

ESF 6 Tasked Agencies	
Primary City Agency	Fire Department
Supporting City Agency	Police Department
Community Partners	American Red Cross Community- and faith-based organizations
County Agency	Department of Health, Housing, and Human Services (H3S)
State Agency	Department of Human Services
Federal Agency	Department of Health and Human Services

1 Introduction

1.1 Purpose

Emergency Support Function (ESF) 6 describes how Clackamas County will support the efforts of the City and nongovernmental organizations to address the mass care, emergency assistance, temporary housing, and human services needs of people impacted by disasters.

1.2 Scope

The following activities are within the scope of ESF 6:

- Mass care
 - Sheltering for the general population and populations with disabilities, and access and functional needs (DAFN)
- Collecting and providing information on those affected by the disaster to family members
- Family reunification
- Housing:
 - Providing short-term housing solutions for those affected by the disaster. This may include rental assistance, repairs, loans, manufactured housing, semi-permanent and permanent construction, referrals, identification and provision of accessible housing, and access to other sources of housing assistance.
- Human services:
 - Assist as able in disaster unemployment insurance
 - Disaster legal services
 - Veteran’s support
 - Services for DAFN populations
 - Other needs for assistance as they arise

The following are not covered in this ESF:

- Medical sheltering is addressed in ESF 8.
- Animal sheltering is addressed in ESF 17:
 - Feeding operations
 - Emergency first aid
 - Bulk distribution of emergency relief items

1.3 Policies and Authorities

The following policies and authorities are currently in place:

- All appropriate governmental and volunteer agency resources will be used as available.
- All services will be provided without regard to economic status or racial, religious, political, ethnic, or other affiliation.
- Tracking of displaced residents will be accomplished by the American Red Cross Disaster Welfare Inquiry procedures.

2 Situation and Assumptions

2.1 Situation

The City is faced with a variety of hazards that may impact large numbers of persons, requiring mass care, personal emergency assistance, short-term housing, and other types of human services as part of response and recovery actions. The following considerations should be taken into account when planning for and implementing ESF 6 activities:

- Hazards may affect widespread areas, and emergency care personnel in unaffected neighboring communities may be overwhelmed with victims from neighboring communities.
- Evacuees may contribute to the scarcity of resources, as an influx of evacuees can increase the population of a receiving community during a significant disaster or emergency event.
- Mass care needs may range from emergency sheltering operations for a limited number of visitors and citizens to more intermediate and long-term housing.
- In accordance with the Red Cross's organizational documents and charter, ratified by the United States Congress on January 5, 1907, as well as the Disaster Relief Act of 1974, the Red Cross (national organization and local chapters) provides an array of "Mass Care Services" to emergency and disaster victims routinely under its own authority. Furthermore, the Red Cross is tasked as the primary agency responsible for federally supported Mass Care Services per the National Response Framework (ESF 6) despite being a nongovernmental organization.
- Disaster conditions are likely to require evacuation and care of domestic animals and livestock. Animals (with the exception of service animals) are not allowed in public shelters.
- The diverse nature of the City will be reflected by shelter populations and will likely include a significant number of DAFN persons (e.g., elderly, persons with language barriers, physical challenges, or other limiting medical or mental health condition) and/or persons who are vulnerable to becoming marginalized or those with specialized needs (e.g., students, inmates, registered sex-offenders, the indigent, persons with chemical dependency concerns, etc.)

2.2 Assumptions

ESF 6 is based on the following planning assumptions:

- Widespread damages may necessitate the relocation of victims and the need for mass care operations.
- Some victims will go to shelters, while others will find shelter with friends and relatives. Some may stay with or near their damaged homes.
- Shelters may have to be opened with little notice. Local government personnel will have to manage and coordinate shelter and mass care activities. They may be supported by Red Cross personnel, if available, and assume responsibility for managing such shelters.
- The demand for shelters may prove to be higher than what is available.
- Volunteer and faith-based organizations may open shelters. Some of these organizations and groups may coordinate their efforts with the City, County, and Red Cross, while others may operate these facilities independently.
- Public and private services will be continued during mass care operations. However, for an incident that requires a large-scale shelter and mass care operation, normal activities at schools, community centers, places of worship, and other facilities used as shelters may have to be curtailed.
- Emergency operations for most human services organizations (mass care, individual assistance, sheltering, special medical needs, and access and functional needs) will be an extension of normal programs and services.

3 Roles and Responsibilities of Tasked Agencies

See Appendix B for a checklist of responsibilities for tasked agencies by phase of emergency management.

4 Concept of Operations

4.1 General

On-Scene Command will request Lake Oswego Communications (LOCOM) to notify H3S and the Red Cross whenever it appears that a major emergency or disaster has displaced or will displace a significant number of people.

Command will determine the at-risk area, estimate the number of people involved, and identify any critical needs. H3S and the Red Cross, if involved, will use this information to coordinate shelter activation with potential providers. The Oregon Trail Chapter of the Red Cross may assign a Liaison to the City or County Emergency Operations Center (EOC) to coordinate reception, shelter, and mass care activities.

If the Red Cross takes on the sheltering responsibility, EOC staff will help coordinate shelter support throughout the City, including logistics, security, communications, transportation, public health, behavioral health, and social services.

On-Scene Command will determine whether evacuees have been exposed to chemical, biological, radiological, nuclear, or explosive agents or other hazardous materials and will

manage decontamination operations prior to victims leaving the incident scene if exposure has occurred, or provide transport to a healthcare facility where the evacuee may be decontaminated.

4.2 Shelters and Mass Care Facilities

The Red Cross may have agreements in place for use of specific shelters that can be activated by alerting the local chapter. This information will be available to the EOC during a major emergency or disaster. The Red Cross may assist in the registration of evacuees and, as applicable, will coordinate information with appropriate government agencies regarding evacuees who are housed in Red Cross–supported shelters.

Options for temporary shelter during an incident available to the City include:

- Pre-determined sheltering sites and supplies available through the Red Cross.
- General purpose tents available through the Oregon National Guard and requested by the City to Clackamas County Disaster Management (CCDM) to the Oregon Office of Emergency Management.
- Tents and other resources available via the fire cache located at the Redmond Air Center requested by the City to CCDM.
- If a Presidential declaration has been made, temporary buildings or offices requested through the Federal Coordinating Officer.

Services will be provided through the coordinated efforts of City staff, CCDM, Red Cross, Salvation Army, other state-supported agencies, volunteer agencies, and mutual-aid agreements with various support groups. Law enforcement agencies will provide security at shelter facilities where possible and will also support back-up communications if needed.

4.3 Feeding

Feeding is provided to victims through a combination of fixed sites, mobile feeding units, and bulk distribution of food. Feeding operations are based on nutritional standards and should include meeting requirements of victims with special dietary needs, if possible. The Red Cross will coordinate all mass feeding and other services needed at open Red Cross shelters.

4.4 Bulk Distribution

Emergency relief items to meet urgent needs are distributed via established sites within the affected area. Distribution of food, water, and ice requirements through federal, State, local, and non-governmental organizations is coordinated at these sites. Agencies and organizations involved in supporting and managing bulk distribution include:

- City Emergency Management Executive Committee
- City Fire Department
- City Police Department
- City Public Works Department
- American Red Cross
- Salvation Army
- Private-sector partners
- Faith-based organizations
- Disaster assistance personnel, paid, and volunteer staff

See ESF 11 – Food and Water for additional details.

4.5 Housing

All housing needs identified during and following emergency incidents or disasters impacting the City will be coordinated through the Fire Department, in cooperation with the County, via the City and County EOCs. Liaisons will be assigned to the command staff to manage and coordinate resources and activities with regional, state, federal, and private-sector entities. In some disaster situations, the federal government may be requested to provide emergency housing. Disaster victims will be encouraged to obtain housing with family or friends or in commercial facilities.

4.6 Crisis Counseling and Mental Health

Agencies and organizations involved with providing crisis counseling and mental health support to victims and families, the first responder community, and special needs populations include:

- H3S
- Area hospitals
- Northwest Human Services
- County and regional volunteer organizations
- Local nursing homes and care facilities.

H3S will coordinate mental health services to the general public. Specific concerns within the first responder community can also be addressed through the Police Chaplaincy and the Oregon Office of the State Fire Marshal, which coordinate mental health and crisis counseling services for first responders.

See ESF 8 – Health and Medical for additional details.

4.7 Disabilities, and Access and Functional Needs

Provision of mass care-related activities will take into account DAFN populations. The needs of children and adults who experience disabilities or access and functional needs shall be identified and planned for as directed by policy makers and according to state and federal regulations and guidance.

A formal registry for DAFN populations has not been developed to date. Community emergency response and recovery planning to provide special needs services to residents of the City have not been formalized or finalized among the various first responder agencies and volunteer organizations supporting this jurisdiction.

Agencies and organizations involved in managing, transporting, and communicating with DAFN populations during an emergency and pertaining to mass care include the following:

- City Emergency Management Executive Committee
- Area hospitals
- Private clinics and care facilities
- American Red Cross and other volunteer agencies
- Lake Oswego School District