

**EMERGENCY SUPPORT FUNCTION #6—MASS CARE, EMERGENCY ASSISTANCE,  
TEMPORARY HOUSING, AND HUMAN SERVICES**

**LEAD AGENCIES/ORGANIZATIONS**

Pierce County Human Services  
Pierce County Department of Emergency Management (DEM)  
Pierce County Community Organizations Active in Disasters (COAD)

**SUPPORT AGENCIES/ORGANIZATIONS**

**Mass Care—Sheltering**

American Red Cross (primary)  
Pierce County DEM (via FAST)

**Mass Care—Feeding/Hydration**

American Red Cross  
Emergency Food Network (bulk distribution)  
The Salvation Army (mobile, fixed sights)

**Mass Care—Distribution of Emergency Supplies**

Emergency Food Network (warehouse, vehicles)

**Emergency Assistance—Volunteer Management**

Pierce County DEM  
Team Rubicon

**Emergency Assistance—Donations Management**

The Salvation Army

**Emergency Assistance—Services for Animals (also see ESF #11)**

Pierce County Humane Society (Tacoma and Pierce County)  
Pierce County Animal Control (Sheriff's Department)

**Emergency Assistance—Reunification**

American Red Cross  
Pierce County Emergency Management  
Schools/school districts  
Local Emergency Management entities (Cities)

**Temporary Housing/Housing Assistance (includes repairs)**

Pierce County Housing Authority  
Tacoma Housing Authority  
Pierce County Human Services  
Associated Ministries/religious organizations  
Metropolitan Development Council  
Community Partners

**Human Services—Crisis Counseling**

Pierce County Human Services  
Comprehensive Life Resources  
Mobile Community Intervention Response Team  
Greater Lakes  
MultiCare Behavioral Health  
Tacoma-Pierce County Health Department  
American Red Cross  
Chaplains Corps  
Tacoma Pierce County Chaplaincy  
The Salvation Army  
Hope Sparks

**SUPPORT AGENCIES/ORGANIZATIONS** *(continued)*

**Human Services—Disaster Case Management**

The American Red Cross  
The Salvation Army

**Human Services—Unmet Needs/Case Work**

Pierce County Human Services  
Catholic Community Services  
Disaster Survivor Advocacy Team  
United Way 211  
Green Cross International  
Metropolitan Development Council  
Community/Cultural Partners

**Human Services—Supplemental Nutrition Assistance**

Pierce County DEM

**STATE AND FEDERAL LEADS**

Washington State Department of Early Learning (DEL)  
Office of the Superintendent of Public Instruction (OSPI)  
Washington State Department of Agriculture (WSDA)  
Washington State Department of Social and Health Services (DSHS)  
Washington State Animal Response Team (WASART)  
Federal Emergency Management Agency (FEMA)

**I. INTRODUCTION**

**A. Purpose**

To provide guidance and coordination to organizations addressing the mass care, housing, and human services needs of people impacted by emergencies or major disasters.

**B. Scope**

This document applies to all lead and support agencies identified above and to the additional governmental and non-governmental agencies which may have significant roles supporting Emergency Support Function (ESF) #6 during emergencies or major disasters.

This ESF promotes the delivery of services and the implementation of programs to assist individuals, households, and families impacted or potentially impacted by emergencies or major disasters in the following four functional areas: mass care, emergency assistance, temporary housing, and human services.

**Mass Care:** Congregate sheltering, feeding, distribution of emergency supplies, and reunification of children with their parent(s) or legal guardians and adults with their families.

**Emergency Assistance:** Coordination of voluntary organizations and unsolicited donations and management of unaffiliated volunteers; essential community relief services; non-congregate and transitional sheltering; support to individuals who may

require additional assistance in congregate facilities; support to mass evacuations; and support for the care of service animals and household pets.

**Temporary Housing:** Temporary housing options may include rental, repair, and loan assistance; replacement or construction; referrals; identification and provision of accessible housing; and access to other temporary housing assistance resources.

**Human Services:** Certain programs are available only following a presidential major disaster declaration and when Individual Assistance is approved to help survivors address unmet disaster-caused needs and non-housing losses through loans or grants; disaster supplemental nutrition assistance; crisis counseling; disaster unemployment; and disaster legal services. Other state and federal human services programs may benefit survivors, such as childcare, Temporary Assistance to Needy Families (TANF), housing vouchers, etc.

C. Core Capabilities and Actions

The following table lists the core capabilities that ESF #6 most directly supports along with the related ESF #6 actions. In addition to the core capabilities listed in the table, all ESFs support the following core capabilities: Planning, Operational Coordination, and Public Information and Warning.

Mission Area	Core Capability	Description and Actions
Response	Mass Care Services	<ol style="list-style-type: none"> <li>1. Provide life-sustaining and human services to the affected population, to include hydration, feeding, sheltering, temporary housing, evacuee support, reunification, and distribution of emergency supplies.</li> <li>2. Move and deliver resources and capabilities to meet the needs of disaster survivors, including individuals with access and functional needs.</li> <li>3. Establish, staff, and equip emergency shelters and other temporary housing options (including accessible housing) for the affected population.</li> <li>4. Move from congregate care to non-congregate care alternatives and provide relocation assistance or interim housing solutions for families unable to return to their pre-disaster homes.</li> </ol>
	Logistics and Supply Chain Management	<ol style="list-style-type: none"> <li>1. Deliver essential commodities, equipment, and services in support of impacted communities and survivors, to include emergency power and fuel support, as well as the coordination of access to community staples. Synchronize logistics capabilities and enable the restoration of impacted supply chains.</li> <li>2. Mobilize and deliver governmental, nongovernmental, and private sector resources to save lives, sustain lives, meet basic human needs, stabilize the incident, and transition to recovery, to include moving and delivering resources and services to meet the needs of disaster survivors.</li> </ol>

**PIERCE COUNTY COMPREHENSIVE EMERGENCY MANAGEMENT PLAN**

<b>Mission Area</b>	<b>Core Capability</b>	<b>Description and Actions</b>
Response <i>(continued)</i>	Logistics and Supply Chain Management <i>(continued)</i>	3. Enhance public and private resource and services support for an affected area.
	Public Health, Healthcare, and Emergency Medical Services	1. Provide lifesaving medical treatment via Emergency Medical Services and related operations and avoid additional disease and injury by providing targeted public health, medical, and behavioral health support, and products to all affected populations. 2. Deliver medical countermeasures to exposed populations. 3. Complete triage and initial stabilization of casualties and begin definitive care for those likely to survive their injuries and illness. 4. Return medical surge resources to pre-incident levels, complete health assessments, and identify recovery processes.
	Critical Transportation	1. Provide transportation (including infrastructure access and accessible transportation services) for response priority objectives, including the evacuation of people and animals, and the delivery of vital response personnel, equipment, and services into the affected areas. 2. Establish physical access through appropriate transportation corridors and deliver required resources to save lives and to meet the needs of disaster survivors. 3. Ensure basic human needs are met, stabilize the incident, transition into recovery for an affected area, and restore basic services and community functionality. 4. Clear debris from any route type (i.e., road, rail, airfield, port facility, waterway) to facilitate response operations.
	Fatality Management Services	1. Provide fatality management services, including decedent remains recovery and victim identification, working with local, state, tribal, territorial, insular area, and Federal authorities to provide mortuary processes, temporary storage or permanent internment solutions, sharing information with mass care services for the purpose of reunifying family members and caregivers with missing persons/remains, and providing counseling to the bereaved. 2. Establish and maintain operations to recover a significant number of fatalities over a geographically dispersed area.

**II. POLICIES**

- A. All ESF #6 services will be coordinated between Human Services, DEM, COAD, and designated agencies/organizations.

- B. Pierce County will assist with the coordination and designation of sheltering sites as well as the provision of supplies to provide for the mass care of people housed in the shelters. Pierce County Emergency Management has overall responsibility for the mass care needs of its population, unless delegated.
- C. Congregate shelters may allow the co-sheltering of pets. All assistive and service animals (such as hearing, guide, alert/response, mobility, and assistance dogs) are allowed in shelters, as defined by the U.S. Department of Housing and Urban Development (HUD), the Americans with Disabilities Act (ADA) and the Washington Law Against Discrimination. Shelter arrangements will be made to provide for the care of pets, as stated in Public Law 109-308, The Pets Evacuation and Transportation Standards Act.
- D. Mass care involves the coordination of services that shelter displaced persons, organize feeding operations, collect information on the availability of resources and the status of the impacted population, provide information to those who need it, and provide refuge for family pets.
- E. Mass care, housing, and human services will be provided to the whole community—as needed—during emergencies and major disasters. The whole community includes individuals with disabilities and others with access and functional needs, including those with limited English proficiency. Pursuant to Title VI of the Americans with Disabilities Act, the Civil Rights Act, the Fair Housing Act, and Senate Bill 5046, all agencies and organizations providing mass care, housing, or human services will comply with state and federal laws.
- F. Mass care will be provided to all in need without regard to race, creed, color, national origin, families with children, sex, marital status, sexual orientation, age, honorably discharged veteran or military status, or the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with a disability, as stated in Title 49.60 RCW, Discrimination—Human Rights Commission.

### III. SITUATION

#### A. Emergency/Major Disaster Conditions and Hazards

Refer to the Pierce County Hazard Identification and Risk Assessment (published separately).

#### B. Planning Assumptions

- Incidents, natural or human-caused, will occur resulting in the dislocation of people and the requirement to provide those people with basic human needs.
- Mass care requirements during an emergency or major disaster may overwhelm relief organizations and social service agencies.

- Depending on the hazard and the severity of its effects, Pierce County and relief organizations may have limited numbers of shelters or resources to manage them.
- DEM is responsible in coordination with its partners to provide mass care and shelter during an emergency or major disaster to those in need. Appropriate referrals to a range of services will be provided. Displaced persons may be referred to long-term shelters or interim housing if needed.
- While some survivors may choose to go to shelters, some will find their own shelter with existing resources, and others will remain with their belongings.
- Nontraditional sheltering will likely occur following a large-scale/widespread incident. Support services, consolidation, or relocation of pop-up, tent, or congregate shelters will need to be coordinated.
- Persons needing disaster assistance will reflect the cultural, functional, religiously, socioeconomical, and medical diversity of our communities.
- Provision of services to individuals who chose to remain in their homes will need to be considered.
- Families may become separated resulting in unaccompanied minors, generating a need for reunification activities.
- People with access or functional needs will be disproportionately impacted by disasters.
  - People with access or functional needs can usually be served in general-purpose shelters unless they have acute medical needs.
  - The population with access or functional needs will include people who do not need medical support but will require support to access services or function normally in new environments.
  - As a result of the disaster or during evacuation, some people in the general population will develop access or functional needs.
  - The physical and mental health of some people in the access or functional needs population will decompensate faster than those in the general population. Members of both populations will require the intervention of disaster-behavioral-health personnel.
  - Service, support, and companion animals that belong to survivors will be impacted by the disaster and may need shelter, services, food, rescued or to be located.
  - People may not evacuate if there is no shelter and support provided for service, support, or companion animals.
- Evacuating, displaced, and other populations will include people with disabilities, people who may need assistance, and/or people with medical or other additional needs including people who have limited English proficiency, who use service,

support, and assistance animals, who require durable medical equipment, who are power dependent, and/or who have prescription medication requirements.

- Evacuating persons and displaced populations will include individuals subject to judicial and/or administrative orders restricting their freedom of movement, such as sex offenders and those under community supervision, and the proper management and provision of their accommodations must be considered.
- During catastrophic incidents, such as an earthquake, regular and specialty food supplies (such as baby formula) may not be available to affected populations.
- An emergency of major disaster may enable survivors and Non-Governmental Organizations to access disaster assistance resources through the Individual Assistance and/or Public Assistance Programs.
- An emergency or major disaster may result in a Federal Emergency Management Agency (FEMA) response involvement for the provision of mass care, housing, and human services.
- Public and private providers of institutional care (medical and residential) remain responsible for having shelter plans for their populations.
- Reunification during large-scale events will be labor intensive and require coordination between many agencies.

#### IV. CONCEPT OF OPERATIONS

##### A. General

1. ESF #6 actions are performed by several private and public organizations that may organize and coordinate among themselves by function (mass care, emergency assistance, housing, and human services). Each function has an identified lead organization and support organizations who will be responsible for the provision of services, the acquisition of additional resources, and the coordination of support organizations that have proper capabilities.
  - a. Each ESF #6 agency is responsible for providing direction within their organization, based on the collective need.
  - b. Each level of government provides ESF 6 services and support. ESF leads from local, state, and federal levels coordinate together as the situation requires to ensure efficient use of resources and the delivery of services to those in need. Coordination among these entities may occur by any combination of conference calls, face to face meetings, virtual meetings, or by other means necessitated by the incident.
  - c. Some programs and services are only available following an emergency or major disaster.

2. Pierce County Emergency Management or Pierce County Community Organizations Active in Disasters (COAD) will act as the coordinating entity to align mass care services following a disaster. An overarching body is necessary to reduce the duplication of effort, conserve scarce resources, and support effective response.
  - a. Countywide ESF #6 response activities will be coordinated through the Pierce County Emergency Operations Center.
  - b. Each agency may receive independent requests to support mass care needs. When the Tacoma-Pierce County Emergency Operations Center (EOC)—hereafter called the “EOC”—is activated or when the PC COAD is activated, independent requests should be coordinated through a central location.
  - c. Pierce County’s resource needs may be requested through the COAD as a coordinating organization. When activated, the COAD will coordinate among the member organizations to fill outstanding requests within their means or direct the request to the lead organization of a function. The lead organization will act as coordinator for providing the resource or services with Pierce County and is responsible for ensuring personnel, equipment, and procedures for the execution of a function are available and current. Leads and supports are identified by function in the responsibilities section below.
  - d. Pierce County Emergency Management may choose to work directly with a lead organizations or agencies for immediate services, when necessitated by the incident, or as decided by leadership.
  - e. In the event of a large-scale incident, the EOC may request a liaison to be present from the COAD and/or the organizations engaged in response.
  - f. During large scale events ESF #6 tasks are accomplished in coordination with Pierce County Emergency Management or facilitated at the Emergency Operations Center when activated, using agency and COAD liaisons.
3. Regardless of coordinating entity the following principles should be followed:
  - a. Initial response activities focus on meeting urgent mass care needs of disaster survivors.
  - b. Recovery efforts are initiated concurrently with response activities. Close coordination is required among public safety and relief organizations responsible for emergency response and recovery operations, and other assisting nongovernmental organizations.
  - c. Public information on availability of services (including shelter openings, food distribution sites, and reunification centers) and locations will be coordinated and compiled by the Pierce County Joint Information Center (JIC) in cooperation with Pierce County Emergency Management. Public information will be disseminated through the Pierce County JIC using various media outlets available at the time of the incident, as detailed in ESF #15.

- d. The Pierce County COAD may be requested to assist in the operations identified in this ESF. The COAD may be mobilized by DEM in the EOC.
  - e. Support the transition of people who are experiencing homelessness out of emergency shelters and refer to interim housing or appropriate social service agencies.
  - f. Pierce County will assume NO RESPONSIBILITY/LIABILITY for unauthorized shelter openings during emergency events.
4. Support agencies must assign a designee as an agency representative/liaison to operate from the EOC—when activated—to coordinate agency activities within the overall disaster response and into disaster recovery.

**B. Mass Care**

1. Coordination (COAD/DEM) includes ensuring that the resources required to provide mass care services are in place and that the logistical channels to deliver those resources where and when they are needed are up and running. Coordination also means gathering information related to sheltering and feeding operations in the impacted area.
2. Sheltering (American Red Cross) includes the use of pre-identified shelter sites in existing structures, creation of temporary facilities, or the temporary construction of shelters, and use of similar facilities outside the incident area, should evacuation be necessary.
  - a. The EOC will coordinate shelter openings with the American Red Cross and Pierce County COAD organizations to meet the needs of the affected population.
  - b. The need for shelters may be determined by the EOC manager and placement will be coordinated with the American Red Cross Mass Care Lead to identify appropriate locations. Coordination will also occur with local incident command authorities.
  - c. Shelters opened by support agencies must comply with established standards and support those with access and functional needs.
  - d. The ARC will coordinate with the EOC and the Functional Assessment Service Teams (FAST) for additional assistance.
  - e. The Tacoma-Pierce County Health Department will inspect shelters to ensure that the necessary sanitation requirements are met.
  - f. Shelter agreements will be arranged prior to an incident and are the American Red Cross responsibility to ensure adequate shelters are available and meet regulation requirements for safety standards.
  - g. All companion animals and service animals (such as seeing-eye dogs) are allowed in shelters. Shelter arrangements will be made to provide for the care

- of pets. Every effort will be made to co-locate pet shelters with dormitory shelters. The ARC will work to co-locate pet sheltering options at all ARC managed shelters.
3. Feeding and Hydration (The Salvation Army) includes providing food and/or water to survivors through a combination of fixed sites, mobile feeding units, and bulk distribution.
    - a. Feeding operations are based on sound nutritional standards, such as meeting the requirements of survivors with special dietary needs, to the extent possible.
    - b. Mobile feeding operations, when needed, will be coordinated with the EOC to ensure all geographically affected areas are serviced.
    - c. Feeding services and resources are further addressed in the Multi-Agency Mass Feeding Attachment of the Shelter Annex to the Regional Catastrophic Coordination Plan.
  4. Emergency First Aid (MRC) includes basic first aid and referral to appropriate medical personnel and facilities, is provided at mass care facilities and at designated sites as defined by ESF #8.
    - a. The ARC deploys Health Services Workers to Red Cross managed shelters, who provide basic first aid, health assessments, guidance to clients, the assistance with replacement of medications, DME, or CMS.
    - b. In non-ARC managed shelters, shelters are required to have someone with basic first aid training. The Medical Reserve Corps may be requested to support shelters, as available.
  5. Reunification (DEM and American Red Cross) collects and provides information regarding individuals residing within the affected area to immediate family members outside the affected area.
    - a. The logistics for establishing a reunification center will be coordinated closely with DEM. The reunification of unaccompanied minors will be coordinated with law enforcement and the National Center for Missing and Exploited Children.
    - b. The American Red Cross "Safe and Well" program aids in reunification of family members within the affected area.
    - c. Reunification of children in foster care will be coordinated by Department of Social and Health Services.
    - d. Local schools and school districts will handle reunification of school-age children, according to existing plans, when school is in session.
    - e. Reunification of pets and service animals separated from owners will be coordinated by the Humane Society.

6. Distribution of Emergency Supplies (COAD) includes emergency relief items to meet urgent needs are distributed through sites established within the affected area.
  - a. Support may include transportation, warehousing, equipment, technical assistance, and other critical materials or services.
  - b. Sites, called Community Points of Distribution (CPODs), are used to provide food, water, ice, and other necessities to disaster survivors. DEM will coordinate with COAD organizations or designated leads to provide resources at CPODs.
  - c. Every effort will be made to ensure CPODs are accessible and equitably located throughout the county.
  - d. Distribution of emergency supplies will be coordinated through ESF #7.

C. Emergency Assistance

1. Specialized or non-traditional shelters (DEM): includes identifying the needs that need to be met via situational awareness and community input and working closely with the COAD and appropriate member organizations that may assist in placement in appropriate facilities. Non-traditional sheltering can be tent sheltering, pop-up shelters, local gathering places, parks, or other community areas where people are congregating.
2. Animal care, in coordination with ESF #11 (WASART, Pierce County Sheriff's Department-Animal Control Division, The Humane Society for Tacoma and Pierce County), including providing proper shelter, feeding, medical care, and transportation for evacuations for pets and animals that may be impacted in an incident. Needs will be coordinated collaboratively between the Humane Society for Tacoma and Pierce County), WASART and other support agencies, as needed.
3. Volunteer and Donations Management (PC COAD/DEM): The locations of volunteer and donations management centers will be coordinated between the lead organization and the EOC. All other responsibilities for operations will fall on the lead organization (see also the Volunteer and Donation Management Plan).

D. Temporary Housing

1. The ESF #6 housing function addresses needs of survivors in the impacted areas, and is accomplished through the coordination and implementation of programs and services from various organizations designed to:
  - a. Assist with short-term and interim housing for survivors. Interim housing covers the period after survivors emerge from shelters until they are either permanently re-housed or leave the area.
  - b. Ensure that transportation, physical accessibility needs, adequate space for families and other factors that can influence housing situation are considered

to develop a proper housing assistance approach.

- c. Provide guidance and assistance on rental assistance, repairs, construction or loan assistance, and the identification and, provision of accessible housing. Identify solutions for short-term and interim housing for survivors, as appropriate. Housing assistance provided to survivors may include rental assistance and temporary housing.
- d. Assess overall capacity and capability of shelters and ensure that there are enough resources to support, not only the general population, but also evacuees with functional or access needs and/or unique circumstances.
- e. Coordinate with ESF #7 for resources, including picture boards or talk boards, wheelchairs, other durable medical equipment, alternative format materials, specialized diets, medical cots/beds, privacy curtains, shelter/reception processing site kit items that address the needs of people with access or functional needs. These should be available at arrival points and/or shelters, if possible. An itemized list may be too long to add to an operational plan; however, lists can be acquired from many sheltering and disability Non-Governmental Organizations.
- f. When the number of displaced residents exceeds the housing stock capacity, FEMA may provide manufactured homes as interim housing locations for up to 18 months.

E. Human Services

- 1. The ESF #6 human services component implements programs and provides services to assist survivors. The programs and services are coordinated and implemented through a variety of programs and organizations to:
  - a. Support immediate, short-term emotional support for individuals, households, and groups dealing with anxieties, stress, and trauma associated with an emergency or major disaster, act of terrorism, and/or incident of mass criminal violence.
  - b. Coordinate, identify, and provide mass care services to individuals with access and functional needs within the impacted area, including the elderly, children, people with disabilities, and people communicating in languages other than English (including sign language). Agencies providing services to individual clientele, and group care facilities, such as group homes for children, nursing homes, and assisted living facilities will ensure that emergency commodities provided are delivered to their clientele and facilities.
  - c. Reunification of school age children during school hours will be handled by school and school districts according to their existing plans.
  - d. Plan for unaccompanied minors and adults requiring care/supervision.

- Work with the appropriate law enforcement and legal authorities to develop a disaster protocol for temporary care of unaccompanied children/minors and adults requiring care.
  - Plan for access to reunification tools, such as the Red Cross Safe and Well Web Site, for all displaced populations.
  - Plan to provide a toll-free phone number or hotline to facilitate the reunification of evacuees.
- e. Identify special programs that may be available under an emergency or major disaster declaration, or under the Individual Assistance program, to help survivors with mass care needs.
- f. Assist with providing referrals to the proper organizations that fill unmet needs, provide mental and spiritual health support, provide disaster legal services and disaster unemployment assistance; potentially including childcare, housing vouchers, and disaster supplemental nutrition assistance.

F. Preparedness Activities

1. In accordance with Presidential Executive Order 13347, provide technical assistance to support the needs of individuals with disabilities served by State, local, and tribal governments, private organizations, and individuals in emergency preparedness planning. As well as, facilitate the implementation of emergency preparedness plans as they relate to individuals with disabilities, with government agencies, private organizations, and individual partners.
2. Coordinate with school districts, advocacy groups, and social services on developing agency and personal preparedness plans as part of the public education campaign, including limited English proficiency individuals.
3. Identify, assess, and track—using the National Sheltering System (NSS)—potential congregate and non-traditional sheltering options. Conduct shelter inspections and assessments to meet American Red Cross shelter standards.
4. Develop agreements with service providers.
5. Create a database of resources for interpretation, translation, and language assistance. Educate support personnel in methods for effectively interacting with evacuees with limited English proficiency and others with sensory, visual, and hearing disabilities.
6. COAD coordinates regular general membership meetings with agencies to share information, discuss roles and responsibilities, identify areas to partner, and develop processes for coordinating response activities.
7. Provide training opportunities to ESF #6 partners.
8. Pierce County Emergency Management facilitates monthly Access and Functional Needs Coalition meetings.

9. Independent agencies conduct background checks and vet individual volunteers and workers.
10. Each agency provides on-going training for volunteers and workers.
11. DEM and the COAD will provide training on resource coordination.

**G. Response Mission**

1. Open, staff, and maintain service sites—as needed—to support the mass care needs of the affected population. Such sites could include congregate care shelters, non-traditional sheltering, warming/cooling shelters, evacuation centers, reception centers, co-located household pet shelters, distribution sites, and feeding sites.
2. Support pop-up shelters, when identified.
3. Consolidate shelters, as necessary.

**H. Recovery Mission**

1. Develop specialized task forces to address long-term housing, human services, and behavioral health needs.
2. Participate in recovery task forces.
3. Support transition to long-term/permanent housing options for those affected by the disaster.

**V. RESPONSIBILITIES**

Lead Agencies/ Organizations	ESF Responsibilities
Pierce County Human Services	<ol style="list-style-type: none"> <li>1. Lead agency for the provision of social and human services needs for its established clients.</li> <li>2. Coordinating contracting with external agencies (behavioral health, case management, information and assistance, personal care services).</li> <li>3. Facilitate Aging and Disability Resource Center phone line to support information and resource needs of affected population.</li> <li>4. Maintain contracts with meals sites supported by Human Services so that they can continue to operate during emergencies or major disasters.</li> <li>5. Serve as resource for coordinating accessible transportation through Medicaid transportation services.</li> <li>6. Maintain Pierce County Coordinated Transportation Coalition and Mobility Coordinator services. Assist DEM with accessible transportation, when able.</li> </ol>

**PIERCE COUNTY COMPREHENSIVE EMERGENCY MANAGEMENT PLAN**

<b>Lead Agencies/ Organizations</b>	<b>ESF Responsibilities</b>
<p align="center">Pierce County Department of Emergency Management</p>	<ol style="list-style-type: none"> <li>1. Provide all necessary support to the COAD to ensure the success of ESF #6 sheltering operations.</li> <li>2. Identify the need for mass care and shelter for displaced persons unable to provide for themselves as a result of an emergency or major disaster.</li> <li>3. Coordinate shelter locations, openings, and closings with the DEM Sheltering Coordinator.</li> <li>4. Activate Functional Assessment Service Teams, if requested, to assist people with access and functional needs in shelters.</li> <li>5. Assist in the coordination of interim and long-term housing needs with appropriate relief organizations.</li> <li>6. Compile and disseminate public information relating to services provided to affected populations through the Pierce County JIC.</li> <li>7. Assess the effectiveness of operations and communications for people with disabilities (FAST and Access and Functional Needs Coalition members).</li> <li>8. Assess, with the support of partners, local housing needs and establish housing priorities.</li> </ol>
<p align="center">Pierce County Community Organizations Active in Disasters (COAD)</p>	<ol style="list-style-type: none"> <li>1. Coordinate with the American Red Cross in identifying, planning, coordinating, operating, staffing, and stocking shelter operations facilities.</li> <li>2. Provide leadership in coordinating and integrating overall local efforts associated with mass care, housing, and human services.</li> <li>3. Respond to mass care needs of displaced county inhabitants who are unable to provide for themselves because of an emergency or major disaster.</li> <li>4. Coordinate mass care services with the EOC.</li> <li>5. Provide fixed and mobile food service to disaster survivors and emergency workers affected by the emergency or major disaster.</li> <li>6. Coordinate shelter management training regularly and/or upon request.</li> <li>7. Support mass care operations by coordinating Care Teams.</li> <li>8. Support donations management through The Salvation Army (primary agency for donations management).</li> <li>9. Support the provision for affected populations unmet needs through the Disaster Survivors Advocacy Team.</li> <li>10. Provide all other services, when requested and if available.</li> <li>11. Supports affected populations through cooperation, coordination, communication, and collaboration of various voluntary organizations in Washington State.</li> </ol>

**PIERCE COUNTY COMPREHENSIVE EMERGENCY MANAGEMENT PLAN**

<b>Support Agencies/ Organizations</b>	<b>ESF Responsibilities</b>
<p align="center">American Red Cross, South Puget Sound</p>	<ol style="list-style-type: none"> <li>1. Lead agency for sheltering. Lead on identifying, planning, coordinating, operating, staffing, and stocking shelter operations facilities.</li> <li>2. Maintain current shelter and other resource agreements.</li> <li>3. Maintain inventories for shelter operations.</li> <li>4. Keep accurate registration and accountability records of shelter inhabitants.</li> <li>5. Participate in the regional shelter decision-making process and become aware of the requirement to establish shelter operations. Verbal and/or written (electronic) notification will be provided to the American Red Cross (ARC) when a decision is made to open shelters.</li> <li>6. Provide representation in the EOC for coordination of shelter issues.</li> <li>7. Provide staff and supplies (food, water, comfort items, and essential cleanup supplies) as incident conditions dictate and resources allow. ARC distributes emergency relief supplies based at fixed sites and mobile routes.             <ol style="list-style-type: none"> <li>a. Typically, only a small, local Red Cross shelter staff is available on short notice. For large shelter operations, staffing will be provided through regional and national levels of the American Red Cross but may take up to 72 hours for augmenting staff to arrive.</li> <li>b. Shelters opened and operated by the DEM/COAD are in alignment with American Red Cross shelter standards.</li> </ol> </li> <li>8. Support may also include initial resources such as staff, supplies and locations for mass care shelters, feeding and emergency first aid during large/widespread disasters.</li> <li>9. The ARC may also provide mass care for small emergencies and localized events not requiring activation of the EOC</li> <li>10. Assess facilities and operations to meet ADA requirement and the access and functional needs of the population.</li> <li>11. Utilizing and updating of the National Shelter System (NSS) as a tool for identifying facility options and tracking and reporting of the number of the people being sheltered in ARC shelters.</li> <li>12. Maintains shelter site facility data in the NSS of any facility that has a "Statement of Agreement for Use of Facility with the Red Cross.</li> <li>13. Deploy licensed mental health professionals in the event of a disaster (shelters, reunification sites, distribution sites), as requested</li> <li>14. Maintain Red Cross "Safe and Well" website. During largescale disasters, manage phone registration via 1-800-RED-CROSS.</li> <li>15. Provide individual client services through casework for people with disaster-related needs.</li> </ol>

**PIERCE COUNTY COMPREHENSIVE EMERGENCY MANAGEMENT PLAN**

<b>Support Agencies/ Organizations</b>	<b>ESF Responsibilities</b>
American Red Cross, South Puget Sound <i>(continued)</i>	16. Provide disaster health and mental health services such as: emergency first aid, medical assessment, triage and replacement of emergency medications, financial assistance or referrals to community partners, mental health assessments, and crisis intervention (as requested).
The Salvation Army	<ol style="list-style-type: none"> <li>1. Support the mass care and shelter operations coordinated by DEM, COAD, and the Disaster Survivors Advocacy Team.</li> <li>2. Keep complete and accurate records based on internal processes for emergency operations, shelter inhabitants and services provided.</li> <li>3. Provide spiritual support to disaster survivors, when requested.</li> <li>4. Provide care teams to aid disaster survivors through the recovery process.</li> <li>5. Support Disaster Case Management</li> <li>6. Support Donations Management</li> <li>7. Assist in the management of meal provisioning for displaced populations and support personnel as required.</li> <li>8. Provides Disaster Case Management services</li> <li>9. maintains a fleet of emergency response vehicles including mobile canteen and kitchen units</li> <li>10. Operates warehouse facilities, stockpiles food, water, and medical supplies</li> <li>11. Provides food/hydration services to disaster survivors at communal feeding sites or from mobile feeding units</li> <li>12. Distribute sanitary supplies.</li> <li>13. Provide spiritual comfort and emotional support upon request to survivors and emergency workers.</li> </ol>
Associated Ministries	<ol style="list-style-type: none"> <li>1. Provide spiritual support to disaster survivors, when requested.</li> <li>2. Provide access line to "Coordinated Entry" system for homeless services in Pierce County.</li> <li>3. Provide coordination of Care Teams to aid disaster survivors in emergency shelters, at other service sites, and during recovery operations, when requested.</li> </ol>
Tacoma-Pierce County Health Department	<ol style="list-style-type: none"> <li>1. Provide for the coordination of health and sanitation services at mass care facilities and other locations, when requested by the EOC manager.</li> <li>2. Coordinate with the EOC and shelter operators to conduct communicable disease surveillance.</li> </ol>
OptumHealth Pierce RSN	<ol style="list-style-type: none"> <li>1. Contracts with mental health provider organizations to deliver disaster behavioral health support to displaced persons and emergency workers, when requested.</li> </ol>

**PIERCE COUNTY COMPREHENSIVE EMERGENCY MANAGEMENT PLAN**

<b>Support Agencies/ Organizations</b>	<b>ESF Responsibilities</b>
Emergency Food Network (EFN)	<ol style="list-style-type: none"> <li>1. Coordinates food distribution to existing partners (food banks, food pantries, and meal programs).</li> <li>2. Coordinates with partner feeding agencies to assess capabilities to support disaster operations. Supports influx of food donations, provided government food, and purchased food [during emergencies or major disasters].</li> <li>3. Maintains and operates a warehouse and a truck fleet.</li> <li>4. Support disaster operations (as able) in the provision of trucks, warehouse space, food packaging, etc.</li> <li>5. Manages internal volunteer program. Tracks volunteer hours provided during emergencies and disasters.</li> <li>6. Manages repackaging of program food for food safety.</li> </ol>
Schools	<ol style="list-style-type: none"> <li>1. Coordinates with DEM and its partners regarding capabilities for supporting shelters, showers, and kitchen facilities, when able.</li> <li>2. Provides for the sheltering, feeding, safety, and security of children in school at the time of the disaster.</li> <li>3. Facilitates reunification of school age children in schools at time of disaster with their families.</li> </ol>
Humane Society for Tacoma and Pierce County	<ol style="list-style-type: none"> <li>1. Support the housing of strays and displaced animals. Facilitate the reunification of these pets with owners.</li> <li>2. Manage, accept, and distribute disaster pet donations.</li> <li>3. Open and operate a pet food pantry to support for pet sheltering needs.</li> <li>4. Support marketing and preparedness messaging for pet related needs</li> </ol>
Pierce County Housing Authority	<ol style="list-style-type: none"> <li>1. Supports affected populations by administering Federal Housing Grants, providing access to fair-market vacant units in Housing Authority owned buildings, and providing limited Section 8 vouchers to disaster survivors.</li> </ol>
Tacoma Housing Authority (THA)	<ol style="list-style-type: none"> <li>1. Coordinates and leverages housing-related resources to assist local government to address housing related, disaster needs.</li> <li>2. Support disaster housing needs by issuing housing dollars via vouchers.</li> <li>3. Support existing housing and voucher programs.</li> <li>4. Provide support to clients in THA facilities, including senior and disabled housing.</li> <li>5. Support low-income housing options through Tacoma Housing Development Group.</li> <li>6. Assess ATC-20 inspections of THA properties.</li> </ol>

**PIERCE COUNTY COMPREHENSIVE EMERGENCY MANAGEMENT PLAN**

<b>Support Agencies/ Organizations</b>	<b>ESF Responsibilities</b>
The Tacoma-Pierce County Chaplaincy (T-PCC)	<ol style="list-style-type: none"> <li>1. Provides defusing, debriefings, personal, and or interpersonal support for emergency response personnel and their families, when requested by their respective agency.</li> <li>2. Provide spiritual and emotional support to disaster survivors, when requested.</li> <li>3. Facilitate or participate in CISM activities including diffusing's and debriefings, as requested.</li> </ol>
Catholic Community Services	<ol style="list-style-type: none"> <li>1. Provides disaster case management.</li> <li>2. Provides transitional housing, homeless services, feeding programs and other human services.</li> <li>3. Provides youth behavioral health services.</li> <li>4. Provide services for people experiencing homelessness.</li> <li>5. Provide spiritual support to disaster survivors, when requested.</li> </ol>
MDC	<ol style="list-style-type: none"> <li>1. Provide mental health services support</li> <li>2. Provide support with employment, education, and housing</li> </ol>
Community Groups (KWA, APCC, TCH)	<ol style="list-style-type: none"> <li>1. Supports the housing, feeding and provision of services to clients in programs.</li> <li>2. Coordinate two-way flow of information sharing with Pierce County Emergency Management on status, unmet needs, services, etc.</li> </ol>
The Society of St. Vincent de Paul, and other relief organizations	<ol style="list-style-type: none"> <li>1. Supports affected populations through cooperation, coordination, communication, and collaboration of various voluntary organizations in Washington State.</li> <li>2. COAD organizations support disaster response as part of their overall mission.</li> <li>3. Support functions include animal control, building repair, childcare, clean up, clothing, counseling, damage assessment, disaster welfare inquiry, financial assistance, food, human relations, mass care, sheltering, transportation, volunteer staffing, and warehousing and bulk distribution.</li> </ol>

<b>State and Federal Leads</b>	<b>ESF Responsibilities</b>
Office of the Superintendent of Public Instruction	<ol style="list-style-type: none"> <li>1. Provides for the sheltering, feeding, safety, and security of children in school during emergencies and major disasters.</li> <li>2. Supports reunification of school age children.</li> <li>3. Assists in identifying and securing supplies of food, including USDA Foods in school inventories to supplement disaster area.</li> </ol>

**PIERCE COUNTY COMPREHENSIVE EMERGENCY MANAGEMENT PLAN**

<b>State and Federal Leads</b>	<b>ESF Responsibilities</b>
Department of Early Learning (DEL)	<ol style="list-style-type: none"> <li>1. Coordinates the provision of childcare for disaster survivors with licensed childcare facilities.</li> </ol>
Washington State Department of Agriculture (WSDA)	<ol style="list-style-type: none"> <li>1. Administers The Food Assistance Program (TEFAP) from USDA, Emergency Food Assistance Program (EFAP—financial, service guidance and coalition support for food bank system), and USDA's Commodity Supplemental Food Program (CSFP).</li> <li>2. Locates and secures supplies of food, including USDA Foods to supplement those in the disaster area [during non-federally declared disasters].</li> <li>3. Provides disaster food assistance during emergencies or major disasters (in coordination with ESF #11), which includes USDA foods, infant formula, and infant food.</li> <li>4. Identifies qualified veterinary medical personnel for animals and household pets impacted by emergencies or major disasters.</li> </ol>
Washington State Department of Social and Health Services (DSHS)	<ol style="list-style-type: none"> <li>1. As resources permit, deploy teams to sheltering operations to process applications for cash, food, and medical assistance and other services that will support clients in the recovery of a disaster. DSHS may also deploy Mobile Community Service Office vehicles to disaster reception or other locations to facilitate in the delivery of services.</li> <li>2. Provide subject matter expertise to ESF #6 partners.</li> <li>3. Deploys Mobile Community Services Offices to disaster-impacted locations to facilitate delivery of DSHS services.</li> <li>4. Provides certified foreign language interpreters and translators to support delivery of DSHS services.</li> <li>5. Administers Disaster Supplemental Nutrition Assistance Program (D-SNAP) in accordance with USDA [during federally declared disasters].</li> <li>6. Administers Crisis Counseling Assistance Program grant, if requested (following federally declared disasters).</li> </ol>
Washington State Animal Response Team (WASART)	<ol style="list-style-type: none"> <li>1. Supports the provision for animals affected by the disaster in conjunction with community shelters, when requested.</li> <li>2. Provides pet sheltering support, when requested.</li> <li>3. Tracks affiliated volunteers.</li> <li>4. Provides training to volunteers assisting with animal care.</li> <li>5. Sets up and operates initial pet sheltering.</li> </ol>
Federal Emergency Management Agency (FEMA)	<ol style="list-style-type: none"> <li>1. Lead for federal ESF #6 response. If a presidential major disaster declaration is received, FEMA can assist with sheltering, housing, feeding operations;</li> </ol>

**PIERCE COUNTY COMPREHENSIVE EMERGENCY MANAGEMENT PLAN**

<b>State and Federal Leads</b>	<b>ESF Responsibilities</b>
Federal Emergency Management Agency (FEMA) <i>(continued)</i>	procurement and distribution of supplies; disaster assistance programs; and coordination with other federal agencies and volunteer organizations. 2. Maintains FEMA National Shelter System (NSS). 3. Provides manufactured homes as interim housing locations for up to 18 months in those instances where the number of displaced residents exceeds the housing stock capacity.

**VI. AREAS OF COORDINATION CROSSWALK**

The following table describes the typical functions concurrently active during incidents involving ESF #6. Other ESF annexes are listed as a reference to guide coordination.

<b>Function</b>	<b>Agency</b>	<b>ESF Annex</b>
Securing specialized equipment for Access and Functional Needs demographic	DEM	ESF #7
Transportation	Pierce Transit, Pierce County Coordinated Transportation Coalition, etc.	ESF #1
Behavioral and Mental Health Services	Various	ESF #8
Communications needs for people with disabilities and others will access and functional needs	Various	ESF #15

**VII. AUTHORITIES AND REFERENCES**

- ADA Amendments Act of 2008 (ADAAA, Pub. L. No. 110-325).
- Chapter 49.60 RCW: Discrimination—Human Rights Commission, as amended.
- Fair Housing Act of 1968 (FHA, Pub. L. No. 90-284), as amended.
- Executive Order 13347, *Individuals with Disabilities in Emergency Preparedness*, July 26, 2004.
- Pets Evacuation and Transportation Standards Act of 2006 (PETS, Pub. L. No. 109-308), as amended.
- Pierce County Human Services Disaster Plan.
- Puget Sound Region Feeding Plan, December 2012.
- Opinion, and Order, *Brooklyn Ctr. for Indep. of the Disabled v. Bloomberg*, 11 CIV 6690 JMF (November 7, 2013).

## VIII. TERMS AND DEFINITIONS

- (See Appendices I and II)
- **Care Teams:** Trained faith-based teams serving as community liaisons and advocates for persons displaced from their normal place of residence.
- **Disaster Survivors Advocacy Team (DSAT):** Trained disaster case managers drawn from independent COAD member agencies to assist residents in meeting disaster recovery needs not provided for by government and to facilitate the recovery process. Additional agencies provide support and resources to the DSAT team.
- **Emotional Support Animals:** An emotional support animal can provide a therapeutic benefit to its owner through companionship. An emotional support animal is a type of assistance animal recognized as a “reasonable accommodation” for a person with a disability under the federal Fair Housing Act (FHA), 42 U.S.C.A. 3601 et seq. Assistance animals are not pets according to the U.S. Department of Housing and Urban Development (HUD).
- **Functional Assessment Service Teams (FAST):** Trained social and human service professionals ready to respond to disaster emergency shelters to conduct assessments for people with access and functional needs and assist with acquiring potential resources so that everyone, excluding people with acute medical needs, can remain in general populations shelters.
- **Pierce County Community Organizations Active in Disasters (COAD):** A Non-Governmental Organization that supports the community in emergency preparedness and response activities, provides coordination of resources, related policy and procedural advice, program development and community outreach.
- **Service Animals:**
  - Federal compliance guidelines from HUD define assistive animals as “animals that serve as a reasonable accommodation for persons with disabilities by assisting those individuals in some identifiable way by making it possible for them to make more effective use of their housing.” The ADA defines a service animal as “any animal that is individually trained to do work or perform tasks for the benefit of a person with a disability.”
  - The Washington Law Against Discrimination defines “service animal” as an animal that is trained for the purpose of assisting or accommodating a person’s sensory, mental, or physical disability. Under state law, “dog guide” is a dog that is trained to guide a blind person or a dog that is trained to assist a person with a hearing disability.

## IX. ATTACHMENTS

- Pet Shelter Policies and Procedures