CARE AND SHELTER PLAN

07|01|2024

FRESNO COUNTY OPERATIONAL AREA

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Section 1 – Introductory Materials

1.1   Introduction

This *Fresno County Care and Shelter Plan* was developed in collaboration with county departments, operational area member jurisdictions, and local partner agencies that represent the diverse cultures, populations, and demographics of Fresno County. It is through these partnerships that the County develops and maintains the capability necessary to effectively perform the functions and responsibilities described in this Plan.

Emergency Support Function (ESF) #6, Mass Care and Shelter is intended to address the immediate, disaster-caused needs of individuals and families, including household pets and service animals, through the following essential services:

- Sheltering

- Feeding

- Distribution of emergency supplies

- Family reunification services

- Immediate health, behavioral health, social and spiritual care services

- Access to information

- Access to additional government and community recovery resources and services

1.2   Purpose

The purpose of the *Fresno County Care and Shelter Plan* is to provide a general description of the actions, roles, and responsibilities of participating departments and organizations within the County during the initial activation, operation, and closure of emergency shelters. This plan seeks to establish command and control of care and shelter operations, a phased approach to care and shelter operations, and to provide appropriate tools and references to support the emergency mass care and sheltering process. Internal response actions that are taken within each department or carried out at the shelter or evacuation resource centers are described in each individual agency or departments' standard operating procedure (SOP) documents.

1.3 Scope

The *Fresno County Care and Shelter Plan* applies to all locations within the geographical boundaries of Fresno County and to all agencies (internal or external), county departments, and any other public or private agency personnel having emergency mass care and shelter responsibilities.

This Plan will:

- Provide a written plan guiding mass care and shelter support to unincorporated areas.

- Address Operational Area (OA), County, City, Special District, and mutual aid operations focused on the care of community members during emergency situations.

- Identify County departments, allied agencies, and other operational area stakeholders with roles in mass care and sheltering operations and define their responsibilities.

This Plan is not intended to apply to small-scale incidents (e.g., structure fires) which are coordinated between first response agencies and the American Red Cross, but rather this Plan is intended for incidents in which those capabilities are exceeded (i.e., wildfires, floods, severe weather). This Plan is also not intended to address the needs of those who are medically fragile within the care and shelter environment.

1.4 Assumptions

The following assumptions were considered by the planning team:

- Fresno County has overall responsibility for care and shelter within their jurisdiction during a disaster, and the American Red Cross (ARC) will serve as the principle organization responsible for operating care and shelter facilities.

- The Fresno County Department of Social Services (DSS) is the primary county department to support the American Red Cross's care and sheltering operations through provision of their resource services and contacts for persons affected by a disaster or emergency.

- The Director of DSS will appoint appropriate personnel for the EOC Care and Shelter Branch Director role to provide support to and coordination with the American Red Cross regarding care and sheltering of the public during disasters.

- The Director of DSS will appoint appropriate personnel for the Access and Functional Needs Advisor role to the EOC for coordination with all sections of the EOC to facilitate

the consideration of access and functional needs of the whole community during response and recovery planning.

- Approximately three to five percent of the affected population will require emergency shelter in a mass care facility. Many evacuees will seek shelter with relatives, or friends in or out of the area, in or motels/hotels, or (depending on the weather) in campsites, parks, other open spaces, or in recreational vehicles, rather than use government or non-government provided mass care facilities. These individuals may still have needs such as food, water, and expectations for disaster assistance from government which can be addressed by visiting the shelter without staying overnight.

- The most vulnerable populations are often those utilizing care and shelter services. Approximately 25 percent of those seeking shelter may have access and functional needs (AFN).

- There is sufficient in-county sheltering capacity to meet the needs of citizens displaced during an emergency or disaster.

- For an out of county evacuation, sufficient shelter capacity exists in adjacent counties and shelter locations can be arranged and made available.

- Evacuees will be provided with accessible public information in the shelter concerning the emergency.

1.5   Whole Community Planning

The County is committed to achieving and fostering a robust mass care and sheltering program that uses the recommended Whole Community Approach and is fully inclusive of the diverse needs and circumstances of citizens. This includes people with disabilities, access and/or functional needs, people who speak languages other than English, evacuees, and those who rely on in-place shelter in lieu of evacuation. Mass care and shelter is provided equitably to all residents and visitors of Fresno County, regardless of immigration status.

The Whole Community Approach attempts to engage the full capacity of the private and nonprofit sectors, including businesses, faith-based and disability organizations, and the general public, in conjunction with the participation of local, tribal, state, territorial, and Federal governmental partners in emergency preparedness and planning efforts.

1.6   Plan Review and Maintenance

The Fresno County Office of Emergency Services (OES) serves as custodian of the *Fresno County Care and Shelter Plan*. The Fresno County OES will review the plan annually and revise it when the county's Master Emergency Services Plan is updated every five years.

This plan may also be modified as a result of post-incident analyses and/or post-exercise critiques or if responsibilities, procedures, laws, rules, or regulations pertaining to emergency mass care and shelter change. The Fresno County OES will maintain in the Record of Changes, any modifications made outside of the established maintenance cycle.

1.7   Preparedness

An important part of any preparedness plan or program is an established training and exercise program. The Fresno County Office of Emergency Services and Department of Social Services have established a robust training program for emergency sheltering capabilities.

1.7.1 Shelter Training

The County and ARC maintain procedures to ensure all mass care and shelter personnel are informed of their roles and responsibilities and are properly trained and equipped to accomplish assigned tasks. In addition, all emergency and disaster response personnel and volunteers are trained to perform emergency work for which they are assigned. Personnel assigned to work in the EOC will receive additional training to include EOC operations, SEMS/NIMS familiarization, and/or other relevant courses and workshops. Once trained, these staff and organizations will participate actively in annual drills and exercises.

County personnel working within the shelter are required to complete the following training:

- IS700: The National Incident Management System, an Introduction.

- IS100: Introduction to the Incident Command System (ICS).

The ARC also recommends that shelter operations personnel receive the following training:

Shelter Worker Basics	Shelter Supervisor	Shelter Manager
Disaster Services Overview	Shelter Worker Basics Trainings	Shelter Worker Basics Trainings
Everyone is Welcome	Shelter Supervisor	Shelter Supervisor Trainings
Sheter Fundamentals v2	Shelter Resident Transition	Concept of Operations Basic
Deployment Fundamentals	Supervising the Workforce	Feeding Activity
Basic Food Safety		Incident Reporting Fundamentals
Psychological 1st Aid		Shelter Manager

Table 1 – ARC Shelter Operations Training Recommendations

1.7.2 Shelter Exercises

The County of Fresno and the ARC conduct an annual training for mass care and shelter operations that typically includes an operational exercise component. This training serves to prepare the County and partner agencies to test components of the Plan and mass care and sheltering concepts.

Additional information regarding the county's training and exercise program can be found in the *Fresno County OES Integrated Preparedness Plan*.

Section 2 – Situation Overview

2.1   General Situation Overview

The American Red Cross of Central California provides shelter management for Fresno County operational area shelters. All shelters operated for the County under ARC supervision are considered American Red Cross shelters. The Fresno County Department of Social Services (DSS) supports the ARC in providing mass care and shelter services for displaced residents. DSS's mission is to coordinate county resources (i.e., staff, equipment, and supplies) to assist the ARC in the delivery of temporary care and shelter services during disasters and emergency situations. County staff may assist the ARC with shelter management by providing social services, nursing, mental and medical/public health services, and logistics support at the shelters.

2.2   Community Demographics

Planning for the care and sheltering needs of county residents must consider the cultural, linguistic, accessibility, geographic, and other unique characteristics of the community. The County has taken appropriate measures to ensure that communications, shelter facilities, evacuation and transportation operations, and other services provided during an emergency are inclusive of the diverse needs of county residents.

For more detailed information on Fresno County population demographics and statistics, refer to the *Fresno County Master Emergency Services Plan* and the [Fresno County Community Health Dashboard](#).

2.3   Hazard Identification and Risk Assessment

Threats and hazards that displace individuals and families from their homes or places of residence are most likely those that will require mass care and shelter operations. The Fresno County Multi-Jurisdictional Hazard Mitigation Plan's (MJHMP) Hazard Identification and Risk Assessment (HIRA) describes those threats and hazards relevant to the planning area that may require mass care and shelter services. Threats and hazards identified in the HIRA section of the MJHMP are used to inform all disaster preparedness planning efforts of the County, including mass care and shelter plans and strategies.

For more detailed information on threats and hazards, please see the current *Fresno County Multi-Jurisdictional Hazard Mitigation Plan's* Hazard Identification and Risk Assessment (HIRA).

2.4   Local Sheltering Capabilities

The County of Fresno possesses the capability to provide emergency shelter for its residents through robust partnerships and active community engagement. Leveraging collaborative efforts with local government agencies, non-profit organizations, community stakeholders, and volunteers, Fresno County stands prepared to swiftly mobilize resources and establish emergency shelters when needed. These partnerships enable the county to access a wide range of expertise, resources, and facilities necessary to effectively respond to emergencies and provide shelter, care, and support to those affected.

2.4.1 Shelter Types

The American Red Cross (ARC) Sheltering Standards and Procedures Guide defines a shelter as an accessible facility set up to provide comfort, food, water, information, and sleeping accommodations to meet the immediate disaster-caused needs of individuals, families, and communities. The size, scope, and needs of the affected population will determine which type of shelter is used to provide care and shelter.

The following are types of shelters that could be used during mass care and shelter operations in Fresno County:

- **Evacuation Assembly Points** are the first contact point for evacuees during an emergency and provide safe staging areas for people to congregate that will be, or have been, displaced by an emergency or disaster. Evacuation assembly points (EAPs) may be established to support the needs of evacuees for the first 24 hours following an evacuation. For incidents longer than 24 hours, a general population shelter may be established to support the care and sheltering needs of evacuees.

- **General Population (Congregate) Shelters** are the most common type set up by the ARC in Fresno County. General Population Shelters may be ARC-managed, Partner-managed (i.e., local government), or independently managed (e.g., faith-based, or community-based organization). This type of shelter is an accessible facility set up to provide shelter for everyone in the community, including individuals with access and functional needs, and those with disabilities requiring supportive services to maintain independence and utilize the shelter, programs, and services. General population shelters are generally established in large, open settings that provide little to no individual privacy in facilities that normally serve other purposes, such as community centers, schools, churches, and armories.

- **Non-Congregate Shelters** provide alternatives for incidents where conventional congregate sheltering methods are unavailable, overwhelmed, or longer-term temporary

sheltering is required. Typically, facilities that are used provide a higher level of privacy than conventional congregate shelters. Non-congregate shelters may include hotels, cruise ships, dormitories, converted buildings, staying with friends or family, or other facilities with private sleeping spaces but possibly shared bathroom and/or cooking facilities. Non-congregate shelters are the preferred sheltering option during public health emergencies such as a pandemic or epidemic.

2.4.2 Pre-Designated Shelter Locations

The County of Fresno and ARC representatives have identified, assessed, and inventoried primary shelter facilities within the county to verify that they are compliant with the Americans with Disabilities Act (ADA)[1]. If primary shelters sites are not available, the County and the ARC will ensure that alternate shelters sites are compliant with ADA requirements. Alternate shelters sites will be modified as needed to meet ADA requirements. Portable showers, bathrooms, and hand wash stations that meet ADA requirements will be provided only if modifications are not feasible.

Under the Americans with Disabilities Act (ADA), emergency shelter sites must also permit sheltered persons with access and functional needs to be accompanied by their service animals, and to have equitable access to all available services. The County will provide care and shelter services to all persons in need without regard to race, color, religion, nationality, sex, age, disability, English proficiency, or economic status. Shelter clients will be evaluated by ARC and County DSS shelter staff to determine if those individuals have any needs or concerns. Any resources that are needed will be obtained by the County or requested from local agencies that can provide the needed resources.

Fresno County has historically utilized and continues to use public junior high (intermediate) school and high school facilities throughout the County as the primary resource for public shelters during disasters. The State of California Education Code § 32282[2] requires school districts to establish a procedure to allow the use of school buildings, grounds, and equipment to public agencies, including the American Red Cross, for mass care and welfare shelters during disasters. In addition to public schools, county fairgrounds, community centers, community colleges, auditoriums, armories, churches, and some commercial and industrial buildings are also possible shelter sites and may be selected for shelter purposes by the County for large, evacuated populations and when junior high and high schools are not available.

The ARC and the County maintain a listing of pre-identified accessible emergency shelter facilities that is updated every two years. The two-year update includes a re-inspection of the

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[1] Americans With Disabilities Act of 1990, 42 U.S.C. § 12101 et seq. (1990).
[2] CA Education Code Article 5. School Safety Plans, § 32282 (2)(B)(ii)

facility for any identified changes but is not a full reassessment. Pre-identified shelter facilities are reassessed every five years.

2.4.3 Shelter Equipment and Supplies

The Fresno County Office of Emergency Services (OES) maintains a listing of resources that are readily available to deploy to shelter sites. The following equipment and supplies for mass care and shelter operations may be obtained within the operational area:

- Region V CDSS Shelter Trailer (Cots and comfort kits to support 150-bed shelter)

- Portable Generators

- Public Health Nursing Go-Bags equipped with limited medical supplies.

- DSS Mobile Service Vehicles (2 EA) equipped with generators and other supplies for deployment to a shelter site.

- DBH staff deployment kits.

- Animal Services Sheltering Cache (portable kennels, feeding, and animal care supplies).

2.4.4 Shelter Staffing

The American Red Cross (ARC) maintains Shelter Management Teams consisting of chapter staff and volunteers. The County also maintains the ability to provide supplemental shelter staff in the event ARC resources are insufficient. Supplemental staff may be activated as requested by the ARC or in the event ARC is unavailable to immediately support the care and shelter mission. If staffing needs exceed both ARC and local government capabilities, mutual aid may be requested within or outside of Region V.

The ARC recommends a minimum of six (6) staff for every 100 shelter residents. Depending on the size of the disaster and the number of staff available, some shelter staff may cover more than one function until additional staff are available. At a minimum, shelter staff should consist of one shelter manager/supervisor, one nurse and four support staff. The nurse position may be filled by Public Health upon request.

Staffing needs will be contingent upon the response level and scale of the incident. Some key factors that need to be considered before setting a schedule are:

- Allow for overlap of shifts for the first 30 minutes specifically for sharing information about changes during the shift, upcoming concerns, evacuees that may have special needs/concerns, etc.

- Overnight shifts should never encompass two workdays (ex. 10:00 P.M. to 6:00 A.M.).

Section 3 – Organization and Assignment of Responsibilities

3.1 Care and Shelter Organization

Mass care and shelter operations are organized in accordance with the National Incident Management System (NIMS), and the functional structure is based on the elements developed within the Standardized Emergency Management System (SEMS) and the Incident Command System (ICS). The organizational structure is compatible with that of surrounding public agencies at the local, state, and federal levels. Non-government organizations that regularly participate in the emergency management process are also trained and proficient in these systems. Care and shelter operations are expected to have both Emergency Operations Center and field-level components.

3.1.1 Emergency Operations Center

The organizational structure for care and shelter functions within the Emergency Operations Center (EOC) is described within the County's EOP. Care and shelter operations are supported by the Care and Shelter Branch within the EOC's Operations Section. The Care and Shelter Branch Director position will be filled by the DSS Deputy Director or Division Directors as necessary. Within the EOC organization, animal care and sheltering roles are represented within several functions such as the Care and Shelter, Law Enforcement, and the Agriculture Branches.
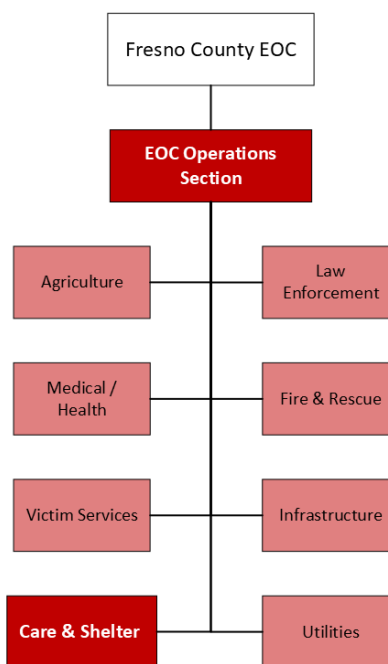

Figure 1 – Fresno County EOC Operations Section

3.1.2 Field-Level Care and Shelter Organization

Shelter operations will be managed by the American Red Cross (ARC) or in the event the ARC is not able to immediately support operations, the Fresno County Department of Social Services (DSS) will oversee appropriate mass care and shelter operations. In the event the County DSS opens the shelter site, the shelter will operate as an ARC partner-managed shelter until the ARC is able to assume management of shelter operations.

The Shelter Manager oversees the operations of the shelter facility and assigned staff and reports to the Care and Shelter Branch Director in the County EOC. DSS Division Chiefs are trained to serve as Shelter Managers if necessary. Additional shelter staff will be composed of ARC volunteers and/or county department personnel. The ARC and/or DSS (depending on if the ARC or DSS opens the shelter site) is responsible for inspecting the facility for safety, establishing communication with the County EOC, registering shelter occupants, and identifying additional sheltering needs. County shelter staff may also assist in supplying shelter occupants with food, drinks, and other snacks; providing dormitory support, blankets, and personal hygiene supplies; providing first aid and health care services, and providing mental health counseling services or referrals, as necessary.
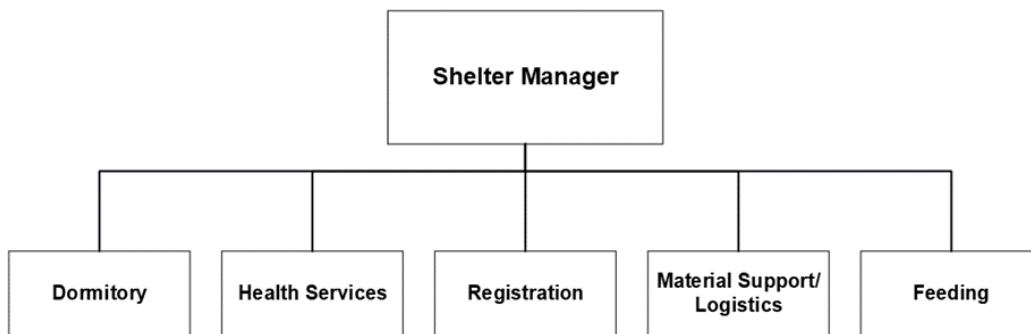
Figure 2 – Fresno County Shelter Management Organization

3.2   Fresno County Roles and Responsibilities

According to the California State Emergency Plan, and per SEMS, local government is designated with the primary responsibility to meet the immediate needs of persons within their jurisdiction during a disaster. The local government is tasked with providing or contracting with recognized community organizations to make temporary shelter available for persons displaced by a natural disaster or other emergency.

The County recognizes that mass care and shelter is a large operation and requires the support of both government and non-government agencies and partners. The following sections identify departments and agencies with roles for mass care and shelter response operations.

3.2.1 Department of Social Services

The Fresno County Department of Social Services (DSS) is the lead department for coordinating care and shelter support to the American Red Cross at the Operational Area level and is responsible for the following:

- Identification of any needed care and shelter resources and services being employed during a disaster.

- Resolve any major problems or gaps which may surface related to care and shelter operations and activities.

The Deputy Director of DSS or his/her designee serves as the Care and Shelter Branch Director within the County EOC during a disaster. The Branch Director will organize, coordinate, and direct DSS assistance with other County departments and agencies to locate resources and provide needed assistance, which may include, but is not limited to:

- On-site assistance to disaster survivors.

- Disaster counseling.

- Individual and mass feeding services.

- Nursing care and support.

- Assistance in the registration and identification of survivors and emergency workers.

- Assistance in administration and supervision of disaster relief operations.

- Distribution sites for provisions of basic supplies such as food, water, clothing, etc.

The DSS may also be requested to support care and shelter operations for other local governments within the Fresno Operational Area. The following DSS programs can provide resource support services to other local jurisdictions:

- Adult Protective Services

- Child Welfare Branch

- In-Home Support Services (IHSS)

- Public Authority (IHSS)

3.2.2 Office of Emergency Services

Upon notification by the Sheriff-Coroner or other official source of an imminent or actual emergency / disaster, the Fresno County Office of Emergency Services (OES) activates and

manages the County EOC when conditions meet appropriate criteria as defined in the County Master Emergency Services Plan. The OES gathers information related to the incident and initiates the appropriate disaster response coordination activities, including sheltering activities. In an imminent or actual disaster, the OES will receive and verify situation reports from a variety of sources, identify, and acquire necessary resources for care and shelter services, and make requests for assistance from support agencies.

3.2.3 Department of Public Health

The Department Public Health (DPH) will support and coordinate public health activities during a disaster, which may include emergency medical assistance, shelter support, resource needs, mental health needs, food safety, water safety, animal control, and public information. A general population shelter is typically not equipped to adequately care for medically fragile persons. If such care resources are needed, coordination and support will be carried out through the Public Health Branch of the EOC to acquire those resources. This may include the coordination, procurement, allocation, and distribution of medical personnel, supplies, equipment, and other resources as necessary. This support may only be temporary until safe transportation to an appropriate medical facility can be arranged.

Additionally, Public Health can assist in providing technical assistance to prevent the spread of communicable disease and disaster-related illnesses within the shelter environment.

DPH resources most likely requested will include resources from following divisions:

- **Environmental Health (EH):** coordinates sanitation services with regard to food handling, feeding, medical, solid, and liquid waste disposal. EH is also responsible for determining the safety of the water supply and the safe use of portable water. EH identifies, controls, and educates the public and personnel about eradicating harmful conditions within the shelter environment.

- **Public Health Nursing (PHN):** assesses the physical condition of individuals residing at the shelter and can provide the medical evaluation necessary for individuals who may require referral to a medical care facility. Additionally, PHN's can support personal care assistants and their patients that are present at the shelter.

3.2.4 Department of Behavioral Health

Department of Behavioral Health (DBH) provides timely and effective behavioral health interventions to community members, partners, shelter residents, and first response personnel psychologically impacted by an emergency. The DBH will make Behavioral Health professional personnel available to shelter facilities to provide mental health services and coordinate

resources for the continuation of care and treatment for those clients currently residing within the Behavioral Health System that are impacted by the disaster.

3.2.5 Fresno County Sheriff-Coroner's Office

The Fresno County Sheriff-Coroner's Office (FCSO) determines the need for evacuations and notifies the public regarding evacuation warnings and orders. The FCSO coordinates the evacuation of the public as well as animals and livestock from hazardous areas during an emergency or disaster. Evacuation support resources directly provided by the FCSO primarily includes large animals such as livestock or equine. Public transportation resources used for the evacuation of humans and domestic animals will be compliant with the Federal Americans with Disabilities Act. Public transportation resources may include buses, cars, medical transport vehicles, and vehicles designed to transport persons with disabilities or access and functional needs.

3.2.6 Fresno County Humane Animal Services

Fresno County Humane Animal Services is the contracted agency within the county to provide for the care and sheltering of household pets and service animals. Animal Services will assist in providing for the safety and well-being of household pets and service animals during evacuations and sheltering for the unincorporated areas of the county. Fresno County Humane Animal Services is responsible for providing emergency animal control operations within the unincorporated areas of the County and coordinating emergency operations if one or more jurisdictions are involved. They will:

- Serve as the central point of coordination with EOC in regard to animal care and sheltering.

- Provide for the humane treatment of animals during emergency response and recovery.

- Remove and/or dispose of injured and dead animals.

- Protect public safety, as related to animal concerns.

- Control infectious diseases (e.g., rabies).

- Offer emergency animal housing at its shelters and, depending on the circumstances, set up temporary emergency animal shelters to assist persons who have taken their pets from evacuated areas.

- Offer support to service animals in general population shelters, or pets in co-located and co-habitation shelters.

- Respond to and assist with animal control, rescue, and/or sheltering related issues.

3.2.7 Agricultural Commissioner

The Fresno County Agricultural Commissioner provides technical expertise and resources to support the care and sheltering needs of large animals, including commercial livestock and equine. The Ag Commissioner will leverage their network of partners to assist in transporting, feeding, and caring for the needs of large animals within a shelter and those that may be sheltering in place.

The Agricultural Commissioner also manages the county's *Ag ID Program* that allows Agricultural Producers, approved managerial employees, and other approved agents, entry to and within evacuation zones or other restricted areas during a natural disaster. Verified Agricultural Producers are allowed entrance into evacuation zones or other restricted areas to provide feed, water, medical treatment, and other care to large scale commercial livestock at the sole discretion of law enforcement, fire personnel, or other emergency personnel.

3.3 City Jurisdictions

Fresno County incorporated cities retain primary responsibilities for the care and sheltering of residents and household pets within their incorporated boundaries, or at whichever location they are required to go for shelter. The County of Fresno is likewise directly responsible for the care and sheltering of residents and household pets within the unincorporated areas, or wherever county residents are required to go for shelter. The County will make every effort to support and augment city staffing as resources allow, after cities have exhausted their own resources.

3.4 American Red Cross

The American Red Cross (ARC) Central California Region is a partner with Fresno County in helping to fulfill local government's legal responsibility of providing care and shelter for its citizens in a disaster. The partnership requires that the County and the ARC work cooperatively during the preparedness phase to clarify roles and responsibilities for mass care and shelter operations.

The ARC, as mandated by Federal Law 36-United States Code-3 and reaffirmed in Public Law 93-288 (Federal Disaster Relief Act of 1974), assists with disaster relief in peacetime. The ARC acts cooperatively with State and local governments and other private relief organizations to provide emergency mass care to persons affected by disasters in peacetime. By congressional mandate and in accordance with its corporate policy, the ARC has a long-standing disaster relief mission.

ARC Care and Shelter services include:

- Emergency sheltering

- Fixed and mobile feeding

- Disaster Health Services

- Disaster Mental Health Services

- Disaster Spiritual Care Services

- Distribution of Emergency Supplies

- Disaster Welfare Inquiry Support

- Direct financial assistance for basic needs

- Client Casework Services to support long-term recovery planning

- Family reunification

- Shelter resident transition support during shelter closing

In a major disaster where there is widespread damage, the national resources of the ARC may not fully mobilize until a few days after the incident. Until such time that the ARC arrives, the Fresno County DSS will manage, coordinate, and operate emergency shelters in accordance with ARC sheltering standards and procedures.

3.5   Central California Animal Disaster Team

The Central California Animal Disaster Team (CCADT) works collaboratively with Fresno County Animal Services to support animals during emergencies by providing the following:

- **Emergency Evacuation and Sheltering:** CCADT assists in the evacuation and sheltering of animals during emergencies such as wildfires, floods, or other disasters. They work in coordination with local authorities to establish temporary shelters where animals can safely stay until it's safe to return home.

- **Animal Rescue Operations:** During emergencies, CCADT volunteers are trained to conduct animal rescue operations, ensuring that pets and livestock are safely evacuated from affected areas. They utilize specialized equipment and techniques to reach and extract animals in distress.

- **Emergency Medical Care:** CCADT provides emergency medical care to injured or sick animals affected by disasters. Their team of veterinarians and trained volunteers administer first aid, treat injuries, and provide necessary medications to ensure the health and well-being of animals in crisis situations.

- **Reunification Efforts:** After the immediate danger has passed, CCADT facilitates the reunification of displaced animals with their owners. They maintain databases of lost and found animals, conduct search and rescue operations, and collaborate with local animal services agencies to ensure a smooth reunification process.

- **Community Education and Outreach:** CCADT engages in community education and outreach efforts to raise awareness about disaster preparedness for pets and livestock. They provide resources, training workshops, and informational materials to help pet owners and livestock producers develop emergency plans and ensure the safety of their animals during emergencies.

The CCADT serves as a lifeline for Fresno County animals during emergencies, offering compassionate care, expertise, and support to ensure their well-being and safety in times of crisis.

3.6 California Health and Human Services Agency

In accordance with the State Emergency Plan, the California Health and Human Services Agency (CHHA) is the lead agency for California Emergency Support Function #6 (CA-ESF #6), Care and Shelter. The CHHA directs the various departments of the agency to provide resources that support local jurisdictions mass care and sheltering operations. The CHHA has designated the California Department of Social Services (CDSS) as the primary department for coordinating with local governments for the care and sheltering of individuals displaced by a disaster.

3.7 California Department of Social Services

The California Department of Social Services' (CDSS) Disaster Services Branch (DSB) coordinates and leads state resources, as required, to support local, regional, tribal, and non-governmental organizations in the performance of mass care, emergency assistance, and human services missions. The CA-ESF #6 includes the following three main functions:

- Mass Care Services include shelter coordination, mass feeding services, provision of human services at congregate and non-congregate shelters, and support for the distribution of humanitarian supplies.

- Emergency Assistance to include, reunification services, support for individuals with disabilities, older adults, and others with access and functional needs, support for household pets and service animals, sheltering support, donations management, and voluntary agency coordination.

- Human Services to include, case management within general population shelters, referrals to recovery services, assistance with transportation and information,

transitional sheltering support, repatriation of U.S. citizens and dependents returning to the U.S., and financial support services (i.e., State Supplemental Grant Program).

In addition to the functions listed above, the CDSS DSB monitors the need for deployment of Functional Assessment Service Teams (FAST). FAST teams consist of trained state and/or local personnel who work in shelters and assist in identifying resource and accessibility needs so individuals with disabilities, older adults, and others with AFN can maintain their health, safety, and independence during disasters. The state FAST members will not be deployed unless a request is made by an Operational Area (OA) through a mission task request with the Cal OES Region V. Other local jurisdictions may maintain their own FAST teams which may be requested to support another jurisdictions' shelter operations through the OA/EOC or other local mutual aid agreements or mechanisms.

3.8   Federal Agencies

When response and recovery efforts exceed the local jurisdictions and state capabilities, it will likely be necessary to request federal disaster relief and assistance under the Robert T. Stafford Disaster Relief and Emergency Assistance Act. Requests for federal assistance must be made by the Governor to the President and must list the specific assistance being requested. Under a Presidential declaration of emergency or disaster, the Federal Government through the Federal Emergency Management Agency (FEMA) provides financial resources and direct Federal assistance in response to requests from the State. Federal resources and support may take at least 72 hours to mobilize once authorized.

Section 4 – Concept of Operations

4.1 Activation

The Fresno County Sheriff-Coroner's Office (FCSO) is the lead county agency for coordinating evacuations and securing the affected areas. The FCSO will notify the County Office of Emergency Services (OES) when evacuations are necessary and provide the location of affected areas, the approximate number of persons and animals being evacuated, and any identified transportation needs. The OES will assist the FCSO in identifying additional resources needed to support evacuation operations.

The Fresno County Fire, FCSO, and OES will determine the most appropriate shelter site in coordination with the Central Valley Chapter of the American Red Cross (ARC). The shelter site will be selected from the listing of pre-identified sites based on the facility size needed, specific facility features (i.e., ADA showers, kitchen), and what resources may already be in place. The OES will notify the Fresno County Department of Social Services (DSS) and initiate the shelter-setup. The OES will obtain authorization and access to set up the shelter from the shelter facility owner/administrator.

4.2 Notifications

The OES will initiate the request for the ARC to support shelter operations by notifying the ARC representative by phone and sharing shelter location details. The OES will also notify other necessary representatives of the EOC and local partner agencies, in accordance with established notification protocols described in the *Fresno County Master Emergency Services Plan*.

4.3 Public Information

Once shelter sites are confirmed, the public will be informed of shelter locations, types, and status via public messaging through the Public Information Officer (PIO). Public information regarding mass care and shelter will be provided in English and Spanish. Public information messaging will also include information on which shelters support pet co-habitation or co-location.

For more information on the public information strategies of the County, refer to the *Fresno County Emergency Public Information and Outreach Plan*.

4.4   Evacuee Assembly Point

Sheltering operations may include establishing and supporting Evacuee Assembly Points (EAPs) that provide safe staging areas for people to congregate that will be, or have been, displaced by an emergency or disaster. When directing evacuees to an EAP, local jurisdictions should consider the following:

- The site has adequate parking, lighting, space for vehicles to safely navigate, and does not impede the flow of traffic.

- Establishing an EAP at or near the shelter site or along the designated evacuation route.

- Hours of operation are communicated and/or posted in a visible location at the site entrance.

- Evacuees are provided with information about the incident, emergency shelters, and other available resources upon arrival; and

- The site has access to power, water, and restrooms.

An EAP is usually the first contact point for evacuees during an emergency and should be used as the first opportunity to assess their immediate needs, register them for shelter (if needed), and provide directions regarding next steps. The OES will determine appropriate locations and coordinate the necessary resources to establish an EAP. The DSS assists in establishing and operating the EAP and has developed a handbook that includes resources and guidance to staff at these locations.

4.5   Shelter Operations

This section provides an overview of the services, functions, and resources necessary to support people in disaster shelters. While public shelters, at a minimum, must provide occupants with a safe place to sleep along with some provisions for food, large urban disaster shelters have the challenge of also trying to meet a diversity of human needs. Care and Shelter personnel are encouraged to use this section as they plan to meet disaster shelter needs.

4.5.1 Shelter Setup

Prior to accepting clients, the ARC, DSS, and OES will conduct a site inspection of the facility to assess its condition and for general safety purposes. If appropriate, a Building Official may accompany the assessment team if the disaster may have caused any structural damage. Animal Services will also be consulted to determine an appropriate location, in close proximity to the human shelter, that can be used for pet and companion animal sheltering operations.

The reception area of the shelter should be set up first as this represents the first opportunity to greet the clients and begin to understand their individual needs. In allocating space within the shelter, consideration should be given to the following:

- Registration area

- Emergency medical care/first aid

- Sleeping/dormitory

- Counseling/interviewing space

- Feeding

- Manager's office

- Storage and supplies

- Childcare and recreation

- Family reunification/information area

- Storage for personal items (clients)

- Restrooms for staff

- Isolation areas (if necessary)

4.5.2 Registration

Shelter clients will be registered to begin the process for assessing care and shelter support needs. Registration includes completing ARC shelter forms including both their dates of arrival and departure. This information is the only documentation for the county of who is in a shelter and may help to locate and reunify missing family members. The registration process is also an opportunity for shelter residents to identify medical conditions requiring additional assistance medication needs, or communication assistance needs. County DSS social workers or job specialists are used to support registration within the shelter. DSS staff have been trained to conduct FAST assessments that support identifying shelter clients' access and functional needs within the shelter environment.

Shelter workers must follow the ARC Protecting Personal Information Policy and uphold the ARC commitment to safeguarding the privacy of personal information about clients. Shelter staff may not ask for personal information inappropriate for shelter operations, such as social security number, citizenship, or immigration status information. Additionally, registration forms are to be stored securely in the registration area during a shelter operation, accessible only by shelter staff who need access in order to provide services. The shelter staff may disclose

personal information about clients only with the client's permission. Without client consent, the shelter staff may only disclose client information in exceptional circumstances, such as:

- In the case of suspected abuse or neglect information may be provided to an agency authorized by law to receive reports of abuse or neglect.

- To assist law enforcement in search-and-rescue efforts.

- At the discretion of the ARC or at the request of law enforcement, disclosure is necessary to prevent imminent harm to the health or safety of the client, another person, or the community.

- When a valid subpoena, court order, or warrant has been received.

At conclusion of sheltering operations, the Shelter Manager will ensure client records are secured and forwarded to the ARC.

4.5.3 Feeding

The ARC plays a pivotal role in managing shelter feeding operations, utilizing a dedicated feeding team that collaborates with local vendors. The ARC maintains agreements with various vendors for feeding services depending on the shelter location. The ARC will work collaboratively with the County to ensure that nutritious, well-balanced meals are served to clients residing in an emergency shelter and those community residents who choose to come to the shelter only for meals.

In a partner-managed shelter, the ARC can be requested by the County to assist with feeding and other wraparound services. The County may also contract with local food vendors or request assistance of other partner agencies to support feeding services.

4.5.4 Health Services

A general population emergency shelter is not a hospital, nursing home, or other institutional setting. Individuals originating from an institutional setting, or those individuals requiring extensive care and medical treatment, will be referred/transferred to an appropriate medical facility. Those needing emergency care will be referred to 911.

Health Services within the shelter include mental, behavioral, spiritual, and limited physical health services. All services offered within the shelter are determined based on the needs assessments conducted during the registration process. Services will be initiated as quickly as possible to meet the needs of arriving clients.

ARC Registered Nurses (RNs) and Public Health Nursing (PHN) staff may provide basic first aid, medication replacement, assessments, referrals, assistance with transfers for higher level of care, and monitor the overall health of the facility. Some over the counter (OTC) medications are made available for use by clients but are not dispensed or administered by healthcare personnel within the shelter environment. All OTC medications are self-administered by the client.

Behavioral health services in the shelter environment are most often provided by staff from the Department of Behavioral Health (DBH), augmented by ARC Disaster Mental Health volunteers. DBH staff and volunteers assist in identifying and monitoring the behavioral health-related needs of the shelter population and staff.

4.5.5 Safety and Security

Care and shelter personnel must plan to operate shelter facilities in a manner that promotes the safety and security of each resident within the shelter. This includes establishing and posting clearly understood rules, so all shelter occupants understand what is expected of them. Only shelter workers or clients should be allowed access to certain areas of the facility when it is being used as a shelter, such as the dormitories, supply storage, or hygiene areas, and there should be a security presence on site. Security may be provided by local law enforcement agencies or county security personnel.

Facility points of entry and exit are clearly identified and monitored by DSS personnel to ensure there is no unauthorized access of the shelter facility. This helps to maintain client confidentiality and the safety of clients and staff. Identified security concerns are to be immediately reported to the shelter manager and DSS lead.

4.5.6 Communications

A shelter will have various communication needs, both internally to the shelter, and externally to the EOC and other response agencies. Internal shelter staff meetings are conducted during shift changes to discuss the status of shelter operations, needs of clients and workers, resource needs, and facility concerns. Open communication with shelter clients is essential to ensure that their needs are being met. It is also important to communicate with clients in a variety of ways such as verbally or in writing. Shelter schedules or important public information releases should be posted in visible areas as well as any information on available assistance and incident status updates.

The primary method of communication within and external to the shelter is by cell phone. The County may utilize a variety of other methods to support communication between the shelter, EOC, and other response agencies such as email, WebEOC, Teams, conference calls, runners, written reports, and face-to-face communications.

Prior to closing the shelter facility, the ARC and County will typically provide at least 24 hours' prior notice to remaining clients. The PIO will also issue a public information notification regarding the closure and signage will be posted on the outside of the shelter facility to assist in directing those in need to additional shelter resources or information. However, this timeframe may be subject to change given the specific circumstances of an incident.

4.5.7 Distribution of Emergency Supplies

Based on the severity of an incident, the distribution of emergency relief supplies, sometimes referred to as 'bulk distribution,' may be activated to support disaster survivors. These programs are typically mobile and facilitate the ability of individuals to shelter in place at home rather than evacuating to designated shelter sites. The County EOC will assess the necessity of establishing bulk distribution sites and coordinate their implementation accordingly.

The type and amount of items distributed are based on the situation and may include some of the following:

- Shelf-stable food

- Water (and containers for water)

- Ice and Ice Chests

- Tarps

- Blankets

- Cleaning Supplies (including rakes, shovels, and fire/flood clean up kits)

- Protective equipment (N-95 masks, gloves)

- Other items (batteries, first aid, baby supplies, and pet food)

4.5.8 Family Reunification

Disasters and mass casualty incidents can strike at any time, separating families and friends from their loved ones or displacing them for long periods of time. A family reunification area may be established at a shelter site or at another designated location near the shelter. The ARC Safe and Well website and mobile application is a free public reunification tool that allows individuals and organizations to register and post messages to indicate that they are safe, or to search for loved ones. The site is open to the public and is available in both English and Spanish. People without access to a computer or without electricity or connectivity can contact the closest shelter location where a shelter worker can assist them in registering.

Message boards may also be used at the shelter site or at the Local Assistance Center for family members or loved ones to leave messages and post information that will assist in reunifying displaced people with their families. The County may also establish a phone line (i.e., United Way/211) for residents to assist them with locating and contacting family members.

4.5.9 Transportation

The County will assist shelter clients in coordinating transportation from the shelter to the Local Assistance Center, if necessary. Transportation to other locations (i.e., work, school, homes) may be coordinated through other public, private, or volunteer agencies. The DSS and the ARC will assist shelter clients in locating appropriate transportation resources to support their mobility.

4.6   Local Assistance Center

Depending on the size and scope of the disaster, the County may need to provide assistance for residents needing additional support or continuing disaster aid. There may also be an overwhelming amount of assistance available and require a mechanism to coordinate and administer disaster support programs. The Local Assistance Center (LAC) provides one-stop, face-to-face assistance and disaster information to individuals and businesses who suffered damage as a result of the disaster.

Establishing a LAC is a collaborative effort between the County OES, DSS, ARC, and California Governor's Office of Emergency Services (Cal OES). County departments provide support to Cal OES in establishing and operating the LAC facility. The DSS provides support for roles within the LAC such as greeters, intake/triage, runners, and co-or assistant LAC managers. County personnel are provided just-in-time training for any assigned roles within the LAC.

More information on establishing and managing the LAC can be found in the *Fresno County Department of Social Services 2021 Local Assistance Guide* and the 2021 Cal OES guidance *A Guide for Establishing a Local Assistance Center (LAC).*

4.6.1 Disaster Recovery Center

Following a Federally Declared Disaster, FEMA, the State, and the Local Jurisdiction may work collaboratively to establish a Disaster Recovery Center. A Disaster Recovery Center (DRC) is a readily accessible facility or mobile office where applicants may visit for information about FEMA or other disaster assistance programs, or for questions related to their case. If a LAC is already established prior to the issuance of the Presidential Disaster Declaration, the local government will determine whether to continue the LAC as a locally managed facility with federal and state agencies present, or transition to a DRC managed by FEMA.

4.7   Special Sheltering Considerations

In developing a comprehensive care and shelter plan, it is imperative to address special planning considerations that ensure inclusivity, cultural competence, and effective response to diverse needs. This section focuses on key aspects such as access and functional needs, cultural competency, unaccompanied minors, and pandemics, recognizing the critical role these considerations play in providing safe and supportive shelter environments during emergencies.

4.7.1 Access and Functional Needs

People with access and functional needs in the shelters will be supported by the County and Red Cross shelter teams. Trained staff will conduct a functional assessment of clients as they arrive at the shelters. This assessment will evaluate the functional needs of the client and ensure that their needs can be supported within the general shelter. The shelter triage unit may also direct persons with access and functional needs to an alternate location (e.g. a medical care facility) should their needs supersede the support capabilities of the shelter. In some cases, a Personal Assistant (PA) may be needed. If PAs are needed, the EOC (or DSS DOC) will coordinate these resources to the shelter. An inventory of available resources to support the shelters (cots, blankets, medical supplies, supplies for access and those with functional needs, etc.) will be collected prior to shelter use.

The Care and Shelter Branch will coordinate the activities of the Functional Assessment and Service Team (FAST) in Fresno County. FAST is comprised of representatives from DSS and other county departments who are trained to assess the special needs of people in shelters including (among others):

- People with sensory or mobility disabilities

- Elderly residents

- People who use service animals

- People who need medication.

- Chronic conditions or injuries

- Limited English Proficiency

- Low income, homeless and/or transportation disadvantaged.

When FAST is requested during a disaster to deploy to the shelter, their role will be to conduct assessments of AFN shelter residents for purpose of assisting the shelter in making reasonable accommodations and evaluating for resources needed that will allow AFN residents to remain in the shelter and maintain health, safety, and independence.

FAST is typically incorporated as part of the shelter team, with the overall goal to support people with access and functional needs to maintain their independence in the shelter. As such, FAST may assist with initial intake at shelters, and may continue to serve in the shelters as needed. The FAST Leader helps determine if Personal Assistants (PAs) are needed in the shelter. If Personal Assistants are needed, the EOC (or DSS DOC) will coordinate those resources to the shelter.

The Fresno County EOC Care and Shelter Branch Director will deploy FAST members to the shelters as needed. Key activities of the FAST include:

- Accessibility to the facility and auxiliary aids services within the shelter

- Alternative forms of communications (TTD/TTY, pictographs, large print)

- Reception registration and identification

- Triage of shelter clients including physical and mental health needs

- Prescription medication management assistance

- Provision for in-shelter service animals

4.7.2 Cultural Competence

In accordance with CA Senate Bill SB-160, Emergency services: cultural competence[3], all care and shelter services provided within the County will be administered in a culturally appropriate manner that respects the diversity of community members. Meeting these legal mandates requires transparently ensuring there is no discrimination in the provision of disaster assistance or services. Those working in mass care and shelter settings will respond to the displaced population by providing all services, aids, and benefits with consideration for the specific access and functional needs of all individuals, making every reasonable effort to assure equitable access for all.

Individual needs will encompass a wide range of considerations, including but not limited to cultural factors influenced by race, ethnicity (including indigenous peoples, communities of color, and immigrant and refugee communities), gender, age (encompassing the elderly and youth), sexual and gender minorities, individuals with disabilities, occupation and income levels (including low-income individuals and the unhoused), education levels, individuals with limited or no English language proficiency, and geographic location.

The County's care and shelter planning process entails active engagement and integration of operational area stakeholders and community-based organizations representing the

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[3] CA Code of Regulation § 8593.3.5

demographics of local jurisdictions. This inclusive approach ensures that the unique individual needs are thoroughly addressed throughout disaster preparedness, response, and recovery activities.

4.7.3 Unaccompanied Minors

An unaccompanied minor is a non-emancipated individual younger than 18 years of age who is not accompanied by a parent or guardian. In the event that an unaccompanied minor arrives at the emergency shelter, immediate steps are taken to ensure their safety and well-being. Upon arrival, the minor is promptly registered at the shelter and provided with an initial medical assessment and care by an American Red Cross (ARC) or Public Health nurse. Subsequently, the minor is placed under continuous supervision to ensure their security until Child Welfare Services (CWS) and the Sheriff are notified and assume custody. Throughout this period, the minor receives round-the-clock supervision and support within the shelter environment. Social services are promptly engaged, and a county worker is deployed to facilitate necessary interventions. Efforts are made to locate the minor's family, and if reunification is not possible or safe, arrangements are made for placement in foster care, ensuring the minor's ongoing safety and welfare.

4.7.4 Pandemics

During a pandemic, effective communication and alternative sheltering methods are crucial components of the county's mass care and shelter plan. The Public Information Officer (PIO) function plays a pivotal role in disseminating clear and timely instructions to the public on how to shelter in place safely, helping to minimize the spread of infectious diseases. Additionally, non-congregate sheltering strategies, such as utilizing hotels and motels, are implemented to provide individuals with a safe and isolated environment where they can adhere to social distancing guidelines and reduce the risk of virus transmission. These measures are essential to ensure the protection and well-being of residents during a pandemic while maintaining the capacity and effectiveness of the county's mass sheltering operations.

The California Department of Social Services (CDSS) has developed guidance specific to the local governments management and operations of mass care and shelter activities during a communicable disease outbreak or pandemic.

Refer to the *CDSS Mass Care and Shelter Guidance for Local Governments During a Communicable Disease Outbreak or Pandemic* for more information.

4.8   Sheltering Animals

Recognizing the importance of animals as companions to human beings and drawing from the lessons learned during previous incidents, every effort will be made to ensure that Fresno County residents understand that pets will be cared for during an emergency that requires mass care and sheltering. Animal shelters are typically co-located or adjacent to human shelter facilities.

The Fresno County Animal Services Agency takes the lead for coordinating animal sheltering activities within the Operational Area. Animal Services provides direct care of animals in the shelter setting, provides sheltering services (i.e., feeding, hygiene), and provides supplies for animal sheltering, including large animals and equine.

4.8.1 Large Animals

Large animals, such as commercial livestock and equine are typically sheltered at the County Fairgrounds or Clovis Rodeo Grounds. The Ag Commissioner provides technical support for the care, shelter, and transportation of large or equine animals. The Central California Animal Disaster Team (CCDAT) provides equipment (e.g., portable panels) and other supplies as needed to support the sheltering of large animals.

4.8.2 Animal Reunification

The Fresno County Animal Services Agency supports the identification and reunification of animals and their owners by collaring, photographing, tracking, and posting pictures to social media, websites, and local animal rescue agencies. The County utilizes specialized software (i.e., Red Cap) to collect data on animals within the shelter for reporting statistics, tracking activities of animals, and reunification.

4.9   Indicators for Closing the Shelter

The EOC Director, Care and Shelter Branch Director, and the ARC will determine when the shelter closes. As the incident begins to shift from life-saving response activities and immediate care needs, the EOC will continue to assess the situation and look for indicators that it is time to start planning for shelter demobilization. Some common indicators include:

- Damage assessments indicate that there have/have not been significant losses of residential structures. Shelters may need to remain open

- The incident has stabilized to the point where evacuees can reenter their homes and neighborhoods.

- The number of sheltered people and pets stabilizes and begins to decrease.

- Utilities have been restored in impacted or evacuated areas and people that are returning home have access to clean water, power, access food or cooking capabilities, and have ready access to sanitation services such as sewers or septic tanks.

- Alternative housing may also become available to transition people into temporary or permanent housing solutions.

4.10 Closing the Shelter

Some disaster shelter clients will have unmet needs in their steady-state, pre-disaster life that creates barriers that prevent their transition out of the shelter setting. These individuals may need more extensive support and case management to help prioritize their needs and choose a housing solution that works for them. Before the final shelter clients leave the facility, there should be a transition plan in place for them that identifies where they are going, how they are getting there, and what resources or services they may need to support their transition.

The following actions should be taken to properly close the shelter facility:

- Notify the facility administration

- Notify shelter clients

- Post notice of shelter closing on the main entrance and all exits at least 24 hours in advance

- Conduct a post-occupancy walk through with the facility owner/administrator, to include sign-off of release of facility documentation

- Gather, clean, and repack shelter equipment and supplies

- Post local ARC chapter contact information at the facility for clients seeking ARC services once the shelter has closed; and

- Return all areas of the shelter to their pre-shelter condition.

4.11   Accountability of Shelter Resources

Once the shelter site closes, the DSS will ensure accountability of all county-owned property, supplies (non-expendable), and materials that were used. The facility will be cleared, and all county-owned or state-provided property will be inventoried and returned to its pre-disaster condition. The ARC will also inventory and restock their equipment and supplies as necessary.

The County Facilities Division and the DSS will conduct an inspection of the shelter facility prior to releasing the facility for other use. The County will ensure that the facility has been restored to its re-disaster condition and complete the ARC Release of Facility Form.

4.12   Shelter Transition Plan

As the emergency response begins to transition to recovery, the Emergency Support Function for Mass Care and Shelter (ESF #6) will also transition to the Recovery Support Function (RSF) for Housing. The Housing RSF is intended to support the assessment of housing impacts, including understanding the pre-disaster housing situation and identifying any post-disaster needs, identify available options for temporary housing, and support the local development of the plan for permanent housing. This process can be challenging for communities that experience significant loss of residential structures, as they may be trying to fit many years' worth of housing repairs and construction at an accelerated pace, while funding to fully support the community's housing needs may not yet be available.

A Shelter Transition Plan will focus on the resource and support needs of individuals that are transitioning from the emergency shelter setting to temporary and longer-term housing. This includes helping shelter clients find housing placements once the emergency has passed and the recovery process is moving forward. The County may look to the local homeless service provider network, Continuum of Care, and Local Assistance Center (LAC) to help support long-term resource or service needs.

Section 5 – Administration

5.1 Agreements and Understandings

All agreements and understandings entered into for the purchase, lease, or otherwise use of equipment and services for the direct purpose of care and shelter will be in accordance with the provisions of all applicable laws and procedures. The following are prepositioned agreements that may be used during care and shelter operations:

- CDSS MOU for Shelter Trailer

- CCADT Agreement for Animal Rescue

- Municipal Transportation Agreement (within the transit division's contract) with the City of Fresno

- United Way/211 Call Center

- Contract for ASL interpretation with the Deaf and Hard of Hearing Center

- Contract for Translation Services with the Language Line

5.2 Mutual Aid

Mutual Aid is voluntary aid and assistance for the provision of services and facilities, including but not limited to fire, police, medical and health, communication, transportation, and utilities. In a large-scale disaster, mass care activities will require an influx of resources from within and outside the affected area. Requests for mutual aid must follow SEMS and will originate from the County EOC when activated.

5.3 Documentation

To support cost recovery, all shelter operations documentation will be submitted to the EOC Finance and Administration Section. Documentation may include:

- Staff time and rates of pay (Force account, volunteer, and contract).

- Food supplies and services (including quotes, invoices, and contracts).

- Supplies and commodities (Including invoices and receipts).

- Facility costs, including utilities, modifications, and repairs (including quotes, invoices, and contracts).

- Services provided at the shelter, including contract services.

- Vehicle and mileage logs (including fuel usage, personnel operating vehicle, locations of use, and duration of use).

Additional details on the types of eligible costs related to the care and shelter of evacuees and their pets/animals can be found in FEMA's *Public Assistance Program and Policy Guide* (PAPPG).

5.4 After-Action Reports

California Code of Regulations, Title 19, § 2450 states that (a) Any city, city and county, or county declaring a local emergency for which the governor proclaims a state of emergency, and any state agency responding to that emergency shall complete and transmit an after-action report to Cal OES within ninety (90) days of the close of the incident period. The Fresno County OES will complete the AAR for the county that meets this requirement.

Following the deactivation of shelter operations, the County and ARC may coordinate an after-action review with shelter personnel. This review is intended to identify strengths and areas of improvement in emergency and mass care and shelter operations.

Section 6 – Authorities and References

6.1   Authorities

- Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1974 (Public Law 93-288, as amended).

- Americans with Disabilities Act of 1990, as amended.

- Chapter 7, Emergency Management under Title II of the ADA.

- Post – Katrina Emergency Management Reform Act of 2006 (enacted in Title V of P.L. 109-295, DHS Appropriations Act of 2007).

- Pets Evacuation and Transportation Standards Act of 2006, as amended.

- California Emergency Services Act (California Government Code, Chapter 7 §§ 8550 – 8668).

- California Disaster Assistance Act (CDAA).

- California Code of Regulations, Title 19, § 2450.

- California Education Code §§ 32282-32289.

- Government Code section 8593.3, subdivision (a) (AB 2311, Brown, Chapter 520, 2016 and AB 2645, Rodriguez, Chapter 247, 2022).

- Government Code section 8593.3.5 (SB 160, Jackson, Chapter 402, 2019).

- Government Code section 8593.3, subdivision (C) (AB 477, Cervantes, Chapter 218, 2019).

- Government Code section 8593.3.2 (AB 580, Rodriguez, Chapter 744, 2021).

- Government Code section 8593.10 (AB 781, Maeinschein, Chapter 344, 2023).

- Government Code section 7299.7 (AB 1638, Fong, Chapter 587, 2023).

- California State Emergency Plan, 2017.

- Fresno County Code of Ordinances Ch 2.44 – Emergency Organization

6.2 References

- FEMA Comprehensive Preparedness Guide 101: Developing and Maintaining Emergency Operations Plans, September 2021.

- FEMA A Whole Community Approach to Emergency Management: Principles, Themes, and Pathways for Action, December 2011.

- FEMA Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters, 2010.

- National Incident Management System, 2017

- National Incident Management System Training Program 2020

- American Red Cross Mass Care and Shelter Standards and Procedures.

- California Health and Human Services Agency Emergency Support Function 6 Mass Care and Shelter, Annex to the California State Emergency Plan, July 2022.

- CDSS Mass Care and Shelter Guidance for Local Governments During a Communicable Disease Outbreak or Pandemic, August 2021.

- Cal OES Integrating Access and Functional Needs within the Emergency Planning Process: Best Practice for Stakeholder Inclusion, June 2020.

- Cal OES A Guide for Establishing a Local Assistance Center (LAC).

- State of California Planning Best Practices for County Emergency Plans, 2022

- Fresno County Department of Social Services 2021 Local Assistance Guide

- Fresno County DSS Disaster Response Handbook

- Fresno County Community Health Dashboard, https://www.healthyfresnocountydata.org/indicators/index/dashboard?alias=alldata.

- Fresno County Emergency, https://www.fresnocountyca.gov/Resources/Fresno-County-Emergency.

- Fresno County Master Emergency Services Plan.

- Fresno County Multi-Jurisdictional Hazard Mitigation Plan.

- Fresno County Emergency Public Information and Outreach Plan.

- Fresno County Office of Emergency Services Integrated Preparedness Plan.

Section 7 – Glossary of Terms

For the purpose of this Mass Care and Shelter Plan, the terms and definitions in the following table apply:

A Whole Community Approach	A comprehensive strategy that emphasizes the involvement and collaboration of all sectors of society in preparing for, responding to, and recovering from emergencies and disasters. This approach recognizes that effective emergency management requires the active participation and engagement of diverse stakeholders, including government agencies, nonprofit organizations, businesses, community groups, faith-based organizations, educational institutions, and individual citizens.
California Disaster Assistance Act (CDAA)	A state law that establishes procedures and provides financial assistance to local governments for responding to and recovering from disasters and emergencies.
Continuum of Care (CoC)	A Continuum of Care (CoC) is a comprehensive approach to providing services and support to individuals experiencing homelessness or housing instability. It encompasses a coordinated system of care that addresses the various needs of vulnerable populations, including housing, healthcare, mental health services, substance abuse treatment, case management, and other supportive services.
Cultural Competency	The ability of shelter staff and volunteers to understand, respect, and effectively engage with individuals and communities from diverse cultural backgrounds.
Emergency	Refers to any incident, whether natural, technological, or human-caused that necessitates responsive action to protect life or property.
Evacuation Shelter (Mass Care)	A facility where evacuees without an end-point destination can be processed, evaluated, and provided disaster services from government agencies and/or pre-established voluntary organizations. Meals and water should be available. Basic first aid, pet sheltering (if applicable), sleeping quarters, hygienic support, and basic disaster services (counseling, financial assistance, and referral, etc.) should also be available.
Evacuee Assembly Point	An interim site along an evacuation route to provide mass care and other emergency services to evacuees arriving in a host location via government transportation. An Evacuee Assembly Point may be located within an impacted jurisdiction (although outside the impact area) or in a host jurisdiction. It is intended to provide life-sustaining services, such as feeding, hydration, basic medical support, and assignment and transportation to a shelter. The term Evacuee Assembly Point (EAP) may be used synonymously with Temporary Evacuation Point (TEP).

Functional Assessment Service Team (FAST)	Trained personnel that conduct functional assessments of individuals with disabilities and others with access and functional needs within shelters. FAST facilitates the process of getting essential resources needed for individuals with disabilities and others with access and functional needs.
Incident	An occurrence, natural or manmade, that necessitates a response to protect life or property.
Independently Managed Shelter	A shelter not managed by either government organization or the ARC, but rather managed by an independent organization such as a church, community center, veterans service organization, etc.
Medically Fragile	Individuals who have significant medical needs and may require specialized care, monitoring, or accommodations due to chronic illnesses, disabilities, or other health conditions.
Mutual Aid	The cooperative agreement among emergency response agencies or organizations to share resources, personnel, and assistance during emergencies or disasters.
National Incident Management System (NIMS)	A standardized framework developed by the United States government to enable effective coordination, communication, and collaboration among emergency responders and stakeholders during incidents and disasters. It provides a common language, structure, and set of principles for managing incidents of all sizes and complexities, enhancing interoperability and coordination across jurisdictions, agencies, and disciplines.
Operational Area (OA)	A geographical area designated by the state that encompasses a County, its incorporated and unincorporated communities, special districts, and is responsible for managing emergencies and disasters within its boundaries including emergency response, mutual aid, and recovery activities.
Partner-Managed Shelter	A shelter operated by government partners with Red Cross providing staff and other resources. Shelter support services must be requested through a Red Cross Government Liaison at the EOC.
Red Cross-Managed Shelter	A traditional Red Cross shelter following ARC sheltering principles and practices.
Reentry	Refers to the process of managing access and re-entry into a restricted area or emergency zone, in support of response and recovery operations.
Robert T. Stafford Disaster Relief and Emergency Assistance Act	A federal law that provides the legal framework for the federal government to assist state and local governments in responding to and recovering from major disasters and emergencies.
Standardized Emergency	A comprehensive framework that establishes standardized procedures, protocols, and organizational structures for coordinating emergency response and management activities across all levels of government, agencies, and organizations within the State of California. It facilitates effective

Management System (SEMS)	communication, coordination, and collaboration among emergency responders, stakeholders, and partners to enhance preparedness, response, recovery, and mitigation efforts during emergencies and disasters.

Attachment A – Record of Changes

Change #	Modification	Name	Date