

ANNEX C

SHELTER

&

MASS CARE



UNIVERSITY OF
TEXAS
ARLINGTON

APPROVAL AND IMPLEMENTATION

Annex C

Shelter & Mass Care

This emergency management plan is hereby approved. This plan is effective immediately and supersedes all previous editions.

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RECORD OF CHANGES

Annex C

Shelter & Mass Care

Change #	Date of Change	Entered By	Date Entered
001 Annual Review	10/13/2010	Peggy Morales	10/30/2010
002 Annual Review	11/1/2011	Cindy Mohat	11/01/2011
003 Annual Review	5/1/2012	Cindy Mohat	05/22/2012
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ANNEX C SHELTER & MASS CARE

I. AUTHORITY

See Basic Plan, Section I.

II. PURPOSE

The purpose of this annex is to outline the University of Texas at Arlington's (UT Arlington) organizational arrangements, operational concepts, responsibilities, and procedures to protect evacuees and others from the effects of an emergency situation by providing shelter and mass care.

III. EXPLANATION OF TERMS

A. Acronyms

ARC	American Red Cross
DDC	Disaster District Committee
EH&S	Environmental Health & Safety
EMC	Emergency Management Coordinator
EMS	Emergency Medical Services
EOC	Emergency Operations Center
IC	Incident Commander
NIMS	National Incident Management System
PIO	Public Information Officer
SO	Shelter Officer
UT Arlington	University of Texas at Arlington
VPACO	Vice President of Administration and Campus Operations
WI	Welfare Inquiry

B. Definitions

Mass care. Actions taken to protect students, evacuees, and other disaster victims from the effects of a disaster. Activities include providing food, basic medical care, clothing, and other essential life support services.

Welfare inquiries (WI). WI's are requests from relatives, friends, employers, or others for information on the status of person(s) who cannot be located due to evacuation, separation from families, or out of contact. Registration of disaster victims at shelters provides some of the information needed to answer WI's. For emergency situations that extend beyond several days, the Emergency Operations Center (EOC) may activate a welfare inquiry system to handle such inquiries.

Shelter. Short-term lodging for evacuees during and immediately after an emergency situation. Shelters are generally located away from known hazards. Mass care operations are typically conducted in shelters.

Functional and access needs individuals/groups. Includes the elderly, medically fragile, mentally and/or physically challenged or handicapped, individuals with mental illness, and the developmentally delayed. These groups may need to have specially trained health care providers; special facilities equipped to meet their needs, and/or specialized vehicles and equipment for transport. This population requires specialized assistance in meeting daily needs and may need special assistance during emergency situations.

IV. SITUATION & ASSUMPTIONS

A. Situation

1. UT Arlington Hazard Summary in Support Document 1 identifies a number of threats that could make evacuation of some portions of the university necessary. Evacuees from other campuses may also seek refuge on campus. UT Arlington is an expected destination for hurricane evacuees through Arlington. Each of these situations may generate a need for shelter and mass care operations on campus.
2. UT Arlington has offered to provide shelter and mass care to displaced students, faculty, and staff.
3. Shelter and mass care needs include short to long-term operations for a limited number of people. The primary objective is to provide protection from the weather, comfortable seating, and access to rest rooms. When more lengthy operations of feeding, sleeping, and shower facilities are desirable then a variety of assistance may be provided to evacuees as the situation warrants.
4. UT Arlington facilities will not be open to the general public, but will be focused on displaced faculty, staff, and students. The American Red Cross (ARC) will not provide support for shelter and mass care operations. UT Arlington efforts should be coordinated with other non-profit organizations, campus volunteers, departments and/or other University of Texas System institutions. Efforts in sheltering and providing mass care will be modeled after ARC operations.

Local governments, the ARC and other volunteer groups may also sign agreements related to the operations of shelter and mass care and feeding facilities when needed; such agreements detail the responsibilities of both the volunteer group and the university.

5. Arlington, surrounding jurisdictions, other volunteer organizations, and religious groups may open shelters. Some of these organizations and groups coordinate their efforts with the ARC, while others may operate these facilities themselves and assume full responsibility for them. See Support Document 1, List of Potential Shelters.

B. Assumptions

1. Shelters may have to be opened with little notice. UT Arlington personnel may provide support to shelter and mass care operations.
2. Volunteer organizations that normally respond to emergency situations may assist in shelter and mass care operations.
3. If additional resources are needed to conduct shelter and mass care operations, support may be requested pursuant to inter-local agreements and from state and federal emergency management agencies. When requested by a local jurisdiction, the governor may authorize the use of military forces to support shelter and mass care operations.
4. Every effort to shelter evacuees should be made; however, other events may hinder the facilities use.
5. When evacuation is recommended during an emergency situation, approximately 80 percent of those for whom evacuation has been recommended may evacuate. The vast majority of evacuees may seek refuge with friends or relatives or go to commercial accommodations rather than a public shelter. In addition, some people who are not at risk may spontaneously evacuate and some of those individuals may seek public shelter.
6. For hazards that are highly visible or extensively discussed in the media, people may evacuate prior to an official recommendation. Hence, shelter and mass care operations may have to commence early in an emergency situation.
7. Essential public and private services should be continued during shelter and mass care operations. However, for a major evacuation that generates a large-scale shelter and mass care operation, normal activities at schools, community centers, churches, and other facilities used as shelters may have to be curtailed.

V. CONCEPT OF OPERATIONS

A. General

1. UT Arlington is responsible for developing a plan, integrating the concepts of the National Incident Management System (NIMS), for coordinating and providing mass care services to persons affected by a disaster. The requirements for services may vary depending upon the nature, type, and level of the emergency. UT Arlington is classified as Type III, Level 0-2 shelter. Type III is defined as shelter only, no personnel, and no resources. Level 0-2 is defined as persons who can live independently, can be housed in a general population shelter. We should work closely with Arlington and volunteer organizations that provide shelter and mass care support to determine the availability of shelter and feeding facilities.
2. The incident commander (IC) or the emergency management coordinator (EMC) is expected to determine the need for opening shelters for students, faculty, and staff commencing mass care operations based on the emergency situation that prevails.
3. The university, in cooperation with Arlington and volunteer disaster assistance organizations, should provide temporary shelter and essential life support services for people displaced from their homes or higher education institutions.
4. The ARC and other private disaster assistance organizations may be called upon to:
 - a. Open temporary shelters for the displaced population.
 - b. Activate or organize shelter teams and provide shelter kits.
 - c. Register those occupying public shelters.
 - d. Provide feeding, emergency first aid, and other basic life support needs for those occupying temporary shelters.
 - e. For extended shelter operations, activate a WI system.
5. Provide periodic reports on the status of shelter and mass care operations to the Planning Section chief or EOC manager, as appropriate. In some disasters, the federal government may be requested to provide emergency housing. Disaster victims may be encouraged to obtain housing with family or friends or in commercial facilities. To the extent possible, local government may assist and coordinate post-disaster housing needs of the homeless.
6. See Support Document 3, Community Based Organizations in Arlington, for local hurricane reception and care planning information for the general public.

B. Shelter

1. The ARC publishes standards for temporary shelters. The standards are listed below and may be useful in screening facilities to determine which merit more detailed inspection:
 - a. Building must be structurally sound and in safe condition.
 - b. Building must not be located in an area subject to flooding or where flooding can cut off access to the facility.
 - c. Building must not be in a hazardous materials risk area.
 - d. Building must be in compliance with local building and fire codes.
 - e. Capacity: 40 square feet/person
 - f. Should have adequate sleeping space for the population to be housed.
 - g. Should have sufficient restrooms for the population to be housed (one toilet and one sink per 40 persons).
 - h. Building must have adequate climate control systems.
 - i. Kitchen/feeding area is desirable; there must be a separate area for serving food away from the general population area in the shelter.
 - j. Food preparation areas must be capable of passing a public health inspection.
 - k. Adequate shower facilities are required (one shower per 40 persons).

- l. Internet access should be made available at different locations on campus. Support in the use of internet access should be through already established systems.
- m. Adequate parking is required.
- n. Accessibility for emergency medical service (EMS) and other emergency vehicles.
- o. Accessibility for persons with disabilities (Americans with Disability Act compliant) is required.
- p. Staff must be able to pass a background check (standard volunteer check).

The EMC and shelter officer (SO) should coordinate with the UT Arlington Housing Operations, Student Affairs and other departments in identifying potential shelters to ensure that issues of interest of those universities sending evacuees are considered in the shelter selection process. Environmental Health & Safety (EH&S) should provide fire and life safety review and/or inspections of the selected area(s).

2. Shelter facilities

- a. The Housing Operations, Office of Facilities Management, and EH&S should identify and inspect the facilities it plans to use to determine their capacities and the availability of various types of equipment.
- b. Aramark, Office of Facilities Management and Housing Operations should provide transportation for food, shelter supplies, bedding and equipment.
- c. Health Services should provide basic medical attention to displaced students. Basic EMS may be contracted for all other evacuees.

3. Shelter operations

- a. The specific facilities that should be used for sheltering and feeding during an emergency depends on the needs of the situation, the status of available facilities, the location of the hazard area, and the anticipated duration of operations. Shelters are typically opened and closed based on need. When occupancy of existing shelters reaches 75 to 80 percent, consideration should be given to opening an additional facility.
- b. It is generally more effective in terms of resource utilization to operate a few medium to large shelters than a large number of small facilities.
- c. Shelters should be managed by individuals with shelter management training. For list see Support Document 22, Shelter & Mass Care Training. The EMC should maintain a listing of trained shelter and mass care facility managers at the university. The ARC does provide shelter training on an as needed basis.

Contact information: ARC the Dallas Chapter (214) 678-4800 or Arlington local chapter Chisholm Trail Chapter 1515 S Sylvania Ave., Fort Worth, Texas 76111 (817) 335-9137, or by website: <http://chisholmtrail.redcross.org/>

- d. To ensure consistency in shelter activities, it is desirable that all shelters follow a general set of operating guidelines.
- e. Shelter managers are expected to provide periodic reports to planning section chief or EOC manager on the number of occupants and the number of meals served.
- f. UT Arlington is responsible for providing the following support for shelter operations:
 - 1. Security and, if necessary, traffic control at shelters.
 - 2. Fire inspections and fire protection at shelters.
 - 3. Food for shelter occupants.
 - 4. Counseling and disaster mental health services.
 - 5. Academic services.

Evacuees normally return to their homes/institutions as soon as the danger has passed. Hence, most shelters are closed quickly and returned to normal use. However, some evacuees may be unable to return to their homes/institutions due to damage or destruction. It may be necessary to place

student/faculty/staff in housing units for an extended period until those who cannot return to their residences/institutions can be relocated to motels, rental units, mobile homes, and other types of temporary lodging.

- g. Community-based organizations provide disaster relief services in major disasters and traditionally provide extensive assistance to local government, for a listing see Support Document 4, Shelter Supplies.

The state's sheltering types as used as a reference and do not apply to UT Arlington. Every effort to provide accommodations for functional need students, faculty, and staff should be addressed before, during, and after they arrive. The campus adheres to Americans with Disabilities Act standards.

Shelter Type	
Type One	Shelters that are supplied and ready to be opened
Type Two	Shelters that have identified resource shortfalls
Type Three	Shelter facilities only (no personnel, no resources) UT Arlington
Type Four	Contingency Shelters (non-hurricane)

C. Mass care

Mass care includes the registration of evacuees, feeding of evacuees and emergency workers, and provision of other life support needs for shelter occupants.

1. Registration

- a. The purpose of registration is to be able to respond to inquiries about the status of evacuees, monitor health concerns, and provide a basis for post-emergency follow-up support.
- b. The EMC should coordinate with Arlington to ensure that evacuees occupying campus facilities are registered and information provided to the UT Arlington EOC.
- c. Evacuees should also go through a background check. The sending university and UT Arlington Police Department are responsible for background checks.

2. Feeding

- a. Both fixed facilities and mobile units may be used for preparing and serving meals. Fixed facilities include locations on campus that currently serve food.
- b. Aramark, food service vendor, has been contracted to prepare and distribute meals to disaster victims.

3. Other needs

In addition to the provision of shelter and mass care services, evacuees may need assistance with clothing, basic medical attention, prescription medicines, disaster mental health services, temporary housing, and other support services. Some of these services may be provided by the same volunteer organizations that are operating shelters. In other cases, the SO should identify the needs of those in public shelters to Arlington, who may be able to arrange for assistance from other volunteer organizations and agencies. Many human service programs also serve disaster victims that have not been evacuated from their homes. A description of human services programs and procedures for requesting human services support are provided in Annex O, Human Services.

D. Functional and access needs groups and individuals

1. Institutions supporting functional & access needs populations are required by state and federal regulations to have disaster preparedness plans that provide for evacuation and relocation of the institution's population to comparable facilities in an emergency.
2. UT Arlington mass care shelter is not staffed and equipped to handle profoundly functional and access needs individuals. Individuals requiring special equipment or special trained attendance should not be relocated to shelters used by the general students, faculty, and staff shelters. In the event that universities encounter difficulty in evacuating and relocating their profoundly functional and access needs faculty, staff or students, local officials may need to assist those universities in arranging transportation and in locating suitable reception facilities.
3. UT Arlington can accommodate individuals with functional and access needs who require minimal care (Level 0-2).
4. Listed below is an explanation of the State Functional and Access Needs Categories:

State Functional and Access Needs Categories		
Level 0	Persons who have no medical needs, but require transportation	N/A
Level 1	Persons dependent on others or in need of others for routine care (eating, walking, toileting, children under 18 without adult supervision, etc.)	Person who can live independently can be housed in a general population shelter. Facilities should provide nearby space for care givers, family members, and provide appropriate care for companion pets.
Level 2	Persons with disabilities such as blind, hearing, impaired amputation, and deaf/blind.	Same as Level 1
Level 3	Persons requiring assistance with medical care administration, monitoring by a nurse, dependent on equipment, assistance with medications and mental health disorders.	Same as Level 1 and 2. Exception: If without care giver support, should be housed in a medical functional and access needs shelter or in designated areas within a general population shelter.
Level 4	Persons outside an institutional facility care setting who require extensive medical oversight (e.g. IV chemotherapy, ventilator, peritoneal dialysis, hem dialysis, life support equipment, hospital bed and total care, morbidly obese.)	Should be housed in an acute care hospital or long-term care facility
Level 5	Persons in institutional settings such as hospitals, long-term care facilities, assisted living facilities and state schools.	Should be facility-to-facility transfer (i.e. hospital to hospital, long term care to long term care, assisted living to assisted living, etc.)

E. Handling of pets

1. Evacuees who go to the homes of relatives or friends or commercial accommodations with their pets do not normally pose difficulties during an evacuation. However, students, faculty, and staff with pets seeking UT Arlington shelter can create potential problems. For health reasons, pets are not allowed in emergency shelters and most other organized volunteer groups. It is desirable to make reasonable arrangements for evacuees who come to the campus shelters with pets. The EMC should coordinate these arrangements.
2. Depending on the situation, we may use one or more of the following approaches to handle evacuees arriving with pets:
 - a. Provide pet owners with information on nearby kennels, animal shelters, and veterinary clinics that have agreed to temporarily shelter pets.
 - b. Direct pet owners to public shelters that have covered exterior corridors or adjacent support buildings where pets on leashes and in carriers may be temporarily housed.
 - c. Set up temporary pet shelters at appropriate locations.

F. Arlington Public Information Officer (PIO)

1. UT Arlington PIO should coordinate with the Arlington PIO on emergency public information messages to advise students, faculty, and staff who are or may be evacuating of the location to the UT Arlington shelter.
2. The Arlington PIO should also provide information on the emergency situation to shelter managers so they can pass such information on to shelter occupants.

G. WI

We may attempt to answer WI's to the extent possible using the registration data obtained at shelters and other facilities. The EMC in coordination with Student Affairs should respond to inquiries. For more information on WI's, see Section IX.E. of this annex.

H. Actions by phases of emergency management

1. Mitigation

- a. Identify volunteer organizations that could assist in shelter and mass care operations and develop cooperative agreements.
- b. In coordination with volunteer organizations and campus departments, identify suitable shelters and feeding facilities.

2. Preparedness

- a. Send selected campus volunteers to shelter management training and encourage those departments that should be making their facilities available for use as shelters to send their personnel to such training.
- b. There are two parts to this training/certification event.

1. Disaster Services. TIME: (3-4 hrs.) To provide information about becoming a disaster services volunteer. Learn the many ways you can help your community prevent, prepare for and respond to emergencies and disasters. Participants also learn about helping those affected by hurricanes, fires, floods, earthquakes, tornados and other disasters around the country.

Prerequisites: There are no prerequisites for this course. The course includes the following: comfort people in need, provide a hot meal, set up and staff shelters, transporting supplies, assess damage, cook food. Volunteer registration and background checks will also be processed at this time. There is also a Food Handler's training: volunteers can take the food handler's training/test on-site the day of the class, or take it online either through the county or the ARCo the class date. There is no cost for the ARC online training.

2. Mass Care Operations (shelter) and Simulation Training (6 hours). Description: This course is designed to introduce the volunteers to the Mass Care Shelter Operations and provide a Mass Care Shelter Simulation. It involves video segments, instructor lectures and classroom activities.

Purpose: When large groups of people are temporarily displaced from their homes, volunteers and other agencies' staff the shelter to effectively and sensitively manage shelter operations as a team, to meet the needs of people displaced as a result of a disaster.

- c. In coordination with volunteer organizations, identify potential shelters, and develop general shelter and mass care procedures for the campus.
- d. Coordinate basic communication and reporting procedures.
- e. Identify population groups requiring special assistance during an emergency (e.g., functional and access needs) and ensure that preparations are made to provide assistance.

3. Response

- a. Open, staff shelters, and mass care facilities.
- b. Provide information to local, county and state EOC and institutions of higher educations on shelter locations and policies.
- c. Assist in the registration of evacuees.
- d. Provide food, clothing, first-aid, and other essential services to evacuees.
- e. Maintain communications between mass care facilities and the EOC.

- f. Provide periodic reports on shelter occupancy and meals served to Planning Section chief or EOC manager.
 - g. Provide information to victims needing additional services.
4. Recovery
- a. Assist evacuees in returning to their homes or institutions if necessary.
 - b. Assist those who cannot return to their homes or institutions with temporary housing.
 - c. Deactivate shelters and mass care facilities and return them to normal use.
 - d. Inform evacuees of any follow-on recovery programs that may be available.

VI. ORGANIZATION & ASSIGNMENT OF RESPONSIBILITIES

A. General

1. UT Arlington's normal emergency organization, described in Section VI.A. of the Basic Plan, should carry out shelter and mass care operations.
2. Operations should be organized in accordance with NIMS guidelines.
3. We expect to be assisted by other volunteer organizations active in disaster, departments on campus, and local volunteer groups and charitable organizations in conducting shelter and mass care operations. Arlington is responsible for coordinating the efforts of local government, volunteer groups, and other agencies involved in shelter and mass care operations.

B. Task assignments

1. The EMC should coordinate with Arlington EMC, vice president of administration and campus operations (VPACO), and vice president of communications:
 - a. Direct the opening of campus shelter and mass care facilities and the closing of such facilities when they are no longer needed.
 - b. Request shelter and mass care support from other local and county governments, higher education institutes, or the state if local resources are insufficient.
2. EMC should:
 - a. Coordinate shelter and mass care planning with Arlington, the UT Arlington PIO, other local officials, and volunteer organizations.
 - b. When the situation warrants, recommend to the VPACO that shelter and mass care operations be implemented. Recommendations on the number of facilities to be activated and specific facilities to be used will be coordinated with the volunteer organizations and departments on campus that may assist in the operations those facilities.
 - c. Coordinate with the Operations Support Section functional managers in the EOC to provide support for shelter and mass care activities.
 - d. Receive reports on shelter and feeding operations from the shelter & mass care officer. During major emergencies, summarize shelter and mass care activities in the periodic Situation Report. See Annex N, Direction & Control concerning this report.
 - e. When conditions warrant, inform Arlington shelter and mass care support that shelter and mass care facilities are closing on campus.
 - f. Act as the liaison between the IC and representatives from volunteer agencies and campus departments.
 - g. Assist in the development of emergency agreements with campus groups/departments for the use of university facilities as shelters, and encourage other agencies, organizations, and groups that have suitable facilities to sign similar agreements.

- h. Develop cooperative agreements with volunteer organizations relating to shelter and mass care support.
 - i. Coordinate arrangements to provide temporary facilities for evacuees arriving at shelter and mass care facilities with pets.
 - j. Be prepared to provide shelter managers with information on procedures for handling evacuees with pets.
3. The IC should:
- Identify requirements for shelter and mass care support needed as a result of an evacuation.
4. Housing operations should:
- a. Identify volunteer organizations/departments that are willing to support local shelter and mass care activities. See Support Document 1 to Annex O Human Services.
 - b. Identify potential shelter and mass care facilities. See Support Document 1, List of Potential Arlington Shelters West Side, to this annex.
 - c. Coordinate and disseminate common shelter operating guidelines to volunteer organizations operating shelters.
 - d. Ensure mass care facilities are adequately staffed and equipped.
 - e. Coordinate mass feeding where needed.
 - f. Identify requirements for human services support for evacuees in shelters to the Human Services Operations Support Unit of the EOC.
 - g. Identify requirements for facility security and fire protection requirements for shelters to law enforcement agencies and fire service agencies.
 - h. Coordinate with Facilities Management Operations Support Unit of the EOC resource support for shelter operations.
 - i. Receive reports on shelter and mass care operations and provide summary information for inclusion in the periodic Situation Report produced by the Planning Section.
 - j. Respond to WP's as needed.
 - k. Identify a shelter manager
5. Shelter managers should:
- a. Shelter evacuees in campus building(s) when the situation warrants.
 - b. Staff, open shelters, and keep them operating as long as necessary.
 - c. Register shelter occupants and assist in answering WP's.
 - d. Arrange for mass feeding if required.
 - e. Identify additional resource requirements to the EMC.
 - f. Coordinate with the EMC to provide individual and family support services as needed.
 - g. Submit a daily mass care facility status report to the EMC or Planning Section that indicates the number of shelter occupants, the number of meals served, and the condition of the facility, and also identifies any problem areas.
 - h. Maintain records of supplies received and expended.
 - i. When directed, terminate operations, turn in equipment and unused supplies, return the facility to its original condition, and submit a final mass care facility status report.
6. Chief of police should:
- a. Provide security and law enforcement at shelter and mass care facilities.
 - b. Provide back-up communications, if needed.
 - c. Provide assistance with background checks, if needed.
7. EH&S should:

- a. Inspect shelter and mass care facilities for fire safety.
 - b. Provide and maintain shelter fire extinguishers.
 - c. Train shelter management personnel in fire safety.
8. Transportation supervisor should:
- Arrange transportation for evacuees in shelters to feeding sites and other locations on campus as necessary.
9. Health Services should:
- a. Coordinate basic medical assistance for students in campus mass care facilities.
 - b. Assist in faculty/staff evacuee medical assistance in campus mass care facilities
 - c. Monitor health and sanitation conditions in mass care facilities.
10. Human Resources should:
- Coordinate provision of clothing, blankets, personal care items and other items to evacuees.
11. Counseling and Mental Health Services should:
- Upon request, coordinate disaster mental health services for occupants of mass care facilities.
12. The PIO should:
- a. Coordinate with Arlington PIO to distribute appropriate information to the public about the locations of shelters and operating policies.
 - b. Provide updates on the emergency situation to shelter managers to be passed on to shelter occupants.
 - c. Provide public information on closure of shelters and return of evacuees to their homes/campuses.
 - d. Approve release of emergency public information materials on shelter locations and guidance on what people should bring and not bring to shelters.
13. Office of Facilities Management should:
- To the extent possible, ensure power, water supply, and sanitary services are operable at shelter and mass care facilities on campus during emergency conditions.

VII. DIRECTION & CONTROL

A. General

1. The VPACO and Executive Policy Group may establish priorities for and provide policy guidance for shelter and mass care activities.
2. The ARC may provide general direction to the EMC regarding shelter and mass care operations.
3. The EMC should plan and manage the conduct of shelter and mass care activities, coordinating as necessary with volunteer organizations that participate in shelter operations or mass feeding and other departments and agencies.
4. Shelter and feeding facility managers should be responsible for the operation of their individual facilities.
5. Methods of direction and control should be consistent with NIMS guidelines.

B. Line of succession

- EMC

- Chief of police
- VPACO

The line of succession for other shelter and mass care personnel should be in accordance with existing policies and best practice guidelines.

VIII. READINESS LEVELS

A. Level IV: Normal conditions

See the mitigation and preparedness activities in sections V.H.1 and V.H.2 of this annex.

B. Level III: Increased readiness

1. Alert key staff and volunteer organizations involved in shelter and mass care activities of the threat.
2. Review personnel availability and assignments.
3. Assess potential shelter and mass care requirements.
4. Review and update lists of lodging and feeding facilities and check on availability of facilities.
5. Monitor the situation.

C. Level II: High readiness

1. Place staff on standby and make preliminary assignments. Identify personnel to staff the EOC when activated.
2. Update estimate of shelter and mass care requirements.
3. In coordination with volunteer organizations, check on availability of facilities and identify facilities that should actually be used.
4. In coordination with volunteer organizations, develop tentative shelter and feeding facility opening sequence.
5. Identify requirements for pre-positioning equipment and supplies.
6. Draft information for release to the public concerning shelter locations.

D. Level I: Maximum readiness

1. Deploy selected personnel to the EOC to monitor the situation and support precautionary activities. Place other staff on-call.
2. Update estimate of shelter and mass care requirements.
3. In coordination with volunteer organizations, update potential facility use plans and tentative facility opening sequence.
4. In coordination with volunteer organizations, develop updated staff assignments for emergency operations.
5. Consider precautionary staging of personnel, equipment, and supplies.
6. Coordinate with the PIO on anticipated communications requirements.
7. Coordinate with the transportation function on anticipated transportation requirements.
8. If appropriate, provide the PIO with potential shelter locations.

IX. ADMINISTRATION & SUPPORT

A. Records

1. Shelter and feeding facility managers should maintain a record of supplies received and expended. Copies of these records should be provided to the Planning Section chief at the EOC, who will maintain a consolidated file.

2. Documentation of costs. All departments and agencies should maintain records of personnel and equipment used and supplies expended during shelter and mass care operations as a basis for possible cost recovery from a responsible party or insurer or possible reimbursement of expenses by the state or federal government.
3. A set of six summary records have been developed to assist in organizing documentations:

Record Summary	Definition of Record Summary
Force Account Labor Summary Record	Used to record your personnel costs.
Force Account Equipment Summary Record	Used to record your equipment use costs.
Material Summary Record	Used to record the supplies and materials that you take out of stock or purchase.
Rented Equipment Summary Record	Used to record the costs of rented or leased equipment.
Contract Work Summary Record	Used to record the costs or work that you have done by contract.
Applicant's Benefit Calculation Worksheet	Used to assist the applicant in calculating the percentage of fringe benefits paid on an employee's salary.

B. Reports

1. Shelter managers should report occupancy and number of meals served numbers to the Planning Section chief or EOC manager daily.
2. The EOC should include shelter occupancy information in the periodic Situation Report sent to the Disaster District Committee (DDC) and other agencies. Information on the Situation Report is provided in Annex N Direction & Control.
3. Other volunteer groups may also report shelter and feeding information through their organizational channels.

C. Training & exercises

1. The EMC should coordinate with the ARC to insure that shelter management and other appropriate training is made available to campus officials and volunteers who participate in shelter and mass care activities. All departments and organizations should ensure that their personnel are trained to accomplish the tasks assigned to them.
2. Emergency exercises may periodically include a shelter and mass care scenario based on the hazards faced by this campus. Volunteer organizations that participate in shelter and mass care operations should be invited and encouraged to participate in such exercises.

D. Communications

The primary communications between shelter and mass care facilities and the EOC may be by telephone. If telephones cannot be used, radios should be provided; amateur radio operators may be able to assist with communications needs.

E. WI's

1. UT Arlington may attempt to respond to WI's until the ARC can establish a WI system to answer requests from relatives and friends concerning the safety and welfare of evacuees or those in disaster areas. The WI system uses information from shelter lists, casualty lists, hospitals, and other sources to aid in family reunification and in responding to inquiries from immediate family members from outside the affected area about the status of their loved ones. A WI system may not be established in short duration emergency situations.

2. Mass care facilities assist in WI's by gathering information on disaster victims through registration at shelters. Assistance may also include the distribution of postcards to shelter residents for their use in contacting family members outside the affected area. The organization of the WI function may vary considerably. For a small-scale operation, the local ARC chapter may provide assistance. For a large operation, a WI team may be established. The need for the WI function and its composition depend on factors such as the number of families affected, media coverage of the event, lack of communication capabilities in the affected area, and the number deaths, injuries, and illnesses.
3. Shelter managers must be aware of the importance of confidentiality in gathering and releasing information about shelter occupants. WI's should be addressed to the EMC until the ARC assumes responsibility for this function.

F. External assistance

If shelter and mass care needs cannot be satisfied with local resources and those obtained pursuant to inter-local agreements and from volunteer organizations, authorized local officials may request state assistance from the DDC chairperson in Hurst. For more details on requesting state assistance, see Section V.F of the Basic Plan.

X. DEVELOPMENT & MAINTENANCE

- A. The EMC may serve as the SO and is responsible for developing and maintaining this annex. Recommended changes to this annex should be forwarded as needs become apparent.
- B. This annex should be revised every five years and updated in accordance with the schedule outlined in Section X of the Basic Plan.
- C. Departments and agencies assigned responsibilities in this annex are responsible for developing and maintaining best practice guidelines covering those responsibilities.

XI. REFERENCES

- A. ARC Disaster Services Program, *Mass Care – Preparedness and Operations*, ARC 3031, April 1987
- B. Annex C Shelter & Mass Care to the *State of Texas Emergency Management Plan*
- C. Comprehensive Preparedness Guide 301, Interim Emergency Management Planning Guide for Functional and Access Needs Population, Federal Emergency Agency and Department of Homeland Security Office of Civil Rights and Civil Liberties. Version 1.0, August 2008. ** (Document available upon request from UT Arlington EMC).
- D. National Fire Protection Association, *Emergency Evacuation Planning Guide for People with Disabilities*. June 2007. ** (Document available upon request from UT Arlington EMC).