



Emergency Support Function 6: Mass Care, Emergency Assistance, Housing & Human Services

County of Riverside Riverside County Operational Area (OA)



August 2024 Update

County of Riverside
Emergency Management Department

Portions of this document may contain sensitive information pertaining to the deployment, mobilization, and tactical operations of Riverside County in response to emergencies and disasters. Most of this annex is available for public review. Refer any request for a copy of this document to County of Riverside Emergency Management Department (EMD) at (951) 358-7100.



Riverside County EOP Emergency Support Function # 6:
Mass Care, Emergency Assistance, Housing & Human Services

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1. Introduction

1.1 Lead and Supporting Agencies

Lead Agency	County of Riverside Department of Public Social Services (DPSS)
Supporting Agencies	American Red Cross (ARC), the Salvation Army, Riverside County Sheriff's Department (RSD), County of Riverside Emergency Management Department (EMD), Riverside County Department of Animal Services (RCDAS), Riverside University Health System-Public Health (RUHS-PH), Riverside County Department of Environmental Health, Riverside County Office on Aging, Riverside University Health System-Behavioral Health (RUHS-BH), County of Riverside Facilities Management, Riverside County Park and Open Space District (RCPOSD), Voluntary Organizations Active in Disasters (VOAD), Faith-based Organizations, Functional Assessment Service Teams (FAST), California Department of Social Services, and Operational Area cities

1.2 Emergency Support Function Responsibilities

Department	Responsibilities
DPSS	<ul style="list-style-type: none">▪ Coordinate shelter operations▪ Coordinate feeding operations through procurement via the Operational Area Emergency Operations Center (OA EOC) nonprofits, or other means▪ Coordinate the bulk distribution of personal care supplies▪ Coordinate the use and/or acquisition of translator services▪ Coordinate staffing plans for shelter workers and shelter managers with DPSS staff and/or ARC as appropriate▪ Provide Public Information Officer (PIO) with information to disseminate about mass care services▪ Staff the Riverside Mass Care and Shelter Branch positions in the Riverside County OA EOC Operations Section



Department	Responsibilities
	<ul style="list-style-type: none">Coordinate utilization of nonprofits such as American Red Cross (ARC) to provide or support mass care operations
Supporting Agencies	<ul style="list-style-type: none">Provision of shelter facilities to include coordination with ARC, Riverside County Office of Education and or individual school districtsCoordinate with Public Health (PH) and/or Behavioral Health (BH) for the provision of medical/behavioral health servicesCoordinate family reunification planning with appropriate agencies such as ARCCoordinate with DAS for the provision of animal care or sheltering; coordinate with DAS for the provision of service animals at the shelter to include food, water, relief areas, etc.Coordinate social services and relief needs for the whole community from within DPSS divisions if appropriate; coordinate for provision of such with OA EOC VOAD LiaisonCoordinate for the provision of all necessary mass care and shelter services as required, utilizing the Communication, Maintaining Health/Medical, Independence, Support Services/Safety, Transportation (CMIST) resource frameworkTechnical Assistance in the provision of support services for the whole community, including those requiring additional or differently-delivered services

1.3 Purpose

The *Mass Care, Housing & Human Services Emergency Support Function* (ESF) annex to the Riverside County Emergency Operations Plan (EOP) has been developed to coordinate actions to establish and assist responsible participants to meet the needs of survivors displaced during a disaster, including food assistance, public information, transportation, clothing, non-medical and medical care, behavioral health, sheltering, and family reunification. This ESF is not intended to supplant organizational policies or procedures.

1.4 Scope

This ESF addresses temporary, short-term, and long-term needs during a disaster and the coordination of mass care through the Riverside County Operational Area Emergency Operations Center (OA EOC).



This ESF is intended to address the mass care and shelter needs of the whole community. Reasonable accommodations will be made at general population shelters for individuals requiring additional or differently-delivered services. Representatives from Public Health, other departments, and the individuals themselves, will determine the best placement for individuals requiring medical care. In some cases, individuals requiring medical services beyond the capabilities of the general population shelter may be sent to a site set up specifically for medical treatment or to a licensed facility that can best support their needs. It is the intent of the County is to maintain self-determination as a priority for all survivors seeking shelter and medical services. For the purposes of this ESF, mass care and shelter include:

- **Sheltering:** to include the designation of previously identified or unidentified shelter sites, the temporary construction of shelter facilities (e.g., tents or constructions), or the use of facilities in or outside the OA.
- **Feeding operations:** Feeding workers and shelter residents through facilities at or near the shelter, purchase of food from vendors, mobile feeding unit, and/or bulk food distributions. Considerations during feeding operations will include, but are not limited to, dietary considerations, access to resources, availability of resources, etc.
- **First aid and medical treatment:** Typically, during shelter operations, a nurse will be on site initially to assist in determining if any individual needs or accommodations are required. A nurse will conduct an assessment to determine how to best meet the needs of the individual(s). If a nurse is not already on-site, a nurse can be requested from DPSS or during an OA EOC activation, requests will go directly to the Mass Care and Shelter Branch
- **Bulk distribution of emergency items:** Provide clothing, basic personal care items, and other essentials for people in the shelter that may have been evacuated without time to gather personal belongings. DPSS will facilitate collaboration amongst appropriate nonprofit agencies via the VOAD Liaison in the OA EOC
- **Reunification Assistance:** Aid family members within the shelter population and other family outside the shelter who were separated at the time of the event. This may involve using the Red Cross “Safe and Well” website or other means.

The Mass Care, Housing & Human Services Emergency Support Function activities and programs are implemented to assist individuals and households impacted by potential or actual disaster incidents. Additional assistance may be provided to ensure that immediate needs beyond the scope of the traditional “mass care” services provided at the local level are addressed. These services include, but are not limited to, support to evacuees (including registration and tracking of evacuees); provision of aid and services to the whole community; evacuation transportation assistance, short or long-term sheltering, and coordination of emergency services for household pets and services dogs; support to medical treatment sites; nonconventional shelter management;



coordination of donated goods and services; and coordination of voluntary agency assistance.

In the recovery phase of the disaster, the following functions will be provided for shelter residents:

- **Housing:** including housing options such as rental assistance, repair, loan assistance, replacement, factory-built housing, semi-permanent and permanent construction, referrals, identification and provision of accessible housing, and access to other sources of housing assistance. To the extent possible, DPSS will, in coordination with other appropriate organizations such as Office on Aging, Facilities Management, Veteran's Services, Housing and Workforce Solutions, and other nonprofit agencies such as ARC, will work to identify long-term housing solutions for those displaced by the disaster. The County Department of Housing and Workforce Solutions has procedures in place to assist with identifying and providing services to individuals who were unhoused pre-disaster. In some cases, agencies have requirements for what services may be available. Refer to each agency for their individual assistance requirements. Short-term housing solutions may include acquisition of hotel vouchers or rental assistance. Long-term housing solutions may include acquisition of housing through Facilities Management or nonprofits; in a catastrophic disaster, such options as Federal Emergency Management Agency (FEMA) trailers or modular homes.
- **Human Services:** to include the implementation of disaster assistance programs to help disaster survivors recover their non-housing losses, including programs to replace destroyed personal property, and help to obtain disaster loans, food assistance (Cal Fresh), crisis counseling, disaster unemployment, disaster legal services, support and services for individuals with access and functional needs (including their service animal), and other federal and state benefits. In the case of assisting individuals with such services, each individual scenario may need to be considered based on services available.

1.5 Policies

The following general policies apply and will guide Care and Shelter missions, activity, and support:

- This ESF is effective immediately upon approval
- 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
- Priorities will be established for use of limited public transportation assets
- As much as possible, all agencies and organizations involved in the execution of this ESF will be organized, equipped, and trained to perform all designated and



implied responsibilities contained in this ESF and its implementing instructions for both response and recovery operations

- All organizations are responsible for the development and maintenance of their own internal operating and notification procedures
- All organizations are responsible for filling any important vacancies, recalling personnel from leave, and alerting those who are absent due to other duties or assignments
- Personnel designated as on-scene responders or representatives to the OA EOC should make prior arrangements to ensure that their families are provided for in the event of a disaster so to ensure a prompt, worry-free response, and subsequent duty
- All agencies, departments and/or organizations involved in any aspect of the mass care and shelter functions for the County must be prepared to support the whole community approach
- It is the County of Riverside's intent to provide equal access to all residents, visitors, businesses, and tourists during a disaster and to the best of their ability, upon identification of specific needs or accommodation requests, to facilitate meeting such needs in a timely and professional manner

2. Concept of Operations (ConOps)

2.1 General Concepts

The Incident Commander, or the staff at the OA EOC, is expected to determine the need for opening shelters and commencing care and shelter operations based on the emergency that prevails. The American Red Cross (ARC) has been chartered under federal law to provide mass care to victims of disasters. The Riverside County OA will work closely with ARC and other volunteer disaster assistance organizations, to provide temporary shelter and essential life support services for people displaced from their homes. The ARC representative to the OA EOC may function as the ARC Liaison within the Operations Section, Mass Care and Shelter Branch. DPSS, as the County lead for mass care and shelter, shall remain ready to provide all aspects of services if ARC is unavailable.

- The DPSS and other private disaster assistance organizations may be called upon to:
 - Open and manage temporary shelters for the displaced population
 - Activate or organize shelter teams
 - Register those occupying public shelters
 - Provide feeding, first aid, and other support needs for those occupying temporary shelters; if services are not provided directly by DPSS, ensure coordination of such services



- During extended shelter operations, activate a family reunification system in coordination with ARC or other non-profit agencies

The Volunteer and Donations Management function will be closely coordinated as outlined in ESF 17 Volunteer and Donations Management.

As outlined in the EOP Base Plan and the Multi-Jurisdictional Local Hazard Mitigation Plan multiple hazards have been identified that may create emergencies for which shelters may be required. Sheltering for Riverside County evacuees will be coordinated through the Operational Area Emergency Operations Center (OA EOC). DPSS is responsible for shelter operations and for coordinating services with ARC and cities responsible for shelters within their jurisdictions. A high percentage of evacuees will seek shelter with friends, relatives or find their own means of shelter rather than use a public shelter. Typically, only 10%-20% of the affected population will seek public shelters. Evacuees will be provided with information on available shelters from the Public Information Officer through the Joint Information Center (JIC). Shelter workers will provide continuing information about the disaster situation to evacuees in the shelter. Means of public information and/or alerting will be coordinated with the OA EOC Public Information Officer as specified in ESF 15 External Affairs.

2.2 Primary Roles

2.2.1 Riverside County Operational Area Emergency Operations Center (OA EOC)

During an activation of the OA EOC the OA EOC Mass Care and Shelter Branch will coordinate countywide care and shelter functions affecting residents in the unincorporated areas and; such services may be coordinated to support OA needs as well. The mission of the OA EOC Mass Care and Shelter Branch is to establish and coordinate support for field activities including shelter, mass feeding, animal care and assisting the community with any identified unmet needs. Service provision is also highly focused on meeting the needs of the whole community timely and professionally.

Overarching Responsibilities

- Estimate the number and location of persons who will require services (i.e., sheltering, feeding, or the distribution of relief supplies)
- Decide which shelters, feeding, bulk distribution, disaster assistance, or other service sites to open and coordinate their openings
- Determine resource availability among supporting departments and agencies
- Request County support services through the EOC Operations Section
- Establish communication with shelter and other field sites
- Arrange for the distribution of food
- Establish physical and behavioral health services for people in shelters



- The Mass Care branch will coordinate animal services and shelters to include provision and care for service animals
- Coordinate site inspections with the Department of Environmental Health
- Provide situation status updates, including mass care and shelter information for public distribution via the Joint Information Center (JIC)

Care and Shelter Branch Positions

- Care and Shelter Branch Director
- Mass Care Unit Leader
- Parks/Facilities Unit Leader
- Animal Care Unit Leader
- Public Health Nurse Unit Leader
- School District Liaison
- American Red Cross Liaison
- Whole Community Coordinator
- VOAD Liaison

2.3 Mass Care Operations

2.3.1 Shelter Operations

Initial Activities

Typically, the decision to open a shelter is made when evacuations are or are likely to occur. Shelter selection will occur at the OA EOC in coordination with relevant partner organizations that may be providing the actual facilities; input from Incident Command may also be a factor in selecting a service site. Shelter sites will initially be selected from the list of approved shelter facilities based on the assumption that the public will want to be sheltered as close as possible to their neighborhood. The County utilizes sites identified in advance by ARC, through their National Shelter Site Survey system (NSS), for which sites have already been evaluated for ADA compliance. DPSS, as the lead agency for mass care operations, will coordinate with ARC and other agencies, departments, or nonprofits to meet the needs of the whole community. Coordination and opening of a shelter can occur 24/7. The OA Mass Care Plan contains detail on the operational area's role and responsibilities during mass care events.

Following a major disaster that displaces a large population, the ARC may not initially have adequate local resources to operate all the shelter sites that may be required. Until they can mobilize their national response system (normally within 3-5 days), DPSS personnel will supplement their capability by staffing and running the necessary service sites, utilizing Disaster Service Workers (DSWs) and mutual aid resources if necessary. Once the ARC national disaster response program is fully mobilized, ARC may assume the lead role for shelter management functions and the Riverside County OA will transition to a supporting role.



Shelter Operations

Shelter sites managed by personnel within the ARC system will report directly to the ARC government liaison or local ARC EOC Liaison, as established for larger events. Conversely, as Riverside County OA personnel are assigned to run shelters, these sites will then report to the Mass Care and Shelter Branch within the OA EOC. Extensive on-going communication is required between the shelter site(s) and the Mass Care and Shelter Branch in the OA EOC to ensure coordinated support for shelter operations and to avoid duplication when ordering resources. The general rule of thumb is that if ARC is managing a shelter, or if the site is being operated under the auspices of the ARC (i.e., using ARC trained shelter management staff), then the ARC assumes both the liability and cost of the operation. If DPSS is providing the site manager, then the site is considered a County operation. It is possible for ARC to provide a site manager and DPSS to provide shelter workers. In this case, if ARC is providing the site manager, it is considered an ARC shelter and DPSS assumes the support role.

Shelter Site Management Support

Disasters that displace a limited number of people and require only a few shelters (2 or 3) that are only open a few days and are being managed through a partner agency, like ARC, may not require an elaborate site management support system. However, when a large disaster occurs that requires dozens of shelters, some staying open for several weeks, the establishment of a site management support system will be required. The support system will involve establishing roving shelter site support teams composed of experienced ARC and/or DPSS staff. If multiple shelter site support teams are developed, each team can serve a designated set of shelter sites.

The primary role of the shelter site support team is to go onsite and help less experienced shelter managers to resolve service delivery or operational problems. The support team can provide on-the-job mentoring that first-time shelter managers may need to feel fully confident in their role. Support teams are encouraged to assess how the shelter is currently running and then work with the shelter manager if any operational adjustments are needed. Fast establishment of the shelter support system is especially important when a significant number of first-time shelter managers are assigned.

Functional Assessment Service Teams (FAST teams) are another aspect of field support. FAST teams consist of a group of people with expertise in identifying access and functional needs. Functional service needs within a shelter may include a need for durable medical equipment, assistive listening devices, or specific support services (e.g., behavioral health, personal care assistance, sign language or other language interpretation). County of Riverside has FAST teams available and, if needed, additional trained personnel may be requested from the State through the mutual aid request process.

2.3.2 Feeding Operations



Feeding programs will need to be established as soon as possible to serve people in shelters and to serve people in affected neighborhoods or at other congregate locations. The scope of feeding program activity is determined by the situation. If the impacts of the incident are limited and restaurant and retail food distribution networks are uninterrupted, the feeding program may use them to provide meals, snacks, and beverages at shelters, or at other service sites. In smaller shelter operations, the Salvation Army will typically prepare and deliver meals to shelters, or meals may be purchased directly from neighborhood commercial entities. In all cases, considerations are provided for those with dietary, health, and cultural restrictions.

However, if the impacts of the disaster are widespread and include utility and private sector food distribution system disruptions, the feeding activity will be extensive and may involve fixed feeding sites, distribution of packaged food, or distribution of grocery store vouchers.

In large, widespread disasters, where the utility, transportation system and other infrastructure are disrupted, feeding programs will initially rely on pre-prepared, packaged meals that are shelf-stable, such as military meals-ready-to-eat (MREs), or commercial products such as “heater meals”. As the utilities are restored, or when emergency field kitchens arrive, the feeding program will shift from packed meals to freshly prepared meals. Considerations for those with dietary, health, and cultural restrictions will be a priority in all cases.

2.3.3 Bulk Distribution Operations

Bulk distribution programs are designed to provide disaster survivors with access to supplies and materials that are life-sustaining or support their recovery. Distribution programs also support the ability of people to continue to shelter-in-place at home versus evacuating to shelter sites for necessities. The distribution programs may be required when normal retail distribution systems have been disrupted. As noted in the Transportation ESF, considerations and feasibility of providing shelter in place services may vary depending on incident size, scope and complexity. Numerous considerations must be evaluated to determine best means for providing these services when emergency conditions exist.

The Riverside County OA bulk distribution program will integrate the distribution programs established by agencies such as nonprofit food banks within the County and Salvation Army and will supplement their activities and resources as required.

Commodity Points of Distribution (C-POD)

Depending on the scope of damage, additional fixed distribution points at strategic locations may need to be established where the public can receive emergency supplies. C-PODs provide emergency supplies to the public in areas that cannot be serviced through regular channels such as grocery stores and food banks. The bulk distribution program should be scaled back or discontinued once access to normal retail outlets are restored (generally as soon as utilities are restored, and roads reopened), so as not to



inhibit economic recovery of the private sector. Reference ESF 20: Commodity Points of Distribution for additional information on C-PODs.

2.4 Shelter Special Conditions

2.4.1 Family Reunification

The ARC Safe and Well website is set up to handle inquiries from family members, friends, and employers who want information on the status of persons in the affected area who cannot be located. Persons affected by the disaster may register their well-being at the Safe and Well website. People who are unable to access the website can call the Red Cross at 1-800-REDCROSS for help registering. Family and friends can then log on and search for registered individuals to learn of their whereabouts and safety. Registration may be offered at shelters, bulk distribution sites, and emergency aid stations. Various social media and other internet-based bulletin boards can also be used to search for and find separated family members in addition to shelter lists and as part of the reunification process.

2.4.2 Whole Community Resource Needs

Individuals seeking services at Care and Shelter sites may require additional or differently-delivered response assistance, thus, inclusive practices for the whole community should be taken into consideration to make shelters more accessible. The following are guidelines using the CMIST resource memory tool (developed by June Isaacson Kailes and Alexandra Enders) for meeting functional needs so that disaster survivors can fully benefit from Care and Shelter services.

Communication

- Provide interpretation and translation assistance at service delivery sites so that individuals with limited English proficiency and individuals who are deaf or hard of hearing can convey needs and receive disaster information and services equally
- Accessible communications are available such as Video Remote Interpretation (VRI) and language lines

Maintaining Health/Medical

- Ongoing medical supervision for medically-fragile persons required to evacuate to public shelter settings
- Support for health care facilities given the need to evacuate their medically-fragile resident population (like-facility evacuation, alternate shelter facility, temporary medical needs shelter)

Independence

- Ensure the accessibility of disaster services, programs and facilities in compliance with Title II of the Americans with Disabilities Act (ADA)
- Support the Whole Community approach by providing equal access and services at all shelters



Support Services/Safety

- Unaccompanied children who present at a shelter should be provided one-on-one supervision to ensure the safety of the minor
- DPSS Children's Services will assist with attempting to connect minor with parent(s) or legal guardians

Transportation

- Coordinating and providing accessible transportation services to access service sites

2.4.3 Housing Assistance Operations

Riverside County Care and Shelter personnel will play a role with coordinating post-disaster housing plans and with the delivery of recovery assistance to disaster survivors. Support will come from non-governmental organizations and in the case of larger events, federal and state agencies will establish various assistance programs. DPSS will coordinate with the County of Riverside Facilities Management in the event long-term housing needs are identified.

Temporary and Interim Housing

The severity of the event and the availability of other/interim housing for shelter residents will dictate when shelter operations can conclude. In most emergencies, shelters will generally not be open for more than a week. Shelter population tends to peak by the 7th day as shelter residents who can afford other housing or have family or friends with whom they can stay will leave the shelter as soon as those arrangements are made. Those remaining shelter residents are frequently persons with fewer resources. If multiple shelters are in operation, replacement housing will dictate how quickly the closing of shelter operations will occur. As noted earlier in this document, when housing needs are identified, the OA EOC Mass Care and Shelter Branch will facilitate working with other EOC positions or County departments to best support the needs of the remaining individuals. Organizations such as DPSS adult and/or children services, Facilities Management, Veteran's Services, Office on Aging, VOAD, Housing and Workforce Solutions should be used to meet those needs.

2.5 Information Flow

The Mass Care, Housing & Human Services Emergency Support Function facilitates communication among multiple response levels during OA-wide coordination of care and shelter information. The following provides an overview of the various coordination levels that maintain communication during a disaster event. The list below depicts the relationship of how information is collected and passed from the field level to the OA EOC and from the OA EOC back to the field level.

- **Field Level - DPSS**
 - Assess and monitor the status of care and shelter systems



- Implement resource and material assessment along with determination of facilities and necessary care
- Submit frequent situation status reports to the OA EOC Mass Care Branch
- Consult with Mass Care and Shelter Branch on matters that arise where further direction or guidance is required
- Report/advise of individuals with unmet needs
- **OA EOC, Mass Care and Shelter Branch**
 - Gather information from field level ARC or DPSS shelter managers on a continual basis
 - Submit situation status reports to the Operations Section Chief
 - Disseminate cumulative EOC Situation Status reports to the field level
 - Develop objectives in the EOC Action Plan to include care and shelter assessments including expected needs of resources and appropriate facilities
 - Coordinate with regional, state, and/or federal entities as necessary
 - Coordinate with Whole Community Coordinator and VOAD Liaison to facilitate meeting unmet needs of shelter residents
- **OA EOC Operations Section Chief**
 - Ensure EOC situational awareness of ongoing care and shelter status and issues
 - Exchange information about support operations, needed resources, and field situation status for projected multiple-operational periods

2.6 Organization and Structure

2.6.1 Organization

The Mass Care, Emergency Assistance, Housing & Human Services Emergency Support Function receives support from numerous departments and agencies to ensure that OA-wide care and shelter information and activities are communicated and conducted in a coordinated manner to meet the needs of the whole community. The Mass Care and Shelter Branch of the OA EOC is the central location in which this coordination takes place during incident. The organization chart in the base plan depicts the relationship between the OA EOC Care and Shelter Branch, its functional units, and the various involved departments, as well as its coordination within the EOC. Reference the EOC organizational chart in the EOP base plan for any questions.



2.6.2 Care and Shelter Responsibilities

The following table identifies the overall roles and responsibilities of each entity that may be involved in the Mass Care, Emergency Assistance, Housing & Human Services Emergency Support Function entities needed to support Care and Shelter operations will vary and will be determined according to the needs of the event. Overall roles and responsibilities are as follows:

Position	Responsibilities
DPSS	<ul style="list-style-type: none">▪ Develop overall Riverside Care and Shelter service delivery plan▪ Develop initial resource requirement estimates needed to implement the service plan▪ Determine resource availability among Riverside Care and Shelter supporting departments and agencies▪ Process requests for unfilled resource needs (submit to the EOC)▪ Request County support services such as post-earthquake structural inspections, site security, transportation, or communications supplies, through the EOC Operations Section▪ Assign staff to sites; ensure that worker health, safety and security needs are met▪ Establish communication with shelter and other field sites▪ Coordinate resource requests from field sites (ARC sites may make requests thru ARC)▪ Work with partner agencies to establish feeding programs at shelter sites▪ Arrange for feeding of shelter staff and population; considerations for dietary needs must be included. At the onset of feeding, request Environmental Health to inspect to ensure safety of food and service▪ Coordinate the request of nursing and behavioral health services for people in shelters▪ Coordinate the request for opening of disaster pet shelters with RCDAS▪ Work with community and faith-based organizations that can support service delivery to meet the needs of the whole community▪ Collect and verify service delivery statistical information from field sites



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Position	Responsibilities
	<ul style="list-style-type: none">▪ Provide technical support and guidance to field personnel▪ Maintain communication with the field units and the OA EOC▪ Collect situation status updates and activity information from the Care and Shelter Branch▪ Keep other departments represented by liaisons at the OA EOC, updated on the status of care and shelter activities▪ Keep the Care and Shelter Unit Leaders updated with countywide situation assessments, response objectives, and other EOC reports (i.e., EOC action plans and policy decisions)▪ Monitor need for additional service sites▪ Ensure Care and Shelter Unit Leaders have a countywide operating picture of the overall response▪ Expedite requests for resources that are submitted by the field units to the Mass Care and Shelter Branch to the OA EOC Logistics Section▪ Facilitate EOC support for the Mass Care, Housing & Human Services Emergency Support Function operations▪ Submit policy level questions from the Mass Care and Shelter Branch to the Operations Section Chief▪ Act as a subject matter expert on Mass Care, Housing & Human Services Emergency Support Function related activities for the Policy Group and other EOC staff▪ Identify and provide mass care and shelter services to the whole community▪ After a moderate to severe earthquake, work with in the EOC Operations Chief to determine need to have shelter sites inspected for inhabitance
RIVCO Parks and Open Space District	<ul style="list-style-type: none">▪ Determine status of Park and Open Space District facilities for shelter use▪ Identify Park and Open Space District staff to assist with shelter operations at shelter sites



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Position	Responsibilities
	<ul style="list-style-type: none">▪ Aid with site logistics and resources at Park and Open Space District sites▪ Provide recreation centers for use as shelter facilities when feasible▪ Locate space for outdoor sheltering
RIVCO Animal Services	<ul style="list-style-type: none">▪ Assist in the evacuation of pets and the transportation of pets to identified animal shelter sites▪ Assist in the evacuation and transportation of service animals to shelters with their owners▪ Assist with the needs (food, water, relief area identification) of service animals at public shelters▪ Establish and operate animal shelters▪ Assist DPPS with identification of human shelters that will accommodate animals▪ Contact other local animal care providers for additional resources
Riverside County Sheriff's Department	<ul style="list-style-type: none">▪ Coordinate evacuations of residents▪ Provide data on the number of evacuated structures and population
Emergency Management Department	<ul style="list-style-type: none">▪ Activate the OA EOC▪ Assist in acquiring OA, regional, state, and federal resources, if requested
Riverside University Health System	<ul style="list-style-type: none">▪ Provide basic medical screening and physical health support for people in shelters▪ Coordinate behavioral health services for people in shelters as needed▪ Assist residents in obtaining required medications while in shelters; coordinate or request refrigeration if necessary for such medications▪ Leverage partner resources through coordination with community health clinics▪ Activate medical mutual Aid Systems - Disaster Medical Assistance Teams (DMAT), State Disaster Healthcare Volunteers (DHV)▪ Provide first aid supplies in shelters and first aid stations



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Position	Responsibilities
Environmental Health	<ul style="list-style-type: none">▪ Conduct environmental health monitoring of conditions in shelters
California Governor's Office of Emergency Services (CAL OES)	<ul style="list-style-type: none">▪ Activate the Southern Region Emergency Operations Center (REOC) as needed▪ Receive a damage report (Situation Status Report) that includes damage, incapacitation, closure of facilities and of major roads; casualties sustained on construction and engineering systems in the Riverside County OA▪ Prepare, coordinate, and communicate regional emergency information, response activities, resources, and construction and engineering capabilities available to respond to the construction and engineering needs for the Riverside County
State and Federal Care and Shelter Agencies	<ul style="list-style-type: none">▪ Provide access to state and federal resources and agencies, including The California Department of Social Services (CDSS) which has overall responsibility for coordinating state-level support for Mass Care and Shelter activities▪ Provide background, technical, and/or scientific information relative to a disaster event requiring mass care and sheltering▪ FEMA as the coordinating agency provides federal assistance for mass care and shelter at the federal level, to include support for emergency shelters, feeding, distribution of supplies, first-aid, welfare inquiry and interim housing
Nonprofit Organizations and Private Sector	<ul style="list-style-type: none">▪ Work as community partners to help meet care and shelter needs▪ Provide shelter management expertise▪ Open, staff, and operate emergency shelters when requested▪ Support shelters with resources as available▪ Assist with transition of residents out of shelters into interim or more permanent housing when feasible▪ Provide trained shelter management and operations personnel, including trained community



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Position	Responsibilities
	<p>volunteers to support shelter operations if requested</p> <ul style="list-style-type: none">▪ Provide basic operational supplies when requested:<ul style="list-style-type: none">○ Cots and blankets○ Comfort kits/toiletries○ Signage and forms○ Food service resources (vendor contracts)○ Bulk distribution items▪ Activate the Emergency Assistance Program (for families and individuals) – including casework, financial assistance, and/or vouchers for replacement items▪ Help fill/support resource gaps (especially housing and feeding – i.e., hotels, etc.)▪ Assist in providing facilities for shelters (hotel space, auditoriums, clubs and lodges)▪ Assist in meeting identified needs of the whole community

2.7 Notification and Activation

2.7.1 Notification

Given an event that requires some level of anticipated or actual care and shelter response within Riverside County, the Department of Public Social Services will determine which elements of the Mass Care, Emergency Assistance, Housing & Human Services Emergency Support Function will be implemented. Notification will then be issued to all relevant supporting Care and Shelter partner organizations, and to any additional county departments, or community organizations as needed. Notification will be issued through the most appropriate communications equipment for the event requirements. Notification will detail event information, reporting instructions and any relevant coordination information. Upon notification of an event, the Department of Public Social Services will begin planning efforts to include:

- Identifying potential response/resource requirements and needs
- Placing relevant personnel on standby or mobilizing

2.7.2 Activation

The activation of the Care and Shelter Branch and corresponding activities coincide with an activation of the OA EOC. The extent of activation and needed positions will be directly correlated with the needs and scope of the event (e.g., during a small,



uncomplicated event only certain positions may be activated, while a large-scale event may require the activation of all positions). Conditions in which the Mass Care and Shelter Branch of the OA EOC may be activated include:

- During an event of such magnitude that the need for countywide care and shelter coordination is self-evident
- During any event that requires close coordination and monitoring of Riverside County OA care and shelter systems to guarantee successful event management
- When there are unmet community needs that warrant further coordination of county departments and nonprofit agencies

Step 1: Establish the Care and Shelter Branch

- Review preliminary incident data
- Notify the relevant care and shelter partner organizations
- Provide representation at the OA EOC if activated

Step 2: Gather and Analyze Information

- Based on the level of care and shelter needs involved, develop an initial plan for providing services based on the Mass Care and Shelter Plan
- Obtain from the OA EOC the:
 - Estimated number of people requiring shelter support
 - Estimated number of people requiring feeding at Mass Care sites to include staff and residents
 - General areas (neighborhoods) with significant numbers of displaced households
 - Number, location, and sequence of service sites or shelters to be opened
 - Identify residents that may bring their animals
 - Designate lead agencies for each site
- Determine the availability of partner agency resources (facilities, personnel, supplies and equipment)
- Determine the number of ARC, RUHS-PH staff and other DSWs available for assignment to support sheltering activities
- Identify resource shortfalls
- Identify spontaneous shelters that may have opened (sites operated independently from ARC or the Riverside County OA) and decide how to best support or transition those services to existing County-run shelters



- As residents arrive at a shelter, identify any access and functional needs, dietary considerations, medication needs, transportation requirements to ensure the needs of the whole community are met
- Provide Care and Shelter representatives in the OA EOC with regular situation status updates

Step 3: Obtain and Deploy Resources

- Begin to implement service plan
- Mobilize care and shelter personnel and resources from partner agencies or DPSS
- Work with the ARC to ensure that qualified shelter management teams are identified for each site; DPSS may also utilize their trained shelter managers if ARC is not available
- Request supplies, equipment, and specialized services through the following:
 - Supporting departments, or partners (from inventory or through a vendor)
 - The OA EOC (through another Riverside County OA Department or through the EOC Logistics Section)
 - State and federal agencies (via the EOC Logistics Section)

Step 4: Coordinate Response

- Open shelter and other service delivery sites
- Ensure that all care and shelter site managers are provided with communication equipment (cell phone or handheld radio) for required coordination with the Mass Care and Shelter Branch
- Coordinate with the Joint Information System to ensure incident updates are provided periodically to residents through accessible briefings
- Establish basic shelter services as needed:
 - Food and beverage services
 - Emergency first aid (physical health support)
 - Behavioral health support
 - Faith based services
 - Support with whole community resource needs
 - Security
 - Environmental health inspections, etc.
 - Based on demand, setup bulk distribution, outside of the shelter system, for potable water, food (Meals Ready to Eat/MREs), ice, clothing, sanitary



items, and other basic life sustaining supplies

Step 5: Continue to Monitor, Track, and Inform

- Monitor overall implementation of the service delivery plan
- Ensure all shelter sites report current situation status daily:
 - Number of beds / cots currently occupied
 - Number of beds / cots currently available
 - New registrations in the last 12 hours
 - Number of meals fed in the last 12 hours
- Receive and respond to resource or information requests from shelter and field sites
- Identify potential breakdowns in coordination and support and intervene accordingly
- Provide ongoing situation reports to the OA EOC on care and shelter status
- Conduct periodic OA EOC Mass Care and Shelter Branch briefings to identify and resolve issues
- Update situation information
- Revise service delivery plan
- Determine future needs

2.7.3 Deactivation & Demobilization

These terms deactivate and demobilize overlap in meaning and are often used interchangeably. The difference between them is, deactivate refers to stopping a function (deactivate sheltering), whereas demobilize refers to ceasing and returning resources including staffing (demobilize shelter supplies and staff).

The activities and operations described within the Mass Care, Emergency Assistance, Housing & Human Services ESF will be deactivated when the need for care and shelter response coordination has ceased. Deactivation may occur incrementally according to the need or lack of need for specific functions and may be deactivated or scaled back at the discretion of the Department Operations Center, EOC Manager, or EOC Operations Section Chief, as appropriate. Staff should also decide on any triggers to deactivation or demobilization. After the decision to deactivate has been determined, the following activities may be necessary to coordinate:

- Coordinate the opening/closing of shelters with OA EOC Operations Section Chief
- Expand current sheltering and field response capacity as needed
- Develop feeding capacity and response



- Prepare documents for financial reimbursement
- Complete or transfer remaining Mass Care, Emergency Assistance, Housing & Human Services Emergency Support Function responsibilities to the appropriate department(s)
- Provide deactivation information to all involved supporting Mass Care, Housing & Human Services Emergency Support Function departments
- Plan for resources need to demobilize assets including conduct inventory, return to owner, properly dispose of consumed supplies, and replenish resources
- Demobilize staff and their equipment
- Coordinate deactivation activities with the OA EOC
- Ensure that a debrief is held between key staff, volunteers, and involved Riverside County OA departments
- Continue ongoing efforts for reunification as necessary