

SEDGWICK COUNTY
EMERGENCY OPERATIONS PLAN
2025-2030



ESF 6 – Mass Care, Emergency Assistance, Temporary
Housing and Human Services

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ESF 6 - Mass Care, Emergency Assistance, Temporary Housing and Human Services

Coordinating Agency:

Sedgwick County Emergency Management

Primary Agency:

American Red Cross

Sedgwick County Health Department

The Salvation Army

United Way of the Plains

Support Agencies:

City of Wichita Animal Control

City of Wichita Animal Services/Shelter

City of Wichita Environmental Health Department

City of Wichita Transit

Kansas Department of Health and Environment

Kansas Division of Emergency Management

Kansas Humane Society

Kansas State Animal Response Team (KSART)

Kansas Voluntary Organizations Active in Disaster (VOAD)

Sedgwick County Animal Control

Sedgwick County Animals Response Team (SCART)

Sedgwick County Community Developmental Disability

Sedgwick County Department on Aging

I. Purpose and Scope

Purpose

The purpose of ESF 6 is to coordinate the emergency provision of temporary shelters, emergency mass feeding, and the bulk distribution of coordinated relief supplies for victims of a disaster and disaster workers.

Scope

ESF 6 promotes the delivery of services and the implementation of programs to assist individuals, households and families impacted by disaster/emergencies.

ESF 6 includes four primary functions: mass care, emergency assistance, housing, and human services.

- a. Mass care involves the coordination of non-medical mass care services to include sheltering disaster survivors and household pets, organizing feeding operations, providing emergency first aid at designated sites, collecting and providing information on disaster survivors to family members, and coordinating bulk distribution of emergency relief items.
- b. Emergency assistance includes functions of evacuation support in conjunction with ESF 1 and ESF 9, reunification of families, vulnerable needs support, sheltering of disaster survivors and household pets, and overall shelter management.
- c. Housing involves the provision of assistance for short- and long-term housing needs of disaster survivors; and
- d. Human Services includes providing disaster survivor-related recovery efforts such as emotional support and identifying support for persons with vulnerable needs.

II. Policies, References and Authorities

State

- Executive Order 05-03, Use of the National Incident Management System (NIMS);
- Kansas Statutes Annotated (KSA), 48-9a01, Emergency Management Assistance Compact
- KSA 48-904 through 48-958: as amended, State and County Emergency Management
- KSA 12-16, 117
- Inter municipality aid agreement
- KSA 65-5701 through 65-5711
- State implementation of Superfund Amendments and Reauthorization Act (SARA), Title III Kansas Response Plan.

Federal

- Title II of the Americans with Disabilities Act
- National Response Framework
- Homeland Security Presidential Directive – 5: Management of Domestic Incident
- Presidential Policy Directive – 8: National Preparedness
- Comprehensive Planning Guide (CPG) 101
- Pet Evacuation and Transportation Standards Act of 2006, Public Law 109-308.
- American Red Cross Congressional Charter, 36 U.S.C. §§300101-300111 recodified 2007.

III. Concept of Operations

General (Command, Control, and Notifications)

ESF 6 is organized consistent with the Sedgwick County Emergency Operations Center, the requirements of the National Response Framework, the National Incident Management System, and the Incident Command System. This structure and system support incident assessment, planning, procurement, deployment, and coordination and support operations to Sedgwick County through the Sedgwick County Incident Response Framework, to provide a timely and appropriate

response to an emergency or situation. Procedures, protocols and plans for disaster response activities are developed to govern staff operations at the Sedgwick County Emergency Operations Center and in the field. These are in the form of Emergency Operations Plan (i.e. Base Plan) and corresponding Appendices, Incident Annexes, Support Annexes and Standard Operating Guidelines, which describe ESF 6 capabilities. Periodic training and exercises are also conducted to enhance effectiveness. In a large event requiring local or State mutual aid assistance, ESF 6 will work with its support agency counterparts to seek, procure, plan, coordinate and direct the use of required assets. ESF 6 will coordinate with ESF 8 to address the requirements of persons with accessible and functional needs, including their sheltering requirements.

The coordinating agency for ESF 6 is Sedgwick County Emergency Management. Emergency Management or their designee is responsible for contacting primary and support agencies as well as providing situational awareness briefings to these agencies. In accordance with a mission assignment from ESF 6, each primary and/or support organization assisting ESF 6 will retain administrative control over its own resources and personnel but will be under the operational control of ESF 6.

The County Warning Point (Sedgwick County Emergency Communications) will notify the “on call” Emergency Management Duty Officer (EMDO) and/or ESF Coordinator for ESF 6 when Sedgwick County has been threatened or impacted by an emergency or disaster event as provided in the County Warning Point procedure. The DO through monitoring and/or communication with Emergency Communications is responsible for providing initial notification to the Emergency Management Director or designee for initial notification of ESF #6.

Working with ESF 6 Partners, Sedgwick County Emergency Management and/or designee will handle liaison roles dependent on situation with state and adjacent county mass care housing, and human services not represented in the EOC.

To accomplish the collection, processing and dissemination of information from the EOC. Sedgwick County Emergency Management will utilize a two-way process for information in which collection, processing and dissemination of that information will be received and given out accordingly.

Shelter Capabilities and Operations

Event specific information and scenarios will dictate the type and scope of mass care operations required. The American Red Cross is the primary agency to coordinate shelter operations within Sedgwick County. The EOC Team and the American Red Cross Liaison will gather information regarding people displaced by the event to assist in determining the number of shelters to open and where they should be located. In addition to the type and scope of the disaster, other factors in determining the number of shelters and their locations will be accessibility, transportation, security, staff and supplies. The American Red Cross Liaison in the EOC will work closely with the EOC Team to determine shelter needs and identify capabilities based on the specifics of the emergency situation. The American Red Cross types of shelters.

- Congregate Shelter – most common shelters that provided water, food, comfort, and sleeping accommodations (cots) for those impacted by disaster-related events.

- Non-Congregate Shelter – provide alternatives for incidents when conventional congregate sheltering methods are unavailable or overwhelmed, or longer-term temporary sheltering is required. Types may include hotels or dormitories.
- Emergency Evacuation Shelter – provide a safe place to congregate while a major storm passes.
- Warming/Cooling Shelter – The American Red Cross does not operate permanent “warming and cooling shelters” but opens temporary shelters during disasters, which may include warming and cooling services when conditions require it.

The process identification of shelter in place methods will be dependent on the type of incident and any effects the facility experiences. For American Red Cross shelters, the American Red Cross will coordinate the damage assessment operation and prioritize potential shelter locations. American Red Cross will conduct an assessment potentially in parallel with the damage assessment being performed in ESF 3 to ensure their viability requirements to operate are met. Once the need for a shelter is determined the EOC will work with the American Red Cross to determine location and feasibility of shelters.

The American Red Cross will be the primary agency tasked with identifying and opening shelters. If an agency/organization has predetermined locations, American Red Cross will work with the agency/organization to see if the facility will be able to be used. The American Red Cross will be the primary staffing organization for shelters but may need to rely on other organizations to assist with additional staffing needs, especially long-term sheltering operations that may last more than 72 hours.

Sedgwick County encompasses a diverse range of populations across urban, suburban, and rural jurisdictions that could potentially face the full range of access and functional need requirements during an event. ESF 6 will work with partnering agencies to ensure that every effort is made to consider these requirements in all phases of the emergency management cycle. For sheltering ARC strives to maintain ADA compliance and have services available to assist with sheltering communications and operations. ESF 6 will work with partnering agencies and organizations to ensure that both physical and programmatic needs are addressed in planning and in response. Leveraging partnerships with government entities, volunteer organizations who can provide services and personnel who can assist with ensuring accessibility to services. Allow communication of important information and updates through multiple alternative means of communication. Lastly, working together to come up with solutions to be able to modify or re-establish on an interim basis services and programs until the full program can be restored to normal operations. ESF 6 will work with shelter representatives and emergency service representatives to also ensure that evacuees have proper access to emergency services if required. Every effort will be made to provide crisis-counseling services for people affected by the disaster. Trained mental health counselors are available through Sedgwick County COMCARE or through potential Voluntary Organizations Active in Disaster (VOAD) partners.

The American Red Cross will maintain a comprehensive, up-to-date, countywide list of shelters and capabilities. The American Red Cross will keep records on the number of shelters, shelter residents, meals served, supplies used, supplies ordered, etc., and ensure this information is available in a timely manner to the EOC. To the extent possible, the American Red Cross will use the capabilities of the Crisis Information Management System (CIMS) to document ESF #6

activities. Forms and documentation for mass care operations (i.e., registration, inventory, inspection, tracking, etc. forms) have been developed and are maintained by the American Red Cross. The administrative regulations and guidance used by the American Red Cross to conduct mass care activities are contained teaching materials and student workbooks. Every effort will be made to manage mass care operations using the procedures described in this guidance.

The American Red Cross will work with the Emergency Management Department to ensure this information is available in the EOC. Cots, blankets, clothing and other comfort items will be furnished by the American Red Cross, The Salvation Army and other Voluntary Organizations Active in Disaster (VOAD) members with logistical assistance from Sedgwick County and Municipal agencies as necessary. Currently the American Red Cross has 33 shelters that are surveyed with this number subject to change.

If the situation dictates, potential shelters will be given priority in damage assessments to expedite the provision of mass care services. The American Red Cross Liaison will coordinate with the County EOC to ensure mass care facilities have priority for safety inspections. Mass care operations will continue until those displaced by the incident obtain other temporary housing or return to their homes. In most cases, mass care services are provided for less than one week.

Shelters will be selected based on suitability of the facility and its location within the county. Factors such as sufficient area for sleeping, restrooms, showers, kitchen facilities, parking and accessibility for people with disabilities will be considered. The decision as to which shelter(s) will be activated in a particular situation will be coordinated with the American Red Cross, Sedgwick County Emergency Management, and the cities and the organizations providing the facilities. The structural integrity and soundness of the shelter will be assessed by the American Red Cross as a part of their assessment. Other jurisdictional entities from ESF 3 can also be engaged to perform and assist with the shelter integrity assessments as required. Mutual aid agreements can be enacted with surrounding counties to assist with sheltering if adequate facilities are not available.

The Salvation Army will not activate shelters in the County; they may be called upon in catastrophic emergencies to open and operate shelters. The Salvation Army will activate and operate Cooling Centers for use during Heat Emergencies and Warming Centers for extreme Cold Emergencies. The Salvation Army and other volunteer groups may provide food, water, cots, and other essential emergency items. These groups will work closely with the County EOC and ESF 6 to identify individuals and families in need of assistance, as well as appropriate methods of distribution.

The American Red Cross, in collaboration with other community partners will provide daily, overall direction of mass care operations, including the assignment of personnel and ensuring that requests for assistance are met, documented and prioritized. Additionally, the American Red Cross will ensure registration, tracking, feeding, restocking and other related shelter activities are accomplished. Operation of the shelters will be in accordance with American Red Cross standard operating procedures. Direct shelter control and management is the responsibility of the Shelter Managers. Each Shelter Manager will be responsible for managing their individual shelter while coordinating activities with the American Red Cross representative in the EOC. Notifications to the shelters on updates to the disaster condition will be made periodically by the American Red Cross representative in the EOC to shelter managers.

ESF-6 and other EOC partners will work together to push out information to the public through ESF 15, United Way of the Plains and other avenues to ensure that the public and those affected by the incident the location of shelters and other services.

Each evacuee on arrival will receive a packet of relevant information from the American Red Cross. Including the rules and expectations of the shelter and make sure that the evacuee has accommodations prior to leaving the shelter and next actions. American Red Cross will coordinate with other ESF and EOC partners to ensure that any incident specific information or updates are also communicated to the evacuees utilizing their program.

Security will be provided by either the Sheriff's Department (unincorporated areas), city police (incorporated areas), or the shelter facility's own security personnel. American Red Cross guidelines and operating procedures include how to handle affected residents that have court ordered reporting requirements to local, state and federal entities. American Red Cross will work with ESF 13 specifically local law enforcement and the resident to ensure that they are still compliant and accommodate to the extent feasible with reporting requirements. Procedures are in place for the handling of unaccompanied minors. Unaccompanied minors that appear in shelters will be checked in by American Red Cross staff. As soon as possible local law enforcement will be contacted and advised of the unaccompanied minor. Local law enforcement will work with and collaborate with child advocacy agencies in an attempt to reunite the child with their parents or placement as directed by those agencies.

The American Red Cross Liaison and the EOC Team will coordinate with available volunteer agencies to ensure feeding operations can be accomplished in shelters. Feeding will be based on sound nutritional standards and will include provisions to meet the requirements of disaster victims with special diets. Individuals with cultural requirements are responsible for informing shelter staff, who can then make appropriate accommodation based on the individual.

Faith-based and other volunteer groups may wish to implement emergency assistance programs to meet disaster related humanitarian needs. To help ensure timely and equitable services are provided following a major event, The Salvation Army and the American Red Cross will work closely with volunteer organizations active in the County to coordinate the provision of human services programs.

Shelter management teams will be responsible for the cleanliness of kitchens, restrooms and sleeping areas, and the disposal of trash. Reception operations will be carried out in accordance with American Red Cross standards. The shelter management team will be responsible for registering and tracking shelter residents and ensuring appropriate privacy with respect to their use of the shelter. If appropriate, the EOC will request outside resources to support mass care operations, including those of other jurisdictions, the State and Federal government and/or the private sector.

In coordination with the EOC, the American Red Cross will determine if it is appropriate to

consolidate shelters, as well as when shelters should close. Shelters will be deactivated in accordance with American Red Cross operating procedures. Although special facilities (i.e., nursing homes, residential care facilities, hospices, etc.) should be able to care for their own populations. ESF-6 will work with EOC partners to identify, assess and determine the ability of facilities that serve access and functional need population to house their residents. If dictated by the situation, the American Red Cross will coordinate with the EOC to provide assistance in opening and maintaining shelters for those with access and functional needs.

Short and Long-Term Housing

ESF 6 partners will coordinate with the City of Wichita Housing and Community Services Department as the local housing authority as needed.

The City of Wichita Housing and Community Services Department can leverage many tools if needed including housing, the housing authority and the expertise in working with U.S. Department of Housing and Urban Development programs as needed per the incident and availability.

American Red Cross and ESF 6 will coordinate with the City of Wichita Housing and Community Services Department to determine the needs of displaced citizens and coordinate the proper resources to assist with long-term housing needs. Depending on the timeline needed, we will recommend or coordinate the proper available resources.

Emergency Relief Supplies (food, water, medicine, clothing, etc.)

ESF 6 will work with its partners and the private sector if necessary to provide support to affected food programs during an incident. This support could be to provide resources for the program itself or be accomplished through other ESF's efforts like a Point of Distribution Site in the community. The incident and its effect on the program should be considered when discussing options.

Emergency clothing, as well as hygiene, comfort, and emergency clean-up items, will be provided as dictated by the incident. Support in this area will be provided by The Salvation Army, American Red Cross, other Voluntary Organizations Active in Disaster (VOAD) members and if necessary, from the private sector. Initial humanitarian assistance (food, clothing, first aid, crisis counseling, emergency clean-up assistance, etc.) will be provided by the American Red Cross, Salvation Army and other Voluntary Organizations Active in Disaster (VOAD) members. If necessary, support in this area will be requested from the private sector.

ESF 6 will work with those facilities and/or shelters that provide services to the access and functional needs population who are affected by an incident. Gathering enough relevant information to identify needs, once identified ESF-6 will work with its partners and if necessary, the private sector to accommodate the needs. ESF 6 will coordinate with ESF 7 to request resources to support basic service operations.

To meet the unmet needs of evacuees and victims of an event. ESF 6 will engage partners like United Way of the Plains, Voluntary Organizations Active in Disaster (VOAD)s and other organizations with access to potential resources to meet these needs.

Access and Functional Needs

ESF 6 will ensure that compliance with ADA guidelines is followed to the maximum extent feasible and will include local and state ADA resources and authorities as needed by the incident. ESF 6 will work with ESF-15 External Communications to make sure that information dissemination efforts consider the needs of affected access and functional needs populations. This includes availability of translation services, and key information available for the diverse populations of Sedgwick County.

To meet the needs and special considerations of the access and functional needs populations, ESF 6 will work with agencies, organizations and facilities that either are affected by the event or can leverage relevant subject matter expertise that can better inform incident planning and help guide response and recovery efforts. (These could include Sedgwick County Health Department, Central Plains Aging/Sedgwick County Department of Aging, Sedgwick County Community Developmental Disability Organization (CDDO)).

ESF6 will coordinate with ESF1 to assist with identified transportation needs for access and functional needs population. This may include the use of school buses and/or specially adapted buses obtained from agencies and organizations that normally transport those clients on a daily basis. Needs will need to be identified and communicated to ESF6 which will work with the appropriate ESF1 contacts to accommodate the transfer as determined by the incident.

ESF 6 will coordinate with relevant subject matter expert agencies and organizations to address and support the needs of affected access and functional needs facilities throughout the incident. These agencies, organizations and facilities should have their own continuity and/or disaster plan to be able to support basic services for their clients. For the portions of the affected population ESF 6 will coordinate to accommodate and meet the basic needs and ensure that the situation is addressed.

ESF 6 will coordinate with relevant subject matter experts/agencies and organizations, to address and support the needs of affected facilities and service provider that support the institutionalized population. These facilities and service providers should have a continuity and/or disaster plan to be able to continue basic services for their clients.

Behavioral Health

ESF 6 will coordinate providing behavioral health or mental health support for community members including children during a disaster and assist with providing emergency responders with crisis counseling. ESF 6 will work with COMCARE of Sedgwick County to provide mental health and substance abuse services. COMCARE is the largest of the 27 Community Mental Health Centers in the State of Kansas and is committed to helping individuals served lead more productive lives. Other VOADS and PEER Counseling organizations may be utilized to assist in providing these services to the disaster victims and/or emergency service personnel.

Accountability: Disaster Survivors

Information regarding individuals residing in the affected area will be collected and provided to authorities and immediate family members. If appropriate, the American Red Cross will work

closely with agencies providing mental health services when relaying information to family members.

Family Reunification

The American Red Cross has a program Restoring Family Links that provides free and confidential services to help families reconnect. They work with the individual to search for and locate their family and loved ones. The American Red Cross only collects personal information to be able to respond to the request. No information is passed on to anyone without permission. The American Red Cross will work to care for children, including behavioral health, whose caregivers may have been killed, ill, injured, missing or otherwise incapacitated for lengthy periods of time. Children that have been injured will be referred to emergency medical services for treatment and/or transportation to a local hospital.

ESF 6 will work with the American Red Cross and other associated agencies to maintain records to help reconnect family members. The American Red Cross can also provide Mass Care Services such as Disaster Health Services, Mental Health Services, and Disaster Spiritual Care for family member needs those services.

Sheltering Decontamination

Sedgwick County is not within a 50-mile ingestion pathway emergency zone, but in cases that nuclear plan evacuees are sent to the area. ESF 6 will coordinate with ESF-8, ESF 10 and others as needed to ensure that shelters or appropriate facilities are considered, and proper mitigation items are addressed prior to the arrival of evacuees. This could include arrangements and pre-staging of resources.

For other Hazardous materials releases. The decontamination of the population in the affected area should be done prior to them leaving the warm zone of the incident by trained personnel and they should be assessed for any symptoms of exposure.

In cases where that is not possible or the scale out paces the committed capabilities. ESF 6 and American Red Cross will work with Incident Command to have resources available at an opened shelter to assess and decontaminate evacuees. If the situation arises in which contaminated evacuees arrive at the shelter prior to this process being established. The shelter should immediately contact their American Red Cross rep in the EOC so that the EOC can coordinate response assets to the shelter. The shelter staff should follow their American Red Cross established protocols and procedures to ensure shelter safety. ESF-6 can request assistance from ESF-10 to assist with screening and handling evacuees exposed to hazards posed by the disaster.

Animal Sheltering

ESF 6 will work with city, county, state and private entities to accomplish and meet the needs of animal sheltering requirements. Requests for local Animal Control assistance should be channeled through the Sedgwick County dispatch, and these resources may be deployed prior to the activation of the EOC. In the event of activation Emergency Management will coordinate with Incident Command to assess if local resources are outpaced by the needs of the incident and coordinate a plan to achieve operational objectives as needed.

Based on census population and the American Veterinary Medical Association pet ownership estimation tool. There are an estimated 194,000 pets in Sedgwick County.

Animal control services, both county and city, have a very limited capability to transport injured animals to veterinary relief facilities. Assistance with animal transportation may be available from surrounding counties, local and state Veterinary Medical Associations, and Kansas Humane Society may also be able to provide listings of available transportation resources. These agencies can be utilized to pick-up any animals arriving at American Red Cross shelters and transport them to kennels or other temporary holding facilities.

The already established animal shelters will be utilized first to shelter animals. SCART will coordinate the process of opening or expanding shelter capabilities through their established plans, policies, and agreements. ESF-6 will need to coordinate with Animal Control and ESF-1 for assistance transporting evacuees with service animals and household pets.

Animal Control officers and others involved in the rescue and/or recovery of stray pets & livestock will be responsible for establishing an identification system to record pertinent information & tag the animals.

Specialized facilities (i.e., animal shelters, veterinary hospitals & clinics, boarding facilities, etc.) are responsible for making their own arrangements for emergency energy sources to provide proper environmental conditions, food & water to highly vulnerable animal populations. To the extent possible, ESF 7 will coordinate efforts to meet any additional or unforeseen in most circumstances, critical supplies will be available either locally or regionally. Should additional critical supplies be needed, local & state Veterinary Medical Associations can provide listings of resources available and assistance with their procurement and delivery.

Unclaimed animals or situations where the owners are unavailable require special consideration. To the extent possible, local Animal Control officers will retain this responsibility within their own jurisdictions. Should the problem exceed local capability, assistance may be available from surrounding counties through established mutual support agreements. If additional resources are required, local & state chapters of the Veterinary Medical Association and the Humane Society coordinated through SCART may also be able to assist with locating & obtaining these services. The SCART Disaster Emergency Plan contains the names of veterinarians and facilities where animals can receive shelter, boarding, food, and other essential services.

Agencies and organization that may be able to support animal sheltering will be the Kansas Humane Society; The city of Wichita Animal Shelter; Sedgwick County Animal Response Team (SCART.)

If the situation arises, in which a co-located shelter is being considered with a human shelter. SCART will work with the American Red Cross and other ESF 6 partners to ensure that any special considerations and circumstances are addressed. SCART will follow written policies and procedures for operating a co-habitation shelter.