Evacuee Support Concept of Operations Template

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Foreword

This template is designed to assist States and local jurisdictions in creating an Evacuee Support Concept of Operations that is scalable and sustainable to supplement the State Emergency Operations Plan. Its content and design provide a foundation that can be expanded upon using the Evacuee Support Planning Guide, other Federal guidance, and the wealth of information and expertise available in the emergency management community, to create an effective, hands-on State and/or local operational tool.

This document is designed to be used by States and/or jurisdictions as a ready-made base template; however, no State or jurisdiction is the same. Recognizing that each has its own requirements, this template provides generic text that States or jurisdictions can make distinctive to their own needs and communities by adding to and/or replacing the generic text with specific details. Alternatively, States or jurisdictions may elect to copy some of the text from specific sections for use in other documents.

The template follows this foreword, beginning with a sample cover page. For your State's document, delete any pages up to that cover page.

There are several points of information to note:

- Generic text is found within blue brackets ([ ]). The generic text should be replaced with text specific to your State. For example, in Louisiana:
  - "ESF #8 Healthcare - [Primary Agency Name]" becomes "ESF #8 Healthcare - Louisiana Department of Health and Hospitals (DHH)".
- [State Name] in brackets refers to inserting the Host-State name, for example, in Georgia:
  - "[State Name]" becomes "Georgia."
- If a local or tribal jurisdiction is using this template, [State Name] should be replaced with the appropriate local jurisdictional or tribal name, for example, in Tulsa County, Oklahoma:
  - "[State Name]" becomes "Tulsa County" or "Tulsa County, Oklahoma."
- Where bracketed [ ] instructions suggest insertion of additional material, the choice is optional as to what and how much is included. For example, this could mean all State laws related to emergency management, a few, one, or none. The design allows for as much distinctive material as needed.

The Evacuee Support Concept of Operations is written from a State and local operational perspective, not a Federal one. The Evacuee Support Planning Guide, which works in partnership with this template, includes a comprehensive collection of references to Federal guidance, which can be used to augment State and local information. **This Template is intended to work in conjunction with the Evacuee Support Planning Guide.**

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[State Name] Evacuee Support Concept of Operations

[Date]

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Introduction

Background

When a community experiences a disaster requiring sheltering and/or evacuation, those activities are generally sustainable within the local jurisdiction and/or with assistance from neighboring jurisdictions; however, a catastrophic or large-scale event could result in mass evacuation. Transportation-assisted evacuees as well as self-evacuees may need to evacuate to another State to find safe haven and assistance.

The widespread impact of hurricanes in 2005 and 2008 provided such an example. Response to the incidents overtaxed assistance capacity in the Impact-States, requiring out-of-State assistance.

As a result of the lessons learned from the 2005 hurricanes, States have expanded and adjusted their planning and operational responses to consider the unique needs of a catastrophic or large-scale event.

Overview

In a mass evacuation event in which an Impact-State is overtaxed and assistance is requested from other States for evacuee support, [State Name] may provide assistance to self-evacuees arriving in their personal vehicles and transportation-assisted evacuees arriving via bus, air, and/or rail. [State Name] coordinates with the Impact-State to facilitate the arrival and debarkation of evacuees; provide shelter, food, and medical care; support evacuees with household pets; provide financial assistance where applicable; and return evacuees to their home area or assist them in resettlement. In addition, the States work together to reunify families and ensure public safety. Coordination of these efforts is the responsibility of [State Primary Agency Name].

Purpose

Intended Use

This Evacuee Support Concept of Operations (ConOps) identifies evacuee support-specific Emergency Support Function (ESF) roles and responsibilities of government and Nongovernmental Organizations (NGO)[1]. It also provides task lists and checklists for use in evacuee support operations.

The [State Name] Emergency Operations Plan (EOP) is the primary document for support of response and recovery when [State Name] is affected by a disaster or is requested by another State or the Federal Emergency Management Agency (FEMA) to support a State affected by disaster.

[1] Nongovernmental organizations may also be referred to as "Private Non-Profit Organizations." For detailed definitions of both these terms, refer to the Evacuee Support Planning Guide Glossary.

This ConOps supplements existing EOPs with a focus specific to supporting evacuees. It is an all-hazards document designed for use in both a "notice" event, such as a hurricane, and a "no-notice" event, such as an earthquake or hazardous materials release. It is most effective when used in conjunction with the Evacuee Support Planning Guide.

Audience

The intended audience for this ConOps includes [State Name] emergency management professionals; Emergency Operations Center (EOC) personnel; evacuee support-specific ESFs and ESF-assigned agencies; NGOs; private-sector agencies providing evacuee support; and any other ESFs, agencies, or organizations deemed appropriate.

Scope and Organization

Scope

This ConOps focuses on supporting evacuees from the time they arrive into [State Name] until they return to their home State, resettle in the Host-State, or relocate to another State. This document includes the following sections:

- Incident Management—operational focus directed to ESF #5 (Emergency Management)
  - Situation
  - Planning Assumptions
  - Implementation
  - Short-Term Process Flow Diagram
  - Intermediate and Long-Term Process Flow Diagram
  - Medical and Special Needs Planning Diagram
- Appendices—include specific ESF roles, responsibilities, and operational tasks and is directed to ESFs and agencies with primary or support responsibilities for evacuee support [other appendices may be added or these may be deleted, if necessary]

Organization

Each State ESF has an assigned agency which has primary responsibility for that function. Other agencies with support responsibilities are listed in Table 1. [Replace agency names with those appropriate to your State and add/remove departments and/or ESFs as necessary.]

Table 1 Legend: P = Primary, S = Support
Note: Some agencies share primary responsibility and will, thus, have multiple "P" entries.

Table 1: [State Name] Evacuee Support ESF Responsibility Chart

Agency	ESF #1 – Transportation	ESF #2 – Communications	ESF #3 – Public Works	ESF #5 – OEM	ESF #6 – Mass Care/Emergency Services	ESF #7 – Resources Support	ESF #8 – Public Health and Medical	ESF #11 – Agriculture (Pets)	ESF #13 – Public Safety and Security	ESF #15 – Public Information
Office of Emergency Management (OEM)		P		P	S	P				P
[State Name] National Guard	S	P	S	S	S	P	S	S	S	S
Department of Agriculture	S	S		S	S	S	S	P	S	S
Department of Corrections	S	S		S	P		S	S	S	S
Department of Tourism		S		S	S	S			S	S
Department of Economic Development		S		S		S				S
Department of Education	S	S		S						S
Department of Environmental Quality		S		S		S	S	S		S
[State Name] State Fire Marshal					S		S			S
Finance and Administration		S	S	S	S	S			S	S
Office of Elderly Affairs	S	S		S	S					S
[State Name] State University System		S		S	S	S	S	S		S
Department of Health and Hospitals	S	S	S	S	S	S	P	S		S
Department of Insurance										
Department of Justice										
Department of Labor										
Department of Natural Resources			S	S	S	S				S
[State Name] Board of Regents	S	S		S	S	S	S	S	S	S
Department of Revenue		S		S	S				S	S
Department of Social Services		S			P	S				S
Secretary of State				S						S
[State Name] State Police	S	P		S		S			P	S
Department of Transportation	P	S	P	S		S	S	S	S	S
Department of Treasury				S		S				S
Department of Veterans Affairs					S		S			
Department of Wildlife and Fisheries	S	S		S				S	S	S
NGO/Volunteer Organizations [List all or some separately, if applicable]	S	S	S	S	S	S	S	S		S

Incident Management

Situation

In mass evacuations, transportation-assisted evacuees and self-evacuees may seek and/or require assistance from a State other than the Impact-State, which could include shelter, housing, feeding, medical support, financial, and/or other social services assistance. If [State Name]'s support is requested by an Impact-State or FEMA, [State Name] may receive and provide support to government transportation-assisted evacuees. Evacuees could arrive via various modes of transport, including air, ground, rail or their own means.

This ConOps may be implemented in whole or part depending on the scope of the event and evacuee support needs. Sheltering operations to support evacuees follow pre-established EOP protocols. The magnitude of an event determines the level of support needed, which may include the provision of evacuee assistance and support for an extended period of time or the permanent relocation of evacuees. [State Primary Agency Name] determines the availability of evacuee support operations in [State Name] based on coordination with, and resource requirements of, the Impact-State.

Throughout the ConOps, operational tasks are based on short-term, intermediate, and/or long-term evacuee support timelines. Because timeframes will change depending on the circumstances of each event, definitions for short-term, intermediate, and long-term are fluid and prone to change. For the purpose of this ConOps, the Federal timeline guidelines are:

- Short-Term—Days to weeks: response support prior to and immediately following the event
- Intermediate—Weeks up to six months: recovery, transitional shelter
- Long-Term—Months (more than six months) to years: recovery and resettlement, interim housing
    - Note: The length of time required for long-term evacuee support varies by circumstance, but, the Federal definition for reimbursement is up to 18 months in interim housing, including time spent in transitional sheltering.

The [State Name] timeline definitions are:

- Short-Term—[Insert definition]
- Intermediate—[Insert definition]
- Long-Term—[Insert definition]

A large-scale mass evacuation in the Impact-State and subsequent operations in [State Name] may result in Federal involvement and support. In a Federal mass evacuation operation, the [State Name] EOC coordinates with the FEMA Regional Response Coordination Center (RRCC) and Impact-State's Joint Field Office (JFO). The EOC may

receive Federal-level coordination from the National Response Coordination Center (NRCC). Additional Federal support may be requested following a Presidential major disaster or emergency declaration for the Impact-State. This support may include shelter operations, security, emergency food services, logistical support, medical support, and social services. Support resources must be requested and approved through the Impact-State's JFO.

Assumptions

- Evacuee support may be needed for an extended period of time.
- Management of expectations is essential in order to keep evacuees and the general public aware of realistic goals and response capabilities.
- Public information and outreach will be necessary for both evacuees and host communities and may span the pre-event, response, and recovery phases.
- Evacuee support organizational structures and tasks may be incorporated into the [State Name] EOP command and control organizational structure.
- Media interest will escalate during the response and immediate recovery phases.
- Evacuees will include populations with disabilities and/or special needs, including persons who have limited English proficiency, who use service animals, who require durable medical equipment, and/or who have prescription medication requirements.
- Evacuees will include individuals subject to judicial and/or administrative orders restricting their freedom of movement, such as sex offenders and parolees.
- Some evacuees may require decontamination.
- Some evacuees may be unable to return to their homes for extended periods, if at all.
- Unaffiliated volunteers and unsolicited, unplanned donations will be offered and arrive rapidly and in large quantities.
- Families will become separated and need reunification; special considerations will be needed for unaccompanied minors.
- Some evacuees will have household pets that require shelter and/or care. Some evacuees may be resistant to being separated from their household pets.
- In a Federal disaster declaration, the Federal government supports the response and recovery operations.
- NGOs have been involved in the State evacuee support planning and are integrated into the response operational plans.

Implementation

[State Name]'s Governor or the Governor's Authorized Representative (GAR) [or if county/parish/tribal, change "Governor" to local equivalent] decides whether [State Name] accepts evacuees from another State and commits [State Name] resources to receive, shelter, and assist evacuees. [State Agency Name] coordinates evacuee support operations.

[Each State has its own laws, statutes, and authorities that impact emergency management and response (e.g., Home Rule, sexual offender laws). Insert appropriate State definitions, synopses, authority structures, laws, statutes, as needed.]

Those activating the ConOps may implement sections independently or simultaneously, depending on the incident and response, recovery requirements, and processes already in the EOP. Any or all of the following events may trigger the full or partial implementation:

- A Governor of an Impact-State requests assistance from [State Name] to host an evacuating population.
- FEMA requests that [State Name] host an evacuating population.
- A jurisdiction within [State Name] is requested to host an evacuating population from an impacted area.

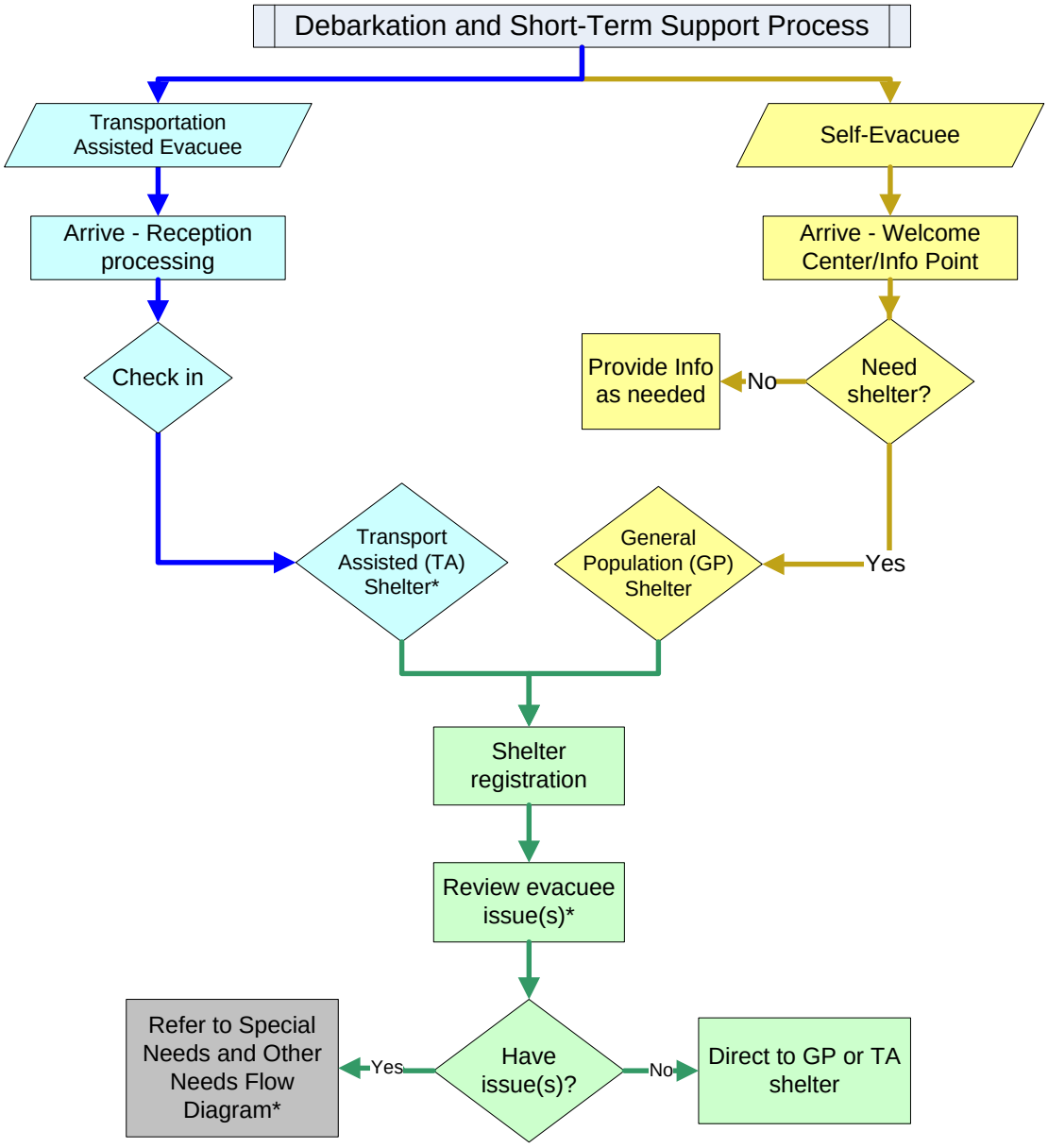
Impact-State officials or FEMA will notify [State Name] of a pending, imminent, or occurring evacuation that may result in:

- A large quantity of self-evacuees arriving in [State Name] seeking shelter and other support.
- The need to request Emergency Management Assistance Compact (EMAC) support to assist [State Name] in hosting transportation-assisted evacuees from the Impact-State.
- The need to implement or create Memoranda of Understanding/Memoranda of Agreement (MOU/MOA) with NGOs or contracts with the private sector for support to assist [State Name] in hosting government-organized transportation-assisted evacuees from the Impact-State.

The [State Emergency Management Agency Name], ESF #5, is responsible for overall State coordination of a response and recovery operation at the direction of the Governor. They activate the EOC and notify the responsible primary organizations and agencies that an event has taken place. Primary agencies notify support agencies/organizations, as needed.

The following flow diagrams outline the general processes for [State Name] evacuee support for each timeframe (i.e., short-term, intermediate, and long-term. [If there are State-specific points in the flow that do not match these diagrams, replace flow diagram with adjustments made.]

Flow Diagrams



Transportation-assisted evacuees and self-evacuees may reside in the same shelter or in separate shelters based on specific shelter requirements and services (e.g., background/security checks) and plan for opening facilities (reserved shelter space versus sequentially opened based on arrivals.) If separate shelters are used initially, they may be consolidated for an ongoing operation.

All transportation-assisted evacuees including those in the general population, medical needs, special/ functional needs, those with other issues will be received through the standard reception process before being directed to specific shelters or other accommodation, as needed.

Figure 1: Short-Term Support Process Flow Diagram

* Figure 3 , page 9: Medical, Special, Functional, and Other Needs Flow Diagram.

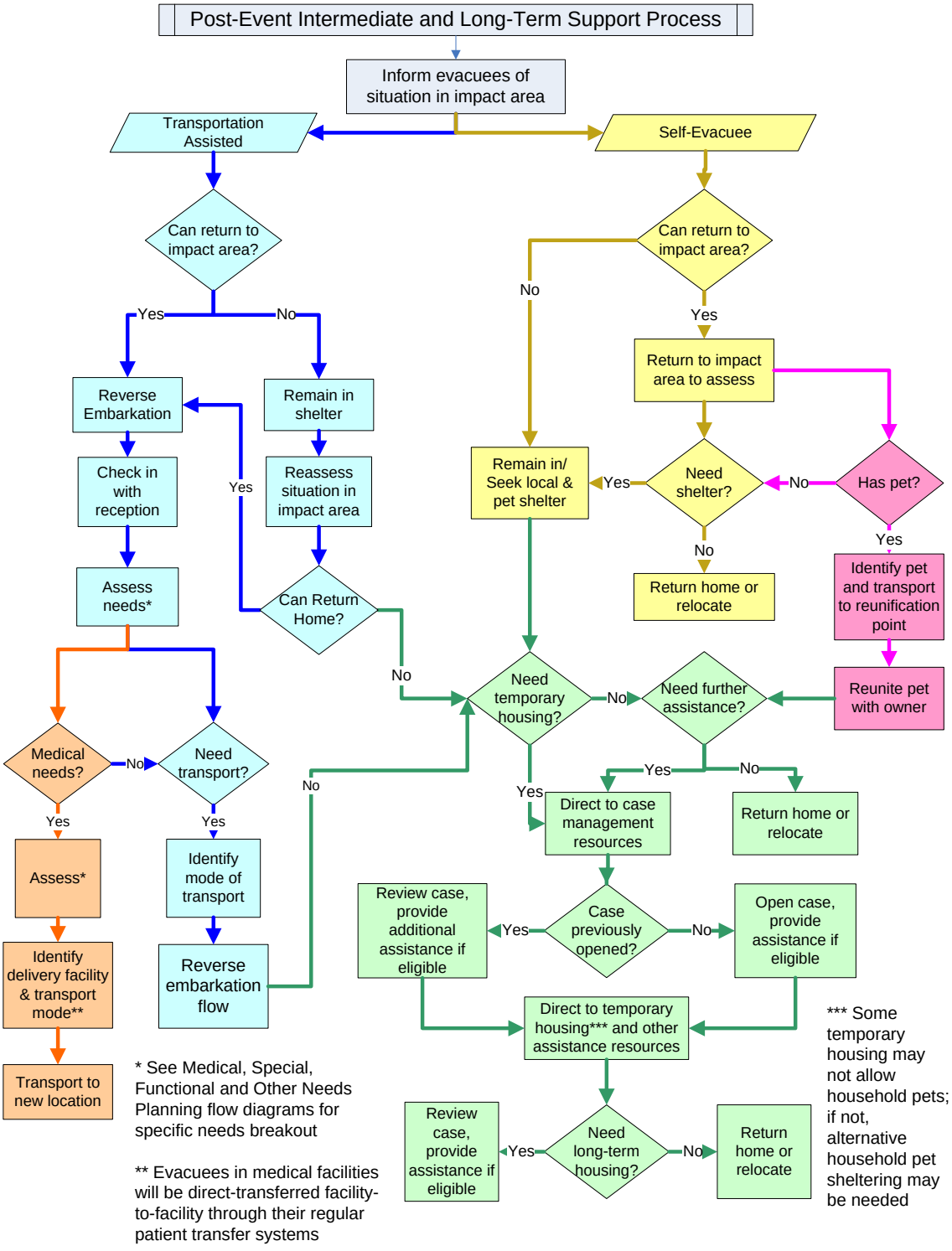
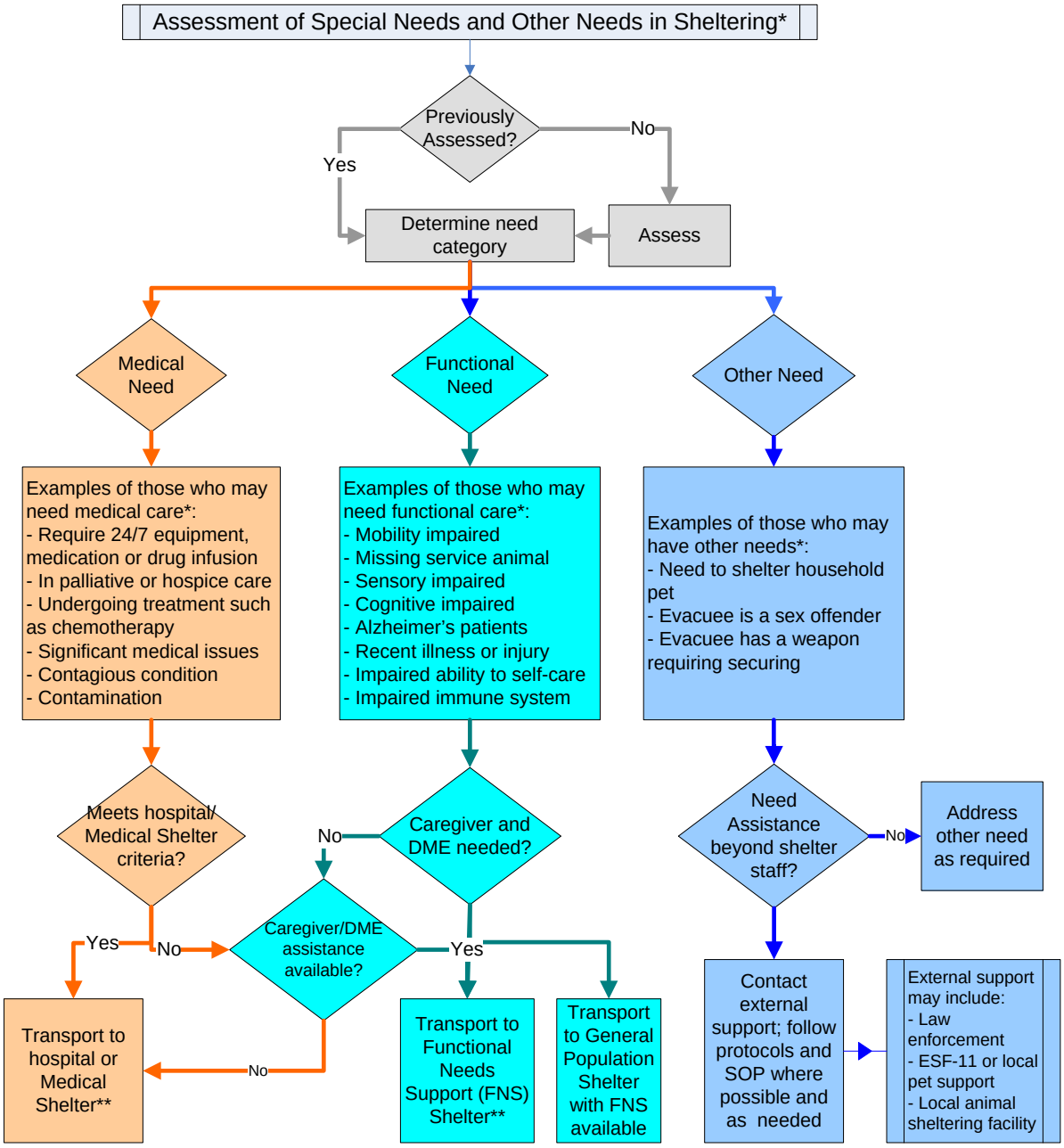


Figure 2: Intermediate and Long-Term Support Process Flow Diagram

* Figure 3 , page 9: Medical, Special, Functional, and Other Needs Flow Diagram .



*This should not be considered a comprehensive list of all possible medical, functional or other needs. It is intended as a general overview. State and local emergency management planning should include criteria and Standard Operating Procedures for each area. In an incident, trained and qualified medical, special needs, animal care, and/or security personnel should conduct assessments of the specific issue(s) and/or need and adjust the response and care accordingly.

** Medical, Special Needs, and Functional Needs may be supported by various types of healthcare institutions including hospitals, nursing homes, Medical Shelters, Medical Special Needs Shelters, Functional Needs Support Shelters and/or Federal Medical Stations. State, local, and Federal definition and criteria may vary. The type of shelter support should be designed based on the needs of evacuees with the name, definition, and admission criteria disseminated to the support community.

Figure 3: Medical, Special, Functional and Other Needs Process Flow Diagram

Appendices

Appendix A: The Governor's Office

Appendix B: ESF #1 (Transportation)

Appendix C: ESF #2 (Communications)

Appendix D: ESF #3 (Public Works Engineering)

Appendix E: ESF #5 (Emergency Management)

Appendix F: ESF #6 (Mass Care, Emergency Assistance, Housing, and Human Services)

- Self-Evacuees
- Reception
- Tracking and Reunification
- Sheltering and Housing
- Volunteer and Donations Management
- Social and Community Programs

Appendix G: ESF #7 (Logistics Management and Resource Support)

Appendix H: ESF #8 (Health and Medical)

Appendix I: ESF #11 (Agriculture and Natural Resources)

Appendix J: ESF #13 (Public Safety and Security)

Appendix K: ESF #15 (External Affairs)

Appendix L: Decontamination

Appendix M: Education

Appendix N: Employment

Appendix O: Finance and Administration

Appendix P: Return/Re-Entry

Appendix Q: Checklists

- Infrastructure Checklist
- Short-Term Sheltering/Shelter Support Checklist
- Shelter Walkthrough Checklist
- Sheltering and Temporary Housing Checklist
- Pet Sheltering Checklist
- Security Checklist

[The State may choose to add an additional Appendix with a list of MOUs/MOAs [State Name] has with support agencies and organizations, and other States/jurisdictions including creation/expiration dates, copy locations, and points of contact.]

Appendix A: The [State Name] Governor's Office [or Equivalent Local/Tribal Authority]

Roles and Responsibilities

- Participates in the Unified Command.
- Commits [State Name] resources for evacuee support.
- Issues a jurisdictional State of Emergency, as needed.
- Issues periodic addresses to the media and the public.
- Activates State National Guard units.

Operations

Short-Term Tasks

Tasks	Supplying Agency/Function
Receive situational awareness on the following: ▪ Forms of incoming modes of transport, estimated time of arrival, and number vehicles and evacuees ▪ Shelters opened/closed/75%/full capacity—locations, issues, managing agency/organization, type (e.g., general population, special needs, transportation-assisted, sex offender) ▪ Number, locations, and activities at debarkation sites (e.g., transfer points, Reception Processing Sites, shelters)	ESF #5
Receive periodic media updates	ESF #15

Short-Term, Intermediate, Long-Term Tasks

Tasks	Supplying Agency/Function
Receive periodic situational updates on the following: ▪ Shelters open/closed ▪ Numbers and locations of evacuees ▪ Impact area status, evacuee return status and return/re-entry plan	ESF #5
Receive periodic media updates	ESF #15
Request Federal support for educational resources per the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11431 *et seq.*) to address potential shortfalls in school systems due to influx of evacuees	U.S. Department of Education (ED)

Appendix B: ESF #1 (Transportation)

Primary Agency: [Agency Name]
Support Agencies: [Agency Names]

Roles and Responsibilities

- Coordinates transportation services to support the movement of evacuees
- Provides transportation support and vehicles as needed to support evacuees during evacuation and short-term, intermediate, and long-term operations
- Coordinates with the Federal Department of Transportation (DOT) for use of a national traffic oversight program along the evacuation route, if feasible
- Coordinates with the Federal Aviation Administration (FAA), National Transportation Safety Board (NTSB), and Transportation Security Administration (TSA) when Federal assets are used
- Coordinates with the Civil Air Patrol (CAP), if active in State and/or local operations
- Coordinates with State/local law enforcement for effective traffic control and flow
- Deploys personnel and equipment to debarkation sites for operations management, drivers, maintenance [add/delete others as needed]
- Coordinates government-organized transportation for return of transportation-assisted evacuees to the Impact-State
- Maintains documentation for cost recovery process

Existing MOUs/MOAs

[Insert List (e.g., Agencies, Creation/Termination Dates, and Locations of Copies)]

Operations

When applicable, all transportation processes follow those established in the EOP. Mass evacuee support requires additional processes.

Short-Term Tasks

Tasks	Supplying Agency/ Function
Obtain applicable waivers, as needed, including the following: ▪ Driver-hour waivers from the DOT ▪ Truck weight-limit waivers from State DOTs ▪ Jones Act waivers from the Department of Commerce (DOC) or Department of Homeland Security (DHS) ▪ Fuel-quality waivers from the Environmental Protection Agency (EPA)	U.S. DOT,U.S. Department of Energy (DOE), EPA
▪ Acquire information on roadwork, detours, hazards ▪ Request road signage, including quantity, location, messaging	ESF #3

Tasks	Supplying Agency/ Function
Acquire mass evacuation information regarding the following: ▪ Modes and quantity of transport ▪ Timeline ▪ Number of evacuees	ESF #5
Acquire reception site information regarding the following: ▪ Locations and status ▪ Site ingress/egress	ESF #6
Provision of emergency fuel for individuals who are self-evacuating, availability of fuels for government-supplied transportation vehicles, and provision of fuel to emergency response vehicles along evacuation routes	[State Name] assigned agency
Coordinate with law enforcement personnel along evacuation route for traffic issue information	ESF #13

Intermediate Tasks

Tasks	Supplying Agency/Function
▪ Review and, if necessary, make adjustments to the impact on the transportation infrastructure (increased traffic flow, disrupted traffic patterns; increased public transportation ridership) ▪ Provide shuttles at shelters for day-to-day support ▪ Coordinate with FEMA, NGOs, and/or private sector for provision of community transportation services	ESF #5, ESF #6, ESF #13
During return/re-entry into impact area, if the situation allows, consider the following activities: ▪ Arrange transportation for transportation-assisted evacuees ▪ Participate in coordinated embarkation plan ▪ Coordinate transportation movement with Impact-State	ESF #5, ESF #13, FEMA

Long-Term Tasks

Tasks	Supplying Agency/Function
Plan and implement permanent change process to transportation infrastructure to accommodate relocated evacuees, if applicable	State DOT, local government

Appendix C: ESF #2 (Communications)

Primary Agency: [Agency Name]
Support Agencies: [Agency Names]

Roles and Responsibilities

- Provides communication support and equipment to activated agencies
- Maintains State communications system and, if necessary, accommodates expansion due to evacuee support operation
- Provides training to support personnel on equipment usage, as necessary
- Coordinates with private vendors and creates contracts for supplemental equipment
- Identifies shelter and reception site communications resources and gaps
- Supplies in-house, interagency communications systems (e.g., handheld amateur (HAM) radio, two-way short-range radios, Internet connectivity, telephones (e.g., landline, cellular, satellite), National Weather Service radios)
- Develops/Adapts community emergency warning plan to include evacuee population
- Interacts with State frequency manager, if necessary, to expand communication access
- Maintains communication systems at facilities; adjusts equipment needs, as necessary
- Develops communications closure plan
- Coordinates with Federal ESF #2 to tie local/Federal communications infrastructure
- Maintains documentation for cost recovery process
- Reviews and coordinates the [State Name] communication plan with the Federal National Communications Plan

Existing MOUs/MOAs

[Insert List (e.g., Agencies, Creation/Termination Dates, and Locations of Copies)]

[Suggested: Amateur Radio Emergency Services (ARES)/Radio Amateur Civil Emergency Service (RACES), commercial communications vendor MOU/MOA]

Operations

When applicable, all Communications processes follow those established in the EOP. Mass evacuee support may require additional processes.

Short-Term, Intermediate, and Long-Term Tasks

Tasks	Supplying Agency/Function
Receive and process equipment or support requests	All ESFs
May establish a shelter channel on local radio network	ESF #6, ESF #15
▪ Retrieve and return leased equipment ▪ Prepare purchased equipment for storage	ESF #7

Appendix D: ESF #3 (Public Works Engineering)

Primary Agency: [Agency Name]
Support Agencies: [Agency Names]

Roles and Responsibilities

- Supports shelters and reception sites:
  - Emergency utility support (power, water, sewer)
  - Engineering, technical, and construction expertise and assistance
  - Sanitation services (portable toilets, showers)
  - Trash receptacles/dumpsters and pick-up schedule
- Supports general infrastructure as impacted by influx of evacuee population:
  - Provides and places road signage along evacuation routes
  - Shuts down non-essential roadwork in progress
  - Advises applicable ESFs, agencies, organizations, and the community of detours, hazards, un-cleared roadwork
  - Provides emergency repair of road hazards
- Manages, monitors, and/or provides technical advice regarding the demolition, removal, and disposal of temporary buildings and/or structures that may have been put in place for evacuees

Existing MOUs/MOAs

[Insert List (e.g., Agencies, Creation/Termination Dates, and Locations of Copies)]

Operations

When applicable, all Public Works processes follow those established in the EOP. Mass evacuee support may require additional processes.

Short-Term, Intermediate, Long-Term Tasks

Tasks	Supplying Agency/Function
Request law enforcement support for traffic control around worksites and escorts through traffic, as needed	ESF #13
Advise applicable ESFs of road closures, detours, hazards and roadwork	ESF #1, ESF #5

Appendix E: ESF #5 (Emergency Management)

Roles and Responsibilities

- Coordinates requests from FEMA and/or Impact-State for assistance
- Coordinates requests for State and Federal assistance
- Generates documentation to support requests for Federal assistance
- Coordinates overall operational command and control
- Coordinates communication and situational awareness among ESFs
- Coordinates [State Name] National Guard activation and assists in development of National Guard missions
- Activates [State Name] EOC and notifies Unified Command
- Establishes and coordinates the Joint Information Center (JIC)
- Coordinates, executes, and/or creates MOUs/MOAs and EMAC support, as needed
- Maintains communication links among agencies
- Coordinates resource requests among NGOs; State, local, and Federal agencies; the Impact-State's JFO; and other applicable parties
- Maintains situational awareness of sheltering operation, including general population, special needs, medical, and any sheltering of unique populations (e.g., sex offenders)
- Produces and distributes status and operational updates
- Advises response support agencies of incoming evacuees
- Schedules, organizes, and manages evacuee support training and exercises
- Reviews and updates [State Name] Evacuee Support ConOps annually

Existing MOUs/MOAs

[Insert List (e.g., Agencies, Creation/Termination Dates, and Locations of Copies)]

Operations

When applicable, all Emergency Management processes will follow those established in the EOP. Mass evacuee support requires additional processes.

Short-Term Tasks

Tasks	Supplying Agency/Function
▪ Request and distribute current status reports on: • Modes and quantity of transport; timeline • Number of arriving transportation-assisted evacuees • Number/Type of all shelters open, at 75% capacity, at full capacity, and closed (Note: When tracking and providing updates on initial shelter numbers for sequential shelter openings as each fills, 75% should be considered "full" in order to provide for some evacuees who did not hear that a particular shelter is at capacity.) • Feeding operations, including capacity and locations of kitchens • Number/locations of debarkation/reception sites • Situational awareness and updates • Information on decontamination concerns • Mass care facility support, capacity, and locations • Medical facility support, capacity, and locations • Quantity/Location/Capacity of Household Pet Shelters • Communications systems updates • Evacuation route and highway system • Law enforcement resources ▪ Monitor media through JIC for Impact-State and local updates ▪ Monitor situation in Impact-State ▪ Gather evacuee and household pet tracking data/status from Impact-State; disseminate to appropriate agencies	All ESFs and lead agencies

Intermediate Tasks

Tasks	Supplying Agency/Function
Analyze and submit need for school system support resources to address shortfalls due to influx and integration of evacuee children in classroom environment and in school lunch programs	[State Name] Department of Education, ESF #6
Coordinate evacuee return/re-entry to Impact-State, transitional sheltering or interim housing resettlement in [State Name], or relocation to another State	ESF #1, ESF #6, ESF #8, ESF #13, Impact-State ESF #5, FEMA ESF #14
Coordinate Federal involvement in disaster operation with Disaster Recovery Centers (DRC), JFO, FEMA, FEMA IA Field Registration Support, and other Federal agencies involved in support operations	FEMA, ESF #6

Long-Term Tasks

Tasks	Supplying Agency/Function
Review and coordinate evaluation of outstanding issues regarding the following: ▪ Modes and quantity of transport ▪ Timeline for return of evacuees ▪ Remaining transportation-assisted evacuees in [State Name] ▪ Community programs and social services ▪ Infrastructure impact ▪ Interim and/or permanent housing ▪ Law enforcement and judicial system ▪ Health and medical system ▪ Abandoned/Unclaimed household pets or stray animals	All ESFs and lead agencies
Review long-term or permanent relocation options for evacuees	ESF #14, ESF #6, FEMA, Impact-State

Appendix F: ESF #6 (Mass Care, Emergency Assistance, Housing, and Human Services)

Primary Agency: [Agency Name]
Support Agencies: [Agency Names]

Roles and Responsibilities

- Coordinates Mass Care/Emergency Assistance operations (e.g., sheltering, feeding, emergency first aid, distribution of emergency supplies, and reception)
- Develops design for and scope of reception sites (e.g., information, canteening, hygiene/comfort provisions provided)
- Supports evacuees with special or functional needs, including assisting with accessible accommodation
- Coordinates transitional sheltering, interim, and long-term housing support
- Coordinates and maintains tracking database and status of incoming evacuees
- Coordinates reunification of evacuees
- Coordinates casework, case management, and other social/community evacuee assistance
- Coordinates social and community programs, such as Disaster Unemployment Assistance, with [State Agencies and NGOs]
- Coordinates with [State Education Agency] on evacuee children school enrollment
- Coordinates unaffiliated volunteers and unsolicited donations management
- Requests and coordinates Federal support, such as commodities, medical stations, and staffing at Reception Processing Sites, shelters, and/or kitchens
- Coordinates with ESF #5 for FEMA Individual Assistance registration support

[State may have specific definitions, criteria, and names different from those used by FEMA for medical and/or special needs shelters. Names, criteria, and definitions used in this ConOps should reflect the State EOP.]

Existing MOUs/MOAs

[Insert List (e.g., Agencies, Creation/Termination Dates, and Locations of Copies)]

Self-Evacuees

Support Agencies: [Agency Names]

Operations

When applicable, all Mass Care processes will follow those established in the EOP. Mass evacuee support may require additional processes.

The short-term needs for self-evacuees generally include accurate and up-to-date information; shelter; and those immediate needs found within shelters, such as feeding and health services. If self-evacuees are unable to return to their homes, they may have intermediate and long-term needs similar to transportation-assisted evacuees.

Short-Term Tasks

Tasks	Supplying Agency/Function
Request use of State welcome/tourist centers and other locations from appropriate State agency or private owner for self-evacuee reception sites; create or implement an MOU/MOA as needed.	[State Name] Department of Tourism
Staff sites, stock/restock supplies, gather information, and prepare welcome centers for opening.	ESF #2, ESF #5, ESF #7, ESF #13, ESF #15
Receive and coordinate sheltering status by type (e.g., General Population, Functional Needs Support (FNS), medical facilities (e.g., shelters, hospitals, nursing homes), and Household Pet Shelters).	Support organizations and agencies

Tracking of Evacuees

Support Agencies: [Agency Names]

Operations

When applicable, all tracking processes follow the established State EOP; however, tracking may not be part of a State's standard EOP processes requiring additional processes.

Additional Assumptions:

- Tracking systems may vary, and compatibility issues may exist between systems
- Some States will not have a tracking system
- Planning and/or development of a tracking system may be reinforced through coordination with potential Impact-States and the FEMA regional office for system-to-system compatibility and/or system suggestions
- Tracking issues for evacuee support require specialized processes due to privacy issues and the need to ensure the public safety

Short-Term Tasks

Tasks	Supplying Agency/Function
Distribute tracking hardware to appropriate agencies, staff, and locations	ESF #7
Coordinate with ESF #13 for support with security-related issues (e.g., sex offenders, outstanding warrants)	ESF #13
Implement tracking plan at Reception Processing Sites or other sites receiving transportation-assisted evacuees	ESF #5, ESF #7, ESF #15

Reception

Support Agencies: [Agency Names]

Operations

When applicable, receiving and registering evacuees will follow processes established in the EOP. The reception process for a population from out-of-State may require additional processes.

Additional Assumptions:

- Evacuees may arrive with little or no money, few or no personal items, and limited or no identification.

Short-Term Tasks

Tasks	Supplying Agency/Function
Locate staff and facilities, stock/restock supplies for opening of reception sites	ESF #2, ESF #5, ESF #7, ESF #13, ESF #15
Determine specific accommodation to meet needs of evacuees, including people with disabilities and special needs, including people with limited or non-English speaking abilities	ESF #15, support organizations
Coordinate transportation to sheltering facilities	ESF #1
If necessary, request decontamination support	Local decontamination responsible agency
Provide media and public information to evacuees	ESF #15
Verify transportation registration process is implemented at reception sites	ESF #5, FEMA
Request FEMA mass care/emergency assistance resources and RPS support, as needed	ESF #5, FEMA

Special and Functional Needs

Support Agencies: [Agency Names]

Operations

When applicable, all Special/Functional Needs processes will follow those established in the EOP. Mass evacuee support may require additional processes.

Additional Assumptions

- A percentage of the evacuee population will require care beyond that which is available at a General Population Shelter, but they will not meet the criteria for admittance to a hospital or other medical institutional facility.

- Some of the Special Needs/Functional Needs evacuee population may have a service animal.
  - Service animals are not considered household pets and must remain with their owners.
  - These animals may need care and feeding support.
- Some evacuees may need replacement or loaned durable medical equipment.
- Some evacuees may need additional assistance due to limited English language ability and/or a special or functional need.
- Some advocacy and/or NGOs for people with disabilities and special needs may provide public education, training, and/or credentialing for volunteers who may be recruited to provide care for this population.

Short-Term, Intermediate, and Long-Term Tasks

Tasks	Supplying Agency/Function
Provide care to individuals unable to care for themselves until reunification or other options become available	Support organizations
Support service animal care and feeding	ESF #11, ESF #7
Arrange resource/supplies for special dietary needs, as needed	ESF #7, ESF #8
Provide para-transit transportation resources, as needed	ESF #1, ESF #7, support organizations
Provide information in alternative formats on special needs support available and on impact area conditions and status to those in shelters, medical facilities, and in the community	ESF #5, ESF #7, support organizations
Track evacuees with medical, special and/or functional needs who transfer from General Population Shelters to a medical institution	ESF #8
Track special needs evacuees who are transferred from a medical institution to a General Population Shelter, transitional sheltering, or interim housing to ensure they are in the system to receive assistance	ESF #8

Reunification of Evacuees

Support Agencies: [Agency Names]

Operations

When applicable, all reunification processes follow the established State EOP; however, reunification may not be part of a State's standard EOP processes requiring additional processes.

Additional Assumptions:

- Minors and evacuees requiring a caregiver may be separated from their parent, legal guardian, or caregiver and may need care, supervision, and reunification priority,

- The National Center for Missing and Exploited Children (NCMEC) has a reunification tool called the National Emergency Child Locator Center (NECLC), which can be activated through FEMA's ESF #6 or through the State government agency responsible for the care and safety of unaccompanied minors,
- Reunification issues for evacuee support require specialized processes due to privacy issues and the need to ensure evacuee safety,

Short-Term, Intermediate, and Long-Term Tasks

Tasks	Supplying Agency/Function
Provide supervision to unaccompanied minors and individuals unable to care for themselves until reunification or other options are available	Support organizations
Implement reunification plan and activate resources; distribute information on reunification process and resources to shelters and other facilities housing evacuees	Support organizations
Disseminate information to the public about reunification resources and make tools available	ESF #15

Sheltering and Housing

Support Agencies: [Name of Agencies]

Operations

When applicable, all sheltering and housing processes follow those established in the EOP. Mass evacuee support may require additional processes.

Additional Assumptions

- Sheltering and housing needs may be required over an extended period of time.

Short-Term and Intermediate Tasks

Tasks	Supplying Agency/Function
Consult shelter checklists found in the appendices	Applicable agencies/ organizations
Coordinate transportation to move evacuees from reception sites to shelter facilities, if necessary	ESF #1
Identify and support evacuees with special needs (see Special Needs Flow Diagram, for details)	ESF #8, ESF #11, ESF #13
Provide public information, including situational updates in the Impact-State and timeline for returning to their homes, if available	ESF #15

Tasks	Supplying Agency/Function
Coordinate and integrate FEMA mass care/emergency assistance resources into State and/or local operations as determined by need and review by local and State government and FEMA: ▪ Feeding operations at shelters, kitchen sites, other feeding sites ▪ Shelter facility identification, restoration, and support ▪ Shelter operations management, maintenance, decommissioning ▪ Turnkey shelter operations management 24-hours per day from acquisition to decommissioning ▪ Other planning, staffing, and technical support for mass care	ESF #5, FEMA
Provide telephones and computers with Internet access for evacuee use, if possible	ESF #2

Intermediate and Long-Term Tasks

Tasks	Supplying Agency/Function
Create or activate a State-led Housing Solutions Task Force (SHSTF) and, if desired, a Mission Planning Team (MPT)	ESF #5, applicable State and local agencies involved in housing, Support organizations, FEMA
Provide resources to disaster housing programs	FEMA, U.S. Department of Housing and Urban Development (HUD)

Feeding

Support Agencies: [Name of Agencies]

Operations

When applicable, all feeding processes follow those established in the EOP. Mass evacuee support may require additional processes.

Additional Assumptions

- Feeding operations may be necessary for self-evacuees whose personal resources are exhausted but who reside in the community rather than the shelter/housing system.

Short-Term and Intermediate Tasks

Tasks	Supplying Agency/Function
▪ Contact feeding providers (e.g., NGOs, feeding vendor) to initiate feeding at shelters ▪ Deploy canteening and/or feeding resources to Reception Processing Sites ▪ Coordinate with feeding providers (e.g., NGOs, vendors) for kitchen sites and support resources if necessary ▪ Coordinate for health inspections of feeding sites and operations	ESF #5, NGOs, vendors, ESF #8, FEMA
Identify and support evacuees with special dietary needs, considering both health and cultural issues	ESF #8, NGOs, FEMA
If feeding self-evacuees in the community, provide public information on locations, hours, identification requirements, and processes	ESF #15
Coordinate for use of USDA food from Food and Nutrition Services program which stocks food for schools; feeding NGOs may have MOU/MOA with local USDA resource for use	Local USDA, NGOs
Coordinate and integrate Federal resources into [State or Agency Names] operations	FEMA

Intermediate and Long-Term Tasks

Tasks	Supplying Agency/Function
Provide continuing feeding operations as needed	ESF #5, NGOs, vendors, FEMA

Volunteer and Donations Management

[In some States and/or jurisdictions, Volunteer and Donations Management is a separate ESF that coordinates with but is not part of ESF #6. If necessary, move this section to its correct ESF.]

Support Agencies: [Agency Names]

Operations

When applicable, all Volunteer and Donations Management processes follow the established in the EOP, but may require additional processes.

Additional Assumptions

- Unaffiliated volunteers will present themselves and may or may not have disaster training, experience, or skills useful in disaster operations.
- Unsolicited donations will arrive and impact an operation.
- Prospective volunteers may not be needed immediately, may have skills useable in recovery rather than response, or may not be appropriate candidates for volunteering (e.g., sex offenders or those with certain criminal backgrounds).

- Donations or specific volunteer services may not be needed immediately or may not be of a useable type in disaster support.
- Donors and volunteers may not understand why their donation or service is not being used or used immediately and could become disenchanted if reasons are not provided.
- A call center, volunteer reception center, and/or processing system may be needed to coordinate and direct donation and volunteer offers and resources.

Short-Term, Intermediate, and Long-Term Tasks

Tasks	Supplying Agency/Function
Activate donations and volunteer management process (receipt, distribution, storage, disposition, processing call center, electronic management tools, inventory system, accounting)	Support organizations, ESF #7, ESF #8, ESF #13, ESF #15
Locate, activate, and coordinate warehouse space, transportation resources, and logistical support for solicited and unsolicited donations	ESF #7

▪ Develop donations and volunteer media campaign
▪ Provide public with awareness of donations and volunteer needs
  • Include identified needs for specific items (e.g., water, hygiene kits) and personnel with specialized skills (e.g., health professionals, technical experts)
  • Include information on mechanisms and processes for donating and volunteering (e.g., FEMA's National Donations Management Network; for more information see the Evacuee Support Planning Guide)
▪ Maintain ongoing public information regarding where and how donations and services are being and have been used
	ESF #15, NGOs

Implement and/or develop new private-sector and business partnerships	All ESFs and support organizations
Coordinate transportation support to move volunteers from volunteer staging/coordination sites to work sites, if applicable	ESF #1
Coordinate with other agencies/organizations to avoid overlap of use of human or material resources (volunteers, supplies, equipment, vendors)	All ESFs and support organizations

Social and Community Programs

Support Agencies: [Name of Agencies]

Operations

When applicable, all case management processes follow the established State EOP. Mass evacuee support may require additional processes and resources.

Case management and legal services may be utilized. These programs are implemented as soon as possible in the short-term timeframe and may extend into in the intermediate and long-term timeframes.

Additional Assumptions

- Legal concerns will often not arise until the intermediate or long-term timeframe.
- Legal services providers in the Host-State may offer support without payment but may need to consider legal jurisdiction prior to providing support.
- Legal services may be concerning insurance claims, landlord/tenant issues, consumer protection issues, and document replacement.
- Non-profit organizations generally provide emergency casework.
- Medical and/or hospital evacuees who are discharged in the Host-State may require assistance accessing services.

Intermediate and Long-Term Tasks

Tasks	Supplying Agency/Function
Request casework support	[State Name] Social Services Agency, NGOs, community organizations, private sector
Provide evacuee-related recovery services, such as the following: ▪ Reunification ▪ Crisis counseling, referral to long-term behavioral and mental health resources ▪ Referral to [State Name] social services system ▪ State and/or Federal benefits processing assistance, as applicable ▪ Community information, such as laundry facilities, pharmacies, employment, schools, transportation, social services, faith-based organizations, banking, financial assistance, and support groups ▪ Housing resource options	[State Name] Social Services Agency, NGOs, community organizations, private sector
Request activation of The Crisis Counseling Assistance and Training Program (a U.S. Health and Human Services program implemented by FEMA under ESF #6) through the Impact-State's JFO	ESF #6, ESF #8, ESF #5, FEMA
Arrange access to information for evacuees seeking assistance: ▪ Local area support services ▪ Online and phone registration for assistance services	Support organizations, FEMA
Implement a public service campaign advising of type of services, locations, hours of operations, and any other applicable information	ESF #15
Direct evacuees to [State Name] social/human services agencies for replacement of identification and transfer of pre-existing benefits and services (e.g., Social Security, food stamps, driver's licenses)	[State Name] social/human services agencies
▪ Contact local law firms and legal services organizations to seek support in donated time and services to legal clinics ▪ If there is a Federal disaster declaration for the Impact-State, request FEMA to activate the Disaster Legal Services program	Private sector, FEMA

Appendix G: ESF #7 (Logistics Management and Resource Support)

Primary Agency: [Agency Name]
Support Agencies: [Agency Names]

Roles and Responsibilities

- Procures, supplies, and manages resources
- Sets up operational facilities as required
- Communicates status of logistical operations to other ESFs, as needed
- Secures contracting services

Existing MOUs/MOAs

[Insert List (e.g., Agencies, Creation/Termination Dates, and Locations of Copies)]

Operations

When applicable, all Logistics Management processes follow the established State EOP. Mass evacuee support may require additional processes.

Short-Term, Intermediate, and Long-Term Tasks

Tasks	Supplying Agency/ Function
Determine resource needs and warehousing for kitchen sites; acquire, store, and deliver as needed	ESF #6
Determine resource needs and warehousing for medical triage, shelter, and reception sites; acquire, store, and deliver as needed	ESF #8
Determine resource needs and warehousing for pet transport and sheltering sites; acquire, store, and deliver as needed	ESF #11
Determine resource needs for each ESF mission and acquire resources as needed	ESF #1, ESF #6, ESF #8, ESF #11, ESF #13
Request and integrate FEMA mass care support personnel and/or management personnel to support operations including, but not limited to: ▪ Evacuation support ▪ Transportation ▪ Supply ▪ Procurement ▪ Communications ▪ Facilities ▪ Information technology ▪ Warehousing	ESF #5, FEMA

Appendix H: ESF #8 (Health and Medical)

Primary Agency: [Agency Name]
Support Agencies: [Agency Names]

Roles and Responsibilities

- Monitors evacuee health and medical conditions (e.g., injuries, communicable/ contagious diseases, illnesses).
- Verifies credentials of medical volunteers, including out-of-State resources.
- Coordinates Medical Reserve Corps and Metropolitan Medical Response System.
- Supports evacuees with medical and, if necessary, functional needs.
- Coordinates sheltering of nursing home and hospitalized patients.
- Requests activation, through U.S. Department of Health and Human Services (HHS), of the Federal Disaster Medical System (e.g., Federal Medical Stations (FMS)), Disaster Medical Assistance Teams (DMAT), Disaster Mortuary Operational Response Team (DMORT), National Nurse Response Team (NNRT), and/or National Pharmacy Response Teams (NPRT).
- Alerts [State Mortuary Agency] of potential evacuee fatalities.
- Coordinates with impact area for medical record transfer.
- Activates pharmacy support and requests access to Strategic National Stockpile (SNS).
- Activates Medicare/Medicaid support team.
- Implements health and medical triage protocols for reception sites, including support for decontamination operations when necessary.
- Determines healthcare facility surge capacities to support community needs.
- Coordinates care of service animals in medical shelters and/or facilities.
- Ensures health department inspections of sheltering and feeding sites are conducted.
- Coordinates medical transport resources (e.g., quantity, type, location, capacity).

Existing MOUs/MOAs

[Insert List (e.g., Agencies, Creation/Termination Dates, and Locations of Copies)]

Operations

When applicable, all Health and Medical processes follow the established State EOP. Mass evacuee support may require additional processes.

Additional Assumptions

- Basic first aid is provided at all shelters
- Some evacuees may need counseling or other behavioral and mental health support

Short-Term Tasks

Tasks	Supply Agency/Function
Activate health and medical teams to support evacuees	Support organizations, FEMA
Provide information on local healthcare resources to self-evacuees	2-1-1, other information resources
Activate transportation plan for moving evacuees to hospitals, medical shelters or other healthcare facilities	ESF #1
Coordinate support and resources to move medical needs evacuees from Host-State medical shelters to local transitional shelters, or interim housing, their place of relocation or return them to their home area)	ESF #1, ESF #5
Request and coordinate activation of the National Disaster Medical System (NDMS) for Federal medical support	ESF #5, FEMA, U.S. HHS
Coordinate with the Impact-State for transfer of medical records, if possible (Health Insurance Portability and Accountability Act (HIPAA) rules may apply)	Impact-State ESF #8
If high death rate is anticipated: ▪ Locate, set up, and stock sites (e.g., palliative care, hospice care, morgue, and family assistance center) ▪ Implement family reunification process; open family assistance center, if necessary (e.g., waiting area, identification process) ▪ Review medical and mortuary support system for surge capacity/ needs ▪ Provide expanded behavioral and mental health support and a crisis call center, if necessary	ESF #5
Review available local, State, and Federal medical stockpiles	Local and State health agencies, U.S. HHS
Communicate regarding health issues at sheltering facilities	ESF #6

Intermediate and Long-Term Tasks

Tasks	Supplying Agency/Function
Coordinate with local community for medical transitional sheltering and/or interim housing (e.g., nursing homes, long-term care facilities)	ESF #1, ESF #6, Public Health
Coordinate to track evacuees who leave hospitals and other healthcare facilities to make sure they are connected to benefit resources	ESF #6
Coordinate enrollment or re-issue of Medicare/Medicaid benefits to eligible evacuees	Medicare/Medicaid

Appendix I: ESF #11 (Household Pet Mission[2] —Agriculture and Natural Resources) (In coordination with ESF #6 and ESF #8)

Primary Agency: [Agency Name]
Support Agencies: [Agency Names]

Roles and Responsibilities

- Provides subject matter expertise for planning activities.
- Provides technical assistance, resource coordination, and management of the following response activities:
  - Household pet evacuation, sheltering, and reunification
  - Household pet care, which may include support of owner-based pet care
  - Management of aggressive household pets
  - Tracking and reunification of household pets with their owners
  - Protocol development to support efficient tracking and data management pertaining to the evacuation, sheltering, and reunification of household pets
  - Appropriate veterinary care throughout response and recovery operations
  - Develop plan and process to manage deceased and unclaimed animals
  - Disposition of deceased animals
  - Disposition of abandoned and/or unclaimed animals
  - Transfer of household pet records upon their return to their owners
  - Quarantine of household pets with infectious diseases or that have bitten people
  - Requesting activation of Federal support for response related to household pets (such as assessment teams from USDA or veterinary support from HHS) and/or seeks assistance from other States through EMAC

Existing MOUs/MOAs

[Insert List (e.g., Agencies, Creation/Termination Dates, and Locations of Copies)]

Operations

When applicable, all household pet sheltering processes follow those established in the EOP. Mass evacuee support may require additional processes.

Additional Assumptions

- Birds, rabbits, rodents, and turtles will likely have species-specific pet enclosures.
  - Most of these household pets will remain in the enclosure provided by their owner.

[2] Service animals are not considered "Household Pets." For more information on service animals, refer to Appendix H, ESF #8.

- Dogs and cats may arrive in transport carriers but may need other enclosures of sufficient size for housing.
- Evacuees with household pets may have their pets sheltered in:
  - Pet-friendly Household Pet Shelters (i.e., in the same building/same campus)
  - Co-located Household Pet Shelters (i.e., adjacent/nearby shelters)
  - Non-Adjacent Household Pet Shelters (i.e., facilities not near owners)
- Some household pets may need medical/healthcare attention or decontamination.
- Some self-evacuees may have household pets requiring shelter and care.
- Some pets may be exotic animals and will need specialized housing and care.
- Costs related to the shelter and/or care of animals/pets that do not meet the Federal definition of "household pets" will not be eligible to receive Federal reimbursement.
- Some animals may never be claimed and will need an alternate solution, such as foster care or adoption [State may add a list of other options at their discretion].

Short-Term and Intermediate Tasks

Tasks	Supplying Agency/Function
Initiate setup of Household Pet Shelters and deployment of resources	ESF #6, ESF #8, ESF #11, ESF #7
Coordinate transportation of household pets to appropriate shelter facilities	ESF #1, ESF #7
Manage household pet care while sheltered	ESF #11, support NGOs, owners
Request and coordinate with FEMA to activate the National Veterinary Response Team (NVRT)	ESF #8, FEMA, HHS
Provide basic household pet supplies and tracking equipment, as needed	ESF #7

Intermediate and Long-Term Tasks

Tasks	Supplying Agency/Function
Coordinate transport of household pets to reunification locations, if applicable	ESF #1, ESF #7
Arrange for closure of household pet sheltering facilities and transfer of household pets to long-term pet care facilities	ESF #6, ESF #8, ESF #11
Disseminate to the public household pet reunification information and requirements	ESF #15
Provide fostering and adoption information to the public for unclaimed or abandoned animals after pre-determined waiting period and efforts to reunite owners and household pets [State may have laws to be considered in regard to this; review pet-specific laws and adjust plan accordingly]	ESF #15

Appendix J: ESF #13 (Public Safety and Security)

Primary Agency: [Agency Name]
Support Agencies: [Agency Names]

Roles and Responsibilities

- Coordinates law enforcement operations at sites sheltering or processing evacuees.
- Screens evacuees for security issues.
- Manages the collection and securing of weapons and illegal drugs, if applicable.
- Implements procedures for managing evacuees subject to judicial and/or administrative orders restricting their freedom of movement (e.g., parolees, sex offenders, individuals with outstanding warrants).
- Assists ESF #1 with traffic evaluations and control.
- Requests and coordinates with FEMA for security support.

Existing MOUs/MOAs

[Insert List (e.g., Agencies, Creation/Termination Dates, and Locations of Copies)]

Operations

When applicable, all Public Safety and Security processes follow those established in the EOP. Mass evacuee support may require additional processes.

Additional Assumptions

- If security/weapons checks are conducted, they generally occur at embarkation.
- Circumstances may require prioritization of safety of evacuees over security/weapons checks at embarkation; security checks may not be in the Impact or Host-States' plans.
- Safety and security reception site processes may include checks for parolees, sex offenders, weapons, and outstanding warrants [Add to or delete from list as determined by ESF #13, State decision-makers, and State laws or statutes].
- Evacuation of prison populations will be coordinated and managed between prison systems separate from reception sites and evacuees.

Short-Term and Intermediate Tasks

Tasks	Supplying Agency/ Function
Track and report status on traffic flow along ingress routes during evacuation and egress routes during evacuee return	ESF #1
Review staffing needs for increased community presence and at shelters	ESF #5
Provide necessary equipment and staff to support security screening	ESF #7

Tasks	Supplying Agency/ Function
Provide for staffing surge needs at shelters; request Federal support for additional security, if local, State, and EMAC support are insufficient	ESF #5, local law enforcement, EMAC, FEMA

Appendix K: ESF #15 (External Affairs)

Primary Agency: [Agency Name]
Support Agencies: [Agency Names]

Roles and Responsibilities

- Manages the JIC
- Provides information to evacuees and the public through media outlets.
- Develops materials in different formats for people with limited English language ability and/or special needs.
- Provides public information liaisons to the field, as needed
- Coordinates deadlines and airtimes with media outlets
- Coordinates through the JIC on status of Impact-State and FEMA support

Existing MOUs/MOAs

[Insert List (e.g., Agencies, Creation/Termination Dates, and Locations of Copies)]

Operations

When applicable, all External Affairs processes follow those established in the EOP.

Short-Term Tasks

Tasks	Supplying Agency/Function
Coordinate with media to provide updates on evacuation, sheltering, and Impact-State situation; coordinate with media outlets for accurate dissemination of information	ESF #1, ESF #6, ESF #5, media outlets
Work with media outlets to provide evacuees in-transit, in shelters, and in the community with information on support resources	ESF #6, media outlets
Work with State agencies, the JFO, and FEMA on community relations informational bulletins	ESF #5, JFO, FEMA
Manage rumor control; provide accurate information for public dissemination	All ESFs, media outlets, support organizations and community

Intermediate and Long-Term Tasks

Tasks	Supplying Agency/Function
Provide ongoing situational updates to the public and the evacuee population on conditions in the impact area and return/re-entry status; coordinate with media outlets for accurate dissemination of information	ESF #5, media outlets
Coordinate with educational resources for information on schools, enrollment, transportation and other educational support for evacuee children	ESF #1, ESF #6, local school boards
Work with local and national media outlets to provide evacuees with accurate and timely resource information about the local area support and impact area status as applicable	ESF #6, media outlets
Provide public information on possible State and/or Federal disaster-related tax reductions or deferments, including the Internal Revenue Service (IRS) Emergency Tax Credit	[State Name] and Federal tax organizations
In a hurricane event, inform evacuees of the U.S. Department of Labor's (DOL) Hurricane Recovery Assistance Web site at http://www.dol.gov/opa/hurricane-recovery.htm	U.S. DOL

Appendix L: Education

Primary Agency: [Agency Name]
Support Agencies: [Agency Names]

Roles and Responsibilities

- Identifies available space and resources for school-age evacuees
- Identifies shortfalls to providing an education to school-age evacuees
- Coordinates with ED on addressing shortfalls
- Requests, through McKinney-Vento Homeless Assistance Act, resources to address shortfalls, if applicable

Existing MOUs/MOAs

[Insert List (e.g., Agencies, Creation/Termination Dates, and Locations of Copies)]

Operations

When applicable, all Education processes follow those established by [Host Community Name] public education plan. Mass evacuee support may require additional processes and plans.

Additional Assumptions

- Evacuee student records and identification may be unavailable and/or inaccessible,
- School boards may have to coordinate to place evacuee children in schools,
- Some schools may be overburdened and/or overcrowded by added evacuee students,
- Additional supplies, buildings, staff, teachers, counselors, and funding may be needed,

Short-Term and Intermediate Tasks

Tasks	Supplying Agency/Function
Alert area schools of potential evacuee enrollees	ESF #6
Work with the media to publicize the need for school supply donations and support	ESF #15, non-profit, private sector
Provide school registration process, rules, and guidelines to evacuees seeking to place their children into local school system	ESF #6, ESF #15
Assist schools in placing students in the appropriate grade, disbursing them to avoid overcrowding, and identifying additional resources	Local school boards
Provide transportation for evacuee students from shelters to schools	ESF #1
Implement supply requisition procedures for resources and establish accounting files specifically for evacuee expenses	ESF #7

Tasks	Supplying Agency/Function
Request guidance, support, and possibly funding from the ED under the McKinney-Vento Homeless Assistance Act	Governor's Office, ED
Provide information and points of contact to local higher education and adult and technical educational institutions for evacuee students seeking information or transfer	Support educational organizations
Provide social services to evacuee youth newly enrolled in local schools, including crisis counseling, referral to ongoing therapy, and other standard State social services	ESF #6, ESF #8

Long-Term Tasks

Tasks	Supplying Agency/Function
Provide transportation for evacuee students from interim housing to schools and/or develop new bus routes	ESF #1
Provide information/assistance regarding financial reimbursement procedures for unbudgeted evacuee-related educational services expenses incurred	Finance and Administration

Appendix M: Employment

Primary Agency: [Agency Name]
Support Agencies: [Agency Names]

Roles and Responsibilities

- Implements applicable State and/or Federal disaster unemployment assistance
- Provides ESF #6 [Agency Name] with Disaster Unemployment Assistance (DUA) updates
- Coordinates with DOL on long-term employment strategies, if applicable

Existing MOUs/MOAs

[Insert List (e.g., Agencies, Creation/Termination Dates, and Locations of Copies)]

Operations

- When applicable, Employment processes follow the established [State Name] employment procedures. Mass evacuee support may require additional processing.

Additional Assumptions

- Lack of employment may not be an immediate issue.
- Some employers may be unable or unwilling to reopen in the impact area.

Short-Term, Intermediate, and Long-Term Tasks

Tasks	Supplying Agency/Function
Coordinate access to employment and educational resources for assistance in computer classes, resume writing, and other job-search-related tools	ESF #14
Organize transportation and daycare (for children or adults needing care) for evacuees to enable them to job search and maintain employment	ESF #6, ESF #14, support organizations

Appendix N: Decontamination

Primary Agency: [Agency Name]
Support Agencies: [Agency Names]

Roles and Responsibilities

- Coordinates with local/State agencies to use existing decontamination procedures
- Coordinates with local hospitals for healthcare support
- In a mass casualty situation, consults with existing mass casualty protocols

Existing MOUs/MOAs

[Insert List (e.g., Agencies, Creation/Termination Dates, and Locations of Copies)]

Operations

Processes established in the EOP will be followed for Decontamination. Evacuee support may require additional processes.

Short-Term, Intermediate, and Long-Term Tasks

Tasks	Supplying Agency/Function
At debarkation sites, provide support personnel to monitor incoming population and triage symptoms, situations, and issues among arriving evacuees who have been in a potentially contaminated area, including support of evacuees with special needs and service animals	ESF #8
Provide animal care personnel to monitor and triage household pet and other animal populations arriving from a potential contaminated area	ESF #11, U.S. HHS, animal-related NGOs
Implement media campaign to address: ▪ Worried well[3] ▪ Those who may have been contaminated but have not presented themselves at decontamination locations	ESF #15
Stock and deliver, upon request, temporary replacement clothing for those exiting the decontamination process	ESF #7, ESF #8
Provide personal protective equipment for responders and support personnel, as needed	ESF #7
Dispose of contaminated clothes, materials, and personal articles	Assigned agency
Arrange transportation to reception sites or shelters for evacuees exiting the decontamination process	ESF #5, ESF #1
Arrange for disposition of contaminated modes of transport	ESF #5

[3] "Worried well" are people who are healthy but believe they may be sick or contaminated.

Appendix O: Finance, Administration, and Reimbursement

Primary Agency: [Agency Name]
Support Agencies: [Agency Names]

Roles and Responsibilities

- Tracks Impact-State's eligible costs
- Tracks FEMA's used resources reimbursement
- Maintains complete evacuee support-specific costs, records, and receipts
- Reviews FEMA evacuee support reimbursement policies (e.g., sheltering operations, overtime, emergency medical services, transportation, re-entry)
  - Refer to Evacuee Support Planning Guide for links to resources and information on reimbursement
- Obtains required paperwork from local and State emergency management and support agencies/organizations for requesting reimbursement from the Impact-State or FEMA

Operations

All financial and administrative processes follow steps established in the EOP and, when applicable, Federal disaster support guidelines. Mass evacuee support may require additional tasks.

Short-Term, Intermediate, and Long-Term Tasks

Tasks	Supplying Agency/Function
▪ Contact FEMA Region [Add Region #] for latest information ▪ Contact FEMA Region [Add Region #] to establish reimbursement eligibility and reimbursement procedures for Host-State operations	GAR, ESF #5
▪ Obtain copies of local, State and Federal disaster declarations and supporting financial paperwork ▪ The Host-State signs a FEMA/Host-State Agreement and applies for Public Assistance using Standard Form SF424, *Application for Federal Assistance*	ESF #5
▪ Implement expense tracking procedures ▪ Retain copies of all receipts and documentation supporting reimbursement of costs from FEMA ▪ Coordinate with FEMA RRCC Public Assistance for tracking expenses and completion of Project Worksheet ▪ Submit Federally reimbursable costs to FEMA Region [Add Region #]	ESF #5, GAR, FEMA

Appendix P: Evacuee Return/Re-entry

Primary Agency: [Agency Name]
Support Agencies: [Agency Names]

Roles and Responsibilities

- Coordinates with Impact-State and, in the event there is a Presidentially-declared major disaster for the impact-State, FEMA for the return of evacuees, including special medical needs evacuees, to their points of origin
- Coordinates with support agencies and organizations within the State if evacuees are transported to interim or permanent housing or resettlement within the Host-State or to another location
- Provides sheltering as close to home area as possible for evacuees who cannot return

Operations

All return and re-entry processes follow steps established in the EOP and, when applicable, Federal disaster support guidelines. Processes may require additional tasks.

Return/Re-entry procedures may be designed as a "reverse embarkation" process consisting of transportation-assisted evacuees processing through a "reception" site registration and transport procedure similar to that used when they arrived.

Impact-States, in coordination with the Federal government, have a responsibility in evacuee return/re-entry processes.

Short-Term, Intermediate, and Long-Term Tasks

Tasks	Supplying Agency/Function
▪ Communicate and coordinate with Impact-State concerning: • Evacuee return/re-entry timeline and plan • Condition/Status updates of affected areas	[State] Governor's office, ESF #5
▪ Arrange transportation for transportation-assisted evacuees ▪ Participate in coordinated embarkation plan ▪ Coordinate transport movement with Impact-State	ESF #1, ESF #5, ESF #13
▪ Implement ingress coordination for heavy return traffic flow if minimal damage to the evacuated area ▪ Coordinate transportation/vehicles for return of transportation-assisted evacuees to Impact-State	ESF #1, ESF #3, ESF #13
Track and report status on traffic flow along ingress routes during evacuation and egress routes during evacuee return	ESF #1, ESF #13
▪ Provide relevant traffic/route signage/messaging ▪ Ensure clear/safe roadways on routes back to Impact-State	ESF #1, ESF #3

Tasks	Supplying Agency/Function
Use Reception Processing Site guidance processes and procedures for reverse embarkation site design	ESF #1, ESF #5, ESF #6, ESF #7, ESF #8, ESF #11, ESF #13, FEMA
▪ Determine accessible areas for supplies ▪ Coordinate distribution of supplies to evacuees on return trip	ESF #7
▪ Coordinate with local hospitals, nursing homes, and other medical facilities to transfer medical needs evacuees to their home areas or relocation points using their standard patient transfer systems ▪ Coordinate for appropriate medical transportation as needed	ESF #1, ESF #5, ESF #6, ESF #8, local medical facilities, FEMA
Coordinate the transportation for medical needs evacuees back to Impact-State	ESF #1, ESF #5, ESF #8, FEMA
Coordinate reunification of household pets and owners with the Impact-State, if government-assisted evacuees were separated from their household pets at the Impact-State embarkation sites	ESF #11, local animal/veterinarian agencies and organizations
Provide security at [Host-State] embarkation sites	ESF #13
▪ Provide the public and evacuee population with ongoing situational updates on impact area, return status, and available assistance ▪ Coordinate with media outlets for accurate information dissemination ▪ Disseminate household pet reunification information and requirements	ESF #15, media outlets
Coordinate evacuee return/re-entry to Impact-State and/or resettlement or relocation to [State Name] or other State	ESF #1, ESF #6, ESF #8, ESF #13, Impact-State ESF #5, FEMA ESF #14

Appendix Q: Checklists

The following checklists provide reminders of details to be considered and/or addressed within the planning or response processes. Many of the checklists are suitable for incorporation into the State Evacuee Support Concept of Operations (ConOps) and Standard Operating Procedures (SOPs). They are not inclusive of all possible checklists, subjects, or tasks within a function and can be expanded upon as needed. [State may choose to add additional checklists, as needed.]

Infrastructure Checklist

- ❑ Considerations for impact on local host environments
  - ☐ Buildings (See Shelter Facilities Checklist for more details)
  - ☐ Shelter use
  - ☐ Welcome center use
  - ☐ Reception site use
  - ☐ Traffic patterns, ingress, egress
  - ☐ Lease or donated use
- ❑ Communications
  - ☐ Communications system/network capacity and capability
  - ☐ Equipment availability, resources, system tests complete
  - ☐ List of organizations/facilities needing equipment
- ❑ Transportation
  - ☐ Temporary additional routes or adjustments to routes
  - ☐ Long-term planning for route change, additional resources
- ❑ Roads
  - ☐ Maintenance, scheduled, emergency repairs, long-term planning
  - ☐ Signage (for evacuees and local community)
- ❑ Utilities
  - ☐ Water supply resource, maintenance, and capacity
  - ☐ Power (electric and gas) resources, maintenance, and capacity
  - ☐ Sewage/Sanitation maintenance, schedule, resource, and capacity
  - ☐ Trash pick-up and resources
  - ☐ Generators

- ❑ Security/Law enforcement needs
  - ☐ Use of local law enforcement [Yes/No]
  - ☐ Local law enforcement capacity and overtime
  - ☐ Request additional and/or alternative resources
  - ☐ Integrate local, State, and Federal resources
  - ☐ Traffic management
  - ☐ Shelter and other evacuee support site security
- ❑ Financial impact
  - ☐ Cancellation of events
  - ☐ Reimbursement issues/requirements/forms
- ❑ Monitor secondary events, damage, and weather impact
- ❑ Health and behavioral and mental health
  - ☐ Medical facility quantity, capacity, availability (hospitals, clinics)
  - ☐ Mental health resources, capacity, availability
  - ☐ Pharmacy resources, stock, and capacity
  - ☐ Decontamination plan in place
  - ☐ Emergency room resources and capacity
  - ☐ Behavioral health support capability and capacity
  - ☐ Palliative and hospice care resources and capacity
  - ☐ Mortuary resources and capacity
  - ☐ Drugs for dependant patient support capability and capacity
  - ☐ Medical equipment capacity and availability (including overtime)
    - □ Ambulances
    - □ Emergency Medical Technicians (EMTs)
    - □ Paramedic capacity/overtime
- ❑ Public information and media messaging
  - ☐ Influx of evacuees; impact on community
  - ☐ Impact area status updates
- ❑ Create and submit Emergency Management Assistance Compact (EMAC)/State/Federal requests for assistance
  - ☐ Federal Medical Station (FMS)
  - ☐ Federal Disaster Medical Assistance Team (DMAT)
  - ☐ Federal Disaster Mortuary Operations Response Team (DMORT)

- ☐ Veterinary Medical Assistance Teams (VMAT)

Short-Term Sheltering/Shelter Support Checklist

Estimated Shelter Spaces Needed [Total number of shelter spaces here; by type below]:
(Need Fire code inspections for capacity determination)

- ❑ General population, quantity _____
- ❑ Functional needs [Total number of shelter spaces here; total number by type below]:
  - ☐ Functional needs support shelter, quantity _____
  - ☐ Within a general population shelter, quantity _____
  - ☐ Within a medical shelter, quantity _____
- ❑ Medical needs, quantity _____
- ❑ Check for existing support Memoranda of Understanding/Memoranda of Agreement (MOUs/MOAs) and resources
- ❑ Shelter facilities [Attach list; if using the National Shelter System (NSS), download]
  - ☐ Fire code inspections for capacity determination
  - ☐ Create and/or advise staff of shelter emergency plan
  - ☐ Post emergency evacuation or response plan for evacuees
  - ☐ Read utility meters for support of cost documentation
  - ☐ Shelter survey complete [Yes/No]
  - ☐ Liability and insurance
  - ☐ Existing communications resources
  - ☐ Availability for use (time period)
  - ☐ Lease transition short-term to intermediate [Name to Name]
  - ☐ Staffing transition short-term to intermediate [Name to Name]
  - ☐ Facility maintenance and services
    - □ Parking (quantity, diagram of use)
    - □ Commercial kitchen, if applicable (Use/No Use)
    - □ Security system, if applicable (Use/No Use)
    - □ Existing communications equipment (Use/No Use, Type)
    - □ Plumbing service support [Name of Contracted Company]
    - □ Janitorial and cleaning services [Name of Contracted Company]

- ❑ Facility owner versus user responsibilities
  - ☐ Cancellation of events
  - ☐ Damage to facility (note details on contract or MOUs/MOAs)
  - ☐ Use of equipment and/or consumables
- ❑ Staffing
  - ☐ Management staff resources, capacity, availability
  - ☐ General staff resources, capacity, availability
  - ☐ Background checks; credentials checks [Yes/No, Administered by]
  - ☐ Credentialing
  - ☐ Security inside/outside facilities
  - ☐ Feeding support
  - ☐ Childcare, if applicable
  - ☐ Interpreters, if applicable
- ❑ Feeding
  - ☐ Arrange for health department inspection
    - □ Kitchen support resources, capacity, availability
    - □ Catering support resources, capacity, availability
    - □ Coordination with other feeding organizations on resource use
    - □ Equipment and supply resources, capacity, availability
- ❑ Health and behavioral and mental health shelter support
  - ☐ Functional needs resources, capacity, availability, if applicable
  - ☐ Medical staff resources, capacity, availability, if applicable
  - ☐ Medical equipment, surge capacity
  - ☐ Credential verification
  - ☐ Arrange for mobile health clinics, if applicable
- ❑ Evacuee Reunification Communication
  - ☐ Equipment for evacuee use
  - ☐ Plan for unaccompanied minors/children/adults needing care giving
  - ☐ Equipment for recharging of evacuees' portable electronic communications devices, if possible
- ❑ Requests for equipment or staff assistance Emergency Management Assistance Compact [(EMAC)/State/Federal)]

- ☐ Portable showers
- ☐ Portable toilets
- ☐ Shelf-stable meals/water
- ☐ Health services kits
- ☐ Hygiene kits (quantity, type (e.g., adult, child))
- ☐ Security, internal and external
- ☐ Generator (size, type, capacity)
- ☐ General shelter staff support
- ☐ Health services support
- ☐ Mental health support

❑ Other considerations

- ☐ Signage for directions to shelters, service centers and other assistance
- ☐ Signage and information in alternative formats for those with limited English proficiency and special needs

Shelter Facility Walkthrough Checklist

- ❑ Alert responsible agencies/organizations of walkthrough
- ❑ Agency/Organization representative attendance
  - ☐ Local emergency management
  - ☐ State emergency management
  - ☐ State Emergency Support Function (ESF) #6 primary agency
  - ☐ Fire Marshal's Office
  - ☐ Fire Chief or representative
  - ☐ Sheriff, local/State police
  - ☐ Department of Public Works
  - ☐ Sheltering organization/agency
  - ☐ Feeding organization/agency
  - ☐ Health department
  - ☐ Veterinarian/Animal support organization/agency
- ❑ Parking area (ingress, egress, quantity of spaces)
- ❑ Signage (road, exterior, interior (consult with sheltering organization))
- ❑ State of building (windows, floors)
- ❑ Trash/Dumpster available (quantity)
- ❑ Quantity of fire exits (attach description (e.g., locking mechanism, alarmed))
- ❑ Number of exits (attach description (e.g., single door, double door, locking))
- ❑ Smoke detectors
- ❑ Security system
- ❑ Fire extinguishers (quantity/locations)
- ❑ Evacuation/Fire escape plan
- ❑ Areas designated for specific purposes
- ❑ Registration area
- ❑ Sleeping area
- ❑ Eating area
- ❑ Health Services area (private)

- ❑ Mental health services area (private if possible)
- ❑ Childcare/Activity area (if possible) (Attach description (e.g., indoor/outdoor/both, access, security, bathroom))
- ❑ Lounge/Communication area (phones, Internet) (if possible)
- ❑ Smoking area (outside, away from other areas)
- ❑ Public information area (best in lounge or eating area)
- ❑ Restrooms (sufficient quantity)
- ❑ Showers (sufficient quantity)
- ❑ Meets shelter requirements [If no, consider if mitigation is possible]
- ❑ Reaffirm capacity per Fire Marshal

Sheltering and Interim Housing Checklist

Expanded Support Services (if resources allow)

- ❑ Evacuee transportation within local area (for personal business)
- ❑ Expand healthcare from basic first aid to health clinic with pharmacy
- ❑ Mail service
- ❑ Non-denominational chapels
- ❑ Meeting rooms and classrooms (if possible)
- ❑ Volunteer and donations management [Name of Software, Organization]
- ❑ Point of Distribution (POD) for donated resources, if necessary
- ❑ Central information location (maps, health information, bulletin board)

Shelter Transition, if necessary

- ❑ Evacuees remain in current facility
- ❑ Move evacuees to intermediate facility
- ❑ Move evacuees to long-term housing
- ❑ Availability of interim housing resources
- ❑ Availability of long-term resources

Support Items to Meet Functional Needs Checklist[4]

The following items suggested for general population and/or medical shelters to support and assist those with functional needs.

- ❑ Manual wheelchairs
- ❑ Walkers
- ❑ Canes, regular and "quad"
- ❑ Support hose for those with circulatory difficulty
- ❑ Hearing aids and batteries
- ❑ Reading glasses
- ❑ Seat cushions and bolsters that can be used as positioning aids
- ❑ Short-term supplies of pharmaceuticals to maintain treatment until new prescriptions are available (e.g. anti-psychotics, anti-convulsants, anti-asthmatics or inhalers)
- ❑ Shower chairs
- ❑ Quick Fix Kit—items to provide "quick fix" to assist an evacuee with a disability in maintaining independence in a shelter environment. Items include self-adhesive Velcro, double sided masking tape, duct tape, scissors, shoe insoles, straws, and disposable padding/incontinence liners.
- ❑ Air mattresses
- ❑ Adaptive eating devices (straws, Dycem, cups with handles, utensils with large handles (or tape can be wrapped around regular utensils).
- ❑ List of where to obtain wheelchair accessible showers
- ❑ Low-tech communication boards (alphabet and pictures)
- ❑ Portable ramp

[4] Adapted from a "Support Items to Meet Assistance Needs" list produced in 2007 by the Louisiana Emergency Management Disability and Aging Coalition. A list of organizations involved in the Coalition is located on The Advocacy Center's Web site under Related Groups.

Functional Needs Support Shelter Inventory Checklist[5]

Patient Care Items	Unit	Quantity Stocked	Verify Count
Instant Ice	Pkg	12	
Instant Heat	Pkg	12	
Denture Cups (Disposable)	Pkg	4	
Emesis Basin(s)	Each	12	
Bedpans	Each	8	
Body Lotion, Moisturizing	Bottle	12	
Sanitary Napkins (Regular)	Box	4	
Urinals (Male)	Each	8	
Wag Bags	Pkg	2	
Baby Wipes, Unscented	Box	4	
Diapers, Baby, Disposable (Large)	Pkg	2	
Diapers, Baby, Disposable (Medium)	Pkg	2	
Diapers, Baby, Disposable (Small)	Pkg	2	
Drop-Ins For Nursers (Playtex)	Box	2	
Formula, Enfamil Low Iron, 1 Quart	Can	2	
Formula, Isomil Soy With Iron, 1 Quart (Expire)	Can	2	
Formula, Similac With Iron, 1 Quart (Expire)	Can	2	
Nurser Kit, Disposable (6–8 oz Bottles)	Box	2	
Distilled Water (for Humidifiers) 1 Gallon (Expire)	Each	2	
Glucerna	Each	12	
Ensure	Each	12	
Contact Lens Materials (solution, case, cleaner)	Set	20	
Straws	Each	100	
Formula prep kit (Measuring Cup/Spoons/Funnel/Dish Soap)	Each	2	

[5] From the FEMA Mass Care section, functional needs support inventory recommendations

Clinical Supplies	Unit	Quantity Stocked	Verify Count
Chux ("Blue" Pads)	Each	100	
Diapers, Adult, Disposable	Pkg	2	
Pull-Up, Adult Depends	Pkg	2	
Sterile 4x4	Pkg	2	
Unsterile 2x2	Pkg	4	
Abds (Combines)	Pkg	2	
Ace Bandages (2")	Box	2	
Ace Bandages (3")	Box	2	
Ace Bandages (4")	Box	2	
Ace Bandages (6”)	Box	2	
Application, Cotton-Tipped (6" Long, 100 Per Box)	Box	2	
Bandage Gauze Roll (2")	Dozen	6	
Bandage Gauze Roll (4")	Dozen	6	
Cotton Balls	Pkg	2	
Eye Pads	Each	8	
Colostomy Appliance/Wafers with Paste and Skin Preps	Pkg	2	
Colostomy Bags	Pkg	2	
Telfa Dressings, Sterile	Box	2	
Tongue Depressors (100 Count)	Box	2	
Gloves, Vinyl Exam, Non-Sterile (XL/L/M/S) 1 Each Size	Box	8	
Bzk Towelettes	Box	2	
Hand Sanitizer	Each	6	
Alcohol Prep Pads	Box	4	
K-Y Jelly	Tube	2	
Peroxide	Each	2	
Betadine Scrub Solution (Expire)	Bottle	2	
Adhesive, Non-Allergic (1" Paper Tape)	Box	2	
Adhesive, Non-Allergic (2” Paper Tape)	Each	6	
Eye Wash Solution, Sterile 4 ounce	Each	2	
Band-Aids (Assorted Sizes- 1", 2", 3/4")	Box	2	
Safety Pins	Pkg	2	
Medicine Cups	Pkg	2	
Baggies Large And Small Each	Box	2	
Goose Neck Desk Lamp, 40 Watt Bulb (Kit A-D)	Each	1	

Cleaning Supplies	Unit	Quantity Stocked	Verify Count
Biohazard Waste Bags (Large, Medium, Small)	Each	12	
Bleach, Chlorine	Gall	2	
Bucket 2.5 Gallon	Each	2	
Latex Cleaning Gloves	Pkg	2	
Lysol Cleaner	Each	2	
Lysol Disinfectant Spray	Cans	4	
Saniwipe Disinfectant Towels	Pkg	2	
Shop Towels	Pkg	2	
Paper Towels	Roll	4	
Facial Tissue	Boxes	12	
Bath Towels	Each	400	
Wash Cloths	Each	400	
Toilet Seat Cover	Pkg	6	
Bleach Wipes	Pkg	2	
Biospill Kit	Each	2	
Soap Bar	Each	12	
Spray Bottle	Each	4	
Soap (Liquid-Antimicrobial)	Bottle	12	
Trash Can Liners (250 Count)	Box	2	
Linen Hamper Plastic Liner	Box	1	
Bottle With Dropper (For Bleach Into Water For Drinking)	Each	2	
Water Purification Tablets	Bottle	4	

Multilator Oxygen Delivery System (Three Boxes)	Unit	Quantity Stocked	Verify Count
Multilator with 6-foot Oxygen Supply Line	Each	2	
Humidifier (Pre-Filled or Fill with Distilled Water)	Each	20	
Humidifier Filters	Each	20	

Emergency Equipment/Supplies	Unit	Quantity Stocked	Return Count
Aromatic Spirits of Ammonia (Breakable Capsules)	Each	12	
Scissors (Blunt-End)	Each	2	
Scissors (Sharp and Curved)	Each	2	
Tweezers	Each	8	
Staple Remover	Each	4	
Flashlights, Disposable (Penlights)	Each	4	
Numbered Locking Tabs	Pkg	2	
Thermometer Covers	Box	20	
Thermometer, Ear (with Extra Battery)	Each	2	
Airway (Adult)	Each	2	
Airway (Pediatric/Neonatal)	Each	4	
Back Support	Each	2	
Cervical Collar (Universal Size)	Each	4	
Automatic Blood Pressure Cuff (Adult size; with Batteries)	Each	2	
Automatic Blood Pressure Cuff (Small Adult size; with Batteries)	Each	2	
Saline Solution for Irrigation (Expires)	Each	2	
Sharps Container (Gallon)	Each	1	

Additional Care Items	Unit	Quantity Stocked	Return Count
Folding Cot (10 Per Cart)	Cart	20	
Roll Away Bed (for Bar Iatric Clients up to 400 Lbs)	Each	10	
Fitted Sheets For Roll Away Bed		20	
Air Pressure Mattress	Each	25	
Fitted Sheets for Air Pressure Mattress		50	
Accessible Cots	Each	50	
Bedside Commode	Each	8	
Commode, Over Toilet Safety Seat	Each	10	
Independent Toilet Seat (with Grab Bars)	Each	10	
Toy Chest (Day Care)	Box	3	
Comfort Box (Tops/Bottoms/Socks/Hygiene Items)	Box	3	
Hoyer Lift with Two Slings	Each	8	
Walker	Each	10	

Additional Care Items	Unit	Quantity Stocked	Return Count
Wheelchair (Adult)	Each	10	
Wheelchair (Adult Extra Large)	Each	8	
Wheelchair (Pediatric)	Each	10	
IV Pole (For Beds)	Each	8	
Canes (White)	Each	3	
Canes (Walking)	Each	10	
Crutches (Adult)	Pair	5	
Crutches (Pediatric)	Pair	5	
Handheld Shower Heads	Each	8	
Shower Chair	Each	8	
Privacy Screen	Each	100	
Dressing Hook	Each	10	
Transfer Boards	Each	8	
Refrigerator (For Medications)	Each	2	
Utensil Holders	Each	8	
Generators (for Medical Equipment and Air Conditioning; Determine Requirements and Develop Fuel Plan)	Each	2	
Ramps (Portable)	Each	2	

Item	Generic (Other Brand)	Count
SUPPLIES		
Pill Envelopes		200
Pill Cutter		4
Pill Crusher		4
OVER-THE-COUNTER MEDICATIONS		
Anti-Diarrheal	Imodium AD Tabs	4-24
Aspirin 81 mg		200
Aspirin 325mg		120
Benadryl 25mg	Diphenhydramine HCL 25mg	60
Motrin/Advil 200mg/200mg	Ibuprofen 200mg	120
Tylenol 325mg tablets	Acetaminophen 325mg	200
Antacid Liquid Plus	Aluminum/Magnesia Plus	60-30ml
Anti-Diarrheal	Imodium AD	6-120ml
Benadryl Elixir	Diphenhydramine Elixir	8-120 ml
Milk of Magnesia		60-30ml
Motrin/Advil 40mg/40mg	Ibuprofen Suspension 40mg	6-15ml
Robitussin Cough Syrup	Guaifenesin Cough Syrup	60-5ml
Tylenol Elixir	Acetaminophen Elixir	8-120 ml
Tylenol Infant Drops	Acetaminophen Infant Drops	8-15ml
Calamine Lotion		12-4oz
Hydrocortisone Cream 1%		24
Desitin Ointment	Pericare Ointment	4 tubes
Triple Antibiotic Ointment		60-1 gm
Cough Drops		4 bags
Deep Sea Nasal Spray	Sodium Chloride Nasal Spray	24
Glycerin Suppository		48

Emergency Animal Shelter/Companion Animal Inventory Checklist[6]

Cages and Kennels

- ❑ Collapsible wire kennels
  - ☐ Large (quantity needed _____)
  - ☐ Medium (quantity needed _____)
- ❑ Airline kennels
  - ☐ Large (quantity needed _____)
  - ☐ Medium (quantity needed _____)
- ❑ Modular kennel panels
- ❑ Folding wire dog pens (litters of puppies)

Canopies, Tents, Tarps

- ❑ 10'x10' or larger canopies or tents
- ❑ Tarps for sun shading, several sizes
- ❑ Tarps for under cages/kennels
- ❑ Bulk plastic sheeting for under cages/kennels

Large Tools

- ❑ Rakes
- ❑ Shovels (scoop, spade)
- ❑ Push broom(s) and dustpans
- ❑ Pooper scoopers

Hand Tools

- ❑ Cordless drill/screwdriver
- ❑ Socket Set
- ❑ Hammer
- ❑ Handsaw

[6] "Emergency Animal Shelter Companion Animal Inventory Checklist." Colorado State Animal Response Team. Version 10-07.

- ❑ Hacksaw
- ❑ Staple gun and staples
- ❑ End wrench set
- ❑ Bolt cutters
- ❑ Fencing pliers
- ❑ Electric testers, AC and DC
- ❑ Screwdriver set
- ❑ Crescent wrench
- ❑ Pliers

Hardware

- ❑ WD-40 spray
- ❑ Electrical cord, 100’
- ❑ Electrical cords, multiple contractor cords of varying lengths
- ❑ Multi-outlet power strip(s)
- ❑ Droplight(s)
- ❑ Halogen work light(s)
- ❑ Surge suppressor power strip
- ❑ Assorted screws, nails, hangars
- ❑ Heavy and light dog chain (bulk)
- ❑ Galvanized wire
- ❑ Light weight binding cord
- ❑ Light weight rope
- ❑ Medium rope
- ❑ Battery powered headband light(s)
- ❑ Flashlights/Electric lanterns
- ❑ Batteries, as needed
- ❑ Bungee cords
- ❑ Assorted cable ties

- ❑ Trashcans (large and medium)
- ❑ Duct tape
- ❑ Electrical tape
- ❑ Packing tape
- ❑ Masking tape
- ❑ Washtubs and muck buckets (for cleaning, disinfection, and waste removal)
- ❑ Saw horses
- ❑ Electric fans (multiple)
- ❑ 5–6 gallon bulk water containers (multiple)

Animal Handling and ID Equipment

- ❑ Microchip scanner(s)
- ❑ Digital camera(s) (a Polaroid camera is not as good but is sufficient if cannot print digital pictures)
- ❑ Rabies (control) pole(s)
- ❑ Animal control leashes (heavy nylon or coated cable)
- ❑ Snappy snare(s)
- ❑ Animal handling gloves
- ❑ Cat "bag"
- ❑ Dog muzzles (nylon) in assorted sizes
- ❑ Tyvek writable ID collars for animals

Animal Supplies

- ❑ Tyvek neck ID bands
- ❑ Cat litter boxes (disposable preferred)
- ❑ Cat litter
- ❑ Water bowls
- ❑ Food trays (disposable preferred)

- ❑ Pet food[7]
- ❑ Pet treats (biscuits, etc.)
- ❑ Leashes (slip-type)
- ❑ Extra collars/harnesses (various)
- ❑ Towels, blankets, grooming supplies
- ❑ Disposable cage pads

General Supplies

- ❑ Paper towels (large quantity)
- ❑ Large and medium trash bags
- ❑ First aid kit (for people)
- ❑ Toilet paper
- ❑ Can opener
- ❑ Plastic silverware
- ❑ Advil, Tylenol, sunscreen
- ❑ Drinking water/sports drinks
- ❑ Snack food
- ❑ Ziploc bags, quart- and gallon-sized

Office Equipment and Supplies

- ❑ Laptop computer and printer
  - ☐ For digital pictures
  - ☐ USB card reader
- ❑ White board(s)
- ❑ Erasable markers
- ❑ Poster board for signs
- ❑ Permanent markers
- ❑ Yellow barrier tape (“Do not enter”)

[7] Pet food should be high quality, new bags of dry kibble along with canned food. If a shelter will provide care for rodents, rabbits, ferrets, birds, and exotic pets, appropriate feed must be available.

- ❑ Folding table(s)
- ❑ Folding chairs
- ❑ File box
- ❑ Notebooks, dividers, paper
- ❑ Message pads, sticky notes
- ❑ Pens
- ❑ Paper clips, binder clips, tacks
- ❑ Office tape
- ❑ Rubber bands
- ❑ Name badges (blank adhesive)
- ❑ Legal pads
- ❑ Stapler and staples
- ❑ Scissors
- ❑ Three-hole punch
- ❑ Forms:
  - ☐ Intake form
  - ☐ Record/Continuation
  - ☐ Release
  - ☐ Owner surrender
  - ☐ Bite report
  - ☐ Lost/Found report

Other Equipment and Supplies

- ❑ Portable radio
- ❑ National Oceanographic and Atmospheric Administration (NOAA) weather radio
- ❑ Portable television (news updates)
- ❑ Walkie-talkie radio sets (at least four)

Personal Protective Equipment

- ❑ Tyvek coveralls
- ❑ Cloth coveralls, aprons, or smocks
- ❑ Latex gloves
- ❑ Non-latex exam gloves (for people with latex allergies)
- ❑ Heavy "dishwashing" type gloves
- ❑ Leather work gloves
- ❑ Safety goggles
- ❑ Surgical masks or dust masks (splash protection)
- ❑ Reflective safety vest(s) for workers doing traffic direction, especially after dark
- ❑ Ear plugs or ear muffs (barking mitigation)

Sanitation Supplies

- ❑ Scrub brushes
- ❑ Small wash pans
- ❑ Hand spray bottles
- ❑ Garden "pump" sprayer
- ❑ Cleaners and disinfectants[8]
- ❑ Disinfecting hand gel (lots)
- ❑ Dish soap
- ❑ Water hose(s)
- ❑ Spray nozzle(s) for hose(s)
- ❑ Garden chemical sprayer for hose
- ❑ Empty gallon jugs and measuring cup (for mixing disinfectants according to label)

[8] Disinfectants should include detergents for cleaning and appropriate disinfectants, such as bleach, chlorhexidine, Roccal, Vircon-S, or others.

Veterinary/Animal First Aid Supplies

- ❑ Nylon dog stretcher
- ❑ Bandage materials: gauze, vet wrap, tape, dressings, cotton roll, etc.
- ❑ Bandage scissors
- ❑ Antibiotic ointment
- ❑ Penlight
- ❑ Thermometer (digital with covers)
- ❑ Stethoscope
- ❑ Vaccines[9]
- ❑ Syringes and needles[9]
- ❑ Medications as appropriate[9]
  - ☐ Topical
  - ☐ IV setup
  - ☐ Sedatives
  - ☐ Antibiotics
  - ☐ Anti-inflammatory
  - ☐ Ophthalmic
  - ☐ Otic
- ❑ Minor surgery set
- ❑ Laboratory supplies
  - ☐ Blood/Culture tubes
  - ☐ Microscope slides

Personal Items

- ❑ Each person should bring adequate personal items, including toiletries, food, changes of clothing, cell phone charger, prescription medications, etc. In addition, depending on weather conditions, individuals will need boots, gloves, coats, hats, etc.

[9] Vaccines, syringes, prescription drugs, and preventive healthcare supplies should only be used as part of a planned program under direct veterinary supervision.

Security Checklist

- ❑ Screening area
- ❑ Criminal histories checked, if desired
- ❑ Secured perimeter
- ❑ Develop and post weapons collection, tracking, storage, return, if applicable
- ❑ Supply amnesty boxes and secure weapons storage, if required
- ❑ Badging/Credentialing equipment
- ❑ Illegal drugs and search parameters policy and implementation
- ❑ Evaluate roving patrol necessity and capacity
- ❑ Evaluate capability to assess illegal drug activities
- ❑ Monitor gang activities in the shelter and surrounding area
- ❑ Monitor shelters for community influences in and around shelter; control access
- ❑ Evaluate ground transportation needs; coordinate procurement with Logistics (e.g., four-wheelers, golf-carts)
- ❑ Evaluate ability to maintain visibility of shelter population
- ❑ Pre-survey for site security [Mass Population Control Profile usually coordinated with local law enforcement (Special Weapons and Tactics (SWAT)]

Volunteer Processing Center Checklist

- ❑ Locate/Activate facility for use
  - ☐ Coordinate with local volunteer center, if one exists; request assistance from local nongovernmental organizations (NGOs) and/or community organizations
  - ☐ Use Short-Term Sheltering/Shelter Support Checklist for details on facility contracting/use information
- ❑ Coordinate with NGOs and community organizations
- ❑ Check for existing support Memoranda of Understanding/Memoranda of Agreement (MOUs/MOAs) and resources
- ❑ Set up Volunteer Processing Center for use
  - ☐ Waiting area (chairs, at entrance)
  - ☐ Registration area (tables, chairs, computers; near entrance)
  - ☐ Interview area (tables, chairs)
  - ☐ Health interview area (semi-private)
  - ☐ Training area (chairs, projector, screen)
  - ☐ Spaces for NGO organizations (tables, chairs)
  - ☐ Canteen area (tables, coolers)
  - ☐ Credentialing area (space for badging equipment)
  - ☐ Storage area (away from general area, secure)
  - ☐ Restrooms (direct path, not through other areas)
  - ☐ Post operational hours (in/outside); rules, directions (inside)
- ❑ Staffing
  - ☐ Arrange agency/organization to staff Center
  - ☐ Staffing plan including shifts/quantity/length of time needed
  - ☐ General and management staff resources, capacity, availability
- ❑ Registration and volunteer processing
  - ☐ Post potential volunteer opportunities currently available (near entrance)
  - ☐ Registration paperwork
  - ☐ In-processing and/or referral to agency needing personnel
  - ☐ Interview to determine skills, credentials, health issues
  - ☐ Background checks
  - ☐ Credential check/credentialing for those requiring licensing/certification