

Northampton County Emergency Operations Plan

3.6 ESF #6 - Mass Care, Emergency Assistance, Housing and Human Resources

Primary Department

Northampton County Department of Social Services

Support Departments

Northampton County Emergency Management

Northampton County Sheriff's Office

Northampton County School District

Other Support Agencies

Virginia Department of Health - Eastern Shore Health District

Virginia State Police

American Red Cross – Salisbury, Maryland

Community Services Board

Home Health Services

Virginia State Police

Purpose

Coordinate efforts to provide sheltering, mass care, housing, and human services following an emergency or disaster. ESF #6 (Mass Care, Emergency Assistance, Housing and Human Resources) coordinates responses requiring assistance, to receive and report information about the status of victims and assist with family reunification within the affected area. ESF #6 (Mass Care, Emergency Assistance, Housing and Human Resources) also coordinates bulk distribution of emergency relief supplies that are vital to the delivery of services to victims following the incident or event.

Scope

This annex identifies the key policies, concepts of operations, roles and responsibilities, and capabilities associated with ESF #6 (Mass Care, Emergency Assistance, Housing and Human Resources) in Northampton County. Specific operating procedures and protocols are addressed in documents maintained by the participating departments/agencies.

Potential operations include the following:

- Establishing mass care shelters or refuges of last resort
- Distributing emergency supplies to the populace
- Assisting with emergency assistance programs
- Assisting with emergency disaster housing
- Providing counseling services
- Assisting victims with state and federal assistance applications

Northampton County Emergency Operations Plan

ESF #6 (Mass Care, Emergency Assistance, Housing and Human Resources) Primary Department	Roles/Tasks
Preparedness	<ul style="list-style-type: none"> • Develop plans and procedures to receive and care for an indeterminate number of evacuees. Establish MAAs with shelter sites. • Coordinate with Northampton County Emergency Management to create protocols for sheltering. • Identify nonconventional shelter locations for planning and preparedness (e.g., hotels, motels, single-room facilities). • Coordinate with ESF #8 (Public Health and Medical Services) to determine shelter requirements for access and functional needs populations. • Identify shelter locations for evacuees based on the guidelines set forth through the American Red Cross. • Maintain a list of potential shelter sites. • Designate shelter manager(s) and other key personnel. • Negotiate agreements with local motels/hotels or other facilities for lodging small numbers of displaced persons. • Maintain personnel rosters and resource inventories of needed supplies upon shelter activation. • Coordinate with Northampton County Emergency Management to conduct semi-annual exercises and ensure that improvement plan recommendations are incorporated into future iterations of the EOP. • Review and update plans and procedures.
Response – Initial Actions	<ul style="list-style-type: none"> • Report to the EOC or makes initial contact with the EOC via telephone within one hour of activation, or as directed. • In coordination with schools, open the Northampton County shelters. • In coordination with ESF #13 (Public Safety and Security), ensure shelter locations are safe and secure.
Response – Continuing Actions	<ul style="list-style-type: none"> • Ensure the delivery of needed items to shelter locations through coordination with ESF #7 (Logistics Management and Resource Support), ESF #5 (Emergency Management), and ESF #8 (Public Health and Medical Services). • Monitor occupancy levels and ongoing victims' needs at shelter locations by maintaining communications with shelter managers. • Coordinate with shelter managers and ESF #8 (Public Health and Medical Services) to ensure that sanitary/health inspections occur at shelter locations to address any issues and to ensure that health-related risks are quickly identified and resolved. • Coordinate with ESF #2 (Communications) to ensure that shelter communication systems are maintained.
Recovery	<ul style="list-style-type: none"> • Support recovery operations as required. • Work with local and state officials to close emergency shelters and transition survivors to temporary and permanent housing. • Operate a Disaster Welfare Inquiry system to collect, receive, and report information about the status of victims for family reunification. • Close emergency shelters and return buildings to pre-disaster condition. • Begin to return to a normal state of operations.

Northampton County Emergency Operations Plan

ESF # 6 (Mass Care, Emergency Assistance, Housing and Human Resources) Support Departments	Roles/Tasks
Northampton County Emergency Management	<ul style="list-style-type: none"> • Reach out to access and functional needs population through home health contacts. • Coordinate with ESF #1 (Transportation) and ESF #8 (Public Health and Medical Services) to aid in the evacuation of persons with access and functional needs. • Develop a distribution plan for priority disaster relief items for urgent victim needs. • Monitor occupancy levels and ongoing victims' needs at shelter locations by maintaining communications with shelter managers. • Coordinate with shelter managers and ESF #8 (Public Health and Medical Services) to ensure that sanitary/health inspections occur at shelter locations to address any issues and to ensure that health-related risks are quickly identified and resolved.
Northampton County Sheriff's Office	<ul style="list-style-type: none"> • Ensure that shelters are secure and occupants are safe. • Assist with mass transportation routes.
Northampton County School District	<ul style="list-style-type: none"> • Ensure that shelters are ready for evacuees. • Provide basic services (e.g., water, toilet, etc.). • Provide maintenance staff within the shelter during operation. • Return shelters to pre-disaster conditions.
Northampton County Emergency Medical Services	<ul style="list-style-type: none"> • Assist with health needs in the shelter.
ESF #6 (Mass Care, Emergency Assistance, Housing and Human Resources) Other Support Agencies	Roles/Tasks
Virginia State Police	<ul style="list-style-type: none"> • Ensure that shelters are secure and occupants are safe. • Assist with mass transportation routes.
Virginia Department of Health - Eastern Shore Health District	<ul style="list-style-type: none"> • Address health needs in shelters.
American Red Cross – Salisbury, Maryland	<ul style="list-style-type: none"> • Augment social services staff in shelters, as needed.
Community Services Board	<ul style="list-style-type: none"> • Provide counselors to disaster survivors. • Establish plans to provide crisis counseling services to victims following a disaster.

Northampton County Emergency Operations Plan

Home Health Services	<ul style="list-style-type: none">• Provide Emergency Management with a list of clients who may need assistance during the disaster.• Provide status reports of clients.
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