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Marshal

Homeland Security and Emergency Management

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<https://hsem.dps.mn.gov>

September 19, 2013

Dear Emergency Planners,

In November 2010, HSEM brought together the initial mass sheltering workgroup to set the stage for mass care work in the state. The first workgroup was established in the metropolitan area to focus on sheltering and caring for large numbers of people displaced by a disaster and this would later expand to greater Minnesota.

The goal of the Mass Care Initiative is to ensure the capability to shelter and care for 5,000 people for 10 days in the metropolitan area and shelter and care for 3,000 people for 10 days in each of the remaining HSEM regions of the state.

The following documents are included in this email:

- Mass Care initiative fact sheet
- Mass Care Sheltering Planning Guidance Overview
- Planning Guidance for a Local Mass Care

This Planning Guidance is a tool that can be used to assist with plan updates; it is not a requirement. Counties may use the style of plan they wish as long as it addresses all of the Mass Care planning requirements. Questions can be directed to your regional program coordinator or to:

Jenny Kane
All-Hazard Planning Coordinator, Preparedness Branch
445 Minnesota Street, Suite 223
651-201-7491
St. Paul MN 55101

Email: Jenny.Kane@state.mn.us

Sincerely,

Kevin Leuer
Preparedness Branch Director

Mass Care Initiative

History of Mass Care Initiative in Minnesota

In November of 2010, HSEM brought together the initial mass sheltering workgroup to set the stage for mass care work in the state. The first workgroup was established in the metropolitan area to focus on sheltering and caring for large numbers of people displaced by a disaster and this would later expand to greater Minnesota.

Goal of the 2010 Mass Care Initiative

Ensure the capability to:

- Shelter and care for 5,000 people for 10 days in the metropolitan area.
- Shelter and care for 3,000 people for 10 days in each of the remaining HSEM regions of the state.

Primary Objectives

- Provide shelter for the general population as well as access and functional needs populations.
- Identify shelters that are ADA compliant.
- Identify staff and provide training in shelter operations.
- Identify shelters for household pets and co-locate with general populations shelters if possible.

Deliverables

- Mass Care Planning Guidance for updating county level plans.
- Mass Care Capabilities Assessment for locals to utilize.
- MNWALK revisions.
- Updates to the Governor's Executive Order.
- Updates to the MEOP.

County Plan Requirement Updates

- Identify the position responsible for coordinating mass care.
- Identify facilities to be used for mass care sites.
- Identify where to get equipment for outfitting shelters.
- Identify whole community partners and their role in supporting mass care.
- Identify how pets will be managed.

Project Timelines

- Fall 2012 develop guidance for county plan updates and distribute in 2013.
- Winter/Spring 2014 county plan updates begin.
- Fall 2014 make shelter operations training available to local jurisdictions through the Red Cross.
- Spring 2015 begin to exercise the county plan updates.
- January 2016 capability enhanced.

Gap Analysis

- Administrative cache for activations i.e.: computer, printer, office supplies, etc.
- ADA and Bariatric cots and bedding need to be purchased.
- Infant cribs need to be purchased.
- Trained shelter staff is needed. Currently there are 850 people trained throughout Minnesota, with 90% of them being Red Cross Volunteers. An outreach and training campaign can help overcome this gap and pull in other organizations that can assist with working in shelters.
- Pet shelters and supplies are needed for PETS Act Compliance.

Project Contacts

For questions regarding the Mass Care Initiative, please contact:

Jenny Kane
All Hazard Planning Coordinator
651-201-7491
Jenny.Kane@state.mn.us



Mass Care Sheltering Planning Guidance Overview

July 2013

I. BACKGROUND

In November of 2010, through the guidance of the Minnesota Department of Public Safety Division of Homeland Security and Emergency Management (HSEM), a MN Mass Care Sheltering Workgroup was established to focus on sheltering and caring for large numbers of people displaced by a disaster and this would later expand to greater Minnesota.

The goal of the HSEM Mass Care Initiative is to ensure the capability to shelter and care for 5,000 people for 10 days in the metropolitan region and 3,000 people for 10 days in each of the remaining regions of the state. *This Initiative requires Minnesota counties to enhance plans to include Mass Care Sheltering items in their Emergency Operations Plan (EOP), incorporating the whole community and work with their region to assure the population can be cared for.*

The four primary objectives of the initiative are:

- Provide shelter for the general population as well as access and functional needs populations.
- Identify shelters that are Americans with Disabilities Act (ADA) compliant.
- Identify staff and provide training in shelter operations.
- Identify shelters for household pets and co-locate with general populations shelters if possible.

The deliverables from this initiative for the counties includes enhancing mass care items in their Emergency Operations Plan (EOP) and completing a Mass Care Capability Assessment if needed. HSEM will provide planning guidance for mass care and a form to complete for the capabilities assessment. Additionally, HSEM will update the MNWALK requirements, the Governor's Executive Order and the Minnesota Emergency Operations Plan (MEOP) as necessary.

The county must include the following mass care items in the County EOP:

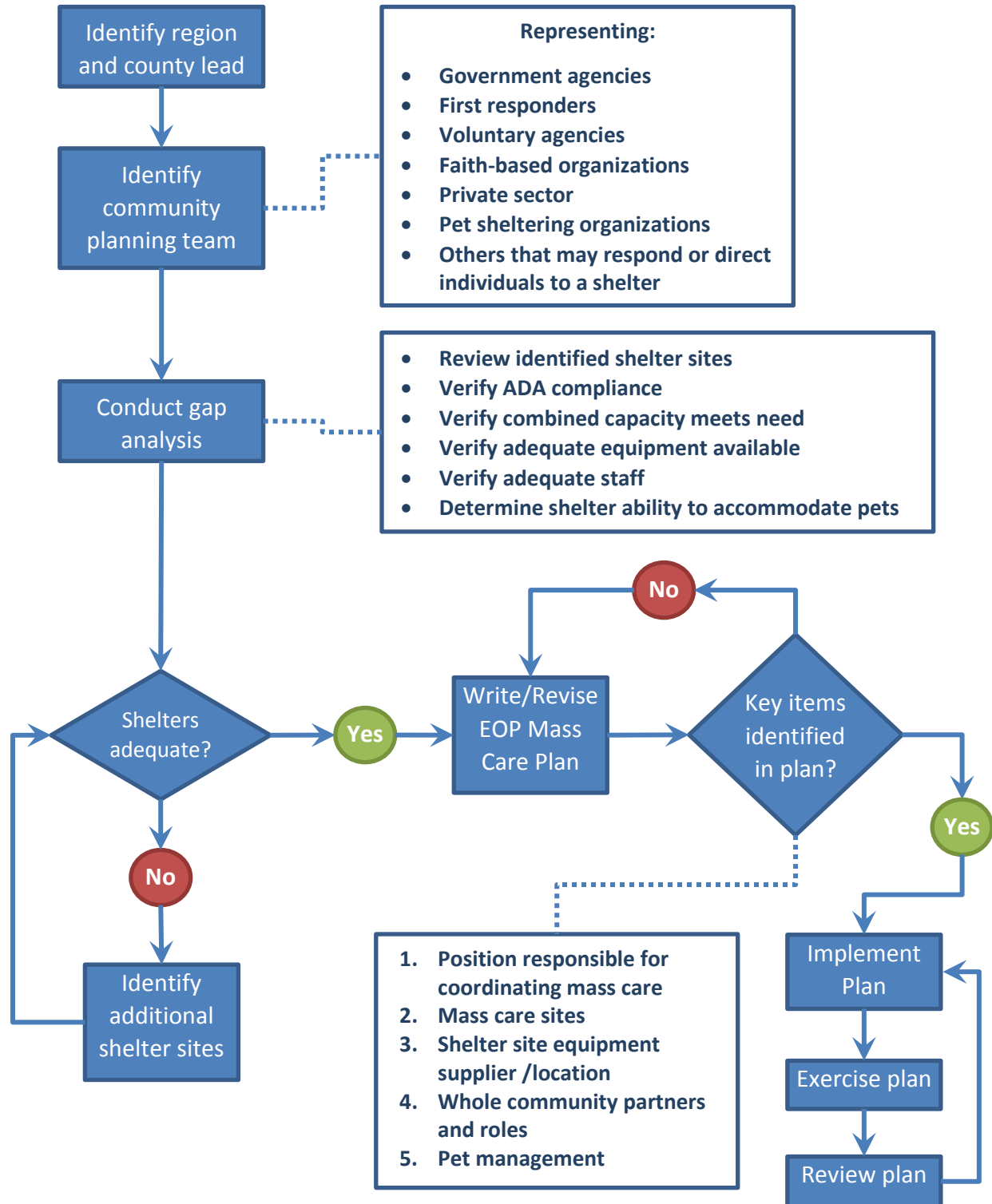
1. the position responsible for coordinating mass care in the jurisdiction,
2. facilities to be used for mass care sites,
3. where to get equipment for outfitting shelter sites,
4. whole community partners and their role in supporting mass care, and
5. how pets will be managed.

Planning guidance was created by the MN Mass Care Sheltering Workgroup. The Mass Care Sheltering Planning Guidance is a starting point to assist communities with defining shelter operations and to provide a consistent approach across the state of Minnesota. The workgroup developed the planning guidance after rigorous review of previous

drafts, from best practices identified in other communities' plans, as well as incorporating federal guidance and regulations.

II. PLAN DEVELOPMENT

The complete development of a Local Mass Care Sheltering will require many steps and take 9-12 months to complete, followed by implementation and exercising of the plan.



The first step to developing the Mass Care Sheltering Plan is to identify the planning team. Presidential Policy Directive (PPD) 8 requires the Whole Community be incorporated in the planning efforts. Representatives from a number of organizations should be involved, including government agencies, first responders, voluntary agencies, faith-based organizations, the private sector and any others in your community that may respond to a shelter, as well as organizations responsible for sheltering pets, to assure compliance with the PETS Act.

With the planning team in place, it is necessary to identify a lead position to be responsible for coordinating mass care in your jurisdiction, followed by identifying your partner agencies and their roles and responsibilities in supporting mass care.

The next step in the process is to conduct a capabilities assessment. To facilitate this process, utilize the Mass Care Capabilities Assessment form provided by HSEM. It will assist in identifying your gaps in the five key areas as listed previously. Start by listing facilities that are currently identified as shelter sites throughout the jurisdiction, and determine if they are ADA compliant. To facilitate this process, work with your regional American Red Cross chapter (ARC). If a shelter is not ADA compliant, determine if you need to select a different site or if modifications can be made to make it compliant. Determine the capacity of the identified shelters. Note if there are any signed Memorandums of Understanding/Memorandums of Agreement (MOUs/MOAs) between the shelter facilities and the jurisdiction, and note if the shelter facility is an ARC identified shelter or an independent shelter.

Next, identify the type of equipment and resources that will be needed to run the shelter. Identify where additional equipment is stored or note agreements that are in place to obtain additional resources at the time of a disaster. Your regional ARC and other community partners and voluntary agencies should be able to assist with this as well.

Identify how many staff are currently trained in shelter operations and determine if this is adequate for the number of shelters you would need to run for the population in your area. Again, your regional ARC can assist with this and your community partners should be able to assist with identifying additional staff.

Next, identify shelters that could be used for household pets, and consider including the local humane society and the Animal Disaster Coalition (ADC) on your planning team. The guidelines for these steps are noted throughout the attached planning guidance.

Once you have gathered the data from your capabilities assessment, it is time to write the Mass Care Sheltering Plan. There is no specific way the Plan needs to be written, completed or developed, as long as the five key items previously noted for the county plans are covered. The attached planning guidance is just one way of organizing the items.

III. PLAN IMPLEMENTATION

Steps for implementation include closing gaps from the assessment that was completed by identifying additional shelter sites, making shelter sites ADA compliant, identifying

and training staff, and identifying pet shelters. Additional implementation steps include conducting exercises and implementing after action reports, purchasing necessary equipment and finally revising the plan as needed and maintaining the plan.

IV. CONTACT INFORMATION

For questions regarding the Mass Care Sheltering Planning Guidance, please contact your local Regional Program Coordinator. For additional information, contact Jenny Kane at the Minnesota Division of Homeland Security and Emergency Management:

Jenny Kane
All Hazard Planner
651-201-7491
Jenny.Kane@state.mn.us

The State of Minnesota would like to acknowledge the contributions of the following organizations that were members of the MN Mass Care Sheltering Workgroup:

- American Red Cross
- Animal Disaster Coalition
- Bloomington Health Department
- Carver County Health Department
- City of Minneapolis
- City of St. Paul
- Hennepin County Human Services and Public Health Department
- Hennepin County Emergency Management
- Minneapolis Public Schools
- Minnesota Department of Health
- Minnesota Department of Human Services
- Minnesota Homeland Security and Emergency Management
- Minnesota State Council on Disabilities
- Minnesota Volunteer Organizations Active in Disasters
- National Marrow Donor Program
- Ramsey County Emergency Management
- Salvation Army
- University of Minnesota Department of Emergency Management
- Veterans Administration

Planning Guidance
for a
Local Mass Care
2013

(Jurisdiction)

APPROVAL AND IMPLEMENTATION

Mass Care

This plan is hereby approved for implementation and supersedes all previous editions.

Signature

Date

Signature

Date

NOTE: The signature(s) will be based upon local administrative practices. Typically, the plan is signed by the individual having primary responsibility for this emergency function in the first signature block and the second signature block is used by the Emergency Management Director/Coordinator or Jurisdiction Official.

RECORD OF CHANGES

Mass Care

Change #	Date of Change	Entered By	Date Entered

I. Authority

See Basic Plan, Section _____

II. Purpose

The purpose of this plan is to outline organizational arrangements, operational concepts, responsibilities and procedures to protect evacuees and others from the effects of an emergency situation by providing temporary shelter.

III. Introduction

Identify Participating Parties.

Primary Agencies:

- Local Jurisdiction
- Regional American Red Cross (ARC)

Coordinating Agency:

- _____

Supporting Agencies:

- Voluntary Organizations Active in Disasters (VOADs)
- Minnesota Division of Homeland Security and Emergency Management (HSEM)

IV. Definitions and Terms

A. Acronyms

ADA	American's with Disabilities Act
ADC	Animal Disaster Coalition
ADL	Activities of Daily Living
ARC	American Red Cross
CMS	Consumable Medical Supplies
DME	Durable Medical Equipment
DWI	Disaster Welfare Inquiry
EMD	Emergency Management Director
EOC	Emergency Operations Center (local)
FAST	Functional Assessment Service Team
FEMA	Federal Emergency Management Agency
FNSS	Access and Functional Needs Support Services
FOG	Field Operation Guide
HSEM	Minnesota Division of Homeland Security and Emergency Management

ICS	Incident Command System
MACS/C	Multiple Agency Coordination System/Center
MCI	Mass Casualty Incident
MOA	Memorandum of Agreement
NIMS	National Incident Management System
PAS	Personal Assistance Services
PIO	Public Information Officer
SEOC	State of Minnesota Emergency Operations Center
USDA	United States Department of Agriculture
VOAD	Voluntary Organizations Active in Disasters

B. Definitions

Access and Functional Needs Support Services: Services that enable individuals to maintain their independence in a general population shelter. FNSS includes:

- Reasonable modification to policies, practices and procedures,
- Durable medical equipment (DME): A device or equipment that is used to correct or accommodate a physiological disorder or physical condition, and is suitable for use in the home, such as wheelchair (MN Medicaid definition)
- Consumable medical supplies (CMS):
 - non-durable medical supplies that are usually disposable in nature;
 - cannot withstand repeated use by more than one individual;
 - are primarily and customarily used to serve a medical purpose;
 - generally are not useful to a person in the absence of illness or injury;
- Personal assistance services (PAS): Services for individuals with a disability that require hands-on help with activities of daily living such as bathing, dressing, eating, transferring, or toileting;
- Activities of Daily Living: A term used to refer to daily self-care activities within an individual's place of residence. ADLs are defined as "the things we normally do...such as feeding ourselves, bathing, dressing, grooming, etc...." and
- Other goods and services as needed.

Family Reunification: Strategies and actions that help reestablish and reunite families after a variable period of involuntary separation.

Jurisdiction: A political subdivision as defined in Minnesota Statutes, chapter 12.

Mass Care: Assistance provided to those who have been displaced from their homes, and others affected by a hazardous situation or the threat of such a

situation. Mass care for these individuals includes providing food, basic medical care, clothing, and other essential life support services. Sheltering is one component of Mass Care.

Mass Casualty Incident (MCI): Any incident in which emergency medical services personnel and equipment at the scene are overwhelmed by the number and severity of casualties at that incident.

Multiple Agency Coordinating System/Center: Multiagency coordination is a process that allows all levels of government and all disciplines to work together more efficiently and effectively. The center is a location where multiple agencies coordinate activities above the incident-level and prioritizes incident demands for critical or competing resources.

National Incident Management System: A comprehensive, nationwide, systematic approach to incident management, including the Incident Command System, Multiagency Coordination Systems and Public Information

Shelter: Short-term lodging for evacuees during, and immediately after an emergency. Shelters are generally located away from known hazards. Some mass care operations are conducted in shelters.

Unified Command: A core concept of NIMS, consist of a team of people representing involved agencies with responsibility for the incident, which jointly provide management direction to an incident through a common set of incident objectives and strategies (Incident Action Plan), typically established at the command level. This coordination usually occurs at the EOC or Incident Command Post.

Voluntary Organizations (VOAD): Non-profit voluntary organizations that assist with all phases of disaster—preparedness, response, relief, recovery, and mitigation.

Welfare Inquiries: Welfare inquiries are requests from relatives, friends, employers, or others for information on the status of persons in an area affected by an emergency who cannot be located because they have evacuated, become separated from their families, or cannot be contacted by normal means of communications. Registration of disaster victims at shelters provides some of the information needed to answer welfare inquiries. For emergencies that extend beyond several days, a Welfare Inquiry system to handle such inquiries may be activated.

V. Situation and Assumptions

A. Situation

1. Many of the threats facing _____ (jurisdiction) have the potential to cause significant damage, mass casualties and fatalities. The occurrence of a significant disaster could quickly overwhelm affected local governments and rapidly deplete state resources.

2. The Hazard Summary in Section _____ of the Basic Plan identifies a number of threats/incidents that could make necessary the evacuation of groups of individuals from their residences. Evacuees from other jurisdictions may also seek refuge in our area in a major disaster. These threats/incidents may generate a need for shelter.
3. Shelter operations may range from very short term, 72 hours or less, for a limited number of people, to more complex and lengthy operations for a large number of evacuees.
4. Sheltering operations shall be coordinated with your Regional American Red Cross (ARC), other voluntary organizations and faith based groups (depending on capacity and capabilities). These agencies may operate shelters insofar as their capabilities permit.
5. _____ (jurisdiction) and the ARC have signed agreements with school districts, churches, and other organizations to use their facilities for shelter operations. It is recommended that _____ (jurisdiction) designate additional local facilities for shelters and obtain signed shelter agreements.

B. Assumptions

1. _____ (jurisdiction) has the responsibility for providing shelter to protect local residents displaced from their homes and others who evacuate into the community due to emergencies.
2. _____ (jurisdiction) is responsible for developing a plan, integrating the concepts of the National Incident Management System (NIMS), for coordinating and providing shelter and other mass care services to persons affected by a disaster. The requirements for services may vary depending upon the nature, type, and level of the emergency.
3. Essential services will be continued during shelter operations. However, for a major incident that generates the need for a large-scale shelter and other mass care operations, normal activities at schools, community centers, churches, and other facilities used as shelters may have to be curtailed or suspended.
4. Shelters may have to be opened with little or no notice. Local government personnel may have to manage and coordinate shelter and mass care activities without ARC or other voluntary agencies. ARC or other voluntary agency staff assistance may be delayed in some instances.

ARC has traditionally carried the greatest responsibility for sheltering operations, but in large-scale incidents, ARC may already have their resources tasked to shelters operating in other areas. In these cases, ARC mass care resources may be limited. ARC will call on mutual aid from other regions, but it may take several days for outside assistance to arrive.

5. Facilities planned for shelter and mass care use may not be available at times of need.
6. Many incidents may overwhelm local resources. Incidents may require multi-jurisdictional support and multiple agencies.

_____ (jurisdiction) response shall be coordinated with HSEM and other jurisdictions. If additional resources are needed to conduct shelter operations, support may be requested pursuant to mutual aid agreements and from state and federal emergency management agencies.

7. The vast majority of evacuees will seek refuge with friends or relatives or go to commercial accommodations rather than a public shelter. In addition, some people who are not at risk may spontaneously evacuate and some of those individuals may seek public shelter.
8. As many as 50 percent or more of persons who seek refuge in a shelter may need Access and Functional Needs Support Services (FNSS). Most individuals with access and functional needs can be accommodated in a general population shelter with support. Shelter planning, site selection and operations shall meet all applicable federal, state and local accessibility laws.
9. Municipal and county employees, as well as volunteers from VOADs, non-profit agencies and faith-based organizations will be trained to coordinate mass care activities, serve as shelter managers and assist in shelter operations (whole community response).
10. Disaster workers involved in sheltering operation will require food and drink, restroom and sanitation facilities, and occasionally formal Relief Areas and temporary housing.

VI. Concept of Operations

A. General

1. _____ (the Emergency Management Director or other jurisdiction lead) shall determine the need for opening shelters and commencing mass care operations based on the emergency.
2. All mass care facilities operating in _____ (jurisdiction) will establish an Incident Command System (ICS). Agencies may assign a liaison to the _____ EOC to help coordinate sheltering operations. A shelter manager trained in ARC shelter methods will act as site manager for the facility. In shelters with multiple agencies involved in operations, a unified command system will be utilized.
3. _____ (jurisdiction) will work closely with volunteer organizations that provide shelter and mass care support to determine the availability of shelters, encourage facility owners to sign agreements for use

of those facilities, and encourage facility owners to allow their personnel to participate in shelter management and operations training.

4. _____(jurisdiction) Primary Shelter Coordination Agency/Department, _____, (designated mass care lead) will be responsible for coordinating shelter and mass care activities along with the ARC Region, additional city/county departments and agencies, and other voluntary agencies, non-profits and faith-based organizations to assure a whole community approach.
5. Pre-designated shelters in _____(jurisdiction) are either private facilities that have agreements with _____(jurisdiction) or the ARC Region, or are municipal or county facilities that have been designated as potential public emergency shelters. *All locations designated as a shelter should have a signed agreement with the governing authority in the jurisdiction.*
6. _____(mass care lead), ARC and other disaster assistance organizations may be called upon on short notice to:
 - a) Open and operate temporary shelters for the displaced population.
 - b) Activate or organize shelter teams and provide shelter kits.
 - c) Register those occupying public shelters.
 - d) Provide feeding, emergency first aid, and fulfillment of basic needs for those occupying temporary shelters.
7. ARC shelters (see appendix _____ map of ARC Shelters, if applicable) will be managed by the ARC under their procedures in coordination with the county and affected and/or host jurisdiction(s).

At full capacity, ARC pre-designated shelters in _____(jurisdiction) could hold _____people overnight.

B. Shelter Sites

1. _____(mass care lead) will coordinate with the ARC, and other supporting departments and agencies in identifying potential shelters and developing the shelter list (Appendix 1, if applicable) to ensure that issues of interest to local government are considered in the shelter selection process.
2. Shelter Facilities: _____(jurisdiction) executes agreements with building owners for use of structures as shelters and inspects the facilities it plans to use to determine their capacities and the availability of various types of equipment. (Appendix 2)

Shelter selection: ARC has developed national standards for acceptable shelter facilities, which include the federal ADA requirements ensuring shelter accessibility. _____(jurisdiction) will use the most current ARC shelter survey form to screen facilities for use as shelters.

(See ARC Shelter Facility Survey and ARC Shelter Facility Survey Accessibility Instructions in the Attachments)

_____ (jurisdiction) will designate at least one facility to serve as public emergency shelter.

C. Shelter Operations

1. The specific facilities that will be used for sheltering during an emergency will depend on the needs of the situation, the status of available facilities, the location of the hazard area, and the anticipated duration of operations. Shelters are typically opened and closed based on need. When occupancy of existing shelters reaches 75 percent, consideration should be given to opening an additional facility.
 - a) Shelters shall follow ARC standards to guide how the facility is staffed and operated. (See ARC Sheltering Handbook in the Attachments)
 - b) Shelters should be managed by individuals with shelter management training.
 - c) Local and state governmental agencies are responsible for providing or arranging for the provision of the following support for shelter operations:
 - 1) Security and, if necessary, traffic control at shelters
 - 2) Fire inspections and fire protection at shelters
 - 3) Transportation for food, shelter supplies, and equipment if the lead organization operating the shelter cannot do so
 - 4) Food inspections
 - 5) Environmental Health
 - 6) Communicable disease surveillance and control
 - 7) Transportation of shelter occupants if necessary
 - 8) Basic medical attention, if the organization operating the shelter cannot do so
 - d) _____ (jurisdiction) shelters shall use the most current ARC registration form. (See ARC Shelter Registration Form, Shelter Initial Intake Assessment Tool and Instructions in the Attachments)
 - e) All shelter residents will be assessed to determine if they require support for access and functional needs.
 - f) All shelters will provide periodic reports on shelter operations as requested by _____ (see [Administration and Support Section](#)).
2. Other Needs (General): In addition to the provision of shelter, evacuees may need assistance with clothing, basic medical attention, (DME), (CMS),

prescription medicines, disaster mental health services, temporary housing, and other support services. These needs must be addressed by the whole community response.

D. Equipment and Additional Resources

1. At the onset of the response, as well as throughout the response, equipment and additional resources will be needed to supplement and/or replace used supplies in the shelters. It will be necessary for _____ (jurisdiction) to identify where equipment and supplies will be obtained from (for example a warehouse of cached items) for initial set-up. As equipment is used, it will be necessary to replace it throughout the response. It will be essential to determine what additional resources can be obtained and from where, and how will it be transported to the shelter sites.
2. Agreements should be in place with neighboring communities, private industry and non-profits to utilize resources at the time of an emergency. Written into the agreement should be the terms of use and replacement, as well as transportation to and from the shelter location(s).

E. Handling of Pets and Service Animals

Animals/Pets are addressed in detail in the Animal Services Plan _____ (this is a separate document your organization may or may not have created yet.) The following animal sheltering considerations may affect human sheltering decisions and operations.

1. Citizens evacuating their home are encouraged to bring their pets with them. Due to health concerns, most public emergency shelters cannot accept pets in their human habitation areas.
2. _____ (jurisdiction) will provide pet owners sheltering options for their animals that include one or both of the following:
 - a) Animal Shelters (existing or emergency animal shelters)
 - b) Animal/human co-located shelters (separate/isolated habitation areas within the same facility or campus. This is the preferred option whenever possible.)
3. Service Animals will remain with their owners at all times and will be allowed in all areas of the shelters in accordance with the American's With Disabilities Act standards (ADA). Under the ADA it is not legal to ask people to prove that their animal is indeed a service animal and there is no standard of certification. However, you may inquire into what functions the animal performs. Service animals must have access to every area that their owners do including eating, dormitory, health care and restroom facilities. Shelter plan layouts will provide as much space as possible between people with service animals and shelter clients who are adverse to such animals due to allergies, phobias or cultural/religious concerns. Persons with service animals

will not be segregated into a special room apart from the other shelter population.

F. Public Information

All sheltering related public information inquiries will be handled by the incident's Incident Commander, Public Information Officer or other designated staff. If multiple agencies are involved in the response, all public communications will be coordinated through a joint information system or center.

G. Welfare Inquiries

1. _____(jurisdiction) will assure that a system is in place to answer disaster welfare inquiries.
2. _____(jurisdiction) will coordinate family reunification activities with ARC, VOADs and other governmental agencies.

VII. Organization and Assignment of Responsibilities

A. General

1. _____(mass care lead) is responsible for coordinating shelter operations with ARC, VOAD, other governmental departments and agencies, and faith-based organizations.
2. Shelter operations will be organized and managed in accordance with National Incident Management System (NIMS) Incident Command System (ICS) guidelines.

B. Roles and Responsibilities

1. _____(jurisdiction) Emergency Management shall:
 - a) Maintain a list of pre identified shelters in _____(jurisdiction) in coordination with ARC.
 - b) Assist the ARC _____Region, _____(additional jurisdiction) and other assisting organizations with their shelter activities as needed.
 - c) Assure this document is maintained in coordination with the lead agency.
2. _____Mass Care Lead shall:
 - a) Coordinate with the ARC, other sheltering agencies, and _____(jurisdiction) Emergency Management on determining the need to open, consolidate, or close shelters.
 - b) Coordinate with the ARC, _____(jurisdiction) Emergency Management and other support organizations to ensure that each shelter has power, sanitation facilities, clean water, security and food supplies to support the health and well-being of its clients.

- c) Coordinate with the ARC, support organizations, and _____ (jurisdiction) Emergency Management on the tasking of all sheltering activities during a disaster to include the sheltering of people with access and functional needs.
- d) Coordinate with the ARC, support organizations, _____ (jurisdiction) Emergency Management and any party responsible for information gathering to activate or establish a system to provide shelter registration data to the appropriate authorities:

All municipal, county and ARC shelters shall use similar shelter registration intake forms (see ARC Shelter Registration Form, Shelter Initial Intake Assessment Tool and Instructions in the Attachments)

3. The American Red Cross (ARC) _____ Region will provide the following services as available:

- a) Coordination with _____ (jurisdiction) and numerous public and voluntary agencies to assist disaster victims.
- b) Provision or assurance of several types of emergency disaster assistance, such as:
 - 1) Mass care facilities and related supplies
 - 2) Shelter personnel
 - 3) Disaster welfare inquiry assistance
 - 4) Meals at mass care facilities and for emergency workers
 - 5) Disaster related medical and mental health services
 - 6) Assistance with emergency needs of families

4. Note additional whole community partners, VOADs, non-profits, other government agencies, etc., that support shelter operations below and list their roles and responsibilities (add and remove lines as needed).

- a) _____ department or agency shall:
 - 1)
 - 2)
- b) _____ department or agency shall:
 - 1)
 - 2)
- c) _____ department or agency shall:
 - 1)
 - 2)

VIII. Direction and Control

A. General

1. _____ (jurisdiction) may request the opening of shelters and recommend the closing of shelters. These actions should be coordinated with all shelter providers (a list of potential shelters is provided in Appendix 1, if applicable). The Line of Succession is outlined in the Basic Plan, pg. _____.
2. The _____ (Mayor/City Manager/Emergency Management Director or command leads) may further assign tasks and responsibilities to support shelter and mass care efforts.
3. When a decision is made to open a shelter, _____ (mass care lead) shall report to the incident command post or _____ (jurisdiction) EOC to coordinate shelter operations. The lead may function as operations section chief, shelter or mass care branch director, or other defined position. The shelter lead will coordinate with any municipal shelter liaisons working in their jurisdiction's EOC or command posts, and the mass care voluntary agency liaisons. The shelter lead may assign subordinates as needed according to NIMS.
4. In incidents that involve multiple jurisdictions/agencies involved in mass care operations, a unified command system will be utilized. A multiple agency coordination center (MACC) may be established to coordinate the response of multiple agencies.

IX. Administration and Support

A. Support

Requests for emergency assistance will be resolved at the lowest level direction and control facility with appropriate response resources capabilities. Unresolved assistance requests will normally flow upward from local jurisdictions to the _____, and/or field deployed command posts to responsible representatives in the State Emergency Operations Center (SEOC), and as required to other states or the federal government for assistance support.

B. Agreements and Understandings

All agreements and understandings entered into for the purchase, lease or otherwise use of equipment and services, will be in accordance with the provision of laws and procedures. The proclamation of a state disaster issued by the governor may suspend selected rules and regulations that affect support operations. The _____ (mass care lead) will determine the specific impact of the situation and inform appropriate departments, agencies and individuals.

C. Status Reports

The _____ (mass care lead) shall maintain status of all outstanding assistance requests and unresolved mass care issues. This information will be summarized into periodic status reports and submitted in accordance with applicable operating procedures.

D. Expenditures and Recordkeeping

1. The _____ (mass care lead) is responsible for establishing administrative controls necessary to manage the expenditure of funds and to provide reasonable accountability and justification for federal reimbursement in accordance with the established guidelines.
2. The shelter manager or their agency is responsible for collecting and reporting defined shelter operation data. The reporting detail and frequency shall be determined by _____ (jurisdiction).
3. The shelter shall participate in periodic public health surveillance reporting. Public health surveillance data shall be sent to the Health Department.
4. The ARC and other supporting organizations may also report shelter and feeding information through their organizational channels.

E. Critiques

1. Following the conclusion of any significant emergency event, incident or exercise, the primary agency representative will conduct a critique of the group activities during the event, incident or exercise.
2. Support agencies will provide written and/or oral inputs for this critique. The primary agency representative will consolidate all inputs into a final report and submit it to the county emergency management director.

X. Development and Maintenance

- A.** The _____ (mass care lead) shall serve as the jurisdiction's lead for shelter operations and is responsible for developing and maintaining this plan. Recommended changes to this plan should be forwarded as needs become apparent.
- B.** This plan will be revised and updated in accordance with the schedule outlined in Section ____ of the Basic Plan.
- C.** Departments and agencies assigned responsibilities in this plan are responsible for developing and maintaining Field Operation Guides and Standard Operating Procedures covering those responsibilities.
- D.** The _____ (mass care lead) shall coordinate with the ARC and other volunteer organizations to ensure that shelter management and other appropriate training is made available to local officials and volunteers who participate in shelter activities. All departments and organizations should ensure that their personnel are trained to accomplish the tasks assigned to them.

XI. Appendices (created by local jurisdiction)

Appendix 1 Shelter List

Appendix 2 Memoranda of Agreement (MOAs)

Appendix 3 Shelter Map

XII. Attachments (provided with template)

Attachment 1 ARC Shelter Facility Survey

Attachment 2 ARC Shelter Facility Survey Accessibility Instructions

Attachment 3 ARC Shelter Initial Intake Assessment Tool

Attachment 4 ARC Shelter Initial Intake Assessment Tool Instructions

Attachment 5 ARC Shelter Registration Form

Attachment 6 ARC Sheltering Handbook