

ANNEX F

HUMAN RESOURCES

I. PURPOSE.

This annex provides Oklahoma County, including its municipalities, with information on how to plan for emergency public assistance during a disaster situation. Public "Welfare Services" during times of disaster are designed to meet immediate needs of people during and after the disaster occurrence. Also this annex is concerned with providing shelter and care, from both public and private sources, to the local population and displaced persons in case of tornadoes, floods, winter storms, nuclear incidents, terrorism or other hazardous situations.

II. SITUATION AND ASSUMPTIONS.

See Section II, Basis Plan.

III. CONCEPT OF OPERATIONS.

General.

A. Primary responsibility for welfare services to disaster victims is assigned to the American Red Cross through its Oklahoma County (ARC). Welfare services will be provided through the coordinated efforts of the ARC, Department of Human Services (DHS), and other volunteer groups. This concept envisions emergency registration, clothing distribution, and other assistance to be decentralized into the community requiring support insofar as possible or from adjacent communities if damage precludes operating in the disaster area.

B. Reliance cannot be placed entirely on any single means for individual protection or shelters. A balanced combination of several methods must be utilized in a comprehensive shelter program. The Oklahoma County Chapter of the Red Cross maintains a listing and use agreements with owners/operators of available shelters throughout Oklahoma County. Shelters will generally be assigned or utilized as follows: Public Schools, Churches, Government Buildings, Colleges/ universities, and private buildings.

C. In the event it becomes necessary to occupy emergency shelters, the primary mode of transportation will be private vehicle, supplemented by "public transportation" or walking if possible. Transportation from staging area(s) to designated shelters, if needed, will be provided by the Resource Coordinator.

D. The following criteria is recommended to be used when selecting buildings/shelters for public use.

1. For chemical and biological shelter, consider the location of the hazard, the wind direction, the hazard duration, as well as the ability to "shelter in place" by sealing the structure from the inside and turning off air handling units and closing outside windows and doors.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES.

A. Organization. See Appendix 1 to Annex A.

B. Assignment of Responsibilities.

1. Disaster Services Coordinator for the Oklahoma County American Red Cross will provide and maintain emergency shelter operations in Oklahoma County. They will be responsible for the following:

- a. Coordinate all emergency welfare service with the County Welfare or through the County Training and General Assistance Department.

- b. Develop and maintain emergency aid agreements with volunteer agencies.

- c. Identify buildings suitable for use as lodging/shelters and make arrangements for their use in emergency.

- d. Ensure all lodging/shelters have appropriate staffing to provide necessary services, including care of unaccompanied children, the aged, and others needing special care.

- e. Supply shelters with water, food, bedding, clothing, and other supplies as required.

- f. Refer persons in need of medical care to appropriate facilities; obtain transportation if required.

- g. Coordinate activities with state and federal agencies as necessary, request assistance from Oklahoma EM EOC when local resources are depleted.

- i. Maintain communications with other emergency service organizations and operating emergency management emergency operations centers (EOC's).

- j. Provide volunteers adequate training for emergency operations.
- k. Coordinate welfare service planning with Shelter Managers and EOC Shelter/Mass Care Officers and with the Oklahoma County Department of Training and General Assistance.
- l. Assist in shelter management and control.
- m. Identify facilities to be used for mass feeding.
- n. Notify participating agencies of mass feeding locations, when operational.
- o. Coordinate activities of all volunteer agencies during emergency response.
- p. Establish procedures to receipt and account for supplies procured.
- q. Keep all emergency management EOC's informed of welfare service activities.

2. Shelter/Mass Care Coordinator.

- a. In coordination with the American Red Cross, the DHS County Director, and/or the Salvation Army Representative, is responsible for organizing, establishing, directing and monitoring the reception activities for processing the local population prior to and during a crisis.
- b. Organize and operate lodging and feeding facilities.
- c. Supervise operations of emergency shelters, when necessary.
- d. Assist American Red Cross in operating emergency shelters in the event of natural disasters or nuclear incidents requiring evacuation of homes.
- e. Coordinate requirements for volunteers, supplies, materials and financial assistance with Resource Coordinator, ARC and the DHS County Director.
- f. Assist the ARC Chapter Executive in developing emergency welfare plans for the community.

g. Identifying facilities for lodging/shelter and mass feeding within the community.

h. Coordinating emergency welfare activities with ongoing emergency operations and the EOC staff.

4. County DHS Director.

a. Assist in reception and registration of relocatees/displaced persons, within capabilities.

b. Assist ARC in staffing and operation of temporary shelters/congregate care facilities in the event of natural disaster or other emergencies requiring evacuation.

c. Provide individual assistance.

d. Purchase clothing for disaster victims when authorized.

e. Provide financial assistance when needed and authorized.

5. Salvation Army

The Salvation Army is also a key agency in and out of the county when shelters and shelter support are required. County representatives should make full use of their capabilities and experience.

a. Support shelter operations, particularly food service.

b. Provide clothing and other necessities to relocatees/displaced persons.

6. VOLUNTARY ORGANIZATIONS ACTIVE IN DISASTERS (V.O.A.D)
An affiliation maintained by the Oklahoma Department of Emergency Management of volunteer agencies and groups which can respond to disasters with:

a. Food.

b. Clothing.

c. Shelter.

- d. Equipment and goods.
- e. Cleanup and reconstruction assistance.
- f. Transportation.
- g. Notification.
- h. Counseling.
- i. Advocacy for victims. (To assure that existing services and help are available to all who need them and qualify.)

Contact for this group is through the Volunteer Coordinator for the Oklahoma Department of Emergency Management. (See Appendix 1)

V. DIRECTION AND CONTROL.

Emergency Shelters.

Local residents will be sheltered as directed by county officials through the Red Cross and Salvation Army.

VI. CONTINUITY OF GOVERNMENT.

See Section VI, Basic Plan.

VII. ADMINISTRATION AND LOGISTICS.

A. Shelter Management.

Shelters will be operated in accordance with the standard American Red Cross procedures.

B. Communications.

The primary communications link between shelters and the EOC will be by telephone. In the event telephones are inoperative or overloaded, law enforcement personnel or amateur radio operators may be assigned to each shelter and provide radio communication using portable radios for emergency communications.

VIII. PLAN DEVELOPMENT AND MAINTENANCE.

The Emergency Management Director is responsible for maintaining and updating this Annex. They must closely coordinate changes with the American Red Cross Chapter Disaster Services Coordinator and Salvation Army Area Disaster Coordinator serving Oklahoma County and with the Oklahoma DHS County Director.

IX. AUTHORITIES AND REFERENCES.

A. Authorities.

See Section IX, Basic Plan.

B. References

FEMA, Guidance for Development of an Emergency Shelter Stocking Plan, CPG 1-19.

FEMA, Sheltering and Care Operations, CPG 2-8.

FEMA, Guide for Increasing Local Government Civil Defense Readiness During Periods of International Crisis; State and Local Guide (SLG) 100. Section 6 is Illustrations of Shelter Upgrading Techniques. Section 13 is Actions to Increase Inventory of Public Shelter. Section 17 is Actions to Increase Operations Readiness of Public Shelter.

FEMA, Shelter Supplies, CPC 83-1.

FEMA, Architectural Design Techniques for Emergency Protection and Energy Conservation, TR 86.

FEMA, How to Manage Congregate Lodging Facilities and Emergency Shelters, SM-11.

FEMA, Shelter System Officer Course, SM-355.

FEMA, Shelter Management Handbook, FEMA-59.

APPENDIX 1 TO ANNEX F
OKLAHOMA VOLUNTEER DISASTER RESPONSE ORGANIZATIONS
VOLUNTARY ORGANIZATIONS ACTIVE IN DISASTERS (VOAD)

Contact for this group is through the Volunteer Coordinator for the Oklahoma Department of Emergency Management – 521-2481

MEMBER ORGANIZATIONS AND THEIR SERVICES:

Adventist Community Services - Provides Emergency feeding, clothing, bedding, counseling, child care and manages centers to handle Donated Goods.

American Radio Relay League - Provides Emergency Communications.

American Red Cross - Provides feeding stations, mass or individual shelter, first aid, supplementary medical care and comfort kits.

Baptist General Convention of OK - Provides Mobile/Mass Feeding, Child Care and communications services to disaster victims.

Catholic Disaster Relief - Provides monetary help to disaster victims.

Christian Church (Disciples of Christ) - Provides monetary help to disaster victims.

Church of Jesus Christ of Latter Day Saints - Provides volunteers to help disaster victims.

Church of the Brethren - Provides cleanup and rebuilding services.

Episcopalian Church - Provides monetary help to disaster victims.

OK Mennonite Disaster Services - Provides cleanup and rebuilding services to disaster victims.

OK Conference of Churches - Provides monetary help to disaster victims.

OK REACT Teams - Provides communications, crowd and traffic control.

Presbyterian Church - Provides Organization and Funding Services to disaster victims.

The Salvation Army - Provides Spiritual Counseling, Registration, Medical Assistance, Temporary Shelter, Mobile and Mass feeding, Bedding and communications.

United Methodist Church - Provides Spiritual & Emotional Counseling and Cash Grants to disaster victims.