

**EMERGENCY SUPPORT FUNCTION 6**  
**MASS CARE, EMERGENCY ASSISTANCE, HOUSING**  
**AND HUMAN SERVICES**

**ICS FUNCTION:** Operations

**LEAD:** Island County Chapter, American Red Cross (ARC)  
Parks and Recreation Department  
Human Services Department  
Department of Emergency Management (DEM)

**SUPPORT:** General Services Administration (GSA)  
- Animal Services  
- Budget/Finance  
Public Health Department  
Human Resources Department  
Fire  
Sheriff  
Public Works Department  
- Utilities  
- Transportation  
Information Technology Department  
Island County School Districts  
Island County Transit  
Fort Casey Conference Center, Seattle Pacific University  
County Charitable and Church Related Organizations  
Animal Shelters (W.A.I.F. and C.A.S.A.)

**I. INTRODUCTION**

**A. Purpose**

To coordinate efforts to provide mass care assistance, shelter, and human services for individuals impacted by an emergency or disaster.

**B. Scope**

This Emergency Support Function (ESF) addresses the implementation of local emergency shelters, mass care, and human services within Island County, in coordination with non-governmental organizations, or in coordination with other agencies to set up facilities (regional or local) for all of Island County during

a major emergency or disaster and the coordination required for opening shelters.

## **II. POLICIES**

Activities within ESF 6 – Mass Care, Housing and Human Services will be conducted in accordance with NIMS and the NRF, and will utilize the Incident Command System. The American Red Cross Shelter Operation Workbook will be used as a template for all shelter operations within Island County. The Island County Parks and Recreation and the Human Services Departments have primary responsibility for coordinating activities under ESF 6 within Island County. This ESF is also directly related to ESF 1, Transportation; ESF 8, Public Health and Medical Services; ESF 11, Agriculture and Natural Resources.

## **III. SITUATION**

### **A. Emergency/Disaster Conditions and Hazards**

Island County is vulnerable to the effects of flooding, extreme wind and storm, earthquake damage, and possible effects of volcanic eruption. These hazards could cause damage such that evacuation and emergency sheltering would be necessary. While other hazards are possible, they are not expected to produce damage to such an extent.

### **B. Planning Assumptions**

1. Facilities and communications systems will likely sustain damage or be impacted, which will result in disruption or reduction of some essential services.
2. Emergency response and recovery activities that rely on the use of facilities and communications systems will likely be impacted, and may be difficult to coordinate.
3. Mass care requirements during an emergency or disaster may overwhelm social service agencies.
4. Depending on the hazard and the severity of its effects, Island County may have limited numbers of shelters or the resources to manage shelters.
5. The ARC is responsible for mass care and shelter during an emergency or disaster. If the ARC cannot provide all of the services needed, victims will be referred to community, church, or other social service shelters that may be opened.
6. The County may initially have to operate shelters or meal sites with few or no external resources, and resources to manage those shelters may be severely limited.

7. Available shelters will be identified by a public information release to the local media.
8. The opening of ARC shelters for all jurisdictions will be coordinated through the County EOC.

## **IV. CONCEPT OF OPERATIONS**

### **A. General**

The American Red Cross is congressionally mandated to provide emergency mass care services to populations affected by natural and technological emergencies. As a primarily volunteer agency, those mass care services can take some time to mobilize initially. The Island County Parks & Recreation and Human Services Departments, therefore, are responsible for initial operation of the emergency shelter and mass care service coordination for Island County, in conjunction with local Red Cross. Upon request, the Red Cross would activate, manage, and support public shelters and would provide related services needed by displaced populations. The Parks & Recreation and Human Services Departments will support shelter operations as needed beyond Red Cross limitations.

1. Mass care provides for the immediate survival needs of victims through group services and facilities.
2. Mass care will normally be carried out during and immediately after an emergency/disaster until individual services can be provided. Mass care services are usually provided for less than a week, coordinated and managed by the local American Red Cross, in cooperation with local government.
3. The Red Cross provides only general population shelters. Special needs shelters or medical needs shelters are the responsibility of the local jurisdiction. The Red Cross may assist with cots or blankets and other physical resources if they are available.
4. Not for profit and for profit group homes, adult care facilities and other related facilities are responsible for planning and concluding their own sheltering agreements prior to the emergency or disaster.

### **B. Organization**

1. The ARC will provide mass care services in accordance with arrangements between the Island County Chapter of the American Red Cross and the Island County DEM.

2. DEM will work with special population facilities to ensure they are planning for their own sheltering needs and identifying shortcomings in resources.

**C. Procedures**

1. Mass care includes such basic human needs as emergency medical care; emergency shelter; emergency provisions of food, water, medicine, and other essential needs and how these resources will be provided to all citizens without regard to race, color, national origin, religion, sex, age, or disability.
2. DEM will request the Island County Chapter, ARC to provide general populations shelters in areas that have significant need or in locations where shelter facilities are located.
3. The DEM will work with special need population facilities and the Medical Reserve Corps to provide special needs and medical needs shelters. Due to limited facilities, equipment, and personnel any such facility will be limited in capability.
4. Individuals/families arriving at shelter/mass care facilities in recreational vehicles may use their vehicle, supplemented by shelter resources, or utilize the shelters provided. Facilities are generally selected with adequate parking areas in pre-planning by the ARC.

**V. RESPONSIBILITIES**

**Lead Agencies and Departments:**

**A. American Red Cross - Island County Chapter**

1. The ARC provides disaster victims with food, clothing, shelter, first aid, and supplementary medical/nursing care (when resources permit), and meets other urgent needs. Red Cross shelters are equipped and staffed for normal populations and may or may not be able to accommodate special needs individuals.
2. Provide emergency assistance with recovery needs not met by insurance or government benefits
3. The ARC is responsible for establishing Disaster Assistance Teams and Family Service Centers to provide emergency assistance, as well as the interviewing of families, etc.

4. The opening of shelters or feeding stations is a function of the ARC. Either unilaterally or upon request by emergency management officials, the ARC will open, staff, and fund its shelters or feeding stations. The location of shelters or feeding stations will depend on the area affected, accessibility, security, and staff and supply considerations.
5. The ARC will assess shelter equipment needs and resources and provide shelter management training as resources permit.
6. Maintain and update shelter agreements.
7. Provide liaison to county EOC when requested.

**B. DEM**

1. Coordinate with ARC, the activities of local agencies charged in for the provision of emergency mass shelters.
2. Inform the Island County Chapter, ARC of the need for shelters and/or feeding stations, areas to be evacuated, and when possible, the approximate number of evacuees.
3. Coordinate and maintain liaison, through the EOC, with the ARC.
4. Provide coordination for shelter planning and resourcing with not for profit and for profit special needs facilities and medical need facilities in Island County.
5. Coordinate with the Medical Reserve Corps in Island County for support of medical needs shelters and special needs shelters or facilities.

**C. Parks and Recreation**

- a. Identify county properties that can serve as temporary mass care tent, RV, and trailer sites.
- b. Coordinate with City Parks and Recreation programs for locating temporary mass care tent, RV, and trailer sites.

**D. Human Services**

- a. Respond to the humanitarian and personal needs of disaster victims by identifying county, local or state resources available to assist with mass care, shelter needs, and special-needs population requirements. This includes identifying locations which meet ADA and other federal regulatory

authority, and ensuring availability of all resources to all individuals in a non-discriminatory manner.

- b. Assist with coordination and review of human services at mass care facilities.

**Supporting Agencies and Departments:**

A. Island County Public Health Department

- a. Respond to the humanitarian and personal needs of disaster victims by referring them to appropriate agencies, organizations, or individuals.
- b. Provide for coordination and review of health and sanitation services at mass care facilities.
- c. Coordinate the provision of Public Health nursing staff to shelters.
- d. Provide Public Health disease prevention and surveillance at mass care facilities and special needs facilities during emergencies and disasters.
- e. Conduct water quality monitoring to ensure compliance with health regulations.

B. Animal Services, GSA

- a. Establish and manage pet shelters for evacuee animals in close proximity to mass care shelters.
- b. Provide assistance in finding shelter and services for owners of pets and other animals.
- c. Coordinate the provisions of transportation of pets to the shelters.
- d. Coordinate the disaster care of pets and farm animals as appropriate and feasible with Whidbey Animal Improvement Foundation (W.I.A.F.) and Camano Animal Shelter Association (C.A.S.A.)
- e. Coordinate reunification of pets with owners.
- f. Assist in placing stray or injured pets and animals with local veterinarians or kennels.

C. Public Information

- a. Coordinate all public information and instructions and media relations as defined in the CEMP Basic Plan Appendix 2, Public Information.

D. Fire Department

- a. Provide fire suppression and emergency medical services at Red Cross shelters.

E. Finance

- a. Provide emergency accounting services as necessary pursuant to existing codes and policies;
- b. Coordinate private donations.

F. Information Technology Department

- a. Assist with computer and/or communications services in shelters when appropriate.

G. Human Resources Department

- a. Coordinate registration of emergent volunteers as emergency workers as outlined in WAC 118-04-200.
- b. In coordination with other County departments, provide emergency sheltering of County staff during emergency activities.
- c. Identify County staff available to assist at emergency relief sites, such as feeding stations, shelters, etc.

H. Sheriff

- a. Serve as primary or coordinating agency to establish security, crime prevention and crowd and traffic control at shelters.
- b. Assist in providing emergency communication between shelters and the EOC
- c. Assist in identifying safe routes to shelters.

I. Public Works (Utilities and Transportation)

- a. Coordinate disposal of solid waste from shelters.
- b. Assist in crowd control operations with temporary traffic control measures and barricades.

- c. Assist in providing potable water supplies for distribution and setting up the emergency drinking water distribution stations when needed.
- d. Monitor drinking water quality in compliance with public health regulations.

**J. Island County School Districts**

- a. By agreement with American Red Cross, provide school facilities for sheltering and feeding.
- b. Provided buses, vehicles and equipment for the transport of citizens.
- c. Provide reunification activities for students and family members as needed.

**K. Island County Transit**

- a. Provide transportation for community members;
- b. As required, provide buses for potential shelters;
- c. Transport victims to area hospitals if needed.

**VI. REFERENCES**

- A.** Washington State Comprehensive Emergency Management Plan (2016)
- B.** American Red Cross Disaster Services Program (ARC 3000 Series)
- C.** Island County CEMP, References

**VII. TERMS AND DEFINITIONS**

See Island County CEMP References, Definitions and Acronyms

**Potential Island County Shelters and Contact Information**

<b>North/Central Whidbey</b>
<b>Oak Harbor Retirement Community</b>
1040 SW Kimball Dr
Oak Harbor, WA 98277
360-279-0933
Claudia Alexander, Manager: wk# 279-0933 or 279-2224, Home #678-8721
Dan Delciello, Maintenance Mgr wk #, Home # 360-675-8407
Rita Jackson, Office Manager 360-279-0933, home # 360-679-9997
<b>Whidbey Presbyterian Church</b>
1148 SE 8th Ave
Oak Harbor, WA 98277
360-679-3579
Bill Waite, Church Board wk # 257-6109, Home # 360-679-2800
Rev Daniel Templin 360-675-1302, Larry Porter, 360-675-4225
Leal Cole, Office Manager wk# 360-679-3579, home # 360-675-8914
<b>Oak Harbor Christian Reformed Church</b>
1397 Swantown Rd
Oak Harbor, WA 98277
360-675-2881
Pastor Harold Veldman home 360-675-2596
Steve Elkema home 360-675-1970
<b>First United Methodist Church</b>
Ireland St
Oak Harbor, WA 98277
360-675-2441
Bob Woessner, Bd Trustee, work # 360-675-2441, home # 360-675-6912
Bob Goetz, Bd Trustee, work # 360-679-2556, wk 360-675-3907
Elaine Jung home # 360-675-6056
<b>Oak Harbor High School</b>
950 NW 2nd Ave
Oak Harbor, WA 98277
360-679-5806
Bruce Worley, 360-279-5007, 360-679-6762
<b>Hillcrest Elementary School</b>
1500 NW 2nd Ave
Oak Harbor, WA 98277
360-679-5810
Laura Aesoph, Principal wk# 360-679-5810, home 360-678-9008
Norma Virata, Building Custodian Days wk# 360-679-5810, home 360-679-4233
Felix Pangelinan, Bldg Custodian Nights wk# 360-679-6848
For non-school times call OHSD -Admin 360-679-5800

<b>Coupeville High/Middle School</b>
501 South Main Street
Coupeville, WA 98239
360-678-4409
Janet Wodjinski, Admin Assistant wk# 360-678-4522 home # 360-678-6636
Dick Hegman, Maint Director wk# 360-678-3035 home 360-678-3082
Larrie Ford, Maintenance wk# 360-678-3035, home 360-675-5838
For non-school times call CVSD 360-678-4522
<b>Coupeville Elementary School</b>
6 South Main St.
Coupeville, WA 98239
360-678-4551, 678-4522
Glenda Merwine, Principal wk 360-678-4551
Dick Heaman, Maintenance Director wk 360-678-3035, home 360-678-3082
Larrie Ford, Maintenance wk # 360-678-3035, home 360-678-5878
For non- school times call CVSD 360-678-4522

<b>South Whidbey</b>
<b>Langley United Methodist Church</b>
3rd Ave & Anthes (PO Box 374)
Langley, WA 98260
360-221-4233
Bob Waters, Disaster Coordinator wk 360-221-4233, 360-221-6590 or 221-5638
George Jackman, member home # 360-221-3925
David Vergin, Minister work# 360-221-4233, home # 360-221-5678
Irene Bullock, home # 360-221-7647
<b>Trinity Lutheran Church</b>
Highway 525 & Woodard Rd
Freeland, WA 360-331-5191
Bill Anderson, member home # 360-331-8604
Robin Edgeman, Parish Administrator wk# 360-331-5191, hm 360-730-5218
Rocky Nickerborker, 360-331-5479
<b>South Whidbey School District</b>
Transportation & Maintenance Facility
5520 Maxwelton Rd
Langley, Wa 98260
360-221-1897 or 360-221-5209
Rick Pitt, Facility Manager evenings 360-341-2886
Ken Richards Elec & Plumbing Sup. 360-221-1879 or 6100 home 360-222-3271
Dan Carter Carpentry Sup 360-221-1879 or 6100 home 360-341-1597
<b>South Whidbey High School</b>
5674 S. Maxwelton Rd
Langley, WA 98260

360-221-4300
Eric Nerison Vice principal home 360-221-3709
Paul Zorich Custodian home 360-579-2194
Mike Bolen Custodian home 360-331-3991
Rick Pitt, Facility Manager Evenings 360-341-2886
<b>Senior Services Center</b>
2845 E. Highway 525
Langley, WA 98260
360-321-1600 360-678-3373
Lenora Eckert, Receptionist wk 360-321-1600, home 360-331-6026
Mike McIntyre wk 360-321-1600
Margaret Scehovic home 360-221-4745
Jim Self Nutrition Director wk 360-321-1600, home 360-678-3373
<b>Progressive Club</b>
6411 S. Central Ave
Clinton, WA 98236
Seth Mackie 360-341-4068
Tom Arhoustes, Club President 360-341-4068
Ken Jackson, Rental Coordinator 360-579-2071

Camano Island
<b>Camano Chapel Updated Sep 5, 2002</b>
Church # 360-387-7202 Fax 360-387-8198
Ministry Director: Jon Rice 7202 (W) 387-1713
Facility Supervisor Glen Nash 387-7202 (W) 387-8658
Office Manager Karen Leggee 387-7202 (W) 387-3494
<b>Camano Country Club 7-17-02</b>
1243 S. Beach Drive
Camano Island, WA 98282
360-3871655
To open the facility call:
President-Osteen Boge 360-387-5388 (H)
Jerry Kalina 387-8547 (H)
Clubhouse Chairman Pat Jones 360-387-6726
<b>Camano Lutheran Church 7-30-02</b>
850 N. Heichel Rd
Camano Island, WA 98282
360-629-4592
Pastor Lowell Stordahl 629-4592 (W) 387-6131 (H)
Director of Child Care Maryann Chillis 629-2253
<b>Camano Senior Service Assoc (CSSA) 8-26-02</b>
606 Arrow head Rd
Camano Island WA 98282
360-387-0222

Marla Ries Ex Director
360-387-1512 (H)
Joyce Dunn Program Coordinator
360-387-1512 (H)
<b>The Church of Jesus Christ of Latter Day Saints Fall of 02</b>
Agreement with national organization
Camano Island, WA 98282
Bishop Rob Huff 360-387-0274
Bill Herwick 360-387-6328
Floyd Randall 360-387-1304
Paul Willard 387-0307