

MORONGO
BAND OF
MISSION
INDIANS



A SOVEREIGN NATION

Care and Shelter
(Emergency Support Function – 6)
Annex to
Emergency Operations Plan

April 2013

Purpose

This ESF annex is and update and replacement to the Tribe's Mass Care and Shelter Plan.

Emergency Support Function 6, Care and Shelter (ESF-6) coordinates and provides for mass care, feeding, temporary shelter, and human services for persons who have been evacuated, are separated from their family or home, or are in need of other social services. ESF-6 coordinates with the Federal Emergency Management Agency (FEMA) for Other Needs Assistance (ONA) program. The FEMA ONA program may provide for immediate needs of affected survivors of a disaster or catastrophic event that are not normally met through other means. For example it may help disaster survivors repair or replace certain personal property including clothing, household furnishings, appliances, tools or computers needed for work. ESF-6 also works toward providing the tribal membership those services for the tribe that are needed in response to the disaster.

General

1. ESF-6 provides an umbrella of organization the Tribe's social services and assistance programs to coordinate responses to disasters and major emergencies. It primarily includes the Social Services, Recreation, Tribal Elders, School, and Recreation departments.
2. The Incident Command System is used during operations of the ESF or the Care and Shelter Unit in the EOC.
3. ESF-6 promotes the delivery of services and the implementation of programs to assist individuals, households, and families impacted by an incident. This includes economic assistance and other services for individuals. ESF-6 includes three primary functions: (a) Mass Care, (b) Housing, and (c) Human Services.
 - a. Mass Care involves the coordination of non-medical mass care services to include sheltering of survivors or evacuees, organizing feeding operations, providing emergency first aid at designated sites, collecting and providing information on victims to family members, and assisting with the distribution of emergency relief items.
 - b. Sheltering involves the provision of assistance for short- and long-term housing needs of survivors.
 - c. Human Services include providing victim related recovery efforts such as counseling, identifying support for persons with special needs, expediting processing of new benefits claims.
4. Potential hazards may require an evacuation. The actual situation will determine the scope and the number of evacuees who will utilize a shelter.
5. If assigned, the ESF-6 Coordinator or Care and Shelter Unit Leader will determine if a shelter is to be opened and will also select the shelter site(s) in coordination with the

incident commander (IC) or EOC Manager. If ESF-6 is not yet activated and a shelter is needed the IC, EOC Manager, or Operations Section Chief (as appropriate) will active the ESF and establish necessary shelters.

6. As needed, sheltering, feeding, and emergency first aid activities will begin immediately after the incident. Staging of facilities may occur before the incident if/when a significant event is anticipated.

Goals

The goals of this ESF-6 Mass Care and Shelter annex to the EOP are:

- To outline how care and shelter activities are accomplished.
- To identify how the ESF will support the emergency organization and the tribal departments in preparedness, response, recovery, and mitigation of disasters and catastrophic incidents.
- To encourage internal and external partnerships to meet the needs of the Tribe's emergency organization during a disaster.
- Provide operational checklists for mass care, sheltering, and human services operations.

Scope

The scope of the Care and Shelter Emergency Support Function is shown in the table below:

Morongo ESF Title	Morongo ESF Functions/Scope	Supporting Department(s)
ESF-6 Care and Shelter	ESF-6 Meets the basic needs of survivors displaced during an incident including food, clothing, non-medical care and sheltering, family reunification, and recovery.	Recreation Department Elders Program Social Services Department TANF

Incident Command System

Insofar as feasible, this plan follows the principles and features of the Incident Command System (ICS). Used by the tribe's emergency response departments and organizations throughout the country under the National Incident Management System (NIMS), ICS is an effective model for centralized management. It clearly defines staff roles, responsibilities,

and lines of communications. In the ICS model the base of operations for response to a disaster (incident) is the Incident Command Post.

ESF-6 can be activated to support incident command operations at an incident site (i.e. MCRS) or activated under the Emergency Operations Plan (EOP) and work in or in support of the Emergency Operations Center (EOC).

Planning Assumptions/Limitations

- The Tribe needs to continue to develop and maintain its own capability and capacity for mass care, sheltering, and human services as during a large scale catastrophic event in Southern California it is unlikely the Tribe will receive immediate outside assistance.
- Shelter operations operated by the Tribe may be managed as desired by the Tribe while those operated by others (e.g. American Red Cross) may not be able to limit service to the Tribe only.
- There are a significant public relations and/or crisis management risk potential in mass care and sheltering operations.
- The Tribe will strive to provide mass care and sheltering during all events both as a good neighbor (e.g. extended closure of I-10) and as providing for other Tribes and populations.

General

1. The Office of Emergency Management will provide the tools for, coordination of, development of, and training necessary to carry out the Care and Shelter ESF Annex.
2. For small-scale evacuations, shelter and care may be provided at the nearest tribal government facility, which could include Tribal Hall, Indian Health Nutrition Site, Reservation Patrol Offices, Community Center, Tribal Admin and etc.
3. During any evacuation, evacuees should be advised to bring the following items with them if time and circumstances permit: one change of clothing, special medicines, baby food and supplies if needed, and sleeping bags or blankets.

Organization

1. The Social Services Administrator, assisted by the TANF Director, Tribal Elders' Program Director, and the Recreation Manager, is the primary responsible for the coordination of care, shelter, and human services.
2. Immediately following any major disaster, the Social Services Administrator, TANF Director, Recreation Manager, and other staff who may have been identified as critical to department emergency operations (such as case and social workers) are

- expected to be available for duty. Should a disaster occur outside working hours, these staff will ensure that contact methods are established within the departments. Following a catastrophic disaster where there is obvious wide-spread damage, these staff will immediately report to work at their designated work site or the activated EOC as directed by their supervisor.
3. The Social Services Administrator, Recreation Manager or other designee will perform the duties of the ESF-6 Coordinator or Care and Shelter Unit Leader in the EOC.
 4. Morongo Tribal Government employees should be considered as emergency workers during a declared or eminent catastrophic disaster or emergency. The Social Services Department has important responsibilities to victims of a disaster, and employees are expected to report to work, barring critical personal and family emergency responsibilities.
 5. Morongo Tribal Administrators and Department Heads will provide support to ESFs and the EOP.

Determination of Need

An important task of

Feeding Clients

This section outlines feeding resources and options in developing the specific feeding plan for the incident. ESF-6 Care and Shelter establishes a feeding plan for those sheltered. The Tribe has minimal feeding capability on-hand. The logistics section of the EOC will be extremely helpful in ordering resources for feeding as the Logistics Section will also be coordinating the feeding Incident Command responders and EOC staff.

Other Involved Agencies

The American Red Cross

The American Red Cross is mandated by Congress to provide mass care and Disaster Welfare Inquiry (DWI) assistance for victims of natural disasters. DWI is a victim locator system which provides information about disaster victims to family members outside the disaster area. The American Red Cross also provides emergency disaster assistance to victims through service centers. This includes assistance with emergency food, rent, minor home repairs, clothing, critical medicines, and other essentials of life.

The American Red Cross may open shelters on the Reservation at the request of the Tribal Chair or Tribal Council. The Red Cross may open shelters in surrounding communities at the request of a local governmental agencies or as they see the need. The local chapter of the American Red Cross collects and maintains possible shelter information, as well as shelter agreements with facilities appropriate for use as shelters.

The Salvation Army

The Salvation Army is available to provide canteen and clothing assistance.

Actions

1. ESF-6 should work to identify shelter facilities and the number of persons who can be sheltered in the facilities. This should be done in a planning effort to ensure all needs are met (e.g. feeding, reunification, sheltering).
2. Develop plans and procedures to transport, receive, and care for an unknown number of evacuees and how the Tribe can support directed- and self-evacuated survivors.
3. Determine the maximum capacities for each potential shelter site.
4. Develop plans and procedures to receive and care for persons with disabilities.
5. Develop plans and procedures to receive and care for animals of the evacuees.
6. Coordinate and provide mass transportation (through ESF-1 Transportation) as required.
7. Provide for mass feeding as required.

Primary Staffing

As in the Emergency Operations Plan this annex identifies tribal government and administrative departments responsible for functions of the plan. The table below shows the primary and back-up positions in the organization to support this annex. It is a desire to have trained volunteers for each position also.

Position	Primary	Alternate
ESF-6 Care and Shelter Coordinator	Tribal Social Services Administrator	Tribal Elders Director
Shelter Manager (as staffed)	Recreation Manager	Recreation Staff

Human Services Manager (as staffed)	TANF Director	Social Services Staff
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Responsibilities and Activities

The Tribe's Office of Emergency Management is responsible for the overall coordination of this ESF planning effort. This plan serves as the principle pre-disaster planning resource. The Office will also work closely with Human Resources in establishing specific processes and procedures for employees assigned as Disaster Service Workers. The Emergency Management Office will ensure workers assigned to the shelter function are trained in the following Red Cross (or like in-house) programs: (1) Introduction to Disaster, (2) Mass Care Overview, and (3) Shelter Workshop. The Office of Emergency Management will ensure that all managers and other staff with significant disaster care and shelter responsibilities are familiar with the Tribe's Emergency Operations Plan and are afforded training opportunities to support this annex.

Position Log

Incident Name		Date Prepared	
Name		Contact #	
Shift Start		Shift End	Op Period

Functional Checklist

Organization	ESF-6 Care and Shelter Care and Shelter Unit
Primary	Social Services Administrator
Potential Alternate(s)	Tribal Elders' Program Director
Supervisor	Operations Section – Operations Section Chief or Care and Shelter Unit Leader
Overview	<ul style="list-style-type: none"> ● The ESF-6 coordinator supports mass care, sheltering, and human services.
Description	The ESF coordinator oversees implementation of the ESF-6 plan and works with the Care and Shelter Unit Leader to provide mass care and shelter and social service needs.
Responsibilities	<ol style="list-style-type: none"> 1. Provide mass care and sheltering for evacuees from an on-reservation emergency or disaster or from an emergency from a surrounding jurisdiction or tribe. 2. Work with other Morongo Emergency Support Functions in the emergency organization. 3. Coordinate social and human service needs.
Forms and Job Aids	<ul style="list-style-type: none"> ○ Care and Shelter Unit Leader Checklist ○ ESF-6 Care and Shelter Annex ○ ESF-16 Evacuation Annex ○ Riverside County Operational Area Mass Care and Shelter Guidance for Emergency Planners
Checklist - Activation Phase	<ul style="list-style-type: none"> ○ Attend or receive briefing from Operations Section Chief or Incident Command or Care and Shelter Unit Leader as assigned. ○ Establish communication with ESF-16 Evacuation and begin to determine sheltering and feeding needs.
Checklist - Operational Phase	<ul style="list-style-type: none"> ○ Develop Mass Care and Shelter, and Human Services Objectives. ○ Conduct beginning of shift briefing for all Shelter Managers. Sign in at registration desk. ○ Ensure that the physical and mental needs of clients are being met. Develop plans to meet these needs and request assistance as necessary.
Checklist - Demobilization Phase	<ul style="list-style-type: none"> ○ Prepare demobilization and staffing reduction plans. ○ Work with Shelter Managers to begin closing shelters and finding needed assistance for remaining guests.

Checklist - Recovery Phase	<ul style="list-style-type: none">○ Be prepared to participate in after-action activities.○ Prepare a narrative of operations and potential corrective actions.
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Position Log

Incident Name		Date Prepared	
Name		Contact #	
Shift Start		Shift End	Op Period

Functional Checklist

Organization	ESF-6 Care and Shelter
Primary	Recreation Manager
Potential Alternate(s)	Recreation Staff Tribal Elders' Program Director
Supervisor	ESF-6 Care and Shelter Coordinator
Overview	<ul style="list-style-type: none"> ● There is one shelter manager assigned at each site. ● Shelter operations may be supported by resources through ESF-17 Volunteer and Donations Management. ● ESF-16 Evacuation coordinated and manages actual evacuation activities regardless of ability to receive affected personnel.
Description	The shelter manager coordinates and conducts shelter operations at assigned site. The manager uses available staff and volunteer resources to accomplish set-up, operations, and demobilization of shelter site.
Responsibilities	<ol style="list-style-type: none"> 1. Provide shelter services. 2. Provide food services to those sheltered.
Forms and Job Aids	<ul style="list-style-type: none"> ○ ESF-16 Evacuation Annex ○ Riverside County Operational Area Mass Care and Shelter Guidance for Emergency Planners

<p>Checklist - Activation Phase</p>	<ul style="list-style-type: none"> ○ Establish and maintain contact with the Care and Shelter Unit in the EOC or the ESF-6 Care and Shelter Coordinator. <ul style="list-style-type: none"> ○ Determine the size and number of facilities to activate to meet mass care or shelter needs. ○ Project staffing and other support requirements for next 48 hours. Notify Operations Section Care and Shelter Unit Leader or ESF-6 Coordinator of shortfalls and initiate support requests. ○ Organize and brief staff. Determine if staffing is needed to perform/provide: <ul style="list-style-type: none"> ○ Registration ○ Cot/Sleeping area management ○ Feeding and food service ○ Disaster Health Services ○ Disaster Mental Health Services ○ Communications ○ Order start-up supplies and equipment and request any support needed, such as security, radio operators, Tribal Emergency Public Information Officer assistance and/or Disaster Health Services personnel. ○ Coordinate recruitment of additional personnel. Encourage the involvement of shelter residents as workers. ○ Assess feeding options and discuss recommended solution with EOC Care and Shelter Branch Manager. ○ Meet with Feeding Supervisor, or if the site has one, an onsite food service manager. ○ Establish the shelter log process.
<p>Checklist - Operational Phase</p>	<ul style="list-style-type: none"> ○ Maintain regular communications with the ESF-6 Coordinator and/or EOC Operations Section Care and Shelter Unit Leader. <ul style="list-style-type: none"> ○ Report information, and discuss supply needs, problems, and plans. ○ Ensure that shelter residents are receiving updated information about the disaster and all of the resources available to them. ○ Develop plans for maintaining the shelter until closing is possible, including staffing and supply needs. ○ Establish standard shift schedules for staff and volunteers. ○ Routinely inspect the safety and sanitation. ○ Develop a feeding plan and coordinate feeding needs. ○ Consider child care services as necessary.

Checklist - Demobilization Phase	<ul style="list-style-type: none"> ○ Coordinate plans to close the shelter. ○ Coordinate placement of all remaining shelter occupants. ○ Communicate the plan for closing the shelter. ○ Encourage individuals who have not already contacted Social Services and or TANF to do so. ○ Plan for the disposition of all food and supplies. ○ Complete an inventory of all supplies owned by the facility that were used in the shelter. ○ Return all rented or borrowed equipment to the owners. ○ Arrange with the facilities department for the cleaning of the facility and have it returned to the pre-occupancy condition or as close a condition as possible. ○ Return all supplies and equipment to the appropriate departments. ○ Forward all pending financial commitments to the Finance and Administration Section of the EOC for payment. ○ Forward all files to the Care and Shelter Unit Leader of the EOC.
Checklist - Recovery Phase	<ul style="list-style-type: none"> ○ Be prepared to participate in after-action activities. ○ Forward all volunteer lists to the EOC or ESF-17 Volunteer and Donations Management. ○ Prepare a narrative report on the shelter operation and submit it to your supervisor. Include the shelter location and dates of operation, summary of services provided, problems, and recommendations.

Position Log

Incident Name		Date Prepared	
Name		Contact #	
Shift Start		Shift End	Op Period

Functional Checklist

Organization	ESF-6 Care and Shelter
Primary	Social Services Administrator
Potential Alternate(s)	Social Services Case Management Staff
Supervisor	ESF-6 Care and Shelter Coordinator
Overview	<ul style="list-style-type: none"> ● Coordinates and provides human and social services.
Description	The Human Services Manager coordinates for providing human services to disaster survivors and addresses other needs and assistance (ONA) considerations within the national frameworks and at the local level. Where an emergency has only a local impact the human services manager will work with surrounding service providers (e.g. American Red Cross) to provide for human and social needs.
Responsibilities	<ol style="list-style-type: none"> 1. Provide human and social services and assistance to disaster survivors. 2. Works with support agencies (e.g. Riverside-San Bernardino Indian Health, Inc.) in identifying and providing disaster mental health services, medical health services, and for social and personal needs.
Forms and Job Aids	○
Checklist - Activation Phase	○
Checklist - Operational Phase	<ul style="list-style-type: none"> ○ Check on disaster survivors and provide access to assistance and information on assistance that can be provided. ○ Work with supporting agencies.
Checklist - Demobilization Phase	○
Checklist - Recovery Phase	<ul style="list-style-type: none"> ○ Be prepared to participate in after-action activities. ○ Forward all volunteer lists to the EOC or ESF-17 Volunteer and Donations Management. ○ Prepare a narrative report your activities.

Resources and Contacts