

SA 4 – Public Health

In Development

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SA 5 – Disaster Sheltering

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Table of Contents

1	Introduction	SA 5-1
1.1	Purpose and Scope	SA 5-1
1.2	Policies and Authorities	SA 5-1
2	Situation and Assumptions	SA 5-2
3	Roles and Responsibilities.....	SA 5-3
4	Concept of Operations.....	SA 5-4
4.1	General.....	SA 5-4
5	Direction and Control.....	SA 5-5
5.1	County	SA 5-5
5.2	Cities	SA 5-5
5.3	Regional	SA 5-5
5.4	State and Federal Assistance.....	SA 5-5
6	Support Annex Development and Maintenance.....	SA 5-6
7	Appendices.....	SA 5-6
Appendix A	SA 5 Resources	SA 5-7
Appendix B	SA 5 Responsibilities by Phase of Emergency Management.....	SA 5-9
Appendix C	SA 5 Representative Checklist.....	SA 5-17

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SA 5 Tasked Agencies	
Primary County Agency	Health, Housing & Human Services (H3S) Clackamas County Disaster Management (CCDM)
Supporting County Agencies	Transportation & Development Public and Government Affairs
Community Partners	American Red Cross

1 Introduction

1.1 Purpose and Scope

The purpose of the Clackamas County Disaster Sheltering Support Annex is to describe the responsibilities and actions of organizations and agencies required for the coordination of a disaster shelter response in the County. The operational area includes the incorporated and unincorporated areas of Clackamas County.

This plan is written as a Support Annex for the County's Emergency Operations Plan (EOP) as well as the Emergency Support Function (ESF) 6 – Mass Care. More specifically, this plan provides direction on: staging, command, control, and deployment of state and federal resources; and coordination of local, regional, state, federal, private-sector, and non-governmental organizations (NGOs) that have a role in disaster sheltering operations.

This plan is a preparedness document designed to be read, understood, and exercised prior to a disaster. It will be distributed to primary & supporting agencies involved in disaster sheltering, to guide the actions of those responsible in the Clackamas County Emergency Operations Center (EOC) and Health, Housing, and Human Services (H3S) Department Operations Center (DOC).

This annex is a document that will continually evolve. Recommendations for improvement will be solicited and carefully considered for revision.

1.2 Policies and Authorities

In addition to those outlined in the EOP Basic Plan, the following policies and authorities are in place to support sheltering:

- **Civil Rights Act of 1964 Title VI** outlaws discrimination based on race, color, sex, religion, age, disability, economic status, English proficiency, or national origin.
- Title II and Title III of the **Americans with Disabilities Act** ensures the provision of equal services for people with disabilities.
- Section 504 of the **Rehabilitation Act** prohibits discrimination of people with disabilities by any recipients of federal funding.
- **21st Century Communications and Video Accessibility Act** increases the access of people with disabilities to modern communications, such as new digital, broadband, and mobile innovations.

State governments have the primary responsibility for assisting local governments in responding to and recovering from disasters.

SA 5. Disaster Sheltering

- The **Oregon Disaster Housing Strategy** establishes an Oregon Disaster Housing Task Force to provide a full-time, multi-agency focus on disaster housing related issues. The purpose of the Task Force and Strategy is to prepare the state to quickly and effectively meet the housing needs of individuals and families in the aftermath of disasters when local resources are inadequate and need to be supplemented by assistance from the state or federal government.
- **Oregon Revised Strategy (ORS) 401.355** (Temporary Housing for Disaster Victims) authorizes any subdivision of the State of Oregon to provide and/or acquire temporary housing for residents affected by disaster.
- **ORS Chapter 659A** outlaws discrimination based on race, color, national origin, sex, religion, age, veteran status, physical or mental disability, gender identity, sexual orientation, marital status, familial status, or source of income.
- **ORS 401.977** (Animal Emergency Operations Plan) requires the Department of Agriculture and local governments to include provisions for the evacuation, transport, and temporary sheltering of domestic and service animals in their disaster or emergency plan.

2 Situation and Assumptions

The coordination of disaster shelter operations among local jurisdictions assumes the following:

- Disaster sheltering is the act of providing temporary housing and associated services to a population during a major emergency or disaster. Many potential incidents (flooding, severe cold/heat, hazardous materials, civil disobedience, terrorist threat, mass-power outages, etc.) can trigger the need for disaster sheltering in Clackamas County. The Clackamas County's EOP provides a detailed Hazard Analysis applicable to this plan.
- Clackamas County uses the C-MIST function-based framework for providing disaster shelter services. C-MIST provides accessible services based on functions, rather than attempting to diagnose or pathologize people with disabilities. The categories are **C: Communication** (needs related to receiving, interpreting, sharing or responding to information), **M: Maintaining Health** (needs related to medication, medical treatment and/or assistance with daily living activities like eating, bathing, toileting, dressing), **I: Independence** (needs related to equipment, technology or service animals to maintain independence), **S: Safety Support Services** (need for supervision to stay safe and calm), and **T: Transportation** (for those who have no independent means of transportation). Please see Appendix D for more information and examples of the C-MIST framework.
- According to state and federal guidance, disaster shelters are intended to be available and accessible to everyone in affected communities.
- Disaster shelters will be adaptable to the people they serve, providing accessible and culturally responsive services.
- Of the population who will seek disaster shelter, a higher percentage of the people who have disabilities will need disaster shelter and are more likely to require medical support than the percentage of the general population.
- About 19% of the United States population, or 56.7 million people, have self-identified as having physical, vision, hearing, or cognitive disabilities. Since many people may not self-identify, it is expected that the actual number is likely to be higher.

SA 5. Disaster Sheltering

- About 50% of the population has disabilities, and access and/or functional needs (DAFN) that may make them vulnerable as they try to access emergency disaster services or maintain their usual level of functioning before, during, or after a disaster.
- Besides people with disabilities, non-English-speakers, those with limited English literacy or limited financial resources, children, older adults, and people with temporary disabilities are also likely to have functional and/or access needs in disasters.
- Emergency plans designed to meet the needs of the approximately 19% of the population with disabilities will also likely meet the needs of the approximately 51% of the DAFN population.
- Local jurisdictions respond to the disaster sheltering needs by activating their emergency response plans and response teams.
- Local jurisdictions have taken action to shelter displaced residents in need prior to requesting assistance.
- Local jurisdictions, through the EOC, request assistance for disaster sheltering operations from Clackamas County.
- Community members will receive information in a variety of ways. Examples include mainstream known and trusted media; foreign language radio and television stations; Internet sites; other electronic resources like text messaging; and word of mouth. DAFN individuals will require customized messages.
- Primary and support agencies, in conjunction with local NGOs, will need to be able to coordinate the evacuation and registration of affected residents, administer emergency first aid treatment and mental health counseling, and provide other initial mass care needs.
- The American Red Cross and local jurisdictions will commit all available resources to meet the needs of residents impacted by the disaster.
- Disaster shelter facilities and support resources will be limited in the first few days following an incident where there has been widespread damage.
- Disaster shelters that are not predesignated or known by Clackamas County (spontaneous disaster shelters) will open in communities shortly after the incident. See Appendix E for information on spontaneous disaster shelters.
- Some displaced residents will converge on public parks and open spaces, as an alternative to using indoor disaster shelters.
- Some residents will choose to remain on their property, even if damaged, rather than move to a public disaster shelter.
- Unaccompanied minors will seek shelter and be managed by Clackamas County Social Services.

3 Roles and Responsibilities

Providing disaster sheltering services requires the collaboration of many local, regional, state, and federal agencies in collaboration with a number of NGOs and private-sector entities. The responsibilities include assessing the situation; determining priorities for assessing the safety of possible shelter facilities; opening, staffing, and operating the disaster shelters; requesting, receiving, and distributing resources for use at disaster shelters; and establishing pickup points with entities that are directly responsible for transporting people in and out of affected areas.

SA 5. Disaster Sheltering

The County has identified primary and supporting agencies and community partners to ensure that Support Annex (SA)-related activities are performed in an efficient and effective manner during all phases of the emergency management cycle. This document does not relieve tasked agencies of the responsibility for emergency planning, and agency plans should adequately provide for the capability to implement their assigned tasks.

- **Primary County Agency(s)** – County agency(s) may be assigned as the primary agency based on the agency’s responsibilities, authority, functional expertise, resources, and capabilities in managing incident activities. Primary agencies may not be responsible for all elements of a function, and will work with supporting agencies to manage capabilities and resources to support SA-related activities.
- **Supporting County Agency(s)** - County agency(s) may be assigned as supporting if they may have a substantial support role during incidents based on their capabilities and resources.
- **Community Partners** – May be assigned tasks if they meet one or more of the following criteria: the organization’s self-defined mission includes emergency response (e.g., disaster relief nonprofit organizations); the organization receives formalized tasking by governmental agencies (e.g., American Red Cross); the entity’s jurisdictional authority, or the entity’s resources and capabilities.

Roles and responsibilities for state and federal agencies are identified in the State of Oregon EOP and National Response Framework, respectively.

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

4 Concept of Operations

4.1 General

If an incident occurs in an incorporated area, the city in which it occurs has the jurisdictional authority and primary incident management responsibility, including providing shelter to displaced residents.

Clackamas County has jurisdictional authority and primary incident management responsibility for disaster shelter operations in the unincorporated areas of Clackamas County. If the incident impacts both unincorporated and incorporated areas, the County and impacted cities may share responsibility. The County will respond to city requests for assistance, manage critical resources, and coordinate with outside agencies, adjoining counties, the Oregon Department of Human Services, and Oregon Office of Emergency Management (OEM).

All jurisdictions with incident management responsibility are likely to activate their EOCs during an incident requiring extensive disaster sheltering. EOC staff will coordinate resources, share incident information, conduct multi-agency planning, and operate the Joint Information System. All participating agencies/jurisdictions will collaborate to establish and maintain a common operating picture.

5 Direction and Control

5.1 County

Clackamas County EOC staff will coordinate disaster shelter operations and serve as the primary contact for the American Red Cross.

Clackamas County participates in the Intra-County Mutual Aid Agreement (Omnibus Agreement) that provides a framework for counties to request mutual aid resources from each other in emergencies and disasters. Emergency and disaster assistance may include resources such as personnel, equipment, and supplies, or the direct provision of services. A copy of the agreement and current participants is available in the EOC Library.

5.2 Cities

Cities are asked to notify Clackamas County immediately if they anticipate activating a disaster shelter. If cities need County assistance, they can request it through mutual aid assistance or by submitting an Emergency Declaration to the County, requesting assistance. The County will alert adjoining jurisdictions and coordinate critical resources, emergency declarations, and emergency measures.

Cities should coordinate disaster shelter operations and related activities with Clackamas County EOC staff.

5.3 Regional

Clackamas County participates in the Inter-County Mutual Aid Agreement (Omnibus Agreement) that provides a framework for counties to request mutual aid resources from each other in emergencies and disasters. Emergency and disaster assistance may include resources such as personnel, equipment, and supplies, or the direct provision of services. A copy of the agreement and current participants is available in the EOC Library.

The Regional Disaster Preparedness Organization (RDPO) provides a regional plan for the disaster sheltering of pets. Clackamas County Disaster Management (CCDM) is part of the planning effort and provides a regional disaster shelter for pets. To see the RDPO Pet Sheltering Plan, request access from Clackamas County Disaster Management.

5.4 State and Federal Assistance

If Clackamas County needs resources beyond those available (including mutual aid), CCDM will recommend that the Board of County Commissioners enact an Emergency Declaration requesting State of Oregon assistance.

OEM will assist in obtaining supplemental resources to meet emergency needs when an Emergency Declaration is enacted.

The State of Oregon has a Memorandum of Understanding (MOU) with the American Red Cross for disaster sheltering which describes the operating relationship between American Red Cross and the State of Oregon and designates the American Red Cross as the primary support agency to

SA 5. Disaster Sheltering

the State of Oregon, and the leading NGO in non-governmental disaster relief:

http://www.oregon.gov/OMD/OEM/docs/library/mou_oem_arc.PDF

The State Department of Human Services will assist in obtaining supplemental resources to meet emergency needs for disaster sheltering in support of Clackamas County Health, Housing, and Human Services (H3S).

The federal agency with a primary role in sheltering is the Federal Emergency Management Agency (FEMA). FEMA is responsible for coordinating the federal response and for coordinating the financial assistance available to state and local governments.

6 Support Annex Development and Maintenance

The Director (or designee) of Health, Housing, and Human Services (H3S) and Director of Clackamas County Disaster Management (CCDM) will review and update this annex and supporting protocols every five years, or when changes occur, such as lessons learned from exercises or actual events. Supporting agencies, NGOs, and the American Red Cross, will be provided with opportunities to review and provide feedback prior to the annex being updated.

7 Appendices

- Appendix A – SA 5 Resources
- Appendix B – SA 5 Responsibilities by Phase of Emergency Management
- Appendix C – SA 5 Representative Checklist

Appendix A SA 5 Resources

The following resources provide additional information regarding shelter-related issues at the local, state, and federal level:

County

- Supplies and Equipment
 - **Clackamas County General Population Disaster Shelter Trailer:** includes 100 cots and 100 blankets, among other items necessary for a disaster shelter (See Appendix G for the Disaster Shelter Trailer Inventory List). The Disaster Shelter Trailer is housed in Clackamas County's Oregon City Red Soils Campus and should be requested through CCDM.
 - **Regional Disaster Shelter Trailers:** Other counties in the region as well as the American Red Cross have similar general population disaster shelter trailers should the need arise.
- Existing County Contracts
 - H3S has contracts with various vendors of consumable medical supplies, durable medical equipment, and other items necessary to operate a disaster shelter.
- Emergency Operations Plan
 - ESF 1 – Transportation
 - ESF 2 – Communications
 - ESF 6 – Mass Care
 - ESF 8 – Health and Medical
 - ESF 14 – Public Information
 - ESF 17 – Agriculture & Animal Protection
 - SA 1 – Evacuation
 - SA 2 – Behavioral Health
 - SA 3 – Animals in Disaster
- EOC Library
 - RDPO Pets Sheltering Plan
 - Clackamas County Disaster Shelter Management Handbook
 - Clackamas County Disaster Shelter Forms

State

- Emergency Operations Plan
 - ESF 6 Mass Care

Federal

- National Response Framework
 - ESF 6 – Mass Care, Emergency Assistance, Housing, and Human Services

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Appendix B SA 5 Responsibilities by Phase of Emergency Management

The following checklist identifies key roles and responsibilities for this annex. It is broken out by phase of emergency management to inform tasked agencies of what activities they might be expected to perform before, during, and after an emergency. All tasked agencies should maintain agency-specific plans and procedures that allow for them to effectively accomplish these tasks.

Preparedness

Preparedness activities take place **before** an emergency occurs and include plans or preparations made to save lives and to help response and recovery operations. Preparedness roles and responsibilities for SA 5 include:

All Tasked Agencies

- ☐ Develop operational plans for SA 5 activities.
- ☐ Participate in SA 5-related trainings and exercises as appropriate.

CCDM

- ☐ Maintain operational capacity of the County EOC to support shelter activities.

Response

Response activities take place **during** an emergency and include actions taken to save lives in an emergency situation. Response roles and responsibilities for SA 5 include:

All Tasked Agencies

- ☐ Provide situational updates to the County EOC as required to maintain situational awareness and establish a common operating picture.
- ☐ Provide a representative to the County EOC, when requested, to support SA 5 activities.

H3S - Clackamas County

H3S is the lead agency for disaster shelter response at the county level. In addition to staffing the EOC, H3S disaster response functions related to disaster shelter operations include:

Social Services Division – Clackamas County

- ☐ Operate disaster shelters in accordance with the **Clackamas County Disaster Shelter Management Handbook** which follows the American Red Cross disaster sheltering model. The Clackamas County Disaster Shelter Management Handbook is housed in the EOC Library with CCDM.
- ☐ Assign disaster shelter manager and staff to disaster shelters.
- ☐ Coordinate psychological first aid training for all staff.
- ☐ Ensure all staff are trained and have experience in coordinating resources for DAFN individuals.

SA 5. Disaster Sheltering

- ☐ Provide staff (with background checks) and supplies to support the operation of disaster shelters.
- ☐ In coordination with the Clackamas County Public Health Division and Clackamas County Health Clinics Division, meet disaster shelter demands, including, but not limited to, specialized staff, food, relief items, durable medical equipment, consumable medical supplies, hygiene facilities/supplies, and common medicines (see Appendix F for Disaster Shelter Supply List).
- ☐ Evaluate the needs of all disaster shelter residents and coordinate the provision of services to fulfill those needs.
- ☐ Coordinate resources for all community members.
- ☐ Identify and understand the philosophical difference between people with acute medical needs and DAFN individuals.
- ☐ Make every attempt to provide services for DAFN individuals in general population disaster shelters (as opposed to medical needs disaster shelters).
- ☐ Liaise with Oregon Department of Human Services to marshal additional resources when necessary.
- ☐ Coordinate the provision of accessible transportation to and from disaster shelters.
- ☐ Provide and coordinate accessible transportation support for people who need services not provided in disaster shelters (for example: transportation to dialysis clinics).
- ☐ Prepare after-action reports when response operations end.

Volunteer Connection – Clackamas County

- ☐ Continue providing transportation services to current riders.
- ☐ Maintain Volunteer Connection volunteer database contact information, specifically volunteers with current background checks who are willing and able to volunteer in a disaster shelter.
- ☐ Coordinate with CCDM and Clackamas County Social Services to activate volunteers with background checks to work in disaster shelters.
- ☐ Liaise with the Corporation for National Community Service to marshal resources during times of disaster, when necessary.
- ☐ Assist, if possible, in coordinating transportation to and from disaster shelter facilities.
- ☐ Run Clackamas County Volunteer Center during disaster shelter activation where volunteers are received and deployed.
- ☐ Coordinate with community partners and organizations in the area that have access to volunteers with background checks.

Behavioral Health Division – Clackamas County

Note: It is a CCDM priority that all disaster shelter staff receive psychological first aid training prior to disaster shelter activation.

- ☐ Provide mental health services and case management as outlined in the EOP's SA 2 – Behavioral Health, as well as ESF 8 – Public Health and Medical Services.
- ☐ Continue crisis management for current clients and general population.
- ☐ Support disaster shelter operations:

SA 5. Disaster Sheltering

- ☐ Provide mental health support services
- ☐ Embed behavioral health into shelter operations
- ☐ Provide staffing in multiple positions in the shelter so that mental health is integrated into all shelter services/functions
- ☐ Verify behavioral health needs of impacted disaster shelter residents
- ☐ Track clients in shelter
- ☐ Ensure mental health crisis intervention.
- ☐ Liaise with community partners and organizations with the capability of providing behavioral health services in Clackamas County (for example, Medical Reserve Corps).
- ☐ Serve as the lead agency in developing follow-up treatment plans or proposals for crisis counseling programs.

Public Health Division – Clackamas County

- ☐ Provide for the health and safety requirements of the general disaster shelter population as outlined in ESF 8 – Public Health and Medical Services.
- ☐ Prevent, mitigate, monitor, and control contagious disease.
- ☐ Contribute to and coordinate Public Health staff for disaster shelter operations during activation.
- ☐ Advise on Public Health–related issues during disaster shelter operations.
- ☐ Identify needs and resources related to medications in coordination with Clackamas County Health Clinics Division.
- ☐ Assist in operation of a medical needs unit/shelter/temporary infirmary when necessary.

Environmental Health – Clackamas County

- ☐ Maintain Centers for Disease Control and Prevention Shelter Assessment Tool to evaluate disaster shelters.
- ☐ Provide environmental quality inspections of all potential disaster shelter facilities before disaster shelters open as well as during disaster shelter operations.
- ☐ Assist and advise in disaster shelter planning process.
- ☐ Coordinate with Clackamas County Social Services in disaster shelter planning and setup.
- ☐ Inspect disaster shelters during disaster shelter operations to assess sanitation standards as well as disaster shelter needs.
- ☐ Offer evaluation and support through the EOC during disaster shelter operations.
- ☐ Identify environmental health needs and coordinate solutions/marshal resources to address those needs.
- ☐ Offer targeted interventions in the case of an outbreak in a disaster shelter.
- ☐ Provide guidance on decontamination and clean-up of disaster shelters upon closing and deactivation.

Health Clinics Division – Clackamas County

- ☐ Provide for the medical needs of the general disaster shelter population.
- ☐ Provide first aid and monitor people with chronic health conditions.

SA 5. Disaster Sheltering

- ☐ Provide medical personnel/staffing for acute medical needs.
- ☐ Operate a medical needs unit/shelter/temporary infirmary, when necessary.

CCDM – Clackamas County

- ☐ Provide assistance to H3S to maintain this Clackamas County Disaster Sheltering Annex.
- ☐ Determine who needs disaster shelter services and the location of these people.
- ☐ Activate the EOC.
- ☐ Monitor, prioritize, and coordinate distribution of resources to affected areas in Clackamas County.
- ☐ Coordinate regional and state support of disaster sheltering operations.
- ☐ Assist H3S in obtaining sheltering resources through mutual aid.
- ☐ Assist and coordinate with all Clackamas County divisions and programs involved in disaster sheltering activities.
- ☐ Develop and maintain a CCDM Disaster Shelter Catalog with facilities that have been assessed for physical accessibility and designated as potential disaster shelter locations.
 - ☐ Identify accessible disaster shelter locations.
 - ☐ Complete Clackamas County Master Facility Survey Agreement and Accessibility survey (see the Disaster Shelter Management Handbook and the Disaster Shelter Forms document, located in the EOC Library with CCDM).
 - ☐ Liaise with the American Red Cross regional chapter to obtain access to already-held disaster shelter agreements in Clackamas County stored in the American Red Cross's National Shelter System. The American Red Cross may already have disaster shelter agreements with facilities in Clackamas County, which would include an Americans with Disabilities accessibility standards and facility assessment.
- ☐ Develop and maintain MOUs related to disaster sheltering.
- ☐ Coordinate information regarding disaster shelters and resources with both activated as well as unaffected regions.
- ☐ Maintain liaisons and coordination with the American Red Cross, regional, state, and federal agencies within or outside of the region, as required.
- ☐ Assist H3S in the preparation of after-action reports when response operations end.

Department of Transportation - Clackamas County**Building Codes Division- Clackamas County**

- ☐ Evaluate new construction.
- ☐ Evaluate potential disaster shelter facility sites following an incident, using Applied Technology Council 20 rapid safety evaluation assessment.
- ☐ Assist CCDM in developing the Disaster Shelter Catalog, which will include a list of possible disaster shelter facilities which have been assessed before the event of a disaster or emergency.
- ☐ Work with Clackamas County Public Health in building assessment and evaluation, according to the Dangerous Buildings Ordinance, County Code Title 9.01.

SA 5. Disaster Sheltering

- ☐ Determine whether or not buildings can be used for their lawfully intended use following an incident.
- ☐ Evaluate building permit requests during the disaster recovery process.

Dog Services- Clackamas County

- ☐ Provide dog services for collocated pet sheltering during the activation of a disaster shelter, when possible.
- ☐ **Note:** Service animals are not pets. Shelter policy permits service animals in all parts of the disaster shelter where their owners may go (see Disaster Shelter Management Handbook for more information).

Public and Government Affairs – Clackamas County

- ☐ In coordination with the Public Information Officer/Joint Information System, communicate with the public before and after a disaster, specifically regarding disaster shelters, using the following information-sharing guidelines:
 - Provide specific steps for inclusion of DAFN individuals in the message content review process.
 - Provide information in multiple ways to reach the right people, at the right time, at the right place, with the right messages that can be understood and used.
 - Allow for targeting of specific groups with messaging.
 - Provide information in all major languages used in Clackamas County (i.e. English, Spanish, and Russian).
 - Use redundancy for public warnings and information: announce it, caption it, picture it, describe it, e-mail it, relay it, text it, post it, interpret it (language and sign), repeat it (frequently).
 - Directly connect with teletypewriters (TTYs).
 - Provide American Sign Language version of complex text information on websites.
 - Provide specific instructions about what to do (for example: take 72 hours of medications with you, lock your home, bring household pets and service animals, take food, water, and emergency kits).
 - Publicize and update transportation options and locations.
 - Provide specific information about the potential consequences of not evacuating/utilizing disaster shelters.

Incorporated Jurisdictions – Clackamas County

- ☐ Coordinate with H3S and CCDM to open a disaster shelter after an incident.

School Districts/Colleges – Clackamas County

- ☐ Coordinate with H3S and CCDM to open a disaster shelter after an incident.

SA 5. Disaster Sheltering

Note: School/education facilities are often ideal disaster shelter sites that comply with Americans with Disabilities Act facility standards of accessibility for all people. Standing agreements may exist between school districts, colleges, Clackamas County, and/or the American Red Cross when disaster shelters are needed. Schools and colleges that have been assessed as disaster shelter sites will be included in the CCDM Disaster Shelter Catalog once it is created.

The school districts and colleges that serve Clackamas County are:

- Clackamas Community College
- Marylhurst University
- Canby School District
- Estacada School District
- Lake Oswego School District
- North Clackamas School District
- Oregon Trail School District
- Colton School District
- Gladstone School District
- Molalla River School District
- Oregon City School District
- West Linn/Wilsonville School District
- Private Schools in the County

American Red Cross

The American Red Cross will partner with local government to help fulfill disaster sheltering services. However, after a major incident where there is widespread damage, American Red Cross resources may not fully mobilize. Until American Red Cross resources are fully mobilized, if they are able to be, Clackamas County will be required to manage, coordinate, and run all disaster shelter operations. If possible, the American Red Cross will provide a representative in the Clackamas County EOC or other communications link.

American Red Cross also provides shelter operations training to the public and to government employees. American Red Cross standards for disaster shelter services will guide the provision of disaster shelter services in Clackamas County.

The American Red Cross will:

- ☐ Provide long-term human services.
- ☐ Work on a case-by-case basis with federal resources on temporary accommodations for eligible clients impacted by disaster.
- ☐ Facilitate and support reunification programs in American Red Cross shelters.
- ☐ Promote public information sharing through its website.
- ☐ Provide food, shelter, emergency first aid, disaster mental health assistance, disaster information, and bulk distribution of relief items.

SA 5. Disaster Sheltering

- ☐ Support spontaneous shelters.
- ☐ Integrate community resources to enhance shelter and support services, and fill gaps in resource availability.
- ☐ Establish liaisons in the Clackamas County EOC.
- ☐ Open shelters at predesignated sites.

American Red Cross is the primary support agency to the State of Oregon for disaster sheltering, and is the leading NGO in nongovernmental disaster relief. A 2013 MOU describes the operating relationships between the American Red Cross and State of Oregon. This agreement can be found on OEM's website.

Nongovernmental Organizations

NGOs, including faith-based organizations, provide direct and ongoing services to communities during non-disaster times and may be able to support community recovery following an incident. NGOs may support local jurisdictions with disaster sheltering, language and culturally responsive needs, addressing a wide range of needs for various community members including DAFN individuals, and serving as a conduit for getting information to people that local government may have difficulty reaching. Many NGOs have existing contracts for services through H3S and can be contacted through them.

These local roles may include, but are not limited to:

- ☐ Providing support for community recovery and displaced individuals and families
- ☐ Assisting the transition from care and sheltering operations to interim housing arrangements
- ☐ Managing donations
- ☐ Casework
- ☐ Financial assistance
- ☐ Transportation assistance
- ☐ Counseling
- ☐ Long-term community planning
- ☐ Supporting housing reconstruction

Personal Assistance Services

Personal Assistance Services (PAS) are paid caregivers, and people who provide care through an agency, that assist people with physical, hearing, seeing, speaking, mental, and/or learning disabilities. This assistance includes a range of daily living activities such as feeding, dressing, toileting, and transferring. PAS resources and agreements can be planned for in advance for children and adults who require PAS assistance to maintain their health and safety in a disaster shelter. Many PAS have existing contracts for services through H3S and can be contacted through them.

SA 5. Disaster Sheltering

Community Organizations Active in Disaster

In addition to local NGOs, regional disaster relief organizations play a major role in response and recovery at the local level. Most of these organizations are part of the regional network, Community Organizations Active in Disaster (COAD). For an incident in Clackamas County, COAD members can be contacted through CCDM. Contact the current Chair of the Clackamas County COAD for more information on COAD resource activation and communications. See Appendix G for a list of Clackamas County COAD members.

The Private Sector

Businesses often donate goods or services to assist the community in its recovery from a disaster. Government entities may establish pre-disaster agreements/MOUs with local businesses to expedite the purchase or use of equipment and supplies required for disaster shelter operations.

Private-sector disaster response functions related to disaster shelter operations include:

- ☐ Assist in disaster sheltering operations.
- ☐ Work closely with local officials to provide essential services, such as water, power, communications, transportation, and medical care.

Recovery

Recovery activities take place **after** an emergency occurs and include actions to return to a normal or an even safer situation following an emergency. Recovery roles and responsibilities for SA 5 include:

All Tasked Agencies

- ☐ Demobilize response activities.
- ☐ Maintain incident documentation to support public and individual assistance processes.

CCDM

- ☐ Compile and keep all documentation collected relating to the management of law enforcement operations and the assets utilized during search and rescue related activities.
- ☐ Coordinate all after-action activities and implement corrective actions as appropriate.

Mitigation

Mitigation activities take place **before and after** an emergency occurs and includes activities that prevent an emergency, reduce the chance of an emergency happening, or reduce the damaging effects of unavoidable emergencies. Mitigation roles and responsibilities for SA 5 include:

All Tasked Agencies

- ☐ Participate in the hazard/vulnerability identification and analysis process.
- ☐ Take steps towards correcting deficiencies identified during the hazard/vulnerability identification and analysis process as appropriate.

Appendix C SA 5 Representative Checklist**Activation and Initial Actions**

- ☐ Report to the EOC Coordinator, Section Chief, Branch Coordinator, or other assigned supervisor.
- ☐ Become familiar with available job resources (e.g., plans, equipment, and staff) and EOC plans and forms.
- ☐ Review the EOC organization and staffing chart and understand your role in working with the various branches and sections.
- ☐ Equip your work station with necessary equipment and supplies and test functionality of all equipment.
- ☐ Obtain situation report(s), EOC Action Plan, and/or receive briefings from EOC and/or field personnel.

Initial Operational Periods

- ☐ Obtain a briefing from the person you are replacing.
- ☐ Attend meetings and briefings, as appropriate.
- ☐ Establish and maintain your position log with chronological documentation.
- ☐ Follow procedures for transferring responsibilities to replacements.
- ☐ Follow staff accountability and check-in/-out procedures when temporarily leaving your assigned work station.

Final Operational Periods

- ☐ Complete and submit all required documentation
- ☐ Ensure all materials are returned to their proper storage location and file requests for replacement of resources that are expended or inoperative
- ☐ Follow check-out procedures.
- ☐ Share lessons learned at After-Action Conferences to contribute to the After-Action Report and inform future activations.

Keys to Success: Information Management

Information management is getting the right information to the right people, in the right form, at the right time. It includes receiving, sorting, prioritizing, and delivering information.

- ☐ The EOC information management role for SA Leads and agency representatives includes:
 - Filter information for what is accurate, distill that information to what is useful, and push it to the appropriate people within the EOC or agency, contributing to a Common Operating Picture.
 - Serve as a conduit of information to and from agencies.
 - Supply accurate, appropriate, and up-to-date information to the Situation Report.

Keys to Success: Resource Management

Resource management is getting the right resources to the right place, at the right time. The resource request process is at its core and supports coordinated management of resource requests by local, state, and federal partners. Resources include equipment, supplies, and personnel.

The EOC Resource Management support role for SA Leads and agency representatives includes:

- ☐ Coordinate the contribution of resources from an agency to the response and recovery.
- ☐ Request resources from other sources and agencies.
- ☐ Keep the lines of communication open and provide specific information about what an agency can and cannot provide. The more specific and timely the information held by the Logistics Section is, the more efficiently it will support the request.