

## **MASS CARE**

### **I. PURPOSE**

The purpose of this Annex is to establish plans, procedures, policies and guidelines for the providing of temporary lodging, feeding, and general welfare of persons forced to leave their homes due to any kind of emergency, disaster or precautionary evacuation.

### **II. SITUATION**

- A. The County Hazard Identification identified numerous hazards that could cause an evacuation of some portion of the County (see Annex E, evacuation). Although the county has a resident population of approximately 12000, there is no conceivable hazard which would require mass care of the full population. The most likely scenarios range from a few families to as many as 2000 persons which could result from a hazardous material incident in Rock Rapids.
- B. Transient population needing mass care could be motorists stranded due to a sudden blizzard or the overnight occupants of the nearly 20 motel/hotel beds in Rock Rapids if an accident or disaster requires their evacuation. Motel facilities are located along Highway 9 in the County.

### **III. ASSUMPTIONS AND PLANNING FACTORS**

- A. The Department of Human Services will manage and coordinate mass care operations within their capability.
- B. Other professional/volunteer organizations which normally respond to emergency/disaster situations will do so.
- C. Assistance from outside the county through mutual aid agreements and from state and federal level emergency orientated agencies is available.

- D. Facilities planned for mass care use will be available at the time of need. Lodging facility capacities are based on 40 square feet per space.
- E. Experience has shown that under localized emergency conditions, a high percentage of evacuees will seek shelter with friends or relatives rather than go to established shelters. This figure could be much lower under a national emergency situation.
- F. Essential public and private services in reception areas will be continued during a mass care situation. Normal activities in some schools and churches may have to be curtailed or discontinued.
- G. If the threat of an evacuation is due to a visible hazard or has been discussed in the media, some spontaneous evacuation will occur prior to implementing order. Therefore, mass care operations may have to commence early in any disaster period.

#### **IV. ORGANIZATION AND RESPONSIBILITIES**

The ultimate responsibility for the care of evacuees in Lyon County rests with local government.

##### A. Siouxland Chapter, American Red Cross

The Disaster Chairman of the Siouxland Chapter of the American Red Cross will serve as Mass Care Coordinator.

The nature and scope of the emergency will determine specific actions to be taken by the Red Cross, but in any case, the Red Cross will be responsible for carrying out its mandated responsibilities as indicated in Act of Congress, January 5, 1905, as amended, 36 U.S.C. If necessary, public announcements shall be made urging residents to share their homes with evacuees. The County Red Cross Disaster Chairman shall appoint persons to be a lodging coordinator, feeding coordinator and registration coordinator.

##### B. Supporting Organizations

The Salvation Army and other disaster relief organizations will support mass care operations as provided for in their plans and procedures.

##### C. Superintendents from each of the four School Districts.

## V. CONCEPT OF OPERATIONS

### A. American Red Cross Functions/Other Volunteer Organizations

The Siouxland Chapter of the American Red Cross will manage congregate care operations. They will work with the Human Services Director to insure effective coordination of resources.

1. Temporary Lodging: when lodging facilities are opened by the Red Cross, it will be the responsibility of the Red Cross to maintain all functions and staffing according to Red Cross policy.
2. Feeding: as needed, meals and snacks will be provided to evacuees and workers through both mobile units and fixed feeding sites. Red Cross will be responsible for meal planning, coordination of mobile feeding, identifying feeding sites and resources for the procurement of food and related supplies.
3. Registration: Red Cross will assist local government in the registration of evacuees, and as applicable, will share information with appropriate government agencies of those evacuees who are housed in Red Cross shelters.

### B. Implementation

1. Provisions of this plan concerning mass care will be implemented as soon as a need for temporary lodging or feeding is noted. While a coordinated government/Red Cross decision is desirable, the Red Cross may independently activate their operations.
2. Red Cross shall develop instructions when needed for evacuee usage: information showing in hosting areas reception centers, shelters, lodging, feeding facilities, and medical clinics.

### C. Registration

#### 1. Registration Center Actions

- a. Register all individuals and families.
- b. Assign individuals and families to lodging and feeding.
- c. Maintain records of assignments to insure the

equitable distribution of evacuees.

- d. Maintain locator records to provide information to authorized persons or agencies.
- e. Provide for counseling and possible financial assistance.
- f. Provide for parking and area security.

## 2. Registration Center Policies

- a. The Registration Center will remain open continuously until all evacuees are cared for.
- b. If necessary, and time permitting, positions will be provided in the Center for state agencies and private, volunteer organizations who may be able to provide assistance to the evacuees as they are processed.
- c. As evacuees arrive at the Center, all individuals and heads of households will be required to register.
- d. At the time of registration, evacuees will be questioned about the need for assistance and will be directed to agencies with capabilities to meet their needs.
- e. After registering, those individuals/families with a place to stay may proceed. Individuals/families needing lodging will be assigned to housing at a designated facility.
- f. Feeding may be available at the lodging facility. If not, feeding facility assignment forms will be provided to each person assigned to the lodging facility.
- g. Persons who have pets will be directed to facilities where the pets will be cared for (if available). No pets will be allowed in lodging facilities.

## **VI. ADMINISTRATION AND LOGISTICS**

### A. Records

The Red Cross and Human Services will maintain records of all expenses incurred by their mass care activities. The Executive Group will insure that adequate records

of local government expenses are maintained.

B. Facilities

The American Red Cross in coordination with the Human Services Director shall identify facilities for the short term use of lodging and feeding for evacuees that do not require fallout shelter protection (school, churches, motels, restaurants).

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**MASS CARE  
EMERGENCY RESPONSE CHECKLIST**

**Position/Organization**

**PREPAREDNESS PHASE**

**COORDINATOR**

- \_\_\_\_\_ Prepare to implement \_\_\_\_\_ (organization) Mass Care actions
- \_\_\_\_\_ Maintain a trained cadre of Mass Care personnel
  - \_\_\_\_\_ Facility Managers
  - \_\_\_\_\_ Feeding Supervisors
  - \_\_\_\_\_ Case Workers
  - \_\_\_\_\_ Crisis Counselors
- \_\_\_\_\_ Establish Mass Care Training Programs
- \_\_\_\_\_ Prepare Facility Management Kits
- \_\_\_\_\_ Prepare Registration Kits to include an adequate supply of forms
- \_\_\_\_\_ Advise the Executive Group on Mass Care matters

**DIRECTOR**

- \_\_\_\_\_ Notify Red Cross of potential Mass Care need
- \_\_\_\_\_ Support Red Cross preparatory actions
- \_\_\_\_\_ Review and update lists of lodging and feeding facilities
- \_\_\_\_\_ Arrange with owners for use of potential lodging/feeding facilities

**RESPONSE PHASE**

**MASS CARE COORDINATOR (RED CROSS)**

- \_\_\_\_\_ Implement Red Cross Mass Care procedures
- \_\_\_\_\_ Select facilities to be used for registration for lodging and feeding

**MASS CARE  
EMERGENCY RESPONSE CHECKLIST**

**Position/Organization**

**RESPONSE PHASE (continued)**

**MASS CARE COORDINATOR (RED CROSS) (continued)**

- \_\_\_\_\_ Manage all Mass Care operations within capability
- \_\_\_\_\_ Provide individual and family support services at lodging sites
- \_\_\_\_\_ Advise County Emergency Management Coordinator of support requirements
- \_\_\_\_\_ Advise the Executive Group of Mass Care matters

**DIRECTOR**

- \_\_\_\_\_ Arrange for local health and mental health to support Mass Care operations
- \_\_\_\_\_ Coordinate transportation requirements
- \_\_\_\_\_ Monitor individuals/groups with special needs (health care patients, elderly, handicapped, etc.)

**LAW ENFORCEMENT AGENCIES**

- \_\_\_\_\_ Provide security and law enforcement at Mass Care facilities

**FIRE DEPARTMENTS**

- \_\_\_\_\_ Survey Mass Care facilities for fire safety

**RECOVERY PHASE**

**MASS CARE COORDINATOR (RED CROSS)**

- \_\_\_\_\_ Maintain lodging and feeding facilities until no longer required
- \_\_\_\_\_ Determine long term lodging requirements and other unmet needs in support of DAC operations
- \_\_\_\_\_ Deactivate unnecessary facilities and clean and return them

to original condition

**MASS CARE  
EMERGENCY RESPONSE CHECKLIST**

**Position/Organization**

**RECOVERY PHASE (continued)**

**DIRECTOR**

- \_\_\_\_\_ Advise Red Cross when evacuees may return home
- \_\_\_\_\_ Arrange for return of evacuees to homes; provide necessary transportation support
- \_\_\_\_\_ Continue to support Red Cross Mass Care operations; assist in shut down

**\*TEMPORARY LODGING  
(Congregate Care Facilities)**

<b>LOCATION</b>	<b>FAC NO.</b>	<b>FACILITY/ADDRESS</b>	<b>* CAPACITY</b>
Rock Rapids			
Holy Name Catholic		(Handicap Entrance)	250
Central Lyon Elementary		(Handicap Entrance)	750
Central Lyon High School		(Handicap Entrance)	750
Immanuel Lutheran Church		(Chair Lift Elevator)	250
United Methodist Church			200
Community Building			300
Congregational United Church			165
George			
Ebenezer Presbyterian		(Elevator)	250
Evangelical Methodist			75
Central Baptist			75
George Community School			275
Tabernacle			250
Inwood			
First Reform		(Elevator)	200
Methodist Church			100
Assembly of God Church			125
Little Rock			
Salem Reform Church			240
First Presbyterian Church			125
Lester			
Apostolic Christian Church			400
Bethel Reform Church			75
Lester Community Building			200
Larchwood			
English Lutheran Church			75
United Church of Christ			50
St Mary's Catholic Church			175

\* Temporary lodging capacity must be sufficient to lodge relocatees from nuclear attack risk area.

\*\* FEEDING FACILITIES

<u>LOCATION</u>	<u>FAC. NO.</u>	<u>FACILITY/ADDRESS</u>	<u>* CAPACITY</u>
Rock Rapids			
		Central Lyon Community School (Handicap)	600
		Holy Name Catholic Church (Handicap)	500
		Immanuel Lutheran Church (Chair Lift)	400
		Community Building	800
		First Reform Church (Handicap)	500
Little Rock			
		Little Rock School	200
		Salem reform Church	175
		First Presbyterian	125
George			
		George Comm. School	400
		Good Samaritan	175
		Presbyterian Ebenezer Church (Elevator)	225
		Evangelical United Methodist Church	125
		Tabernacle Church	225
Inwood			
		First reform Church (Elevator)	225
		Bethlehem Lutheran Church	225
		Bethel United Methodist Church	175
		Assembly of God	125
		Fellowship Village	200
Lester			
		Apostolic Christian Church	700
		Lester Community Building	600

\* Capacity based on three settings (persons) per chair for one hour.



I  
4

REGISTRATION FORM FOR EVACUEES ASSIGNED  
TO CONGREGATE CARE HOUSING/VOLUNTEER HOMES

\_\_\_\_\_  
DATE IN  
OUT

\_\_\_\_\_  
DATE

1. \_\_\_\_\_

\_\_\_\_\_  
(NAME - HEAD OF HOUSEHOLD)  
(SEX)

\_\_\_\_\_  
(AGE)

2. \_\_\_\_\_

\_\_\_\_\_  
(SPOUSE)

3. \_\_\_\_\_

\_\_\_\_\_  
(FAMILY MEMBER)

4. \_\_\_\_\_

\_\_\_\_\_  
(FAMILY MEMBER) (CONTINUE ON BACK IF NEEDED)

5. \_\_\_\_\_

\_\_\_\_\_  
(HOME ADDRESS)

6. \_\_\_\_\_

\_\_\_\_\_  
(SPECIAL PHYSICAL/MEDICAL REQUIREMENTS)

7. \_\_\_\_\_ 8. \_\_\_\_\_

\_\_\_\_\_  
(CONGREGATE CARE HOUSING ASSIGNED) (FEEDING FAC.  
ASSIGNED)

9. \_\_\_\_\_

\_\_\_\_\_  
(VOLUNTEER HOME - NAME OF HOMEOWNER AND ADDRESS)

10. \_\_\_\_\_

\_\_\_\_\_  
IN CASE OF EMERGENCY - NOTIFY: NAME, ADDRESS, TELEPHONE NO.

\_\_\_\_\_

REGISTRATION FORM FOR EVACUEES  
NOT HOUSED IN CONGREGATE CARE HOUSING

\_\_\_\_\_  
DATE IN

(HOUSED WITH FRIENDS/RELATIVES/MOTELS/ETC) DATE OUT

1. \_\_\_\_\_

(NAME - HEAD OF HOUSEHOLD) (AGE)

(SEX)

2. \_\_\_\_\_

(SPOUSE)

3. \_\_\_\_\_

(FAMILY MEMBER)

4. \_\_\_\_\_

(FAMILY MEMBER) (CONTINUE ON BACK IF NEEDED)

5. \_\_\_\_\_

— (HOME ADDRESS)

6. \_\_\_\_\_

— (SPECIAL PHYSICAL/MEDICAL REQUIREMENTS)

7. \_\_\_\_\_

— (FEEDING FACILITY ASSIGNED - IF APPLICABLE)

8. \_\_\_\_\_

— (NAME OF FRIEND/RELATIVE/MOTEL - ADDRESS / TELEPHONE NO)

9. \_\_\_\_\_

— IN CASE OF EMERGENCY - NOTIFY: NAME, ADDRESS, TELEPHONE NO.

**RECEPTION AND CARE - EVACUATION  
EMERGENCY RESPONSE CHECKLIST**

**Position/Organization**

**READINESS PERIOD**

**MASS CARE COORDINATOR (RED CROSS)**

- \_\_\_\_\_ Prepare to implement the Red Cross Mass Care procedures; fill vacant key staff positions
- \_\_\_\_\_ Coordinate Reception and Care communications with Communications Officer
- \_\_\_\_\_ Establish liaison with the risk county and determine status
- \_\_\_\_\_ Coordinate preparation of public information with PIO
- \_\_\_\_\_ Provide advice and guidance on Reception and Care to the EOC Staff

**REGISTRATION COORDINATOR**

- \_\_\_\_\_ Coordinate readiness of Registration Centers
- \_\_\_\_\_ Fill vacant support staff positions
- \_\_\_\_\_ Review and update registration forms
- \_\_\_\_\_ Review and update registration packet (handouts); coordinate with the PIO
- \_\_\_\_\_ Arrange for printing of forms and handouts
- \_\_\_\_\_ Prepare Registration Center for use
- \_\_\_\_\_ Determine equipment and supplies needed (desks, chairs, typewriters, etc.)
- \_\_\_\_\_ Determine registration process and set up Registration Center processing lines
- \_\_\_\_\_ Determine cross reference system (locator, assignments, occupation skills, medical, etc.)

\_\_\_\_\_ Solicit volunteer host families through the PIO

**RECEPTION AND CARE - EVACUATION  
EMERGENCY RESPONSE CHECKLIST**

**Position/Organization**

**READINESS PERIOD (continued)**

**REGISTRATION COORDINATOR (continued)**

- \_\_\_\_\_ Coordinate public information releases for relocatees with the PIO
- \_\_\_\_\_ Arrange for First Aid Stations at Registration Centers with Medical Officer
- \_\_\_\_\_ Arrange for "snack" feeding at Registration Centers with Feeding Coordinator
- \_\_\_\_\_ Determine possible transportation requirements; advise Transportation Coordinator
- \_\_\_\_\_ Coordinate which facilities will be assigned first with Lodging Coordinator
- \_\_\_\_\_ Advise Mass Care Coordinator when ready to receive relocatees
- \_\_\_\_\_ Receive and process volunteer home applications
- \_\_\_\_\_ Be prepared for influx of voluntary relocatees
- \_\_\_\_\_ Establish procedures for locator system
- \_\_\_\_\_ Coordinate parking and traffic flow procedures with Law Enforcement

**LODGING COORDINATOR**

- \_\_\_\_\_ Coordinate preparations to lodge relocatees
- \_\_\_\_\_ Determine availability of Manager
- \_\_\_\_\_ Designate Lodging Facility Manager and provide list to EOC and Registration Centers
- \_\_\_\_\_ Establish Accelerated Training Program for Lodging Facility Manager
- \_\_\_\_\_ Plan for establishing District and Lodging Section Offices

**RECEPTION AND CARE - EVACUATION  
EMERGENCY RESPONSE CHECKLIST**

**Position/Organization**

**READINESS PERIOD (continued)**

**LODGING COORDINATOR (continued)**

- \_\_\_\_\_ Alert owners of facilities that may be used if evacuation is implemented
- \_\_\_\_\_ Inspect all lodging facilities to insure readiness
- \_\_\_\_\_ Determine priority of lodging assignments
- \_\_\_\_\_ Coordinate with Registration Coordinator on numbers to be assigned

**FEEDING COORDINATOR**

- \_\_\_\_\_ Coordinate preparations to feed relocatees
- \_\_\_\_\_ Designate Feeding Facility Manager
- \_\_\_\_\_ Review and update feeding facility listing
- \_\_\_\_\_ Select and alert volunteers to help serve food
- \_\_\_\_\_ Alert volunteer support organizations
- \_\_\_\_\_ Determine feeding policy with Mass Care Coordinator and Executive Staff
- \_\_\_\_\_ Print meal tickets (if applicable)
- \_\_\_\_\_ Alert commercial feeding establishments
- \_\_\_\_\_ Coordinate priority order of establishing feeding facilities with Registration Coordinator
- \_\_\_\_\_ Confirm numbers to be assigned with the Registration Coordinator
- \_\_\_\_\_ Inspect all feeding facilities for readiness
- \_\_\_\_\_ Inventory food preparation equipment

**RECEPTION AND CARE - EVACUATION  
EMERGENCY RESPONSE CHECKLIST**

**Position/Organization**

**READINESS PERIOD (continued)**

**FEEDING COORDINATOR (continued)**

- \_\_\_\_\_ Coordinate initial food supply needs with Resource Group
- \_\_\_\_\_ Coordinate set up of snack feeding at Registration Centers

**TRANSPORTATION COORDINATOR**

- \_\_\_\_\_ Coordinate preparations to meet transportation needs
- \_\_\_\_\_ Prepare to move evacuees from the Registration Centers to lodging facilities
- \_\_\_\_\_ Consult with the Resource Group on available transportation resources
- \_\_\_\_\_ Prepare to deliver food to central preparation facilities
- \_\_\_\_\_ Prepare to deliver prepared food as required
- \_\_\_\_\_ Consult with Mass Care Coordinator concerning need for mass transit system

**MOVEMENT PERIOD**

**MASS CARE COORDINATOR (RED CROSS)**

- \_\_\_\_\_ Make decisions concerning reception and care
- \_\_\_\_\_ Advise key staff that evacuation has been implemented
- \_\_\_\_\_ Periodically brief EOC Staff on Reception and Care status
- \_\_\_\_\_ Maintain liaison with risk area officials
- \_\_\_\_\_ Coordinate communications support with Communications Officer
- \_\_\_\_\_ Continue public information support

**RECEPTION AND CARE - EVACUATION  
EMERGENCY RESPONSE CHECKLIST**

**Position/Organization**

**MOVEMENT PERIOD (continued)**

**REGISTRATION COORDINATOR**

- \_\_\_\_\_ Implement plans for registering relocatees
- \_\_\_\_\_ Activate Registration Centers (if not already operating)
- \_\_\_\_\_ Arrange for 24-hour manning of Registration Centers (12-hour shifts)
- \_\_\_\_\_ Register relocatees; assign lodging, feeding and shelter according to priorities
- \_\_\_\_\_ Assign relocatees to host families as available
- \_\_\_\_\_ Implement locator system and cross-index file
- \_\_\_\_\_ Establish reporting timetable Managers
- \_\_\_\_\_ Implement reporting process (every 3 hours to EOC)
- \_\_\_\_\_ Maintain flow of information to relocatees
- \_\_\_\_\_ Monitor parking and registration traffic; advise law enforcement

**LODGING COORDINATOR**

- \_\_\_\_\_ Implement plans for lodging relocatees
- \_\_\_\_\_ Coordinate and resolve lodging problems
- \_\_\_\_\_ Continue orientation and training of facility managers
- \_\_\_\_\_ Continue to ready facilities for occupancy; advise Registration Coordinator when ready
- \_\_\_\_\_ Monitor registration and assignment process
- \_\_\_\_\_ Coordinate with risk area liaison personnel for management support



**RECEPTION AND CARE - EVACUATION  
EMERGENCY RESPONSE CHECKLIST**

**Position/Organization**

**MOVEMENT PERIOD (continued)**

**FEEDING COORDINATOR**

- \_\_\_\_\_ Implement plans for feeding relocatees
- \_\_\_\_\_ Start snack feeding at the Registration Centers
- \_\_\_\_\_ Finalize feeding policy
- \_\_\_\_\_ Work with Registration Coordinator during assignment of relocatees
- \_\_\_\_\_ Monitor numbers of relocatees assigned to each feeding facility
- \_\_\_\_\_ Monitor issuance of meal tickets (if required)
- \_\_\_\_\_ Continue to ready feeding facilities and advise EOC when ready
- \_\_\_\_\_ Coordinate supplies of raw food and advise Resource Group of needs
- \_\_\_\_\_ Start preparing hot food at central locations
- \_\_\_\_\_ Start two meal/day feeding to Relocatees in lodging facilities
- \_\_\_\_\_ Commence delivery of prepared food as required
- \_\_\_\_\_ Coordinate with commercial feeding facilities
- \_\_\_\_\_ Expand to new feeding facilities as needed

**TRANSPORTATION COORDINATOR**

- \_\_\_\_\_ Implement plans for transportation support
- \_\_\_\_\_ Advise Mass Care Coordinator on transportation requirements and status
- \_\_\_\_\_ Obtain bus and truck resources
- \_\_\_\_\_ Begin transporting relocatees from Registration Centers to

lodging facilities

**RECEPTION AND CARE - EVACUATION  
EMERGENCY RESPONSE CHECKLIST**

**Position/Organization**

**MOVEMENT PERIOD (continued)**

**TRANSPORTATION COORDINATOR (continued)**

- \_\_\_\_\_ Monitor use of relocatee parking areas as required
- \_\_\_\_\_ Deliver snack food to Registration Centers
- \_\_\_\_\_ Establish loop transit system as required in coordination with risk area liaison including service to the Emergency Clinic
- \_\_\_\_\_ Start delivery of raw food to food preparation centers and feeding facilities as required
- \_\_\_\_\_ Start delivery of raw food to commercial feeding facilities as required
- \_\_\_\_\_ Monitor opening of feeding facilities and deliver prepared food as necessary

**RELOCATED PERIOD**

**MASS CARE COORDINATOR (RED CROSS)**

- \_\_\_\_\_ Continue to manage support of relocated population
- \_\_\_\_\_ Continue to advise EOC Staff on reception and care problems and status
- \_\_\_\_\_ Coordinate with the Risk County Liaison Team
- \_\_\_\_\_ Coordinate preparation of shelter capabilities with the Shelter Coordinator
- \_\_\_\_\_ Continue coordinated flow of public information

**REGISTRATION COORDINATOR**

- \_\_\_\_\_ Maintain minimal Registration Center capability
- \_\_\_\_\_ Assume role as support coordination for lodging facilities
- \_\_\_\_\_ Reduce staff to essential people

**RECEPTION AND CARE - EVACUATION  
EMERGENCY RESPONSE CHECKLIST**

**Position/Organization**

**RELOCATED PERIOD (continued)**

**REGISTRATION COORDINATOR (continued)**

- \_\_\_\_\_ Maintain locator file and response to queries
- \_\_\_\_\_ Maintain cross reference file and coordinate with Resource Group
- \_\_\_\_\_ Revert to 24-hour reporting to EOC
- \_\_\_\_\_ Discontinue snack feeding at Reception Centers

**LODGING COORDINATOR**

- \_\_\_\_\_ Monitor status of lodging facilities and registration process
- \_\_\_\_\_ Update risk area liaison on lodging status
- \_\_\_\_\_ Turn over primary lodging management to risk area liaisons
- \_\_\_\_\_ Coordinate lodging problems with Executive Staff
- \_\_\_\_\_ Continue flow of public information to relocatees
- \_\_\_\_\_ Arrange for relief personnel for all staff positions (12-hour shifts)
- \_\_\_\_\_ Insure that relocatee "self-care" committees are organized at all levels

**FEEDING COORDINATOR**

- \_\_\_\_\_ Continue mass feeding operations
- \_\_\_\_\_ Monitor status of mass feeding and resource problems
- \_\_\_\_\_ Discontinue snack feeding at Registration Centers
- \_\_\_\_\_ Continue to prepare food as required for two meals per day
- \_\_\_\_\_ Coordinate turnover of feeding management to Risk Area Liaison Team

**RECEPTION AND CARE - EVACUATION  
EMERGENCY RESPONSE CHECKLIST**

**Position/Organization**

**RELOCATED PERIOD (continued)**

**FEEDING COORDINATOR (continued)**

\_\_\_\_\_ Obtain staff and worker support from relocatees

\_\_\_\_\_ Coordinate with commercial feeding facilities

**TRANSPORTATION COORDINATOR**

\_\_\_\_\_ Monitor the status of transportation services; continue to support transportation requirements

\_\_\_\_\_ Coordinate with the Risk Area Liaison Team transportation people

\_\_\_\_\_ Monitor relocatee parking requirements and coordinate with law enforcement

\_\_\_\_\_ Turn management of relocatee transportation support over to risk area liaison

\_\_\_\_\_ Continue to deliver raw food as required

\_\_\_\_\_ Continue to deliver prepared food in accordance with feeding schedules

\_\_\_\_\_ Monitor public and specialized transportation needs

\_\_\_\_\_ Prepare to support the shelter stocking program

**REOCCUPATION PERIOD**

**MASS CARE COORDINATOR (RED CROSS)**

\_\_\_\_\_ Coordinate return of facilities to normal condition

\_\_\_\_\_ Consolidate all files for final review

\_\_\_\_\_ Continue status reports until all relocatees have departed

\_\_\_\_\_ Advise staff that evacuation will be terminated

**RECEPTION AND CARE - EVACUATION  
EMERGENCY RESPONSE CHECKLIST**

**Position/Organization**

**REOCCUPATION PERIOD (continued)**

**MASS CARE COORDINATOR (RED CROSS) (continued)**

- \_\_\_\_\_ Coordinate with risk area liaison to determine when to release relocatees
- \_\_\_\_\_ Coordinate the departure of relocatees
- \_\_\_\_\_ Coordinate flow of return information to relocatees

**REGISTRATION COORDINATOR**

- \_\_\_\_\_ Terminate Registration Center support activities
- \_\_\_\_\_ Continue to file periodic reports until all relocatees have departed
- \_\_\_\_\_ Terminate operation of Registration Centers after relocatees have returned home
- \_\_\_\_\_ Consolidate files for storage
- \_\_\_\_\_ Ensure cleanup of Registration Centers

**LODGING COORDINATOR**

- \_\_\_\_\_ Terminate lodging operations as facilities are emptied
- \_\_\_\_\_ Instruct all relocatees to "check out" before leaving facility
- \_\_\_\_\_ Monitor departure flow of relocatees
- \_\_\_\_\_ Report status of facilities to Mass Care Coordinator
- \_\_\_\_\_ Supervise cleanup of all facilities
- \_\_\_\_\_ Return facilities to control of owners

**RECEPTION AND CARE - EVACUATION  
EMERGENCY RESPONSE CHECKLIST**

**Position/Organization**

**REOCCUPATION PERIOD (continued)**

**FEEDING COORDINATOR**

- \_\_\_\_\_ Continue two meal/day feeding until all relocatees depart
- \_\_\_\_\_ Coordinate with Lodging Facility Managers to determine number of relocatees remaining
- \_\_\_\_\_ Close down feeding facilities as relocatees depart
- \_\_\_\_\_ Return food preparation centers to normal
- \_\_\_\_\_ Return unused food supplies to Resource and Supply for disposition
- \_\_\_\_\_ Supervise cleanup of all feeding facilities
- \_\_\_\_\_ Return feeding facilities to control of owners

**TRANSPORTATION COORDINATOR**

- \_\_\_\_\_ Discontinue public transportation as relocatees depart
- \_\_\_\_\_ Continue to deliver raw food to preparation centers and restaurants until relocatees have departed
- \_\_\_\_\_ Support movement of persons without vehicles back to risk area
- \_\_\_\_\_ Discontinue delivery of prepared food as feeding facilities shut down
- \_\_\_\_\_ Support return of unused supplies to distribution center and stores

**OPERATING PROCEDURE**  
**EVACUATION - REGISTRATION**

**I. PURPOSE**

The purpose of this Operating Procedure is to define staffing requirements and actions necessary to register relocatees in the event crisis relocation is implemented.

**II. ORGANIZATIONAL REQUIREMENTS AND RESPONSIBILITIES**

A. Registration Coordinator

1. Responsible for overall registration operations.
2. Advises the Mass Care Coordinator on registration status and procedures.
3. Coordinates with Lodging, Feeding, Shelter, and Transportation Coordinators.

B. Registration Center Supervisor (2)

1. Supervises activities at an assigned registration center.
2. Assists the Registration Coordinator.
3. Prepares and submits reports as required by local officials.
4. Provides adequate staff for the Registration Center; establishes shift schedule to insure 24-hour operation.

C. Assistant Supervisor - Registration (2)

1. Coordinates the registration process.
2. Receives volunteer home applications.
3. Assigns relocatees to lodging facilities (public and volunteer homes.)

D. Assistant Supervisor - Material Support

1. Assists both Lodging Facility Managers and Feeding Facility Managers in obtaining equipment and



supplies needed for the care and feeding of  
evacuees.

2. Obtains and maintains an adequate supply of registration forms and other supplies.
3. Coordinates the printing of relocatee handout material with the Public Information Officer.
4. Coordinates reception transportation requirements with the Transportation Coordinator.
5. Coordinates communications requirements with the Communications Officer.
6. Coordinates needs with Resource and Supply Coordinator.

E. Assistant Supervisor - Records (2)

1. Compiles data and maintains official records and a locator system.
2. Maintains record of registrations for accounting and reporting purposes.
3. Maintains records for equitable distribution of relocatees among lodging facilities.
4. Maintains records of assignment to feeding facilities.
5. Maintains records for the purpose of establishing fiscal responsibility.
6. Consolidates lists of skilled relocatees in support of the Personnel Resource Coordinator.
7. Provides such other advice and assistance as may be needed.

F. Public Information Officer (See Annex E)

1. Maintains contact with Registration Coordinator to be apprised of situation, instructions and current developments.
2. Maintains contact with Lodging Facility Managers to keep them up-to-date.
3. Provides information to relocatees within guidelines established by \_\_\_\_\_ County authorities.

**III. OPERATIONS**

The function of the Registration Center is to receive,

register and assign relocatees to congregate care housing,

feeding, and fallout shelter facilities. After all relocatees have been registered and assigned, the Registration Centers will remain in operation and will function as the Lodging District and Section Offices. Specific tasks of the Registration Staff are contained in the Emergency Response Checklists (Appendix 1, Attachment 1). Some general registration functions and guidelines are:

A. Assignment Policy

Assignment to lodging facilities will be made without regard to sex, race or religious convictions. Family units will remain intact at all times. Aged, infirm, or handicapped persons will be given special consideration, such as assignment to facilities with elevators or no stairs, to those closest to feeding facilities, or to volunteer host homes. Critical workers, and their families, assignment will be coordinated with the registration coordinator to insure that agency or company organization structure is maintained where possible.

B. Registration Procedure

Each relocatee, or head of household in the case of family units, will complete a registration form in duplicate. One copy will go to registration records for the locator file and one copy to be used by personnel resources for work assignments.

C. Reception and Care Information

Each relocatee or relocating family will be given an assignment sheet listing their lodging and feeding facilities and their assigned fallout shelter - plus a map of the lodging section with their facility marked. Additional handouts, information sheets, rules and procedures, etc., will be provided by the Information Officer and distributed to relocatees during registration. Camera-ready forms and maps of traffic routes and Lodging Sections are included in the Registration Readiness Package.

D. First Aid Station

First Aid Stations will be established at each registration center by the Medical Coordinator. Each station will be supervised by a qualified nurse, EMT or First Aid person. Preliminary mental health counseling may also be available.

E. Feeding

Snack food and beverage stations will be established at the Registration Centers by the Reception and Care Feeding Coordinator.

F. Parking and Traffic Control

Traffic control will be provided by Law Enforcement. Adequate parking is available at the registration centers.

G. Reporting

The status of the registration process will be reported to the EOC periodically. A full report including total relocatees registered and facilities in use will be provided every 12 hours for the first three days and every 24 hours thereafter on a schedule as determined by the Mass Care Coordinator.

H. Volunteer Host Families

Residents will be solicited to volunteer to host a relocatee family. Instructions for volunteer host families and a volunteer registration form are contained in Attachment 2 of this Appendix. The registration staffs will attempt to utilize volunteer host families to the maximum possible to relieve pressure on mass reception and care facilities. Priority of assignment to volunteer host families will be given to placing elderly, handicapped or mothers with infants or young children.

**INSTRUCTIONS FOR VOLUNTEER HOST FAMILIES**

Lyon County would like to express its sincere appreciation to you for volunteering to share your home with a family.

The following is a list of some guidelines and instructions for hosting a relocated family:

1. No charges are to be made for rent or other expenses.
2. The relocated family has been requested to bring enough food for at least 3 days. Additional food for the family will be provided by the local government. Bring your signed form to designated food stores to pick up food rations. Designated food stores will be announced.
3. Emergency medical care for the relocated family will be provided by an Emergency Clinic.
4. No provisions have been made for pets. You have the right to refuse to care for their pets.
5. Your basement shelter should be stocked with enough food for 7 days and water for 14 days for your family plus the relocated family.
6. There is no reimbursement for theft, loss or damage to your property or belongings. (You should make any security arrangements you feel are necessary before the relocated family arrives.)

**VOLUNTEER HOST FAMILY  
REGISTRATION FORM**

I volunteer to host a relocating family in my home for the period of the Crisis:

1. Name_____ Telephone _____ Address_____ Number in Family_____ How Many Children_____ Ages of Children_____ I can accommodate_____ Adults I can accommodate_____ Children
2. I (am) (am not) willing to host handicapped or elderly. If you are willing, indicate those that are acceptable below: <input type="checkbox"/> BLIND <input type="checkbox"/> HEARING IMPAIRED <input type="checkbox"/> WHEELCHAIR <input type="checkbox"/> ELDERLY <input type="checkbox"/> MENTALLY RETARDED <input type="checkbox"/> BEDRIDDEN
3. LIMITATIONS: <input type="checkbox"/> MALES ONLY <input type="checkbox"/> FEMALES ONLY <input type="checkbox"/> NO CHILDREN OTHER (SPECIFY) _____ _____

4. HOST FAMILY AGREEMENT: I understand that I will be sharing my home at no cost to the Relocates except as reached by mutual agreement and that this involves shared lodging, feeding and fallout shelter arrangements. I also understand that I will be provided food supplements to support the relocated family. Finally, I understand that this arrangement may be terminated by either myself or the relocatees family at any time without a stated reason.

SIGNED \_\_\_\_\_  
(Head of Household)

DATE \_\_\_\_\_



5. FAMILY ASSIGNED:

Name \_\_\_\_\_  
(Head of Household)

Home Address \_\_\_\_\_

Spouse \_\_\_\_\_  
(Name) (Age)

Children \_\_\_\_\_  
(Name) (Age)

\_\_\_\_\_  
(Name) (Age)

\_\_\_\_\_  
(Name) (Age)

6. RELOCATEE AGREEMENT: I agree to accept hosting by a volunteer family. I understand that food supplies brought with me and those provided to me by the resource and supply group will become group resources to be equally shared by all. I also understand that I and my family are to contribute to the household work requirements and to any effort needed to upgrade the fallout shelter area. Finally, I understand that this hosting arrangement may be terminated by either party at any time without a stated reason.

Signed \_\_\_\_\_  
(Head of Household)

Date \_\_\_\_\_

**M A S S C A R E**

