

EMERGENCY SUPPORT FUNCTION #6 – MASS CARE, HOUSING, AND HUMAN SERVICES RESPONSE PLANNING FUNCTION



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Date



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Note: This ESF is part of the Response Planning Function from the Comprehensive Emergency Management Plan and this version includes the 2016 updates. Seattle Human Services Department acts ESF Coordinator and collaborated with many partners for respective updates.

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1. STAKEHOLDERS

Table 1

PRIMARY DEPARTMENT	ESF COORDINATOR
Seattle Human Services Department	Seattle Human Services Department

Table 2

SUPPORT DEPARTMENT AND AGENCIES	
City of Seattle, Other Governmental and Public Agencies	
Department of Education and Early Learning	Seattle Commission for People with disAbilities
Department of Neighborhoods	Seattle Housing Authority
Financial and Administrative Services (includes Seattle Animal Shelter)	Seattle Public Schools
Office of Civil Rights	Area Agency on Aging for Seattle and King County (Aging and Disability Services, Seattle Human Services Department)
Office of Housing	Public Health – Seattle & King County
Office of Immigrant and Refugee Affairs	King County Department of Community and Human Services
Seattle Center	King County Metro
Seattle City Attorney’s Office	King County Office of Emergency Management
Seattle City Light	Washington State Department of Agriculture
Seattle Department of Construction and Inspections	Washington State Department of Early Learning
Seattle Fire Department	Washington State Department of Social and Health Services
Seattle Parks and Recreation Department	Administration for Children and Families
Seattle Police Department	Federal Emergency Management Agencies
Seattle Public Library	Other governmental organizations
Non-governmental Organizations	
American Red Cross	The Salvation Army
Catholic Community Services	United Way of King County

Crisis Clinic/2-1-1	Washington Voluntary Organizations Active in Disaster
Food Lifeline	YMCA of Greater Seattle
Northwest Healthcare Response Network (NWHRN)	Other non-governmental and religious organizations
Seattle Food Committee	

2. INTRODUCTION

2.1 Purpose

The ESF #6 Annex describes how sheltering, mass care, food assistance, and other human services will be coordinated during a disaster or major emergency. This annex also defines the Seattle Human Services Department's (HSD) role in coordinating and communicating the efforts of the support organizations listed above.

2.2 Scope

- This document applies to all primary and support agencies listed above and to additional governmental and non-governmental agencies which may have significant roles in ESF #6 depending on the situation.
- The role of ESF #6 is to assist the population before, during and following a disaster through the following functions:
 - Sheltering (addressed in Appendix 1)
 - Food assistance, including mass feeding (addressed in Appendix 2)
 - Potable water access, sanitation facilities (e.g., portable toilets, showers, hand washing stations), and waste removal or handling in coordination with ESF #3, ESF #7, and ESF #8
 - Pet sheltering
 - Warming and cooling sites
 - Interpretation services
 - Social services
 - Disaster case management
 - Operation of reception centers for evacuees
 - Establishment of disaster assistance centers in conjunction with ESF #7
 - Developing support strategies to keep schools operational
 - Establishment of Community Points of Distribution in conjunction with ESF #7
 - Supporting ESF #8 functions, such as Family Assistance Centers
- The ESF #6 functions are achieved in part by:
 - Coordinating an ESF #6 workgroup of governmental and non-governmental agencies that meets, trains and exercises regularly, and is led by HSD.
 - Identifying populations that may be most at risk from the disaster impacts and developing strategies to help and communicate with these populations.
 - Incorporating functional and access needs in the ESF #6 services.
 - Ensuring compliance with Americans with Disabilities Act (ADA) regulations in the delivery of ESF #6 services.
 - Participating with county, state and federal and non-profit partners in developing and linking plans for ESF #6 functions.

- Staffing the Health and Human Services (HHS) Branch at the City Emergency Operations Center (EOC) with representatives from ESF #6 supporting departments and agencies.

3. SITUATION

3.1 Emergency Conditions and Hazards

The role of ESF #6 will be determined by the type and degree of a disaster, the needs of the populations impacted and resources available. The Seattle Hazard Identification and Vulnerability Analysis (SHIVA) lists the hazards of concern in Seattle. It is important to note that all the hazards can result in a need for shelter, housing, food, and/or other human services.

Considerations include, but are not limited to:

- Condition of utilities (power, water, sewer, natural gas) and buildings—Can people stay in their homes or do they need to relocate?
- Condition of roads and other forms of transportation—Are supplies able to reach the private sector and people in the community? Is the response effort able to procure needed supplies?
- Availability of gasoline—Is gasoline available to the community, responders and voluntary agencies?
- Communications—Are communication systems operational? Can people request help, communicate the situation and needs, connect with support systems, and be reached with safety and resource information?
- Population impacted—Are the people impacted residents, evacuees, or people residing in another area? Do people have specific medical, linguistic, functional, access, religious, cultural or legal needs?
- Resources of individuals impacted—Do people have the resources available to navigate through the disaster or do they need shelter, food, transportation or other assistance?
- Weather—Is the weather creating hardship for people in heating, cooling or transportation?
- Ability of governmental and non-governmental agencies to continue operations—Are agencies still able to operate or even expand services, or have they had to discontinue needed services?
- Size and complexity of disaster—Can the need be met within the resources and ability of two or three ESF #6 agencies, such as the establishment of one shelter in a community center, or will the response require a large multi-agency response, the establishment of a mega-shelter with a host of support services, and access to resources and services that are procured through a declared federal disaster declaration?

Regardless of the scale of the disaster, the goal of ESF #6 is to coordinate resources that will help people recover from the disaster more quickly. Aiding in this process, Seattle has an existing service delivery system within the public and private arenas that currently serves identified needs for people in emergency situations. ESF #6 is prepared to leverage this service delivery network to help respond to an expanded need in the aftermath of a disaster.

3.2 Planning Assumptions

- A disaster can occur without warning at any time of day and may produce widespread damage requiring the temporary relocation of disaster survivors. Some survivors will go to mass shelter, others will find shelter with friends and relatives, and many survivors will remain with or near their damaged homes.

- A disaster may produce mass casualties and missing people, requiring the need for medical support alongside mass care and way to report missing people.
- Public, private and volunteer organizations, along with the general public, will have to utilize their own resources and be self-sufficient for a minimum of three days and possibly longer.
- People impacted by the disaster will likely include a range of ages, languages, cultures, religions, medical needs, disabilities, and resources.
- Children are impacted by disasters differently than adults and likely have different needs.
- Companion and/or service animals that belong to survivors will be impacted by the disaster and may need shelter, veterinary service, food, rescue or need to be located.
- There will be people impacted by the event, potentially including responders, that are not direct survivors of the disaster, but that have needs that ESF #6 may need to support.
- Immediately after the disaster, people will attempt to contact each other to communicate whether they are safe. Communication systems may be overwhelmed or inoperable. Services that facilitate communication, such as online access to Safe and Well or battery charging, may be needed.
- Survivors may be impacted emotionally, physically and/or mentally by the disaster. This may result in needs that are more important to the survivors than what is initially recognized, possibly beyond the scope of services offered, and may complicate the survivors' and community's ability to recover.
- Resources may be in short supply or unavailable.
- The city will make efforts to provide equitable geographic distribution of shelter and service locations in the city, balancing a number of factors including available facilities and affected populations.
- The role of ESF #6 is likely to change as survivor needs are more clearly identified or the needs change over time.
- ESF #6 services will prioritize access and functional needs and compliance with ADA regulations as services come online.
- ESF #6 functions may be performed or supplemented by responders from outside the area who are not familiar with Seattle and the population.
- Larger disasters will likely require more agencies to respond, some of which are requested and some of which self-deploy offering resources and services to the community in a manner which may not be consistent with this Annex.
- Larger disasters where additional people are coming in from the outside to assist will likely result in competition with survivors for scarce resources, such as temporary lodging or transportation.
- A federally declared disaster will enable survivors (Individual Assistance) and non-governmental organizations (Public Assistance) access to disaster assistance resources and services not otherwise available.
- A federally declared disaster with mass care needs will result in a Federal Emergency Management Agency (FEMA) response that will include significant involvement in ESF #6.
- Some people will not be ready to have ESF #6 services end and the demobilization plan needs to anticipate this.
- Clear and timely communication to support agencies and to the public regarding goals, resources and services, will need to include multiple strategies and means.

4. CONCEPT OF OPERATIONS

ESF #6 is designed to be flexible and scalable depending on the type and severity of the disaster. ESF #6 consists of many partners that can staff the HHS Branch in the EOC and/or work out in the field. The ESF #6 response can also be triggered when there is no EOC activation, but when an event can best be handled by leveraging the resources and structure of ESF #6.

Each level of government provides ESF #6 services and support. ESF #6 coordination is done at the county by the King County Office of Emergency Management (KC OEM), it is led at the State by the Department of Social and Health Services (DSHS) and at the federal level by the Federal Emergency Management Agency (FEMA). ESF #6 leads from these levels coordinate together as the situation requires to ensure efficient use of resources and consistent delivery of services throughout the areas in need.

Coordination among these entities may occur by any combination of conference calls, face-to-face meetings and other means. Task forces at the state and/or local level may be formed to address specific areas of need, such as sheltering or feeding. For situations where a multi-jurisdictional strategy would best meet the needs, a regional task force may be developed to coordinate efforts. The Puget Sound Region Feeding Plan outlines how a multi-jurisdictional feeding task force would operate.

4.1 Organization

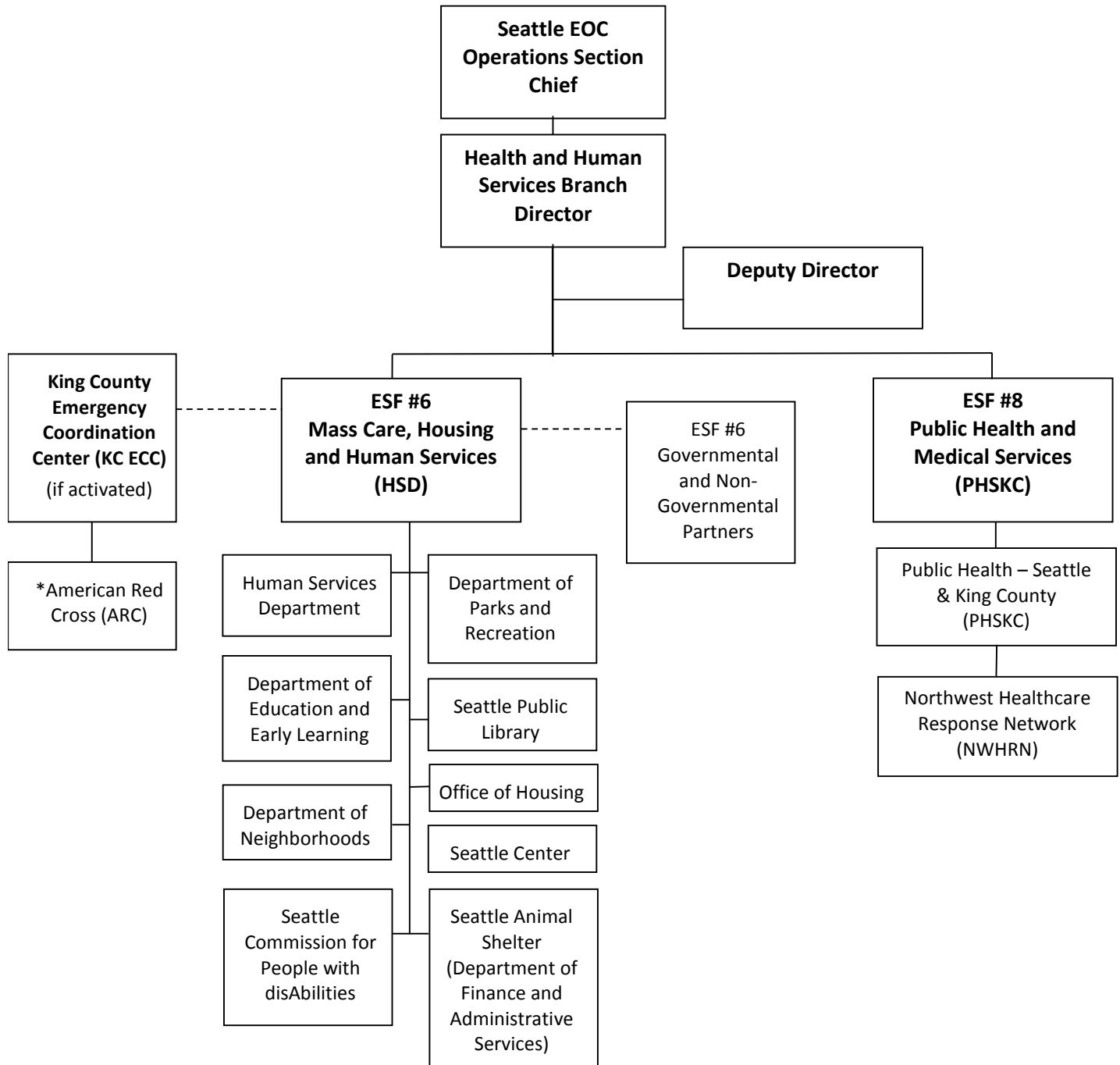
The City EOC is organized using Incident Command System, which emphasizes concepts such as unity of command/coordination, modular organization, management by objectives, and manageable span of control. Under the EOC Operations Section there are four branches: Health and Human Services (HHS), Infrastructure, Police and Fire. ESF #6 and ESF #8 (Health) are represented under the HHS Branch.

HSD provides for the leadership of the HHS Branch. Specific staffing for the branch is dependent on the ESF #6 functions and expertise needed for the specific event. Staffing for the branch is provided by HSD, Parks, Seattle Center, Library, FAS (Seattle Animal Shelter and Neighborhood Centers), Office of Housing, Department of Education and Early Learning, Department of Neighborhoods, Seattle Commission for People with disabilities, and Health liaisons provided by Public Health – Seattle & King County and/or Northwest Healthcare Response Network. Additional staffing may be supplied by other governmental or non-governmental supporting agencies.

Figure 1 that follows, “Staffing for ESF #6 – EOC Health and Human Services Branch,” illustrates how the HHS Branch is organized in the Seattle EOC.

Figure 1

Staffing for ESF #6 – EOC Health and Human Services Branch



--- Not physically present at the EOC, but in contact with HHS Branch representatives

* American Red Cross representation will be at the KC ECC for regional representation if the KC ECC is activated. If the ECC is not activated, the ARC can be contacted directly.

- Within ESF #6, task forces may be formed to address specific issues such as feeding, shelter, child care, and Community Points of Distribution. These task forces will involve key partners, some of which may be from other ESFs.
- ESF #6 works closely with ESF #8 Public Health, Medical and Mortuary Services, integrating efforts around the well-being of people, service animals and pets.
- ESF #6 is dependent on non-governmental agencies for some functions and support. These agencies are an integral part of ESF #6, particularly those agencies that are members of the Washington chapter of the Voluntary Organizations Active in Disasters (WAVOAD), which includes The American Red Cross and The Salvation Army; Crisis Clinic/2-1-1; Catholic Community Services; Seattle Housing Authority; United Way of King County; and YMCA. Additional possible partners include non-governmental agencies contracted by the Seattle Human Services Department to provide essential services to the community on a daily basis.
- ESF #11 Natural Resources has limited relevance in the city. Some responsibilities from ESF #11 are covered under ESF #6 and #8 in Seattle:
 - Food supply – ESF #6 Mass Care, Housing and Human Services
 - Food safety – ESF #8 Public Health and Medical Services
 - Animal and plant disease and pest control – ESF #8 Public Health and Medical Services

4.2 General Response

- Citywide response activities of all operational departments are coordinated through the Seattle Emergency Operations Center using a Consolidated Action Plan. The HHS Branch response will depend upon the disaster, identified needs, and strategy(ies) chosen. In addition to situational awareness provided through the EOC, the HHS Branch conducts an assessment of the human services infrastructure.
- Seattle Parks and Recreation Department is the lead department for sheltering when the American Red Cross is not available or where sheltering is taking place at their facilities, on their grounds or their staff is operating the shelter.
- The Seattle Animal Shelter (FAS) is the lead department for animal sheltering and support.
- HSD is the lead department coordinating the responsibilities of ESF #6, communicating the activities of the branch and some specific functions, such as feeding.

4.3 Direction and Control

Each ESF #6 agency is responsible for providing direction within their organization. At the EOC, the HSD is responsible for staffing the Branch Director position of the HHS Branch or arranging for a Branch Director from one of the City ESF #6 Supporting Departments. ESF #6 works within the incident command system.

Some departments have a Department Operations Center (DOC), which is activated to coordinate emergency activities their department is performing and in support of the disaster response. In ESF #6, Seattle Parks and Recreation has a DOC that is activated as needed, and HSD has the capability to form a DOC as well. Department DOCs communicate with the EOC through a department representative in the EOC, the Branch Director or through EOC coordination conference calls.

Public Health – Seattle & King County (Public Health) can activate a Health and Medical Area Command (HMCA), which coordinates the healthcare community response.

As the responsible department for coordinating the Branch, the HSD Director should be regularly updated on key objectives and operations of the branch.

4.4 Procedures

Primary and support departments and agencies under ESF #6 have prepared a range of operational plans and procedures. Standard operating procedures, position checklists, telephone lists, and other information are maintained by HSD and available in hard copy in the EOC and online in HSD's Emergency Preparedness Directory.

5. RESPONSIBILITIES

5.1 Prevention and Mitigation Activities

- HSD, as lead for ESF #6:
 - Provides training opportunities and information to ESF #6 partners including preparedness and mitigation topics.
 - Supports the development of a more resilient Seattle daily through funding and operating programs and services that meet the basic needs of the most vulnerable people in the community.

5.2 Preparedness Activities

- HSD, as ESF #6 lead:
 - Coordinates an ESF #6 group that meets monthly to share information and lessons learned, develop processes and plans, coordinate response activities and exercise at least annually.
- HSD in coordination with ESF #6 partners
 - Reviews response procedures, checklists and worksheets with the ESF #6 group.
 - In partnership with OEM, participates in maintaining the Winter Storm Incident Annex, the Earthquake Incident Annex, and other annexes as needed.
 - Reviews and updates the ESF #6 Annex annually.
 - Updates contact lists annually.
 - Develops plans and procedures in coordination with ESF #6 partners that support the ESF functions.
 - Identifies, trains, and assigns personnel necessary to execute the missions in support of this ESF.
 - Communicates situational awareness and preparedness activities to ESF #6 partners and the EOC.
 - Coordinates staffing for the Health and Human Services Branch at the EOC when activated.
 - Implements measures to support HSD essential functions.
- ESF #6 support departments and agencies:
 - Participate in the ESF #6 group.
 - Participate in the review of the ESF #6 Annex.
 - Provide updated contact information.
 - Communicate status when requested by the ESF #6 lead.
 - Participate in ESF #6 trainings and exercises.

5.3 Response Activities

Response activities, such as setting up a shelter may take several days. Clear communication to the public is vital so that they are able to make informed decisions on how they can best respond to the situation.

- HSD as a department
 - Gathers status information on contracted agencies to assess needs and contribute to the assessment for the Human Service infrastructure.
 - Focuses on its essential functions to coordinate the HHS Branch at the EOC, provide case management services and coordinate care for Aging and Disability Services clients, continue homeless shelters, feeding programs and support services.
- HSD, as ESF #6 lead:
 - Coordinates the HHS Branch at the Seattle EOC.
 - Coordinates and communicates ESF #6 needs and activities.
 - Develops task forces to coordinate specific complex functions requiring multi-agency coordination, such as feeding or sheltering.
 - Works with ESF #6 partners, EOC branches, media sources and others to gather information on impacts of a disaster to the community, assess needs, determine populations most vulnerable and develop a coordinated response plan.
 - Monitors and assesses the status of the Human Service infrastructure.
- ESF #6 support departments and agencies:
 - Assist with staffing the HHS Branch at the Seattle EOC.
 - Assist with situational awareness.
 - Participate in ESF #6 task forces, and potentially other ESF task forces, to develop strategies and coordinate specific response functions, such as feeding or sheltering.
 - Provide facilities, staff or other resources in support of ESF #6 or EOC objectives.
 - Communicate needs and concerns in response to the disaster.
 - Assist with emergency response as determined by their department's or agency's disaster mission and assist with the ESF #6 coordinated response.

The table on the following page "ESF #6 Support Agency Roles and Capabilities," provides a brief outline of typical roles of the ESF #6 departments and supporting agencies. The chart is divided into the following three categories: City Departments/Offices and Commissions; Other Governmental Partners; and Non-Governmental Partners. The table is not intended to be exhaustive as additional agencies and resources may be involved in a given disaster response.

- The activities of ESF #6 may adjust during the response to reflect changes in the disaster impact, the resources of people being depleted, and additional agencies and resources reaching the area.

Table 3

ESF #6 Support Agency Roles and Capabilities	
City Departments/Offices and Commissions	ESF #6 Role / Capabilities
Department of Education and Early Learning	Works with Seattle Public Schools on partnerships to help young people, including the Families and Education Levy. Has contracts and expertise in child care.
Department of Neighborhoods	Community engagement and outreach through Neighborhood District Coordinators, P-Patch Community Gardening, etc.; knowledge of neighborhood communities; access to interpretation.
Department of Construction and Inspection	Inspection of buildings for structural integrity including those that may be used for shelter (human and animal), reception centers and other essential ESF #6 activities; permits for building, electrical, side sewer repair and street food vending; guidance and enforcement of electrical, building, maintenance and land use codes and rules; tenant relocation assistance program; exemptions from code requirements; and city planning.
Finance and Administrative Services (includes Seattle Animal Shelter)	Lead for ESF #7 and coordination of Logistics Branch. Procurement of resources; access to vehicles; access to shelter caches; Community Points of Distribution (CPOD) plan lead; facility and facility management contracts; and vendor contracts. Seattle Animal Shelter is lead for pet sheltering; pet shelter staffing and supplies; service animal support; and animal services. Customer Service Bureau operates the City Information and Complaint Line, has access to interpretation. Neighborhood Services Centers have six sites that provide payment and information services.
Human Services Department	Lead for ESF #6 and coordination of Health and Human Services Branch. Lead for coordination of multi-agency feeding response. In disasters assesses human services infrastructure. Expertise in vulnerable populations and has contracts with approximately 200 agencies serving the community from birth on up. Aging and Disability Services (ADS) division serves as the Area Agency on Aging for Seattle and King County. ADS provides case management to thousands of clients and has an office in Renton that serves South King County. ADS staff includes nurses and multi-lingual speakers. HSD has contracts and expertise in youth programs and outreach, homeless shelters, hygiene and support services, food banks, food delivery programs, feeding

	programs, domestic violence shelters and services, family resource centers, and other social service resources.
Office of Civil Rights	Addresses illegal discrimination in employment, housing, public accommodations and contracting within the Seattle city limits. Advises on disability access and services, including service animals. Staffs four advisory commissions: Seattle Commission for People with disAbilities, Seattle LGBT Commission, Seattle Women’s Commission, and Seattle Human Rights Commission.
Office of Housing	Lead for housing in ESF #6. Experts in affordable housing, housing programs and agencies, and information on 12,000 Seattle housing units.
Office of Immigrant and Refugee Affairs	Outreach and contacts to immigrant communities, including ethnic media; information on interpretation/translation services.
Seattle Center	Campus setting for facilities that can be used for shelters, warming/cooling centers, reception center, backup animal shelter, assistance center; etc. Expertise in management of large crowds and events.
Seattle City Attorney’s Office	Provides legal advice including contracts, memorandums of understanding, executive emergency powers, Americans with Disabilities Act, and Seattle Municipal Code.
Seattle City Light	Maintains a self-registry of SCL customers with power-dependent medical needs; Prioritization and scheduling of power repair/shut off.
Seattle Commission for People with disAbilities	Expertise with disabilities, resources and accessibility options. Assist with public messaging to members of the disability community.
Seattle Fire Department	Situational awareness (9-1-1); transportation of injured/seriously ill; medical assistance; and fire inspection of shelters.
Seattle Parks and Recreation Department	Lead for shelter coordination in city facilities and will staff if American Red Cross is not available. Maintains facility and grounds capacity that can provide shelter, warming sites, recharging stations or other support (26 community centers—10 with generators—and over 400 parks and open areas). Commercial kitchens; and showers, especially at pool sites. Staff trained in shelter management; understanding of access and functional needs; and community relationships and outreach. Some community center rooms licensed for

	child care; child care programs through partner Associated Recreation Council; and youth and adult programs. Vehicles and tools for ground and facility maintenance.
Seattle Police Department	Community outreach; shelter security; and situational awareness.
Seattle Public Utilities	Water services, including emergency potable water and blivets; management of sewer system; and waste management.
Other Governmental Partners	ESF #6 Role / Capabilities
Seattle Housing Authority	Provides low-income public housing, Section 8 housing vouchers, and senior housing program. Operates buildings on more than 400 sites.
Seattle Public Schools	Operation of K-12 public education in 95 schools. Have school facilities and grounds in all neighborhoods, some that include shower and kitchen facilities. Potential sheltering or shelter campus or other mass care facility capabilities. Centralized mass food services operation. Expertise includes interpretation, access and functional needs, and child development and needs. Also has transportation contracts. High priority to maintain or restart education services after a disaster.
Area Agency on Aging for Seattle and King County	Aging and Disability Services (ADS), a division of Seattle Human Services Department, is the Area Agency on Aging for Seattle and King County. ADS plans, coordinates and advocates for a comprehensive service delivery system for older adults, family caregivers and people with disabilities in King County.
King County Department of Community and Health Services (DCHS)	Lead for mental health and chemical abuse and dependency services. Also provides a range of programs and services for vulnerable populations.
King County Metro	Provides accessible transportation and limited warming shelter through its buses. Also operates Metro Access Transportation service for people eligible for ADA Paratransit Program.
King County Office of Emergency Management	Lead for County ESF #6. Has MOUs with shelter facilities; American Red Cross; etc.
Public Health – Seattle & King County (Public Health)	Lead for ESF #8 Health, Medical and Mortuary Services. Is also lead for Family Assistance Center Plan, manages the Medical Reserve Corps, sets up Alternate Care Facilities, and coordinates the Community Communication Network (CCN).

	Public Health coordinates response support for public health services, medical surge, community behavioral health services, outpatient services, vaccination program, inpatient services, home health services, homeless health services, food safety inspections and guidance, health information in a disaster, vulnerable populations assessment, translation and outreach.
Washington State Department of Agriculture	Administers USDA’s The Food Assistance Program (TEFAP), Emergency Food Assistance Program (EFAP – financial, service guidance and coalition support for food bank system), and USDA’s Commodity Supplemental Food Program (CSFP). Also has roles in issues involving animal health and food safety.
Washington State Department of Early Learning (DEL)	Oversees child care licensing and supports other early learning programs in accordance with state laws, federal laws and DEL rules. Determines site capacity. Issues portable background checks.
Washington State Department of Social and Health Services (DSHS)	Lead for state ESF #6. DSHS services include Basic Food Program, medical assistance programs, cash assistance, disaster food stamps; disaster food program, and mental health disaster outreach. DSHS is also responsible for children in foster care. Local offices are located throughout the area in addition to a mobile site capacity.
Administration for Children and Families (ACF)	ACF can provide assistance on federal rules/waivers in disasters; continuity of benefits for clients, and expertise on access and functional needs. ACF can also provide Disaster Case Management services in a federally declared disaster if requested by the state and granted by FEMA.
Federal Emergency Management Agency (FEMA)	Lead for federal ESF #6. If a federal disaster is declared, FEMA can offer assistance on sheltering, housing, feeding operations; procurement and distribution of supplies; disaster assistance programs; coordination with other federal and voluntary agencies, etc.
Other Governmental Partners	Various.
Non-Governmental Partners	ESF #6 Role / Capabilities
American Red Cross	Has MOU with FEMA as co-lead for mass care component of ESF #6. Lead on shelter operations when available. Experts in disaster response, has trained shelter staff, mobile shelter supplies, capability for mass feeding, Safe and Well registration, caseworkers, interpretation and translations services, first aid capability, cadre of volunteers and other emergency assistance.

Catholic Community Services	In a disaster provides disaster case management. Also provides transitional housing, homeless services, feeding programs and other human services.
Crisis Clinic (King County 2-1-1 and 24-Hour Crisis Line)	2-1-1 provides information on community services available during a disaster via telephone and/or an online database. Communicates with other providers to obtain information on which agencies/services are operating during/after a disaster. Information is updated regularly. Crisis Line provides 24/7 emotional support and referrals to emergency mental health services. Has access to the 2-1-1 database of services available during/after a disaster.
Food Lifeline (Feeding America affiliate)	Western Washington Feeding America affiliate and part of national disaster food response. Food distributor to food banks and meal programs. Operates a warehouse and a truck fleet. Has expertise and capacity to handle influx of food donations, as well as government and purchased food. Has food repackaging and volunteer management capability.
Northwest Healthcare Response Network (NWHRN)	Coordinates disaster preparedness with healthcare providers in King and Pierce Counties, including hospitals, long term care, dialysis centers, behavioral health, ambulatory care, ancillary services, in-home services, and pediatrics. Within the two-county area, NWHRN develops healthcare response and recovery plans in partnership with healthcare providers and public health departments. It also administers WATrac, Washington state’s web-based healthcare incident management system. During a response, NWHRN operates the Healthcare Emergency Coordination Center to coordinate and support medical surge, healthcare facility evacuation, patient transport, resource requests and prioritization, information sharing, and other activities.
The Salvation Army	Provides disaster services and mass feeding operations. Also operates homeless shelters and meal programs, and provides disaster case management and financial assistance.
Seattle Food Committee (Coalition of Seattle Food Banks)	A coalition of independent food banks that distributes purchased and donated food through 27 food programs in Seattle. Experts in handling and repackaging food donations, and in distributing food efficiently to large numbers of people. Some programs also provide home delivery.
United Way of King County	In a disaster, a key partner in mobilizing funds and volunteers. An expert in raising funds for community agencies that help people in need and in managing volunteers. Has extensive funder and agency relationships.

Washington Voluntary Organizations Active in Disaster (WAVOAD)	The Washington chapter of the national Voluntary Organizations Active in Disaster. WAVOAD provides communication with member agencies on disaster needs. Members include: American Red Cross, The Salvation Army, Church of Scientology; The Church of Jesus Christ of Latter-Day Saints; Mennonite Disaster Services, Church of the Brethren; Catholic Community Services, etc. Also helps address unmet needs. Has a representative at the State EOC when activated.
YMCA of Greater Seattle	In a disaster provides child care for responders and can offer shower facilities to the community. Has trained staff extensively in the national Incident Command System (ICS).
HSD Contracted Agencies	Various. Focus is on programs providing homeless shelters and support services, feeding programs; licensed child care for low income families; case management and referrals for elderly and disabled people, youth services, family support, domestic violence services, etc.
Other Non-governmental and Religious Organizations	Various. May provide spiritual support, and may have facilities, resources or people that can help in a disaster.

5.4 Recovery Activities

- HSD:
 - Participates in community recovery as outlined in the Recovery Annex.
 - Continues its work in funding and operating programs and services that meet the basic needs of the most vulnerable people in the community, which may be modified in response to the impacts of a disaster.
- HSD, as ESF #6 lead:
 - Participates in debriefings held by OEM and holds a separate ESF #6 debriefing for events in which ESF #6 had a significant role.
 - Writes the ESF #6 portion of OEM After Action Reports and reviews and revises existing plans and procedures as necessary based on lessons learned.
 - Provides opportunity for coordination of effort through the ESF #6 group.
- ESF #6 support departments and agencies:
 - Participate in ESF #6 debriefings, and as applicable, the development of the After Action Report.
 - As needed, revise plans and procedures that are under their area of responsibility.
 - Participate in the recovery of the community in alignment with their organizational mission, and as stated in the Recovery Annex.

6. RESOURCE REQUIREMENTS

6.1 Logistical Support

Resource requirements will depend upon the nature and extent of the disaster and the means identified to respond to the disaster. Many ESF #6 supporting agencies provide additional resources, depending upon their role in a disaster. (See Table 3, “ESF #6 Support Agency Roles and Capabilities.”) The list below focuses on key City of Seattle ESF #6 resources, although additional resources may be necessary to respond to a given disaster event.

- Facilities
 - HSD has offices at: Seattle Municipal Tower – 700 5th Ave., Seattle, WA; Central Building – 810 3rd Ave., Seattle, WA; South King County Office, Aging and Disability Services Division - 600 S.W. 39th Street, Suite 155, Renton, WA
 - ESF #6 support departments have facilities throughout the city. Some of the essential facilities include: Parks Department Priority 1 Community Centers with generators (see Appendix 1 Sheltering); Seattle Public Library (Central) – 1000 4th Ave., Seattle, WA; Seattle Center Campus - 305 Harrison St., Seattle, WA; Seattle Animal Shelter - 2061 15th Ave W, Seattle, WA
 - ESF #6 support agencies also have facilities essential to accomplishing specific ESF #6 functions. These facilities will be incorporated into the response strategy based on the specific event and priorities designated in the Consolidated Action Plan developed in the Emergency Operations Center.
- Supplies
 - Key supplies obtained by the city for ESF #6 include: Shelter supplies (cots, blankets, etc.) for 3,500 survivors and pet sheltering supplies, including 500 cages, located in four caches in different parts of the city; Mobile Pet Emergency Trailer – Seattle (PETS) with pet shelter supplies and capability of sheltering up to 40 animals. Supplies do not include food or water. Seattle Public Utilities has water distribution supplies and blivets.

6.2 Communications and Data

- Communications
 - HSD has one 800 MHz radios on the 56th floor of the Seattle Municipal Tower and two on the 58th floor. E-mail, traditional “land line,” and cellular phones are typical communication tools used on a day-to-day basis.
 - Communication to the ESF #6 support partners is typically done by email, and a phone list is maintained.
- Data
 - Some of the systems used by ESF #6 include, but are not limited to: HSD Contract Management System (CMS); FEMA National Shelter System (NSS); HousingSearchNW.org; and Aging and Disability Services client case information.

7. ADMINISTRATION

7.1 Cost Accounting and Cost Recovery

Departments, organizations or agencies with a lead or support role for this ESF will track all costs based on guidance provided by their organization and the Seattle OEM. In a federal disaster declaration some costs may be eligible for reimbursement. If HSD contracts with agencies are amended to help assist survivors of the disaster, these costs will also be documented and submitted for reimbursement as applicable.

7.2 Annex Maintenance

HSD as the ESF #6 lead agency is responsible for updating this annex. The annex will be reviewed and updated annually as prescribed in the CEMP or when deemed necessary by HSD or the Seattle Office of Emergency Management. HSD is also responsible for ensuring all Primary and Support department and agency personnel are trained at least annually on the information contained within this annex.

Table 4

RECORD OF CHANGES			
DATE	TYPE	CONTACT	SUMMARY
March 2017	Update	J Watson L Meyers	Completed annual update
May 2015	Update	K Neafcy	Completed annual update

8. TERMS AND DEFINITIONS

- **Blivet**: A frameless collapsible water bladder or pillow tank that can be transported and filled with potable water. Depending on size, a blivet can hold up to thousands of gallons of water.
- **Community Points of Distribution (CPODs)**: Centralized locations where the public can pick up life sustaining commodities following a disaster or emergency. Commodities can include meals-ready-to-eat (MREs), water, tarps and ice.
- **Family Assistance Center**: A secure facility established to serve as a centralized location to provide information and assistance about missing or unaccounted for persons and the deceased. It is also established to support the reunification of the missing or deceased with their family members.
- **Safe and Well website**: Operated by The American Red Cross, the Safe and Well website is a central location for people in disaster areas in the United States to register their current status, and for their loved ones to access that information. It is available 24 hours a day, 365 days a year.

9. ESF #6 – APPENDIX 1 - SHELTERING

9.1 Stakeholders

Table 5

PRIMARY DEPARTMENT	ESF COORDINATOR
Seattle Parks and Recreation Department	Seattle Human Services Department
Seattle Human Services Department	

Table 6

SUPPORT DEPARTMENT AND AGENCIES	
Seattle Center	Seattle Public Schools
Seattle Department of Construction and Inspections	Public Health – Seattle & King County
Seattle Department of Finance and Administrative Services (includes Seattle Animal Shelter)	King County Metro
Seattle Fire Department	King County Office of Emergency Management
Seattle Office of Emergency Management	Administration for Children and Families
Seattle Office of Housing	Federal Emergency Management Agency
Seattle Police Department	American Red Cross
Seattle Public Library	Crisis Clinic/2-1-1
Seattle Public Utilities	The Salvation Army
Seattle Commission for People with disabilities	Other Non-Governmental and Religious Organizations
Seattle Housing Authority	Private sector

9.2 INTRODUCTION

9.2.1 Purpose

The Sheltering Appendix describes how sheltering will be provided in a disaster. The Appendix also defines the roles and responsibilities of the various support organizations and agencies, and how their efforts will be coordinated.

9.2.2 Scope

- This Annex focuses on sheltering, and does not address transitional or permanent housing plans. Shelters are limited in timeframe and designed to be a safe place for people to live temporarily when they cannot live in their homes. However, moving from shelters to permanent housing is a continuum process with the components often overlapping and being coordinated between responding agencies.
- This document applies to all primary and support agencies involved in developing and implementing the shelter strategy within Seattle.
- This Annex is designed to be scalable and to integrate local regional, state and national agencies/organizations into the response. This includes:
 - Non-governmental organizations that provide sheltering and shelter feeding support, with the primary agency being the American Red Cross.
 - Governmental organizations at all levels that have shelter capabilities or resources, ranging from the Seattle Department Parks and Recreation (Parks Department) to the Federal Emergency Management Agency (FEMA).
 - Faith-based organizations that may be registered on the National Shelter System (NSS) or spontaneously open a shelter, and/or have facilities, kitchens or volunteers.
 - Private sector, such as food vendors or building owners with facilities that could be used for sheltering.
 - Businesses that may be sheltering employees, or have a need to provide shelter to employees.
 - Organizations that address access and functional needs.
 - Agencies that provide pet sheltering, with the primary agency being the Seattle Animal Shelter.
 - A strategy for pet sheltering that complements the overall shelter plan. The Seattle Animal Sheltering Plan specifically addresses these components. The Animal Sheltering Plan will be incorporated into the Emergency Support Function #6 (ESF #6) Mass Care, Housing and Human Services response and, where appropriate, activities will be combined, such as delivering human and animal supplies from the shelter caches. This Shelter Annex focuses on the human shelter strategy, but not to the exclusion of the animal shelter plan. Service animals are kept with the person they are providing assistance to, and the Seattle Animal Shelter will help provide support to these animals if needed.
- Critical partners to the success of the sheltering plan is Emergency Support Function 7 (ESF #7) Resource Support (logistics, supplies and shelter caches) and ESF #8 Public Health and Medical Services. Additionally, substantial issues around shelter are resolved when roads and transportation are operational (ESF #1 Transportation), water and sewer systems are functioning (ESF #3 Public Works and Engineering), and power is on (ESF #12 Energy). In the event of structural damage to buildings and housing, the Seattle Department of Construction and Inspections (SDCI) becomes an essential partner in not only determining

whether people can stay in their homes, but whether shelter space is structurally sound. This plan does not go into detail on the role of these ESFs; however, it recognizes the importance of integrating into their plans, responses and priorities.

- This Annex does not address shelter-in-place, which is used when people need to seek immediate shelter in an emergency, such as a chemical release, and remain there rather than evacuate.

9.3 SITUATION

9.3.1 *Emergency Conditions and Hazards*

The Seattle Hazard Identification and Vulnerability Analysis (SHIVA) identifies and discusses in detail a wide range of hazards that could result in a need to shelter people. This includes natural, technical, and human caused disasters, such as severe weather, earthquakes, infrastructure failure, and acts of terrorism. Depending on the disaster, sheltering can take a number of forms, such as warming or cooling sites, and overnight shelters. Shelters may be established in community centers, arenas or in soft-sided shelters (e.g., tents). In longer term situations where housing is severely damaged and not available for an extended period, people are moved from emergency shelters into transitional housing or, optimally, into permanent housing. These longer term housing situations are described in other plans, such as the Washington State Department of Commerce’s Long Term Disaster Housing Plan and FEMA’s Disaster Housing Plan, and on the local level in the Seattle Disaster Recovery Framework.

Along with sheltering, other complementary support plans may be needed. These can include, but are not limited to feeding, transportation, sanitation, hygiene, child care and pet sheltering. Additional areas of support can include medical, access and functional needs, interpretation/translation, financial assistance and others depending on the disaster and the populations impacted.

In general, the American Red Cross responds to emergencies, such as fires, that displace households. In situations where a larger number of households are displaced or additional assistance is needed, the City of Seattle’s ESF #6 leverages the larger emergency support structure to mobilize governmental and community partners, resources, and services that can provide sheltering and the accompanying support. In catastrophic situations, the national American Red Cross and other national organizations will respond along with local agencies. Additionally, the City can adapt, and potentially surge, its existing service system for people in the aftermath of a disaster.

9.3.2 *Planning Assumptions*

- A disaster can occur without warning at a time of day that may produce extensive casualties and widespread damage requiring the temporary relocation of disaster survivors. Some survivors will go to mass shelter, others will find shelter with friends and relatives, and many survivors will remain with or near their damaged homes.
- The City of Seattle does not maintain mass care shelters on a day-to-day basis. Instead, the City has identified both public and private facilities that can be converted from normal use to support the range of mass care needed in an emergency or disaster. This does mean displacing other programs including child care and recreation programs.
- Besides shelter, the basic services and commodities to be provided in a mass care facility may include food, water, clothing, provisions for hygiene, emergency medical services, counseling and communications support.
- In a catastrophic situation, it will take days to establish shelters.
- It will be at least three days before national assistance begins to arrive.

- People prefer to be in their own homes or as close as possible.
- Approximately 10% of displaced people will need shelter.
- Ability to set up and support sheltering will depend on availability of transportation system, supplies and staff.
- Buildings for shelters may not exist or be useable.
- People with the fewest resources are more likely to need sheltering.
- Shelters require 24 hour staffing.
- Shelters may not be able to handle every type of need when they open.
- There may be limited food and water at the shelter.
- There will be a need for medical support at the shelter, and some people will be missing medications and/or medical devices and supplies.
- People will have a variety of access and functional needs.
- Interpretation and translation will be needed.
- People are likely to be under stress and have experienced some form of difficulty, trauma and/or loss.
- Families may be separated, family members may be missing, injured or deceased, and minors may be unaccompanied by adults.
- Children will have different needs than adults.
- People will come to the shelter with their pets.
- Shelters established following American Red Cross shelter standards will not accept pets.
- People will not want to be separated from their animals and may develop hybrid sheltering approaches, such as sheltering the animal in their car.
- There are varying definitions of “service animal” in Seattle depending upon the agencies and facilities involved.
- A complementary pet sheltering plan has been developed that strives to locate pet shelters close to human shelters.
- Some businesses will shelter their own staff.
- Many people will establish their own sheltering solutions.
- Depending upon the time of the event, up to 400,000 people could be in Seattle who are not residents and some of whom may need shelter or help returning home.
- If the disaster is caused by an earthquake, people will set up their own tents and there will also be a demand for soft-sided sheltering as people avoid being in buildings.

- A federal disaster declaration will be needed for certain types of shelter and assistance to become available.
- The FEMA National Shelter System (NSS) will be an important tool in identifying facility options, and tracking and reporting on the number of people and animals being sheltered.

9.4 CONCEPT OF OPERATIONS

In a disaster, people can be displaced from their homes for a variety of reasons. Their homes could be destroyed and no longer habitable, essential services such as water and heat might not working, access to the home might be cut off, or people may have had to evacuate their area. Whatever the reason, if people cannot stay in their homes due to a disaster and they do not have good options for a place to stay, establishing a shelter(s) may be the best strategy. If a shelter(s) is established, the following concepts will be important:

- Respect the dignity of all shelter occupants.
- People need to be in permanent homes as soon as possible.
- Design the shelter to be accessible and address functional needs.
- Locate shelters as close to the affected homes and community as possible.
- Keep families together.
- Keep pets as close to the families as possible.
- Keep the community together.
- Create a safe environment.
- Keep children in school.
- People are able to continue their employment.
- If people were able to drive to the shelter, allow for parking.
- If people do not reside in Seattle, identify whether they need assistance to return to their homes.
- Develop a meal plan to support the shelter.
- Assess the needs of shelter clients in regards to diet, language, custom, information needs, health, mental health, safety, etc.
- People are able to access services.
- Provide clear updated communications externally and internally.
- Communicate how long the shelter is expected to be open as soon as possible.

Shelters are generally open for the length of time needed to support the affected population, ranging from a few days to several weeks, depending on the severity of the event. In a catastrophic situation, such as the 2011 tsunami in Japan, shelters may need to be open for months.

There are a variety of ways to approach sheltering. There could be a single small shelter, multiple shelters, a larger mega-shelter, soft-sided shelters (most likely to occur after an earthquake), consolidation of shelters, etc. The shelter strategy must balance the needs of people displaced with the available resources, as well as the cost of the solution. Consideration also needs to be given as to how

long a particular shelter option can be supported and whether the approach is equitable, especially where multiple shelters are established.

Developing a shelter strategy can be complex. ESF #6 partners work together on a sheltering strategy relying heavily on the expertise of the American Red Cross and the Seattle Parks and Recreation Department (Parks). As the complexity of the sheltering needs grow, a Shelter Task Force may be formed as a sub group of ESF #6.

ESF #6 will operate according to standard Red Cross shelter procedures. These procedures include the use of Red Cross forms. At each facility, the shelter manager will keep records of shelter registration, supplies and equipment, and a log of operations and activities.

Complementing the shelter efforts, there are additional areas of consideration:

- Warming/cooling sites may be an option where people are able to get enough relief that they are able to stay in their homes. These sites may include recharging stations, food and first aid.
- A pet sheltering strategy may range from holding people's animals at the Animal Shelter until the event is over to developing additional pet shelters that may or may not be connected to human shelters.
- If possible, keep operations of shelters and support services open that regularly serve homeless persons. This shelter system assists hundreds of people on a daily basis and has the ability to connect people to specialized services. The City of Seattle supports a surge capacity as well, which is outlined in the City of Seattle Severe Weather Plan for Persons Experiencing Homelessness.
- Reception centers may be needed in an evacuation situation where people are provided information and possibly directed to shelter sites.
- People who are not residents of Seattle may need shelter until they can procure transportation to return to their homes.

Overall, each sheltering strategy is developed from a range of options and resources for the people impacted and adapted to the situation. It has been found that going into a shelter is generally not people's first preference, so supporting efforts that may help them achieve a better option is also part of the sheltering strategy.

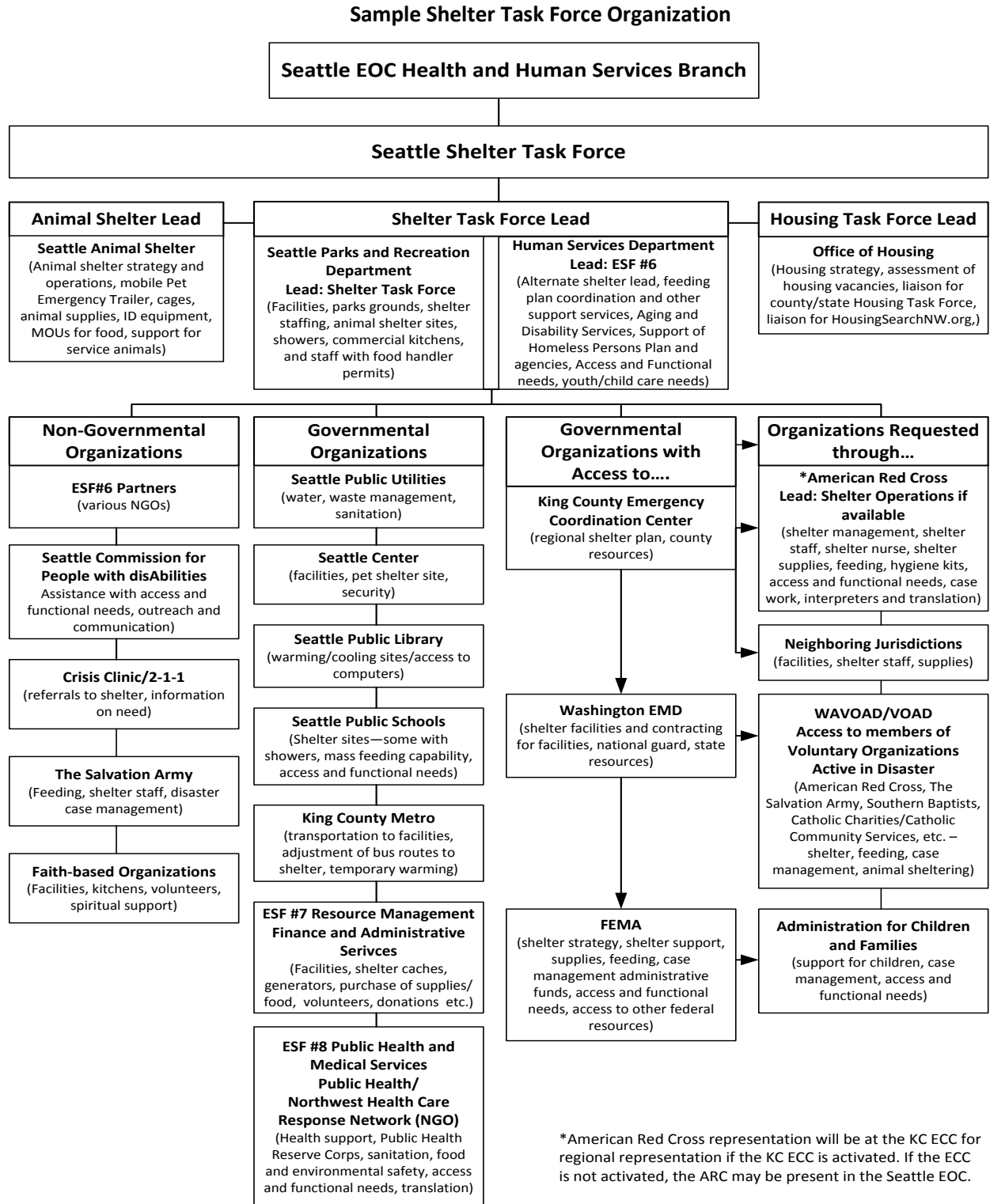
9.4.1 Organization

- Sheltering operations are coordinated through ESF #6, which is in the Health and Human Services (HHS) Branch when the Seattle Emergency Operations Center (EOC) is activated. Planning for sheltering operations is assigned to Parks as a part of ESF #6. ESF #6 operates within the Incident Command System (ICS). ESF #6 can also coordinate sheltering when the EOC is not activated. Activities of the branch are communicated to the EOC, ESF #6 supporting agencies, and other stakeholders that are identified.
- The Parks Department provides for the leadership of the sheltering effort within ESF #6. Specific supporting agencies may or may not be present in the EOC, but ESF #6 will be in regular communication through emails, conference calls, and/or meetings. Additional agencies that may be involved in the sheltering effort include: American Red Cross, Parks, Seattle Center, Finance and Administrative Services (FAS, which includes EOC Logistics

coordination and the Seattle Animal Shelter), Human Services Department, Office of Housing, Seattle Housing Authority, Seattle Public Schools, Commission for People with disAbilities, The Salvation Army and 2-1-1. Depending on the situation, other supporting partners could include Seattle City Light, Seattle Fire Department, Seattle Police Department, Seattle Public Utilities, Seattle Department of Construction and Inspections, Seattle Office of Immigrant and Refugee Affairs, King County Metro, and King County Emergency Coordination Center (ECC) and neighboring jurisdictions. Additional assistance may be provided by other governmental or non-governmental supporting agencies.

- ESF #6 may form a Shelter Task Force to develop a sheltering strategy, and coordinate and oversee the sheltering effort. For a larger event requiring county, regional and/or state coordination, sheltering task forces may be formed at any of those levels as well, in which case ESF #6 would appoint a shelter representative to participate in any appropriate task force. It is likely that additional partners on a state or national level will be added such as Washington State Emergency Management Division (EMD), Administration for Children and Families (ACF), FEMA, and Washington Voluntary Agencies Active in Disasters (WAVOAD) agencies. Task Forces may coordinate in person, through conference calls, online or any means that enable the group to communicate and work together under the circumstances. Figure 2, “Sample Seattle Shelter Task Force”, shows an example of a shelter task force.

Figure 2



9.4.2 General Response

The initial strategy for the activation of shelters will be determined as soon as it is anticipated that shelters may be needed. It is important to lean forward when activating shelters, as notification to supporting agencies, identification of the best shelter options, structural inspection (if needed), obtaining shelter resources and staff for the shelter all take time. The process is even more complicated if there is damage to the city's infrastructure, communications and buildings.

- ESF #6 will closely coordinate shelter planning with the American Red Cross, and, if involved, King County ECC and neighboring jurisdictions.
- If shelters are needed outside Seattle and a regional strategy is implemented, ESF #6 will participate in the development of the regional strategy while simultaneously implementing a local response. The local response will serve as backup plan and be folded into the regional strategy as the regional plan becomes operational. Elements of the local response may remain to complement the regional strategy.
- Ideally, the American Red Cross will be able to coordinate shelter operations and keep ESF #6 apprised of the number of people sheltered and any unmet needs or additional assistance that is needed. In disasters where the King County ECC is activated, the American Red Cross will report to King County, assess the county as a whole and determine where their assistance is needed most. In this case, Seattle may need to support shelters with partial Red Cross assistance (e.g. the Red Cross providing meals) or independently.
- HSD is the lead for ESF #6, but the Parks Department will take the lead for sheltering if the City's shelter response is using Parks resources, such as a Parks facility or Parks staff trained in sheltering. Parks and the American Red Cross will coordinate closely on efforts where resources are shared.
- For complex sheltering situations where a shelter task force is formed or State or national assistance is requested, ESF #6 will be the lead for a Seattle shelter task force and represent Seattle on county, regional or state shelter task forces.
- ESF #6 is the lead for warming/cooling shelters. Libraries, Parks and the Seattle Center provide leadership for their sites with ESF #6 at the EOC Health and Human Services Branch coordinating the overall warming/cooling strategy.
- The Seattle Animal Shelter is the lead for ESF #6 on animal sheltering needs.
- The Seattle Human Services Department is the lead for ESF #6 on the Severe Weather Shelter Plan for Persons Experiencing Homelessness.

9.4.3 Direction and Control

Each ESF #6 agency is responsible for providing direction within their organization. At the EOC, HSD is responsible for staffing the Branch Director position of the HHS Branch or arranging for an HHS Branch Director from one of the City ESF #6 Supporting Departments. The Branch Director will verify the lead shelter roles and appoint a lead for the Shelter Task Force if the Branch determines that one should be formed. The Shelter Task Force will keep the Branch informed of the shelter strategies, timelines, supporting agencies, service provided, costs and assistance needed. In addition, the shelter lead will keep the EOC Advance Planning Group apprised of their efforts.

The shelter lead or Shelter Task Force, if it is formed, will coordinate with the Housing Task Force should one be established. As the EOC closes, a Recovery structure may be established and any remaining sheltering efforts would be incorporated into the Recovery Plan.

9.4.4 Procedures

- Phone lists are maintained by individual departments and agencies of their partners and staff; OEM maintains an EOC Call Out List that includes all departments; and ESF #6 maintains a contact list for ESF #6 participants, including shelter partners.
- The Parks Department keeps shelter kits maintained at each community center site. Shelter forms and checklists are kept in the shelter caches.
- The ADA Checklist for Emergency Shelters is available on the internet at the Project Civic Access site, and kept by the ESF #6 Coordinator. Parks maintains a specialized tool kit to assess facilities based on the ADA Checklist for Emergency Shelters. The American Red Cross also conducts an independent functional needs assessment of facilities prior to their use as a Red Cross shelter.
- The Parks Department keeps a copy of the Shelter Communication Toolkit at Community Centers designated as Priority One and Two Shelter Sites. The Toolkit is also available online as part of the Regional Catastrophic Program Grant documents.
- The American Red Cross maintains documented shelter procedures and offers training on the sheltering procedures.
- The American Red Cross maintains shelter site facility data in the American Red Cross National Shelter System (NSS) of any facility that has a “Statement of Agreement for Use of Facility” with the Red Cross. This includes many city-owned buildings, such as community centers.
- FEMA maintains the FEMA National Shelter System (NSS) on the internet that synchronizes with the Red Cross NSS. Access to FEMA NSS is maintained by the ESF #6 Coordinator, Parks Emergency Manager and Seattle Animal Shelter Lead, and facilities not tracked by the American Red Cross (such as pet shelter sites) are the responsibility of those with access to the site.
- The Seattle Animal Sheltering Plan is maintained by the Seattle Animal Shelter and kept at the Shelter, EOC and with the ESF #6 Coordinator.
- The ESF #6 Coordinator and the Parks Department Emergency Manager have a chart of service animal definitions applicable in Seattle that was developed by the Vulnerable Populations Coordinator. A corresponding policy for shelter staff on how to determine if an animal is a service is included.
- The Shelter Worksheet is maintained by the ESF #6 Coordinator.

- Guidelines for event venue shelters are outlined in the Mega-Shelter Planning Guide, which is produced and maintained on the internet by the International Association of Venue Managers and the American Red Cross.
- The City of Seattle Winter Response Plan for Persons Experiencing Homelessness is updated each fall by the Human Services Department.
- Regional coordination across jurisdictions is outlined in the Regional Catastrophic Preparedness Grant Program (RCPGP) Evacuation and Sheltering Annex.

9.5 RESPONSIBILITIES

9.5.1 *Prevention and Mitigation Activities*

- HSD, as the ESF #6 lead, will:
 - Participate in applicable mitigation activities.
 - Each fall, review the City of Seattle Winter Response Plan for Persons Experiencing Homelessness, work with agencies to improve the plan, and update contact information for each supporting agency.
 - Partner with Parks to assess any new priority one and priority two Parks shelter sites using the ADA Checklist for Emergency Shelters.
- ESF #6 support organizations will:
 - Help the Seattle Office of Emergency Management staff to identify populations and communities that will benefit from disaster preparedness training. This includes organizations such as homeless shelters, low income housing projects, and emergency food providers.
- Parks, as the sheltering lead, will:
 - Maintain and test the generators installed in ten community centers located at the six Priority One shelter sites and the four Priority Two shelter sites.
 - Build new community centers with a transfer switch that will enable a generator to be transported to the site and connected.
 - Build new community centers in compliance with the ADA.

9.5.2 *Preparedness Activities*

- HSD, as ESF #6 lead, will:
 - Provide an ESF #6 Coordinator as designated by the HSD Director.
 - Coordinate the ESF #6 group to include scheduling and chairing regular meetings to lead development of the group's capacity to provide for mass care, including sheltering and feeding, housing, and human services in a disaster.
 - Provide training and exercises to support organizations on ESF #6-related topics and plans.
 - In collaboration with the Office of Emergency Management, identify, train and assign personnel to staff ESF #6 in the Emergency Operations Center.
 - Work in collaboration with Parks, Seattle Commission for People with disAbilities, Office of Emergency Management, and others to assess ability to provide shelter that meets ADA requirements, as well as functional needs.
 - Develop a chart of Service Animal Definitions used in the area, and a Service Animal shelter policy to help shelter staff navigate through the possible interpretations.
 - Maintain ESF #6 emergency response team lists.
 - Review and update the Sheltering Appendix.
 - Participate in the King County Mass Care Workgroup and other regional groups to coordinate cross-jurisdictional sheltering procedures, develop common sheltering and support standards, and exercise sheltering procedures.

- ESF #6 support organizations will:
 - Be the City government organization with the authority and responsibility to organize and operate public shelter, mass care, food and support services; the group will work closely with the American Red Cross in shelter preparedness and response.
 - Have a subgroup of ESF #6 responsible for providing shelter for use in an emergency is composed of: Department of Parks and Recreation; Human Services Department; American Red Cross
 - Participate in the ESF #6 monthly meetings.
 - Participate in shelter plan exercises.
 - Participate in the review of the Sheltering Appendix.
 - Update contact lists annually.
 - Develop formal agreements, including memorandums of understanding, and working relationships with supporting mass care agencies and organizations, as required.
- Parks will:
 - Develop and maintain procedures and plans to support sheltering components and activities.
 - Maintain a cadre of staff trained in the Incident Command System (ICS), American Red Cross Sheltering procedures, and access and functional needs for general population shelters.
 - Keep updated shelter kits and Shelter Communication Kits in the shelter caches and at the Priority One and Two shelter sites.
 - Be prepared to use supplies on hand to operate a shelter at a designated community center.
 - Maintain current shelter facility information and capacity through the American Red Cross and FEMA NSS.
 - Ensure ADA Shelter Surveys are completed on Parks Priority One and Priority Two shelter sites.
 - Maintain a communication system, such as radios, text messaging, and cellular telephones so contact can be maintained between the EOC, Command and Control Sites, shelters and other support staff.
- American Red Cross will:
 - Provide planning and training support to help establish shelter sites.
 - Collaborate with the City in identifying potential shelter sites.
 - Maintain current shelter facility information in the American Red Cross NSS.
 - Maintain a regional cache of shelter supplies and food, in addition to local supplies.
 - Be prepared to operate shelters in compliance with the ADA, and to support access and functional needs.
- Seattle Center will:
 - Maintain a disaster response plan that provides for the use of their facilities as shelters in an emergency.
 - Maintain current shelter facility information and capacity through the American Red Cross and FEMA NSS.
- FAS, Seattle Animal Shelter, will:
 - Maintain the Seattle Pet Sheltering Plan.

- Train staff and a cadre of volunteers to implement the pet sheltering plan.
- Maintain animal shelter supplies in four shelter caches in different geographic areas of the city.
- Have available and maintain the Pet Emergency Trailer and supplies (PETS).
- FAS, as Logistics Section lead, will:
 - Maintain sources for sheltering supplies through contracts with vendors or other means.
 - Maintain the four shelter caches containing the shelter and Animal Shelter supplies.
 - Provide access and arrange delivery of shelter supplies to designated shelter sites.
 - Develop a volunteer plan to include people who could qualify and be trained for staffing or supporting shelter operations.
- Office of Emergency Management will:
 - Share information on current shelter best practices, lessons learned, legal requirements, and other resources to improve sheltering capabilities.
 - Assist with shelter-related exercises.
- Department of Construction and Inspections will:
 - Maintain a list from Parks of Priority One and Two shelter sites with their designated outbuildings for pet sheltering to be ready to include on the inspection list if sheltering is needed due to an earthquake.
- Seattle Commission for People with disAbilities will:
 - Provide guidance and advice for improvements for sheltering people who have disabilities.
 - Help provide participants to participate in shelter exercises.
 - Help provide information support for people with service animals.

9 5.3 *Response Activities*

- HSD, as the ESF #6 lead, will:
 - When requested by the EOC Director, the Department Head or designee, will provide to the EOC the Health and Human Services (HHS) Branch Director to coordinate the Branch and ESF #6 support organizations. Usually the ESF #6 Coordinator is the HHS Branch Director, and is responsible for mobilizing and coordinating ESF #6 representatives in the EOC based on the need for shelter support, mass care, food and human services.
 - In conjunction with Parks and the American Red Cross, the ESF #6 Coordinator assesses whether there is the potential for people to need shelter. If available, obtain preliminary information on people impacted, such as number of people displaced,

- and whether there are injuries, access or functional needs, pets or service animals, children or elderly.
- The ESF #6 Coordinator notifies all ESF #6 support agencies upon activation and continues communicating with the agencies throughout the event regarding the extent of the disaster and the status of response operations.
 - ESF #6 support organizations will:
 - Report to the EOC, if requested, to coordinate mass care, shelter, food and related support services.
 - Through the Health and Human Services Branch, support Parks as needed in using the Shelter Site Worksheet to assess whether the facility would be safe and offer basic needs. If a critical item is missing, such as water, work with ESF #6 Supporting Partners to determine whether there is a work around to the missing item. Request a structural inspection through the Department of Construction and Inspections, if needed.
 - Help Parks develop a feeding plan to support the shelter.
 - Request and, if available, provide support for access, functional and medical needs.
 - Help coordinate support services, which may include, but is not limited to: Medical services through Public Health Reserve Corps, Interpretation, Disaster Case Management and Transportation.
 - Communicate to Public Information Officers information on the shelter(s), including pet sheltering.
 - Parks, as the sheltering lead, will:
 - Be designated as the ESF #6 sheltering lead. The ESF #6 Coordinator may provide an alternate lead if appropriate and mutually agreed.
 - Determine with the American Red Cross whether they will be operating the shelter, providing supplies and meals, and whether they need assistance identifying sites. If there will be regional needs, work with the ESF #6 Coordinator to contact King County ECC to start regional coordination.
 - Determine whether a Shelter Task Force should be formed to coordinate and oversee shelter-related operations, and if so, coordinate with the ESF #6 Coordinator to identify a lead and participants as quickly as possible. At a minimum, start with representatives from Parks, American Red Cross, Human Services Department, Seattle Center and Finance and Administrative Services (for Logistics and Pet Sheltering). If a Task Force is not formed at this time, continue to appraise whether one should be formed later.
 - Identify potential shelter sites from City facilities or with the American Red Cross if a site has not yet been determined. The FEMA NSS can be used to run a report on all potential shelter sites in Seattle that have been vetted with the American Red Cross or added through the City of Seattle. If the disaster requires sheltering beyond the Priority One or Two sites, consider implementing the campus concept with Seattle Public Schools.
 - Determine what shelter option or combination of options will be used. A summary of shelter options is outlined in the following table. A shelter strategy may use a number of these options or create additional approaches depending on what is needed and what resources are available.

Table 7

SHELTER OPTION	ROLE FOR CITY OF SEATTLE
1. American Red Cross in non-city facility (Church, school, etc.)	Not involved unless there is a request for assistance.
2. American Red Cross in city facility (Community center, Seattle Center, other)	Parks or the Seattle Center determines facility availability, sets up building access, assigns after hours staff and/or security, reschedules conflicting activities/programs and arranges janitorial service.
3. Parks operates shelter in city facility or other arranged facility. (American Red Cross could provide shelter supplies and/or food.)	Provide facility, shelter staff and supplies. 100 Park staff are trained in American Red Cross shelter standards and processes. 3,500 cots and other shelter supplies are stored in four city caches (no food).
4. Parks expands to a campus concept, using a community center and neighboring school facilities. (Capacity could be up to 1,000 people. Multiple services could be offered.)	Work with Seattle Public Schools to arrange for additional facilities. Provide all of #3 option as well. May need additional staffing help from other agencies or trained volunteers.
5. Mega-shelter operated by either local or national American Red Cross. (Could be set up for people in Seattle or evacuees from other areas. Facility could be in stadium, exhibition facility, Port, etc. Could also be a leased vacant facility. County, State and/or FEMA would likely be involved.)	Possible assistance with security, traffic control, garbage and miscellaneous logistics. If needed, staffing could be provided by Parks and other operations coordinated by the City of Seattle.
6. Shelter trained Parks employees help staff American Red Cross managed site.	Provide shelter-trained staff who have been backgrounded according to American Red Cross requirements (not all staff have gone through this background check). Would have secondary impact of covering responsibilities for reassigned staff.
7. Spontaneous shelters open in the community. (Organizations with facilities such as churches, private schools, businesses, etc. may offer independently to shelter people.)	Identify spontaneous shelters, assess with site whether assistance is needed and how long they will stay open, refer to Public Health for inspection, determine whether additional shelter capacity needs to be added for area, add sheltering information to National Shelter System.

<p>8. Soft-sided shelter camps. (These could be organized in city parks or spontaneously develop in open spaces.)</p>	<p>Assess whether a soft-sided/tent shelter camp should be established. If so, where and what support would be needed, such as meals, hygiene and sanitation facilities. If spontaneous camps develop, determine what assistance is needed, whether camp residents should relocate and if there is a better shelter solution that could be offered. Work with Public Health to assess health and sanitation issues.</p>
<p>9. Alternative shelter arrangements: Ad hoc shelter arrangements such as staying in cars or RVs, crowding in undamaged residences, staying in homes that are lacking utilities or are significantly damaged, creating own shelters, etc.</p>	<p>Identify what shelter solutions are being used and whether alternate shelter options or assistance could be offered. Work with Public Health, Department of Construction and Inspections, and other partners to assess whether people are safe.</p>
<p>10. Hotel/Motel/Other paid accommodation (May work for some people depending on whether accommodations are available and whether people displaced have access to the financial resources for the duration needed.)</p>	<p>If needed, help people access resources they are eligible for, such as insurance or FEMA Individual Assistance. Provide public information to make people aware of possible resources.</p>

- Work with the Seattle Animal Shelter to provide support for service animals and to develop a supporting pet sheltering plan, if needed.
- Identify and request staff to open a facility for the American Red Cross and Animal Shelter and/or to provide the shelter staff and meal preparation.
- Request needed supplies, once a site(s) is identified and confirmed, from the shelter caches, the American Red Cross, or request procurement through the Logistics vendor contract.
- Use the ADA Checklist for Emergency Shelters to assess what adjustments might be needed to meet ADA requirements. If a Priority One or Two shelter site is selected, the completed ADA Checklist for items related to the facility is already on file.
- Consult with the Seattle Fire Department on the fire and occupancy safety of the shelter.
- Consult with Public Health on the environmental safety of the shelter, as needed.
- Consult with the Commission for People with disabilities, Aging and Disability Services, Public Health and/or Office of Immigrant and Refugee Affairs on issues regarding access, functional and cultural needs.
- Open the shelter and provide a safe and welcoming environment for people. Have appropriate support partners available to assist people.
- Develop a demobilization plan in conjunction with opening the shelter.

- Report every 12 hours the shelter numbers in FEMA NSS.
- Communicate regularly with the Health and Human Services Branch, EOC, American Red Cross and the KC ECC to provide updates on the shelter strategy status.
- American Red Cross will:
 - Act in a supportive role to local government during a disaster. For small emergencies or localized events not requiring activation of the Seattle EOC, the Red Cross will provide mass care. During a federally declared disaster, the American Red Cross and FEMA are co-leads in mass care.
 - In conjunction with Parks and HSD, assess whether there is a need for shelter, and if so, determine the scope of what is needed.
 - Work with Parks to identify the appropriate shelter option, what level of support the American Red Cross can provide and when, and whether there are additional needs.
 - If able, provide shelter services including staff, shelter supplies and support services including interpretation. If no appropriate facility from the American Red Cross NSS is available, work with the Parks and/or ESF #6 to identify a city-owned building, such as a Priority One or Two shelter site, or other option.
 - Assess facility and operations to meet ADA requirements and access and functional needs.
 - Track and report on American Red Cross NSS the number of people in the shelter and the number of meals served.
 - Provide daily updates to ESF #6 on the status and needs of the people and shelter operations.
- Seattle Center will:
 - Provide shelter facilities and or other sheltering support, such as pet sheltering facility or site to provide services.
- FAS, Seattle Animal Shelter, will:
 - Identify the appropriate level of support if there are service animals or pets.
 - In conjunction with Parks and the American Red Cross, develop a supporting pet sheltering plan, if needed.
 - If needed, identify appropriate pet shelter site(s) to support sheltering sites identified by Parks and/or the American Red Cross.
 - If applicable, coordinate with Parks to jointly request: Pet shelter information on the Shelter Site Worksheet; Inspection of facility by Department of Construction and Inspections; Supplies from the shelter caches.
 - Arrange for staffing to support 24-hour shelter operations.
 - Set up pet shelter in accordance to the Seattle Pet Shelter Plan.
 - Develop a demobilization plan in conjunction with opening the shelter.
 - Report every 12 hours the pet shelter numbers in FEMA NSS.
 - Communicate regularly with Parks, the Health and Human Services Branch, EOC, American Red Cross to provide updates on the pet shelter strategy status.

- FAS, as Logistics Section lead, will:
 - Arrange for delivery of items requested from the shelter caches.
 - Fill resource requests for shelter and support including, portable generators if needed, fuel, cots, food, staffing (or volunteer support), etc.
- Department of Construction and Inspections will:
 - Prioritize inspecting sites pre-designated from Parks of Priority One and Two shelter sites list if sheltering is needed due to an earthquake.
- Commission for People with disAbilities will:
 - Help assess effectiveness of accommodations and communications at the shelter.
 - Help strategize on solutions and resources for addressing specific needs due to a disability.
 - Help communicate shelter information to the public.
- Public Health – Seattle & King County will:
 - Provide assessment of environmental safety of the shelter, if needed.
 - Provide medical support, medications and durable medical equipment as needed.
 - Provide mental health support to residents and staff at the shelter.
- Seattle Fire Department will:
 - Conduct fire safety inspections of facilities and enforce fire prevention measures to reduce vulnerability of shelters to fire.
 - Coordinate emergency medical, search and rescue, and decontamination if necessary.
- The Salvation Army will:
 - Help provide support to local government efforts during a disaster. At the request of the ESF #6 Coordinator, The Salvation Army will assist in the management of meal provision for the displaced population and support personnel as required.
 - Provide appropriate support services for the displaced population that are consistent with their available resources.
- Emergency Operations Center will:
 - Provide information on the nature and extent of the hazard including the number of any people evacuated, number of people requiring shelter, safe routes of travel for shelter staff and supplies, status of supply and staffing requests.
 - Coordinate communication and resources, including State and Federal assistance for sheltering needs.
- Joint Information Center, Public Information Officer will:
 - Coordinate public information concerning shelter services, pet shelters, as well as warnings, advisories and other information.
 - Communicate information to the public through various means and media, as well as in multiple languages and accessibility options to reach the intended audience.
- Other Organizations will:
 - Be contacted as appropriate to act in support of community members in diverse parts of Seattle to provide both immediate emergency support and ongoing services where their resources will reach residents who might not otherwise be assisted.
 - Need assistance or options to leverage their capabilities to provide ongoing support if their resources do not allow them to start or continue needed services.

9.5.4 Recovery Activities

ESF #6 participates in the recovery of the community as designated in the ESF #14 Long Term Recovery Annex and/or the Disaster Recovery Framework. Specific recovery activities for sheltering may include the following:

- HSD, as ESF #6 lead, will
 - Direct the phasing out and the closing of emergency shelters, mass care, and food services.
 - If schools have been used for sheltering and school is in session, prioritize demobilizing (closing) these shelters to enable schools to resume.
 - With the help of support organizations, identify outstanding issues and unmet needs.
 - Update support organizations' status.
 - Call a debriefing meeting within a month after the disaster is concluded.
 - Provide the Office of Emergency Management with the ESF #6 and/or HSD portion of the After-Action Report.
- Parks will:
 - Coordinate the phasing out of shelters and prepare for the return to normal operations of facilities.
 - Coordinate with the Red Cross and other agencies to package unused supplies and equipment so they can be returned to the proper authority.
 - Demobilize sheltering equipment and return applicable equipment to FAS for cleaning, packaging and return to caches.
 - Provide a detailed written report and back-up data, logs and accounting invoices to the Parks Superintendent, and OEM if requested, within a week of shelter phase out.
 - Thoroughly clean and make repairs if necessary, before the return to normal operations. The Building Services and Custodial Services will assist with the cleaning and repairs process.
 - Shelter staff will attend a debriefing meeting to record and suggest improvements to the service provision of shelter during an emergency.
- ESF #6 support organizations will:
 - Coordinate with the Housing Task Force to move people from the shelter to transitional or permanent housing.
 - Work with ESF #8 to assess and provide for the on-going emotional and mental health needs of the community.
 - Provide information on their status (e.g., operations normal, closed, or modified).
 - Provide information on ongoing disaster-related services, outstanding needs, and/or their role in recovery.
 - Participate in related debriefings, and as applicable, the development of the After Action Report.
 - As needed, revise shelter plans, procedures and tools to reflect lessons learned.

- American Red Cross, will:
 - Phase out involvement in shelter, mass care, food and volunteer services.
 - Demobilize their equipment and staff.
 - Participate in applicable debriefing meetings.
- Seattle Center will:
 - Phase out any facilities used for sheltering or related support and prepare for the return to normal operations of facilities.
 - Coordinate with the Red Cross and other agencies to package unused supplies and equipment so they can be returned to the proper authority.
 - Demobilize sheltering equipment and return applicable equipment to FAS for cleaning, packaging and return to caches.
 - Provide a detailed written report and back-up data, logs and accounting invoices to the Seattle Center Director, and OEM if requested, within a week of shelter phase out.
 - Thoroughly clean and make repairs if necessary, before the return to normal operations.
 - Staff supporting the sheltering or related operations will attend a debriefing meeting to record and suggest improvements to the provision of shelter during an emergency.
- FAS, Seattle Animal Shelter, will:
 - Reunite pets with their owners. If owners cannot be found for an extended period, find foster or permanent homes for the animals.
 - Demobilize pet shelters.
 - Return applicable pet sheltering equipment to FAS for cleaning, packaging and return to caches.
 - Clean and resupply the Pet Emergency Trailer (PETS) as needed.
 - Provide a detailed written report and back-up data, logs and accounting invoices to the FAS Director, and OEM if requested, within a week of shelter phase out.
 - Staff supporting the animal shelter or related operations will participate in debriefing meeting to record and suggest improvements to the service provision of shelter during an emergency.

9.6 RESOURCE REQUIREMENTS

9.6.1 Logistical Support

- Facilities
 - Facilities that could serve as shelters such as Community Centers, Seattle Center buildings, and non-city facilities such as schools and churches that have an agreement with the American Red Cross, are identified on the Red Cross National Shelter Database and synchronized with FEMA's National Shelter Database. This detailed data is available to designated ESF #6 participants that have been granted access by the ESF #6 Coordinator and FEMA.
 - City-owned facilities that could be used for sheltering include: Human and/or Animal Sheltering, Warming Sites: Community Centers and other facilities. (See table below for more details on City-owned sites.); Human and/or Animal Sheltering: Seattle Center Campus - 305 Harrison St., Seattle, WA; Animal Sheltering: Seattle Animal Shelter (with access to mobile pet shelter trailer) - 2061 15th Ave W, Seattle, WA; Warming/Cooling Sites - Seattle Public Library (Central) – 1000 4th Ave., Seattle, WA
 - Swimming pools, and to a limited extent some community centers could provide hygiene services. Portable showers, toilets and hand washing stands could also be procured.
 - Some Parks outbuildings have been identified for complementary pet sheltering that could be located close to Priority One or Two community center shelter sites.
 - Parks open grounds – these areas may be appropriate for tent sheltering, but may need supplemental showers, restrooms, and access to heat and potable water.
 - For mega shelters, other facilities may be an option, such as colleges and universities, large venue sites and leased private warehouse or other facilities. These sites would need to be negotiated with the owners/managers of the sites, and it is likely that King County, Washington State or FEMA would be involved in these negotiations.
 - See table below for a list, by priority and sector, of City-owned sites that can serve as emergency shelters sites. Sites with back-up diesel-electric generation capability are noted with an asterisk (*). Sites that can be expanded into a campus concept by using nearby schools and fields are noted with a (C).
 - Priority One – These sites have generators, a larger capacity and most are located near a Seattle Public School that would enable a campus concept to be implemented. A fully implemented campus concept would have a capacity of approximately 1,000 people. Priority One community center shelter sites are located in different sections of the city.
 - Priority Two - Sites have a generator and will have a moderate capacity.
 - Other - The remaining sites are smaller, but may be ideal depending on the situation, location needed and number of people needing shelter.
 - Specific shelter sites are not determined until the number of people needing shelter, the preferred location of the shelter, and the shelter sites available and able to meet sheltering criteria (including structural integrity, power, water, etc.) have been identified. The chart below shows some of the options that could be available.

Table 8

Priority	Southeast Seattle	Southwest Seattle	Central West Seattle	Central East Seattle	Northwest Seattle	Northeast
1	Rainier Beach Community Center * (C)	Southwest Teen Center * (C)	Queen Anne Community Center * (C)	Garfield Community Center * (C)	Bitter Lake Community Center *	Meadowbrook Community Center * (C)
2	Jefferson Community Center *	Delridge Community Center *				Magnuson Community Center*
	Rainier Community Center *					
Others	International District/ Chinatown Community Center	Alki Community Center	Magnolia Community Center	Miller Community Center	Ballard Community Center	Green Lake Community Center
		Hiawatha Community Center	Seattle Center (various facilities)	Montlake Community Center	Loyal Heights Community Center	Laurelhurst Community Center
	Van Asselt Community Center	High Point Community Center		Yesler Community Center		Northgate Community Center
	Amy Yee Tennis Center (unheated)	South Park Community Center				Ravenna-Eckstein Community Center

- Shelter Caches
 - Four secured caches of shelter supplies are located in the city, including a total of 3,500 cots, 7,000 blankets and 500 animal cages.
 - An additional stock of cots, blankets and other shelter supplies is kept on hand by the American Red Cross and a backup regional supply is located within hours.
- Pet Emergency Trailer – Seattle (PETS)
 - The Seattle Animal Shelter maintains a Pet Emergency Trailer that contains emergency pet sheltering supplies for up to 40 animals along with identification

equipment. The trailer can be used to support shelter operations or become a mobile shelter in the trailer.

- Shelter Staff Personnel
 - Staffing is needed for 24-hour coverage at shelters. This can quickly become an obstacle to opening or continuing shelter operations.
 - Parks has approximately 100 staff trained in American Red Cross shelter procedures. Additional personnel have food handlers' permits and a number of personnel can provide security.
 - The Seattle Animal Shelter has a cadre of trained volunteers that can operate Animal Shelters.
 - Medical support is needed at shelters, and this can be supplied by the Public Health Reserve Corps or volunteers from the American Red Cross.

9 6.2 *Communications and Data*

- Communications
 - Parks uses 800 MHz radios, in addition to standard communication tools
 - HSD also has two 800 MHz radios.
 - All ESF #6 sheltering partners use email, landline phones and/or cell phone for day to day communication.
- Data Systems
 - Systems that sheltering efforts would rely on are the:
 - FEMA National Shelter System (NSS)
 - HousingSearchNW.org, an internet housing site that lists current residential sites for rent.
 - Identification reader for animal data chips.

9.7 ADMINISTRATION

9.7.1 *Cost Accounting and Cost Recovery*

Departments, organizations or agencies with a lead or support role for this ESF will track all costs based on guidance provided by their organization and the Seattle EOC. Reimbursement of costs is not guaranteed and, if provided, will likely not cover all costs incurred.

9.7.2 *Appendix Maintenance*

The ESF #6 Coordinator, HSD Emergency Management Coordinator, is responsible for updating this appendix. The appendix will be reviewed and updated annually as prescribed in the CEMP or when deemed necessary by the ESF #6 Coordinator, the Seattle Office of Emergency Management, or one of the Leads under the Sheltering activities. The ESF #6 Coordinator will also be responsible for ensuring all Primary and Support department and agency personnel are trained at least annually on the information contained within this appendix.

Table 9

RECORD OF CHANGES			
DATE	TYPE	CONTACT	SUMMARY
March 2017	Update	J Watson L Meyers	Completed annual update
May 2015	Update	K Neafcy	Completed annual update

9.8 TERMS AND DEFINITIONS

See Comprehensive Emergency Management Plan. Glossary.

10. ESF #6 – APPENDIX 2 – FOOD

10.1 INTRODUCTION

10.1.1 *Purpose*

To describe the City's process for the management and distribution of food stocks in an emergency or disaster and to provide for the dissemination of emergency information relating to the protection and control of food resources affected by disaster.

10.2 SITUATION

10.2.1 *Emergency Conditions and Hazards*

The ability to provide for emergency food needs can be affected by disasters of all sizes. In smaller incidents, such as single-family or multi-unit disasters (home or apartment fires, for example) the American Red Cross, The Salvation Army, and other social service and church organizations may provide vouchers for restaurant meals, mass care meals at fixed sites, or use mobile feeding vehicles supplied with food available from existing warehouse stocks or grocery stores.

Following a citywide emergency, demands for resources—both material and human—can grow beyond the capabilities of the existing system. When this occurs in the City of Seattle, the Emergency Support Function 6 (ESF #6) will implement the Food Appendix to mobilize food resources to support mass care for the population.

10.2.2 *Assumptions*

- The City of Seattle has primary responsibility for procurement and distribution of emergency food supplies to meet immediate and urgent needs of population groups within its jurisdiction.
- The City of Seattle does not maintain food stocks or provide meals on an everyday basis. ESF #6 has pre-identified both public and private sources of food stuffs and other supplies that may be converted from normal use to support an ongoing mass care operation during times of emergency.
- The ESF #6 food procurement and distribution network will be coordinated by the Emergency Food Coordinator or designee, as appointed by the ESF #6 Coordinator, or the Feeding Task Force.
- ESF #6 will utilize available resources to distribute mass care meals using mobile feeding at mass care sites such as shelters, Community Points of Distribution (CPODs) and other identified sites as determined.
- The selection of which facilities to use in an emergency or disaster will be determined at the time of the incident, based upon identified needs, and in cooperation and coordination with the provisions of the Shelter Appendix.
- Shelters will attempt to provide two to three meals per day to displaced persons.
- Since a majority of the population will prefer to remain at or near their homes, their ability to meet their own needs will vary greatly. Minimal needs will be access to one meal (preferably hot) per day and access to fresh drinking water within walking distance. In the event grocery stores are unable to return to operating conditions within 72 hours, affected communities may need access to water, food and commodities.

10.3 CONCEPT OF OPERATIONS

ESF #6 will provide the organization necessary to support the City’s mass care operation, and will maintain coordination with other City departments, other government agencies, the American Red Cross, The Salvation Army, other non-governmental organizations, government agencies and private businesses that support food and feeding operations.

- General
 - In the event of a disaster, the ESF #6 Coordinator, or their designee, will appoint an Emergency Food Coordinator to manage the allocation and distribution of city, state and community food stocks in support of all mass care feeding operations.
 - The Emergency Food Coordinator will be a part of the Health and Human Services Branch at the Emergency Operations Center (EOC) and provide the organization necessary to support both fixed and mobile feeding operations; and will maintain coordination with other City departments, government agencies, and voluntary or private organizations that may have responsibility to support ongoing operations.
 - In the event of a larger scale disaster or emergency, the ESF #6 Coordinator or Emergency Food Coordinator may convene a Feeding Task Force of key supporting partners.
 - The American Red Cross, The Salvation Army, other non-profit and private organizations may be called upon by ESF #6 to provide food services to the affected population and emergency workers. At the onset of the disaster, activation of emergency feeding operations may be initiated at the request of the ESF #6 Coordinator, or by an individual voluntary organization in keeping with their agency’s charters. Upon activation of the EOC, all coordination of ongoing feeding operations shall be done through ESF #6.
 - In a large event, multiple strategies, food resources and agencies will be coordinated to provide food and meals until normal food supply chains are restored. Resources include agencies with disaster feeding capabilities (The American Red Cross, The Salvation Army, Southern Baptists), donated food handling capabilities (Food Lifeline and Northwest Harvest), as well as congregate meal providers. State and Federal government may also be providing significant disaster food response. In addition, resources may be donated or procured from private sources such as, commercial kitchens, restaurants, food trucks, and food retailers and wholesalers.
 - Procurement and distribution of food supplies will be coordinated with the Logistics Section at the EOC.
 - The EOC, in coordination with ESF #6 will coordinate State and Federal food assistance on a long-term, as-needed basis.
 - Information on donated food code and monitoring for food safety will be provided through ESF #8 Public Health and Medical Services.
 - Public information regarding the distribution of food and water will be coordinated through the Public Information Office (PIO) at the EOC. As needed, ESF #8 Public Health and Medical Services will provide information regarding the safe storage and consumption of food and water after a disaster.
 - For disasters impacting the region, The Puget Sound Region Feeding Plan outlines the coordination process, regional feeding task force, resources, and feeding strategies.

The Feeding Plan is located in the EOC and on the Washington State Emergency Management Division website.

- Direction and Control
 - Direction and control of ESF #6 is provided by the ESF #6 Coordinator or their designee at the City EOC. Allocation and distribution of food assistance shall be managed by the designated Emergency Food Coordinator.
- Continuity of Government
 - When the EOC is activated, the Emergency Food Coordinator, under ESF #6 will be responsible for providing food service coordination, which may also include the coordination of a Feeding Task Force.
 - Staff relieving the Emergency Food Coordinator at the EOC will have the authority to act in the Coordinator's behalf in coordinating mass feeding needs.

10.4 RESPONSIBILITIES

10.4.1 *Assignment of Responsibility During the Preparedness Phase*

- Emergency Operations Center (EOC)
 - Provide administrative direction and support for ESF #6.
- Emergency Support Function 6 (ESF #6)
 - Identify City, governmental and privately-owned facilities within its jurisdiction that could serve as central kitchens for mass meal preparation.
 - In cooperation with FAS, identify sources of bulk food supplies that would be available to support a mass feeding operations.
 - Work in cooperation with the American Red Cross, The Salvation Army, and other voluntary organizations to identify feeding resources and capabilities within these agencies.
 - Coordinate with FAS on updates and exercises for the Community Points of Distribution (CPOD) Plan.
 - Meet regularly to review continued viability of the feeding response plan.
- Human Services Department
 - Designated representatives from the Department shall participate as active members of ESF #6 in the development of feeding resources and capabilities.
 - Ascertain and document available private food sources throughout the city including warehouses, distribution centers, and major commercial suppliers.
- Parks and Recreation Department
 - Designated representatives shall participate as active members of ESF #6 by assisting in the development of the group's mass feeding capabilities.
 - Identify and develop mass care facilities; clearly identifying those facilities with food storage and/or preparation capabilities. Identify food resources facilities within the Parks and Recreation Department.
 - Purchase and store limited supply of emergency food and other essentials for the Priority One community centers to support the initial hours of opening a shelter.
- Department of Finance and Administrative Services
 - In conjunction with the ESF #6 Coordinator will identify resources and formalize procurement procedures for food supplies identified by ESF #6.
 - Support ESF #6 by establishing contracts with vendors, facilities, and transportation services.
 - Coordinate with ESF #6 on updates and exercises for the Community Points of Distribution (CPOD) Plan.
 - Identify accounting resources that may be used during the recovery phase of a disaster for meeting the emergency expenditures of the City.

- Seattle Center
 - Designated representatives will participate as active members of ESF #6 by assisting in the development of the group’s mass feeding capabilities.
 - Identify food resources, storage, and preparation facilities within the Seattle Center.
 - Identify and train Seattle Center personnel or volunteers who may be made available to assist with food preparation and/or distribution during an emergency.
- Department of Construction and Inspections
 - Identify and train those individuals to coordinate with Engineering and the Logistics Functional Team to assess damage and determine safety of facilities designated as mass care kitchens.
- Other City Departments
 - Identify vehicles and personnel that could be made available during an emergency feeding operation to support meal provision directed by ESF #6.
 - Identify resources for funding the City’s emergency response.
- Seattle Public Schools
 - Participate as an active member of ESF #6 by assisting in the development of the group’s feeding capabilities.
 - Identify food resources, storage, and preparation facilities within the School District that may be utilized during an emergency.
 - Identify School District personnel who may be made available to assist with food preparation and/or distribution during mass care feeding operation.
- American Red Cross
 - Participate as active members of ESF #6 in the development plans for food and water requirements, procurement, preparation and distribution.
 - Provide support to Fixed and Mobile feeding operations when available.
- The Salvation Army
 - Participate as active members of ESF #6 in the development of food procurement and transportation resources.
 - Provide support to Fixed and Mobile feeding operations when available.

10 4.2 *Assignment of Responsibilities During the Response Phase*

- Emergency Operations Center
 - Provide situational awareness of need and available resources, to include information on the nature of the hazard, extent of the damage, location of hazardous materials, numbers of people requiring mass care sheltering and feeding, road closures, available resources, and transportation of supplies.
 - Support resource requests.
- Emergency Support Function 6 (ESF #6)
 - The ESF #6 Coordinator will manage and coordinate all mass care efforts in cooperation with other representatives of the ESF #6.

- The ESF #6 Coordinator or his/her designee will coordinate with the Logistics Branch for the procurement and distribution of bulk food supplies.
- Coordinate with ESF #8 Public Health and Medical Services on food safety.
- Ensure that accurate records are kept on food and meal procurement and distribution.
- ESF #6 Coordinator
 - The ESF #6 Coordinator or his/her designee will mobilize and coordinate needed ESF #6 representation to the EOC. The Emergency Food Coordinator function will be activated, as indicated by emergency need.
 - The ESF #6 Coordinator or their designee will mobilize and coordinate needed ESF #6 representation to the EOC. The Emergency Food Coordinator function will be activated, as indicated by emergency need.
 - The Emergency Food Coordinator will take the lead role in coordinating all aspects of the mass feeding operation, including: Coordinating resources with other functional groups, departments and agencies; Arranging for the procurement of food supplies through the Logistics Functional Group; Identifying needs and prioritized requests for fixed and mobile feeding, including supporting all Parks Department and the Red Cross shelter sites.
 - In the event of a larger scale disaster or emergency, convene a Feeding Task Force of key supporting partners if needed.
- Parks and Recreation Department
 - As needed, Parks facilities will be made available for meal preparation and feeding locations.
 - Provide personnel with Food Worker's Cards to assist in preparation and/or distribution of meals, as part of Parks mass care sheltering responsibilities.
 - Work in cooperation with the ESF #6 Coordinator and/or the Emergency Food Coordinator, the American Red Cross, The Salvation Army, and other mass care feeding organizations to ensure distribution of mass care meals in the Parks Department-run shelter facilities and designated Parks facilities and sites.
- Department of Neighborhoods
 - The Coordinators of Neighborhood Services Centers will help coordinate, in cooperation with the ESF #6 Coordinator and/or the Emergency Food Coordinator,

the distribution of food and/or information on food resources in an emergency or disaster.

- Department of Finance and Administrative Services
 - Coordinate the Logistics Branch in the EOC and support ESF #6 by:
 - Arranging transportation services to support a mass feeding operation and food distribution, if needed
 - Obtaining food resources contracted vendors, arranging facilities, and activating contracts relevant contracts
 - Prepare for and track federal food resources and push packets
 - Coordinate with ESF #6 on implementation of any Community Points of Distribution (CPODs)
 - Assist in the collection of mass care costs.
- Seattle Center
 - Provide staff and kitchen facilities, as requested by the ESF #6.
- Department of Construction and Inspections
 - Assess damage and determine safety of facilities designated as mass care kitchens and congregate feeding sites.
- Seattle Public Utilities (SPU)
 - Implement the emergency water plan and lead in the provision of emergency water supplies to designated areas.
- Seattle Police Department
 - Provide security escorts for food and water supply distribution, if needed.
- Other City Departments
 - Provide vehicles and personnel as requested by ESF #6 or the Logistics Branch to assist in the distribution of material during the emergency feeding operation to support the ESF #6.
- Seattle Public Schools
 - Provide personnel as appropriate to assist in preparation and/or distribution of meals, as part of DPR's mass care sheltering responsibilities and in coordination with other members of the ESF #6.
 - Request assistance from the Logistics Functional Team for the transporting and distribution of foodstuff or prepared meals.
- American Red Cross
 - Work in cooperation with local government and the ESF #6 to provide mass care meals at fixed and mobile sites.
 - Provide operational training in Shelter Operations and Mass Care for City personnel and volunteers, as resources allow.
- Salvation Army
 - Response as requested with volunteers to assist in the preparation and distribution of mass care meals at fixed and mobile sites.
- Public Health Seattle-King County
 - Provide personnel to ensure that food and meals storage, handling, transportation and distribution are safe.

10 4.3 *Assignment of Responsibility During Recovery Phase*

- Emergency Operations Center (EOC)
 - The EOC will notify the ESF #6 Coordinator as to the date and time when the EOC is closing.
 - If applicable, the EOC will work with the Health and Human Services Branch to transition operations into the Recovery Framework.
 - Coordinate an After Action Review.
- Health and Human Services Branch
 - In coordination with the EOC Logistics Section, identify the resources that should be returned to original sources.
 - Provide input and recommendations to the After Action Review.
- ESF #6 Coordinator or Food Coordinator
 - Direct the phasing out and closing of the emergency feeding program.
 - Compile and analyse statistical and operational data pertaining to mass feeding. Complete an operational analysis for the Health and Human Services Branch.

10.5 ADMINISTRATION

10.5.1 Cost Accounting and Cost Recovery

Departments, organizations or agencies with a lead or support role for this ESF will track all costs based on guidance provided by their organization and the Seattle EOC. Reimbursement of costs is not guaranteed and, if provided, will likely not cover all costs incurred.

10.5.2 Appendix Maintenance

The ESF #6 Coordinator, HSD Emergency Management Coordinator, is responsible for updating this appendix. The appendix will be reviewed and updated annually as prescribed in the CEMP or when deemed necessary by the ESF #6 Coordinator, the Seattle Office of Emergency Management, or one of the Leads under the Sheltering activities. The ESF #6 Coordinator will also be responsible for ensuring all Primary and Support department and agency personnel are trained at least annually on the information contained within this appendix.

Table 10

RECORD OF CHANGES			
DATE	TYPE	CONTACT	SUMMARY
March 2017	Update	J Watson L Meyers	Completed annual update

11. ESF #6 APPENDIX 3 – SUPPORT AGENCIES CAPABILITIES

See table below.

Access and Functional Needs	Child/Youth Resources and Services	Disaster Assistance	Disaster Case Management	Food - Mass Feeding	Food and Food Assistance	Housing	Housing - Temporary	Interpretation/Translation	Mental Health/Behavioral Health	Medical Support	Other	Outreach/Community Engagement	Referral Services	Sheltering - Facilities	Sheltering - Pets	Sheltering - Supplies	Sheltering - Staff	Sheltering - Warming/Cooling Sites	Social Services	Showers	Water/Sanitation
City Departments, Offices and Commissions																					
<p>Department of Education and Early Learning</p> <p>Works with Seattle Public Schools on partnerships to help young people, including the Families and Education Levy. Has contracts and expertise in child care.</p>																					
X												X									
<p>Department of Neighborhoods</p> <p>Community engagement and outreach through Neighborhood District Coordinators, P-Patch Community Gardening, etc.; knowledge of neighborhood communities; access to interpretation.</p>																					
								X				X	X								
<p>Department of Planning and Development</p> <p>Inspection of buildings for structural integrity including those that may be used for shelter (human and animal), reception centers and other essential ESF #6 activities; permits for building, electrical, side sewer repair and street food vending; guidance and enforcement of electrical, building, maintenance and land use codes and rules; tenant relocation assistance program; exemptions from code requirements; and city planning.</p>																					
											X										
<p>Finance and Administrative Services (includes Seattle Animal Shelter)</p> <p>Lead for ESF #7 and coordination of Logistics Branch. Procurement of resources; access to vehicles; access to shelter caches; Community Points of Distribution (CPOD) plan lead; facility and facility management contracts; and vendor contracts. Seattle Animal Shelter is lead for pet sheltering; pet shelter staffing and supplies; service animal support; and animal services. Customer Service Bureau operates the City Information and Complaint Line, has access to interpretation. Neighborhood Services Centers have six sites that provide payment and information services.</p>																					
X								X			X			X	X	X	X	X		X	X

Access and Functional Needs	Child/Youth Resources and Services	Disaster Assistance	Disaster Case Management	Food - Mass Feeding	Food and Food Assistance	Housing	Housing - Temporary	Interpretation/Translation	Mental Health/Behavioral Health	Medical Support	Other	Outreach/Community Engagement	Referral Services	Sheltering - Facilities	Sheltering - Pets	Sheltering - Supplies	Sheltering - Staff	Sheltering - Warming/Cooling Sites	Social Services	Showers	Water/Sanitation
City Departments, Offices and Commissions																					
<p>Human Services Department Lead for ESF #6 and coordination of Health and Human Services Branch. Lead for coordination of multi-agency feeding response. In disasters assesses human services infrastructure. Expertise in vulnerable populations and has hundreds of contracts with approximately 200 agencies serving the community from birth on up. Aging and Disability Services (ADS) division serves as the Area Agency on Aging for Seattle and King County. ADS provides case management to thousands of clients and has an office in Renton that serves South King County. ADS staff includes nurses and multi-lingual speakers. HSD has contracts and expertise in youth programs and outreach, homeless shelters, hygiene and support services, food banks, food delivery programs, feeding programs, domestic violence shelters and services, family resource centers, and other social service resources.</p>																					
X	X	X	X		X		X	X		X	X	X	X						X		
<p>Office of Civil Rights Addresses illegal discrimination in employment, housing, public accommodations and contracting within the Seattle city limits. Advises on disability access and services, including service animals. Staffs four advisory commissions: Seattle Commission for People with disAbilities, Seattle LGBT Commission, Seattle Women’s Commission, and Seattle Human Rights Commission.</p>																					
X											X	X	X								
<p>Office of Housing Lead for housing in ESF #6. Experts in affordable housing, housing programs and agencies, and information on 12,000 Seattle housing units.</p>																					
						X															
<p>Office of Immigrant and Refugee Affairs Outreach and contacts to immigrant communities, including ethnic media; information on interpretation/translation services.</p>																					
X								X			X	X									

Access and Functional Needs	Child/Youth Resources and Services	Disaster Assistance	Disaster Case Management	Food - Mass Feeding	Food and Food Assistance	Housing	Housing - Temporary	Interpretation/Translation	Mental Health/Behavioral Health	Medical Support	Other	Outreach/Community Engagement	Referral Services	Sheltering - Facilities	Sheltering - Pets	Sheltering - Supplies	Sheltering - Staff	Sheltering - Warming/Cooling Sites	Social Services	Showers	Water/Sanitation
City Departments, Offices and Commissions																					
Seattle Center Campus setting for facilities that can be used for shelters, warming/cooling centers, reception center, backup animal shelter, assistance center; etc. Expertise in management of large crowds and events.																					
											X			X	X			X		X	
Seattle City Attorney's Office Provides legal advice including contracts, memorandums of understanding, executive emergency powers, Americans with Disabilities Act, and Seattle Municipal Code.																					
											X										
Seattle City Light Maintains a self-registry of SCL customers with power-dependent medical needs; Prioritization and scheduling of power repair/shut off.																					
											X										
Seattle Commission for People with disabilities Expertise with disabilities, resources and accessibility options. Assist with public messaging to members of the disability community.																					
X												X									
Seattle Fire Department Situational awareness (9-1-1); transportation of injured/seriously ill; medical assistance; and fire inspection of shelters.																					
										X	X										

Access and Functional Needs	Child/Youth Resources and Services	Disaster Assistance	Disaster Case Management	Food - Mass Feeding	Food and Food Assistance	Housing	Housing - Temporary	Interpretation/Translation	Mental Health/Behavioral Health	Medical Support	Other	Outreach/Community Engagement	Referral Services	Sheltering - Facilities	Sheltering - Pets	Sheltering - Supplies	Sheltering - Staff	Sheltering - Warming/Cooling Sites	Social Services	Showers	Water/Sanitation
City Departments, Offices and Commissions																					
Seattle Parks and Recreation Department Lead for shelter coordination in city facilities and will staff if American Red Cross is not available. Maintains facility and grounds capacity that can provide shelter, warming sites, recharging stations or other support (26 community centers—10 with generators—and over 400 parks and open areas). Commercial kitchens; and showers, especially at pool sites. Staff trained in shelter management; understanding of access and functional needs; and community relationships and outreach. Some community center rooms licensed for child care; child care programs through partner Associated Recreation Council; and youth and adult programs. Vehicles and tools for ground and facility maintenance.																					
X	X											X		X	X	X	X	X		X	
Seattle Police Department Community outreach; shelter security; and situational awareness.																					
											X	X									
Seattle Public Library Facilities in communities that can provide warming/cooling, computer access, resource assistance, and outreach (27 libraries; mobile and online services).																					
X											X	X	X					X			
Seattle Public Utilities Water services, including emergency potable water and blivets; management of sewer system; and waste management.																					
												X									X
Other Governmental Partners																					
Seattle Housing Authority Provides low-income public housing, Section 8 housing vouchers, and senior housing program. Operates buildings on more than 400 sites.																					
						X															

Access and Functional Needs	Child/Youth Resources and Services	Disaster Assistance	Disaster Case Management	Food - Mass Feeding	Food and Food Assistance	Housing	Housing - Temporary	Interpretation/Translation	Mental Health/Behavioral Health	Medical Support	Other	Outreach/Community Engagement	Referral Services	Sheltering - Facilities	Sheltering - Pets	Sheltering - Supplies	Sheltering - Staff	Sheltering - Warming/Cooling Sites	Social Services	Showers	Water/Sanitation
City Departments, Offices and Commissions																					
Seattle Public Schools																					
Operation of K-12 public education in 95 schools. Have school facilities and grounds in all neighborhoods, some that include shower and kitchen facilities. Potential sheltering or shelter campus or other mass care facility capabilities. Centralized mass food services operation. Expertise includes interpretation, access and functional needs, and child development and needs. Also has transportation contracts. High priority to maintain or restart education services after a disaster.																					
X	X			X				X			X	X		X				X		X	
Area Agency on Aging for Seattle and King County																					
Aging and Disability Services (ADS), a division of Seattle Human Services Department, is the Area Agency on Aging for Seattle and King County. ADS plans, coordinates and advocates for a comprehensive service delivery system for older adults, family caregivers and people with disabilities in King County.																					
X		X	X					X	X	X	X	X	X						X		
King County Department of Community and Health Services (DCHS)																					
Lead for mental health and chemical abuse and dependency services. Also provides a range of programs and services for vulnerable populations.																					
X									X	X		X	X						X		
King County Metro																					
Provides accessible transportation and limited warming shelter through its buses. Also operates Metro Access Transportation service for people eligible for ADA Paratransit Program.																					
X											X							X			
King County Office of Emergency Management																					
Lead for County ESF #6. Has MOUs with shelter facilities; American Red Cross; etc.																					
											X			X	X	X	X				

Access and Functional Needs	Child/Youth Resources and Services	Disaster Assistance	Disaster Case Management	Food - Mass Feeding	Food and Food Assistance	Housing	Housing - Temporary	Interpretation/Translation	Mental Health/Behavioral Health	Medical Support	Other	Outreach/Community Engagement	Referral Services	Sheltering - Facilities	Sheltering - Pets	Sheltering - Supplies	Sheltering - Staff	Sheltering - Warming/Cooling Sites	Social Services	Showers	Water/Sanitation
City Departments, Offices and Commissions																					
Public Health – Seattle & King County (Public Health) Lead for ESF #8 Health, Medical and Mortuary Services. Is also lead for Family Assistance Center Plan, manages the Medical Reserve Corps, and coordinates the Community Communication Network (CCN). Public Health coordinates response support for public health services, medical surge, community behavioral health services, outpatient services, vaccination program, inpatient services, home health services, homeless health services, food safety inspections and guidance, health information in a disaster, vulnerable populations assessment, translation and outreach.																					
X								X	X	X	X	X	X								X
Washington State Department of Agriculture Administers USDA’s The Food Assistance Program (TEFAP), Emergency Food Assistance Program (EFAP – financial, service guidance and coalition support for food bank system), and USDA’s Commodity Supplemental Food Program (CSFP). Also has roles in issues involving animal health and food safety.																					
		X			X						X										
Washington State Department of Early Learning (DEL) Oversees child care licensing and supports other early learning programs in accordance with state laws, federal laws and DEL rules. Determines site capacity. Issues portable background checks.																					
	X																				
Washington State Department of Social and Health Services (DSHS) Lead for state ESF #6. DSHS services include Basic Food Program, medical assistance programs, cash assistance, disaster food stamps; disaster food program, and mental health disaster outreach. DSHS is also responsible for children in foster care. Local offices are located throughout the area in addition to a mobile site capacity.																					
	X	X			X				X		X	X	X							X	
Administration for Children and Families (ACF) ACF can provide assistance on federal rules/waivers in disasters; continuity of benefits for clients, and expertise on access and functional needs. ACF can also provide Disaster Case Management services in a federally declared disaster if requested by the state and granted by FEMA.																					
X	X	X	X								X										

Access and Functional Needs	Child/Youth Resources and Services	Disaster Assistance	Disaster Case Management	Food - Mass Feeding	Food and Food Assistance	Housing	Housing - Temporary	Interpretation/Translation	Mental Health/Behavioral Health	Medical Support	Other	Outreach/Community Engagement	Referral Services	Sheltering - Facilities	Sheltering - Pets	Sheltering - Supplies	Sheltering - Staff	Sheltering - Warming/Cooling Sites	Social Services	Showers	Water/Sanitation
Federal Emergency Management Agency (FEMA)																					
Lead for federal ESF #6. If a federal disaster is declared, FEMA can offer assistance on sheltering, housing, feeding operations; procurement and distribution of supplies; disaster assistance programs; coordination with other federal and voluntary agencies, etc.																					
X		X	X	X	X		X				X	X	X	X	X	X	X			X	X
Non-Governmental Partners																					
American Red Cross																					
Has MOU with FEMA as co-lead for mass care component of ESF #6. Lead on shelter operations when available. Experts in disaster response, has trained shelter staff, mobile shelter supplies, capability for mass feeding, Safe and Well registration, caseworkers, interpretation and translations services, first aid capability, cadre of volunteers and other emergency assistance.																					
X		X	X	X				X	X	X	X	X	X	X		X	X	X	X		X
Catholic Community Services																					
In a disaster provides disaster case management. Also provides transitional housing, homeless services, feeding programs and other human services.																					
		X	X				X						X						X		
Crisis Clinic																					
(King County 2-1-1 and 24-Hour Crisis Line) 2-1-1 provides information on community services available during a disaster via telephone and/or an online database. Communicates with other providers to obtain information on which agencies/services are operating during/after a disaster. Information is updated regularly. Crisis Line provides 24/7 emotional support and referrals to emergency mental health services. Has access to the 2-1-1 database of services available during/after a disaster.																					
								X	X				X								
Food Lifeline (Feeding America affiliate)																					
Western Washington Feeding America affiliate and part of national disaster food response. Food distributor to food banks and meal programs. Operates two warehouses and a truck fleet. Has expertise and capacity to handle influx of food donations, as well as government and purchased food. Has food repackaging and volunteer management capability.																					
				X																	X

Access and Functional Needs	Child/Youth Resources and Services	Disaster Assistance	Disaster Case Management	Food - Mass Feeding	Food and Food Assistance	Housing	Housing - Temporary	Interpretation/Translation	Mental Health/Behavioral Health	Medical Support	Other	Outreach/Community Engagement	Referral Services	Sheltering - Facilities	Sheltering - Pets	Sheltering - Supplies	Sheltering - Staff	Sheltering - Warming/Cooling Sites	Social Services	Showers	Water/Sanitation
<p>Northwest Healthcare Response Network (NWHRN) Provides a link to the healthcare sector and healthcare providers in King and Pierce Counties, including hospitals, long term care, behavioral health, ambulatory care, ancillary services, in-home services, and pediatrics. During a response, it assists in the coordination of medical surge, healthcare facility evacuation, resource requests and prioritization, and information sharing. NWHRN facilitates teams capable of providing healthcare guidance during a disaster, manages healthcare sector mutual aid plans and, in partnership with the Washington State Department of Health, administers WATrac, Washington state's web-based healthcare incident management system.</p>																					
									X	X	X										
<p>The Salvation Army Provides disaster services and mass feeding operations. Also operates homeless shelters and meal programs, and provides disaster case management and financial assistance.</p>																					
		X	X	X	X		X						X						X		
<p>Seattle Food Committee (Coalition of Seattle Food Banks) A coalition of independent food banks that distributes purchased and donated food through 27 food programs in Seattle. Experts in handling and repackaging food donations, and in distributing food efficiently to large numbers of people. Some programs also provide home delivery.</p>																					
					X							X									X
<p>United Way of King County In a disaster, a key partner in mobilizing funds and volunteers. An expert in raising funds for community agencies that help people in need and in managing volunteers. Has extensive funder and agency relationships.</p>																					
											X	X									
<p>Washington Voluntary Organizations Active in Disaster (WAVOAD) The Washington chapter of the national Voluntary Organizations Active in Disaster. WAVOAD provides communication with member agencies on disaster needs. Members include: American Red Cross, The Salvation Army, Church of Scientology; The Church of Jesus Christ of Latter-Day Saints; Mennonite Disaster Services, Church of the Brethren; Catholic Community Services, etc. Also helps address unmet needs. Has a representative at the State EOC when activated.</p>																					
		X	X								X										

Access and Functional Needs	Child/Youth Resources and Services	Disaster Assistance	Disaster Case Management	Food - Mass Feeding	Food and Food Assistance	Housing	Housing - Temporary	Interpretation/Translation	Mental Health/Behavioral Health	Medical Support	Other	Outreach/Community Engagement	Referral Services	Sheltering - Facilities	Sheltering - Pets	Sheltering - Supplies	Sheltering - Staff	Sheltering - Warming/Cooling Sites	Social Services	Showers	Water/Sanitation
Non-Governmental Partners																					
YMCA of Greater Seattle																					
In a disaster provides child care for responders and can offer shower facilities to the community. Has trained staff extensively in the national Incident Command System (ICS).																					
	X																			X	
HSD Contracted Agencies\Various. Focus is on programs providing homeless shelters and support services, feeding programs; licensed child care for low income families; case management and referrals for elderly and disabled people, youth services, family support, domestic violence services, etc.																					
X	X	X	X	X	X		X	X	X	X	X	X	X	X					X		
Other Non-governmental and Religious Organizations																					
Various. May provide spiritual support, and may have facilities, resources or people that can help in a disaster.																					
X	X	X		X	X			X			X	X	X	X				X	X		