
- Paratransit support for elderly and disabled persons
- Transportation between community resilience centers and shelters.

8.2.2 Emergency Support Function 8 (ESF- 08) Public Health and Medical Services

San Joaquin County Emergency Medical Services (SJCEMS)

Coordinates the emergency medical response in a disaster, including emergency medical dispatch and emergency and non-emergency ambulance services.

- Coordinates and monitors California Health Alert Network (CaHAN).
- Ensures timely and coordinated evacuation and medical assistance to ill and injured patients.
- Facilitates the movement of casualties to designated care sites.
- Coordinates the procurement, allocation, and distribution of medical personnel, supplies, equipment, and other resources as necessary.

San Joaquin County Public Health (SJCPH)

In coordination with the County EOC and HSA, SJCPH will receive and disseminate disaster-related information to the medical/health community. Some additional duties are as follows:

- Provides public health nursing services to shelters.
- Acts to prevent the spread of communicable diseases and disaster-related illnesses.
- Collects and analyzes health-related data in a disaster area and establishes response procedures to mitigate health-related problems.
- Provides preventative health services.
- Monitors, assesses, and reports on the health status of the community during and following a disaster.
- Provides expertise to shelter workers and shelter managers regarding medical issues.

San Joaquin County Behavioral Health (SJCBH)

- Provide mental/behavioral services to shelter residents and staff as needed.
- Coordinates debriefing to ensure staff's mental and emotional safety during and after the event.

San Joaquin County Environmental Health Department (EHD)

- Identifies, controls, and eradicates harmful conditions in the environment.
- Collects and analyzes environmental health-related data in the disaster area.
- Establishes response procedures to mitigate environmental health-related problems.
- Coordinates sanitation services, including food handling, mass feeding, and medical and human waste disposal in shelters and other emergency-related facilities.
- Determines the safety of the water supply and the safe use of portable water.
- Assists with Shelter Site Surveys.
- Conduct inspections of Mass Care and Shelters.
- Provide on-site analysis reports and briefings to the EOC.

8.2.3 Emergency Support Function 5 (ESF- 05) Emergency Management

San Joaquin County Office of Emergency Services (OES)

The EOC Director is the County EOC representative during a disaster and coordinates actions appropriate to the disaster situation. The Operations Section Chief is also responsible for gathering mass care and shelter information as appropriate. Some additional duties are as follows:

- Receives and verifies situation reports from various sources and identifies/estimates needs for mass care services.
- Identifies potential resources for providing mass care.
- Requests assistance from support agencies and communicates resources as appropriate.
- Coordinates with involved support agencies regarding specific mass care site(s) locations that will be used and indicates what route(s) will be used.
- Arrange or coordinate logistical support, including transportation of evacuees and supplies.
- Provides public information on mass care sites, services provided, available routes, and transportation options.
- Maintains coordination and communication between the EOC and support agencies.
- Communicates with the California Office of Emergency Services (CalOES), provides updates on the local situation, and requests additional resources as needed.
- Processes requests from local governments for state mass care and shelter assistance; coordinates potential response actions of the member agencies and organizations; and develops recommendations to the designated direction and control authority for possible mission assignment(s).

8.2.4 Emergency Support Function 13 (ESF- 13) Public Safety and Security

San Joaquin County Sheriff's Department

- Assists with coordination to ensure security and law enforcement are maintained in the OA's evacuation, shelter, and feeding operations as much as possible.
- Collaborate with ESF—05 Emergency Management and ESF—15 External Affairs to coordinate information with the public via systems such as Everbridge.

8.2.5 Emergency Support Function 11 (ESF- 11) Agriculture

San Joaquin County Sheriff's Animal Care Services/ Agriculture Department

- Working with the Shelter Manager, assisting in caring for household pets at the shelters.
- Open and operate animal shelters near the current general population shelter.
- For more information on sheltering Animals, Emergency Support Function - 11 Food & Agriculture Annex.

8.2.6 Emergency Support Function 15 (ESF- 15) External Affairs

Public Information Officer (PIO)

- Assist with public messaging about shelter openings and other ESF-06 services delivered in accessible formats, including real-time captioning, ASL, and multiple languages where appropriate).

8.3 SUPPORTING STATE AGENCIES

California Governor's Office of Emergency Services (CalOES)

Coordinates the overall state agency response to disasters in support of local government. The office is responsible for assuring the State's readiness to mitigate, respond to, and recover from natural, manmade, and war-caused emergencies and assisting local governments in their emergency preparedness, response, and recovery efforts.

California Department of Social Services (CDSS)

The CDSS director will serve as the State Director of Care and Shelter and will coordinate state-wide Care and Shelter operations and support requests.

8.4 SUPPORTING REGIONAL AGENCIES

Requests for the use of resources related to sheltering needs that cannot be fulfilled at the local level will be forwarded from the Regional Emergency Operations Center (REOC) to the State Operations Center (SOC) Mass Care and Shelter (MCS) Director. Specific requests for additional resources outside those available to the California Department of Social Services (CDSS) and other state agencies may be forwarded to the SOC Manager.

8.5 SUPPORTING FEDERAL AGENCIES

Federal Emergency Management Agency (FEMA)

FEMA activates Emergency Support Function (ESF) 06 – Mass Care, Housing, and Human Services to support State Care and Shelter Response. ESF-06 coordinates Federal assistance in support of State and local efforts to meet the mass care needs of disaster survivors. FEMA is designated as the primary agency to coordinate ESF-06, and the American Red Cross is a supporting agency. Following an emergency, FEMA deploys an Emergency Response Team to the State EOC. The team comprises professionals who serve as the initial disaster management team aiding an affected region in coordinating the full range of federal response and recovery operations in a significant, complex event.

8.6 NON-GOVERNMENTAL AND COMMUNITY BASED ORGANIZATIONS

Voluntary Organizations Active in Disaster (VOAD)

Nonprofit service organizations—such as The American Red Cross, Habitat for Humanity, and the Salvation Army—are Voluntary Organizations Active in Disaster (VOAD). Like CERTs, VOADs exist at state, local, and regional levels. VOAD consists of faith-based, community-based, and other nonprofit, nongovernmental organizations (NGOs) that work

to mitigate and alleviate the impact of disasters. They respond to disasters as part of their overall mission.

9. COMMUNICATION, INFORMATION COLLECTION, ANALYSIS, AND DISSEMINATION

Record-keeping is crucial at every shelter as part of the ARC's operation. This includes collecting and reporting data elements to the National Shelter System (NSS) through the ESF-06 Coordinator for advanced EOC planning. The ARC sheltering lead must ensure that the following information is shared with the ESF-06 Coordinator:

- Shelter site name
- Location (street name, number, cross street, zip code)
- Estimated capacity.
- Number of people sheltered (sleeping over)
- Total number of people sheltered to date.
- Number of new registrations
- Shelter manager's name
- Phone number, radio frequency, or other contact methods.
- Current facility status (open, closed, stand-by)
- Meals fed in the past 24 hours.
- Animal shelter co-located. (yes/no)
- Summary of critical support needs, including functional resource needs

The Care and Shelter Branch Director will work with ESF and EOC positions to share shelter and accessibility information. The ESF-06 Coordinator will update shelter information through available communication channels and share it with the EOC. Kitchens and feeding sites will report daily meal counts to the EOC. Direct communication should be documented in each person's ICS-214 Activity Log on paper or via WebEOC.

Within the shelter, when communicating with shelter residents, the management staff should consider the following:

- Regular briefings and posting of information are a valuable tool in reducing the impact of rumors.
- All communications should consider residents' special communication needs. These needs may include hearing impairment, sight impairment, language issues, etc., and may require communication assistance such as interpreters, TTY access, or assistive listening devices.
- Shelter residents should be informed as much as possible about the status of the incident that has resulted in the need for evacuation and sheltering.
- Shelter residents should be informed about shelter status, including the closure date.

The EOC PIO or Care and Shelter Branch Director will collaborate with the Shelter Manager or ARC Sheltering Lead to relay the incident information to the affected population. This communication may be in status boards, signs, or shelter meetings. The essential information includes the incident's status, containment or mitigation status, local

assistance center opportunities, and recovery efforts. The team will make every effort to provide daily updates. The EOC PIO is the lead for all public information related to a care and shelter operation, and all public communications should be coordinated with the PIO.

When communicating with the public about the location and access to shelters, it is crucial to consider the functional needs of all individuals. Pay particular attention to the communication requirements of the hearing, sight, elderly, and individuals who speak or read languages other than English. The communication plan should include consultation with community-based organizations (CBOs) that work with these groups.

10. ADMINISTRATION, FINANCE, LOGISTICS

10.1 AGREEMENTS AND MEMORANDUMS OF UNDERSTANDING

All agreements and understandings entered into for the purchase, lease, or otherwise use of equipment and services for the direct purpose of care and shelter will be governed by all applicable laws and procedures. The agreements will be on file at HSA and OES.

10.2 MEMORANDUM OF UNDERSTANDING, LETTER OF AGREEMENT

OES partnered with ARC through an LOA to prepare for, respond to, and recover from disasters. ARC identified two Disaster Emergency Response Trailers that can accommodate 100 people each. OES also signed an MOU with the County Office of Education, BHS, and PHS to provide emergency support. Lastly, OES has a Local Dispatch Agreement with the California Conservation Corps Emergency Services Unit for emergency response and work projects.

10.3 EXPENDITURES AND RECORD-KEEPING

The OA is responsible for establishing administrative controls necessary to manage the expenditure of funds to support Care and Shelter operations and to provide reasonable accountability and justification for state and federal reimbursement per the established guidelines.

Following established procedures, San Joaquin County may seek financial assistance from the California Disaster Assistance Act Fund and through the Federal Stafford Act.

After immediate lifesaving activities are completed, efforts will shift towards assisting individuals, households, critical infrastructure, and businesses to meet their basic needs and become self-sufficient. These activities may take years, but they aim to close shelters and redirect mass care and emergency assistance resources to other needy areas. The transition from ESF-06 response to recovery activities includes two essential programs: the Transitional Shelter Assistance (TSA) and the Individuals and Households Program (IHP).

- The TSA program, administered by Cal OES and FEMA, provides short-term, temporary, non-congregate shelter assistance for disaster survivors who cannot return home due to a presidentially declared disaster that includes Individual

Assistance. It aims to help disaster survivors transition from emergency shelters to temporary or permanent housing solutions.

- The IHP program is a joint federal and state program that provides aid after a presidentially declared disaster when federal assistance is implemented.
  o In accordance With the Individuals and Households Program (IHP), FEMA can grant awards to assist with essential requirements such as rent, home refurbishment or substitution, transportation repair or replacement, funeral costs, or other sundry expenses.
- The California Department of Social Services (CDSS) oversees the state's federal Disaster Case Management Program (DCMP) grant. The grant is provided in response to a presidentially declared disaster and includes Individual Assistance.
- CDSS manages the State Supplemental Grant Program (SSGP), which provides financial aid to individuals impacted by a presidentially declared disaster area when federal assistance to IHP is implemented.
  o The state fully funds the State Supplemental Grant Program (SSGP), providing financial assistance for eligible items not covered by the Individualized Housing Plan (IHP).
  o To be eligible for the SSGP, individuals need to have applied for FEMA and fully utilized the IHP award.
- In the unfortunate event of a disaster or emergency in San Joaquin County, a Local Assistance Center (LAC) may be established to offer crucial services and referrals to affected communities. These centers act as centralized locations for aid, assistance, and guidance during recovery. For further details on Recovery and LACs, please refer to the ESF-14 Recovery Annex and the Local Assistance Center Support Annex.
- The CDSS ensures disaster victims access recovery programs and information through various channels, including LACs or Disaster Recovery Centers (DRCs). These resources are usually accessible within the affected areas and are provided by government agencies, stakeholders, and local non-profit organizations.

10.4 FINANCE

OES will collaborate with private vendors to find resources to support mass care operations. The costs associated with direct labor and other expenses will be handled in a way consistent with additional emergency responder costs for the incident.

Declared a major disaster or emergency Suppose state and local governments offer shelter to affected populations from areas declared a major disaster or emergency. In that case, they can seek reimbursement for the costs incurred through FEMA's Public Assistance Grant Program (PA), as described in ESF-14 Recovery. Additionally, eligible household pet and service animal-related costs can be reimbursed through FEMA, as per the Pets Evacuation and Transportation Standards Act (PETS Act).

The PETS Act states that eligible reimbursement costs include jurisdiction expenses for setting up and operating household pet shelters and veterinary and animal care staff costs. Local jurisdictions will work with the state government to submit all the required documentation for reimbursement for household pet sheltering.

10.5 MUTUAL AID

To request mutual aid in times of emergency, the Care and Shelter Branch follows standard mutual aid channels that align with the Master Mutual Aid Agreement and the Standardized Emergency Management System. If resources are unavailable at the OA level, the request is forwarded to the responsible Region IV Mutual Aid Coordinator for fulfillment.

The Care and Shelter Branch is responsible for providing situation reports, including the number of individuals requiring assistance, their specific needs, their classification, location, and estimated utilization length. The branch also collaborates with the OES/EOC Operations Section, Finance Section, and Logistics chief to address mutual aid travel and lodging requirements.

10.6 AFTER ACTION REPORTS (AAR)

Following the conclusion of any significant emergency event/incident or exercise involving care and shelter operations, the agencies involved with the activities (including HSA and OES) will conduct a Hot Wash and create an After-Action Report (AAR) of the care and shelter operations during the event/incident/exercise. Support agencies will provide written and/or oral inputs for this critique, and OES representatives will consolidate all inputs into a final written report. Once the report is completed, the following should occur:

- OES and HSA will be responsible for tracking the lessons learned from the AARs to ensure they are addressed and appropriate changes to procedures and training occur.
- OES will support coordinating and implementing corrective actions for care and shelter operations.
- OES and HSA will work with community stakeholders on future care and shelter responses.

Some other Recovery related activities include:
- Distribution of Humanitarian Supplies
- Support for Survivors
- Shelter Transition
- Disaster Health and Mental Health Service

11. PLAN MAINTENANCE

The San Joaquin County Office of Emergency Services coordinates the maintenance, revision, and distribution of San Joaquin County ESF 6: Mass Care and Shelter Annex and any subsidiary plans and tools.[6] This would include the standard operating guidelines, job action sheets, and supply/equipment spreadsheet.

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[6] San Joaquin County Ord. No. 4625, C

11.1 ROLES AND RESPONSIBILITIES FOR MAINTENANCE

The number of stakeholders involved in updating the ESF 6 Mass Care and Shelter Annex is extensive. Therefore, this section will focus solely on the primary organizations that hold primary authority, responsibility, or subject matter expertise in this area.

San Joaquin County Office of Emergency Services - The ESF 6 Coordinator will maintain emergency management, disaster planning expertise, and assigned coordination responsibilities. This role includes providing leadership in planning coordination and offering strategic guidance and support in legislative, regulatory, and policy matters. The ESF 6 Coordinator will focus on high-level strategic support, ensuring effective project management and alignment with organizational goals. Additionally, with the support of Emergency Services Chiefs, the Director of Emergency Services will submit the Annex to the Disaster Council, Board of Approval, and/or Promulgation.

San Joaquin County Human Services Agency (SJCHSA) – As the agency responsible for providing social services and maintaining expertise in mass care and shelter for diverse populations, the Human Services Agency is uniquely qualified to lead the update of the Standard Operating Procedures (SOPs) for Mass Care and Shelter Operations. With its highly trained personnel, established community partnerships, statutory responsibilities in emergency management, and operational capacity to assess resources and mobilize support, the agency can leverage its subject matter expertise and collaborative relationships to develop and refine comprehensive SOPs. This includes updating standard operating procedures, job action sheets, contact information sheets, shelter and community resilience center lists, and supply/equipment spreadsheets. These updates ensure effective coordination of resources, adherence to best practices, and continuity of critical services for affected individuals during emergencies.

San Joaquin County Public Health (SJCPH) - Public health agencies play a critical role in updating the ESF-6 Mass Care and Shelter Annex to address the medical needs of evacuees in emergency shelters. Their responsibilities include developing and maintaining assessment and intake procedures, standard operating procedures (SOPs), job action sheets, and contact information sheets. They also ensure the availability and tracking of medical supplies and equipment, coordinate with local healthcare systems for continuity of care, and conduct regular training and exercises for shelter staff. Additionally, public health agencies perform disease surveillance and manage potential outbreaks to maintain a safe and healthy environment for evacuees. These efforts ensure that the annex is comprehensive, up-to-date, and capable of effectively addressing the medical needs of individuals during emergencies.

San Joaquin County Sheriff's Office Animal Care Services (SJSCOACS) - The Sheriff's Office is responsible for updating the animal care services component of the ESF 6 Mass Care and Shelter Annex. This involves coordination to ensure proper care and shelter for pets by maintaining staffing plans and mutual aid agreements and ensuring compliance with ADA regulations regarding service animals. By addressing these responsibilities, the Sheriff's Office ensures that the needs of animals are met during emergencies, providing comprehensive support for all evacuees and enhancing the overall effectiveness of shelter and community resilience center operations.

State of California - Plays a pivotal role in updating the ESF 6 Mass Care and Shelter Annex by coordinating with local jurisdictions to ensure consistency with state and federal guidelines, overseeing resource management and mobilization, and organizing training and exercises for emergency personnel. The state also maintains updated lists of available shelters, integrates public health and medical services into shelter operations, ensures reliable communication systems, and coordinates additional security resources. These efforts ensure that the annex remains comprehensive, current, and capable of effectively addressing the needs of evacuees during emergencies, thereby enhancing the overall resilience and preparedness of the state's emergency response system.

American Red Cross - The American Red Cross can be critical in updating the ESF 6 Mass Care and Shelter Annex by providing mass care technical assistance and as a principal subject matter expert. Their responsibilities include working with DHS/FEMA to identify mass care capacity, anticipate requirements, and establish strategies to address gaps. They facilitate coordination and planning among government, NGO, and private sector entities, support reunification efforts through their Safe and Well website, and provide situational awareness and reports on mass care activities. Additionally, the American Red Cross collaborates with state lead agencies in planning, preparedness, and response activities, ensuring that the annex remains comprehensive and effective in addressing the needs of disaster survivors.

12 AUTHORITIES AND REFERENCES

12.1 AUTHORITIES

12.1.1 County Authorities

- San Joaquin County Ordinance, Division 3. - CIVIL DEFENSE AND DISASTER
- San Joaquin County Ord. 4-3000 - 4-3009.
- San Joaquin County Administrative Manual 1900
- San Joaquin County Emergency Operations Plan

State Authorities

Cal OES Yellow Book

- California Emergency Services Act, Government Code - Title 2 – Division 1
  - Article 6.5 - Accessibility to Emergency Information and Services 8593-8594.16
  - Article 9.5 – Disaster Preparedness 8607-8608.1
  - Article 7 - Other State Agencies 8595-8598
  - Article 16 – State Supplemental Grant Program 8654
- California Disaster Assistance Act and Regulations
- Standardized Emergency Management System Regulations
- Disaster Service Worker Volunteer Program Regulations
- Emergency Compacts
- California Disaster and Civil Defense Master Mutual Aid Agreement

- California Department of Social Services general authority (Government Code Title 2, Division 1, Chapter 7, Article 16) and (Welfare and Institutions Code, Division 9, Part 3, Sections 13600 and 13613)
- State Supplemental Grant Program (Government Code, Title 2, Division 1, Chapter 7, Article 16, Section 8654) and (Welfare and Institutions Code, Sections 13600-13601)

Labor Code – Division 4 – Workers Compensation and Insurance

- Chapter 1 - General Provisions 3211.9 -3211.93a

Title 19 - Public Safety

- Chapter 1, Standardized Emergency Management System
- Chapter 2, Emergencies and Major Disasters
- Chapter 6, Disaster Assistance Act

Health and Safety Code

- Division 24, Community Development and Housing, Part 1.6 Natural Disasters 34050 - 34086
- Division 24, Community Development and Housing, Part 1.6 Natural Disasters 34070 - 34082
- Division 101, Administration of Public Health, Part 3 Local Health Departments 101000 – 101490,
    - Chapter 2. Powers and Duties of Local Health Officer and Local Health Departments 101025 – 101165
    - Article 1, County Health Officers 101025-101070

Welfare and Institutions Code

- Division 9, Public Social Services, Part 3, Chapter 5.8 - Disaster Relief Grants [13600-13601]

California Department of Social Services General Authority

Article 16 – State Supplemental Grant Program 8654

- SB 1451, Emergency Preparedness for the Disabled Community
- AB 450, SEMS to Include Preparedness for Animals

12.1.2 Federal Authorities

- Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988, 42 U.S.C.5121 et seq, as amended.
- Fair Housing Act (of 1968)
- Individuals with Disabilities Education Act (IDEA) of 1975, as amended, 2004
- Americans with Disabilities Act of 1990
- Homeland Security Act of 2002
- Homeland Security Presidential Directives 5 and 8, 2003
- Post-Katrina Emergency Management Reform Act of 2006
- Pets Evacuation and Transportation Standards Act of 2006
- American National Red Cross (USC 36 §300101-300111), amended in 2007

- Social Security Act of 1935, as amended in 2019
- Public Health Service Act, as amended in 2021

12.2 REFERENCES

12.2.1 County References

Administrative Manual - San Joaquin County Administrative Manual 1900

Emergency Operations Plan and Annexes

- San Joaquin County Emergency Operations Plan

12.2.2 State References

CAL OES

- California State Emergency Plan, 2024
- California State Emergency Operations Plan, ESF 6 Annex, 2022
- G- 418 Mass Care/ Emergency Assistance Planning and Operations Participation Guide

California Department of Social Services

- CDSS, State Mass Care and Shelter Operations during a Communicable or Communicable Disease Outbreak or Pandemic Environment, June 2020.
- CDSS, Mass Care and Shelter Guidance for Local Governments during a Communicable Disease Outbreak or Pandemic, August 2021.

12.2.3 National References

Federal Emergency Management Agency

- National Incident Management System
- FEMA Individual Assistance Program and Policy Guide V1.1, May 2021
- FEMA Public Assistance Program Policy Guide V.4, June 2020
- Fire Management Assistance Grant Program and Policy Guide, June 2021
- FEMA Disaster Assistance Policy 9523.19
- FEMA Emergency Non-Congregate Sheltering during the Covid19 Public Health Emergency 104-009-18 March 2021
- Homeland Security, National Response Framework, 4th Edition, 2019.
- Annex: Emergency Support Function 6, Mass Care and Emergency Assistance, Temporary Housing and Human Services Annex, June 2016.
- National Preparedness Goal, (Second Edition, 2015 Updated March 2023)
- National Disaster Recovery Framework (September 2011)
- Whole Community Approach to Emergency Management: Principles, Themes, and Pathways for Action (December 2011)

Centers for Disease Control and Prevention

- The Use of Cooling Centers to Prevent Heat-Related Illness: Summary of Evidence and Strategies for Implementation, CDC Climate and Health Technical Report Series

- Homeland Security, National Response Framework, 4th Edition, 2019.
- CDSS State MC and Shelter Operations during a communicable or Communicable Disease Outbreak or Pandemic environment, June 2020
- Red Cross Disaster Cycle Services Concept of Operations, 2021
- Red Cross Advanced Operational Planning Job Tool, Mass Care
- National Voluntary Organizations Active in Disaster, Mass Care Committee, Sheltering & Feeding Capabilities Definitions, September 2019

American Red Cross

- American Red Cross Sheltering Handbook, May 2012
- American Red Cross Best Practices for Emergency Shelters, 2018
- Mega Planning Shelter Guide, 2010
- Shelter Operations Training
- Shelter in https://www.redcross.org/content/dam/redcross/atg/PDF_s/Preparedness___ Disaster_Recovery/Disaster_Preparedness/Terrorism/shelterinplace.pdfPlace

12.2.4 Web-Based References

State of California
Cal OES Office of Access and Functional Needs, <https://www.caloes.ca.gov/office-of-the-director/policy-administration/access-functional-needs/>

- California Access and Functional Needs Viewer Map: <oafn-web-map> Description of Tool: This tool was created to assist emergency managers in better understanding the specific assets and resources that may be available.

Department of Homeland Security/FEMA
- National Emergency Family Registry and Locator System (NEFRLS): Web-based system that, when activated, collects information from individuals to assist in reuniting families displaced due to a presidentially declared disaster or emergency.
- DisasterAssistance.gov, Finding shelter is critical in times of disaster. Shelter outside of the hazard area could include staying with family or friends, seeking a hotel room, or staying in a mass shelter.

National Mass Care Strategy, <https://nationalmasscarestrategy.org>
- Appendix F- Transition to Alternate Sheltering (2018): This document is unique in that no previous document has dealt, in detail, with the difficulties of transitioning the occupants of a congregate shelter to an appropriate housing solution. The document outlines a locally led, multi-agency approach to shelter transition. It is authored by subject matter experts from throughout the national mass care community and captures the hard lessons learned from 2016 and 2017. The topics in the document include an explanation of a Shelter Transition Model, Multi-Agency Stakeholders & their Roles, the Shelter Transition Team, and Barriers to Shelter Transition. The Appendix also includes a Toolkit for local jurisdictions facing shelter transition. The newly available Appendix F is an update to Appendix F in the Multi-Agency Shelter Plan Template.

- Multi-Agency Shelter Plan Template: The purpose of the Multi-Agency Sheltering/Sheltering Support Plan Template (MASPT) is to supplement a jurisdiction's Emergency Operations Plan and/or Mass Care Annex and provide guidance and suggested procedures for a jurisdiction to consider in developing a sheltering plan that focuses on its role of managing and/or supporting sheltering activities.
- Shelter Field Guide: The purpose of the Shelter Field Guide is to provide sheltering best practices to faith-based groups, non-profit organizations, government partners, and private industry. The guide was co-developed by the American Red Cross and the Federal Emergency Management Agency with the support of a work group that included all levels of government. It can be used as a job aid and/or just-in-time training during a disaster operation.
- A Guide to Operating Public Shelters in a Radiation Emergency: This document has been developed to assist with planning and response efforts related to shelter operations in a radiation emergency. The following chapters provide information and guidance about screening for radioactive contamination, decontamination, radiation monitoring, registration, health surveillance, and communications.
- Operating a Shelter Self-Study Kit: The American Red Cross has created this Shelter Self-Study Guide to assist partners and individuals interested in the rapid training of shelter workers.
- Commonly Used Sheltering Items: This is a FEMA catalog of items of commonly used sheltering items, including supplies, equipment, Durable Medical Equipment (DME), and Consumable Medical Supplies (CME). Each item has a catalog number and description. Use of the CUSI Catalog # and description when requesting supplies for general population shelters can ensure that the correct item is ordered and delivered.
- Shelter Guidance Aid and Shelter Staffing Matrix: This Aid assists emergency managers and those responsible for incident command in analyzing, planning, and determining what details must be considered when deciding to use a facility to shelter a population affected by an emergency, incident, or disaster. It is intended as a general mass care advisory document for sheltering operations from a multi-agency perspective.
- Functional Needs Support Services: Guidance on Planning for Integration of Functional Needs Support Services in General Populations Shelters: This document provides guidance to assist emergency managers and shelter planners in understanding the requirements for sheltering children and adults with functional support needs in general population shelters.

Centers for Disease Control and Prevention
- Centers for Disease Control and Prevention Website, Information for Disaster Evacuation Centers, *https://emergency.cdc.gov*
- Environmental Health Disaster Shelter Assessment Guide

UNACCOMPANIED MINOR CHILDREN REGISTRY,
https://umr.missingkids.org/umr/reportUMR?execution=e1s1

APPENDIX A: MASS CARE AND SHELTER RESOURCES

SHELTERING PHASES/TYPES OF SHELTERING

Sheltering Phases

Depending on the duration and severity of the disaster, shelter operations can evolve from facilities meant only to support people overnight to facilities that are more heavily staffed and provide a range of support services.

- **Emergency Evacuation Center**—A site set up with limited resources and staffing, its primary purpose is to provide survivors with a safe and protected place to congregate on a very short-term basis until people can return home or relocate to another facility. Evacuation Centers may be opened as a first step until resources are in place to transition to fuller-service emergency shelters.
- **Short-Term Emergency Sheltering – Short-term** sheltering for survivors who may need a temporary stay until other housing arrangements can be made. Emergency shelters will typically provide feeding, physical health, behavioral health services, and other support services based on need. In an ARC-run emergency shelter, ARC will typically bring in Client Services Teams by the 4th day to help those remaining residents find alternative housing. However, suppose the catastrophe level has substantially limited housing options, and the remaining residents will continue to need longer-term sheltering support. In that case, the existing emergency shelter sites will be consolidated into a smaller number of longer-term sheltering operations.
- **Long-Term Sheltering**- adequately supported—Long-term shelter operations may continue for another 30, 60, or 90 days, depending on how long it takes to move shelter residents into interim housing. While schools may be used for emergency sheltering, they are inappropriate for long-term sheltering. People with needs that cannot be adequately supported within a shelter environment are relocated to appropriate housing.
- **Interim Housing**—Eventually, the shelter system gradually consolidates and transitions to government-sponsored interim housing programs. These programs range from providing hotel vouchers to bringing in trailer homes to constructing other modular or prefabricated housing units (see Appendix item B.1.1).
- **Permanent Housing** – Disaster victims eventually will move from interim back to permanent housing. In some cases, they may return to their pre-disaster home after repairs are completed; in other cases, they may find new housing (or newly constructed housing) within the affected area. Some people may ultimately relocate out of the area.

Spontaneous Shelters

In a more significant disaster event, it is assumed that community shelters run by organizations other than ARC or the County will open spontaneously. These sites may be run by agencies such as the Salvation Army or other neighborhood and community-based organizations. For example, it is assumed that many congregations (churches, parishes, synagogues, etc.) will open their doors and allow people within that

neighborhood needing shelter or assistance to come in. Other spontaneous shelters may be run with no formal sponsorship.

As the County or ARC learns about their operation, assistance may be provided to help with the site operation if needed (staffing, basic supplies, or feeding). This assistance is contingent on the site meeting some essential health and building safety standards. The San Joaquin County Community Development Department Building Inspection Division and County Environmental Health Services may be called upon to inspect spontaneous shelters. For sites that do not meet minimum health or safety standards or are unacceptable for other reasons, ARC or the County will work with the site to address the problem(s) that make them inappropriate. Otherwise, survivors will be relocated to nearby ARC or county-managed shelters.

Outdoor Sheltering

In the event of a significant incident such as an earthquake, given a fear of aftershocks, some persons displaced from their residence may converge on public parks or open spaces as an alternative to indoor mass care shelters. Since these "open shelter areas" will generally emerge spontaneously, ESF-06 personnel must consider whether to take a role in managing the sites from the start to head off potential health and sanitation problems. Supporting selected outdoor congregate sites will involve providing the same mass care services as indoor sites.

Due to the complications of outdoor sheltering, it will remain a secondary option to the primary goal of establishing a network of fully serviced, neighborhood-based indoor shelter sites. Yet, large-sized tents can also be used to extend capacity at targeted indoor sites. Tent structures can be established in areas with flat open space attached to the indoor site (such as big ball fields, parking areas, and playground areas). Restrooms, showers, feeding, security, and other health and social services, which can be expanded if needed, will already be in place as part of the shelter services operating within that attached indoor facility.

Disaster Pet Shelters

The Sheriff's Department Animal Control under ESF- 11 Food and Agriculture is the lead agency for Identifying and securing locations for housing animals during an evacuation. It is also assumed that animal species will arrive with pet owners when they evacuate to shelter sites – cats, dogs, rabbits, guinea pigs, reptiles, domestic birds, and other exotic pets. The strategy for managing most companion animals – at least with dogs – is to co-locate a pet shelter adjacent to the public shelter. This includes the setup of tent structures to house dogs that are temporarily being sheltered in cages. Cats will have a more difficult time being outside, even in a tented space, so unless the shelter affords a separate indoor area away from the general population where cats can be sheltered in cages, they may be moved to a separate indoor facility maintained by the network of partner animal care providers. [7]

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[7] The recommended cage size for dogs is 2.5' by 4', allowing each dog 10 square feet of space. The recommended cage size for cats is 1.5' by 4', allowing each cat 6 square feet of space

The pet shelter could be established in a courtyard, parking lot, or playground area attached to the shelter. It simply needs to provide enough space for sheltering animals in cages without requiring that cages be stacked. Having the pet shelter co-located with public disaster shelters provides sheltered pet owners with close enough proximity to exercise, feed, or spend time with their pets.

ARC established a new position called Pet Liaison. In collaboration with the ASPCA and other relevant agencies, ARC is implementing measures to ensure that pets accompanying their owners to shelters are appropriately cared for. While pets are not allowed in dormitories, ARC is committed to finding an appropriate space within the shelter for them. As part of its animal care assistance, ARC provides support for various tasks, such as:

- Cages
- Food

Household pets will be located as close to the owners as possible.

Service and Assistance Animals

It should be noted that service, assistance and emotional support animals are not considered pets and are exempt from facility and transportation access restrictions. The ADA defines a service animal as any guide dog, signal dog, or other animal trained to assist an individual with a disability. If they meet this definition, animals are considered service animals under the ADA regardless of whether they have been licensed or certified by a state or local government. However, this access is based on controlled behavior within the shelter. If, for some reason, the animal's behavior is not controlled and it represents a safety risk for other residents in the shelter, then the animal can be barred from entry to the shelter.

APPENDIX B: MASS CARE AND SHELTER RESOURCES

Personnel

Primary Personnel:
- □ Shelter Management Staff (Trained)
- □ Shelter Personnel (Untrained)
- □ Health/Medical Services
- □ Behavioral/Mental Health Services
- □ Logistics

Support Personnel:
- □ American Sign Language (ASL) Interpreters
- □ Building Inspectors
- □ Caseworkers
- □ Childcare Workers
- □ FAST Teams
- □ Food Services Staff
- □ Ham Radio Operators
- □ Janitorial / Maintenance
- □ Language Interpreters / Translators
- □ Personal Care Assistance
- □ Security / Law Enforcement

Supplies / Equipment:
- □ Dormitory: Blankets
- □ Cots / Sleeping Mats (including ADA & Medical Cots)
- □ Towels

Food Services:
- □ Meals (Hot or MREs) / Food Bars
- □ Snacks
- □ Water (Bottled)
- □ Juice and other Beverages
- □ Baby Food & Formula
- □ Food Cambro (for storage/transport)
- □ Beverage Cambro (for storage/transport)
- □ Plastic Utensils, Paper Plates & Cups

Health:
- □ ARC Comfort Kits / Hygiene Supplies
- □ First Aid Kits
- □ Medications (replacement)
- □ Refrigeration (Medication Storage)

Life Safety:
- □ Communications Equip
- □ Generators (Sized to Shelter Facility)
- □ Lighting Stands / Systems

Sanitation:
- □ Baby wipes
- □ Diapers & Diaper changing stations.
- □ Feminine Hygiene Products
- □ Heavy Duty Trash Bags
- □ Portable Hand Washing Stations

- □ Portable Shower (Incl ADA)
- □ Portable Toilets (Incl ADA)
- □ Toilet Paper Waterless Hand Cleaner

Durable Medical Equipment:
- □ Accessible Cots (Higher Cots for Safe Transfer)
- □ Air Mattresses, Egg Crate Foam Mattresses, or Foam Pads
- □ Barrier Masks (or fabric facial masks)
- □ Crutches
- □ Disposable Briefs (Incontinence Supplies)
- □ Ear Plugs
- □ Eyeglasses
- □ Flexible Straws
- □ Hearing Aid Batteries (Different Sizes)
- □ Height Adjustable Tables
- □ Lifts / Slings
- □ Magnifiers
- □ Picture Boards
- □ Portable Ramps
- □ Portable Toilets
- □ Raised Toilet Seats
- □ Shower chairs (or benches)
- □ Tire Patch Kits
- □ Toilet Chairs
- □ Transfer Boards
- □ Walkers
- □ Walking Canes
- □ Wheelchair Batteries
- □ Wheelchair Battery Chargers
- □ Wheelchairs (multiple sizes)
- □ White Canes for the Blind (46"-60")

Administrative:
- □ Signage
- □ Shelter Registration Forms
- □ Office

Cleaning:
- □ Paper Towels
- □ HD 33/42-Gal Trash Bags

Other (optional based on need):
- □ Animal Care Supplies
- □ Flashlights & C-cell Batteries
- □ Dust Masks

Transportation:
- □ Buses
- □ Paratransit Vehicles
- □ Passenger Vans (For Staff Transport)
- □ Trucks/Cargo Vans/ERVs (Move Supplies & Food)

APPENDIX C: SUPPORTING STATE AGENCIES AND RESOURCES

Below is a list of state government stakeholders and their resource capabilities.

California Volunteers

Resource: Serves as a key contact for communications with voluntary agencies; non-government agencies; VOADs; community- and faith-based organizations; and local, tribal, state, and federal government agencies during all phases of emergency management. Lead for CA-ESF 17 and responsible for supporting donation management.

California Conservation Corps (CCC)

Care and Shelter: Provides personnel to assist with setting up and maintaining care and shelter facilities. Also provides personnel for mass care facilities, CARES, and other animal-related emergencies.

California Department of Corrections and Rehabilitation (CDCR)

Kitchen Capacity: CDCR may utilize excess kitchen capacity at the state prison properties to provide meals for the mass care response. CDCR coordinates with the California Department of Forestry and Fire Protection (CAL FIRE) to staff mobile kitchen units to give meals, primarily for base camps and responders.

California Department of Education (CDE) Food Distribution Program

Operates distribution centers in Sacramento and Pomona and can move commodities throughout the state using their transportation and logistics providers. The CDE may avail its stockpile of commodities to local School Food Authorities (SFAs), in coordination with local authorities, for immediate disaster response when a school kitchen is utilized to support congregate feeding. The CDE supports disaster relief by notifying the USDA of the types and quantities of commodities needed to support disaster relief organizations in emergency feeding.

California Department of Food and Agriculture (CDFA)

Division of Measurement Standards (DMS)/Fairs and Expositions (F&E) coordination of fairground resource availability. Fairground resource assets based on availability and proximity to the incident location.

California Department of Social Services' Disaster Services Branch (DSB)

The DSB Mass Care and Shelter Staffing: Personnel to operate under the DSB and assist with staffing and programs.

Employee Redirect Program

The CDSS Employee Redirect is expected to take 72 hours to provide local assistance as employees may require just-in-time training before deployment. Organizational structure and communication plans must be established ahead of deployment.

The State Council on Developmental Disabilities (SCDD)

is established by state and federal law as an independent state agency to ensure that people with developmental disabilities and their families receive the necessary services and support. SCDD provides systemic advocacy, health, and safety training and information, resources, and training to individual families, community members, and professionals.

Functional Assessment Service Teams (FAST)

FAST comprises disaster workers or volunteers tasked with carrying out specific duties at disaster shelters. Their primary responsibility is to assess survivors' needs by performing assessments on each cot and identifying any unmet access and functional needs. The Disaster Service Branch (DSB) currently organizes monthly FAST training sessions to equip volunteers with the necessary skills. The training sessions are usually held virtually on the third week of every month. If you have any questions about FAST, contact the Emergency Services Coordinator (ESC) assigned to the county or DSB via email at disasterFAST@dss.ca.gov. FAST training spans two days and is aimed at county employees from 0830 to 1630.

DHCS Disaster Response Unit (DRU): Crisis Counseling Assistance and Training Program (CCP)

DHCS DRU manages CCP grants, which provide short-term disaster relief to communities impacted by natural or artificial disasters. This program offers survivors community-based outreach, counseling, and mental health services. CCP utilizes a peer support approach to promote healthy reactions, positive coping strategies, and emotional support. It is non-clinical, collects limited data, and reaches impacted populations through door-to-door outreach and community events. CCP is broken into two different phases:

- Immediate Services Program (ISP)
  - ISP is for a short term and typically runs for approximately 60 days.

- Regular Services Program (RSP)
  - RSP is for a longer term and typically runs for approximately nine months.
  - Between ISP and RSP, CCP runs for approximately a year.

Both ISP and RSP have an extension period available to them. DHCS has secured 11 CCP grants worth over $160 million since 2020.

State Supplemental Grant Program (SSGP)

California's SSGP administered by DSB, may provide grant funds to assist people who have suffered damage in a disaster area declared by the President when the Federal Assistance to Individuals and Households Program is implemented. The SSGP is 100 percent state funded.

Volunteer Emergency Services Teams (VEST)

 Members can serve in the CDSS DOC, in LACs/DRCs as SSGP representatives, and in the SOC as the California Emergency Support Function 6 – Mass Care and Shelter 51 MASS CARE AND SHELTER support staff may also be assigned to perform various tasks in shelter operations to assist local governments and The American Red Cross. California

Governor's Office of Emergency Services (Cal OES) Effectively help respond to and recover from human-caused and natural disasters. Assists the ESF-06 with mission tasking, supplies, and coordination.

California National Guard (CNG)

The CNG may establish Points of Distribution (PODs) around the affected area. for survivors to obtain life-sustaining supplies. A flexible approach determines the system and will utilize available infrastructure in and around the affected areas.

Department of Justice (DOJ)

Reunification Resources: The California Missing Children Clearinghouse (MCCH) maintains a toll-free telephone hotline to receive information and inquiries. regarding missing children and relay information to appropriate law enforcement agencies.

Department of Rehabilitation (DOR)

The DOR will coordinate with partner organizations that can assist with services to survivors, including:

- The deaf & hard of hearing
- Blind and sign impaired
- Assistive devices

The DOR has expertise and contacts to assist with potential access issues to shelters.

The Emergency Food Assistance Program (EFAP)

Food Bank/School Meal Resourcing: The EFAP works with 48 food banks across the state to provide food boxes. These food items must be cooked; therefore, they are only useable by persons and disaster organizations with the capacity to cook.

APPENDIX D: REUNIFICATION AND FAMILY ASSISTANCE CENTERS

In a mass crisis, a Reunification Center is immediately established to reunite impacted community members and their families who have been lost or injured. Once the reunification process is complete, a Family Assistance Center will be set up to provide affected communities and families with access to information and services. These terms can be used interchangeably as they refer to the location.

The Reunification Center serves as a platform for authorities to provide information to community members and their families, coordinate access to support services, and collect information from families about the missing that can be used for their identification. Centralizing all activities in a single Reunification Center is recommended. Once the reunification process is over, the Reunification Center may transform into a Family Assistance Center that can remain open for several weeks, depending on the specific requirements.

The Family Assistance Center provides a centralized point for information. It enables family members to seek support from each other, access services from mental health providers, and use resources available at the center. Providing accurate and timely information to families, ensuring their privacy, and offering services while waiting for information about community members adversely affected by a mass crisis incident is critical.

The need for a Family Assistance Center depends on various factors, including the number of fatalities, injuries, and displaced persons, the impact on the community, and the complexity of recovering and identifying the affected. The center should be adaptable, scalable, and focused, and different groups within the affected population may require separate meetings.

It is essential to consider the specific requirements of different groups, such as those with minor or severe injuries or family members of the deceased. Communication with families not living near the mass crisis site should also be established, with one option being through a call center or hotline.

The Goal of the Family Assistance Center

A Family Assistance Center (FAC) is a centralized location that facilitates effective communication and efficient delivery of family assistance services. The FAC's management team oversees the coordination of services and resources, and the staff continuously monitors families' events, reactions, and needs. To ensure victim privacy and good agency communication, the FAC staff works closely with the ESF-06 Coordinator, DOC, and EOC to determine family briefings. A comprehensive plan needs to:

- Assess how long-term impacted/family-specific services and future information will be provided once the deceased have been identified and families return home to plan funerals/burials and continue in their process of grief and recovery and

- Address the needs of the severely injured.

Developing a process for determining individuals' access to the Family Assistance Center is of the utmost priority.

Location of the Family Assistance Center

The location for the FAC should be near the incident to avoid transportation issues but remote enough to keep the scene out of public view. It is essential that the facility is ADA-compliant and has access to food and water on-site. Potential locations to consider are schools, libraries, hotels, churches, and similar places. Additionally, the facility must be available for the entire incident's duration. The facility should include:

- Large meeting room for gatherings and briefings
- Smaller meeting rooms for private meetings with individual families
- Security from the media and others
- Room/office for the Family Assistance "staff"

Considerations when choosing a Family Assistance Center location:

- Security of the facility
- Check-in and out points for families and survivors.
- Identification badges and security procedures
- Communication equipment (computers, phones, audio-visual, public address system)
- Childcare
- Access to emergency medical care
- Crisis intervention specialists
- Access to clergy
- Financial services
- Travel assistance.
- Local transportation
- Meals
- Clothing and toiletries

Role of Victim Advocates

Family Assistance Center victim advocates must be highly trained and experienced, flexible, and understand their responsibilities' limits. They provide crisis intervention, match needs and resources, and serve as a communication conduit. They may also offer companion support to families navigating the center's resources.

Role of Mental Health Providers

In the aftermath of a tragedy, families and victims may require immediate, compassionate support and information to cope and build resilience. Later, mental health professionals can identify individuals who may need additional services due to pre-existing issues or extreme distress.

APPENDIX E: REUNIFICATION TOOLS AND RESOURCES

National Mass Care Strategy Multi-Agency Reunification Services Plan Template

The template covers multiple systems such as Facebook Safety Check, Local and State Reunification and Tracking Systems, the National Center for Missing and Exploited Children (NCMEC), and the National Emergency Family Registry and Locator System (NEFRLS). These systems are designed to aid in disaster management and reunification efforts. *https://www.nationalmasscarestrategy.org/wp-content/uploads/2016/01/Multi-Agency_Reunification_Services_Plan_Template_508_final_v1.pdf*

Social Media

- X (formerly Twitter)
- Instagram
- Facebook
- TikTok
- Nextdoor
- Snapchat
- LinkedIn

National Emergency Family Registry and Locator System (NEFRLS)

NEFRLS is a web-based registration system that Congress mandates to collect personal information. It is designed to assist in reuniting families displaced because of a disaster or emergency that the President has declared. The system can be activated at no cost to the state upon request by the state following a disaster declaration. Once activated, NEFRLS operates 24/7 to gather and maintain information securely and safely. *https://www.dhs.gov/sites/default/files/publications/privacy_pia_fema_nefrls_update.pdf*

National Center for Missing and Exploited Children (NCMEC)

https://www.missingkids.org/home

NCMEC, the national clearinghouse and reporting centers for all issues concerning the prevention and recovery of child victimization, is at the forefront of the fight against child abduction, abuse, and exploitation. The organization offers a range of specialized programs to combat these issues, leveraging advanced technological solutions and expert knowledge to provide comprehensive support to victims and their families. With a focus on data-driven insights and evidence-based strategies, NCMEC is committed to advancing the field of child protection and ensuring that all children are safe and secure. NCMEC offers several programs:

- National Emergency Child Locator Center (NECLC)
- Unaccompanied Minors Registry (UMR)
- Team Adam

Child Abuse Prevention Council

The Child Abuse Prevention Council implements evidence-based programs that aim to raise awareness and promote positive outcomes for children and families. Through compassionate delivery of services, the council works towards preventing child abuse and strengthening family units. *https://nochildabuse.org/*

San Joaquin County Human Services Agency Children Services, https://www.sjchsa.org/Assistance/Childrens-Services

APPENDIX F: SHELTER INTAKE REGISTRATION FORM

SAN JOAQUIN COUNTY
— COUNTY —
Greatness grows here.

Name: _____
DOB: _____
Cell/Phone: _____
Number in Household: _____
Email Address: _____

Mass Care and Shelter

Intake Questions

Where do you live: _____
If the guest is unsheltered:
- *Provide them with a list of shelters throughout the County;*
- *Assist in identifying shelters with open beds; and*
- *Assist with transportation if needed.*

We want to ensure that people are going to locations that provide services for their needs.

Additional Household Members:

First Name: _____ Last Name: _____ DOB: _____
First Name: _____ Last Name: _____ DOB: _____
First Name: _____ Last Name: _____ DOB: _____
First Name: _____ Last Name: _____ DOB: _____
First Name: _____ Last Name: _____ DOB: _____

Minor Children: Do they need **transportation to/from school:** ☐ Yes ☐ No
If YES – Name and Address of School: _____
_____

School Time: Starts: _____ **Ends:** _____

Special Needs – Physical/Mental/Behavioral: ☐ Yes ☐ No
If YES – What assistance/accommodations to you require: _____

Are you currently receiving:
Medi-Cal: ☐ Yes ☐ No -- **If NO** – Would you like to apply: ☐ Yes ☐ No

Supplemental Nutrition Assistance: ☐ Yes ☐ No -- **If NO** – Would you like to apply? ☐ Yes ☐ No

Do you need assistance with transportation to/from doctor's appointment: ☐ Yes ☐ No
If YES – Name/Address/Phone # of Doctor:_____
_____

Do you have your medication(s) with you: ☐ Yes ☐ No
If NO – do you have a way of getting your medication(s) refilled? ☐ Yes ☐ No
Do you need help getting Medications: ☐ Yes ☐ No
If Yes: Provide Name and Prescription # of Medication(s): _____
_____
Name and Phone Number of Doctor: _____

Any allergies or dietary restrictions: ☐ Yes ☐ No
If YES – Please explain: _____
_____

Pets: ☐ Yes ☐ No -- **If YES** – What Type/How Many:
Dog: _____ Cat: _____ Other:_____

APPENDIX G: MASS CARE RESPONSE CHECKLIST

MASS CARE AND SHELTER RESPONSE CHECKLIST

The HSA DOC/Mass Care and Shelter Branch must accomplish the following objectives to effectively address the mass care requirements of disaster-stricken populations.

STEP 1: CREATING THE HSA DOC/MASS CARE AND SHELTER BRANCH IS NEEDED.

☐ Carefully examine the initial incident data by analyzing it with a technical perspective.

☐ Thoroughly review data to identify potential patterns and root causes.

☐ Calculate the necessary workforce required to achieve the desired level of activation.

☐ Initiate notification to the pertinent care and shelter partner organizations.

☐ If the Emergency Operations Center (EOC) is activated, ensure that ESF-06 Mass Care and Shelter is represented there

☐ For a significant event, create staff shift schedules for DOC (Department Operations Center), field personnel, and EOC (as required) at least three days in advance.

STEP 2: GATHER AND ANALYZE INFORMATION

Develop an initial plan for providing services based on the level of care and shelter needs involved:

☐ Estimated number of people requiring shelter, feeding, and/or food & water distribution support.

☐ Identify areas (neighborhoods) with significant numbers of displaced households.

☐ Designate lead agencies for each site (ESF-06/Human Services is the lead agency, and ARC may provide support with operations as needed).

☐ Coordinate post-disaster safety assessment inspections of potential shelter sites using county resources (supporting ESFs and agencies)

- Determine the availability of partner agency resources (facilities, personnel, supplies, and equipment).

- Determine the number of ARC, HSA, and other DSW staff available for assignment to support sheltering activities.

- Identify expected resource shortfalls. Discover where spontaneous shelters may have opened (sites operated independently from ARC or the county) and decide whether to support or consolidate.

- Provide ESF-06 representatives in the EOC with regular situation status updates.

STEP 3: OBTAIN AND DEPLOY RESOURCES

☐ Begin to implement a Needs Assessment Action Plan.

☐ Mobilize care and shelter personnel and resources from partner agencies.

☐ Identify qualified shelter management teams for each site (If providing support, coordinate with ARC).

☐ Get feeding and beverage services going at shelters as soon as possible and build up the provision of other essential services:

- ▪ Emergency first aid (physical health support).
- ▪ Mental health support.
- ▪ Support with access and functional needs.
- ▪ Security.
- ▪ Environmental health inspections, etc.

☐ Ensure that representatives at the EOC are provided with timely information regarding shelter openings and closings (this will facilitate the release of public information regarding which shelters are open and their locations).

☐ Expand current sheltering and field response capacity as needed.

☐ Develop feeding capacity and response.

☐ Based on demand, set up bulk distribution outside the shelter system for potable water, food (MREs), ice, clothing, sanitary items, and other basic life-sustaining supplies.

SPAN OF CONTROL

A span of control refers to the number of individuals or resources one supervisor can manage effectively during an emergency response. NIMS recommends a ratio of 1:3 to 1:7, with 1:5 being optimal. This is crucial for ensuring safety and accountability during incidents.

STEP 4: COORDINATE RESPONSE

☐ Carefully examine the initial incident data by analyzing it with a technical perspective.

☐ Thoroughly review data to identify potential patterns and root causes.

☐ Calculate the necessary workforce required to achieve the desired level of activation.

☐ Initiate notification to the pertinent care and shelter partner organizations.

☐ If the Emergency Operations Center (EOC) is activated, ensure that ESF-06 Mass Care and Shelter is represented there

☐ For a significant event, create staff shift schedules for DOC (Department Operations Center), field personnel, and EOC (as required) at least three days in advance.

STEP 5: CONTINUE TO MONITOR, TRACK, AND INFORM

☐ Monitor the overall implementation of the service delivery plan.

☐ Ensure all shelter sites report the current situation status daily:

- ▪ # of beds currently occupied.
- ▪ # of beds currently available.
- ▪ # of new registrations in the last 24 hours.
- ▪ # of meals fed in the last 24 hours

☐ Receive and respond to resource or information requests from shelter and field sites.

☐ Identify potential breakdowns in coordination and support and intervene accordingly

- ☐ Provide ongoing situation reports on care and shelter status to the DOC/EOC.
- ☐ Conduct periodic DOC staff meetings to:
  - ▪ Identify and resolve issues.
  - ▪ Update situation information.
  - ▪ Revise the Needs Assessment Action Plan.
  - ▪ Determine future needs.

DEACTIVATION

ESF-06 will be deactivated when the need for care and shelter response coordination has either diminished or ceased. ESF-06 functions may be deactivated or scaled back at the discretion of the HSA DOC Director (ESF-06 Coordinator or Deputy) or HSA DOC Operations Section Chief, EOC Manager, or EOC Operations Section Chief, as appropriate. After the decision to deactivate has been determined, the following activities may be necessary:

- ☐ Prepare documents for financial reimbursement.
- ☐ Complete or transfer remaining ESF-06 responsibilities to the appropriate department(s).
- ☐ Provide deactivation information to all involved supporting ESF departments.
- ☐ Inventory, return to owner, or properly dispose of remaining supplies and assets used in the response.
- ☐ Issue a final status report to the HSA DOC Operations Section Chief.
- ☐ Coordinate deactivation with the Operations Section Chief at the HSA DOC, including staff release, equipment returns, and inventory.
- ☐ Coordinate deactivation activities with the EOC.
- ☐ Ensure a debrief between crucial staff, volunteers, and involved ESFs and county departments.
- ☐ Continue ongoing efforts for reunification as necessary.

GLOSSARY

AAR	After Action Report
AB	Assembly Bill
ADA	Americans with Disabilities Act
AFN	Access and Functional Needs
ARC	American Red Cross
ASPCA	American Society for the Prevention of Cruelty to Animals
CAL FIRE	California Department of Forestry and Fire Protection
Cal OES	California Governor's Office of Emergency Services
CARES	California Animal Response Emergency System
CBO	Community-Based Organization
CCC	California Conservation Corps
CCP	Crisis Counseling Assistance and Training Program
CDAA	California Disaster Assistance Act
CDE	California Department of Education
CDFA	California Department of Food and Agriculture
CDC	Center for Disease Control
CDCR	California Department of Corrections and Rehabilitation
CDPH	California Department of Public Health
CDSS	California Department of Social Services
CNG	California National Guard
C-POD	Commodity Point of Distribution
DAFN	Disability Access and Functional Needs
DCMP	Disaster Case Management Program
DHCS	Department of Health Care Services
DI	Disability
DMS	Division of Measurement Standards
DOC	Department Operations Center
DOJ	Department of Justice
DOR	Department of Rehabilitation
DRC	Disaster Recovery Center
DRU	Disaster Response Unit
DSB	Disaster Services Branch
DSW	Disaster Service Worker
EFAP	Emergency Food Assistance Program
EHD	Environmental Health Department
EOC	Emergency Operations Center
EOP	Emergency Operations Plan

ESC	Emergency Services Coordinator
ESF	Emergency Support Function
ERV	Emergency Response Vehicle
FAC	Family Assistance Center
FAST	Functional Assessment Service Teams
FBO	Faith-Based Organization
FEMA	Federal Emergency Management Agency
F&E	Fairs and Expositions
HSA	Human Services Agency
ICS	Incident Command System
ISP	Individual Service Program
IHP	Individual and Household Program
JIC	Joint Information Center
LAC	Local Assistance Center
LGBTQIA2S+	Lesbian, Lesbian, Gay, Bisexual, Transgender and Trans, Queer and Questioning, Intersex, Asexual or Agender, and Two-Spirit
LOA	Letter of Agreement
MAC	Multi-Agency Coordination
MCCH	California Missing Children Clearinghouse
MCS	Mass Care and Shelter
MCSTF	Mass Care and Shelter Task Force
MOU	Memorandum of Understanding
NCS	Non-Congregate Shelter
NECLC	National Emergency Child Locator Center
NEFRLS	National Emergency Family Registry and Locator System
NCMEC	National Center for Missing and Exploited Children
NRF	National Response Framework
NGO	Non-governmental Organization
NPI	Non- Pharmaceutical Intervention
NIMS	National Incident Management System
NSS	National Shelter System Operational Area
OA	Operational Area
EOC	Operational Area Emergency Operations Center
EOP	Operational Area Emergency Operations Plan
OES	Office of Emergency Services
PETS	Office of Emergency Services Pets Evacuation and Transportation Standards Act
PIO	Public Information Office
POD	Point of Distribution

REOC	Regional Emergency Operations Center
RSP	Regular Services Program
SB	Senate Bill
SCDD	State Council on Developmental Disabilities
SFA	School Food Authorities
SEMS	Standardized Emergency Management System
SLTT	State
SOC	State Operations Center
SOP	Standard Operating Procedures
SSA	Social Services Agency
SSGP	State Supplemental Grant Program
TEP	Temporary Evacuation Points
TSA	The Salvation Army
UMR	Unaccompanied Minors Registry
VEST	Volunteer Emergency Services Team
VOAD	Voluntary Organizations Active in Disasters

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