

**EMERGENCY SUPPORT FUNCTION #14
NON-RESIDENT MASS CARE**

PRIMARY AGENICES:

County:	Office of Emergency Management
Volunteer:	American Red Cross
	Yuma VOAD
	The Salvation Army

SUPPORT AGENICIES:

County:	Health Services
	Public Works
	County Finance

I. INTRODUCTION

A. Purpose

1. Coordinate efforts to provide shelter, food and emergency first aid to victims that seek shelter and care in Yuma County following a disaster in their city, county or state.
2. Operate a Disaster Welfare Inquiry system to collect, receive and report information about the status of victims and assist with family reunification.
3. Coordinate bulk distribution of emergency relief supplies to disaster victims.

B. Scope

1. The American Red Cross independently provides mass care to all disaster victims as part of a broad program of disaster relief, as outlined in charter provisions enacted by the United States Congress Act of January 5, 1905, and the Disaster Relief Act of 1974 (P.L. 93-288 as amended by the Stafford Act of 1988).

2. Initial response activities will focus on meeting urgent needs of disaster victims. The provision of American Red Cross disaster services of Emergency Assistance and Additional Assistance will be considered based on needs of the disaster victims, the disaster situation and available resources. Close coordination will be required through county, state, federal, volunteer agencies responsible for response and recovery operations.

II. CONCEPT OF OPERATIONS

- A. Yuma County will activate the EOC to support non-resident mass care operations in the county. Shelters will be established to provide care to both Yuma citizens and non-resident populations. Operational links will be established by the EOC with state and federal supporting agencies to support the shelter and care of foreign nationals.
- B. Evacuees will be directed to a pre-selected shelter facility. They will be registered and provided shelter and food by the American Red Cross, school district or other volunteer agencies. If the evacuee chooses to reside with friends or relatives, they will be requested to register with the public shelter. This process will ensure that evacuees can be reunited with family members or located.
- C. This ESF is developed to provide a response mechanism for the influx of a significant number of individuals and families from outside of the county. Operations are likely to be in addition to Mass Care operations that are ongoing for citizens of Yuma County.
- D. In some cases it will not be possible or operationally feasible to co-locate displaced people from neighboring communities or states with citizens of Yuma County.

E. Yuma County may be required to support evacuations from the major metropolitan areas of Arizona and Southern California. A staging area that will support evacuee flow to and from the metropolitan areas will be established in the county and will provide fuel, short rest, medical aid, family notification support and among other services.

F. Probable Tasks

1. Establish and manage shelters;
2. Provide medical aid;
3. Provide route maintenance;
4. Establish a county staging area to include fuel, food, short term rest, medical aid and family notification ;
5. Coordinate care and sheltering of foreign nationals with state and federal agencies; and
6. Coordinate medical aid for foreign nationals with state and federal agencies.
7. Be prepared to conduct operations for contaminated or infected evacuees.

III. EXECUTION

A. Groupings and Tasks

1. Office of Emergency Management (OEM)

The OEM in conjunction with other primary and supporting agencies will coordinate the following:

- a. Coordinate all pre-planning functions.
- b. Integrate state and federal agencies into response and recovery planning and operational responses.

- c. Coordinate the execution of Mass Reception operations.
- d. Coordinate the external support requirements either pre-identified or identified during the operation.
- e. Coordinate the tracking of displaced victims and reunification with family.
- f. Coordinate the tracking of costs.
- g. Coordinate re-entry and recovery operations.
- h. De-conflict and provide direction and coordination when individual agency policies and regulations, whether local, state or federal, conflict with mass reception response operations.
- i. Coordinate the operation of staging areas to support evacuee flow to and from metropolitan areas.

2. Mass Care

The Mass Care team will be comprised of the private, volunteer and public agencies that provide normal day to day support to displaced people and families. The Mass Care team will coordinate the following:

- a. Pre-identify primary, secondary and ad hoc shelters prior to the disaster. This includes shelters outside the county.
- b. Assist OEM in the development of operations plans.
- c. Provide staff to the EOC at the onset of the disaster to assist in coordinating support requirements.
- d. In accordance with ESF #11, assist the EOC in evacuating SPN individuals to shelters, providing SPN support for extended periods and coordinating re-entry of SPN individuals.

- e. In accordance with ESF #11, coordinate special care requirements for SPN individuals throughout the disaster.
- f. Coordinate CISM requirements for displaced victims with the CISM Team.
- g. Assist in providing second language capable personnel to assist displaced victims that do not speak English.
- h. Assist in the development and maintenance of Mass Reception Standard Operating Procedures (SOP).
- i. Coordinate the feeding in all shelters and for response workers.
- j. Establish sites for the distribution of emergency relief items. The bulk distribution of these relief items will be determined by the requirement to meet urgent needs of disaster victims for essential items.
- k. Inquiries regarding individuals residing within the affected area will be collected and provided to immediate family members outside the affected area through a Disaster Welfare Inquiry system. Disaster Welfare Inquiry will also aid in reunification of family members.
- l. Manage the operation of all shelters.
- m. Assist with the establishment and operation of a staging area in Yuma County to support evacuee flow to and from metropolitan areas.

3. Health Services

- a. Participate in the Mass Care team.
- b. Coordinate response operations for displaced victims that may be exposed to a disease or are contaminated.

- c. Assist in the development and maintenance of Mass Reception Standard Operating Procedures (SOP).
 - d. Assist with the establishment and operation of a staging area in Yuma County to support evacuee flow to and from metropolitan areas.
4. Public Works/Logistics
- a. Coordinate and execute logistical requirements to support mass reception, shelter and care operations.
 - b. In conjunction with the OEM pre-identify private and public support providers to include transportation support.
 - c. Pre-identify the scope of mass reception logistic support.
 - d. Assist with the establishment and operation of a staging area in Yuma County to support evacuee flow to and from metropolitan areas.
 - e. Coordinate the delivery of fuel to the staging area with private suppliers and state agencies.
5. Mass Casualty/Fire and HazMat
- a. Assist with the reception and care of displaced victims as required.
 - b. In conjunction with other primary agencies, coordinate response operations for victims that have been exposed to a disease or are contaminated.
 - c. In conjunction with supporting agencies and YRMC coordinate mass casualty response operations as required.
 - d. Assist with the establishment and operation of a staging area in Yuma County to support evacuee flow to and from metropolitan areas.
 - e. Manage mass decontamination operations.

6. Public Safety
 - a. Coordinate security operations with local, state and federal law enforcement agencies.
 - b. Provide security at shelters as required.
 - c. Coordinate and assist in de-conflicting conflicts between investigative requirements and the shelter management.
 - d. Assist with the establishment and operation of a staging area in Yuma County to support evacuee flow to and from metropolitan areas.
7. Planning
 - a. Establish objectives for the operational periods in conjunction with operations and logistics groups.
 - b. Establish a planning link with the SEOC, Maricopa County EOC, Pima County EOC, Imperial County EOC and San Diego County EOC.
 - c. Establish an operational support link with MCAS and YPG.
8. CISM
 - a. Coordinate and provide CISM requirements for displaced victims, care providers and relief workers.
9. Finance and Administration
 - a. Identify and track costs.
10. Border Patrol
 - a. Assist with the coordination of response operations for displaced victims from Mexico.
 - b. Provide policy input to elected and appointed officials.
 - c. Provide assistance, direction and coordination for the repatriation of displaced victims to Mexico or their country of origin.

IV. POLICIES

A. General

1. This Emergency Support function may be implemented upon request for county assistance.
2. All government/volunteer/private resources will be utilized.
3. All services will be provided without regard to economic status, race, religious, political, ethnic or other affiliation.
4. This plan will not supersede American Red Cross response and relief activities. American Red Cross relief operations will conform to the American Red Cross Board of Governor's Disaster Services Policy Statements and accomplished according to the American Red Cross Disaster Services Program ARC 3000 Series. American Red Cross will maintain administrative and financial control over its activities.

B. Mass Reception

1. Sheltering, feeding and emergency first aid activities may begin during or immediately after the disaster and are considered to be the response to the rapid and significant influx of individuals and families from outside of the county. Pre-staging of these capabilities may occur when emergencies/disasters are anticipated.
2. Parent organizations of relief workers should plan to provide for those workers and be self-supporting for the first 72 hours after the disaster. Feeding for emergency workers will be provided by the workers' parent organization.

C. Tracking System

1. A tracking system consists of those persons identified on shelter lists, National Disaster Medical System casualty lists and any information made available by the state, county, local Emergency Operations Centers and hospitals. This list will be collected and made available to immediate family members when applicable.

2. Local medical units will provide information about persons injured and/or remaining within the affected area to the EOC.
3. Information on casualties evacuated from the affected area to other medical facilities will be provided by to the EOC by the transporting agency. The listing of disaster-related deaths will be limited to officially confirmed fatalities.

V. GENERAL TASKS AND RESPONSIBILITIES

A. Incorporated communities will:

1. Coordinate sheltering and response operations with the county Emergency Operations Center.
2. Assist county, state and federal agencies with staffing and securing of shelters.
3. Provide emergency medical support at shelters as required.
4. Assist with the establishment and operation of staging areas for metropolitan area evacuees.
5. Assist with recovery and repatriation operations.

B. County government will:

1. Be responsible for shelter operations in the county.
2. Establish reception and care centers to register evacuees and direct them to the appropriate shelter. Provide a volunteer management capability that will support Mass Reception operations.
3. Coordinate law enforcement support to shelters and staging areas.
4. Provide emergency medical assistance and ensure that health standards are maintained in shelters.
5. Document and track displaced victims in the shelters.
6. Establish and operate staging areas to support evacuations from metropolitan areas.
7. Assist and coordinate recovery and repatriation operations.

C. Volunteer agencies:

1. ARC will support local government in setting up and running shelters, and providing food and first aid.
2. Other volunteer agencies (e.g., VOAD, Salvation Army, etc.) will be called upon to provide assistance in sheltering operations, food services, Volunteer Management and other identified needs.
3. If the establishment of a certain shelter conflicts with the policies and guidelines of ARC, the county will work with the ARC to determine the level of support that can be provided. The OEM will coordinate with other agencies to provide the support not being provided by ARC.

VI. RESOURCE REQUIREMENT

- A. The support for this Emergency Support Function will come from the Office of Emergency Management and the agencies listed above.

VII. PLAN DEVELOPMENT AND MAINTENANCE

- A. This Emergency Support Function is developed and maintained by the Office of Emergency Management, with assistance from primary and supporting agencies.