

Sam Houston State University

SHELTERING AND MASS CARE ANNEX



TABLE OF CONTENTS

- I. SITUATION AND ASSUMPTIONS
- II. CONCEPT OF OPERATIONS
 - a. General
 - b. Shelter
 - c. Sheltering and Mass Care
 - d. Shelter Operations
- III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES
- IV. DIRECTION AND CONTROL
- V. READINESS LEVELS
- VI. ADMINISTRATION AND SUPPORT
- VII. PLAN DEVELOPMENT AND MAINTENANCE

I. SITUATION AND ASSUMPTIONS

A. Situation

1. Although SHSU is a state affiliated organization, there are limitations and priorities which may impact the ability to provide sheltering and mass care for the general public. The University is ideally geographically located to serve as a launching location for East Texas and the Gulf Coast Region First Responders (such as the National Guard, law enforcement, Texas State Guard, etc.). When designated as a support location, sheltering for general public will be limited.
2. Evacuees from other jurisdictions may seek refuge in our area. Our area is an expected destination for hurricane evacuees from Galveston and surrounding coastal counties in Southeast Texas. Each of these situations may generate a need for shelter and mass care operations in our area.
3. We have the primary responsibility for providing shelter and mass care to our students who reside on campus. Beyond SHSU students, other higher education organizations in the path of evacuations will be housed when MOUs are in place, and then as space is available, the general public.
4. Shelter and mass care needs may range from very short term operations for a limited number of people where the primary objective is to provide protection from the weather, comfortable seating, and access to rest rooms to more lengthy operations for large number of evacuees where feeding, sleeping, and shower facilities are desirable and a variety of assistance must be provided to evacuees.
5. A good faith effort will be made to coordinate with the American Red Cross (ARC) to operate shelter and mass care facilities.
6. If ARC services are not available, our Shelter & Mass Care Team may open shelters at the direction of the University President or designee.

B. Assumptions.

1. For hazards that are highly visible or extensively discussed in the media, people may evacuate prior to an official recommendation to do so. Hence, shelter and mass care operations may have to commence early in an emergency situation.
2. Essential public and private services will be continued during shelter and mass care operations. However, for a major evacuation that generates a large-scale

shelter and mass care operation, some normal activities at SHSU may have to be curtailed.

II. CONCEPT OF OPERATIONS

A. General

1. SHSU is responsible for developing a plan, integrating the concepts of the National Incident Management System (NIMS), for coordinating and providing mass care services with persons affected by a disaster. The requirements for services may vary depending upon the nature, type, and level of the emergency. We will work closely our volunteers that provide shelter and mass care support to determine the availability of shelter and feeding facilities, encourage facility managers to sign agreements for use of those facilities, and encourage facility managers to encourage their personnel to participate in shelter management training.
2. At the request of the Walker County Judge or County EMC, SHSU will commence opening shelters and providing mass care operations based on the emergency situation that prevails.
3. The County Judge or County EMC may request the opening of shelters and recommend the closing of shelters when they are no longer required. These actions should be coordinated with the ARC. Regarding SHSU shelters, the SHSU EMC or the Shelter and Mass Care Coordinator (SMCC) may further assign tasks and responsibilities to support shelter and mass care efforts.
4. SHSU in cooperation with Walker County will provide temporary shelter and essential life support services for people displaced from their homes.
5. The SHSU Shelter and Mass Care Team will be called upon to:
 - a) Open temporary shelters for the displaced population.
 - b) Activate or organize shelter teams and arrange/provide shelter kits.
 - c) Register those occupying public shelters.
 - d) Provide feeding, emergency first aid, and other basic life support needs for those occupying temporary shelters.
 - e) For extended shelter operations, activate a disaster welfare inquiry system.
6. Provide periodic reports on the status of shelter and mass care operations. In some disasters, the federal government may be requested to provide emergency housing. Disaster victims will be encouraged to obtain housing with family or

friends or in commercial facilities. To the extent possible, local government will assist and coordinate post-disaster housing needs of the homeless.

B. Shelter

1. Shelter Selection. The ARC publishes standards for temporary shelters (see below). All SHSU shelters meet or exceed the following criteria:

- a) Must be structurally sound and in a safe condition.
- b) Must not be located in an area subject to flooding or where flooding can cut off access to the facility.
- c) Must not be in a hazardous materials risk area.
- d) Should have adequate sleeping space.
- e) Should have sufficient restrooms for the population to be housed.
- f) Should have adequate climate control systems.
- g) Kitchen/feeding area is desirable.
- h) Shower facilities are desirable if the facility will be used for more than one day.
- i) Telephone service is essential.
- j) Adequate parking is desirable.

C. Shelter Facilities:

- 1. Johnson Coliseum and the Health and Kinesiology Center are sheltering locations for those displaced to the SHSU campus.
- 2. SHSU residence halls serve as shelters for SHSU students.

D. Shelter Operations

- 1. Shelters should be managed by individuals with shelter management training, preferably individuals who work in the facility on a daily basis. The ARC and the Shelter & Mass Care Coordinator will jointly maintain a listing of trained shelter and mass care facility managers in the local area.
- 2. To ensure consistency in shelter activities, it is desirable that all shelters follow a general set of operating guidelines.
- 3. Shelter managers are expected to provide periodic reports on the number of occupants and the number of meals served. Volunteers operating shelters may also be required to report this information through their organizational channels.
- 4. SHSU in coordination with Walker County and ARC is responsible for providing the following support for shelter operations:

- a) Security and, if necessary, traffic control at shelters.
- b) Fire inspections and fire protection at shelters.
- c) Transportation for food, shelter supplies, and equipment.
- d) Transportation of shelter occupants to feeding facilities, if necessary.
- e) Basic medical attention.

E. Mass Care. Mass care includes the registration of evacuees, feeding of evacuees and emergency workers, and provision of other life support needs for shelter occupants. The purpose of registration is to be able to respond to inquiries about the status of evacuees, monitor health concerns, and provide a basis for post-emergency follow-up support.

F. Feeding

1. Both fixed facilities and mobile units may be used for preparing and serving meals.
2. Sam Houston will rely on ARAMARK for providing evacuees meals. Should we experience a disruption in food services provided by ARAMARK we will seek assistance from Walker County and ARC to cover any gap in services provided by ARAMARK.

G. Other Needs

1. In addition to the provision of shelter and mass care services, evacuees may need assistance with clothing, basic medical attention, prescription medicines, disaster mental health services, temporary housing, and other support services.
2. Walker County will arrange for assistance from other volunteer organizations and agencies within our area for unmet needs.

H. Functional Needs Groups and Individuals.

1. SHSU may have students that have functional needs, and also may receive evacuees from other jurisdictions with functional needs. Such facilities are responsible for the welfare and safety of their clients, who may need specially trained staff to care for them and special equipment and facilities to meet their needs. Institutions supporting functional needs populations are required by state and federal regulations to have disaster preparedness plans that provide for evacuation and relocation of the institution's population to comparable facilities in an emergency.

2. Our mass care shelters for the general population are able to handle those within limited functional needs groups. Individuals with particularly intensive medical needs should not be relocated to shelters at SHSU.

3. SHSU shelters can accommodate individuals with special needs who require minimal care and are attended by their families or other caregivers. In the event SHSU receives an individual with functional needs beyond our ability to provide necessary services to, we will notify the Walker County EOC and seek to relocate that individual to a more suitable shelter.

I. Handling of Pets

1. Pets are not allowed in SHSU emergency shelters. Walker County has an Animal Issues Plan designed to deal with pets accompanying evacuees.

2. Depending on the situation, Walker County will use one or more of the following approaches to handle evacuees arriving with pets:

- a) Provide pet owners information on nearby kennels, animal shelters, and veterinary clinics that have agreed to temporarily shelter pets.
- b) Direct pet owner to a public shelter that has covered exterior corridors or adjacent support buildings where pets on leashes can in carriers may be temporarily housed.
- c) Set up temporary pet shelters at designated locations in accordance with the Walker County Animal Issues Plan.

J. Public Information

1. The public information staff of evacuating and receiving jurisdictions, are expected to develop emergency public information messages to advise those who are or will be evacuating of the location of public shelters and general shelter policies. SHSU public information staff will only be responsible for disseminating information to evacuees on the SHSU campus, in coordination with the Shelter & Mass Care Coordinator.

2. SHSU public information staff should also provide information on the emergency situation to the Shelter & Mass Care Coordinator or designee so they can pass such information on to shelter occupants.

3. SHSU will attempt to answer disaster welfare inquiries to the extent possible using the registration data obtained at shelters and other facilities.

K. Actions by Phases of Emergency Management

1. Mitigation:

- a) Identify volunteers that could assist in shelter and mass care operations and develop cooperative agreements.
- b) In coordination with volunteers, identify suitable shelters and feeding facilities.
- c) Sign MOUs with ARC authorizing use of local government facilities for shelter and mass care operations.
- d) Sign a written MOU for use of our facilities as emergency shelters with ARC.

2. Preparedness:

- a) Send volunteers to shelter management training and encourage those departments that will be making their facilities available for use as shelters to send their personnel to such training.
- b) In coordination with volunteers, identify potential shelters, and develop general shelter and mass care procedures for the campus.
- c) Coordinate basic communication and reporting procedures.
- d) Develop facility setup plans for potential shelters.
- e) Identify population groups requiring special assistance during an emergency (i.e., senior citizens, special needs, etc.) and ensure that preparations are made to provide assistance.

3. Response:

- a) Open and staff shelters and mass care facilities.
- b) Provide information to Walker County on shelter locations and policies.
- c) Assist in the registration of evacuees.
- d) Within our abilities provide food, clothing, first aid, and other essential services to evacuees.
- e) Maintain communications between mass care facilities and the SHSU and Walker County EOC.
- f) Provide periodic reports on shelter occupancy and meals served.
- g) Provide information to victims needing additional services.

4. Recovery:

- a) Refer to Walker County those evacuees who need assistance returning to their homes if necessary.
- b) Refer to Walker County those who cannot return to their homes for assistance with temporary housing.

- c) Deactivate shelters and mass care facilities and return them to normal use.
- d) Inform public of any follow-on recovery programs that may be available.
- e) Seek reimbursement for sheltering expense through Walker County from the State of Texas.

III. ORGANIZATION & ASSIGNMENT OF RESPONSIBILITIES

A. The Shelter & Mass Care Coordinator will:

1. Identify volunteers that are willing to support local shelter and mass care activities.
2. Coordinate and disseminate common shelter operating guidelines to volunteers operating shelters.
3. Ensure mass care facilities are adequately staffed and equipped.
4. Coordinate mass feeding where needed.
5. Identify requirements for human services support for evacuees in shelters.
6. Identify requirements for facility security and fire protection requirements for shelters to law enforcement agencies and the fire service.
7. Coordinate resource support for shelter operations.
8. Receive reports on shelter and mass care operations and provide summary information for inclusion in the periodic Situation Report.

B. SHSU Shelter Managers will:

1. Staff and open shelters and keep them operating as long as necessary.
2. Register shelter occupants and assist in answering disaster welfare inquiries.
3. Arrange for mass feeding if required.
4. Identify additional resource requirements to the Shelter and Mass Care Coordinator.

5. Coordinate with the Shelter and Mass Care Coordinator to provide individual and family support services as needed.

6. Submit a daily mass care facility status report to the Shelter and Mass Care Coordinator that indicates the number of shelter occupants, the number of meals served, and the condition of the facility, and also identifies any problem areas.

7. Maintain records of supplies received and expended.

8. When directed, terminate operations, turn in equipment and unused supplies, return the facility to its original condition, and submit a final report mass care facility status report.

C. SHSU Public Safety Services will:

1. Provide security and law enforcement at shelter and mass care facilities.

2. Provide back-up communications, if needed.

D. SHSU Environmental Health, Safety & Risk Management will:

1. Inspect shelter and mass care facilities for fire safety.

2. Provide and maintain shelter fire extinguishers.

3. Train shelter management personnel in fire safety and fire suppression.

E. The SHSU University Health Center will:

1. Coordinate basic medical assistance for individuals in mass care facilities when needed.

2. Monitor health and sanitation conditions in mass care facilities as needed.

F. The SHSU PIO will:

1. Provide information to the public on the locations of shelters and shelter operating policies.

2. Provide updates on the emergency situation to shelter managers to be passed on to shelter occupants.

3. Provide public information on closure of shelters and return of evacuees to their homes.

G. SHSU will shelter students in school buildings and dormitories when the situation warrants. SHSU students are top priority in providing shelter and mass care.

H. Facilities Management will support power, water, sanitary and custodial services, during at shelter and mass care facilities during emergency conditions.

I. Direction and Control

1. The Walker County Judge or designee shall work with SHSU EMC to establish priorities for and provide policy guidance for shelter and mass care activities on the SHSU campus.

2. The SHSU Emergency Management Coordinator will coordinate with the SHSU Shelter and Mass Care Coordinator regarding shelter and mass care operations on our campus.

3. The SHSU Shelter and Mass Care Coordinator will plan and manage the conduct of shelter and mass care activities, coordinating as necessary with volunteers that participate in shelter operations or mass feeding and other departments and agencies.

4. Shelter managers will be responsible for the operation of their individual facilities.

J. Line of Succession

1. Associate Vice President, Student Affairs Facilities and Operations, Recreational Sports.

2. Associate Director of Facilities, Recreational Sports.

3. The line of succession for other shelter and mass care personnel will be in accordance with existing policies and SOPs.

K. Readiness Levels

1. Level 3: Increased Readiness

- a) Alert key staff and volunteer organizations involved in shelter and mass care activities of threat.

- b) Review personnel availability and assignments.

- c) Assess potential shelter and mass care requirements.
- d) Review and update lists of lodging and feeding facilities and check on availability of facilities.
- e) Monitor the situation.

2. Level 2: High Readiness

- a) Place staff on standby and make preliminary assignments. Identify personnel to staff the EOC when activated.
- b) Update estimate of shelter and mass care requirements.
- c) In coordination with volunteer organizations, check on availability of facilities and identify facilities that will actually be used.
- d) In coordination with volunteer organizations, develop tentative shelter and feeding facility opening sequence
- e) Identify requirements for pre-positioning equipment and supplies.
- f) Draft information for release to the public concerning shelter locations.

3. Level 1: Maximum Readiness

- a) Deploy selected personnel to the EOC to monitor the situation and support precautionary activities. Place other staff on-call.
- b) Update estimate of shelter and mass care requirements.
- c) In coordination with volunteer organizations, update potential facility use plans and tentative facility opening sequence.
- d) In coordination with volunteer organizations, develop updated staff assignments for emergency operations.
- e) Consider precautionary staging of personnel, equipment, and supplies.
- f) Coordinate with the Public Information Officer on anticipated communications requirements.
- g) If appropriate, provide the public information about potential shelter locations.

IV. ADMINISTRATION AND SUPPORT

A. Records

1. Shelter managers shall maintain a record of supplies received and expended. Copies of these records will be provided to the Shelter and Mass Care Coordinator, who shall maintain a consolidated file.
2. Documentation of Costs. All departments and agencies will maintain records of personnel and equipment used and supplies expended during shelter and mass care operations as a basis for possible cost recovery from a responsible

party or insurer or possible reimbursement of expenses by the state or federal government.

B. Reports

1. Shelter Managers will report occupancy and number of meals served figures to the Shelter and Mass Care Coordinator, who in turn will report this information to the EOC daily.
2. The EOC will include shelter occupancy information in the periodic Situation Report sent to the Disaster District and other agencies.

C. The ARC and other volunteer groups may also report shelter and feeding information through their organizational channels.

D. Training and Exercises

1. The Shelter and Mass Care Coordinator will coordinate with the ARC to insure that shelter management and other appropriate training is made available to local officials and volunteers who participate in shelter and mass care activities. All departments and organizations should ensure that their personnel are trained to accomplish the tasks assigned to them.
2. Emergency exercises shall periodically include a shelter and mass care scenario. Volunteers that participate in shelter and mass care operations shall be invited and encouraged to participate in such exercises.

E. Communications

1. The primary communications between shelter and mass care facilities and the EOC will be by telephone.
2. If telephones cannot be used, radios will be available.
3. Shelter managers will be aware of the importance of confidentiality in gathering and releasing information about shelter occupants.

V. ANNEX DEVELOPMENT & MAINTENANCE

A. The Shelter and Mass Care Coordinator is responsible for developing and maintaining this annex.

B. This annex will be reviewed and updated as needed.

C. Departments and agencies assigned responsibilities in this annex are responsible for developing and maintaining SOPs covering those responsibilities.

VI. REFERENCES

A. ARC Disaster Services Program, Mass Care – Preparedness and Operations, ARC 3031, April 1987.

B. ARC Disaster Services Program, Disaster Welfare Inquiry, ARC 3044, April 1996.

C. Annex C (Shelter & Mass Care) to the State of Texas Emergency Management Plan

D. Texas American Red Cross home page: www.redcrosstexas.org. This site contains information on the Texas ARC as well as information on the coverage areas for the ARC Chapters as well as addresses and phone numbers for those chapters.

VII. APPENDICES

- | | |
|---------------|--|
| A. Appendix 1 | Reception and Care Facilities (posted when designated) |
| B. Appendix 2 | Shelter & Mass Care Documents (used when designated) |