

PUEBLO EMERGENCY OPERATIONS PLAN

ANNEX Q - MASS CARE, SHELTERING & RECEPTION

I. PURPOSE

To provide emergency mass care and assistance to individuals affected by and emergency workers involved in or threatened by disaster.

II. SITUATION AND ASSUMPTIONS

- A. The American Red Cross, Southeast Branch of the Pikes Peak Chapter will open shelters when a need arises. This could be an immediate need caused by a sudden onset disaster such as a tornado or as a precautionary need, such as a voluntary evacuation because of possible flooding. It is the policy of this Chapter that the Red Cross will be prepared to open shelters in response to the need, but not to open shelters until a request is received from Governmental Authorities, such as the Department of Emergency Management or the State of Colorado. Once opened, all shelters will be operated according to established American Red Cross Disaster Services Regulations and Procedures.
- B. The Salvation Army will assist the Red Cross with feeding and meeting other needs of the victims.
- C. The emergency mass care shelter is intended to operate for a limited time - one to four days would be the expected duration of this type of operation; however, the shelters will remain open as long as there is a need for them.
- D. While in operation, the emergency shelter must meet a multitude of human needs, both physical and psychological, under adverse conditions. The young, old, ill, employed and unemployed all have needs to be met through recreation, medical services, transportation, maintenance, social work and religious services available through the shelter.

III. CONCEPT OF OPERATIONS

- A. Once it is determined that a shelter is needed, the American Red Cross is immediately notified at (719) 561-2614. This is a 24-hour - 7 day a week number.
- B. The location of selected emergency shelters will be provided to the Joint Information Center (JIC) and the Emergency Operations Center (EOC) for communication to emergency responders and the public.
- C. Family pets will not be allowed in shelters. An emergency shelter for pets may be opened.
- D. Certified service animals will be allowed in shelters with their owners.
- E. Many families and individuals may need only a few hours to communicate with relatives or friends or to locate temporary housing. The remaining families unable to make their own arrangements for individual housing can be assisted by the American Red Cross.
- F. Mass care feeding provides adequate meals and snacks to disaster victims and emergency workers. The feeding may be done on a mobile basis or at fixed sites.
- G. Security for shelters will be requested through the Emergency Operations Center.
- H. If a chemical accident has occurred, victims will not be admitted to a shelter without proper verification that they have been decontaminated. ARC does not have decontamination facilities. The Incident Commander or EOC will work with the ARC to establish a method for verifying the decontamination of victims.
- I. Reception Centers will be opened and operated by the ARC with assistance from Pueblo County. Reception Centers can be transitioned to Shelters if needed. A Reception Center can cover simple needs such as a warming station or to act as a staging area while a Shelter is being prepared.

IV. ORGANIZATION AND RESPONSIBILITIES

- A. It is the responsibility of local government to provide for emergency shelter for disaster victims within local capabilities, and to request sheltering assistance from private relief agencies. When local resources are fully committed, and upon request, the state may assist in providing emergency shelter and/or temporary housing for disaster victims.

- B. **American Red Cross** will:
 - 1. Develop emergency shelter lists and procedures for providing emergency shelter for disaster victims.
 - 2. Develop procedures, select facilities, obtain shelter facility agreements, and train shelter managers.
 - 3. Select sources, establish quantitative and qualitative requirements and maintain suitable inventory of shelter supplies.
 - 4. Adequately provide meals and snacks to disaster victims and emergency workers.
 - 5. Provide basic health and mental health services for the victims at the shelters;
 - 6. If necessary, participate in damage assessment of residential areas;
 - 7. Receive and process in-bound disaster inquires; and
 - 8. Assist in family well-being inquires.

- C. **Amateur Radio Emergency Services (ARES)** will:
 - 1. Respond to shelter locations as requested; and
 - 2. Assist with and provide backup for overall communications, as well as health and well being messages.

V. PLAN DEVELOPMENT AND MAINTENANCE

The primary responsibility for development and maintenance of this annex is the Pueblo County Department of Emergency Management with support from the American Red Cross. The annex will be reviewed annually unless significant changes of circumstances warrant an earlier revision.

VI. AUTHORITIES AND REFERENCES

- A. Congressional Charter (Statute 33-5990, 5 January 1905)
- B. Federal Disaster Relief Acts 1970 and 1974 (Public Law 93-288 as amended by 36 U.S.C.)
- C. American Red Cross 3000 series documents