

Emergency Support Function #6 – Mass Care, Housing, Human Resources

Primary Agencies

Department of Social Services

Secondary/Support Agencies

American Red Cross
Emergency Management
Local Recovery Task Force
Virginia Department of Health
Virginia Department of Mental Health, Mental Retardation and Substance Abuse Services
Virginia Voluntary Organizations Active in Disaster (VVOAD)
CERT

Introduction

ESF #6 Mass Care, Housing, and Human Resources address the non-medical mass care, housing, and human services needs of individuals and/or families impacted by natural and/or technological incidents.

Policies:

- ESF-6 support may vary depending on an assessment of incident impact(s), the magnitude and type of event, and the stage of the response and recovery efforts;
- To support mass care activities and provide services without regard to economic status or racial, religious, political, ethnic, or other affiliation;
- To coordinate with ESFs #1, #3, #5, #11, #14 and others regarding recovery and mitigation assistance, as appropriate;
- To assign personnel to support ESF-6 functions in accordance with the rules and regulations of their respective parent agencies; and
- To reduce duplication of effort and benefits, to the extent possible. This includes streamlining assistance as appropriate and identifying recovery and mitigation measures to support local planning efforts.

Scope:

ESF# 6 is intended to address non-medical mass care, housing and human service needs for individuals and family members of the community affected by a disaster.

The services and programs may include the following:

- Sheltering
- Food service
- Emergency First Aid
- Counseling
- Family Assistance Center (FAC)
- Reunification Services
- Virginia Criminal Injuries Compensation Fund

Concept of Operations

General:

The Department of Social Services is designated the lead agency for ESF # 6 and maintains overview of ESF # 6 activities, resolves conflicts and responds to questions. The American Red Cross, in partnership with the Department of Social Services is responsible for reception and care of evacuees including feeding operations. Local law enforcement will provide security at the shelters. Local health department and EMS providers will provide first aid and limited medical care at the shelter center. Local Fire Departments will provide fire protection to the shelters. The school system may provide transportation of evacuees to the designated shelter location. The Department of Social Services, as the lead for ESF # 6 will ensure coordination with other ESFs for integration of special sheltering needs for non-general populations, including people with special medical needs and pets. The Department of Social Services will also lead the efforts in assisting impacted individuals with any benefits and programs available to them and will coordinate with the Virginia Department of Mental Health, Mental Retardation and Substance Abuse Services to provide counseling services as needed.

Rockbridge County, City of Buena Vista, and the City of Lexington have pre-determined shelter locations in the event of a large disaster requiring an evacuation. The following services may be offered at these locations:

Sheltering

- An emergency shelter is an immediate short-term accommodation either (1) designated by local officials for persons threatened by or displaced by an incident, or (2) designated by state officials directing a mandatory evacuation across jurisdictional boundaries either before or after an incident
- Public emergency shelters will provide accommodations for all population groups. Appropriate provisions must be made within the shelter facilities to accommodate people with special medical needs that do not require hospital admission, people without their own transportation, and registered sex offenders.
- Additionally, sheltering for pets and service animals must be included in planning and coordinated with ESF-11. *Refer to the Animal Care and Control Annex for details regarding pet and animal sheltering.*
- For mass evacuations directed by state officials, the Virginia Department of Social Services will coordinate the designation of shelter facilities and the operation of shelters for people who evacuate out of their home jurisdiction

Feeding

- Feeding is provided to disaster victims and emergency workers through a combination of fixed sites, mobile feeding units, and bulk distribution of food. Feeding is based on sound nutritional standards and to the extent possible
- includes meeting the requirements of victims with special dietary needs

Emergency First Aid

- Emergency first aid, consisting of basic first aid and referral to appropriate medical personnel and facilities, is provided at mass care facilities and at designated sites. Provision for services is coordinated with ESF-8. *Refer to ESF-8 for details regarding medical care services.*

Counseling

- Provide counseling through local government services if it appropriate based on the scale of the emergency and the capabilities of the counseling services.
- Events in which there are mass casualties and injuries that exceed local governments resources and capabilities can contact the following agencies:

- Outside counseling can be provided via the Department of Criminal Justice's Victims' Services Section, and the Department of Mental Health, Mental Retardation, and Substance Abuse Services, Emergency Mental Health Section, and activated via the local government.

Security

- The Sheriff's Department and Police Departments have the responsibility for coordinating security during a disaster.
- Secure evacuated areas.
- Provide security to shelter(s)

Transportation

- Emergency Management and the school system have the responsibility to coordinate transportation during an emergency event.
- Ensure that residents are transported and sheltered safely. *Refer to ESF #1 for details regarding Transportation*

Family Assistance Center (FAC)

- The FAC plan should be based on the Commonwealth of Virginia FAC, which is currently under development by the Virginia Department of Social Services (VDSS). The final version will be posted on the VDSS website; VDEM will announce when the information is posted.
- The purpose of the FAC is to provide the seamless delivery of services and the dissemination of information to victims and families following a large scale incident or one in which there are mass casualties, as stated in the Commonwealth of Virginia Emergency Operations Plan, ESF #6 (CoVEOP).
- The scope of services that the FAC may provide include: reunification services, behavioral health care, medical records collection communication services, benefits application entry points, and personal care.
- ESF #6 personnel will report to the incident, coordinate/determine a physical site for FAC operations, and assume oversight and management of the FAC including establishing operational policies, maintaining situational awareness, coordinating needed services and/or resources, identifying gaps and requesting additional resources. The plan should identify by title the individual responsible for this function and identify an alternate.

Reunification Services

- This service collects information regarding individuals residing within the affected area and makes the information available to immediate family members outside the affected area. The system also aids in reunification of family members within the affected area

If the services of the Virginia Criminal Injuries Compensation Fund (CICF) are required by the FAC, the State Program should be contacted, who will deploy the appropriate personnel to the FAC. These services will be necessary in cases where there are victims of crime in need of financial or advocacy assistance.

The current* contact information for the program is:
CICF, P.O. Box 26927, Richmond, Virginia 23261
PHONE: (804) 367-1018 Toll Free: (800) 552-4007

*This information should be maintained by the local government.

**Tab 1 to Emergency Support Function #6
Designated Shelter**

Facility Information	Contact Person(s) and Information	Capacity	Pet Friendly (Y/N)	Back Up Power (Y/N)
Rockbridge Co HS	Jennifer Weaver 143 Greenhouse Road Lexington, VA 24450 540-463-5555		N	N
Maury River MS	Phillip Thompson 600 Waddell St. Lexington, VA 24450 540-463-3129		N	N
Rockbridge MS	John Morris 1200 Sterrett Road Fairfield, VA 24435 540-348-5445		N	N
Central ES	Ryan Barber 85 Central Road Lexington, VA 24450 540-463-4500		N	N
Fairfield ES	Sheree Gillespie 20 Fairfield School Rd Fairfield, VA 24430 540-348-5202		N	N
Mountain View ES	Lori Teague 220 Burger Circle Buena Vista, VA 24416 540-261-2418		N	N
Natural Bridge ES	Melanie Falls 42 Natural Bridge School Road Natural Bridge, VA 24579 540-291-2292		N	N
Parry McCluer MS	Troy Clark 2329 Chestnut Avenue Buena Vista, VA 24416 540-261-7340		N	N
Southern Virginia University	Hugh Bouchelle 1 University Hill Drive Buena Vista, VA 214416 540-261-8407		N	Y

Table 6.1 – Shelter Locations

Tab 2 to Emergency Support Function #6 Shelter Registration Form

**AMERICAN RED CROSS
SHELTER REGISTRATION FORM**

Please print all sections

Incident / DR Number & Name: _____
 Shelter Name: _____
 Shelter City, County/Parish, State: _____

Family Name (Last Name):		Total family members registered: Total family members sheltered:
Pre-Disaster Address (City /State/Zip):	Post-Disaster Address (if different) (City/State/Zip):	Identification verified by (Record type of ID; if none, write none):
Home Phone:	Cell Phone/Other:	Primary Language: If primary language is not English, please list any family members who speak English.
Method of Transportation: If personal vehicle—plate #/State: (for security purposes only)		

INFORMATION ABOUT INDIVIDUAL FAMILY MEMBERS (for additional names, use back of page)

Name (Last, First)	Age	Gender (M/F)	Rm./Cot #	Arrival Date	Departure Date	Departing? Relocation address and phone

Are you required by law to register with any state or local government agency for any reason?
 Yes No If Yes, please ask to speak to the shelter manager immediately.

I acknowledge that I have read/been read and understand the Red Cross shelter rules and agree to abide by them.

Signature _____ Date: _____

CONFIDENTIALITY STATEMENT

American Red Cross generally will not share personal information that you have provided to them with others without your agreement. In some circumstances disclosure could be required by law or the Red Cross could determine that disclosure would protect the health or well-being of its clients, others, or the community, regardless of your preference.

Below, please initial if you agree to release information to other disaster relief, voluntary or non-profit organizations and/or governmental agencies providing disaster relief.

I agree to release my information to other disaster relief, voluntary or non-profit organizations _____
 I agree to release my information to governmental agencies providing disaster relief _____

By signing here, I acknowledge that I have read the confidentiality statement and understand it.

Signature _____ Date: _____

Shelter Worker Signature _____

After registration, each family should go through the Shelter Initial Intake Form to determine if further assistance or accommodation is needed.

For Red Cross Use Only		Form 5972 Rev 02/07
Copy Distribution		
1. Shelter registration on-site file - Mass Care	2. Information Management (Data Entry)	3. Client (if requested)

Tab 3 to Emergency Support Function #6 Special Needs Population Requiring Special Care in Times of Emergency

General

A confidential listing of such persons is maintained by the Department of Social Services. When the Emergency Operations Center (EOC) is operational, this listing will be available from a Department of Social Services staff member staffing ESF # 6. It will be the responsibility of commercial home health care providers, adult care facilities, group living facilities, day care facilities, assisted living facilities, charitable organizations, and the faith-based community to prepare, maintain, and exercise an evacuation plan that is specific to the facility and to keep current rosters of residents that can be faxed or sent electronically to the EOC during a disaster situation. These plans will be on file with the Emergency Services Coordinator and serve as confidential appendices to this ESF.

Special Transportation Resources

- Public Schools
- Additional transportation resources are identified in ESF # 1