

## SHELTER & MASS CARE

**RESPONSIBILITY:** Johnson County Emergency Management and Homeland Security (JCEMHS) is responsible for coordinating the activation of shelters within the county. Once the county's Emergency Operations Center (EOC) is activated and staffed, the EOC Mass Care Group will assume responsibility for shelter and mass care activities, specifically:

- **Shelter:** Managing the post-disaster shelter system
- **Feeding:** Feeding of residents affected by the disaster
- **Special Needs:** Providing for those with special needs who seek shelter

**COORDINATION:** Mass care activities require coordination between the city (or cities) involved, organizations providing shelters, shelter management teams, and any other government or volunteer organizations providing support.

- **Opening Shelters:** Either an Incident Commander or an appropriate city or county official will determine the need for opening shelters and commencing mass care operations based on the situation. The opening of shelters will be coordinated with JCEMHS directly during normal working hours or through the Emergency Communications Center (ECC) after hours. JCEMHS will work with the affected cities, the American Red Cross (ARC), and the organization(s) providing the facilities to coordinate the opening of shelters in the county.
- **Volunteer Agencies:**
  - American Red Cross (ARC): In most instances, the ARC will be the primary external organization supporting the opening and management of the shelters. The ARC will also, upon request, provide training and certification for various shelter management teams, which will be able to open a shelter on short notice or whenever an ARC shelter management team is not readily available. The ARC also provides the service of Disaster Welfare Inquiry (DWI) which receives and responds to inquiries about the health and welfare of individuals or families within a disaster area and provides services leading to reunification of family members in the affected areas.
  - Salvation Army: The Salvation Army can either provide a temporary shelter (at the Olathe Community Center) or assist in one or more of the following areas: mass feeding or mobile canteen support, family counseling, child care, and the collection and distribution of donated goods.
- **Cities & Other Organizations:** Some cities and/or the organizations providing the shelters have their own ARC trained shelter management teams. Activation of

these teams will be coordinated with JCEMHS, the ARC, and the organization(s) providing the team(s).

- **Public Information:** Emergency information regarding the availability and location of mass care facilities will be given the widest public dissemination possible. County, city, incident command staff, the shelter provider and any volunteer agency public information resources must coordinate the release of such information as discussed in Annex C (Public Information) of this plan.
- **Closing Shelters:** Either an Incident Commander or an appropriate city official can request the closing of a shelter. The request should be made to JCEMHS, which will coordinate the closing with the ARC and the organization providing the shelter.

**MUTUAL AID AGREEMENTS:** Emergency mutual aid agreements are addressed in the Basic Plan.

#### **POST-DISASTER SHELTER SYSTEM:**

- **Shelter Facilities:** Shelters will be selected on the basis of suitability of the facility and its location within the county. Factors such as a sufficient area for sleeping, restrooms, showers, kitchen facilities, parking and accessibility for persons with disabilities will be considered. The ARC currently maintains formal shelter arrangements with various schools, churches, and other facilities within Johnson County. The decision as to which shelter(s) will be activated in a particular situation will be coordinated with the ARC, JCEMHS, and the cities and the organizations providing the facilities.
- **Reception Operations:** Reception operations will be carried out in accordance with ARC standards (ARC 3000 Series):
  - Registration: 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.
  - Food & Sanitation: Shelter management teams will be responsible for the cleanliness of kitchens, restrooms and sleeping areas, and the disposal of trash. The Environmental Department's Sanitation Division, in collaboration with the Public Health Officer, will inspect shelters for overall habitability (health & sanitation) usually within 24 hours of activating a shelter, unless this function is assumed by local government.
  - Contamination Screening: In the event of a disaster with the potential for contaminated victims who may be seeking shelter, a hazardous materials team, Health Department or MedAct representative, or other appropriately trained county or city representative will be sent to the shelter to screen evacuees. Those found to be contaminated will be isolated in a separate holding area until properly decontaminated or transported elsewhere for decontamination and/or treatment.

- **Security:** Security will be provided by either the Sheriff's Department (unincorporated areas), city police (incorporated areas), or the shelter facility's own security personnel.
- **Communication:** The primary link of communication between a shelter and the EOC will be by telephone. However, should telephones become inoperable or overloaded, local amateur radio organizations could assist in providing communications for the shelter.
- **Reporting:** Shelter management teams will be responsible for providing periodic status reports to the EOC (via the cognizant city EOC, if any). Such reports will include the number of persons sheltered, remaining shelter capacity and any special needs or assistance required.
- **Emergency Child Care:** The Salvation Army Olathe Corps can provide emergency child care at its Olathe Community Center. This is an important resource for first responders and other support personnel required to work unusual hours during a disaster situation.
- **Facility Safety:** The structural integrity of emergency shelters and other emergency facilities will be determined by each city having jurisdiction and by the Johnson County Department of Planning, Development, & Codes in the unincorporated portions of the county. In collaboration with the Johnson County Public Health Department, the Sanitation Division of the Johnson County Environmental Department will be responsible for inspecting food preparation and food and water supplies. Additionally, the Johnson County Environmental Department and Johnson County Public Health Department will assess the overall sanitation and living conditions in emergency facilities.
- **Other Services:** Medical care, mental health counseling, sign language or foreign language interpreters, and other services will be provided, as available, from various county, city or volunteer departments or agencies.

**CRITICAL RESOURCES:** The ARC and JCEMHS will maintain resource lists for shelter management teams, shelter facilities, cots and blankets. JCEMHS will maintain a list of points of contact for obtaining other specialized support (decontamination, counseling, interpreters, etc.) required.

- **American Red Cross Shelter Trailer:** The Greater Kansas City Chapter of the American Red Cross stores a Shelter Trailer in Olathe. The Trailer contains cots, blankets, mass feeding supplies, a shelter manager's kit, and a nurse's kit.
- **Olathe Food Production Center:** The Olathe School District's Food Production Center can produce 20,000 nutritional meals in 8 hours. The Food Production Center uses a "Cook-Chill" Process that allows the meals to be easily packaged and transported, and can last up to three days.
- **The Salvation Army Canteen:** The Salvation Army in Olathe maintains a mobile canteen that can provide food to 100-200 people.