EMERGENCY SUPPORT FUNCTION # 6 Mass Care, Emergency Assistance, Housing, and Human Service Annex

PRIMARY AGENCIES

Mohave County Emergency Management
Bullhead City, Lake Havasu City, Kingman Emergency Managers
Mohave County Public Health Department
American Red Cross

SUPPORT AGENCIES

Mohave County Sheriff's Office
Mohave County Public Works
Schools and School Districts in Mohave County
Mohave County Food Banks
Mohave Community Organizations Active in Disasters
Emergency Medical Services
National Disaster Medical System
The Salvation Army
Community Emergency Response Teams
Public Utilities
Western Arizona Council of Governments
Western Arizona Humane Society

Available through the Department of Emergency and Military Affairs

Department of Emergency and Military Affairs
Arizona Department of Economic Security (Aging and Adult Administration)
Arizona Department of Health Services
Arizona Department of Public Safety
Arizona Department of Transportation
Arizona Department of Agriculture

I.   Purpose, Scope, Situations, and Assumptions

Purpose

- To coordinate efforts to provide shelter, food, and emergency first aid following a disaster.

- To support the operations of the American Red Cross by directing individuals to their local Red Cross chapter, which is responsible for collecting,

receiving, and reporting information about the status of clients and supporting family reunification.

- To coordinate bulk distribution of emergency relief supplies, including food, to disaster clients.

Scope

- This ESF covers the overall mass care plan and responsibilities of all agencies for mass care functions within unincorporated Mohave County. Incorporated cities and tribes will address mass care functions within their jurisdictions in their emergency plans and will designate their agency/department responsibilities accordingly.

- Individual cities and the county may work jointly in addressing mass care needs for events that cross jurisdictional boundaries or may activate mutual aid among themselves for events impacting only one jurisdiction

- This Emergency Support Function (ESF) encompasses:

  o Mass Care

- Sheltering of clients, and if necessary, service animals, pets, and livestock.

  ▪ Organizing feeding operations for clients and animals.

    - The provision for feeding clients and emergency workers, including those requiring special diets, is accomplished through a combination of fixed sites, mobile feeding units, and bulk food distribution.

    - Such operations will be based on sound nutritional standards and will include provisions for meeting health and dietary requirements.

  ▪ Providing emergency first aid at designated sites.

  ▪ Possible need for victim decontamination prior to shelter entrance and securing or sealing of shelter from outside contaminants.

  ▪ Referring individuals seeking information on their loved ones to their local American Red Cross chapter, which is responsible for collecting and providing client status updates to family members.

- Coordinating distribution of emergency relief items (Donations Management Appendix)

- The Mohave County Multi-Agency Distribution of Emergency Supplies Plan completed in April 2021, provides in depth procedures for the managing the distribution of food and other supplies to the public in emergencies.

Situation

- Large disasters can deprive individuals and families of their homes and normal means of obtaining food, clothing, shelter, and medical needs. Family members may become separated and unable to locate each other. Individuals may develop serious physical or psychological problems requiring specialized medical services.

- Providing emergency mass care and sheltering of survivors is a primary responsibility of local governments.

- Jurisdictions must plan for integrating access and functional needs populations into the general population shelter and plan for providing the required functional needs support services. Evacuees requiring substantial care at a level that cannot be provided in a GP shelter may need to be referred to an appropriate health care facility or medical treatment unit.

- A significant percentage of the whole community impacted by a disaster will have access and functional needs. People with access and functional emergency needs can be found in their own homes, private homes providing caregiver services, adult and child day care or other service programs, assisted living facilities, foster and group homes, long-term care facilities, and hospitals. In Mohave County, the estimated access, and functional needs population as of December 2024, was 49,210.

- Transportation may need to be coordinated for individuals without their own means to evacuate out of harm's way to reception and evacuation centers, shelters, supply distribution sites, etc. Transport challenges will include transportation capability for those with access and functional needs.

- As a result of a major emergency/disaster in adjacent states, Arizona, and Mohave County may be requested to provide mass care services to additional evacuees, per established mutual aid agreements, or may receive self-evacuees requiring assistance or shelter.

Planning Assumptions

- Mohave County recognizes the American Red Cross (ARC) as an ESF primary organization in coordinating mass care resources and the lead agency for the activation and operation of mass care shelters and other facilities in the county while also acknowledging the county government's overall responsibility for the safety and welfare of its residents and the need for integrated mass care planning.

- The American Red Cross (ARC) independently provides mass care to all disaster victims as part of a broad program of disaster relief, as outlined in charter provisions enacted by the United States Congress, Act of January 5, 1905, and the Disaster Relief Act of 1974 (P.L.93-288 as amended by the Stafford Act of 1988).

- The American Red Cross (ARC) maintains facility use agreements for mass care sheltering with school districts and other partners within the county and, when available, provides trained shelter management personnel. Mohave County Emergency Management (MCEM), in coordination with ARC, maintains a list of pre-evaluated facilities and their estimated capacities and service capabilities; however, MCEM continues to review and verify these resources due to ongoing fluctuations in volunteer availability and administrative support.

- MCEM is responsible for coordinating county resources needed to protect lives, health, safety, and property during a disaster.

- The American Red Cross will comply with all applicable federal, state, and local laws in shelter, feeding, and other operations.

- Initial response activities will focus on meeting urgent needs of disaster clients. The provision of ARC disaster services will be considered based on needs of the disaster clients, the emergency/disaster situation, and available resources. Close coordination will be required with county/state/federal/volunteer agencies responsible for response and recovery activities.

- All services will be provided without regard to economic status, race, color, age, sex, disability, religion, national origin, familial status, or other affiliation and will be administered in accordance with all federal, state, and local rules and regulations.

- The Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) will be followed in every aspect of this Plan. Emergency and disaster response services and activities will be accessible and usable to all individuals regardless of disability, access, or functional need. This Plan is committed to the

principle that it takes the whole community - the full range of government, private, non-government, faith-based and volunteer groups - to successfully meet the public's needs during times of disaster. Persons with disabilities, access and functional needs will be included in the local emergency planning, training, and exercise processes.

- Mohave County, The American Red Cross, County Animal Shelter, and the Western Arizona Humane Society, will collaborate and support the provisions outlined in the Pets Evacuation and Transportation Standards Act of 2006 to ensure providing for the care of household pets of individuals at American Red Cross shelters. All reasonable efforts will be made to establish and co-locate a pet care facility for the sheltered public.

- This plan will not supersede ARC response and relief activities. ARC relief operations will conform to the ARC Board of Governors' Disaster Services Policy Statements and will be done according to the ARC Disaster Services Program ARC 3000 Series. ARC will maintain administrative and financial control over its activities.

- Evacuees will be directed to a pre-identified shelter facility. Evacuees will be registered and provided shelter and food by the ARC, school district, The Salvation Army, CERT, or other volunteer agencies. If the evacuee chooses to reside with friends or relatives, they will be requested to register with the public shelter. This process will ensure that evacuees can be located and/or reunited with family members.

- Private shelters, those not operated by or referred to by the American Red Cross or other government agency, may receive resources, to include information, from established shelters.

- In addition to providing school facilities that would serve as shelters, school districts may be called upon to provide ADA compliant/wheelchair capable school buses to help with public evacuations and transport. Local ADA compliant mass transit buses may also be called upon in such emergencies.

Mass Care

Initial Assessment and Coordination

- Short and long-term sheltering of evacuees is considered a responsibility of the impacted local community, county, or tribal nation; with the ARC serving as the primary operational agency under those jurisdictions. Joint coordination will be provided by local emergency management and/or EOC's with the ARC and supporting agencies.

- Mohave County Risk and Emergency Management and City Emergency Managers will obtain information from Incident Commanders on extent of areas to be evacuated and make estimates of shelter occupants, including numbers of access and functional populations.

- County and City Emergency Managers will contact the ARC for initial warnings of possible evacuations and subsequently coordinate with ARC to identify appropriately located and adequate capacity shelters.

- Based on estimated shelter occupant numbers and facility capabilities, the County Emergency Manager may request that Department of Emergency and Military Affairs authorize deployment of needed items from the Access and Functional Needs equipment cache to the shelter. (A Functional Assessment Service Team if available can aid the shelter assessment.)

Sheltering

Emergency First Aid / Medical Issues

- Emergency first aid, consisting of basic first aid and referral to appropriate medical personnel and facilities, is provided at mass care facilities and at designated sites under the auspices of the ARC.

Shelter

- Sheltering, feeding and emergency first aid activities of evacuated clients by impacted jurisdiction's emergency management and the ARC will begin immediately after the onset of an emergency/disaster.
- The provision of required emergency shelter for emergency/disaster clients includes:
  o Use of the National Shelter System to coordinate use of shelter sites in existing structures.

  o Creation of temporary facilities, such as tent cities.

- Use of similar facilities outside the disaster-affected area, should evacuation be necessary.

- Pre-staging of these facilities may occur when emergencies/disasters are anticipated.

- The American Red Cross remains the lead agency responsible for operating general population shelters, including those serving individuals with access and functional needs. Trained Medical Reserve Corps (MRC) personnel, along with Community Emergency Response Team (CERT) members and school staff, may be activated by Mohave County Emergency Management (MCEM) or other local emergency management partners to assist with the initial opening of reception centers, which can then transition into Red Cross-operated shelters.

- Evacuees will be directed to a selected shelter facility. They will be registered and be provided essential goods (bedding, clothing, personal care, etc.) and food by the ARC, school district, tribe, or voluntary agency.

- If the evacuee chooses to reside with friends, relatives, or other facilities they will be requested to register with a designated public shelter. This process will help ensure that evacuees can be located for reuniting with or responding to family member inquiries.

- The Arizona Department of Economic Security has Functional Needs Support Program trained personnel in the county to aid and guidance to shelter staff for providing for the access and functional needs populations in shelters.

- Sheltering, feeding and emergency first aid activities on tribal lands may be provided by tribal authorities in coordination with local, state, and voluntary organizations.

- In a medical surge event, MCEM may coordinate the activation of alternate care sites with healthcare partners. MCDPH will support with supplies and coordination through ADHS and AzCHER, but does not operate care sites.

- In the event of a terrorist attack or suspected terrorist incident sheltering requirements may be adjusted to include protective actions.

Feeding

- The Mohave County Multi-Agency Distribution of Emergency Supplies Plan will be activated to manage feeding and the provision of other essential supplies to shelters, feeding locations, and bulk food and supply distribution sites.

- The provision for feeding disaster clients and emergency workers is accomplished through a combination of fixed sites, mobile feeding units and bulk food distribution. Such operations will be based on nutritional standards and will include provisions for meeting all public health and special dietary requirements (See ESF #11 – Agriculture and Natural Resources Annex).

- Feeding operations are based on sound nutritional standards to include meeting requirements of clients with special dietary needs to the extent possible.

- Parent organizations of relief workers should plan to provide for those workers to be self-supporting for the first 72 hours after arrival in the affected area. Feeding for emergency workers will be provided by the workers' parent organization.

Family Reunification and Welfare Inquiries

- Inquiries regarding individuals residing within or affected by the impacted area will be directed to the local American Red Cross (ARC) chapter, which coordinates information sharing and family reunification efforts within the limits established by law for the release of personal information.

- The ARC may utilize shelter rosters, hospital and medical system data, and information from emergency operations centers to assist in connecting displaced or affected individuals with their immediate family members.

- Individuals seeking the status or location of loved ones following a disaster are encouraged to contact or visit their local ARC chapter for assistance.

- Information regarding injured persons, evacuations to medical facilities, and disaster-related fatalities will be managed through coordination between local medical units, hospitals, and authorized agencies such as the National Disaster Medical System (NDMS), and may be shared with the ARC for family notification purposes when appropriate.
- A brief holding period (moratorium) of up to 48 hours may be observed before the release of information to allow for data collection, validation, and confirmation of the affected area.

Distribution of Emergency Relief Items

- Sites will be established for the distribution of emergency relief items as per the Mohave County Multi-Agency Distribution of Emergency Supplies Plan. The bulk distribution of these relief items will be determined by the requirement to meet urgent needs of disaster clients for essential items (see Donations Management Appendix).

Service Animals and Pets

- Service Animals are allowed in congregate shelters and reception centers.

- According to the ADA, Service Animals are defined as dogs or miniature horses that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service Animals are working animals, not pets. The work or task a Service Animal has been trained to provide must be directly related to the person's disability.

- Animals whose sole function is to provide comfort or emotional support do not qualify as Service Animals within the guidance of the ADA while their owners are in congregate shelters or reception centers.

- Care and sheltering of pets are addressed in the Animal Protection appendix to this ESF. Whenever possible, pets belonging to shelter occupants will be sheltered as close as possible to their owners' shelter location.

Housing

The ESF # 6 housing function addresses needs of clients in the affected areas, and is accomplished through the implementation of programs and services designed to:

- Identify solutions for short- term & transitional housing for clients as appropriate.

- Aid with the short- term and transitional housing needs of eligible clients. Housing assistance provided to clients may include:

  o Rental assistance
  o Transitional housing

- Identify the various factors that could impact the incident-related housing needs and help develop a plan of action to provide housing assistance in the most effective, expedited, and efficient manner available at the time.
-

Human Services

The ESF # 6 human services component assists clients in the affected area(s) through implementation of programs and services designed to:

- Assess the situation and coordinate an effective response, utilizing effective disaster case management methodology.

- Implementation of an appropriate plan based on the resources available to assist all clients.

- Coordinate the support of various recovery services impacting individuals and households through available governmental and non-governmental programs.

- Coordinate and identify individuals with access and functional needs within the impacted area, to include (but not limited to):
  - The elderly.
  - People with physical, developmental, sensory, and/or cognitive (behavioral/mental) disabilities.
  - Assisted care persons in private institutions and homes.
  - Children unaccompanied by an adult.
  - People communicating in languages other than English (including sign language).

- Support immediate short-term assistance for individuals, households, and groups dealing with the anxieties, stress, and trauma (including crime victim compensation) associated with a disaster, act of terrorism, and/or incident of mass criminal violence as appropriate.

- Support expedited processing of new disaster benefits claims.

- Ensure water, ice, and other emergency commodities and services requirements are delivered to appropriate entities.

Reception of Out of County Evacuees

o   The Arizona Department of Transportation (ADOT) has developed a plan for evacuation routes from a major disaster in the Phoenix metro area that can also be applied (in reverse) to evacuations from other states.

o   Traffic flow plan will be developed and managed by ADOT on state right of way and Mohave County Public Works for all county right of ways.

o   Mohave County Emergency Management has developed details of the county portion of ADOT's plan to include:

o   Activation of evacuee assistance centers at I-40 and Highway 95 (for eastbound evacuees) and I-40 and DW Ranch Road (for westbound evacuees).

o   Assistance at the centers that will include access to fuel and food; EMS care as needed; directions to general population shelters, hospitals, or other facilities; decontamination facilities (if evacuees have been potentially exposed to radiation or hazardous chemicals); and other functions.

o   Establishment of Incident/Unified Command at the assistance centers under direction of fire departments, Sheriff's Office, or County Emergency Management.

o   Activation of the County EOC to provide support and overall policy direction as well as direct communication via on site liaisons, MS Teams EOC, radio, or telephone with ADOT District personnel and the State EOC.

III.   Organization and Assignment of Responsibilities
Organization
- **For County events when the County EOC (MCEOC) has not been activated:**
  o MCEM will coordinate with ARC for the activation and operation of shelters and will coordinate with the COAD local coordinators and other NGO's to identify and fill unmet needs from within the county or through resources requests to DEMA.

  o ARC will be lead agency for shelter operations, with MCEM and Mohave County Public Health aiding.

- **For County events when the MCEOC has been activated:**

- o The mass care function will be coordinated under the Operations Section of the MCEOC, with an ARC representative in the Operations Section or liaising directly with that Section.

- **For City events:**

  - o Organization will follow the structure within city emergency operations plans for coordination with the ARC, which will be lead agency for shelter operations

  - o MCEM or the MCEOC will provide support and liaison to cities as requested or will coordinate with city EOC's as needed for joint shelter operations.

Assignment of Responsibilities

- **County Government:**

  - o **Mohave County Emergency Management will, for unincorporated areas of the county:**

    - ▪ Conduct rapid assessment and activate the Mohave County Multi-Agency Distribution of Emergency Supplies Plan when needed and designate a Mass Care/Emergency Assistance Coordinator if needed.

    - ▪ Alert ARC of possible shelter activations and develop estimates of potential shelter occupants, including numbers of access and functional needs populations.

    - ▪ Be responsible for coordinating shelter selection with the American Red Cross and local jurisdictions and for organizing mass care operations until MCEOC activation, when mass care operations will be transferred to MCEOC Operations Section.

    - ▪ Evaluate, in coordination with a Functional Assessment Support Team (FAST) if available, the need for equipment and supplies from the Access and Functional Needs statewide caches and request any needed resources from DEMA or the SEOC.

    - ▪ Coordinate county operations support requests and tribal jurisdiction ESF #6 needs between SEOC and impacted jurisdictions.

- Plan and direct, as needed, the establishment of reception centers to register evacuees and direct them to appropriate shelters, until such function can be transitioned to the MCEOC Operations Section. Activate CERT and MRC teams as necessary to staff reception centers until ARC personnel arrive to assume management of shelter operations. MCEM and the MCEOC will work with the State Emergency Operations Center (SEOC), ARC, and other agencies to ensure that evacuees' needs are met.

- Coordinate transportation assets for evacuees without means to reach shelters, including use of ADA compliant school or mass transit buses.

- Coordinate with fire districts to ensure fire protection and emergency medical support are readily available at ARC run shelters.

- Coordinate with law enforcement to provide internal and external shelter security.

- Coordinate with local jurisdictions and SEOC to cover shelter decontamination and/or shelter sealing needs.

- Coordinate with the designated Area Agency on Aging, the Western Arizona Council of Governments (WACOG), in the procurement of necessary resources to ensure the safety and welfare of elderly disaster victims in the impacted area.

- Coordinate with local responders and horse owner groups the identification of corrals and arenas (in addition to the Mohave County Fairgrounds) for the evacuation of large animals, arrange for owner groups or CERT teams to train for care of evacuated large animals, and coordinate with local veterinarians and pet protection groups for volunteer services for care and treatment/vaccinations of evacuated small animals.

- Coordinate assistance to local jurisdictions for their mass care needs if requested under mutual aid agreements.
- Coordinate shelter decontamination and/or "shelter sealing" needs with County Public Health and fire departments.

- Review the Shelter Management Guidelines outlined in this Emergency Support Function (ESF).

o **Mohave County Public Health will:**

- Provide emergency medical assistance in the absence of ARC health services and ensure that health standards are maintained in shelters, including those in the incorporated cities.

- Determine which foods are fit for human consumption and identify potential contamination problems.

- Provide outreach health education in food preparation/storage.

- Assist in accessing safety and suitability of storage facilities for food and of local eating establishments and markets.

o **Mohave County Sheriff's Office will:**
- Provide law enforcement support and internal and external security at shelters in unincorporated areas.

o **Mohave County Public Works will**:

- Ensure that county routes accessing shelters and allowing distribution of food and water supplies remain open.

- Support transportation of food and supplies.

o **Mohave County Emergency Operations Center, when activated, for emergencies in the unincorporated areas or assistance to City EOC's will:**

- Through the Human Services Cord., ESF 6, under Operations, coordinate and monitor shelter and mass care operations, with ARC providing regular status reports on ARC-run or other shelters directly to the Branch.

- Act as liaison between the ARC and state agencies. ARC will maintain a liaison in the MCEOC and will request assistance from state agencies through the Human Services Coordinator.

▪ Through the Human Services Cord. and Mass Care/Emergency Assistance Lead (if designated) determine and implement the appropriate provisions of Mohave County Multi-Agency Distribution of Emergency Supplies Plan, including the following tasks:

   o Determine the need for, and coordinate as needed, the establishment of a Distribution of Emergency Supplies Task Force or specific functional task forces for Shelter or Feeding support or other tasks.

   o Determine immediate and long-term food and water needs and identify areas and populations most urgently in need.

- Determine immediate availability and quantity of local food supplies.

- Determine immediate availability of food and water distribution transportation resources, including trucks, personnel, and loading/unloading equipment.

- Determine need for supplies of warm clothing, blankets, etc.

- Develop a plan of operation for provision of timely distribution of food, water, and other supplies, assigning priority to areas in most immediate need.

- Provide an estimate of needed food and water quantities for both immediate and long-term needs and associated transportation needs to Logistics Section Chief for procurement action.

- Coordinate the distribution efforts of the Salvation Army and other volunteer organizations.

- Rapidly obtain estimates of expected duration of utility outages, assess need to acquire alternative temporary services (generators, mobile potable water tanks or water purification systems, portable heating systems, portable toilets, etc.), and initiate mutual aid requests or procurement actions for expedited acquisition of needed resources.

- **Incorporated Cities will:**

o Be responsible for mass care operations within their jurisdiction, with individual shelter operations managed by the ARC. Selection of shelters for activation will be done in coordination between the American Red Cross, Mohave County Risk and Emergency Management, and the city emergency management organization. Specific organizations located within the community, (i.e., local ARC chapter, school district superintendent, CERT, other local volunteer organization, etc.) may be requested to assist with reception center/sheltering operations.

o Determine the need for and implement as needed the provisions of the Mohave County Multi-Agency Distribution of Emergency Supplies Plan, including possible establishment of a City Mass Care/Emergency Assistance Lead or functional assistance Task Forces.

o Alert ARC or request the County EM to alert ARC to potential shelter activations and develop estimates of numbers of potential shelter occupants.

o Coordinate shelter location selection and operations with the MCEOC or MCEM.

o Coordinate transportation assets for evacuees without means to reach shelters, including use of ADA compliant school or mass transit buses.

o Provide for local law enforcement for internal and external shelter security.

o Ensure that fire protection and safety services are available to shelters through community fire departments.

o Ensure that emergency medical support is readily available at shelters.

o Coordinate with Mohave County Public Health to ensure health standards are maintained at shelters.
o Coordinate shelter decontamination and/or "shelter sealing" needs with County Public Health and County EOC.

o Provide for animal sheltering, care, and control.

- **State Government**

o **Department of Emergency and Military Affairs (DEMA) will:**

- Activate the SEOC if needed to provide mass care, housing and human resources direction, coordination, and availability of resources activities.
- Coordinates logistical and fiscal activities supporting priorities and activation associated with ESF #6.

- Coordinate information on available habitable housing units, within or adjacent to the disaster or affected area for use as emergency shelters.

o **Arizona Division of Economic Security will:**

- Provide human services assistance for those individuals, households, and families with mass care and disaster recovery needs, including those with Access and Functional Needs, currently enrolled in Arizona DES programs.

- Aid with seniors through the Aging and Adult Administration Disaster Assistance Coordinator at the state level and the regional/county Area Agency on Aging (Western Arizona Council of Governments), coordinating through the MCEOC.

- Assist county authorities in identifying clients with access functional emergency needs within jurisdictions and at mass care shelters, the latter through the provision of trained Functional Needs Support Program evaluators.

o **Arizona Department of Housing will:**

- Aid with acquiring short term and long-term housing solutions to impacted survivors.

o **Arizona Department of Health Services will:**
- Provide healthcare volunteers through ESAR-VHP to augment personnel assigned to special medical needs shelters upon request and as available.

- Provide technical assistance for shelter operations related to food/nutrition vectors, water supply, and waste disposal.

- Provide medical supplies and special equipment, including those from dedicated cache.

- Administer Crisis Counseling Program.

- **Arizona Department of Agriculture will:**

  - Provide support involving the emergency relocation of livestock.

  - Provide federal food products as overseen by the department upon request and as available.

- **Arizona Statewide Independent Living Council may:**

  - Be called upon to provide technical assistance in sheltering operations, food services and other considerations associated with access and functional needs.

- **Volunteer/Community Agencies**

- **American Red Cross will:**

  - Support local government by setting up and running shelters and providing food, first aid, and other essential services to displaced individuals. ARC is the primary agency for managing shelter operations in Mohave County.

  - Coordinate with MCEM and city emergency management.

  - Provide regular status reports to the MCEOC Operations Section and maintain a liaison officer in the MCEOC.

  - Provide nursing support as available to ARC-run shelters.

- **The Salvation Army will:**

  - Assist in managing the receipt, staging, and distribution of donated bulk supplies, including food and clothing, in coordination with MCCOAD and the Food/Supply Group of the MCEOC Logistics Section.

o **Mohave County Community Organizations Active in Disasters (MCCOAD) will:**

- Coordinate the activities of member agencies for the collection and distribution of donated items and volunteer labor.

- Maintain liaison with the MCEOC Logistics Section.

- Under direction of a designated Donations Management Officer, help set up and manage a Donations Coordination Center at the Mohave County Fairgrounds or other designated site, if requested by MCEM. (See Appendix A).

o **Community Emergency Response Teams will:**

- Assist in opening reception centers prior to arrival of ARC shelter workers, assist in transition to ARC-run shelters, and assist in shelter operations as requested by ARC.

o **Other volunteer agencies** (i.e., including church groups, local food banks, etc.) **will:**

- Work through the MCCOAD to aid in sheltering operations, food services and other identified needs in accordance with their resources upon request.

o **The Western Arizona Humane Society, with aid from Local Veterinarians, the County Animal Shelter and volunteer animal care groups, will:**

- Help pre-identify and establish care centers and feeding for displaced animals and pets of shelter occupants.

- Help local/county Animal Control with animal rescue activities within the framework of the established Incident Command System for the emergency/disaster.

- Communicate unmet animal protection and shelter needs to local jurisdictions or MCEM.

▪ Help in pre-disaster outreach to inform pet owners of the need to pre-plan and prepare pet disaster kits, including food, water, medicines, leashes, pet carriers, and cages that can be brought to designated pet shelters.

o **Shelter Facility Owners, including School Districts, will:**

▪ Provide MCEM will current after-hours contact information, open facilities for reception center/shelter use at request of MCEM and/or ARC, and assist ARC with facility specific knowledge as needed, in accordance with signed agreements with ARC.

o **Western Arizona Council of Governments, acting as the Area Agency on Aging (AAA), will:**

▪ Participate with MCEM and city and county response agencies in pre-incident emergency planning with a focus on the needs of senior citizens.

▪ Receive notification of an actual or impending emergency/disaster with instructions from AAA and/or Mohave County Emergency Management depending on the nature and scope of the emergency.

▪ Prepare in advance a disaster plan as directed by AAA, including emergency communications procedures for internal personnel and client agencies and service providers.

▪ Provide current emergency information and guidance to client agencies and service providers for aid to seniors affected by the emergency and pass on to MCEM any assistance requests or impending needs forecasts received from those agencies.

▪ Maintain regular communication with the service providers and the AAA Disaster Assistance Coordinator (if designated).

IV. Direction, Control, and Coordination

- **For County Events:**

o   Incident Commanders will determine the need for evacuations and notify Mohave County Emergency Management as soon as it becomes apparent that evacuations are required.

o   Emergency Management will immediately notify the ARC of the need for mass care operations. MCEM and ARC will jointly determine the optimum facilities for opening shelters and the locations for evacuee reception areas and notify the Incident Commander of shelter and reception area locations. In all cases, ARC and MCM will attempt to utilize facilities compatible with functional needs requirements and to integrate functional needs individuals into the general population shelter.

o   The Incident Commander will direct evacuation operations and direct evacuees to reception areas or directly to shelters per recommendations from ARC and MCEM.

o   ARC will direct reception area and/or shelter check-ins unless ARC personnel are not immediately available, in which case MCEM will utilize shelter trained CERT members or other volunteers to open and commence check-in at reception centers that can be upgraded to full ARC operated shelters upon arrival of ARC personnel.

o   ARC will operate and assume all responsibilities for mass care shelters.

o   If necessary, MCEM and Mohave County Public Health will work together to provide medical alternate care sites for evacuees requiring professional medical care during medical surge events associated with evacuations.

o   When the MCEOC is activated, mass care functions will be coordinated through the Operations Human Services Branch, which may have a designated Mass Care/Emergency Assistance Coordinator. A representative of ARC will be a member of the Operations Section or will be in constant direct contact with the Section.

o   The ARC will provide resources to their shelters and may also provide resources to non-ARC operated shelters. MCEOC Operations Human Services Branch will identify resource or service needs not being provided by the ARC, will fill needs from MCCOAD organizations such as the Salvation Army, other county resources, or through request to DEMA or the SEOC. Functional Assistance Task Forces as described in the Multi-Agency Distribution of

Emergency Supplies Plan may be formed with membership from the emergency relief and community organizations.

o The ARC or county MCEM and PH will be responsible for demobilization planning and procedures for shelters. The ARC checklists for both activation and demobilization of shelters will be used.

- **For City Events:**

o City emergency operations plans will be followed, but it is expected that much of the same procedure as for county events will be followed, with mass care operations directed out of the city EOC's if activated.

o If requested, the MCEOC will be activated in support of the city EOC's. MCM will also aid as requested by the cities, but cities will retain responsibility for mass care operations within city boundaries. In some cases, joint city/county shelters might be operated by the ARC, with the city and county agreeing on the division of support responsibilities for aiding the ARC or activating and operating facilities other than the ARC operated ones.

V.   Information Collection and Dissemination

- The ARC will maintain records of all shelter occupants, including check-in and check-out documentation. Records may include names of relatives and medical information gathered by medical personnel assigned to the shelters. All records will remain confidential, although a count of shelter occupants should be reported at least once daily to MCEM and may be released to the media with joint approval of MCEM and ARC.

- MCEM and MCDPH will maintain similar records and follow similar procedures as the ARC for any shelter facilities operated by the county.

VII. Communications

- Communications between city and county EOC's will be accomplished by telephone, e-mail, and Microsoft Teams EOC, with backup public safety radio communications. MS Teams EOC guidelines for resource requests and significant event postings will be addressed in written procedures developed by county, city, and tribal emergency management.

- Shelter communications are described in the Shelter Management EOP appendix.

VIII. Administration, Finance, and Logistics

- ARC will provide administration, finance, and logistics support for ARC operated shelters.

- The Logistics and Finance/Administration Sections of MCEM will coordinate support for non-ARC mass care operations. Support provided by COAD organizations or other NGO's may potentially be supplemented by funding from county contingency funds as approved by the County Manager /MCEOC Director.