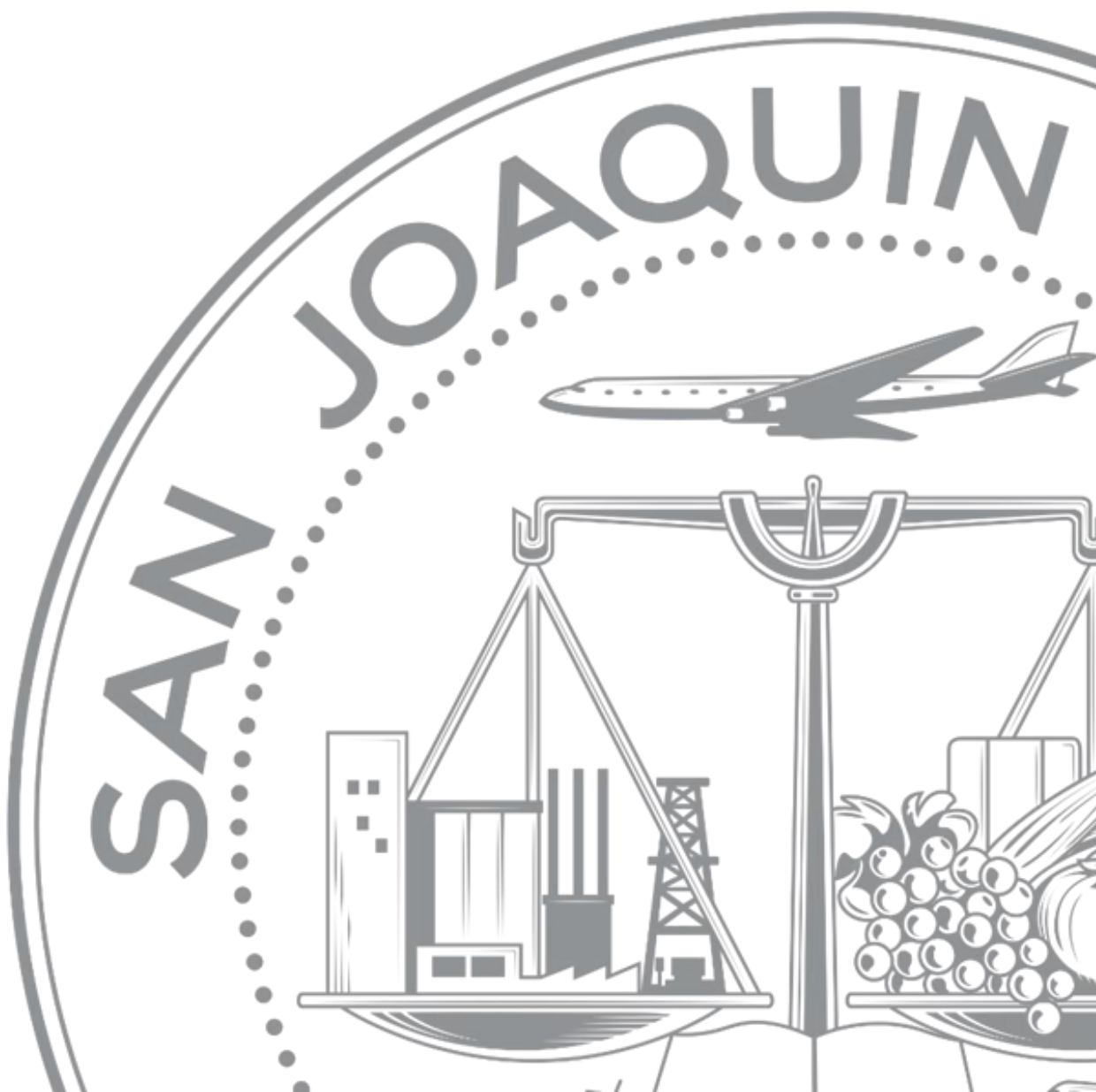


SAN JOAQUIN
— COUNTY —
Greatness grows here.

ESF-06 Care and Shelter Annex

July 22, 2020



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Letter of Promulgation

This ESF Annex to the County of San Joaquin Emergency Operations Plan describes how San Joaquin County will manage emergency incident or disaster mitigation, preparedness, response, and restoration related to this ESF. All Primary and Support agencies identified as having assigned responsibilities in this ESF shall perform the emergency tasks as described to include preparing and maintaining Standard Operating Guidelines and Procedures, and by carrying out the training, exercises and plan maintenance needed to support the plan.

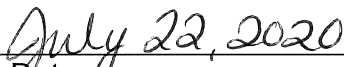
This ESF plan was developed using the Comprehensive Planning Guide 101 version 2 from the Federal Emergency Management Agency and California's emergency planning guidance documents. Adoption will occur following the established maintenance schedule; however, the plan may be modified in the interim without prior approval and formal adoption under the direction of the Director of Emergency Operations. The modified plan will be relayed digitally to all Primary and Support agencies identified as having assigned responsibilities in this ESF. In addition, the plan will be available on the San Joaquin County Office of Emergency Services webpage and within the Advanced File Library of WebEOC. The Primary assigned agency will coordinate the review and update of the plan with the Support agencies as needed at least every two years. This ESF plan supersedes any previous versions.

This ESF Annex applies to Primary and Support agencies within San Joaquin County who are assigned responsibilities in *Section 4.3.1 Responsibilities by Emergency Support Function* of the All-Hazard EOP and/or identified within the ESF Annex.

This plan replaces previous annexes of the same title.




Shellie Lima
Director Emergency Operations

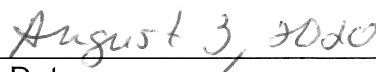


Date

This plan/annex will be formally promulgated by the chairperson of the Disaster Council of San Joaquin County at the next regularly scheduled meeting. The Disaster Council is empowered by County Ordinance to review and approve emergency and mutual aid plans.



Marcia Cunningham
Chair, San Joaquin County Disaster Council
Director of Emergency Services



Date

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Plan Administration

San Joaquin County Office of Emergency Services Director of Emergency Operations will coordinate review, revise, and re-promulgate this Annex at least once every two years or when key changes occur, such as lessons learned from exercises or real events. Changes may be made by the San Joaquin County Director of Emergency Operations without formal Disaster Council’s approval. This document supersedes all previous ESF-06 Care and Shelter Annexes for the Operational Area.

Record of Changes

All updates and revisions to this Annex will be tracked and recorded in the following table. This process will ensure that the most recent version of the plan is disseminated and implemented by emergency response personnel.

Date	Change No.	Change made by (name/title)	Summary of Changes
2/25/2020	1	Heyer/Emergency Planner	Updated- Dates and changed Emergency Services Council to Disaster Council per County Ordinance

Plan Distribution

San Joaquin County Office of Emergency Services maintains the San Joaquin County Emergency Operations Plan in the San Joaquin County Emergency Operations Center Library. This document upon signature will become an annex to the Emergency Operations Plan. The primary method of Emergency Operations Plan distribution is electronic, with a copy available in the Advanced File Library of the San Joaquin County Web based information-sharing database WebEOC and on the San Joaquin County Web page.

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Primary Agency: San Joaquin County Human Services Agency

Supporting Agencies: San Joaquin County Office of Emergency Services
San Joaquin County Health Care Services
San Joaquin County Emergency Medical Services
San Joaquin County Public Health Services
San Joaquin County Behavioral Health Services
San Joaquin County Environmental Health
San Joaquin County Sheriff's Office
American Red Cross

1 EXECUTIVE SUMMARY

This Annex provides information and guidance for mass care and shelter operations during emergency events or disasters. Emergency Support Function (ESF)-06 is to protect life and reduce suffering from natural and human-caused emergencies. The primary mission of San Joaquin County (County) under this Annex is to provide for the basic needs of care, shelter, and recovery for residents of the County who become displaced because of disaster.

2 INTRODUCTION

2.1 PURPOSE

The purpose of this ESF is to provide a framework for the preparation, response, and recovery to incidents requiring care and shelter in County. This ESF seeks to establish guidelines for the development and operation of a viable shelter, reception, feeding, and animal shelters within the San Joaquin County Operational Area (OA) because of a disaster or incident.

A care and shelter response may be necessitated by extreme weather events, earthquakes, terrorism, flooding, or mutual aid response to neighboring counties afflicted by similar circumstances.

2.2 SCOPE

The scope of this ESF applies to collective care preparedness, response, and recovery operations during local and state emergencies. This Annex applies to all OA agencies, community-based, and non-government organizations (CBO's and NGO's). All responses will be made following with the Standardized Emergency Management System (SEMS), which incorporates the National Incident Management System (NIMS). Local governments must use SEMS to be eligible for reimbursement of costs.

3 GUIDELINES

Policies or guides that this ESF was created under include:

- When an incident occurs within the OA, it will be handled at the lowest possible level (locally) until local resources can no longer control the incident.
- If the incident exceeds the capabilities of the local emergency response, the OA Emergency Operations Center (EOC) will be activated consistent with the EOP, including this Annex.
- The designated primary and support agencies are responsible for, and committed to, staffing and implementing this ESF at the time of its activation by the San Joaquin County Office of Emergency Services (OES).
- The primary and support agencies participating in this ESF are to operate under SEMS and NIMS, adopt the components of the Incident Command System (ICS), preparedness activities, resource management, and communications management.
- The County will follow State and Federal policies and guidelines governing household pets in shelters.
- Children have special needs during emergencies and evacuations. Special care should be taken when working with unaccompanied minors.
- Inclusion of people with various types of disabilities in planning, training, and evaluation of programs and services will ensure that all people are given appropriate consideration during emergencies.

4 PLANNING ASSUMPTIONS

The following planning assumptions have been used to develop this ESF. If these assumptions are not valid for a specific event or circumstance, it will be necessary to modify the operational concepts and assigned responsibilities defined herein:

- Planning and shelter coordination is the primary responsibility of the County Human Services Agency (HSA). Responsibility will include sheltering residents and visitors to the County.
- The EOC may be activated to act as the central point of contact for all operations.
- HSA is responsible for Care and Shelter Operations and will appoint an ESF-06 Coordinator to organize County and city shelters within the EOC.
- To supplement the OA, the American Red Cross (ARC) has formed a formal partnership with OES and HSA to prepare for, respond to, and recover from incidents.
- The ESF-06 Coordinator, in collaboration with ARC, will maintain a list of shelter sites with current shelter agreements and capabilities.
- Evacuation Centers, as opposed to shelters, may be sufficient for the response.
- Neighborhood organizations and local groups, some without training, will emerge to provide care and shelter support, independent of local government.
- Public and private health care facilities are responsible for evacuation plans for their facilities and populations and arranging for the shelter needs of their clients, including reciprocal agreements with like facilities.
- The percentage of the affected people that seek congregate care is dependent on the size, scope, and nature of the incident.
- A portion of the population seeking shelter will have Access and Functional Needs (AFN).
- Service animals¹ shall remain with the persons to whom they are assigned throughout every stage of disaster assistance. Household pets will be treated, as the law requires.
- Mutual aid assistance from unaffected jurisdictions and State and Federal emergency agencies will be available.
- Some residents who suffer structural damage to their home will choose to remain on their property.
- Authorities may need to open Local Assistance Centers (LAC) as places for residents to go for disaster assistance information.
- Infrastructure in a major disaster will be affected, which will affect services at mass care operations.
- There are interdependencies between shelters and transportation. Coordination between ESF-06 and ESF-01 is critical when there are AFN, animals, or large numbers of evacuees.

¹ Service Animal- Any guide dog, signal dog, or other animal individually trained to assist an individual with a disability, including, but not limited to guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.

5 CONCEPT OF OPERATIONS

The County, supported by ARC, may open and operate Temporary Shelters².

This Concept of Operations outlines the following elements:

- Pre-Response
- Shelter Activation
- Shelter Operations
- Access and Functional Needs
- Animal Sheltering

HSA will have responsibility for choosing shelter locations to be included in the available sites inventory. Site selection should be based upon pre-identified criteria; however, it can be non-traditional sites. Measures should include accommodations for sanitation, cooking, and sleeping ability for large groups. In addition, sites must be:

- Compliant with the Americans with Disabilities Act (ADA) when considered for shelter locations; however, all AFN should be considered during site selection.
 - Guides available through ARC may be utilized in this process.
 - Some staff within HSA may be more familiar with the ADA requirements and could be a valuable resource when searching for shelter sites.
- Security and perimeter control
- Location and accessibility issues
- Cost Administration

Once a shelter has been selected, the Coordinator should establish an agreement or Memorandum of Understanding (MOU) with the facility or operator agreeing to the terms of use, process, and procedures for maintaining the agreement. The Coordinator should then maintain an inventory of shelter sites with corresponding MOU. The list of shelter sites should contain specifications, which include ADA/AFN compliance, animal-friendly, generator power, etc. The Coordinator should continually evaluate MOU's and up-to-date site-specific details by implementing processes and procedures for creating and maintaining agreements.

The Coordinator should develop a reunification process to relocate families at separate shelters. These processes can be combined with existing ARC procedures, but should be identified and trained before the opening of a shelter.

5.1 TRAINING

HSA will establish and maintain Standard Operating Guidelines for a care and shelter team, including coordinating training for staff involved in the operations. All staff will have training consistent with the Disaster Service Worker (DSW) program per the EOP. Shelter staff should be trained in shelter management for situations where the capabilities of the ARC are temporarily exceeded. Appropriate background checks must be completed before deploying them into shelters. Additional training is required for management and specialized staff, as defined in the EOP.

² See Letter of Agreement (LOA) on file between SJC and ARC.

5.2 SHELTER ACTIVATION

Deciding to open shelters is dependent on the scope and size of an incident. During small events, the Incident Commander's jurisdiction is responsible requesting activation of a shelter within their scope. Evacuation Centers may be all that is necessary in some incidents. If the determination is made to open a shelter, OES, or local jurisdiction, may request support from HSA.

If there are multiple jurisdictional needs, requests for shelters and disaster relief will be forwarded to the Care and Shelter Branch. The Care and Shelter Branch will be responsible for coordinating relief requests and will implement the local shelter plan. Local jurisdictions coordinate with and assist shelter managers operating facilities in their jurisdictions. The Care and Shelter Branch Director receives requests for shelter and may activate Care and Shelter Teams, Red Cross, and OES as soon as possible. ESF-06 will manage shelter openings with the ARC as appropriate. ESF-06 should also notify the Environmental Health Department (EHD) of the imminent openings so inspections can be scheduled.

Care and shelter teams will be notified of activation by an established call-down system for staff, including supplement staff for management, registration, health assessment/first aid, feeding, counseling, and childcare. Additional staffing may be met by DSW staff within the County.

OES will activate this ESF whenever the known or anticipated effects of an event require its services and capabilities. The decision to activate ESF-06 functions may be requested by the field, through the OES Duty Officer, and approved by the EOC Director, the Director of Emergency Services, or designated alternate.

The Duty Officer may request additional information, such as:

- Planned or emergent needs
- Potential number of evacuees
- Expected length or duration of time
 - Full shelter vs. evacuation center
- Desired location(s)
- Pets/Service Animal needs

The ESF-06 Coordinator will establish and maintain contact between shelters and the EOC, conduct resource needs assessments, and order through ESF- 07. Some examples of resources are:

- Cots/blankets/pillows
- Level of staffing
- Feeding Needs
- Communications Needs
- Type of evacuees
- Transportation needs
- Animal Care needs

5.2.1 Shelter Registration

Registration will be conducted in County shelters according to the best practices set forth in the ARC Sheltering Handbook. Registration provides documentation of each person who is in a shelter and contains information that can be used to assist in locating missing family members or providing additional needed services. As part of the registration process, shelter staff will apply the ARC Shelter Intake Form. This form is designed to identify any needs for accommodation or existing medical conditions that may need further evaluation. All shelter registration information is protected through confidentiality and HIPPA Policies. Shelter Staff reserve the right to ask for identification if Shelter Guidelines and Rules are not abided or person is not identified as a registered shelter resident.

All sheltering organizations, staff, and support agencies/organizations should be advised of plans for reunification and available tools (e.g., the Red Cross Safe and Well program, found at <https://safeandwell.communityos.org>), resources, or processes available to the displaced population. All staff should also be advised of the plans for unaccompanied minors, or adults requiring care.

5.3 SHELTER OPERATIONS

Shelter managers are assigned to establish command of each shelter location. The Shelter manager establishes contact with the ESF-06 Coordinator for logistical needs, determines the intake process, assigns staff to critical positions, reports shelter populations regularly, and monitors resource levels and shelter activities. Management staff from HSA should fill the shelter management positions. Shelter staff may consist of logistics staff, intake workers, registered nursing staff, kitchen and feeding crews, security, and childcare.

Shelter managers also monitor staff that conduct the shelter intake procedures. The ARC Shelter Intake Forms should be utilized. Any concerns should be reported to the shelter manager.

5.3.1 Medical Health Services

Shelters opened in the County may provide for the fundamental healthcare concerns of its residents. Shelter staff will work with shelter clients to ensure access to medications without interruption. Specific needs that will be addressed include refrigeration of certain medications and access to refill prescriptions.

However, shelters may not be able to provide care to individuals if their medical needs exceed the capacity of the shelter to provide care safely and effectively. To ensure that persons with fragile medical conditions or exceptional medical needs are adequately taken care of, a Health Care Services (HCS) nurse should be part of the intake and evaluation process. The nurse will evaluate the medical needs of persons registering at a shelter and assess whether they can be safely met in the shelter. The nurse will be responsible for documenting the needs of those individuals whose medical needs cannot be achieved in the shelter.

HSA and Public Health Services (PHS) will monitor and evaluate the status of the shelter population to prevent the spread of infectious disease and provide basic nursing care. PHS will appropriately provide for the separation of persons with suspected contagious diseases from the general population. This may require the use of a temporary infirmary within the area of the public shelter or transport of infected individuals to other locations.

5.3.2 Behavioral Health Services

Behavioral Health Services (BHS) is primarily responsible for the provision of services for clients of County shelters and personnel staffing the shelters.

BHS will be notified when the decision is made to open a shelter. Notification is made by communicating with the On-Call Coordinator for the department. BHS may be represented in the EOC. Specific decisions related to individual services and shelters should be outlined in the incident action plans developed in response to the incident. BHS will respond to specific requests for intervention and support at shelter sites.

BHS can provide the following services, as they are required:

- Psychological triage and psychological first aid for persons seeking shelter services,
- Brief crisis counseling
- Referral services
- Providing appropriate literature on coping with crisis and disaster
- Support for staff, volunteers, and other responders, and
- Some level of debriefing services.

BHS cannot provide medication support for shelter residents. Should existing BHS clients seek shelter and need medication support, they will be referred to their providers for assistance.

Primary resources for responding to behavioral health needs at shelter sites include BHS clinical staff who has received department-mandated specialized training. BHS has information about other mental health services that may be available in the County and will make appropriate referrals as needed to these services.

5.3.3 Transportation

Some incidents may require the rapid evacuation, transportation, and immediate sheltering of a large part of the community. The County is responsible for coordinating transportation during care and shelter operations. Ideally, transportation agreements with local support agencies should be established before care and shelter operations. Interagency agreements or MOUs are essential for an effective response.

Medical equipment, supplies, personal assistants, or service animals need to be transported with clients. For many citizens, public transportation is the only way out of an area, especially citizens with disabilities and others with access and functional needs. People in emergency shelters may have a higher-than-average dependence on public transportation. Shelter-related transportation activities may include transportation to a shelter and from shelter to medical facilities. Transportation considerations also include access route planning, parking, and safety, particularly in the event of an evacuation caused by fire, flooding, or other threat will be in accordance with ESF-01, Transportation.

5.3.4 Youth Services

The need for youth services will depend on the number of children, and the age ranges represented, as well as the length of time the shelter is open. There are specific youth services that should be considered and staffed accordingly, either by qualified shelter staff or by the staff of appropriate county agency or community-based organization. These include:

- Childcare
- Recreational needs
- Areas should be identified and dedicated to childcare and recreation.
- Education

5.3.5 Mass Feeding

Shelter staff must ensure that options for providing food are in place for shelter residents. The scope of any feeding program will be dictated by the situation and its impact on the existing food distribution network. If there is widespread disruption at multiple shelters, it may make sense to designate a central kitchen and plan for distribution to the various shelter sites.

If food is provided at a shelter, the site must be evaluated by EHD. This evaluation includes the assessment of available potable water, plans for bringing in fresh water, waste disposal, and the review of food handling and sanitation procedures. At the opening of any shelter where food is prepared, EHD will be notified. A representative will evaluate the site being opened as a shelter. Ongoing evaluation of the site will continue for as long as the site is open as a shelter.

5.3.6 Safety and Security

ARC provides basic security within the shelter by use of their Life Safety & Asset Protection teams. If additional security is required, the shelter manager will communicate the need to the EOC. The EOC will coordinate and support additional security needs, which may be met through local law enforcement, county sheriff, or private security firms.

5.4 PEOPLE WITH ACCESS AND FUNCTIONAL NEEDS

This plan seeks to ensure that safe, secure, and sanitary care and shelter will be provided regardless of a person's abilities or functional needs. Any shelter opened in the OA will admit any person seeking shelter unless that person has medical needs that exceed the capacity of the shelter to meet. When anticipating and planning for shelter capacity, shelter managers should:

- Be familiar with and committed to meeting ADA requirements for general population care shelters
- Know the demographic profile of their community and understand the type of assistance that may be required by various populations during an incident
- Collaborate with stakeholders
- Establish mutual-aid agreements and memorandums of understanding with neighboring communities that can provide additional emergency resources if local shelters are destroyed or damaged

All sites selected through the site survey process must be ADA compliant. Newly constructed or recently altered facilities are more likely to comply with standards for accessible design fully. The decision to open a shelter that violates Federal laws and ADA standards brings significant challenges to appropriately and safely shelter children and adults with and without disabilities who have access and functional needs. Shelters need accessible:

- Entrances
- Routes to all services/activity areas
- Routes within toilet rooms
- Passenger drop off and pick up areas
- Parking
- Sidewalks and walkways
- Shelter entrances, hallways, and corridors
- Check-in/information areas
- Sleeping areas
- Restrooms, showers, and toilet stalls, including portable toilets
- Public telephones

- Drinking fountains
- Eating areas
- Medical first aid areas
- Recreation areas

The California Health and Human Services Agency have developed Functional Assessment Service Teams (FAST) that may be used to assess individuals with disabilities and others with access and functional needs within shelters. FAST facilitates the process of getting essential resources needed for individuals with disabilities and others with AFN. While AFN may be found in any segment of the population, particular groups may exhibit a greater tendency to experience such needs. When there are no FAST members available within the County, a resource request should be considered to ensure adequate care for AFN populations is met.

There are no explicitly designated AFN shelters in the County; the goal is to provide the resources needed so that AFN's can be housed in the general population shelters. Physical or mental disabilities may limit some people's capacity to respond or to seek help. Many older and disabled people require community support services (e.g., home-care support and senior centers) to live independently. Any emergency that disrupts those lifelines leaves them vulnerable. Shelters must attempt to maintain critical services, including items such as durable medical equipment, consumable medical supplies, essential medications, communication access, and personal assistants. Alternative communication formats can be used for staff to communicate in a way that ensures that people with communication barriers receive and understand all shelter announcements.

6 ANIMAL SHELTERING

County Animal Control is the primary agency responsible for the care and shelter of pets in an emergency. When a human shelter opens, the Lead Animal Control Officer of the affected jurisdiction should be contacted and informed of the opening of the shelter. Animal Services staff will be assigned to the shelter facility to ensure that pets that are brought to the shelter are adequately cared for. When possible, it should be determined in advance, which approved general population shelters are suitable for co-locating with household pet shelters.

Every effort will be made to ensure that pets brought to a shelter will be housed, fed, and cared for in a pet shelter managed by Animal Services. That shelter may be an existing shelter, a co-located facility, or a centrally located facility as determined by the Lead Animal Control Officer. Factors to be considered in this determination include the nature of the incident, the status of existing animal shelters, and the numbers of animals to be cared for.

Several animal rescue and assistance agencies offer to care and shelter pets and livestock during an evacuation. Plans for opening shelter complexes in major incidents involving large numbers of evacuees have provisions for pet and animal management. The Lead Animal Control Officer should develop relationships and MOU's with animal care providers, including volunteer groups, (i.e., RedRover, North Valley Animal Disaster Group, and the ASPCA), which can provide trained animal care personnel. These organizations may also assist in identifying and providing a variety of supplies for an assortment of household pets, including temperature control, various sized cages, lighting, food, or comfort items.

County Animal Control also participates in the California Animal Response Emergency System (CARES).

Animals require special consideration during evacuations for transportation, sheltering, and care of animals, including, but not limited to:

- Service Animals

“Any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability including, but not limited to guiding individuals with impaired vision, alerting individuals with impaired hearing, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.” Under the ADA regulations, service animals have access to the same facilities as the humans they serve.

- Household Pets

The tracking, transport, care, feeding, and sheltering of household pets can significantly affect the ability to protect the general population safely. The County will follow State policies and guidelines governing household pets in shelters. The County is aware that pet owners often prefer their household pets to be sheltered near the general population shelter. In most situations, the HSA Mass Care and Shelter team will try to co-locate animals and general population shelters.

The following approach will be taken to ensure proper association of pets to owners:

- Animal Services staff will use microchip readers to identify those pets that have had microchips implanted and to capture the identification information embedded in the chip.
- All animals will be photographed.

- For each animal, information about the animal (including photograph) and the owner will be collected and uploaded to a specified database
- Register and track all animals arriving at the pet shelter, whether rescued or coming with their owner.

Triage and first aid may need to be provided, prioritizing care using trained animal care personnel. Shelter staff should monitor animals for diseases and infections to prevent transmission, as well as minimize the threat to human and animal health. Shelter staff should identify and exercise controls to minimize flea, tick, or other pest outbreaks within the shelters. Additionally, shelter staff should take appropriate precautions to isolate or quarantine diseased or sick animals, as well as work with the Agricultural Commissioner for the management of mortality and animal waste.

Animal Control will provide information to ensure the public is informed of where to bring their pets and what pets are allowed in human shelters. The information should also make clear that service animals are permitted within shelters, and their care is the responsibility of the owner. Services provided for pets will include providing a safe environment for the animals, food, water, exercise, and proper management of waste. The Public Information Officer (PIO) should inform the public to bring pet identification, shot and medical records, medication list, leashes, travel pet carriers, photos, and other essential items.

Staffing of animal shelters, whether in the existing shelter location or an onsite area, shall include a current, trained supervisor on site. Additional staffing will be provided through existing volunteer programs, a Veterinarian Tech program, and the DSW Program. Volunteers may assist in feeding, reunification, visitation, or exercise programs within the shelter. If these existing programs are insufficient, the agency will seek mutual aid from outside the agency to meet animal shelter staffing needs. Every attempt should be made to provide physical security to pet shelters, including perimeter and security controls.

7 ROLES AND RESPONSIBILITIES

7.1 PRIMARY AGENCY

County Human Services Agency is responsible to:

- Coordinate all mass care facilities and shelter services with EOC, ARC, HCS, and Animal Control
- Collaborate with ARC to perform pre-disaster response planning and capacity building preparedness exercises and projects.
- Coordinate with OES and ARC to train and prepare staff to assume agency responsibilities in an emergency.
- Assess resource requirements and request additional resources through ESF-07.
- Accountable for coordinating actions of shelter operations
 - Donation collection
 - Family reunification
 - On-site assistance to disaster workers and victims
 - Disaster counseling
 - Individual and mass feeding
- Coordination with non-government and community-based organizations before an incident to identify logistics needs and support for shelter operations.
- Gather and provide community assistance resource information to the sheltered population
- Coordinate with Finance Section and ensure that all participants document record-keeping of all care and shelter costs

7.2 SUPPORTING AGENCIES

7.2.1 Health Care Services

- Provides staff to perform medical referrals
- Coordinate resources to support medically fragile persons in the general shelter temporarily, and coordinate their safe transportation to a medical facility
- Coordinate with Community Resources to assist with AFN populations
- Public outreach for health educations
- Support the prevention of infectious disease outbreak and control
- Assist with inspections of potential additional shelter facilities
- Coordinates behavioral and mental health, emergency medical, and substance abuse services at shelters
 - Make counselors available to shelter facilities to provide mental and behavioral health services

- Coordinate with EHD for sanitation services concerning food handling, mass feeding, medical and human waste disposal in shelters, and other emergency-related facilities
- Coordinate with Child and Adult Protective Services (CPS/APS)
 - Responsible for preventing or remedying neglect, abuse, or exploitation of adults or children who are unable to protect their interests because of age or disability
- In a major disaster, CPS may provide a variety of services and programs including:
 - To process the initial intake and registration of unaccompanied minors
 - Including follow-up action for reunification or to ensure appropriate placement when necessary.
 - Provide information, resources, services, and support to relative caregivers and their children to enhance the family unit, safety, and reduce reliance on detentions.

7.2.2 Environmental Health Department

- Coordinates sanitation services for food handling, mass feeding, medical and human waste disposal, and other emergency-related facilities
- Determine the safety of the water supply and the safe use of potable water
- Identify, control, and eradicate harmful conditions in the environment

7.2.3 Office of Emergency Services

- Assist in obtaining supplies, equipment, food, water, and transportation to support the sheltered population
- Update shelter information on the OES web site and social media
- Provides access to volunteer staff for shelter workers, logistics support staff, and other volunteers to support the mission

7.2.4 Sheriff's Department

- Coordinate security at shelters for sheltered peoples and workers
- Provide advice, support, and protection in instances when known criminals or known sex offenders require shelter
- Provide security in the event of unaccompanied minors within the shelter.
- Provide security in areas evacuated due to the hazard

Animal Control

- Develop and maintain a plan for coordinating animal search, rescue, and evacuation.
- Develop and maintain a plan for large animal care and shelter in coordination with the Agricultural Commissioner.
- Coordinate notification of other team members during an emergency.
- Assess the magnitude of the impact of the incident on animals, and assess response activities, and resources status. Regularly report status to the EOC.
- Provides a Liaison to the EOC

- Coordinate with ESF-06 team and other partners to determine needs at shelter sites for pets and service animals
- Coordinate with volunteers on evacuations and the sheltering of animals

7.2.5 Agricultural Commissioner

- Assist in educational efforts to notify livestock industries of preparedness and response procedures.
- Maintain a list of resources and personnel available to assist local and state jurisdictions in the response and recovery phases in emergencies affecting significant numbers of livestock.
- Assist in providing coordination of information with state and federal agencies.
- Determine high-density animal populations at high risk in the event of an emergency.
- Coordinate with Animal Control and ARC in developing a plan and priority in transporting animals to animal care facilities when owners are evacuated to shelters.

7.2.6 Incorporated Cities

- Assist in obtaining supplies, equipment, food, water, and transportation to support the sheltered population.
- Inspect pre-designated shelter facilities following events with damage
- Assist with inspections of potential additional shelter facilities
- Coordinate and communicate with OA Coordinator regarding shelter openings, or possible openings
- Conduct search, rescue, and transportation of cats and dogs as required by an emergency.
- Keep County Animal Control informed of response activities.

7.2.7 Non-Government and Community-Based Organizations

- Provide sheltering, emergency food supplies, counseling services, and other vital support services to support response and promote the recovery of disaster victims
- Must be NIMS/SEMS compliant
- Identify and assist with emergency feeding, supplies, and donation management

8 COMMUNICATION, INFORMATION COLLECTION, ANALYSIS, AND DISSEMINATION

Record keeping at each shelter is part of the ARC operation and includes information which must be reported up-line and into the National Shelter System (NSS). The following data elements should be shared by the ARC sheltering lead with the ESF-06 Coordinator, for EOC advanced planning:

- Shelter site name
- Location (street name, number, cross street, zip code)
- Estimated capacity
- Number of people sheltered (sleeping over)
- Total number of people sheltered to-date
- Number of new registrations
- Shelter manager's name
- Phone number, radio frequency or other contact methods
- Current facility status (open, closed, stand-by)
- Meals fed in the past 24 hours
- Animal shelter co-located. (yes/no)
- Summary of critical support needs, including functional resource needs

WebEOC should be the primary communication method for sharing shelter information. The Care and Shelter Branch Director will work in conjunction with other ESF and EOC positions, to share pertinent shelter and accessibility information. Shelter information should be updated regularly through the WebEOC Shelter Board and shared with the EOC. Kitchens and feeding sites will notify the EOC of meal counts daily. Direct communications may be made through phone calls or email, but should be documented on each person's ICS-214 Activity Log, either on paper or through WebEOC.

Within the shelter, when communicating with shelter residents, the management staff should consider the following:

- Regular briefings and posting of information is a valuable tool in reducing the impact of rumors.
- Special communications needs of residents should be considered with all communications. These needs may include hearing impairment, sight impairment, language issues, etc., and may require communication assistance such as interpreters, TTY access, or assistive listening devices.
- Shelter residents should be informed as much as possible about the status of the incident that has resulted in the need for evacuation and sheltering.
- Shelter residents should be informed about shelter status, including the date of closure.

The EOC PIO or Care and Shelter Branch Director will coordinate with the Shelter Manager, or ARC Sheltering Lead, to share relevant incident information with the affected population. This may be in the form of status boards, signs, or shelter meetings. Relevant information includes

incident status, containment or mitigation status, local assistance center opportunities, and recovery efforts. Every effort will be made to provide an update daily. The lead for all public information related to a care and shelter operation is the EOC PIO. All public communications should be coordinated with the PIO.

Communication about location and access to shelters that are directed to the public should keep in mind the functional needs of members of the public. Particular concern should be paid to the communications needs of individuals who are hearing impaired, sight impaired, elderly, and those who speak or read languages other than English. Plans for communicating with the public should include consultation with community-based organizations (CBO) who work with these groups.

9 ADMINISTRATION, FINANCE, LOGISTICS

9.1 MEMORANDUM OF UNDERSTANDING, LETTER OF AGREEMENT

OES has procured a LOA³ between the County and ARC forming a partnership for preparing for, responding to, and recovering from emergencies or disasters. The LOA provides a broad framework for cooperation and support during an incident. ARC has identified two Disaster Emergency Response Trailers (DERT) within the County, each with the capacity to shelter 100 people.

OES has also formed a MOU⁴ with the County Office of Education, BHS, and PHS for providing training, planning, personnel, equipment, and facility use for an emergency or crisis response.

OES has a Local Dispatch Agreement⁵ with the California Conservation Corps, Emergency Services Unit to assist in emergency response and work projects.

9.2 FINANCE

OES will consult with private vendors for resources to support mass care operations. Labor and other direct costs associated with supporting mass care operations will be addressed in a manner that is consistent with additional emergency responder costs for the incident.

State and local governments that shelter affected populations from areas declared a major disaster or emergency might seek reimbursement for the costs of such support through FEMA's Public Assistance Grant Program (PA) as described in ESF- 14 Recovery.

State and local governments that shelter affected populations from areas declared major disaster or emergency areas could seek reimbursement for eligible household pet and service animal-related costs through FEMA.

The Pets Evacuation and Transportation Standards Act (PETS Act) established that eligible reimbursement costs include jurisdiction expenses to set up and operate household pet shelters, including veterinary care and animal care staff costs.

- OA local jurisdictions will work with the State government to submit all appropriate documentation for reimbursement of household pet sheltering.

9.3 MUTUAL AID

Requests for mutual aid will follow normal mutual aid channels, consistent with the Master Mutual Aid Agreement and the Standardized Emergency Management System. To request mutual aid, the Care and Shelter Branch inform the OA Mutual Aid Coordinator of the need to request mutual aid. In the event resources are unavailable at the OA level, the request is forwarded to the responsible Region IV Mutual Aid Coordinator to be filled.

The Care and Shelter Branch shall be prepared to provide situation reports, specify the number of persons along with their type of assistance needed, specific classifications if necessary, reporting location, travel and lodging arrangements and estimated length of utilization. The Care and Shelter Branch will coordinate with the Finance Section and Logistics as needed to address mutual aid travel and lodging needs.

³ LOA expires 5/2024.

⁴ MOU shall be active unless a party provides written notice of termination.

⁵ Active until 4/2022.

10 PLAN DEVELOPMENT AND MAINTENANCE

The development and maintenance of this ESF plan will be consistent with the guidelines established in the EOP.

11 AUTHORITIES AND REFERENCES

The authorities and references documented in the basic plan of the San Joaquin County EOP are considered applicable to this ESF; in addition, the following are also applicable to this function:

11.1 FEDERAL, STATE, AND LOCAL LAW FOR PLAN DEVELOPMENT

Local

- San Joaquin County Ord. 4-3000 - 4-3009.
- San Joaquin County Administrative Manual 1900
- San Joaquin County Emergency Operations Plan

State

- California Constitution.
- California Emergency Services Act, 2006.
- California Code of Regulations (CCR), Title 19, Chapters 1 through 6, including:
 - Chapter 1, Standardized Emergency Services System
 - Chapter 6, Disaster Assistance Act Regulations
- SB 1451, Emergency Preparedness for the Disabled Community.
- AB 450, Standardized Emergency Services System to Include Preparedness for Animals.
- California State Emergency Plan, 2009.
- California Health and Safety Code, Section 101025.
- SNAP: Specific Needs Awareness Planning.
- Fair Housing Act of 1968, as amended.
- Individuals with Disabilities Education Act (IDEA) of 1975, as amended.
- California Government Code Section 8608.1

Federal

- FEMA Disaster Assistance Policy 9523.19
- FEMA P-785 Shelter Field Guide