

## **Shelter and Mass Care Emergency Support Function**

**Primary Coordinating Agency:** St. Joseph County Emergency Management Agency

Primary Support Agency: St. Joseph County Chapter – American Red Cross

### **Support Agencies:**

- South Bend Community Schools
- Mishawaka Public Schools
- Penn Harris Madison Schools
- John Glen Schools
- Union North United Schools
- Area Private Schools
- Area Churches
- University of Notre Dame
- Indiana University South Bend
- Bethel College
- St. Mary's College
- Salvation Army
- Seventh Day Adventist
- St. Joseph County Hotel/Motel Association
- Holy Cross College
- Connections
- Memorial Hospital of South Bend
- St. Joseph's Regional Medical Center
- St. Joseph Community Hospital Mishawaka
- St. Joseph County Health Department
- Healthwin Hospital
- Portage Manor
- St. Joseph County Chapter American Red Cross

## Mitigation

√	Mitigation Task	Resource
1	Identify critical facilities that are vulnerable to terrorist attack, evaluate that vulnerability, and determine what mitigative actions could be taken to prevent or reduce that vulnerability.	St. Joseph County Emergency Management Agency & St. Joseph County American Red Cross
2	Identify areas where mutual aid agreements and memoranda of understanding are needed with support agencies, ancillary or contract support services, and resource providers.	St. Joseph County American Red Cross & St. Joseph County Health Department
3	Identify areas where public education programs detailing sheltering and mass care are needed.	St. Joseph County Emergency Management Agency & St. Joseph County American Red Cross
4	Identify Shelter and Mass Care Emergency Support Function leads/supervisors and their shift change and staffing procedures for County Emergency Operations Center activation and field operations.	St. Joseph County American Red Cross
5	Identify sources of hazard-specific needs, resources, and equipment.	St. Joseph County Emergency Management Agency & St. Joseph County American Red Cross
6	Identify requirements for Emergency Support Function-specific standard operating procedures, plans, and checklists for lead and support agencies.	St. Joseph County American Red Cross
7	Identify Emergency Support Function-specific training requirements.	St. Joseph County American Red Cross
8	Identify potential special medical needs that require specialized sheltering.	St. Joseph County Health Department & St. Joseph County American Red Cross
9	Identify potential facilities that can accommodate the sheltering of people having special medical needs.	St. Joseph County Health Department
	<b>For biological attack:</b>	
10	Identify additional resources for staffing shelters (i.e., home health nurses, aides, etc.).	St. Joseph County American Red Cross, St. Joseph County Health Department, Hospitals, & Intermediate Care Facilities

√	Mitigation Task	Resource
11	Develop appropriate medical protective procedures for emergency responders and their immediate families.	All Support Agencies, St. Joseph County Health Department, & Acute Care Facilities
12	Identify backup communication needs.	St. Joseph County American Red Cross & Radio Amateur Civil Emergency Service

### Preparedness

√	Preparedness Task	Resource
1	Develop and maintain standard operating procedures, other plans, and procedures necessary for Shelter and Mass Care Emergency Support Function and its support agencies to operate efficiently.	St. Joseph County American Red Cross
2	Develop and conduct awareness training and exercise programs involving shelter and mass care issues.	St. Joseph County American Red Cross, St. Joseph County Emergency Management Agency, & St. Joseph County Medical Disaster Task Force
3	Develop and maintain a contact list of all agencies and organizations involved with Shelter and Mass Care Emergency Support Function during emergencies or disasters.	St. Joseph County American Red Cross & St. Joseph County Emergency Management Agency
4	Develop and maintain a roster of Shelter and Mass Care Emergency Support Function leads/supervisors, including shift change and staffing procedures, for County Emergency Operations Center activation and field operations.	St. Joseph County American Red Cross
5	Develop and maintain a Shelter and Mass Care Emergency Support Function manpower list, delineating specialized skills of personnel for certifications.	St. Joseph County American Red Cross
6	Develop and maintain resource lists.	St. Joseph County American Red Cross & Resource Support Emergency Support Function
7	Develop and maintain notification lists that include emergency information such as address, phone, cell, facsimile numbers, and email.	St. Joseph County American Red Cross

√	<b>Preparedness Task</b>	<b>Resource</b>
8	Obtain detailed maps of County jurisdictions.	St. Joseph County Emergency Management Agency & St. Joseph County American Red Cross
9	Ensure that copies of all necessary Emergency Support Function specific emergency manuals, plans, procedures, and other reference materials are located at Emergency Support Function station in the County Emergency Operations Center.	St. Joseph County American Red Cross
10	Develop and maintain lists of hazard-specific resources and equipment.	St. Joseph County American Red Cross, St. Joseph County Emergency Management Agency, & Resource Support Emergency Support Function
11	Provide guidance on State and Federal regulations.	St. Joseph County Emergency Management Agency & St. Joseph County Health Department
12	Ensure that agency representatives can access their respective agencies' information networks, if available, while in the County Emergency Operations Center or in the field.	St. Joseph County American Red Cross
13	Develop and maintain a list of tasks and responsibilities for sheltering.	St. Joseph County American Red Cross
14	Maintain emergency response vehicles to be used in case of an emergency.	St. Joseph County American Red Cross & Each Agency That Has An Emergency Response Vehicle Being Used
15	Coordinate with the Public Information Emergency Support Function for the releases of all information relating to public shelters and mass care facilities.	St. Joseph County American Red Cross
16	Conduct physical inspections of current and proposed shelter sites.	St. Joseph County American Red Cross
17	Develop and maintain a shelter inventory database.	St. Joseph County American Red Cross
18	Coordinate with the Communications and Warning Emergency Support Function regarding backup communication capabilities.	St. Joseph County American Red Cross

√	<b>Preparedness Task</b>	<b>Resource</b>
19	Coordinate with the Law Enforcement Emergency Support Function for the provision of security at all shelter sites.	St. Joseph County American Red Cross
20	Develop and maintain agreements with facilities necessary and suitable for sheltering individuals with special medical needs.	St. Joseph County Health Department, Area Hospitals, & Intermediate Care Facilities
	<b>Considerations for conventional attack:</b>	
21	Coordinate with Transportation Emergency Support Function to develop procedures for receiving victims and supplies to shelters and mass care facilities.	St. Joseph County American Red Cross
22	Develop and maintain procedures for providing crisis counseling to victims, emergency workers, and family members.	St. Joseph County American Red Cross
	<b>For chemical attack:</b>	
23	Educate shelter volunteers about chemical dangers.	Hazardous Materials Emergency Support Function & St. Joseph County American Red Cross
	<b>For biological attack:</b>	
24	Implement appropriate medical procedures for emergency responders and their immediate families.	All Support Agencies, St. Joseph County Health Department, & Acute Care Facilities
25	Educate shelter volunteers about biological dangers.	Hazardous Materials Emergency Support Function, St. Joseph County American Red Cross, & St. Joseph County Health Department

**Response**

√	<b>Response Task</b>	<b>Resource</b>
1	Assess scope, magnitude, extent, and potential duration of incident.	St. Joseph County American Red Cross
2	Activate the Shelter and Mass Care Emergency Support Function and its personnel, based on incident assessment.	St. Joseph County American Red Cross
3	Obtain status report on County activities, once in the Emergency Operations Center.	St. Joseph County Emergency Management Agency & St. Joseph County American Red Cross
4	Collect information concerning Emergency Support Function field activities.	St. Joseph County American Red Cross & St. Joseph County Emergency Management Agency
5	Assist in the development of an incident action plan.	St. Joseph County American Red Cross & St. Joseph County Emergency Management Agency
6	Support other Emergency Support Functions as needed.	St. Joseph County American Red Cross
7	Provide hourly situation reports of Shelter and Mass Care Emergency Support Function activities to the Emergency Operations Center supervisor.	St. Joseph County American Red Cross
8	Attend meetings for periodic situation updates.	St. Joseph County American Red Cross
9	Document incoming and outgoing notifications.	St. Joseph County American Red Cross
10	Critical incident stress and mental health services will be provided to responders, volunteers, Emergency Operations Center staff, other support staff during and after an incident as needed or requested.	Indiana Northern Critical Incident Stress Management, Contracted Employee Assistance Programs
11	Maintain record of actions taken.	St. Joseph County American Red Cross
12	Coordinate with public information officers regarding sheltering information media release.	St. Joseph County American Red Cross

√	<b>Response Task</b>	<b>Resource</b>
13	If Joint Information or Operations Centers are activated, send Emergency Support Function representative to those locations if appropriate.	St. Joseph County American Red Cross
14	Provide family well being inquiries as requested.	St. Joseph County American Red Cross
15	Coordinate with the Law Enforcement Emergency Support Function on providing security for the shelters.	St. Joseph County American Red Cross
16	Provide patient tracking assistance in hospitals as needed.	St. Joseph County American Red Cross
17	Assist in establishing alternative health care facilities staffed by health care professionals, as needed.	St. Joseph County American Red Cross, St. Joseph County Health Department, Area Hospitals, & Intermediate Care Facilities
18	Provide public service messages regarding the use of disaster welfare inquiry services and other methods of making contact with missing friends, family, etc.	St. Joseph County American Red Cross & Public Information Emergency Support Function
19	Coordinate with the Public Information Emergency Support Function to disseminate public information releases relating necessary information on shelters and mass care facilities to the public.	St. Joseph County American Red Cross
20	Coordinate with the Public Information Emergency Support Function in operating a public information hotline.	St. Joseph County American Red Cross
21	Provide crisis-counseling services, as needed.	St. Joseph County American Red Cross
22	Request State and Federal assistance/resources as needed.	St. Joseph County American Red Cross
23	Interface with State and Federal personnel to coordinate the Emergency Support Function information and planning functions/activities, as needed.	St. Joseph County American Red Cross
	<b>Considerations for conventional attack:</b>	

√	Response Task	Resource
24	Coordinate with applicable Emergency Support Functions on location, requirements, setup, staffing, maintenance, and security for shelters and mass care facilities.	St. Joseph County American Red Cross
25	Coordinate with the Transportation Emergency Support Function to implement procedures for receiving arriving victims and supplies to shelters and mass care facilities.	South Bend Transpo, School Corporation Transportation Departments, St. Joseph County Emergency Management Agency, & St. Joseph County American Red Cross
26	Coordinate with the Resource Support and Health and Medical Emergency Support Functions on medical and pharmaceutical needs in shelters and mass care facilities.	St. Joseph County Purchasing Department, St. Joseph County Health Department, & St. Joseph County American Red Cross
	<b>For chemical attack:</b>	
27	Complete tasks listed under conventional attack.	St. Joseph County American Red Cross
28	Refer to the Hazardous Materials Emergency Support Function for guidelines on incidents involving hazardous materials.	St. Joseph County American Red Cross & South Bend Fire Department
	<b>For biological attack:</b>	
29	Complete tasks listed under conventional attack.	St. Joseph County American Red Cross
30	Refer to the Health and Medical Emergency Support Function for guidelines on incidents involving biological agents.	St. Joseph County American Red Cross & St. Joseph County Health Department
31	Conduct expedient training for shelter staff as needed.	St. Joseph County American Red Cross

**Recovery**

√	<b>Recovery Task</b>	<b>Resource</b>
1	Ensure Emergency Support Function agency personnel have been decontaminated, when applicable.	South Bend Fire Department & St. Joseph County American Red Cross
2	Collect all equipment used during incident.	St. Joseph County American Red Cross
3	Coordinate with the Resource Support Emergency Support Function on resource accountability.	St. Joseph County American Red Cross & St. Joseph County Purchasing
4	Assist with short-term temporary housing and relocation.	St. Joseph County American Red Cross
5	Provide crisis counseling as needed.	St. Joseph County American Red Cross
6	Ensure that all staff is properly debriefed, to include mental health debriefings if appropriate.	All Support Agencies, Indiana Northern Critical Incident Stress Management, & Contract Employee Assistance Programs
7	Prepare appropriate After-Action Reports.	St. Joseph County American Red Cross
8	Deactivate shelters/shelter operations and return sites to normal use.	St. Joseph County American Red Cross
	<b>Considerations for conventional attack:</b>	
	<b>For chemical attack:</b>	
	<b>For biological attack:</b>	