

EMERGENCY SUPPORT FUNCTION #6

MASS CARE, EMERGENCY ASSISTANCE, HOUSING & HUMAN SERVICES

ANNEX COORDINATOR:

Thurston County Emergency Management

JOINT PRIMARY AGENCY:

Thurston County Emergency Management
American Red Cross, South Puget Sound Chapter

SUPPORT AGENCIES:

Thurston County Disaster Assistance Council
Joint Animal Services
Intercity Transit
Thurston County Public Health & Social Services
Thurston County Medical Reserve Corps
Thurston County Housing Authority
The Salvation Army
Thurston County Food Bank
South Sound 211
Local Faith-Based Organizations
Thurston Mason Behavioral Health Organization
Thurston County Equine Outreach
Thurston County Disaster Assistance Response Team
Lewis-Mason-Thurston Area Agency on Aging
Senior Services for South Sound
Washington State Department of Social and Health Services

I. INTRODUCTION

A. Purpose

1. To provide guidance, support and coordination to organizations addressing the mass care, emergency assistance, housing and human services needs for people impacted by emergencies or disasters in unincorporated Thurston County.
 - a. To coordinate with relief organizations, the provision of Emergency Support Function 6 (ESF 6) services to Thurston County residents, workers and visitors unable to provide for themselves.
 - b. To infuse any activation of ESF 6 with a mindfulness of the necessity to support and coordinate needs of persons with access or functional needs.
2. To assist the local jurisdictions with ESF 6 support when the needs of impacted people exceed the city or town government capabilities.

3. To coordinate the provision of shelters and interim housing for Thurston County residents displaced by an emergency or disaster.
4. To support Joint Animal Services in the provision of services for pets displaced during an emergency or disaster.

B. Scope

This ESF applies to all the primary and support agencies listed above and to the additional governmental and non-governmental agencies which may have significant roles in ESF 6 during emergencies or disasters.

This ESF coordinates the delivery of services and the implementation of programs to assist individuals, households and families impacted or potentially impacted by emergencies or disasters in mass care, emergency assistance, housing and human services.

- **Mass Care:** Congregate sheltering, feeding, distribution of emergency supplies and reunification of children with their parent(s) or legal guardians and adults with their families.
- **Emergency Assistance:** Coordination of voluntary organizations and unsolicited donations and management of unaffiliated volunteers; essential community relief services; non-congregate and transitional sheltering; support to individuals who may require additional assistance in congregate facilities; support to mass evacuations; and support for the care of service animals and household pets.
- **Temporary Housing:** Temporary housing options may include rental repair and loan assistance; replacement or construction; referrals; identification and provision of accessible housing; and access to other temporary housing assistance resources.
- **Human Services:** Certain programs are available only under a major Federal Disaster Declaration or Individual Assistance Declaration to help survivors address unmet disaster-caused needs and non-housing losses through loans or grants; disaster supplemental nutrition assistance; crisis counseling; disaster unemployment; and disaster legal services. Other state and federal human services programs may benefit survivors, such as childcare, Temporary Assistance to Needy Families, housing vouchers, etc.

Mass care involves the coordination of services to include sheltering of displaced persons, organizing feeding operations, collecting information on the availability of resources and the status of the impacted population, providing information to those who need it, and providing refuge for family pets. Mass care is provided to all people impacted by an emergency or disaster within Thurston County.

1. Thurston County Emergency Management (TCM), along with other appropriate organizations, will coordinate mass care services.
2. Upon demobilization of shelters, people who are homeless will be referred either to interim housing or appropriate social service agencies.

C. Core Capabilities and Actions

The following table lists the core capabilities that ESF #6 most directly supports along with the related ESF #6 actions. In addition to the core capabilities listed in the table, all ESFs support the following core capabilities: Planning, Operational Coordination, and Public Information and Warning.

Mission Area	Core Capability	Description and Actions
Response	Mass Care Services	<ol style="list-style-type: none"> 1. Provide life-sustaining and human services to the affected population to include hydration, feeding, sheltering, temporary housing, evacuee support, reunification, and distribution of emergency supplies. 2. Move and deliver resources and capabilities to meet the needs of disaster survivors, including individuals with access and functional needs. 3. Establish staff and equip emergency shelters and other temporary housing options for the affected population. 4. 4. Move from congregate care to non-congregate care alternatives and provide relocation assistance or interim housing solutions for families unable to return to their pre-disaster homes.
	Logistics and Supply Chain Management	<ol style="list-style-type: none"> 1. Deliver essential commodities, equipment and services in support of impacted communities and survivor, to include emergency power and fuel support, as well as the coordination of access to community staples. Synchronize logistics capabilities and enable the restoration of impacted supply chains 2. Mobilize and deliver governmental, nongovernmental, and private sector resources to save lives, sustain lives, meet basic human needs, stabilize the incident, and transition to recovery, to include moving and delivering resources and services to meet the needs of disaster survivors. 3. Enhance public and private resource and services support for an affected area.

Thurston County
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	Critical Transportation	<ol style="list-style-type: none"> 1. Provide transportation (including infrastructure access and accessible transportation services) for response priority objectives, including the evacuation of people and animals, and the delivery of vital response personnel, equipment, and services into the affected areas. 2. Establish physical access through appropriate transportation corridors and deliver required resources to save lives and to meet the needs of disaster survivors. 3. Ensure basic human needs are met, stabilize the incident, transition into recovery for an affected area, and restore basic services and community functionality.
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II. POLICIES

- A. The Thurston County Emergency Coordination Center and the American Red Cross will coordinate shelter openings as well as the staffing and provision of supplies for the mass care of people housed in the shelters.
- B. Mass Care, Housing and Human Services will be provided to the whole community as needed during emergencies and disasters. The whole community includes individuals with disabilities and others with access and functional needs, including Limited English Proficiency. Pursuant to Title VI of the Americans with Disabilities Act, the Civil Rights Act, the Fair Housing Act, and Senate Bill 5046, all agencies and organizations providing mass care, housing or human services will comply with state and federal laws.
- C. Mass care will be provided to all in need without regard to race, color, creed, religion, national origin, ethnicity, age, gender, marital status, veteran status, sexual orientation, economic status and disability known or perceived.
- D. The American Red Cross does not allow pets into general population shelters. Congregate shelters opened by other organizations may allow the co-sheltering of pets. All companion and services animals (i.e. seeing-eye dogs) are allowed in the shelter. Shelter arrangements will be made to provide the care of pets, as stated in Public Law 109-308, The Pets Evacuation and Transportation Standards Act.
- E. Thurston County Public Health and Social Services will provide guidance to the county, agencies and individuals on basic public health principles involving safe drinking water,

food sanitation, personal hygiene and proper disposal of human waste, garbage and infectious or hazardous waste.

III. SITUATION

A. Emergency/Disaster Conditions and Hazards

1. Reference the Hazard Mitigation Plan for the Thurston Region and local jurisdiction initiatives, Comprehensive Emergency Management Plan and Hazard Identification and Vulnerability Analysis for detailed information on the hazards with a potential to impact Thurston County.

B. Planning Assumptions

In addition to the scope and severity of the event and the state of regional capabilities, the following factors could affect the ability of ESF 6 agencies to respond:

1. Incidents, natural or human-caused, will occur resulting in the dislocation of people and the requirement to provide those people with basic human needs.
2. Thurston County Emergency Coordination Center in partnership with the American Red Cross is responsible for coordinating mass care and shelters during an emergency or disaster. Displaced persons may be referred to long-term shelters or interim housing if needed.
3. Families may become separated resulting in unaccompanied minors, generating a need for reunification activities.
4. People impacted by disaster may likely be culturally, functionally, religiously, socioeconomically, and medical diverse.
5. Service animals that belong to survivors will be impacted by the disaster and may need shelter, services, food, rescued or to be located.
6. Some people do not want to be identified as having “special needs.” A low percentage of the population with functional or access needs will pre-identify themselves prior to an emergency.
7. As a result of the disaster or during evacuation, some people in the general population will develop access or functional needs.
8. Evacuating displaced and other populations may include people with disabilities, those who need assistance and/or with medical or other additional needs including

- those with Limited English Proficiency, those with service animals and those who may require durable medical equipment, and/or who have prescription medication requirements.
9. The caregiver/family, if present, will be responsible for general medical care of the individual with access or functional needs in a sheltering environment.
 10. Public demand for mass care, housing and human services may increase during disasters.
 11. Mass care requirements during an emergency or disaster may overwhelm relief organizations and social services agencies.
 12. Infrastructure impacts such as damage to bridges or road closures may limit the ability to transport staff and supplies through the region.
 13. A significant disaster could overwhelm Thurston County shelter capabilities and services.
 14. The availability of emergency response resources and personnel could be limited in a regional disaster.
 15. Thurston County designated shelter facilities may be severely structurally damaged, destroyed or rendered unusable.
 16. A disaster can pose a shortage of supplies such as food, water and hygiene items.
 17. The damage and destruction of a disaster may produce urgent needs for behavioral health crisis counseling for impacted communities and response personnel.
 18. Disruption of sanitation services and facilities, loss of power and massing of people in shelters may increase the potential for disease and injury.
 19. Preparedness, response, and recovery efforts must incorporate and address the unique needs and circumstances of vulnerable populations that include but not limited to: economically disadvantaged, homeless, have Limited English Proficiency, have disabilities (physical, mental, sensory or cognitive limitations), have special medical needs, experience cultural or geographic isolations, or are vulnerable due to age, as well as those of incarcerated persons. Therefore, specific measures will be taken to ensure that these populations will have accessibility to information and services.
 20. Evacuating and displaced populations will include individuals subject to judicial and/or administrative orders restricting their freedom of movement, such as sex

- offenders and parolees. The American Red Cross shelters accept all populations unless there is a specific court order limiting proximity to potential victim classes. In that case, there will be coordination with law enforcement to provide shelter.
21. In a disaster incident in which chemical, biological or radiological contamination is a possibility, some part of the general population will become contaminated in the affected area, which will result in them becoming part of the population with functional needs.
 22. Some special resources may be needed to decontaminate individuals that have durable medical equipment and/or a variety of medical conditions.
 23. In an incident involving environmental-quality issues, such as a hazardous materials incident or a flood event, people with compromised immune systems or serious health issues (e.g., emphysema or asthma) may require greater care.
 24. During catastrophic incidents, such as an earthquake, regular and specialty food supplies (e.g., baby formula) may not be available to affected populations.
 25. The capability of local jurisdictions to coordinate local response activities and fulfill nonmedical resource requests from ESF 6 agencies varies.

IV. CONCEPT OF OPERATIONS

A. General

While emergencies and disasters may vary in size and significance, the population and diversity, and multi-jurisdictional environment, and concentration of critical infrastructure in Thurston County can magnify their impacts. These emergencies and disasters take a “Whole Community” approach, with an effective decision making and resource management structure, along with coordination among health and medical service providers and supporting agencies which is critical to successfully addressing the consequences of emergencies and disasters.

The “Whole Community” includes individuals, families, and households; communities; the private and nonprofit sectors; faith-based organizations; and local, tribal, state, and federal governments. This ESF is committed to communicating with the Whole Community as needed during emergency response and disaster recovery operations. The Whole Community includes populations with Limited English Proficiency, individuals with disabilities, and access and functional needs. Any agency or organization that receives federal funding is required to have a plan or policy for addressing the needs of individuals with Limited English Proficiency, pursuant to Title VI, the Civil Rights Act. The Washington State Emergency Management Division and this ESF expects all

agencies and organizations to comply with federal law. For more information on how each agency or organization complies with federal law, please contact the individual agency or organization.

Thurston County Emergency Management is the contact for coordinating ESF 6 and have the capacity to respond to an emergency 24 hours a day, 7 days a week. As needed, TCEM will conduct a situation assessment, monitor activities and notify appropriate agencies. When the Thurston County Emergency Coordination Center or other emergency coordination centers are activated, the assigned ESF 6 personnel will coordinate mass care activities with appropriate ESF 6 representatives, or their partners, as needed.

Incident response will be guided by each of the ESF 6 partners and their response plans. Thurston County ESF 6 response partners will follow the National Incident Management System (NIMS) using the Incident Command System (ICS) principles as mandated in RCW 38.52.070, and will strive to incorporate NIMS into all plans, protocols, and training.

Thurston County Emergency Management will utilize the Incident Command System, as needed, to coordinate overall mass care, housing and human service objectives.

ESF 6 agencies will collaborate with local, state, tribal and federal governmental agencies, as well as local community-based organizations to assure an effective and efficient response. Public/private partnership will be leveraged to improve situational awareness, increase availability of resources, and speed recovery efforts, ESF 6 agencies will support recovery activities aimed at restoring services to pre-event status.

Resource needs may be requested through the Disaster Assistance Council as a coordinating organization. When activated, the Disaster Assistance Council will coordinate among the member organizations to fill outstanding requests.

In the event of a large-scale incident, the Thurston County Emergency Coordination Center may request a liaison to be present from the Disaster Assistance Council and/or the organizations engaged in the response. During large scale events ESF 6 tasks are accomplished in coordination with Thurston County Emergency Management or facilitated at the Emergency Coordination Center when activated, through the use of agency and Disaster Assistance Council liaisons.

B. Communication

The Thurston County Emergency Coordination Center may be activated to provide coordination, and technical and administrative support to the incident. The Thurston County Emergency Coordination Center will coordinate as needed with Washington State

Emergency Operations Center. Coordination with both ESF 2 and ESF 15 will take place for both internal and external communications.

Pursuant to NIMS operating principles and protocols, public information efforts should generally focus on incident specific information. Several forms of communications may be utilized.

C. Vulnerable and At-Risk Populations

Some members of our community including, but not limited to, seniors, children, disabled, homeless, non-English speakers, low-income, or otherwise in need of ongoing support, will be more vulnerable during and after a disaster. ESF 6 primary and support agencies will work collaboratively with partners to:

- Monitor disproportionate impacts to vulnerable populations.
- Develop strategies and operations that ensure equal access to human services.
- Mitigate barriers that may be preventing access.
- Address communication and medical, mental health and other human services needs of these most vulnerable residents.
- Use ethnic and community media and coordinate with community-based organizations to communicate and gain situational awareness.
- Develop and distribute language and graphic translations of shelter and human service needs.
- Plan for unaccompanied minors and adults requiring care/supervision.
 - a. Work with appropriate law enforcement and legal authorities to develop a disaster protocol for temporary care of unaccompanied children/minors and adults requiring care.
- Plan for access to reunification tools such as the Red Cross Safe and Well website.

D. Organization

Thurston County Emergency Management will establish and lead an appropriate incident command structure for the ESF 6 activities and to provide effective decision making and resource coordination during emergencies and disasters. The specific command structure established for a given incident may vary depending on the type of incident, threat and risk posed, jurisdictions involved, suspected criminal activities, and legal responsibilities and authorities of participating agencies.

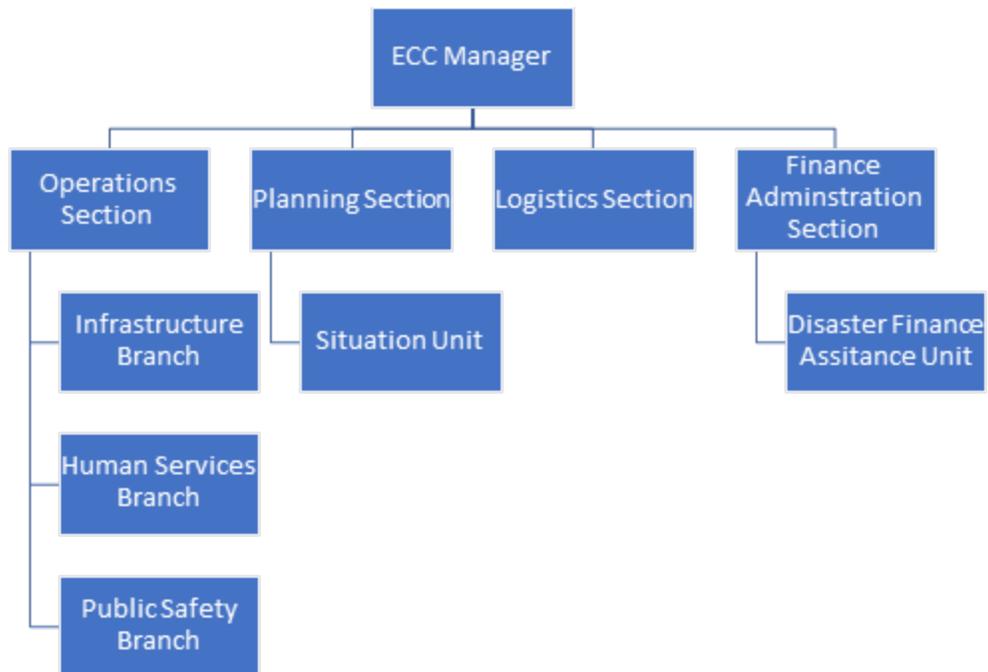
Thurston County Emergency Management will designate an ESF 6 lead, utilizing the Disaster Assistance Council activation procedures. This lead will coordinate decision making and resource coordination during emergencies and disasters. The ESF 6 lead will assign appropriate staff to ESF 6 functions in the Thurston County Emergency

Coordination Center and coordinate directly with the American Red Cross for shelter coordination.

Thurston County Emergency Management will prioritize and coordinate mass care, housing and human services resources during the incident. If resource needs cannot be met locally or through local/statewide mutual aid agreements, they will transmit a request for assistance to the State Emergency Operations Center.

The size and scale of the emergency or disaster dictates the scope of ESF 6 activities. ICS will be utilized.

ESF 6 is part of the Human Services Branch (see below organizational chart).



Human Services Branch responsibilities also includes the following:

- Coordinates the set up and operation of shelters (human and pet).
- Coordinates and manages donations.
- Sets up and operates Community Points of Distribution (CPODs) under supervision of Food Bank.
- Activates and coordinates volunteers.
- Sets up and operates volunteer reception center.
- Registers emergency workers.
- Opens and staffs Disaster Assistance Reception Centers.
- Sets priorities for volunteer assignments.

E. Procedures

Thurston County Emergency Management and supporting agencies coordinates and supports prevention, preparedness, response, recovery, and mitigation activities among stakeholders within the authorities and resource limitations of ESF 6 agencies. Thurston County Emergency Management, as the lead agency for mass care, housing and human services engages in distinct activities at each phase of the emergency preparedness cycle in order to prevent, minimize the impacts of, or promote rapid recovery from disasters or emergencies.

Thurston County Emergency Management will activate ESF 6 when circumstances determine the need for sheltering, mass care or supporting other activities such as evacuation. Thurston County Emergency Management will also activate ESF 6 if support is requested by other local jurisdictions.

Shelters will be tracked utilizing Thurston County's WebEOC.

F. Prevention and Mitigation Activities

ESF 6 agency activities in the prevention and mitigation phase attempt to prevent hazards from developing into disasters, or to reduce the effects of disasters when they occur. Mitigation is addressed in the Natural Hazards Mitigation Plan for the Thurston Region.

G. Preparedness Activities

Coordination and planning activities conducted by ESF 6 agencies in the preparedness phase include developing operational and tactical plans, training and exercising, conducting vulnerability assessments and disaster preparedness education.

Develop and maintain a cooperative agreement with the Disaster Assistance Council cooperating agencies which includes the American Red Cross.

The American Red Cross pre-plans and pre-designates potential shelter locations for better preparedness when needed.

The American Red Cross provides shelter training to Thurston County Disaster Assistance Response Team volunteers to assist in shelter operations.

H. Response Activities

Response activities in the response phases are event specific, aligned with the responsibilities outlined in this annex. ESF 6 agencies will also coordinate with those in

ESF 13 for evacuation which is outlined in the corresponding ESF. ESF 1 also highlights the transportation efforts needed for ESF 13. ESF 7 coordinates resources in support of this ESF.

1. Open, staff and maintain service sites (as needed) to support the mass care needs of the affected population. Sites could include congregate care shelters, non-traditional sheltering, warming/cooling shelters, evacuation centers, reception centers, co-located household pet shelters, distribution sites and feeding sites.
2. Provide information on the locations of shelters and/or mass care facilities in coordination with ESF 15 to notify the public.
3. Support pop-up shelters, when identified.
4. Consolidate shelters as needed.
5. Provide support in evacuation efforts. Such support may include the registration of evacuees and providing food, clothing, first aid and other essential services to evacuees.
6. Provide reunification support for evacuees.
7. Maintain communications with mass care facilities and the Emergency Coordination Center including reports on shelter occupancy and meals served.

I. Recovery Activities

The recovery phase of an event begins with the planning process at individual ESF 6 partner organizations. ESF 6 organizations will incorporate and plan for the following key components of their recovery:

- Make necessary adjustments to resume normal operations.
- Re-stock essential equipment and supplies.
- Ensure operability of Information Technology systems.
- Conduct follow-up communications and debriefings.
- Complete cost analysis and file for reimbursement.

Other recovery activities may include assisting evacuees in returning to their homes or providing information on temporary or permanent housing if they cannot return home and information on recovery program that may be available.

V. RESPONSIBILITIES

A. Joint Primary Agencies

1. Thurston County Emergency Management (TCEM):
 - a. Maintain and operate the Thurston County Emergency Coordination Center.
 - b. Coordinate with other local emergency operations centers.

- c. Coordinate with primary, support and partner agencies to effectively make decisions, provide situational awareness and support resource management during an incident.
 - d. Provide situational awareness to Washington State Emergency Operations Center.
 - e. Activate the Joint Information Center as needed.
 - f. Coordinate and manage volunteers as needed.
 - g. Provide necessary support to the American Red Cross to ensure the success of ESF 6 sheltering operations.
 - h. Identify the need for mass care and shelter for displaced persons unable to provide for themselves as a result of an emergency or disaster.
 - i. Coordinate shelter locations, openings and closings with the American Red Cross.
 - j. Coordinate efforts to reach special needs populations.
 - k. Assist in the coordination of interim and long-term housing needs with appropriate relief organizations.
 - l. Compile shelter information and disseminate through the Thurston County Public Information Officer, website and social media.
2. American Red Cross – South Puget Sound Chapter (ARC):
- a. Serve as the principal shelter partner for identifying, planning, coordinating, operating, staffing and stocking disaster shelter operations facilities. This does not include mega-shelter (>500 people).
 - b. Maintain current shelter and other resource agreements.
 - c. Maintain adequate inventories for shelter operations.
 - d. Keep accurate registration and accountability records of shelter inhabitants.
 - e. Provide leadership in coordinating and integrating overall local efforts associated with mass care, housing and human services.
 - f. Response to mass care of displaced county inhabitants who are unable to provide for themselves because of an emergency or disaster. Coordinate mass care services with the Thurston County Emergency Coordination Center.
 - g. Provide fixed and mobile food service to disaster survivors and emergency workers affected by the emergency or disaster.
 - h. Conduct shelter management training regularly and/or when requested.
 - i. The American Red Cross, as a principal shelter partner, will normally be involved in the regional shelter decision-making process and aware of the requirement to establish shelter operations. Verbal and/or written (electronic) notification will be provided to the American Red Cross when a decision is made to open shelters.
 - j. Typically, only a small, local American Red Cross shelter staff is available on short notice. For large shelter operations, staffing will be provided through the national level of the American Red Cross, but it may take up to 72 hours for augmenting staff to arrive.

- k. The American Red Cross will provide representation in the Thurston County Emergency Coordination Center for coordination of shelter issues.
- l. Provide staff and supplies as disaster conditions dictate and resources allow.
- m. American Red Cross support may also include initial resources such as staff, supplies and locations for mass care shelters, feeding and emergency first aid during large disaster events. It may also provide mass care for small emergencies and localized events not requiring activation of the Thurston County Emergency Coordination Center.
- n. Reunification (Thurston County Emergency Management and American Red Cross) collects and provides information regarding individuals residing with the affected area to immediate family members outside of the affected area.
 - a. The logistics for establishing a reunification center will be coordinated closely with Thurston County Emergency Management. The reunification of unaccompanied minors will be coordinated with law enforcement and the National Center for Missing and Exploited Children.
 - b. The 800-RedCross phone number is a program that aids in reunification of family members within the affected area.
 - c. Reunification of children in foster care will be coordinated by the Washington State Department of Children, Youth and Families.
 - d. Local schools and all school districts will handle reunification of school-age children, according to existing plans, when school is in session.
 - e. Reunification of pets and service animals separated from owners will be a coordinated effort with Joint Animal Services.

C. Support Agencies

The listed support agencies may or may not provide ESF 6 services daily but may have a role to support ESF 6 depending on the circumstances.

1. The Salvation Army:
 - a. Support the mass care and shelter operations provided by Thurston County Emergency Management and American Red Cross.
 - Feeding
 - Sheltering
 - Delivering of food to shelter sites
 - Activating mobile kitchen
 - b. Keep complete and accurate records on emergency operations, shelter inhabitants and services provided.
 - c. Provide fixed and mobile food service to disaster survivors and emergency personnel affected by the emergency or disaster.

- d. Provide emotional and spiritual care to disaster survivors and emergency personnel.
2. Thurston County Disaster Assistance Council (DAC):
A group of humanitarian service organizations, community organizations and private and governmental agencies joined together to establish policies and procedures and organize disaster assistance in the most economical and effective manner. Participation in the Disaster Assistance Council is not limited to the signatory agencies. Some participating agencies are: The United Way of Thurston County, The Crisis Clinic of Thurston and Mason Counties, Thurston County Medical Reserve Corps, The Salvation Army, American Red Cross, Thurston County Emergency Management, Thurston County Food Bank, Tenino Food Bank, South Sound 211, Chehalis Tribe and Senior Services for South Sound.
3. Thurston County Public Health and Social Services Department (TCPHSS):
 - a. Acts to prevent the spread of communicable disease and disaster-related illness.
 - b. Provides training and coordination for the Medical Reserve Corps (MRC) and make Medical Reserve Corps volunteers available to support ESF 6 activities as requested by the Thurston County Emergency Coordination Center.
4. Thurston Mason Behavioral Health Organization – Mental Health:
 - a. The Thurston Mason Behavior Health Organization will coordinate the response to community mental health needs during emergencies and disasters according to the Thurston Mason Behavioral Health Response Plan. The American Red Cross and other disaster assistance agencies will provide additional resources needed to address community mental health needs.

Mental health services and/or critical incident stress debriefing will be provided as needed through the Thurston Mason Behavioral Health Organization.

The Thurston Mason Behavioral Health Organization will provide critical incident debriefing for response staff and overlook the mental health of responders and those involved with disaster response and recovery.

5. Intercity Transit:
 - a. Provide transportation resources to transport special needs or isolated populations to shelters as needed.
 - b. Provide buses for use as temporary shelters as coordinated with the Emergency Coordination Center.
 - c. Intercity Transit dispatch can determine available resources needed during an emergency. Response time could vary based on resource availability.

6. Joint Animal Services
 - a. Provide emergency care and shelter for companion animals on an as needed basis. Work with the ECC to establish regulation of pet friendly shelter procedures and operations.
 - b. Assist pet owners in the form of food, shelter, and veterinary services as resources allow.
 - c. Provide a staff person in the ECC as needed to support animal needs.

7. Local Faith-based Organizations:
 - a. Provide spiritual support to disaster survivors when requested.
 - b. Provide care teams to aid disaster survivors through the recovery process.
 - c. Assist in meeting the unmet needs of the community during and/or after a disaster.
 - d. Faith-based and community shelters will be responsible for providing direction, policy, guidance and operational control of their own shelters (not managed by American Red Cross).

8. Thurston County School Districts:
 - a. Provide buses for use as temporary shelters as resources allow.
 - b. Coordinate with American Red Cross and Thurston County Emergency Management to identify facilities for shelter and mass care operations.
 - c. Provide transportation vehicles as available.

9. South Sound 211:

Respond to the humanitarian and personal needs of disaster victims by referring them to appropriate agencies or organizations. Service is available 24 hours a day 7 days a week to everyone in Thurston and Mason Counties. Service is confidential, anonymous, and free to everyone.

10. Thurston County Food Bank:

Coordinate food redistribution:

 - 1) To food banks to support response and recovery efforts.
 - 2) To shelters as requested by the Emergency Coordination Center.
 - 3) To groups, individuals and other organizations as requested by the Emergency Coordination Center.

11. Thurston County Housing Authority:

The Housing Authority of Thurston County is a resource to assist with housing needs for disaster victims. Their mission is to provide safe, decent, and affordable housing and services to persons with disabilities, low income and at-risk individuals and families. The goal of the Housing Authority is to assist individuals and families to secure long-term permanent housing.

12. Lewis-Mason-Thurston Area Agency on Aging (LMTAAA):
 - a. Provide basic information on Case Management and Family Caregiver Support Program clients receiving personal in-home care (i.e., mobility devices, life support, caregiver assistance, etc.) in Thurston County. In addition, a high/medium/low priority rating will be assigned to each. This data will be updated and provided to Thurston County Emergency Management on a monthly basis.
 - b. Discuss, encourage, provide information about and document individual emergency plans with Case Management and Family Caregiver Support Program clients.
 - c. Provide general information and assistance to other seniors and/or families/caregivers of seniors who are not clients of the Case Management and Family Caregiver Support Program.
 - d. Provide general information and technical assistance to subcontracting agencies providing services such as homecare, congregate and home-delivered nutrition, transportation, adult daycare, etc.

13. Senior Services for South Sound:
 - a. Provide assistance to seniors and/or families of seniors who are clients.
 - b. Provide comprehensive services programs including Adult Day Program, Meals on Wheels, Senior Community Dining, Senior Transportation, Care Connection Caregiver Registry, Supportive Services, Health, and Wellness Programs.

14. Washington State Department of Social and Health Services (DSHS):
 - a. Support disaster impacted jurisdictions through continued delivery of its vital services to clients and persons qualifying for assistance as a result of the disaster. When a local Community Support Office is not available, DSHS may deploy a Mobile Community Service Office to sheltering operations to process applications for cash, food, medical assistance and other services that will support persons in the recovery from a disaster if the county requests this resource through the Washington State Emergency Management Division. DSHS may also deploy Mobile Community Service Office vehicles to disaster reception or other locations to facilitate a rapid response and delivery of its services.
 - b. Additionally, Washington State Emergency Management Division is the lead state agency for coordinating ESF 6 support to disaster impacted jurisdictions when local resources are overwhelmed by the disaster response. DSHS partners with the State Emergency Management Division, Department of Children, Youth and Family Services, Department of Enterprise Services, Department of Commerce, Department of Health, American Red Cross and other state agencies and non-governmental organizations to organize resources and services needed to respond to jurisdictions' request for disaster response and recovery support. DSHS also

seeks to assist jurisdictions in preparing for disasters by promoting best practices particularly as they pertain to persons with access or functional needs.

VI. RESOURCE REQUIREMENTS

Primary and support agencies will provide personnel, facilities and equipment necessary to coordinate the support of ESF 6's responsibilities.

Once local resources are exhausted, resources may be requested through mutual aid or through Thurston County Emergency Coordination Center and the State Emergency Operations Center.

VII. REFERENCE AND SUPPORT PLANS

- A. American Red Cross Regulations
- B. Department of Homeland Security, National Incident Management System
- C. Disaster Assistance Council Cooperative Agreement
- D. Hazard Mitigation Plan for the Thurston Region
- E. Local Emergency Operations Center Plans
- F. The National Response Framework
- G. Thurston County Comprehensive Emergency Management Plan
- H. Thurston County Public Health and Social Services Emergency Response Plan
- I. Washington State Comprehensive Emergency Management Plan

VIII. TERMS AND DEFINITIONS

Comprehensive Emergency Management Plan (CEMP) – An all hazards emergency operations plan.

Emergency Coordination Center (ECC) – Location from which centralized, multiagency coordination is performed in response to emergencies or disasters.

Emergency Support Function (ESF) - Grouping of governmental and certain private sector capabilities into an organizational structure to provide support, resources, program implementation, and services that are most likely needed to save lives, protect property and the environment, restore essential services and critical infrastructure, and help victims and communities return to normal following domestic incidents.

Disaster Assistance Council (DAC) – Group of organizations working together for a coordinated effort for assistance in disasters.

Federal Emergency Management Agency (FEMA) – Federal Agency responsible for the coordination of domestic disaster response.

Hazard Identification and Vulnerability Assessment (HIVA) – An analysis of potential natural, human caused, and technological hazards that rates the risk, determines vulnerability, and predicts adverse impact.

Incident Command System (ICS) – Nationally accepted organizational model for management of emergency personnel.

Limited English Proficiency (LEP): Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English can be limited English proficient, or "LEP." These individuals may be entitled language assistance with respect to a particular type or service, benefit, or encounter.

Mass Care – Providing assistance 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.

National Incident Management System (NIMS): guides all levels of government, nongovernmental organizations, and the private sector work together to prevent, protect against, mitigate, respond to, and recover from incidents.

Revised Code of Washington (RCW) – Compilation of all permanent laws now in force in the State of Washington.

Shelter – Short-term lodging for evacuees during and immediately after an emergency. Shelters are generally located away from known hazards. Mass care operations are typically conducted in shelters.

State Emergency Operations Center (SEOC)

Thurston County Emergency Coordination Center (TCECC)

Thurston County Emergency Management (TCEM)

Thurston County Public Health and Social Services (TCPHSS)

Washington Administrative Code (WAC)

IX. ATTACHMENTS

None