



# ESF-6 Mass Care

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## JOHNSON COUNTY EMERGENCY OPERATIONS PLAN

**Coordinating Agency:** Johnson County Human Services

**Support Agencies:** American Red Cross (ARC)  
Johnson County Developmental Supports  
Johnson County Department of Health and Environment  
Johnson County Med-Act  
Johnson County Mental Health  
Kansas Department for Children and Families  
Kansas City Regional Voluntary Organizations Active in Disaster (KC VOAD)  
The Salvation Army  
Kansas Department of Agriculture

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### INTRODUCTION

#### **Purpose**

The purpose of the *ESF-6 Mass Care Annex* is to establish how mass care support activities will be coordinated to meet the needs generated by disasters affecting Johnson County.

#### **Scope**

This annex identifies the key policies, concepts of operations, roles and responsibilities, and capabilities associated with *ESF-6 Mass Care* in Johnson County. Specifically, ESF-6 includes three primary functions:

1. **Emergency Mass Care:** The coordination of non-medical mass care services to include immediate sheltering, feeding, providing information on impacted individuals to family members, and coordinating the distribution of emergency relief items and available assistance.
2. **Housing:** Provision of the assistance for short-term and long-term housing to those affected by the incident, in coordination with local jurisdictions. Housing assistance may include rental assistance, temporary housing, and loans for the repair and/or replacement of primary residences.
3. **Human Services:** Other victim related recovery efforts such as crisis counseling, ongoing support for special populations, and coordinating the provision of local, state and federal disaster assistance, in partnership with *ESF-8 Public Health and Medical* when needed.

*ESF-6 Mass Care* applies to all individuals and organizations and the full range of mass care services that may be required to support disaster response and recovery operations in Johnson County. Specific operating procedures and protocols are addressed in documents maintained by the participating organizations.

- *ESF-1 Transportation Team* will coordinate the provision of transportation required to support ESF-6 activities.
- The *ESF-8 Public Health and Medical Annex* addresses the activities associated with medical needs during a mass care situation.
- *ESF-10 Oil and Hazards Materials* will be involved when hazardous materials conditions exist.
- *ESF-11 Agriculture, Animal Welfare, and Natural Resources Annex* addresses animal needs during a mass care event.
- *ESF-13 Public Safety and Security Team* will coordinate the provision of security required to support ESF-6 activities.
- *ESF-14 Assessment and Recovery Team* will partner with ESF-6 to determine long-term housing strategic solutions, in coordination with local jurisdictions.
- *ESF-15 Public Information Annex* provides public communications for mass care services.

## **SITUATION & ASSUMPTIONS**

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In addition to the “Situation and Assumptions” section in the Basic Plan, the Concept of Operations for ESF-6 is based on the following:

### **Situation**

#### **General**

1. There are a number of identified hazards that may necessitate mass care support in Johnson County. Historically, extreme weather events have created the greatest need for the provision of mass care & sheltering in Johnson County.
2. The type of mass care, housing and human services assistance required will vary depending on the situation. The population affected could range from very few in an isolated event, to large numbers if the incident impacts a densely populated area.
3. The ARC estimates there are approximately 300 trained local volunteers potentially available to assist with mass care activities in the Kansas City Metropolitan Area. Additional staffing resources may come from other volunteer agencies and local agreements. The ARC maintains a list of trained shelter staff including local government employees who have had community mass care training.

4. Supplies to support mass care operations (such as cots, blankets, water, food, etc.) can be provided by the ARC, The Salvation Army, and other volunteer agencies as appropriate and available. Private sector and local government resources may also be used to augment local volunteer capabilities.
5. If mass care needs exceed the capability of local and regional resources, assistance with staffing, feeding, and supplies may be provided by state and federal government.
6. According to 2014 estimated Census data (sampled data), based on 216,304 households in Johnson County there were 13,228 who “spoke English less than very well.” Of those, 6,864 were Spanish, 2,684 were Indo-European, 3,406 were Asian/Pacific, and 274 were “Other”. This may require language diversity support.
7. Before, during, and after an incident, members of functional and access needs populations may have additional needs in one or more of the following functional areas: *maintaining independence, communication, transportation, supervision, medical care*. In addition to those individuals specifically recognized as at-risk, i.e., children, senior citizens, and pregnant women, individuals who may need additional response assistance should include those who: have disabilities; support for those who live in institutionalized settings; are from diverse cultures; have limited English proficiency or are non-English speaking; are transportation disadvantaged; have chronic medical disorders; and have pharmacological dependency.

## **Emergency Sheltering**

1. Johnson County is served by the Greater Kansas City Chapter of the American Red Cross, which maintains the greatest capability in the area for sheltering those impacted by disaster. In most instances, the ARC will be the primary external organization supporting the opening and management of the shelters.
2. The American Red Cross has identified (and maintains agreements with) numerous facilities in Johnson County that could be used as mass care shelters. The ARC will also, upon request, provide shelter training and certification for community organizations and local governments to augment ARC shelter management teams at ARC shelters.
3. The Greater Kansas City Chapter of the American Red Cross stores a shelter trailer in Olathe and one in Prairie Village. Each trailer contains cots, blankets, and a shelter manager’s kit. Johnson County maintains a shelter augmentation trailer that contains cots, wheelchairs and other accessories for shelter residents with functional and access needs. Additionally, there are trailers located at and maintained by regional hospitals, and a UASI purchase public health emergency response trailer in Johnson County which includes tables, chairs, lights, and other general equipment.

4. A system of four sheltering relationships or “models,” including the traditional Red Cross shelter model, will serve as a framework within which action can be taken. In reference to Independent Shelters, Model 4, the American Red Cross has no operational authority over these shelters. If provided the information, the ARC would enter the shelter location and population information into the National Shelter System. Also if there is an abundance of supplies, some may be shared with the Independent Shelters, but the American Red Cross would not financially support the shelters nor extend any liability coverage to them.

## **Mass Feeding**

1. There are many mass feeding options in Johnson County as noted below. Any or all of these suppliers may be used based on the incident details and availability of resources.
2. American Red Cross can provide a variety of mass feeding options to utilize based on the need of the disaster impacts. American Red Cross has agreements in the county for food services in support of shelters. The Greater Kansas City Chapter has three vehicles that can be used for mobile feeding. Based on resource availability, the American Red Cross estimates a local feeding capacity of approximately 50,000 people per day if needed.
3. The Salvation Army in Olathe maintains a mobile canteen that can provide food to people for immediate needs. In addition, there are 19 mobile canteens within the division. Mobile feeding programs provide hot meals and snacks for survivors and relief workers at the scene.
4. The Olathe School District’s Food Production Center can produce 20,000 nutritional meals in eight hours. The Food Production Center uses a “Cook-Chill” Process that allows the meals to be easily packaged and transported, and can last up to three days. ARC and City of Olathe have agreements to use this resource.

## **Assumptions**

### **General**

1. As a result of disasters, individuals and families can become deprived of their normal means of obtaining food, water, clothing, shelter and basic medical needs.
2. There may be strong desires to establish multiple shelters (i.e. one in each political jurisdiction) when, in reality; the “most good” can be done by leveraging limited resources to provide a smaller number of larger, more effective emergency shelters.

3. Disasters and evacuations may cause family members to become separated and unable to locate each other, which may result in minors who are unaccompanied and who may require assistance for reunification with their family.
4. Systems may need to be established to distribute disaster relief assistance and/or items to those in need. These systems may include fixed sites or mobile distribution operations.
5. Initially, it may be difficult to gauge the mass care & sheltering need of the affected population.
6. It is anticipated that a portion of displaced individuals may not have the ability, information or means to remain self-sufficient. Thus, government and volunteer agencies will be responsible for providing basic mass care and other human services assistance.
7. The ARC, The Salvation Army, and other volunteer agencies will be prepared and available to assist with mass care and human services operations.
8. Local and regional resources will be available to meet most immediate temporary housing and human services needs. However, there are scenarios that have the potential to exceed local capabilities and/or exhaust local resources, in which case the state and federal government will provide assistance.
9. Evacuating and displaced populations will include individuals subject to judicial and/or administrative orders restricting their freedom of movement, such as sex offenders and parolees.
10. The functional and access needs population will include people who do not need medical support but will require support to access services or function normally in a new environment.
11. The functional and access needs population in the community will include people in congregate settings (e.g., group homes, nursing homes) and individuals under home care requiring a caregiver.
12. Some people in the functional and access needs population do not want to be identified as having "special needs."
13. Approximately 25% of people in the functional and access needs population will pre-identify themselves prior to a disaster incident.
14. In a disaster incident in which contamination is a possibility, some people who are not part of the functional and access needs population will become contaminated in the affected area, which will result in them requiring special needs support.

15. There may be situations where Johnson County will provide mass care & sheltering support for individuals and families who have been impacted by disasters in jurisdictions outside Johnson County.

### **Emergency Sheltering**

1. Many people displaced by a disaster will stay with family or friends, rather than seek public shelter. Although the majority of people may initially be self sufficient, as the duration of displacement continues, more people will seek assistance. Depending on the event and area(s) affected, it is estimated between 15-25% of the dislocated population may seek public shelter.
2. Establishing and utilizing ARC shelters is usually the most effective way to provide emergency sheltering in Johnson County.
3. ARC will provide the most up-to-date shelter options using the online shelter database. This is the link to the site that shows what ARC shelters are open. Click on the green flags, to obtain the shelter address, capacity and current shelter population. <http://app.redcross.org/nss-app/>
4. At least some pre-identified shelter facilities will be available during the initial phase of the emergency, with additional pre-identified shelters made accessible later.
5. The type of emergency shelter provided may vary based on the event. Ideally, shelters will have access to food, water, cots, blankets, first-aid supplies, etc., for occupants. However, in some scenarios a shelter may only provide protection from the elements and/or be used as a temporary shelter of last resort.
6. Establishing temporary medical shelters, alternate care facilities, and family assistance centers may be necessary. Staffing and supply of temporary facilities will depend upon the ability to mobilize and transport staff and supplies from regional cache's, private medical providers and suppliers, registered volunteer rosters, and other sources.
7. The American Red Cross (ARC) utilizes a Shelter Intake and Assessment Tool to ensure that functional and access needs individuals are referred to the most appropriate shelter setting.

### **Mass Feeding**

1. Conditions may restrict the ability of suppliers to deploy mobile or fixed feeding and sheltering equipment to the affected area.
2. There may be disaster impacts that prevent people from getting to food supply and may require alternate feeding solutions.

3. There may be situations where emergency or disasters only impact food and/or water which necessitates the distribution of these supplies.

## **CONCEPT OF OPERATIONS**

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1. The Johnson County Human Services department is the Coordinating Agency for ESF-6 Mass Care. They will work with the Supporting Agencies outlined in this ESF annex to fulfill the ESF-6 mission.
2. The mission of the ESF-6 Mass Care Team is to ensure the provision of mass care required to meet the needs generated by disaster affecting Johnson County. The ESF-6 Team will orchestrate the countywide coordination required to fulfill this mission. These activities will include:
  - a. Establish and maintain operational awareness of mass care through direct communications links with operational units (ARC, KC VOAD, TSA, liaisons, etc.) in the field and/or their appropriate coordinating entities;
  - b. Conduct mass care disaster impact and needs assessments, prioritize ESF-6 operational objectives in alignment with the EOC Action Plan, and coordinate ESF-6 county-wide response activities;
  - c. Collect and analyze information relevant to ESF-6 and report in WebEOC and EOC documents including EOC Action Plans and Situational Reports;
  - d. Receive, manage, & track resource requests for ESF-6;
  - e. Ensure full coordination of activities with other groups within the EOC to assist in the development and maintenance of a common operating picture.
  - f. Coordinate with ESF-15 Public Information to provide public information related to Mass Care services.
3. All individuals/organizations involved in disaster response should collect and record information on the utilization of labor, materials, equipment, and disaster-related costs.

### **Emergency Sheltering**

1. All shelter operations supported by Johnson County will be guided in accordance with American Red Cross standard operating procedures, regardless of the operator (*ARC Disaster Response Handbook* and *ARC Mass Care Tools and Resources*.)
2. The opening of emergency shelters in Johnson County will be coordinated through Johnson County Emergency Management (JCEM) or the County ESF-6 Mass Care Team when activated.

3. JCEM (or ESF-6 Mass Care when activated) will work with the affected jurisdiction(s) and the American Red Cross (ARC) to assess the need and determine the location(s) and type(s) of facilities to be activated.
4. Shelters will be selected on the basis of suitability of the facility and its location within the county. Factors such as a sufficient area for sleeping, restrooms, showers, kitchen facilities, backup power capabilities, parking and accessibility for persons with disabilities will be considered. The state American with Disabilities (ADA) Coordinator will assist to ensure functional needs are met within the shelter, and shelters are or are in the process of being ADA compliant.
5. ESF-6 Mass Care team will activate sheltering plans, in partnership with ARC, for supporting persons with functional and access needs. Johnson County Developmental Support may provide support to individuals with disabilities.
6. To the extent possible, efforts will be made to utilize shelter facilities that allow for pet and owner co-location or close proximity sheltering capabilities. Refer to ESF-11 for Animal Welfare coverage. The chart below denotes the estimated number of animals that may need assistance.

| <b>Animal</b>       | <b>Multiplier</b> | <b>Total Number of Housing Units in County</b><br><small>(2014)</small> | <b>Total Estimate</b> |
|---------------------|-------------------|---|-----------------------|
| Dogs                | .534              | 233,182   | 124,519               |
| Cats                | .598              | 233,182   | 139,442               |
| Birds               | .126              | 233,182   | 29,380                |
| Rabbits and Ferrets | .023              | 233,182   | 5,363                 |
| Rodents             | .023              | 233,182   | 5,363                 |
| Reptiles            | .015              | 233,182   | 3,497                 |
| Fish                | .063              | 233,182   | 14,690                |

7. In the unlikely case where the ARC cannot meet the requested need, JCEM or the ESF-6 Mass Care Team, when activated, will coordinate with the affected local jurisdiction(s) to determine alternate sheltering plans.
8. The ARC will provide daily, overall direction of mass care operations within the ARC shelters, including the assignment of personnel and ensuring that requests for assistance are met, documented and prioritized. Additionally, the ARC will ensure registration, tracking, feeding, restocking and other related activities are accomplished.

9. Johnson County Department of Health and Environment will coordinate with KDA to inspect shelters for overall habitability (health & sanitation) usually within 24 hours of activating a shelter, unless this function is assumed by local government. In addition, KDA will be responsible for inspecting onsite food preparation, if any.
10. The ARC performs a facility assessment prior to use of a facility. However, if a concern arises to the structural integrity of emergency shelters and other emergency facilities, each city having jurisdiction and/or the Johnson County Department of Planning, Development, & Codes will determine facility safety.
11. Communications with shelters or other mass care facilities will be accomplished primarily through telephone and the internet. Amateur radio operators may be deployed to provide communications capabilities in mass care facilities, as needed.
12. In the event of a disaster with the potential for contamination due to a hazardous materials exposure, decontamination will occur at the event site. In the rare instance that someone seeks shelter with this condition, the shelter management will contact 9-1-1 to manage.
13. ARC personnel complete an intake form for those seeking shelter. This includes a basic health questionnaire. If there are symptoms of possible infection, the intake assessment will include vitals and the nurse would determine whether to allow in the shelter or refer to a medical shelter or hospital, based on availability.
14. If shelter operations personnel detect a concern of possible infectious disease, they would notify ESF 8 in the EOC.
15. Security will be coordinated with ESF-13 Public Safety and Security for mass care facilities provided by either the Sheriff's Department (unincorporated areas), city police (incorporated areas), and/or private security.
16. Shelter management teams will be responsible for providing periodic status reports to the EOC (via the cognizant city EOC, if any). Such reports will include the number of persons sheltered, remaining shelter capacity and any special needs or assistance required.
17. The ESF-6 Mass Care Team will coordinate with *ESF-12 Energy and Utilities* to provide prioritization for power service restoration to mass care sites and for the acquisition of supplemental power sources.
18. Public emergency information regarding the availability and location of mass care facilities will be given the widest public dissemination possible. County, city, incident command staff, the shelter provider and any volunteer agency public information resources must coordinate the release of such information as discussed in *ESF-15 Public Information Annex* of this plan.

19. Emergency Sheltering will continue until those displaced by the emergency/disaster obtain other temporary housing or return to their homes, or when operations are discontinued by the agency providing mass care services. In coordination with ESF-6 Mass Care, the ARC will determine if and when it is appropriate to consolidate shelters, as well as when shelters should close. ESF-6 Mass Care will coordinate public information dissemination with ESF-15 Public Information.

## **Mass Feeding**

1. The ESF-6 Mass Care Team will coordinate the provision of food and/or water as needed in cooperation with ARC, The Salvation Army, and other support organizations. These organizations may provide fixed and/or mobile feeding services for disaster victims when required.
2. ESF-6 Mass Care Team will implement the feed plan for people with functional and access needs.
  - a. Ensure that feeding sites or locations in shelters consider functional and access needs.
  - b. Request specialized dietary resources (e.g., medically specific, culturally specific) for functional and access needs population, where possible.

## **Human Services**

1. Other essential human services assistance, such as emergency clothing, comfort, and clean-up items will be provided by the ARC, The Salvation Army and other volunteer and community organizations.
2. There are many volunteer and community groups in Johnson County and the KC metro area with emergency assistance programs potentially available to meet disaster related human services needs. To help ensure timely and equitable services are provided following a major event, the Kansas City Regional Voluntary Organizations Active in Disaster (VOAD) will coordinate the provision of these human services programs. The KC Regional VOAD is comprised of volunteer and community groups with resources to provide a variety of disaster assistance.
3. The ESF-6 Mass Care Team will work closely with KC Regional VOAD to identify individuals and families needing assistance and methods of distribution.
4. If necessary, sites will be established within the affected area for bulk distribution of emergency relief items to meet the urgent needs of disaster victims. Working through local EOCs, the ARC, The Salvation Army and other volunteer organizations will coordinate the bulk distribution of emergency relief supplies with logistical and other support from local governments.

5. The Volunteer and Donations Management function will be closely coordinated with mass care, housing and human services operations to facilitate the use of donated goods to support ESF-6 Mass Care activities. For more information, see ESF-7 Resource Management.
6. Family assistance centers will be established to provide support and information to survivors and families. Services include reunification (see above) disaster mental health, mass fatality issues, conducting investigations, working with other agencies, including local agencies and FEMA for financial and other assistance.
7. The ARC provides reunification services which receives and responds to inquiries about the health and welfare of individuals or families within a disaster area and provides services leading to reunification of family members in the affected areas. Information regarding American Red Cross' Safe and Well Program can be found at [www.redcross.org](http://www.redcross.org) or 1-866-GET-INFO.
8. The ESF-6 Team will provide support for unaccompanied minors and/or adults requiring care to include:
  - a. Providing onsite credentialed and background-checked supervising caregivers until a longer-term solution can be found.
  - b. Coordinating with ESF-13 Public Safety and Security to implement the disaster protocols for temporary care of unaccompanied children/minors and adults requiring care until reunified.
9. The ESF-6 Mass Care Team will partner with the ESF-1 Transportation Team to coordinate transportation needs regarding mass care operations, including movement of people, equipment, supplies, etc. They will also coordinate for local access to community services, such as post offices, banks, health clinics, pharmacies, faith-based centers, schools, and points of distribution (PODs). In addition, they will coordinate with ESF-5 and ESF-1 for potential transportation-assisted evacuees arriving at reception and sheltering sites.
10. The ESF-6 Team will coordinate with ESF-7 for resources to support functional and access needs population where appropriate, such as picture boards or talk boards, wheelchairs, other durable medical equipment, alternative format materials, specialized diets, medical cots/beds, privacy curtains, and/or shelter/reception processing site (RPS) kit items that address the needs of persons with functional and access needs.
11. The ESF-6 Team will coordinate with ESF-8 Public Health and Medical to support the mental health community in planning for support of individuals with cognitive, behavioral, and/or mental health issues and/or prescription needs.
12. Every effort will be made to provide behavioral health (crisis-counseling) services to people affected by the disaster. Numerous volunteer and government agencies

have the ability to provide both faith-based and non-faith-based disaster counseling services. For more information, see ESF-8 Public Health and Medical.

13. The ESF-6 Team will coordinate with the ARC to activate a plan for the care of service animals in shelters.
  - c. Request resources from ESF-7 Resource Management for supply of animal food and other animal care products including delivery location(s) as needed.
  - d. Activate ESF-11 Animal Welfare, animal support services for support of animals in disasters to address health needs of service animals.
  - e. Advise shelter staff of protocols and procedures for dealing with service animals.

## ROLES AND RESPONSIBILITIES

### ESF-6 Mass Care Team

| The mission of the ESF-6 Mass Care Team is to ensure the provision of Mass Care required to meet the needs generated by disaster affecting Johnson County. |  |
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| Coordinating Agency  | <b>Johnson County Human Services</b>   |
| Support Agencies   | American Red Cross (ARC)<br>Johnson County Developmental Supports<br>Johnson County Department of Health and Environment<br>Johnson County Med-Act<br>Johnson County Mental Health<br>Kansas Department for Children and Families<br>Kansas City Regional Voluntary Organizations Active in Disaster (KC VOAD)<br>The Salvation Army   |
| Core Capabilities  | <p><b>Mass Care Services</b><br/> <b>Mission Area:</b> Response<br/> <b>Description:</b> Provide life-sustaining services to the affected population with a focus on hydration, feeding, and sheltering to those who have the most need, as well as support for reunifying families.</p> <ul style="list-style-type: none"> <li>Supports local, tribal, territorial, and insular area governments and NGOs in the coordination and provision of mass care, emergency assistance, temporary housing, and human services resources, programs, and services.</li> <li>Provides life-sustaining services to the affected population, including hydration, feeding, and sheltering, as well as support for reunifying families.</li> <li>Supports the establishment, management, and operation of congregate and non-congregate care facilities.</li> </ul> |

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|              | <ul style="list-style-type: none"> <li>• Coordinates with local, tribal, territorial, and insular area governments and NGOs to facilitate the return of evacuees to their pre-disaster or alternate locations.</li> <li>• Develops an initial temporary housing strategy to transition survivors from congregate to non-congregate care alternatives and provides relocation assistance or interim housing solutions for households unable to return to their pre-disaster residence.</li> <li>• Anticipates and identifies current and future ESF #6 requirements in coordination with local, state, tribal, territorial, insular area, and Federal governments, NGOs, and private sector partners.</li> <li>• Acquires, transports, and delivers ESF #6 resources and services to meet the needs of disaster survivors, including children and individuals with functional and access needs.</li> <li>• Provides general care for separated/unaccompanied minors until they are placed in the care of appropriate authorities.</li> <li>• Supports nontraditional congregate care facilities.</li> <li>• Provides technical assistance for the development of local, state, tribal, territorial, insular area, Federal, NGO, and private sector operational plans for mass care, emergency assistance, temporary housing, and human services.</li> </ul> |
| Preparedness | <ul style="list-style-type: none"> <li>• Review the ESF-6 Annex annually and update as needed</li> <li>• Continually evaluate the capabilities required to accomplish the ESF-6 mission, identify any gaps, and leverage resources to address them</li> <li>• Manage the resolution of ESF-6 after-action issues</li> <li>• Develop and/or participate in relevant ESF related planning, training, and exercise activities at the local, regional, state, and/or federal level</li> <li>• Ensure necessary supplements to the ESF annex are developed and maintained (including emergency contact lists, shelter lists, resource lists, departmental/functional plans, procedures, protocols, &amp; EOC job aids)</li> <li>• Ensure representatives from the Coordinating Agency and Support Agencies are fully trained and prepared to respond to the County EOC as ESF-6 Team Members</li> </ul>   |
| Response     | <ul style="list-style-type: none"> <li>• Establish and maintain operational awareness of mass care through direct communications links with operational units (ARC, KC VOAD, TSA, liaisons, etc.) in the field and/or their appropriate coordinating entities;</li> <li>• Conduct mass care disaster impact and needs assessments, prioritize ESF-6 operational objectives in alignment with the EOC Action Plan, and coordinate ESF-6 county-wide response activities;</li> <li>• Collect and analyze information relevant to ESF-6 and report in WebEOC and EOC documents including EOC Action Plans and Situational Reports;</li> <li>• Receive, manage, &amp; track resource requests for ESF-6;</li> <li>• Ensure full coordination of activities with other groups within the EOC to assist in the development and maintenance of a common operating picture.</li> <li>• Coordinate with ESF-15 Public Information to provide Mass Care services public information to disseminate where appropriate.</li> </ul>   |
| Recovery     | <ul style="list-style-type: none"> <li>• Coordinate the ESF-6 support of recovery activities</li> <li>• Coordinate the restoration of ESF-6 resources and/or capabilities as needed</li> </ul>   |

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|            | <ul style="list-style-type: none"> <li>• Ensure ESF-6 Team Members and/or their agencies provide appropriate records of costs incurred</li> <li>• Conduct an ESF-6 after action review</li> </ul> |
| Mitigation | <ul style="list-style-type: none"> <li>• Identify and implement mitigation activities to prevent or lessen the impact of future incidents</li> </ul>  |

## ESF-6 Mass Care Coordinating Agency Responsibilities

| Johnson County Human Services |   |
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| Preparedness                  | <ul style="list-style-type: none"> <li>• Ensure each of the preparedness responsibilities identified for the County ESF-6 Team (listed above) are accomplished</li> <li>• Maintain an inventory of agency resources</li> <li>• Provide current emergency contact information to Johnson County Emergency Management and Communications – Emergency Management Division</li> </ul>   |
| Response                      | <ul style="list-style-type: none"> <li>• Provide mass care support in emergency/disasters, in accordance with departmental operations guides &amp; protocols, existing MOUs &amp; agreements, and the <i>ESF-6 Mass Care Annex</i></li> <li>• Coordinate with JCEM to receive, manage, and track requests for mass care assistance until activation of the ESF-6 Team in the County EOC</li> <li>• Ensure each of the response responsibilities identified for the County ESF-6 Team (listed above) are accomplished regardless of the activation/staffing level of the County EOC</li> <li>• Arrange for appropriate staffing of the County ESF-6 Team in the EOC throughout activations</li> <li>• Coordinate the activities of ESF-6 Team Members in the County EOC</li> </ul> |
| Recovery                      | <ul style="list-style-type: none"> <li>• Coordinate the ESF-6 support of recovery activities</li> <li>• Coordinate the restoration of ESF-6 resources and/or capabilities as needed</li> <li>• Ensure ESF-6 Team Members and/or their agencies provide appropriate records of costs incurred</li> <li>• Conduct an ESF-6 after action review</li> </ul>   |
| Mitigation                    | <ul style="list-style-type: none"> <li>• Identify and implement mitigation activities to prevent or lessen the impact of future incidents</li> </ul>  |

## ESF Support Agency Responsibilities

| American Red Cross |   |
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| Preparedness       | <ul style="list-style-type: none"> <li>• Assist with the ESF-6 Team preparedness activities (listed above)</li> <li>• Maintain an inventory of agency resources</li> <li>• Provide current emergency contact information to Johnson County Emergency Management</li> </ul>  |
| Response           | <ul style="list-style-type: none"> <li>• Provide mass care support in emergency/disasters, in accordance with departmental operations guides &amp; protocols, existing MOUs &amp; agreements, and the <i>ESF-6 Mass Care Annex</i></li> <li>• Coordinate response activities with the ESF-6 Team in support of the ESF-6 mission</li> </ul> |

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|  | <ul style="list-style-type: none"> <li>• Send agency representatives to the County EOC as part of the ESF-6 Team when requested</li> </ul>  |
| Recovery   | <ul style="list-style-type: none"> <li>• Coordinate the restoration of agency resources and/or capabilities as needed</li> <li>• Participate in countywide recovery planning and activities</li> <li>• Prepare the documentation required to become eligible for reimbursement</li> <li>• Participate in after action reviews</li> </ul>  |
| Mitigation   | <ul style="list-style-type: none"> <li>• Identify and implement mitigation activities to prevent or lessen the impact of future incidents</li> </ul>  |
| <b>Johnson County Developmental Supports</b>               |   |
| Preparedness   | <ul style="list-style-type: none"> <li>• Assist with the ESF-6 Team preparedness activities (listed above)</li> <li>• Maintain an inventory of agency resources</li> <li>• Provide current emergency contact information to Johnson County Emergency Management</li> </ul>  |
| Response   | <ul style="list-style-type: none"> <li>• Provide mass care support in emergency/disasters, in accordance with departmental operations guides &amp; protocols, existing MOUs &amp; agreements, and the <i>ESF-6 Mass Care Annex</i></li> <li>• Coordinate response activities with the ESF-6 Team in support of the ESF-6 mission</li> <li>• Send agency representatives to the County EOC as part of the ESF-6 Team when requested</li> </ul> |
| Recovery   | <ul style="list-style-type: none"> <li>• Coordinate the restoration of agency resources and/or capabilities as needed</li> <li>• Participate in countywide recovery planning and activities</li> <li>• Prepare the documentation required to become eligible for reimbursement</li> <li>• Participate in after action reviews</li> </ul>  |
| Mitigation   | <ul style="list-style-type: none"> <li>• Identify and implement mitigation activities to prevent or lessen the impact of future incidents</li> </ul>  |
| <b>Johnson County Department of Health and Environment</b> |   |
| Preparedness   | <ul style="list-style-type: none"> <li>• Assist with the ESF-6 Team preparedness activities (listed above)</li> <li>• Maintain an inventory of agency resources</li> <li>• Provide current emergency contact information to Johnson County Emergency Management</li> </ul>  |
| Response   | <ul style="list-style-type: none"> <li>• Provide mass care support in emergency/disasters, in accordance with departmental operations guides &amp; protocols, existing MOUs &amp; agreements, and the <i>ESF-6 Mass Care Annex</i></li> <li>• Coordinate response activities with the ESF-6 Team in support of the ESF-6 mission</li> <li>• Send agency representatives to the County EOC as part of the ESF-6 Team when requested</li> </ul> |
| Recovery   | <ul style="list-style-type: none"> <li>• Coordinate the restoration of agency resources and/or capabilities as needed</li> <li>• Participate in countywide recovery planning and activities</li> <li>• Prepare the documentation required to become eligible for reimbursement</li> <li>• Participate in after action reviews</li> </ul>  |
| Mitigation   | <ul style="list-style-type: none"> <li>• Identify and implement mitigation activities to prevent or lessen the impact of future incidents</li> </ul>  |

| <b>Johnson County Med-Act</b>                      |   |
|--|---|
| Preparedness                                       | <ul style="list-style-type: none"> <li>• Assist with the ESF-6 Team preparedness activities (listed above)</li> <li>• Maintain an inventory of agency resources</li> <li>• Provide current emergency contact information to Johnson County Emergency Management</li> </ul>  |
| Response   | <ul style="list-style-type: none"> <li>• Provide transportation for special medical needs</li> <li>• Coordinate response activities with the ESF-6 Team in support of the ESF-6 mission</li> <li>• Send agency representatives to the County EOC as part of the ESF-6 Team when requested</li> </ul>  |
| Recovery   | <ul style="list-style-type: none"> <li>• Coordinate the restoration of agency resources and/or capabilities as needed</li> <li>• Participate in countywide recovery planning and activities</li> <li>• Prepare the documentation required to become eligible for reimbursement</li> <li>• Participate in after action reviews</li> </ul>  |
| Mitigation   | <ul style="list-style-type: none"> <li>• Identify and implement mitigation activities to prevent or lessen the impact of future incidents</li> </ul>  |
| <b>Johnson County Mental Health</b>                |   |
| Preparedness                                       | <ul style="list-style-type: none"> <li>• Assist with the ESF-6 Team preparedness activities (listed above)</li> <li>• Maintain an inventory of agency resources</li> <li>• Provide current emergency contact information to Johnson County Emergency Management</li> </ul>  |
| Response   | <ul style="list-style-type: none"> <li>• Provide mass care support in emergency/disasters, in accordance with departmental operations guides &amp; protocols, existing MOUs &amp; agreements, and the <i>ESF-6 Mass Care Annex</i></li> <li>• Coordinate response activities with the ESF-6 Team in support of the ESF-6 mission</li> <li>• Send agency representatives to the County EOC as part of the ESF-6 Team when requested</li> </ul> |
| Recovery   | <ul style="list-style-type: none"> <li>• Coordinate the restoration of agency resources and/or capabilities as needed</li> <li>• Participate in countywide recovery planning and activities</li> <li>• Prepare the documentation required to become eligible for reimbursement</li> <li>• Participate in after action reviews</li> </ul>  |
| Mitigation   | <ul style="list-style-type: none"> <li>• Identify and implement mitigation activities to prevent or lessen the impact of future incidents</li> </ul>  |
| <b>Kansas Department for Children and Families</b> |   |
| Preparedness                                       | <ul style="list-style-type: none"> <li>• Assist with the ESF-6 Team preparedness activities (listed above)</li> <li>• Maintain an inventory of agency resources</li> <li>• Provide current emergency contact information to Johnson County Emergency Management</li> </ul>  |
| Response   | <ul style="list-style-type: none"> <li>• Prepare and distribute information regarding mass care, sheltering, and human services to assist the public, and providers of services to individuals with functional needs, regarding how to prepare for and respond to a disaster</li> </ul>   |

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>• Coordinate with local emergency management officials in the development of Local Emergency Operation Plans (LEOP) related to mass care, sheltering and human services;</li> <li>• Assist in responding to a disaster, as outlined in the LEOP</li> <li>• Assist in coordinating the provision of assistance to vulnerable individuals impacted by the event</li> <li>• Coordinate with provider of services to individuals with functional needs to assist these individuals as they return to the community</li> <li>• Provide mass care support in emergency/disasters, in accordance with departmental operations guides &amp; protocols, existing MOUs &amp; agreements, &amp; the <i>ESF-6 Annex</i></li> <li>• Coordinate response activities with the ESF-6 Team in support of the ESF-6 mission</li> <li>• Send agency representatives to the County EOC as part of the ESF-6 Team when requested</li> </ul> |
| Recovery  | <ul style="list-style-type: none"> <li>• Coordinate the restoration of agency resources and/or capabilities as needed</li> <li>• Participate in countywide recovery planning and activities</li> <li>• Prepare the documentation required to become eligible for reimbursement</li> <li>• Participate in after action reviews</li> </ul>  |
| Mitigation  | <ul style="list-style-type: none"> <li>• Identify and implement mitigation activities to prevent or lessen the impact of future incidents</li> </ul>  |
| <b>Kansas City Regional Voluntary Organizations Active in Disaster (VOAD)</b> |   |
| Preparedness  | <ul style="list-style-type: none"> <li>• Assist with the ESF-6 Team preparedness activities (listed above)</li> <li>• Maintain an inventory of agency resources</li> </ul>  |
| Response  | <ul style="list-style-type: none"> <li>• Provide mass care support in emergency/disasters, in accordance with departmental operations guides &amp; protocols, existing MOUs &amp; agreements, and the <i>ESF-6 Mass Care Annex</i></li> <li>• Coordinate response activities with the ESF-6 Team in support of the ESF-6 mission</li> <li>• Send agency representatives to the County EOC as part of the ESF-6 Team when requested</li> </ul>   |
| Recovery  | <ul style="list-style-type: none"> <li>• Coordinate the restoration of agency resources and/or capabilities as needed</li> <li>• Participate in countywide recovery planning and activities</li> <li>• Prepare the documentation required to become eligible for reimbursement</li> <li>• Participate in after action reviews</li> </ul>  |
| Mitigation  | <ul style="list-style-type: none"> <li>• Identify and implement mitigation activities to prevent or lessen the impact of future incidents</li> </ul>  |
| <b>The Salvation Army</b>   |   |
| Preparedness  | <ul style="list-style-type: none"> <li>• Assist with the ESF-6 Team preparedness activities (listed above)</li> <li>• Maintain an inventory of agency resources</li> <li>• Provide current emergency contact information to Johnson County Emergency Management</li> </ul>  |
| Response  | <ul style="list-style-type: none"> <li>• Provide mass care support in emergency/disasters, in accordance with departmental operations guides &amp; protocols, existing MOUs &amp; agreements, and the <i>ESF-6 Mass Care Annex</i></li> </ul>   |

|            |  |
|------------|--|
|            | <ul style="list-style-type: none"> <li>• Coordinate response activities with the ESF-6 Team in support of the ESF-6 mission</li> <li>• Send agency representatives to the County EOC as part of the ESF-6 Team when requested</li> </ul>   |
| Recovery   | <ul style="list-style-type: none"> <li>• Coordinate the restoration of agency resources and/or capabilities as needed</li> <li>• Participate in countywide recovery planning and activities</li> <li>• Prepare the documentation required to become eligible for reimbursement</li> <li>• Participate in after action reviews</li> </ul> |
| Mitigation | <ul style="list-style-type: none"> <li>• Identify and implement mitigation activities to prevent or lessen the impact of future incidents</li> </ul>   |

## **POLICIES, AUTHORITIES, AND REFERENCES**

*Please refer to the Basic Plan for additional Policies, Authorities, and References.*

ARC Disaster Response Handbook (May 2008)

ARC Mass Care Tools and Resources (April 2007)

ARC Safe and Well list webpage: [www.redcross.org/safeandwell](http://www.redcross.org/safeandwell)

Assisting Individuals with Functional Needs During Evacuation and Sheltering. Kansas Department for Children and Families. (January 2009)

Pandemic and All-Hazards Preparedness Act (PAHPA), Public Law No. 109-417.

The table below represents the American Red Cross (ARC) Shelter Model Option List which includes responsibilities per shelter model type:

| ROLES AND RESPONSIBILITIES                 |  |  |  |                                |
|--|--|--|--|--------------------------------|
|  | MODEL 1                                      | MODEL 2  | MODEL 3  | MODEL 4                        |
|  | Red Cross Shelters                           | Red Cross / Partner Shelters   | Red Cross Supported Shelters                                     | Independently Managed Shelters |
| <b>Administrative Control</b>              | <i>Red Cross</i>                             | <i>Red Cross</i>   | <i>Community Agency</i>  | <i>Community Agency</i>        |
| <b>Shelter Operations Expenses</b>         | <i>Red Cross</i>                             | <i>Red Cross</i>   | <i>Red Cross Assisted</i>  | <i>Community Agency</i>        |
| <b>Adheres to Disaster Code of Conduct</b> | <i>Yes</i>                                   | <i>Yes</i>   | <i>Yes</i>   | <i>No</i>                      |
| <b>Red Cross Branding</b>                  | <i>Red Cross Only</i>                        | <i>Co-logo: "In Cooperation with"</i>  | <i>"Supported by Red Cross"</i>                                  | <i>None</i>                    |
| <b>Liability</b>                           | <i>Shared</i>                                | <i>Shared</i>  | <i>Shared</i>  | <i>Community Agency</i>        |
| <b>Reporting and Communication</b>         | <i>Yes</i>                                   | <i>Yes</i>   | <i>Yes</i>   | <i>No</i>                      |
| <b>Agreement to Use</b>                    | <i>Standard Red Cross Shelter Agreement*</i> | 1) <i>Welcome Letter of Agreement</i><br>2) <i>Standard Red Cross Shelter Agreement*</i> | <i>Shelter Support Services Agreement for Community Agencies</i> | <i>None</i>                    |

*\* In conjunction with the ARC guidance for sheltering criteria, it is the policy of Johnson County that all shelters operate with adherence to the ARC Disaster Code of Conduct. In addition, it is required that all emergency shelters coordinate all actions, and meet all reporting and communications expectations of the EOC.*