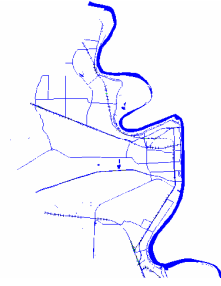


**WEST BATON ROUGE PARISH
OFFICE OF HOMELAND SECURITY
AND EMERGENCY PREPAREDNESS**



EMERGENCY SUPPORT FUNCTION 6

MASS CARE

I. PURPOSE

ESF 6 provides Mass Care, including Shelter, Mass Feeding and Housing and Human services support for victims of natural and technological emergencies and disasters:

- A. Mass Care will provide shelter during the emergency period and immediately following the disaster, in which victims are housed as a result of evacuation or, on a limited basis, pending repair of dwellings or assignment and movement into temporary housing. Emergency shelter is not intended for prolonged periods of occupancy due to the emergency nature of the activity and the requirements for mass feeding, bedding and adequate sanitary facilities. Shelter will include the mass feeding of victims and emergency workers through a combination of fixed sites, mobile feeding units and bulk distribution of food.
- B. Mass Care will coordinate with the Parish Health Unit and other medical agencies to ensure the provision of emergency first aid for victims and emergency workers at shelters and designated sites, and referral to appropriate medical facilities.
- C. Mass Care will collect and provide information about individuals in the emergency area through a Disaster Welfare Information system. Such information will be used to aid reunion of families and individuals separated by the emergency or disaster.
- D. Housing activities will provide for short and long-term housing needs of emergency and disaster victims. Housing activities may

include rental assistance, temporary housing, loans for house repair and/or replacement of primary residences.

- E. Human services include all government and relief organization actions to provide immediate assistance to victims of emergencies and disasters. It will include the provision and expedited processing of federal benefits claims, such as Social Security, disaster unemployment assistance, Veterans benefits and tax refunds.
- F. Human services may include, as appropriate, crisis counseling and supportive mental health services and such commodities as water, ice and other basic needs.

II. SITUATION AND ASSUMPTIONS

A. Situation

West Baton Rouge Parish could experience a variety of situations that would require mass care in a number of circumstances. In these instances shelter facilities will be designated for incarcerated, institutionalized, special needs groups, and parish residents.

1. Natural occurrences that could cause the need for the sheltering include hurricanes, floods, tornadoes, ice storms, or any combination thereof.
2. Technological Hazards that could result in sheltering include hazardous materials transportation accidents, and nuclear power plant accidents.
3. Terrorism or Enemy attack includes incidents that would threaten or cause damage to populated areas through the use of Weapons of Mass Destruction or sabotage of existing structures.

B. Assumptions

1. Public shelters will be manned and operable during the time of an emergency.
2. Not all residents will use shelters. It has been estimated that 17% of the population will seek American Red Cross designated shelters, 52% will go to a friend or relative's house, and 22% will use a hotel or motel whereas 9% will not evacuate.

3. American Red Cross will serve as the principal organization responsible for operating mass care facilities during disasters.
4. Sufficient warning time will be available to ensure that mass care facilities are opened in time to provide shelter and other services for people that have been evacuated.
5. Military Support, as approved by the Governor, will be available to support mass care operations.
6. The support of jurisdictions in pre-designated shelter sectors will provide similar mass care services when evacuees cannot be cared for in West Baton Rouge Parish or when mitigating circumstances deem necessary.

III. CONCEPT OF OPERATIONS

A. General

1. The West Baton Rouge Parish Shelter Program is provided through the efforts of the HSEP, the American Red Cross, the School Board, and the Louisiana Shelter Task Force. The agencies are utilized to afford the best available protection for those seeking shelter.
2. All shelter locations are determined by conditions such as elevation, and location of shelters relative to an incident. Where practical, available public and private facilities will be used as shelters, [\(Appendix 2\)](#) with the exception of sheltering outside of the jurisdiction. In which case the host jurisdiction will provide shelter facilities as they see fit.
3. West Baton Rouge Parish will keep evacuees and the general public informed on mass care facilities through the use of any and or all communications systems available.
4. The arrangement of operation of each mass care facility shall be as follows:
 - a. The American Red Cross will operate and be responsible for shelter facilities during any disaster in which sheltering is necessary.

- b. The American Red Cross will provide trained Shelter Managers and through coordination with the HSEP Director assign them as needed.
 - c. The primary mode of transportation to a shelter facility will be by private vehicle. Public emergency transportation will be provided where necessary.
 - d. The management team determines management structure of shelter facilities.
 - e. All communications from shelter facilities to general public, and inquiries as to the status of shelter patrons shall be routed through the Emergency Operation Center, Department of Social Services or American Red Cross
 - f. The shelter manager shall determine services provided to shelter patrons by determining availability, feasibility, and necessity. The American Red Cross shall conduct all shelter stocking and re-supply.
 - g. The American Red Cross will provide psychological first aid (crisis counseling) for disaster victims.
 - h. The American Red Cross will provide adequate signage or markings to designate shelters that are operational.
 - i. The American Red Cross in coordination with the HSEP may upgrade expedient or last resort shelters to normal operating shelter status and provide for adequate resources.
 - j. The American Red Cross in coordination with HSEP and the Louisiana Department of Social Services will assure availability of welfare assistance and services to eligible victims of emergencies and disasters.
 - k. The American Red Cross may establish service centers for granting relief to emergency/disaster victims
5. The Health and Medical Officer, as to the necessities of each individual, will evaluate Special Needs persons requiring shelter. A determination will be made as to which facility can provide necessary services, and method of transportation shall be determined where necessary.

6. Special need sheltering will be provided by GOHSEP. The Primary Region 2 Special Needs Shelter is the LSU Field House. Additional state shelters may be designated as necessary.

B. Phases of Management

1. Mitigation

West Baton Rouge Parish with the American Red Cross has determined the requirements for adequate shelters, their location and facilities available for supporting evacuees.

2. Preparedness

- a. The American Red Cross and the HSEP maintains lists of shelter personnel as to name, phone number and availability. [\(Appendix 3\)](#)
- b. Emergency Preparedness personnel and volunteers shall attend Red Cross shelter management classes and GOHSEP training classes when classes are offered.
- c. Shelter supplies are stocked and maintained by Louisiana Capital Area Chapter.

3. Response

- a. HSEP Director or his designated representative, in conjunction with recommendations from the incident commander, will make the decision of whether or not to open a shelter.
- b. If determined that opening a shelter is appropriate, the Emergency Operation Center shall notify the American Red Cross and the necessary personnel responsible for opening the shelters. A parish representative may be in each shelter.
- c. The Emergency Operation Center shall notify a designated shelter liaison official that will be responsible for monitoring the activities of the shelter.
- d. The Emergency Operation Center shall make public

information announcements to the media for general distribution.

- e. Assignment of evacuees to shelters and feeding facilities will be determined by the type of event and the number of persons in need.
- f. The American Red Cross will coordinate Psychological First Aid as needed.
- g. Maintain accurate Emergency Operation Center log, as well, as a shelter log.

4. Recovery

- a. Analyze transportation and re-entry conditions and problems. Obtain transportation.
- b. For extended stay:
 - i. Develop staffing levels.
 - ii. Render assistance to Red Cross mass care feeding and temporary housing as needed.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. Emergency Operations Staff

1. Parish President

Assumes responsibility for all sheltering efforts.

2. HSEP Director

- a. Manages the Emergency Operation Center, oversees its activation, and ensures it is staffed to support all mass care efforts.
- b. Coordinates with the local chapter of the American Red Cross, Salvation Army and other public service non-profit organizations, and personnel to perform mass care operations jobs.
- c. Coordinates volunteer support efforts to include the activities of volunteers from outside the jurisdiction

and the assistance offered by unorganized volunteer and neighborhood groups within the jurisdiction toward mass care operations.

- d. Reviews information to be provided to the public on mass care activities.
- e. Coordinates planning requirements with outside jurisdictions that have been identified as potentially hazard free and have agreed to house evacuees in their mass care facilities.
- f. Coordinates the provision of mass care needs for personnel performing medical duties during emergencies.

3. Law Enforcement

- a. Responsible for providing security at designated shelters.
- b. Provides traffic control during evacuee movement to mass care facilities.
- c. Provide alternate communication between shelters and the Emergency Operation Center.

4. Public Information Officer

Makes public announcements about availability of mass care facilities.

5. School Services Officer

- a. Responsible for making School Board resources available.
- b. Coordinates the transportation of school children to mass care facilities.
- a. Responsible for coordinating and obtaining transportation resources to ensure easy movement of people into mass care facilities.

6. Health & Medical Officer

- a. Coordinates the use of Health and Medical resources and personnel involved in providing medical assistance to mass care facilities.
- b. Assists facilities that provide care for special needs population.

V. DIRECTION AND CONTROL

- A. All shelter activities will be coordinated through the Emergency Operation Center.
- B. Shelter management will be responsible for the operation of their individual shelters.
- C. American Red Cross Shelter Managers will be responsible for reporting activities to American Red Cross Head Quarters in Baton Rouge.

VI. CONTINUITY OF GOVERNMENT

- A. Lines of succession for each department head are made in accordance with standard operating procedures established by each department.
- B. (See Basic Plan)

VII. ADMINISTRATION AND LOGISTICS

- A. Records and Reports
 1. All Emergency Operation Center Staff and personnel are responsible for keeping an accurate log of all activities and communications that take place in their capacity.
 2. Shelter Managers are responsible for the shelter logs and registration documents associated with mass care facilities.
- B. Shelter Facilities

[Appendix 2](#) includes a listing of all shelter facilities in Parish Jurisdiction.

VIII. PLAN DEVELOPMENT, MAINTENANCE AND EXECUTION

- A. The HSEP Director has the responsibility for coordinating revision of this annex, keeping attachments current.
- B. Directors of supporting agencies bear the responsibility of maintaining internal plans, implementing procedures and resource data to ensure effective response to an emergency.
- C. American Red Cross and all other agencies given responsibility in this plan, in coordination with the HSEP are responsible for maintenance of their respective annexes or appendices.

IX. AUTHORITIES AND REFERENCES

A. Authorities

(See Basic Plan)

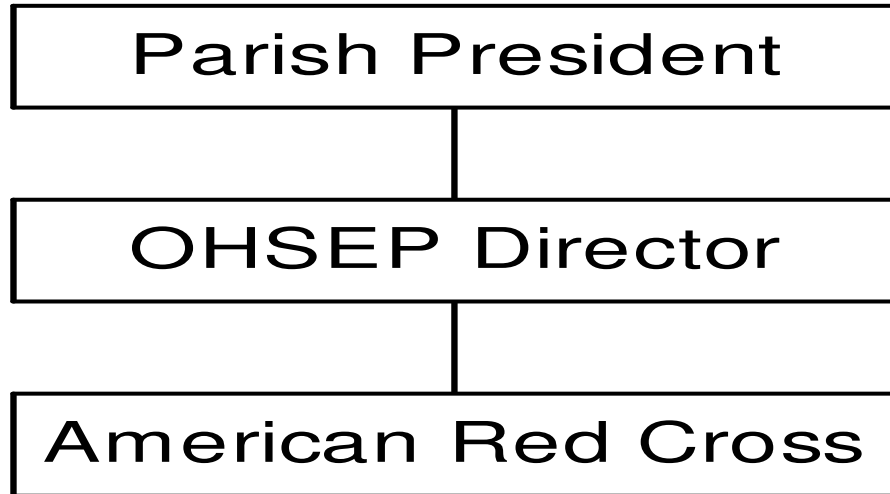
B. References

1. Guide for All Hazard Emergency Operations Planning, (SLG) 101, 1996, Federal Emergency Management Agency

APPENDICES:

- (1) Organization Chart
- (2) Responsibility Chart
- (3) List of Shelters, with addresses, capacity and contact information
- (4) Call out list of shelter managers and workers
- (5) Call out list of first aid providers
- (6) Call out list of crisis counseling and mental health providers
- (7) List of human services providers

Organizational Chart



West Baton Rouge Parish Shelter Listings

Shelter Personnel Listing