

Annex 6 to Florence County EOP
ESF 6
Mass Care

PRIMARY: Pee Dee Chapter, American Red Cross

SECONDARY: Florence County Department of Social Services
 SC DHEC
 Salvation Army
 Florence County School Districts (1-5)

I. Introduction

ESF-6 (Mass Care) provides emergency welfare support to citizens, before, during and after a disaster, as well as, to emergency first responders at the scene of a disaster event.

II. Concept of Operations

Mass care operations encompass shelter (special medical needs, hurricane evacuation, H.B. Robinson, etc); feeding (fixed sites, mobile feeding units); bulk distribution; first aid at mass care facilities; emergency human services; and disaster welfare inquiry.

When the EOC is activated ESF-6 will man a position within the EOC. If the disaster is of a limited scope not requiring activation of the EOC, ESF-6 operations will be controlled on disaster scene and coordinated with emergency management via phone or radio.

A. Shelter Operations Guidelines:

1. Shelters within Florence County will be run by trained members of the American Red Cross (ARC) operating under current ARC guidelines and policies.
2. Disasters addressed in the specific hazards annex of this EOP have pre-determined shelters identified to be opened. These shelters are discussed in the respective hazard specific annex. For other disasters a shelter as close to the disaster site as safely practical will be used.
3. Once the EM Director or his representative has determined there is a need for a shelter, the number of individuals requiring shelter will be provided to the ARC. The ARC will determine which shelter will be opened and the designated shelter workers will be contacted by ARC.

4. Once the shelter is opened, its location will be announced to the media by the EM Director or the County PIO.
5. ARC will coordinate shelter service support (feeding, medical, janitorial, etc.) in accordance with their established policies and guidelines. If assistance is needed, it will be coordinated by ARC through the EM/EOC.
6. Communications between the ARC/shelters and the EM/EOC will be via cell phone, 800MHz radio (provided to ARC by EM upon request) or Ham radio volunteers.
7. Shelter security will be coordinated by EM/EOC with local law enforcement.
8. Once the emergency requiring the shelter has ended, close of the shelters will be coordinated between the EM/EOC and ARC.

III. Specific Responsibilities

A. DSS:

1. Develop and maintain internal department SOG necessary to implement this ESF.
2. Develop and implement staff training programs to accomplish tasks assigned in this Annex.
3. Provide teams at shelters to conduct registration and keep accurate records of numbers of shelterees.
4. Provide liaison to EOC.
5. In accordance with the SC EOP jointly run Special Medical Needs (SMN) with DHEC.
6. In accordance with department procedures, be prepared to operate the Emergency Food Stamp Program, Individual and Family Grant Program and other programs as needed.
7. Perform other specific tasks outlined in the SC EOP.

B. ARC:

1. Serve as the primary point of contact for this ESF and for development of plans and procedures to support its operation.
2. Develop and maintain internal agency SOG necessary to implement this ESF.
3. Develop and implement staff training programs to accomplish tasks assigned in this Annex.
4. Provide liaison to work in the EOC.
5. Use current version of ARC Shelter Facility Survey Form (F6564) to insure all county shelters meet current ARC standards (which include Americans with Disabilities Act requirements).

6. Coordinate with public schools, churches and other organizations to arrange shelter space to support the hurricane plan, HB Robinson plan and other possible disaster events and maintain signed agreements with these facilities for their use. This list will include alternate shelters identified in specific hazard annexes of this EOP.
7. Staff and run a disaster welfare inquiry system in accordance with ARC guidelines.
8. Provide disaster related human services in accordance with ARC guidelines.
9. Perform other specific tasks outlined in the SC EOP and the Statement of Understanding between the State of South Carolina and the American Red Cross.

C. DHEC:

1. Develop and maintain internal department SOG necessary to implement this ESF.
2. Develop and implement staff training programs to accomplish tasks assigned in this Annex.
3. Provide liaison to work in the EOC.
4. Maintain necessary agreements with both McLeod and Carolinas Hospital Systems to operate Special Medical Needs (SMN) Shelters.
5. In accordance with the SC EOP run with assistance from DSS, SMN Shelters.
6. Perform other specific tasks outlined in the SC EOP.

D. Salvation Army:

1. Develop and maintain internal department SOG necessary to implement this ESF.
2. Develop and implement staff training programs to accomplish tasks assigned in this Annex.
3. Provide liaison to work in the EOC.
4. Operate bulk distribution sites within Florence County.
5. Staff and operate mobile feeding unit.
6. Provide other services as outlined in Salvation Army guidance and the Memorandum of Understanding between the Salvation Army and the South Carolina Emergency Preparedness Division.

E. School Districts:

1. Develop and maintain internal department SOG necessary to implement this ESF.
2. Make space in public school building available for shelter operations.

3. Support shelter operations with janitorial and cafeteria staff in accordance with ARC shelter contracts.
4. Make available bus support.

IV. State Interface

This annex is supported at the state level by ESF-6 (Mass Care). The lead agency at the state level is DSS. The federal level ESF-6 (Mass Care) is headed by the American Red Cross.

Direct coordination is encouraged between county ESF and state ESF agencies/departments.