

## **ANNEX 6 (ESF 6) MASS CARE TO GREENWOOD COUNTY'S EMERGENCY OPERATIONS PLAN**

**Tasked Organizations: SC Regional Department of Social Services**

**Supporting Organizations: American Red Cross**

**Suggested Liaison: United Way  
SC Department of Social Services  
DHEC  
Salvation Army  
Greenwood County Emergency Management**

**EOC Augmentation: County Emergency Medical Service (EMS)**

### **I. INTRODUCTION**

- A. The Department of Social Services (DSS) is the Primary Agency designated for coordinating Mass Care functions and responsibilities within Greenwood County.
- B. Mass Care encompasses:
  - 1. sheltering (existing or constructed facilities);
  - 2. feeding (fixed sites, mobile feeding units);
  - 3. bulk distribution of food and supplies;
  - 4. first aid at mass care facilities and designated sites; and
  - 5. Disaster welfare inquiry.
- C. The American Red Cross (ARC) is the primary organization that operates mass care shelters in South Carolina. Both the American Red Cross (ARC) and the Salvation Army (SA) provide feeding capability through their own resources.
- D. Volunteer Organizations Action In Disasters (VOADS) can provide many types of resources and assistance. This organization is a growing element in Greenwood County and as this component matures in structure greater resources and assistance will be available. The major challenge for the county will be to develop their efforts to full potential.
- E. The Department of Social Services and DHEC will jointly open Special Medical Needs Shelters (SMNS) at the Self Regional Medical Center. DHEC will manage SMNS.
- F. All sections to this annex will be reviewed and determination made as to the necessary actions required to support individuals classified as "special or

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functional needs". Actions regarding this category of personnel will be contained in the Standard Operations Procedures

- G. Review this annex and the EOP and develop Standard Operation Procedures (SOPs) for each task established by this appendix and the EOP. Each ESF will insure that the special needs community is factor into their SOPs. Annually review the State EOP & Department of Homeland Security Universal Task List and integrate tasks as appropriate.

### **II. MISSION**

To organize and facilitate the meeting of basic human needs (shelter, food, clothing, inquiry, and emergency social services) whenever requested by county authorities. This request could include support in emergency incidents or disaster situations.

### **III. CONCEPT OF OPERATIONS**

- A. DSS is responsible for coordinating all ESF-6 administrative, management, planning, training, preparedness, mitigation, response and recovery activities to include coordinating, and maintaining the ESF-6 SOP. All ESF-6 supporting agencies will assist DSS in the planning and execution this plan. All ESF-6 personnel will be trained on the principles of the National Incident Management System (NIMS) and Incident Command and integrate those principles into all ESF-6 planning and response operations.
- B. DSS will coordinate with the American Red Cross (ARC), Salvation Army (SA), and other volunteer relief organizations, and all supporting and other appropriate agencies/organizations to facilitate interagency/inter-organizational planning and to promote operational coherence. DSS must develop the necessary liaison and communications to minimize duplication and ensure that available resources are maximized.
- C. DSS shall act as the primary Mass Care coordinator; however, each Mass Care member agency/organization will manage its own program(s) and maintain administrative and financial control over its activities.
- D. The Department of Health and Human Services (DHHS) will assist in staffing shelters.
- E. Lieutenant Governor's Office of Aging will also coordinate expansion of the Home Delivered Meals Program and offer services to the elderly population as needed.
- F. In coordination with, and support of the County's Assessment Team, ESF-6 will assess the situation (both pre- and post-event), and in coordination with EOC Officials, develop strategies to respond to the emergency. These strategies will take into account the ability to care for those misplaced or otherwise in need of assistance.

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G. The American Red Cross (ARC), Salvation Army (SA), and other voluntary agencies independently provide mass care to disaster victims as part of a broad program of disaster relief. Mass care encompasses the following:

### **1. Shelter**

- a. The provision of emergency shelter for disaster victims and emergency workers includes the use of pre-disaster designated shelter sites in existing structures, temporary shelters, or the use of similar facilities outside the disaster area should evacuation be necessary. Mass Care shelters may be opened by the American Red Cross (ARC), Salvation Army (SA), or other organizations. However, American Red Cross (ARC) shelter operations are managed by the American Red Cross (ARC) trained volunteers and staff. DSS will provide staffing assistance to designated ARC and Special Medical Needs Shelter (SMNS) shelters only. Current shelter information will be listed in WebEOC and separate implementing instructions.
- b. Listings of pre-disaster designated shelters may be found at the County EOC and/or from the American Red Cross (ARC).
- c. Expedient post-event sheltering may occur in other facilities not pre-designated if the primary facilities have been made unsuitable by the impact of the event.
- d. Shelter Operations will utilize the County's Volunteer Emergency Communications Group as the primary means of communications with Greenwood County EOC.

### **2. Feeding**

- a. The American Red Cross (ARC) and Salvation Army (SA) will manage feeding programs for disaster victims and emergency workers through a combination of fixed sites, mobile feeding units, and if needed, bulk food distribution.
- b. Feeding operations will be coordinated through ESF-6 and supported by the Department of Education, DSS, USDA Food and Nutrition Service, and major volunteer organizations. See ESF-11.
- c. Feeding operations will be based on sound nutritional standards and will strive to include provisions for meeting any special dietary requirements of disaster victims.

### **3. Emergency First Aid**

The American Red Cross (ARC) and Salvation Army (SA) will provide emergency first aid services to disaster victims and workers at their facilities. This will not supplant

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required medical services provided by local EMS, or support under ESF-8 of the SCEOP.

4. Disaster Welfare Inquiry (DWI)
  - a. The American Red Cross (ARC) provides Disaster Welfare Inquiry (DWI) for clients that meet specified criteria. Clients may be directed to the American Red Cross (ARC) to obtain services.
  - b. Disaster Welfare Inquiry (DWI) will also be provided to aid in reunification of family members within the affected area who were separated at the time of the disaster.
  - c. If available in the shelter information data, provide missing person information, upon request.
5. Bulk Distribution of Emergency Relief Supplies

Sites may be established within the affected area for distribution of emergency relief supplies. Distribution will be determined by the requirement to meet urgent needs of disaster victims for essential items in areas where commercial trade is inoperative or insufficient to meet emergency needs of victims. The County's Logistics Support Plan will be implemented and the EOC will coordinate the receiving and distribution points for emergency relief supplies. Also ESF 18, Donated Goods and Volunteer Services will become part of the coordination elements.

### **H. Special Medical Needs Shelters (SMNS)**

1. DHEC and DSS will jointly open SMNS; DHEC will manage SMNS.
2. DHEC will contract to use facilities as medical evacuation facilities, staff shelters with medical personnel, provide medical care for SMNS patients, and provide liability coverage to SMNS.
3. DSS will register SMNS patients and caregivers, contract for feeding at SMNS, and report shelter status to DSS operations.

## **IV. ESF ACTIONS**

Actions necessary to insure readiness to respond are divided into the four cycles of emergency management. These are: preparedness, response, recovery, and mitigation. Each cycle requires actions to be planned for to insure total readiness. Considerations to be planned for are but are not limited to:

### **A. Preparedness**

1. The primary agency will prepare for disaster exercises by coordinating with support agencies for their participation in exercises.

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2. ESF-8 will provide ESF-6 with regularly updated lists of planned special needs shelters or other special needs units in existence in the county.

3. ESF-6 will maintain a roster of primary contact ESF personnel.

4. ESF-6 will coordinate with American Red Cross (ARC), Salvation Army (SA), and the EOC to ensure an up-to-date shelter list is available.

5. ESF-6 will have, procure, and regularly update a list of all agencies (public and private) that have a mission and capability to provide mass feeding in times of disaster.

6. ESF-6 agencies will insure provisions are made and planning consideration for the many elements of special needs personnel. ESF-6 will ensure the development of the necessary liaison and communications with the many organizations that support the special needs community.

7. Review this annex and the EOP and develop Standard Operation Procedures (SOPs) for each task established by this annex and the EOP. Annually review the County and State EOP & Department of Homeland Security Universal Task List and integrate tasks as appropriate.

8. Ensure all ESF-6 personnel integrate NIMS principles in all planning. All ESF personnel will complete all required NIMS training, as outlined in the Department of Homeland Security (DHS) annual training guidance.

9. Determine staffing requirements for performing EOC duties at the three levels of EOC activation and coordinate needs with Emergency Management Director.

### **B. Response**

1. Lead and support agencies will have and maintain appropriate listings of agency staff to notify for response activities.

2. ESF-6 will coordinate with ESF-5, 11, and 18 regarding mass feeding sites established by responding emergency management agencies.

3. Shelters will be opened and closed in accordance with public need as assessed by the appropriate volunteer organizations and county EOC. Final decision rests with the American Red Cross (ARC) for ARC managed shelters.

4. ESF-6 will monitor occupancy levels and ongoing victims' needs, and will provide ESF-5 with an updated list of operational shelters.

5. ESF-6 will coordinate with SCEMD, ARC, DHEC, and counties to update lists of available shelters including Special Medical Needs Shelters (SMNS).

6. ESF-6 will coordinate with ESF-8 for the provision of medical services and mental health services in shelters with the appropriate agencies.

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7. ESF-6 will coordinate with appropriate agencies to ensure that each shelter has a working communications system and has contact with the county's Emergency Operations Center (EOC) and the managing agency. This may include radio, telephone, computer, or cellular telephone communication devices.

8. ESF-6 will provide a list of mass care sites requiring restoration of services to EOC Operations Group.

9. ESF-6 will coordinate with ESF-13 regarding additional security resources, if needed, at mass care shelters.

### **C. Recovery**

1. ESF-6 will coordinate with ESF-5, 11, and 18 to establish or support existing mass feeding sites operated by the American Red Cross (ARC), Salvation Army (SA), and other volunteer agencies. The first priority of mass feeding activities will be disaster victims. Emergency workers will be encouraged to utilize established mass feeding sites in lieu of individual site distribution.

2. ESF-6 will coordinate mass feeding locations to ensure optimal access for public service based on emergency needs.

3. ESF-6 will coordinate with ESF 3 for garbage removal and ESF 8 for sanitation requirements and inspections at mass feeding sites in conjunction with county agencies.

4. ESF-6 will coordinate with responsible agencies for the provision of food and water to mass feeding sites, if needed. Liaison will be established with ESF- 11 and 18 to ensure continued coordination for mass feeding.

5. Anticipate and plan for arrival of and coordination with FEMA ESF-6 personnel in the EOC and /or Joint Field Office (JFO).

### **D. Mitigation**

1. ESF-6 agencies will work to educate citizens on disaster preparedness and disaster mitigation activities.

2. Support requests and directives resulting from the Governor and/or FEMA concerning mitigation and/or re-development activities.

3. Document matters that may be needed for inclusion in agency or state/federal briefings, situation reports, and action plans.

## **V. RESPONSIBILITIES**

### **A. Department of Social Services**

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### **1. Preparedness**

- a. Identify, train, and assign DSS personnel to staff ESF-6 in the EOC.
- b. Plan for mitigation, preparedness, response, short-term and long-term recovery actions.
- c. Maintain and disseminate current information on federal and state policies, laws, and regulations relevant to DSS responsibility in Mass Care operations.
- d. Disseminate administrative procedures for specific DSS administered programs designed to meet post-disaster needs to include Emergency Food Stamp Program (Electronic Benefit Transfer Cards) and the Individual and Households Program.
- e. Develop Mass Care training programs for DSS personnel and participate in ARC shelter operations training at state and county level.
- f. Maintain formal agreements, SOUs, MOUs, and working relationships with supporting Mass Care agencies and organizations, as required.
- g. Maintain written operating procedures including alert list of appropriate Mass Care organizations, and disaster response personnel.
- h. Participate in periodic Mass Care drills and exercises. Evaluate and coordinate necessary revisions to Mass Care plans with Mass Care member agencies/ organizations.
- i. Provide guidance and consultation to local government in developing and maintaining a local Mass Care capability and capacity.

### **2. Response**

- a. Notify all ESF-6 supporting agencies upon activation.
- b. Provide DSS staff to support shelter operations, as require
- c. Communicate with all Mass Care agencies and organizations to compile and exchange information concerning the extent of the disaster and the status of response operations. Provide such information to the SEOC Operations.
- d. Provide a State Mass Care Coordinator to the State Emergency Operations Center upon request of the SC Emergency Management Division.
- e. Coordinate with Mass Care organizations to ensure operational coordination in disaster response of mass care services and support to local government.

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f. Keep the public informed of available Mass Care assistance programs, in coordination with Mass Care support agencies and organizations by augmenting the state public Information services.

g. Provide information on the human-need situation (major problems and needs) to the Department of Health and Human Services, Region IV, the USDA Food and Consumer Service, and the Federal ESF-6 (ARC) representative in FEMA Region IV, as required.

h. Collect, compile, and maintain all essential information, generate reports and records concerning Mass Care disaster response.

### **3. Recovery**

a. Continue to coordinate with Mass Care agencies and organizations.

b. Continue to keep the public informed of available Mass Care state and federal assistance programs.

c. Administer recovery programs; e.g., the Emergency Food Stamp Program and the Individual and Household Program.

d. The Department of Social Services, ARC, SA, and other Mass Care support agencies will use normal supply channels with a priority status. DSS will coordinate with all Mass Care agencies/organizations and support agencies to ensure that all state assets have been applied prior to requesting federal assistance.

### **B. American Red Cross**

#### **1. Preparedness**

The ARC mitigates suffering by meeting the immediate emergency needs of victims in advance of a potential disaster or after a disaster has struck.

a. Identify, train, and assign ARC liaison to staff ESF-6 in the EOC.

b. Plan for disaster mitigation, preparedness, response, short-term, and long-term recovery actions in coordination with government agencies based on hazard analysis and history of disaster (see Attachment A this annex).

c. Recruit and train disaster volunteer workers; train state employees in ARC shelter staff operations.

d. Conduct Community Disaster and Mitigation Education programs.

e. Conduct shelter surveys with school districts and other agencies. Identifies, coordinates, and contracts for shelters in each of the 46 South Carolina counties.

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f. Coordinate with the news media to issue preparatory measures to be taken by persons threatened by a disaster.

g. Promote mitigation at the state and local government levels to include disaster relief to victims.

h. Test validity of disaster response plans and procedures through internal and inter-agency disaster response exercises. Evaluate and coordinate necessary revisions to Mass Care plans with government agencies.

### **2. Response**

- a. Establish an ARC headquarters in the affected area for coordination of services.
- b. Assign a liaison to the EOC.
- c. Conduct community disaster needs assessments.
- d. Establish and manage mass care shelters (facilities) and provide first aid nursing coverage. Provide list of operational shelters to ESF-6 during disasters.
- e. Update shelter status information in the DHEC automated shelter tracking system.
- f. Provide meals at fixed sites and through mobile feeding units.
- g. Assist in securing additional first aid supplies for ARC facilities.
- h. Provide disaster welfare inquiry service on a continuing basis.
- i. Assume liability for all ARC shelter operations.

### **3. Recovery**

Disaster-caused need, not loss, is the basis upon which ARC assistance is provided. Depending upon an evaluation of need and resources available, the ARC may provide:

- a. Food, clothing, and other emergency needs.
- b. Temporary housing assistance, up to thirty (30) days following a disaster, or until other resources are available to meet the need.
- c. Temporary repair of owner-occupied homes.
- d. Household furnishings for basic items essential to family living.

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e. Essential medical and nursing care items and/or assistance/referral for those injured or made ill because of the disaster, or whose condition is aggravated by the disaster.

f. Assistance in providing information about federal and other resources available for additional assistance to disaster victims.

g. Provide representatives or information at Disaster Recovery Centers (DRC) to inform applicants of available ARC assistance.

h. The American Red Cross manages its own logistics system of procurement, warehouses, relief facilities, transportation, and communication networks.

### **C. The Salvation Army**

#### **1. Preparedness**

The Salvation Army is a national religious and charitable organization with the capability to immediately render emergency disaster relief services to individuals and families threatened, or directly affected by disaster (see Attachment B this annex).

a. Identify, train, and assign personnel to staff ESF-6 in the SEOC.

b. Review the Salvation Army's North and South Carolina Disaster Plan, and implementing Standard Operating Procedures. Cooperate with state and local agencies and organizations in developing inter-agency and inter-organizational disaster response plans. Participate in annual county mass care coordination meetings.

c. Conduct disaster response training for Salvation Army staff and volunteers.

d. Test validity of disaster response plans and procedures through internal and inter-agency disaster response exercises.

#### **2. Response**

a. Activate the Divisional Emergency Response Team (DERT) and/or Incident Management Assistance Team (IMAT).

b. Assign a Salvation Army Liaison to the Emergency Operations Center.

c. Establish a Command Post in the affected area to coordinate Salvation Army activities/personnel/equipment.

d. Initiate Salvation Army emergency sheltering, mobile feeding, and emergency services to disaster workers and victims.

#### **3. Recovery**

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- a. Deploy teams to provide emotional and spiritual care.
- b. Assign Salvation Army representatives in Disaster Recovery Centers (DRCs) to provide assistance for disaster victims, as required or requested.
- c. Provide information and referral services for disaster victims.
- d. Distribute food and commodities, clothing, furniture, bedding and household needs to disaster victims.
- e. The Salvation Army operates on a self-sustaining basis, with its own warehouses, shelter facilities, transportation resources, mobile feeding units, and communications networks.

D. Department of Health and Human Services and all other support units not specified above.

### **1. Preparedness**

- a. Identify, train, and assign DHHS personnel to staff shelters and ESF-6 in the EOC.
- b. Review emergency procedures to prepare to activate Emergency Response Team members to the EOC.
- c. Participate in annual county mass care coordination meetings and/or training events.

### **2. Response**

Provide support staff to ARC and special medical needs shelters.

### **3. Recovery**

- a. Provide support in DRCs to assist disaster victims with applying for State and Federal assistance programs.
- b. Assist in providing information and referral services for disaster victims.

## **E. Department of Health and Environmental Control**

1. Identify, train, and assign DHEC personnel to maintain contact with and prepare to execute missions in support of ESF-6 during periods of activation.
2. Provide personnel, sanitation and food inspection, health care, crisis counseling and water quality services to support mass care operations.

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3. Identify staff, including nurses, and manage Special Medical Needs Shelters.
  4. Update SMNS shelter status information in the DHEC automated shelter tracking system.
  5. Provide nurses to ARC shelters per existing agreement.
  6. Participate in annual county mass care coordination meetings and/or training events.
  7. Assist in the identification of affected elderly population during disasters or emergencies.
- F. Greenwood County Emergency Medical Service (EMS)

Staff the EOC in support of DSS.

### **VI. FEDERAL INTERFACE (State Plan Restated for County Planner Information Only)**

A. This annex is supports the State Emergency Operations Plans and the National Response Plan ESF-6, Mass Care.

B. Once established, Federal ESF-6 executes three functions:

1. Mass Care: Coordinates federal resources to support non-medical mass care to services, emergency shelter for victims, feeding of victims and emergency workers, emergency first aid, the Disaster Welfare Information (DWI) system, and the bulk distribution of emergency relief items.
2. Housing: Provides federal assistance for short and long-term housing needs of victims.
3. Human Services: Coordinates federal resources to assist victim recovery efforts to include crisis counseling and mental health services, special population needs, claims processing, victim's assistance, emergency commodities distribution, and mail delivery.

C. State ESF-6 personnel will be familiar with the National Response Plan (NRP) and the corresponding annex with Federal counterpart concepts, actions and responsibilities. This familiarization will include but not be limited to the makeup, functions and responsibilities of the Emergency Response Team – Advanced Element (ERT-A), Interagency Incident Management Groups (IIMG) and the Joint Field Office (JFO).

D. State ESF-6 will coordinate with Federal ESF-6 to obtain assistance as required.