

**Emergency Support Function (ESF) #6
MASS CARE, SHELTERING AND HUMAN SERVICES**

Lead Coordinating Agencies: Green County Health Department
Green County Human Services

Primary Agencies American Red Cross South Central Wisconsin Chapter

Support Agencies Green County Emergency Management
Green County Sheriff's Office and Municipal Police Departments
Green County Highway Dept. and Municipal Public Works Depts.
EMS
Fire Departments

Volunteer Agencies CISM Teams (Critical Incident Stress Management), Clergy
Salvation Army
Volunteers

I. Introduction

A. Purpose

The purpose of this ESF is to coordinate activities involved with the emergency provisions to support evacuation activities in ESF #1 and provide mass care and sheltering during or following a major emergency or disaster to persons unable to provide for themselves. This may include emergency mass feeding, bulk distribution of supplies, emergency first aid, housing and human service's needs.

Initial response activities will focus on meeting urgent needs of disaster victims with 3 primary functions: mass care, housing and human services. In addition, initial recovery efforts, such as the customary ARC Emergency Assistance program, may commence as response activities are taking place.

II. Policies

- A. In the event of an escalating emergency outside city or village limits, the Sheriff of the affected county has the authority to recommend an evacuation of residents (ss. 59). Within incorporated jurisdictional limits, the mayor or village president has statutory authority to order an evacuation (ss. 66.325). In certain limited situations involving a small area, a fire chief has the authority to evacuate residents. (ss. 213.095).
- B. During a state of emergency, the Governor can issue such orders as deemed necessary for the security of persons or property (ss. 323.10).
- C. The Green County Department of Health and Department of Human Services is the primary coordinating agency for ESF #6 and has the authority to plan for and respond to human services disasters under the federal and state laws, policies and procedures. The support agencies will assist the local effort as necessary.
- D. Support of ESF #6 activities and services will be provided in accordance with local, county and state statutes, rules and regulations.

- E. ESF #6 is designed to reduce duplication of effort and benefits, to the best extent possible. This includes streamlining assistance as appropriate and identifying recovery and mitigation measures to support local and county efforts.
- F. Mass care, housing and human services will be provided without regard to economic status, racial, religious, political, ethnic or other affiliation.
- G. The Green County Department of Health the Department of Human Services will support local and county agencies to fulfill the needs of citizens with special needs. Volunteer Organizations will assist to the extent responsible and possible within their scope of services.

III. Concept of Operations

A. General

- 1. Mass care provides for the immediate survival needs of victims through group services and facilities
- 2. The Incident Commander is expected to determine the need for evacuation or shelter-in-place as described in ESF #1 which will necessitate opening shelters and commencing mass care operations based on the emergency that prevails. ESF-6 lead coordinating and primary agencies are responsible for activation and directing the activities for the purposes of this ESF. These agencies will be responsible for the coordination of services, equipment, supplies, and personnel to meet the mass care and sheltering needs resulting from such disasters.
- 3. The lead coordinating and primary agencies as described in this ESF, in cooperation with and other volunteer disaster assistance organizations, will provide temporary shelter and essential life support services for people displaced from their homes.
- 4. ESF-6 lead coordinating and primary agencies will share and coordinate all lists of victims and disaster assistance inquiries, and act together as one voice for public releases.

B. Organization

- 1. ESF #6 functions are divided into three main areas. The principle activities for each functional area are as follows:

a) Mass Care

Mass Care functions include the overall coordination of non-medical services to include sheltering of victims, coordinating emergency first aid at designated sites, and organizing feeding operations at designated sites. Coordinating (in conjunction with local, county, tribal and volunteer agencies) the bulk distribution of emergency relief items and other activities to support emergency needs of victims as described below:

- 1) Shelter: Emergency shelter includes the use of pre-identified shelter sites in existing structures, creation of temporary facilities or the temporary construction of shelters and use of similar facilities outside the incident area, should evacuation become necessary. This includes identification of facilities for sheltering citizens with special needs.
- 2) Feeding: Feeding is provided to victims through a combination of fixed sites, mobile feeding units and bulk distribution of food.
- 3) Disaster Welfare Information: American Red Cross Disaster Welfare Information staff collects inquiries regarding individuals residing within the affected area. If the individual can be located, the message is passed on to them for reply. This function assists in re-establishing communication between family members within the affected area.
- 4) Bulk Distribution: ESF 6 will support local, county, and tribal units of government with the distribution of emergency relief items through sites established within the affected area. This may include the use of volunteer organizations for management and distribution of donations.

b) Housing

The ESF 6 Housing function addresses the short and long-term housing needs for victims of emergencies and disasters. It is accomplished through the implementation of programs and services designed to do the following:

- 1) Identify the various factors that could impact the incident related housing needs and help develop a plan of action to provide housing assistance in the most effective and efficient manner possible.
- 2) Identify solutions for housing needs for victims, as appropriate. Housing assistance provided to victims may include rental assistance, temporary housing, and loans for the repair and/or replacement of primary residences.
- 3) Coordinate with local and county government, volunteer and non-government organizations to provide housing options to individuals and/or families impacted by an emergency or disaster following sheltering in the response phase.

c) Human Services

The Green County Department of Health and the Department of Human Services coordinates with county and local government and voluntary agencies, the ESF 6 Human Services component and assists with the implementation of programs and services to aid victims of an emergency or disaster. It also assists with the provision of victim related recovery efforts such as crisis counseling and identifying support for persons with special needs in affected areas. This includes any individual, group or community whose physical, mental, emotional, cognitive, cultural, ethnic, socio-economic status, age, language or other circumstance creates barriers understanding and/or the ability to manage the effects of disaster in the manner in which the general population has been requested to proceed.

- 1) County Department of Health and Human Services supports various services for impacted individuals and families, including a coordinated system to address victim's incident-related recovery efforts, by:
- 2) Coordinating the provision of crisis counseling and other supportive services for those affected by a disaster, act of terrorism, public health threat or other emergency.
- 3) Coordinating with local government, private agencies to identify citizens with special needs within the affected area, including but not limited to: children, the elderly, people with disabilities and people communicating in languages other than English (including sign language).
- 4) Coordinating with local and county agencies to provide information about eligibility for governmental benefits such as but not limited to; Medicaid, Medicare, SSI/SSDI, food stamps and disaster unemployment assistance.
- 5) Coordinating long-term recovery efforts with WEM and Voluntary Organizations Active in Disaster, county and local government and other volunteers to address needs not met by existing programs.
- 6) Identifying, locating and continuing availability of services for children under care or supervision who are displaced or adversely affected by a disaster
- 7) Responding to new child welfare cases in areas adversely affected by a disaster, and providing services in those cases
- 8) Remaining in communication with caseworkers and other essential child welfare personnel who are displaced because of a disaster.
- 9) Preserving essential program records and coordinating services and sharing information with other governmental (state/county) agencies.

C. Phases of Emergency Management

1. Mitigation Activities

- a. Personnel with supervisory, command level responsibility, or who may be working in the EOC from county agencies, municipalities, villages and cities, should be registered on E-Sponder and request permission to access the Green County site. Green County's site contains the emergency response plan, and other pertinent documents which can be downloaded. EOC activities can be documented on this secure system and WEM may require state assets to be requested through E-Sponder
- b. Participate in exercises and trainings, such as Incident Command and other specialized training to support ESF 6 and the Green County Emergency Response Plan for the purpose of developing and testing abilities to ensure effective response to various types of emergencies.
- c. Identify volunteer organizations that could assist in shelter and mass care operations and develop mutual aid agreements.

- d. In coordination with volunteer organizations, identify suitable shelters and feeding facilities.
- e. Sign agreements with volunteer organizations authorizing use of local government facilities for shelter and mass care operations.
- f. Identify population groups requiring special assistance during an emergency (i.e., senior citizens, special needs, etc.) and ensure that preparations are made to provide assistance.
- g. Identify ESF 6 specific resources and equipment, including shelters that will be required to meet the needs of citizens with special needs. Execute memorandums of understanding with individuals/agencies/organizations that own/manage buildings to be used for sheltering individuals with special needs.
- h. Identify and secure resources to address communications needs for bi-lingual persons, hearing impaired etc.
- i. Provide public education programs detailing ESF #6 functions and other emergency preparedness programs as needed.

2. Preparedness Activities

- a. Research and establish written mutual aid plans with other jurisdictions to provide resources and personnel to support ESF #6.
- b. Coordinate responsibilities with other agencies and/or volunteer groups.
- c. Local officials are encouraged to shelter management training (provided by Red Cross) and encourage those organizations or agencies that will be making their facilities available for use as shelters to send their personnel to such training.
- d. In coordination with volunteer organizations, identify potential shelters, and develop general shelter and mass care procedures for the local area.
- e. Coordinate basic communication and reporting procedures.
- f. Develop facility setup plans for potential shelters.
- g. Develop and maintain ESF #6 resource lists, including a contact notification list with essential information included, such as resources location address, telephone, cell and fax numbers and e-mail addresses.
- h. Facilitate the maintenance and expansion of programs such as, but not limited to, County VOADs, WEAVR, and Medical Reserve Corps to prepare volunteers for incident support.
- i. Support coordination and cooperation between governmental, private sector and non-governmental agencies to facilitate response efforts.

3. Response Activities

- a. In accordance with ESF #5, lead coordinating and primary agencies (and possibly support agencies) shall designate a qualified representative in the Command Post/EOC or other designated location as deemed appropriate.
- b. Request that building inspections are conducted immediately by qualified local, county or state building inspectors following a disaster, to confirm the stability of shelters identified as mass housing, shelter and care facilities.
- c. Open and staff shelters and mass care facilities.
- d. Provide food, clothing, first aid, and other essential services to evacuees.
- e. Assist in the registration of evacuees.
- f. Provide information to the public on shelter locations and policies.
- g. Maintain communications between mass care facilities and EOC/Command Post.
- h. Provide periodic reports on shelter occupancy and meals served.
- i. Provide information to victims needing additional services.
- j. Collect vital statistics and report to appropriate local, State, and Federal authorities
- k. Coordinate the provision of sheltering information to the affected public through county Public Information Officers. Provide or assist in securing the services of interpreters to assist the Public Information Officer in communicating sheltering information.
- l. Coordinate special resources required to support evacuation of residents with special needs.
- m. Coordinate the provision of non-medical mass care, housing and human services to individuals who have special needs. These services may include, but are not limited to, the provision of short and long term housing, medication, access to Medicaid/ Medicare services ensuring compliance with federal child welfare requirements and psychological first aid/counseling services

4. Recovery Activities

- a. Continue coordination/monitoring of the delivery of human services. This may include crisis counseling to disaster victims as well as ensuring that the requirements of Child and Family Services Act of 2006 are met.
- b. When appropriate, in coordination with DHS, assist in the development of an application for Disaster Crisis Counseling Immediate or Regular Services Grant funding. Assess the economic consequences and determine justification for federal involvement in long-term recovery efforts.
- c. Continue to maintain effective communications with all agencies. Inform public of any follow-up recovery programs that may be available.

- d. Assist evacuees in returning to their homes if necessary and assist with reentry efforts, where possible.
- e. Determine the appropriateness of re-entry by assessing the psycho-social and Public Health impact on those affected.
- f. Assist those who cannot return to their homes with temporary housing.
- g. Identify potential or actual continuing hazards affecting public health and offer appropriate guidance for mitigation and harmful effects in accordance with ESF #8.
- h. Coordinate with the American Red Cross and special shelter operators to assess the need to maintain, expand or close shelter operations.
- i. Compile health and other necessary reports for state and federal officials.
- j. Compile report of mutual aid resources utilized.
- k. Support local and tribal government in assessing the need for, provision, and management of human services for residents with special needs including counseling and supportive services.

IV. Responsibilities

A. All Agencies

- 1. All agencies (including volunteer) will operate under NIMS and the Incident Command System. Agencies are responsible to ensure personnel are properly trained in ICS and EOC operations . All agencies will use plain language – no ten codes.
- 2. All agencies shall conduct an assessment of damage to their systems and report them immediately to the EOC and assist in recovery activities as requested.
- 3. All agencies providing services to the emergency/disaster shall participate in an after action review. These agencies should also review and make any necessary updates/improvements to their emergency plans and to the county's emergency response plans.
- 4. All agencies responding the emergency/disaster will document all costs associated with response and recovery activities (separate from normal, daily work) and provide these reports regularly/as requested to the EOC/Green County Emergency Management. This documentation should begin immediately after notification to respond to the emergency/disaster.

B. Lead Coordinating Agencies

Green County Human Services Department

- 1. Green County Human Services, in conjunction with surrounding counties, volunteer organizations and/or state and federal agencies, establishes cooperative relationships and agreements for the provision of necessary assistance to county and local systems in major emergencies.

2. Upon receipt of notification, and upon activation, or upon declaration or imminent declaration of an emergency or disaster, the Green County Human Services Director, or designee(s), shall:
 - a) Designate representation in the Command Post/EOC or other designated location as deemed appropriate. Refer to ESF #5.
 - b) Designate a Human Services OIC to coordinate on-scene activities.
 - c) Assist with establishing emergency rehabilitation centers and shelters.
 - d) Assist with registration of evacuees/victims.
 - e) Assist shelter managers by providing special care for sheltered groups such as unaccompanied children, elderly, and others.
 - f) Provide leadership in direction, coordinating, and integrating the overall county efforts to provide human services assistance to the affected area.
 - g) Coordinate and implement emergency human services resources and programs (e.g., congregate care, food coupons, commodities, monetary assistance) available from various sources.
 - h) Determine need for additional human services personnel and resources and initiate request for mutual aid to representative in Command Post/EOC.
 - i) In conjunction with ESF-6 primary agencies, coordinate and direct the activation, staging, and deployment of voluntary resources of personnel, supplies, and equipment.
 - j) Provide for the monitoring and evaluation of mental health risks or hazards as needed and ensure the appropriate actions are taken to protect the mental health and safety of disaster victims, responders, and the general public. This is in coordination with ESF #8 Public Health and Medical Services.
 - k) Assist with soliciting and distributing clothing and food from various agencies and individuals. Please note; it is advantageous in the recovery process to request monetary donations for victims to purchase new clothing.
 - l) Provide and coordinate transportation of special needs groups.
 - m) Assist with providing information through the PIO, in accordance with ESF-15, to the news media on the disaster assistance programs, counseling, etc.
 - n) Assist in recovery activities.

Green County Health Department

1. The Green County Health Department, in conjunction with surrounding counties, volunteer organizations and/or state and federal agencies, establishes cooperative relationships and agreements for the provision of necessary assistance to county and local systems in major emergencies.
2. Upon activation, or upon declaration or imminent declaration of an emergency or disaster, the Green County Health Department Director, or designee(s), shall:
 - a) Designate representation in the Command Post/EOC or other designated location as deemed appropriate. Refer to ESF #5.
 - b) Designate a Public Health OIC (officer in charge) to coordinate on-scene activities.
 - c) Coordinate all public health services in the jurisdiction.
 - d) Provide leadership in direction, coordinating, and integrating the overall county efforts to provide public health assistance to the affected area.
 - e) Assist with establishing emergency rehabilitation centers and shelters.
 - f) Assist in the provision of medical and first aid supplies and care for shelters and first aid stations. Staff will also assist in the coordination of routine responsibilities, as established in ESF-8.
 - g) Determine need for additional personnel and resources and initiate request for mutual aid to public health representative in Command Post/EOC.
 - h) In conjunction with ESF-6 primary and support agencies, coordinate and direct the activation, staging, and deployment of voluntary resources of health/medical personnel, supplies, and equipment.
 - i) Provide technical assistance for shelter, feeding and operations related to food, vector control, water supply and waste disposal.
 - j) Establish, as needed, active and passive surveillance systems for the protection of public health and coordinate release of appropriate and timely public health information through the lead PIO, in accordance with ESF-15.
 - k) Assist with the coordination of re-entry activities for people including those with special needs.

C. Primary Agency

American Red Cross

1. ARC shall establish cooperative relationships and agreements for the provision of mass care and sheltering needs to county and local systems in major emergencies.
2. When deemed necessary, the Green Count Emergency Management Director, or designee (s) shall request assistance from the ARC by calling the 24-hour number 877-618-6628.
3. Upon notification, the lead ARC representative or designee(s), shall:
 - a) Report to and designate representation in the Command Post/EOC or other designated location as deemed appropriate Note: Red Cross will not deploy personnel or volunteers to a scene that may put them in danger or cause injury.
 - b) Designate an ARC OIC to coordinate on-scene activities, provide guidance as needed to emergency workers and displaced persons, and continue efforts to monitor.
 - c) Implement SOGs pertaining to mass care and sheltering.
 - d) Provide individual family assistance grants (i.e. vouchers for clothing, food, and other emergency needs) and/or referral assistance to local and county resources and partners.
 - e) Assist with providing leadership in direction, coordinating, and integrating the overall county efforts to provide mass care and sheltering assistance to the affected area.
 - f) Advise appropriate representative in the Command Post/EOC of conditions of the shelters and available room.
 - g) Maintain victim identification information.
 - h) Establish and maintain communications.
 - i) Assist with providing information through the PIO, in accordance with ESF-15, to the news media on the number of people in shelters, locations of available shelters, meals provided, disaster assistance programs, etc.
 - j) Provide blood, blood substitutes, and blood byproducts, and or implement reciprocal agreements for replacement of blood items.
 - k) Provide mobile canteen services to both victims and emergency service workers.
 - l) Determine the need for additional personnel and resources. Initiate needs to the Command Post/EOC.
 - m) In conjunction with ESF-6 primary agencies, coordinate and direct the activation, staging, and deployment of resources, personnel, supplies, and equipment.

- n) During and upon termination of the incident, determine the need for and coordinate with local and county agencies to provide counseling and Critical Incident Stress Debriefing (CISD).
- o) Assist in recovery activities and coordinate with long term/unmet needs committee.

D. Support Agencies

Green County Emergency Management

1. Green County Emergency Management, in conjunction with surrounding counties, volunteer organizations and/or state and federal agencies, establishes cooperative relationships and agreements for the provision of necessary assistance to county and local systems in major emergencies.
2. Upon activation, or upon declaration or imminent declaration of an emergency or disaster, the Green County Emergency Management Director, or designee(s), shall:
 - a) Designate representation in the Incident Command Post/EOC or other designated location as deemed appropriate. Refer to ESF #5.
 - b) Provide leadership in direction, coordinating, and integrating the overall county efforts to provide mass care and sheltering assistance to the affected area.
 - c) Determine the need for additional personnel and resources and initiate request for mutual aid to the Command Post/EOC.
 - d) In conjunction with ESF-6 primary agencies, coordinate and direct the activation, staging, and deployment of voluntary resources for mass care, health and medical personnel, supplies, and equipment.
 - e) Establish and coordinate emergency rehabilitation centers and shelters for essential emergency medical responders and their families, evacuees, and other displaced persons.
 - f) In coordination with ESF-6 primary agencies, during and upon termination of the incident, determine the need for and arrange for counseling and Critical Incident Stress Debriefing (CISD) for emergency response personnel and the public.
 - g) Assist with providing information to the news media through the PIO, in accordance with ESF-15.
 - h) Coordinate activities to accept donations of money and goods. With concurrence of the governing body, Emergency Management staff will recommend donation and disbursement procedures and policies.
 - i) Cooperate with and assist with coordination of the activities for local health care, medical facilities, human services, and volunteer organizations in planning and exercising the mass care and sheltering component of emergency response capabilities.

- j) Assist local agencies in assessment of damage to those systems and in recovery activities.
- k) Notify the long term recovery committee of the emergency/disaster and convene a meeting as quickly as possible to coordinate efforts with other local and county agencies to assist the victims with unmet needs.

Green County Sheriff's Office and Municipal Police Depts.

1. Assume appropriate role in the ICS and communicate with proper authority in the Command Post/EOC. If ICS has not been established, assume command, provide a first-in report, and initiate response and mitigation operations.
2. Identify and prioritize immediate and potential problems.
3. Establish a perimeter around the evacuated area and a pass system for emergency response resources for the protection of property.
4. Initiate, monitor, and maintain law and order for evacuation activities (e.g. traffic control, establishing staging areas, public warning/route alerting.) Refer to ESF #1.
5. Notify emergency response agencies of evacuating danger areas, where appropriate.
6. Provide security at mass care facilities and reception centers.
7. Establish and maintain field communications and coordination with other responding emergency teams and agencies responding to the emergency.
8. Determine the need for additional resources.
9. Assist in recovery activities.

Green County Highway Dept. and Municipal Public Works Depts.

Upon notification of major incident and upon arrival at the scene, the Public Works coordinator of each jurisdiction shall:

1. Report to the proper authority in the Command Post/EOC.
2. Be responsible for coordinating all emergency service work in that jurisdiction and for maintaining contact with the Command Post/EOC as appropriate.
3. Coordinate with ESF 1 & 3 primary agencies for any response and mitigating actions that may be required of public works/engineering staff.
4. Determine the need for additional resources.
5. Coordinate all mutual aid resources requested and work with their respective supervisors.
6. Assist with evacuation and movement of population.

7. Assist with barricades, traffic control points, signage, arrows and markers as requested.
8. Utilize heavy equipment for expedient bulldozing and debris clearance to maintain traffic evacuation routes with consideration to disabled and abandoned vehicles and traffic volume.
9. Assist with shelter improvements where necessary.
10. To the extent possible, ensure power, water supply, and sanitary services are operable and maintained at mass care facilities during emergency conditions.
11. Assist with replenishing parts/equipment/fuel necessary for continued operation of emergency vehicles.
12. Assist in recovery activities.

EMS

1. Upon notification that a major incident has occurred in Green County, EMS units shall respond with the necessary units, emergency medical personnel and equipment to the scene. Ambulance services whose service does not cover the scene will also be notified and will be placed on standby status to respond to the scene if the situation warrants.
2. In accordance with ESF-8, EMS personnel shall:
 - a. Triage, stabilize, treat, and transport the injured.
 - b. Determine the need for additional EMS personnel and resources and initiate request for mutual aid to the EMS OIC.
 - c. Assist with direction of the activities of private, volunteer, and other emergency medical units, and of bystander volunteers as needed.
 - d. Assist with identifying, locating, and evacuating special needs people from affected hospitals and nursing homes or other locations as needed and as availability permits.
 - e. Assist with emergency rehabilitation centers and shelters if needed and as availability permits.
 - f. Assist with the re-entry activities of medical patients and people with special needs.
 - g. Cooperate with and assist with coordination of the activities for local health care and medical facilities and volunteer organizations in planning and exercising the EMS component of emergency response capabilities.

Fire

1. Assume appropriate role in the ICS and communicate with the proper authority in the Command Post/EOC. If ICS has not been established, assume command, provide a first-in report, and initiate response and mitigation operations.
2. Identify and prioritize immediate and potential problems.
3. Provide advice on evacuation decisions as a result of fires and/or hazardous materials.
4. Assist with public warning/route alerting and establish staging areas.
5. Suppress fires, contain and stabilize hazardous incidents.
6. In conjunction with EMS services, extricate and/or remove victims from hazardous areas.
7. Establish and maintain field communications and coordinate with other responding emergency teams.
8. Determine the need for additional resources.
9. Assist local agencies in recovery activities and assessment of damage to those systems.

Critical Incident Stress Debriefing Team (CISD)/clergy

1. Report to the proper authority in the Command Post/EOC, or other proper location relayed with notification information. Green County 911 Center will notify CISD team/clergy upon receiving request initiated in accordance with ESF-8.
2. Determine the need for additional resources.
3. Assist with establishing mental health crisis counseling centers.
4. Assist with providing Critical Incident Stress Debriefing (CISD) for emergency response personnel and others as needed.

Salvation Army

1. Report to the proper authority in the Command Post/EOC, or other proper location relayed with notification information. Green County Emergency Management shall make the proper notification for assistance from the Salvation Army.
2. Determine the need for additional resources.
3. Coordinate overall management of donations and goods.
4. Assist ESF-6 primary agencies with providing assistance for the special needs of the handicapped, elderly, and those children separated from their parents, and within capability. Salvation Army personnel may also assist with the registration, notification, and transportation for the Special Needs Population.

5. Assist with shelter activities and provide food for emergency workers, volunteers, and affected persons.
6. Maintain a system in coordination with EOC/Command Post to collect, receive, and report information about the status of mass care activities through the PIO to the news media.
7. Assist in the notification of the next of kin of the injured and deceased
8. Assist with the reunification of the injured with their families.
9. Provide first aid and other related medical support at temporary treatment centers, as requested, and within capability.
10. Assist with crisis counseling.
11. Assist in recovery activities.

Volunteers

1. Volunteers will come forward to help perform essential tasks. Their efforts will be coordinated through the Staging Manager, in conjunction with ESF-7 primary agencies. Volunteers shall remain in the personnel staging area until receiving notification for deployment.
2. Volunteers will operate under the authority of the supervisor for which task they are assigned and shall adhere to all professional and legal standards in the performance of duties.

V. Plan Development and Maintenance

- A. Green County Emergency Management, in coordination with the lead agencies is responsible for the development, annual review/updating of ESF #6, its attachments and distribution. Each agency/service with emergency assignments is responsible for assisting with the development and maintenance of their own portion of ESF #6, the appropriate attachment, and their own SOGs. Each agency/service is also responsible for assigning personnel, equipment, and providing training necessary to carry out emergency functions. All agencies/services shall provide current personnel/equipment resource lists to the Green County Emergency Management office upon request.
- B. This ESF will be reviewed at least annually and updated based on deficiencies identified by drills and exercises, post-disaster critiques, self-assessments, audits, administrative reviews, changes in local government structure, technological changes or any other reasons that necessitate revisions. Copies will be available to copyholders of record by downloading them from E-Sponder, www.greencountyem.com or requesting a copy from Green County Emergency Management.

VI. References

- A. See Basic Plan
- B. Child and Family Services Improvement Act of 2006

VII. Attachments

1. Shelter Operations
2. Mass Care
3. Special Needs Groups and Individuals
4. List of Special Facilities and Schools in Green County

Attachment #1 Shelter Operations

A list of shelters that have been approved by Red Cross with contact information is provided to Green County Emergency Management. This list is also provided to the Green County Sheriff's Office and the Monroe Police Department. The following criteria may be useful in screening facilities to determine which merit more detailed inspection. Occasional inspections of facilities should be performed to ensure continued usable conditions:

1. Must be structurally sound and in a safe condition.
2. Must not be located in an area subject to flooding or where flooding can cut off access to the facility.
3. Must not be in a hazardous materials risk area.
4. Should have adequate sleeping space.
5. Should have sufficient restrooms for the population to be housed.
6. Should have adequate climate control systems.
7. Kitchen/feeding area is desirable.
8. Shower facilities are desirable if the facility will be used for more than one day.
9. Telephone service is essential.
10. Adequate parking is desirable.

Shelter Facilities:

- A. ARC executes agreements with building owners for use of structures as shelters and normally inspects the facilities it plans to use to determine their capacities and the availability of various types of equipment.
- B. Every effort will be made to provide a supply of cots. Public information messages should highlight this situation and encourage those who plan to take refuge in a public shelter to bring bedding, as well as other essential items. The American Red Cross (ARC) has been chartered under federal law to provide mass care to victims of natural disasters. Hence, efforts should be coordinated with ARC, which will normally operate shelter and mass care operations insofar as its capabilities permit.
- C. ARC signs agreements with local governments, school districts, churches, and other organizations to use their facilities for shelter and mass care operations. ARC identifies suitable shelter facilities based on a set of standards, maintains a list of potential shelters, maintains shelter kits, and trains shelter management personnel.
- D. Local governments and ARC and other volunteer groups may also sign agreements relating to the operation of shelter and mass care and feeding facilities when needed. Such agreements detail the responsibilities of both the volunteer group and the local government. See Attachment 2 (undeveloped at the time of this publishing) for pertinent local agreements.

Attachment #1 Shelter Operations

- E. The specific facilities that will be used for sheltering and feeding during an emergency will depend on the needs of the situation, the status of available facilities, the location of the hazard area, and the anticipated duration of operations. Shelters are typically opened and closed based on need. When occupancy of existing shelters reaches 75 to 80 percent, consideration should be given to opening an additional facility.
- F. It is generally more effective in terms of resource utilization to operate a few medium to large shelters than a large number of small facilities.
- G. Shelters should be managed by individuals with ARC shelter management training.
- H. To ensure consistency in shelter activities, it is desirable that all shelters follow a general set of operating guidelines. When ARC opens a shelter, ARC policies guide how the facility is staffed and operated.
- I. Shelter managers are expected to provide periodic reports on the number of occupants and the number of meals served. Volunteer groups operating shelters may also be required to report this information through their organizational channels.
- J. Local government is responsible for providing the following support for shelter operations:
 - 1) Security and, if necessary, traffic control at shelters.
 - 2) Fire inspections and fire protection at shelters.
 - 3) Transportation for food, shelter supplies, and equipment if the organization operating the shelter cannot do so.
 - 4) Transportation of shelter occupants to feeding facilities, if necessary.
 - 5) Basic medical attention, if the organization operating the shelter cannot do so.
- K. Evacuees normally return to their homes as soon as the danger has passed. Hence, most shelters are closed quickly and returned to normal use. However, some evacuees may be unable to return to their homes due to damage or destruction. It may be necessary to have one or more shelters remain open for an extended period until those who cannot return to their residences can be relocated to motels, rental units, mobile homes, and other types of temporary lodging. Such extended use facilities should have showers and on-site feeding; cots should be provided.

Attachment #2 Mass Care

Mass care includes the registration of evacuees, feeding of evacuees and emergency workers, and provision of other life support needs for shelter occupants.

1. Registration

- a) The purpose of registration is to be able to respond to inquiries about the status of evacuees, monitor health concerns, and provide a basis for post-emergency follow-up support.
- b) ARC will assist local government in the registration of evacuees who are housed in ARC shelters. Shelter managers should coordinate with other organizations that operate shelters to ensure that evacuees occupying those facilities are registered and information provided to the EOC/Command Post.

2. Feeding:

- a) Both fixed facilities and mobile units may be used for preparing and serving meals. Fixed facilities include schools, churches, and civic buildings serving as shelters. ARC, Salvation Army, and other disaster relief agencies may also deploy self-contained mobile feeding units to supplement fixed feeding facilities and provide bulk distribution of food.

3. Other Needs:

In addition to the provision of shelter and mass care services, evacuees may need assistance with clothing, basic medical attention, prescription medicines, disaster mental health services, temporary housing, and other support services. Some of these services may be provided by the same volunteer organizations that are operating shelters. Needs of those in public shelters shall be assessed, identified and reported to ESF-6 primary agencies, who may be able to arrange for assistance from other volunteer organizations and agencies. ARC, Salvation Army, and human services programs may also serve disaster victims that have not been evacuated from their homes.

Attachment #3 Special Needs Groups and Individuals

1. Special facilities include hospitals, nursing homes, and assisted care facilities. Such facilities are responsible for the welfare and safety of their clients, who may need specially trained staff to care for them and special equipment and facilities to meet their needs. Institutions supporting special needs populations are required by state and federal regulations to have disaster preparedness plans that provide for evacuation and relocation of the institution's population to comparable facilities in an emergency. Other special needs populations may include children in school or daycare, the handicapped, non-English speaking people, incarcerated residents, transients and people without transportation.
2. Mass care shelters for the general population are not staffed or equipped to handle special needs groups. These groups, particularly medical patients and prisoners, should not be relocated to shelters used by the general public. In the event that special facilities encounter difficulty in evacuating and relocating their clients, local officials may need to assist those facilities in arranging transportation and in locating suitable reception facilities. It may also be necessary to assist in relocating some medical patients who are living at home.
3. Public shelters can generally accommodate individuals with special needs who require minimal care and are attended by their families or other caregivers.
4. When the population of a congregate Red Cross Shelter has many medical cases or many people with special medical needs requiring more than the level of care offered by Red Cross Health Services, the Green County Public Health Department and private health providers will coordinate services to open a medical shelter or place the individual in an appropriate facility in which essential care can be provided.
5. The following conditions indicate that a person "at risk" or "special needs" individual requires assistance provided only at a medical shelter or medical facility;
 - a) The individual requires an attendant to provide medical care and continuous health care support.
 - b) The individual requires special bed care and/or special toileting arrangements.
 - c) The individual requires life support equipment.
 - d) Significant supportive nursing care is required, such as kidney dialysis.
 - e) Conditions that require care, monitoring or support that an individual cannot manage for themselves.
 - f) The individual is under physician ordered observation, assistance or maintenance or custodial care.
 - g) Due to a recent surgery and/or medical treatment the individual requires skilled care.
 - h) The individual has limited mobility (cannot sleep on a cot).
 - i) The individual requires special equipment or services that are normally found in a hospital.
 - j) The individual requires specialized medical care which exceeds the first aid level of care authorized in Red Cross Disaster Health Services Protocols.

<u>SPECIAL FACILITY NAME</u>	<u>ADDRESS</u>	<u>CITY</u>	<u>CAPACITY</u>	<u>PHONE</u>
Assisted Living Facilities (CBRF) - Assisted Living-Community Based Residential Facility				
Valley Park Assisted Living	750 Carolan Dr	Albany	15	[REDACTED]
Heartsong Assisted Living	415 East Ave	Belleville	15	[REDACTED]
Caring Hands 2 Inc	605 E 4th Ave	Brodhead	10	[REDACTED]
Collinwood Elderly Care	703 Green St	Brodhead	15	[REDACTED]
Morning Sun Care Home Inc	N4166 County Road E	Brodhead	13	[REDACTED]
Community Living Home Option	215 3rd St	Monroe	12	[REDACTED]
Graceland Manor II	320 W. 17th St	Monroe	15	[REDACTED]
Harbor House Monroe	2810 6th Ave	Monroe	8	[REDACTED]
Harbor House Monroe	2800 6th Ave	Monroe	19	[REDACTED]
Assisted Living Facilities (RCAC) - Assisted Living-Residential Care Apartment Complex				
Aster Retirement Community (fka Angelus)	616 8th Ave	Monroe	62	[REDACTED]
St. Clare Friedenshiem	2003 4th St	Monroe	50	[REDACTED]
Glarner Lodge RCAC	900 Glarner Dr	New Glarus	26	[REDACTED]
Assisted Living Facilities (AFH) - Assisted Living-Adult Family Home				
Sugar River Queen	N5802 Sugar River Pkwy	Albany	4	[REDACTED]
Applewood	W6848 County Road B	Monroe	4	[REDACTED]
Country Care	W5860 Advance Rd	Monroe	4	[REDACTED]
Greenco House I (Duplex)	2506 & 2508 16th Ave	Monroe	4	[REDACTED]
Greenco House II	1652 25th St	Monroe	4	[REDACTED]
Greenco House III	2520 16th Ave	Monroe	4	[REDACTED]
Greenco House IV	2647 10th Ave	Monroe	4	[REDACTED]
Greenco House V	2636 14th St.	Monroe	4	[REDACTED]
Raab's Family Home	1202 10th St	Monroe	4	[REDACTED]
Raab's Family Home	1210 10th St	Monroe	4	[REDACTED]
Rachel's Choice	316 3rd Ave	Monroe	4	[REDACTED]
Country Harmony Care Home	N6302 Church Rd	Monticello	4	[REDACTED]

Nursing Homes

Wood's Crossing-Woods Point-(Rock Co, annexed into city of Brodhead	E 401 23rd St	Brodhead	24	
Monroe Manor Nursing & Rehab	516 26th Ave	Monroe	74	
Pleasant View Nursing Home	N3150 Hwy 81	Monroe	130	
New Glarus Home	600 2nd Ave	New Glarus	97	

Meals on Wheels - Dining Centers

Albany Dining Center	206 Water St	Albany	NA	
St. Marys Church & Sugarwood Apartments	50 Heritage Lane	Belleville	NA	
Brodhead Senior Center	1103 W Second Ave	Brodhead	NA	
Monroe Senior Center	1113 10th St	Monroe	NA	
Gempeler's Supermarket	206 Water St	Monticello	NA	
New Glarus Home / Glarner Haus Apartments	600 2nd St	New Glarus	NA	

Other Housing

Albany Arms (Seniors)	100 & 102 S. Jackson	Albany	16-1 bdrm units	
Village of Albany Housing Authority aka Riverview Apartments (Seniors)	101 W Main St	Albany	30-1 bdrm units	
Brodhead Elderly Complex (Seniors)	705 17th St	Brodhead	12-1 bdrm units	
Brodhead Senior Village (Seniors)	1108 21st St	Brodhead	24-2 bdrm units	
Brodview Manor Apartments (Seniors)	702 17th St	Brodhead	2-18, 1 bdrm units	
Maderia Kourt	307 2nd St	Brodhead	20 family units	
Genesis Apartments (Seniors)	101 Bowman	Brooklyn	16-2 bdrm units	
Churchill Woods Senior Citizen Apts (Seniors)	800 13th Ave	Monroe	86-1 bdrm units	
St. John's Garden Apartments (Seniors)	2121 4th St	Monroe	31 units	
Monroe Terrace Apartments	207 4th Ave	Monroe	40 units	
Monroe Village Apartments	1078 4th Ave	Monroe	63 units	
Twining Valley Retirement Community (Seniors)	700 8th Ave	Monroe	86 units	
Wyndamere Place Apartments (Seniors)	317 3rd Ave	Monroe	?	

Better Times LLC Karlotta Kourt	347 S. Garfield St	Monticello	8 units	
Monticello Meadows	327 & 337 Garfield St	Monticello	16 units	
Wittwer Apartments (Seniors)	120 S. Main St	Monticello	20-1 bdm units	
Edelweiss Apartments (Seniors)	301 5th St.	New Glarus	?	
Glarner Haus Retirement Apartments	700 2nd Ave	New Glarus	22-2 bdm units	

Other Facilities

Brodhead Senior Center	1103 W. Exchange	Brodhead	NA	
Behring Senior Center	1113 10th St	Monroe	NA	
Greenco Industries	1601 4th Ave W	Monroe	110	
Hand in Hand Adult Day Center	2227 4th Ave	Monroe	20	
YMCA of Green County	1307 2nd St	Monroe	NA	

Hospital / Clinic

Albany - Monroe Clinic	700 Carolan Dr	Albany		
UW Health Belleville Family Medical Clinic	1121 BellWest Blvd	Belleville		
Brodhead Monroe Clinic	1904 1st Center Ave	Brodhead		
Mercy Brodhead Medical Center	2310 1st Center Ave	Brodhead		
Monroe Clinic and Hospital	515 22nd Ave	Monroe		
New Glarus - Monroe Clinic	1800 2nd St.	New Glarus		

Private Preschool and Daycare

Albany Community Daycare	304 E. State St	Albany	25	
Becky's House	701 Ruebens Cave Dr	Albany	8	
Buddies and Backpacks Club	400 5th St	Albany	14	
Tiny Treasure Family Daycare	604 S. Mechanic St.	Albany	8	
La Petite Academy	11 Karl Ave	Belleville	75	
Phyllis' Family Day Care	1904 W. 6th Ave	Brodhead	8	
Busy Bees Day Care	1006 18th St	Brodhead	8	
Susie's Family Daycare	1307 17th St	Brodhead	8	
Little Prairie Family Day Care	N2271 County Road T	Brodhead	8	
Riddles & Rhymes Childcare Center	2308 W 5th Ave	Brodhead	50	
RRC Backpackers Club (After School Prog)	1400 21st St	Brodhead	25	
Allens Family Daycare	N616 Ullom Rd	Browntown	8	
ABC Family Totland Child Care	1759 15th St.	Monroe	6	
Ding a Dong Preschool	1724 14th St.	Monroe	23	
Monroe Head Start (DCPC-Dane Co Parent Council)	2625 14th Ave.	Monroe	18	

Monroe Preschool, Inc	1025 1/2 15th Ave.	Monroe	21	
Noah's Ark Preschool	2227 4th St.	Monroe	50	
Rainbow Child Care of Monroe Inc	2709 6th St.	Monroe	148	
Rainbow Parkside School Age	920 4th St.	Monroe	50	
Little Red Caboose	103 21st St.	Monroe	68	
YMCA of Green County	1307 2nd St.	Monroe	NA	
ABC Lean and Play	2008 16th St.	Monroe	8	
Gloria's Daycare	2139 15th Ave.	Monroe	8	
Little Rascals Family Child Care	2022 27th St.	Monroe	8	
Tammy's Family Day Care Center	2023 Lincoln Road	Monroe	8	
Cheryl's Day Care	2325 18th Ave.	Monroe	8	
Karens Kiddie Kamp	914 29th Ave.	Monroe	8	
Brendas Family Daycare	1745 Country Lane	Monroe	8	
Allens Day Care	2104 14th Ave.	Monroe	8	
Mary Anns Day Care	1311 21st Ave.	Monroe	8	
A Home Away From From	906 24th Ave.	Monroe	8	
Y We Care Preschool / 4K (YMCA)	1307 2nd St.	Monroe	16 / 18	
Sues Family Day Care	1503 11th Ave	Monroe	8	
Karen Wichser's Family Day Care	617 E. Lake Ave	Monticello	8	
Little Gippers' Family Day Care	123 S. Garfield St	Monticello	8	
Chris Capelle Family Day Care	220 W. Wisconsin	Monticello	8	
Riley Johnsons in Home Daycare	219 N Monroe St	Monticello	8	
Rachels Kids Korner LLC	334 S Main St	Monticello	30	
Play Pals Child Care Center	419 7th Ave	New Glarus	8	
Julie's Child Care Center	301 Second St	New Glarus	8	
Corrines Little Explorers	854 10th Ave	New Glarus	8	
Kids World	1420 2nd St	New Glarus	75	
Small World Childcare	107 2nd St	New Glarus	75	

Schools

Albany Public Schools	400 5 th Street	Albany	400 (K-12)	
Belleville School District	625 W Church St	Belleville	NA	
Belleville Grade/Elem School (PreK-1)	237 W Pearl st	Belleville	175	
Belleville Intermediate School (2-6)	101 South Grant St	Belleville	368	
Belleville Jr Sr High School	635 W Church St	Belleville	410	
Juda Schools (K4-12)	N2385 Spring St	Juda	312	
Brodhead Schools	2501 W. 5th Ave	Brodhead	NA	
Albrecht Elementary	1400 21st St	Brodhead	512	
Brodhead Middle School	2100 W 9th Ave	Brodhead	230	
Brodhead High School	2501 W 5th Ave	Brodhead	352	
Brooklyn Elementary School	204 Division St	Brooklyn	411	

Abraham Lincoln Elementary	2700 13 th Ave.	Monroe	317	
Northside Elementary	3005 8 1/2 St.	Monroe	386	
Parkside Elementary	920 4th St.	Monroe	380	
Monroe Middle School	1510 13th St.	Monroe	540	
Monroe High School	1600 26th St.	Monroe	709	
St. Victors Catholic School	1416 20th Ave.	Monroe	139	
Blackhawk Technical College	210 4th Ave.	Monroe	600	
Monticello Public School (4K-12)	334 S. Main St	Monticello	399	
New Glarus School District	1701 2nd St	New Glarus	NA	
New Glarus Elementary School	1420 2nd St	New Glarus	515	
New Glarus High School	1701 2nd St	New Glarus	397	
New Glarus Christian School	207 6th St	New Glarus	10	