

Emergency Support Function # 6 (Mass Care & Human Services) Annex

Thurston County Comprehensive Emergency Management Plan (CEMP)



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In Partnership With:

Joint-Primary Agency
Thurston County Public Health and Social Services

Supporting Agencies & Organizations:

City of Lacey	North Thurston Public Schools
American Red Cross	United Way
South Sound Seniors	Tumwater Public Schools
Thurston County Medic One	

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1. Introduction

1.1 Purpose

This document is a supporting annex of the Thurston County Comprehensive Emergency Management Plan (*base plan*) and serves to establish policies and procedures for the effective countywide coordination of necessary mass care and human services capabilities in the event of a human, technological or natural caused disaster. Primary and supporting agencies, their general responsibilities, and critical disaster response activities related to mass care and human services are identified herein and serve as a reference for executive officials, Emergency Coordination Center (ECC) staff and incident commanders to coordinate delivery of mass care and human services resources and capabilities during incident response.

1.2 Scope

Emergency Support Function (ESF) #6 (Mass Care and Human Services) coordinates the delivery of services and the implementation of programs to assist individuals, households, and families impacted or potentially impacted by emergencies or disasters in mass care, emergency assistance, housing, and human services. Primary functions within the scope of ESF #6 include, but are not limited to:

- Mass Care: Includes coordination of congregate sheltering, feeding operations, emergency first aid, bulk distribution of emergency items, and collecting and providing information on victims to family members.
- Emergency Assistance: Includes support to evacuations; reunification of families; provision of aid and services to special needs populations; support for the evacuation, sheltering, and other emergency services for household pets and services animals; support to specialized shelters; support to medical shelters; nonconventional shelter management; coordination of donated goods and services; and coordination of voluntary agency assistance.
- Temporary Housing: Includes housing options such as rental assistance, repair, loan assistance, replacement or construction, referrals, identification and provision of accessible housing, and access to other sources of housing assistance.
- Human Services: Includes helping individuals, families, and groups applying for state and federal assistance programs available after a Federal Disaster Declaration or Individual Assistance Declaration is made. Programs may include helping survivors address unmet disaster-caused needs and non-housing losses through loans or grants; disaster supplemental nutrition assistance; crisis counseling; disaster unemployment; and disaster legal services; childcare; Temporary Assistance to Needy Families; and housing vouchers.

As part of incident response operations at the ECC, ESF #6 coordinates information and resources to directly support effective delivery of the Mass Care Services core capability. Through intersecting activities with other support functions, ESF #6 provides general support to

the following additional core capabilities: Planning, Operational Coordination, Infrastructure Systems, Environmental Response, Health, and Safety; Fatality Management Services; and On-Scene Security, Protection, and Law Enforcement; and Public Health, Healthcare, and Emergency Medical Services. Core capabilities are derived from the *National Preparedness Goal* and further described in the base plan. Displayed below is a summary of the primary and supported core capabilities identified for ESF #6.

Primary Response Core Capability/Capabilities	
Mass Care Services	Provide coordination of life-sustaining and human services to the affected population, to include hydration, feeding, sheltering, temporary housing, evacuee support, family assistance and reunification, and distribution of emergency supplies.
Supporting Core Capabilities	
Planning	Conduct a systematic process engaging the whole community as appropriate in the development of executable strategic, operational, and/or tactical-level approaches to meet defined objectives.
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of core capabilities.
Environmental Response, Health, and Safety	Conduct appropriate measures to ensure the protection of the health and safety of the public and workers, as well as the environment, from all-hazards in support of responder operations and the affected communities.
Fatality Management Services	Provide fatality management services, including decedent remains recovery and victim identification, working with local, state, tribal, territorial, insular area, and federal authorities to provide mortuary processes, temporary storage, or permanent internment solutions, sharing information with mass care services for the purpose of reunifying family members and caregivers with missing persons/remains, and providing counseling to the bereaved.
Public Health, Healthcare, and Emergency Medical Services	Provide lifesaving medical treatment via Emergency Medical Services and related operations and avoid additional disease and injury by providing targeted public health, medical, and behavioral health support, and products to all affected populations.
Logistics and Supply Chain Management	Deliver essential commodities, equipment, and services in support of impacted communities and survivors, to include emergency power and fuel support, as well as the coordination of access to community staples. Synchronize logistics capabilities and enable the restoration of impacted supply chains.

1.3 Laws & Policies

Americans with Disabilities Act of 1990 (ADA), Pub. L. No. 101-336, 104 Stat. 327 (codified as amended at 42 U.S.C. § 12101 (2008)) mandates that emergency services, including shelters and mass care facilities, must be accessible to individuals with disabilities. This includes providing physical access, effective communication, and reasonable accommodations to ensure that all individuals can fully participate in emergency response activities.

Bush, George W. Executive Order 13347, “Individuals with Disabilities in Emergency Preparedness,” Code of Federal Regulations, title 3 (2005 comp.) directs local government to integrate the needs of individuals with disabilities into their emergency preparedness plans. They must collaborate with federal and state agencies and private organizations and may receive technical assistance to ensure effective implementation. Additionally, local governments should support and coordinate with broader efforts to address disability needs in emergency response.

Chapter 49.60.215 RCW: Discrimination—Human Rights Commission (also called the “Washington Law Against Discrimination”) mandates any place of public accommodation may not deny a service animal trainer the right to be accompanied by a service animal trainee in any area of the place that is open to the public or to business invitees and must make reasonable modifications as necessary to allow an opportunity for a person with a disability who is benefited by the use of a dog guide or service animal to obtain goods, services, and the use of the advantages, facilities, and privileges of the place.

Fair Housing Act of 1968 (FHA), Titles VIII through IX of Pub. L. No. 90-284, 82 Stat. 81 (1968) requires that emergency shelters and disaster-related housing be accessible and non-discriminatory, ensuring equal access for all individuals, including those with disabilities. The FHA also mandates that individuals with disabilities receive reasonable accommodations and be integrated into mainstream services rather than being placed in separate facilities.

Pets Evacuation and Transportation Standards Act of 2006 (PETS), Pub. L. No. 109-308, 120 Stat. 1725 (2006) requires that local emergency management plans include provisions for the evacuation and sheltering of pets and service animals during a disaster.

1.4 Situation

1.4.1 General Overview

Communities within Thurston County rely on life-sustaining mass care and human services provided by a combination local government and nonprofit organizations. Services within the scope of ESF #6 include mass care, emergency assistance, temporary housing, and human services. Several organizations active with the Thurston region provide social services and assistance programs to individuals to include, but not limited to:

Thurston County Public Health and Social Services	South Sound Senior Services
American Red Cross	Rochester organization of Families
United Way	Interfaith Works
Thurston County Food Bank	Timberland Regional Library
Thurston County Resource Hub	Thurston County Resource Hub
Crisis Clinic, Family Support Center	Catholic Community Services
Community Youth Services	Union Gospel Mission
Salvation Army	Senior Services for South Sound

Thurston County encompasses six school districts, with numerous elementary, middle, and high schools distributed across the region. Many of these school facilities have been identified as potential shelters due to their capacity and accessibility. Additionally, faith-based organizations and senior and community centers are available and have expressed interest in serving as shelter sites, although formal Memoranda of Understanding (MOUs) are still in progress. These sites offer valuable resources for congregate sheltering and community support during emergencies.

Thurston County's critical infrastructure includes two major hospital systems: Providence-Swedish and MultiCare, which provide essential medical services and support during emergencies. Basic Life Support (BLS) and Advanced Life Support (ALS) services are managed by Thurston County Medic One. During emergencies, patient transportation and emergency medical services are coordinated in conjunction with ESF #8 Public Health and Medical Services to ensure comprehensive medical support and effective patient care.

1.4.2 Hazard Impacts to ESF 6

Section 1.6.2 of the base plan contains a summary assessment of all significant hazards that threaten Thurston County. Of those hazards identified, the following have been assessed to have the most significant impact requiring coordination of ESF #6 capabilities:

Hazard	Impact Statement / Description
Earthquake, Flood, Landslide, Dam Failure, Wildfire, Hazardous Materials Release, Terrorist (Mass Violence) Attack	<ul style="list-style-type: none">• Damage to emergency shelters, limiting capacity or rendering them unusable.• Damage to residential buildings, leading to widespread displacement and a surge in demand for shelters and temporary housing.• Damage to transportation infrastructure, including roads and bridges, impeding evacuation efforts and access to shelters, medical facilities, and essential services.• Increased needs for accessible services with challenges in meeting the requirements of elderly and individuals with disabilities due to damaged facilities and disrupted services.• Disruption of utilities, including water and power outages, leaving residents without access to clean water and essential services• Disruption to food distribution services, limiting access to food and affecting normal supply chains, exacerbating food insecurity.• Increased demand for individual assistance, with more people seeking help for immediate needs due to displacement and loss of resources.• Contamination of water sources from floodwaters, agricultural runoff, and hazardous chemicals; or damage to water pipes and reservoirs rendering potable water unsafe or unavailable for consumption and requiring extensive treatment or alternative supply methods.

1.4.3 Whole Community

The “Whole Community” includes individuals, families, and households; communities; the private and nonprofit sectors; faith-based organizations; and local, tribal, state, and federal governments. ESF 6 is committed to communicating with the Whole Community during emergency response and disaster recovery operations.

Some members of our community including, but not limited to, people experiencing homelessness, people with Limited English Proficiency (LEP), households with income close to and below the federal poverty line, or those otherwise in need of ongoing support, will be more vulnerable during and after a disaster. ESF 6 primary and support agencies will work collaboratively with partners to:

- Monitor disproportionate impacts to vulnerable populations.
- Develop strategies and operations that ensure equal access to human services.
- Mitigate barriers that may be preventing access.
- Address communication and medical, mental health and other human services needs of these most vulnerable residents.

- Use community media and coordinate with community-based organizations to communicate and gain situational awareness.
- Develop and distribute language and graphic translations of shelter and human services.
- Plan for unaccompanied minors and adults requiring care/supervision.
- Work with appropriate law enforcement and legal authorities to develop a disaster protocol for temporary care of unaccompanied children/minors and adults requiring care.
- Plan for access to reunification tools such as the Red Cross Safe and Well website.

1.5 Planning Assumptions

In addition to the planning assumptions listed in section XXX of the base plan, the ESF #6 plan annex is based on the following additional assumptions:

- Incidents, natural or human-caused, will occur resulting in the dislocation of people and the requirement to provide those people with basic human needs.
- While emergencies and disasters may vary in size and significance, the population, diversity, multi-jurisdictional environment, and concentration of critical infrastructure in Thurston County can magnify their impacts.
- Mass care requirements during an emergency or major disaster may overwhelm relief organizations and social service agencies.
- Depending on the hazard and the severity of its effects, Thurston County and relief organizations may have limited numbers of shelters or resources to manage them.
- TCEM is capable of coordinating with its partners to provide mass care and shelter during an emergency or major disaster to those in need. Appropriate referrals to a range of services will be provided. Displaced persons may be referred to long-term shelters or interim housing if needed.
- While some survivors may choose to go to shelters, some will find their own shelter with existing resources, and others will remain with their belongings.
- Nontraditional sheltering will likely occur following a large-scale/widespread incident. Support services, consolidations, or relocation of pop-up, tent, or congregate shelters will need to be coordinated.
- Persons needing disaster assistance will reflect the cultural, functional, religious, socioeconomic, and medical diversity of our communities.
- Provision of services to individuals who chose to remain in their homes will need to be considered.
- Families may become separated resulting in unaccompanied minors, generating a need for reunification activities.
- People will access and functional needs will be disproportionately impacted by disasters.
 - People with AFN can usually be served in general-purpose shelters unless they have acute medical needs.

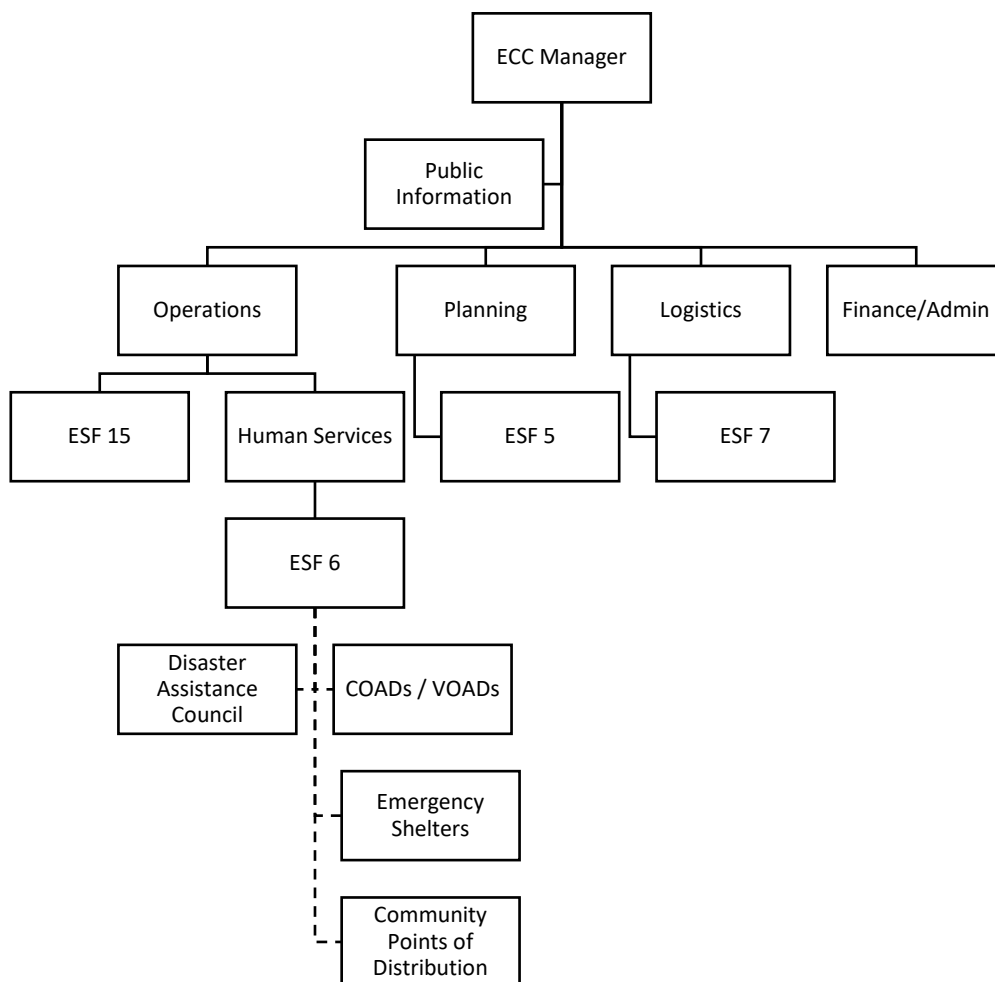
- The population with AFN will include people who do not need medical support but will require support to access services of function normally in new environments.
- As a result of the disaster or during evacuations, some people in the general population will develop access or functional needs.
- The physical and mental health of some people in the AFN population will decompensate faster than those in the general population. Members of both populations will require the intervention of disaster behavioral health personnel.
- Service, support, and companion animals that belong to survivors will be impacted by the disaster and may need shelter, services, and food; or may need to be rescued or relocated.
- People may not evacuate if there is no shelter and support provided for their services, support, or companion animals.
- Evacuating, displaced, and other populations will include people with disabilities, people who may need assistance, and/or people with medical or other additional needs including people who have limited English proficiency, who use services, support, and assistance animals, who require durable medical equipment, who are power dependent, and/or who have prescription medication requirements.
- Evacuating persons and displaced populations will include individuals subject to judicial and/or administrative orders restricting their freedom of movement, such as sex offenders and those under community supervision. Proper management and provision of their accommodations must be considered.
- During catastrophic incidents, such as an earthquake, regular and specialty food supplies (such as baby formula) may not be available to the affected populations.
- An emergency of major disaster may enable survivors and non-governmental organizations to access disaster assistance resources through the Individual Assistance and/or Public Assistance Programs.
- An emergency or major disaster may result in a Federal Emergency Management Agency (FEMA) response involvement for the provision of mass care, housing, and human services.
- Public and private providers of institutional care (medical and residential) maintain shelter plans for their populations.
- Reunification during large-scale events will be labor intensive and require coordination between multiple agencies.

2. Organization

2.1 ESF-6 Organizational Structure

ESF #6 is organized under the Operations Section of the ECC, reporting to the Human Services Branch Director, or directly to the Operations Section Chief if the Human Services Branch is not established. Through the operations section and infrastructure branch, ESF #6 coordinates with other ESFs activated within the ECC to synchronize countywide disaster support. Within ESF #6, the primary agencies (Thurston County Emergency Management and Thurston County Public health and Social Services) coordinates with the Disaster Assistance Council (DAC) and other community/volunteer organizations active in disasters (COAD/VOAD).

During operations requiring direction and control of field resources as part of mass care operations (such as sheltering, emergency supply distribution, field feeding, etc.) ESF #6 may establish and lead an appropriate incident command structure for ESF #6 activities to provide effective decision making and resource coordination. The specific command structure established for a given incident may vary depending on the type of incident, jurisdictions involved, and legal authorities of participating agencies.



2.2 ESF-6 Agencies & Organizations

Local agencies that coordinate ESF-6 support are identified under one of two categories: primary or supporting. Definitions of each can be found under section XXX of the base plan.

Primary Agency/Agencies	
Thurston County Public Health and Social Services (TCPHSS)	
Thurston County Emergency Management (TCEM)	
Supporting Agencies	
Disaster Assistance Council (DAC)	Tumwater Public Schools
American Red Cross	Thurston County Medical Reserve Corps (MRC)
South Sound Seniors	Thurston County Disaster Assistance Response Team (DART)
North Thurston Public Schools	Thurston County Food Bank (TC Food Bank)
United Way	Cities and Tribes within Thurston County
Joint Animal Services	Thurston-Mason Behavioral Health Organization (Thurston-Mason BHO)

3. Concept of Operations

3.1 General

TCEM coordinates ESF #6 efforts and has the capacity to respond to emergencies 24 hours a day, 7 days a week. As needed, TCEM will conduct situation assessments, monitor activities, and notify appropriate agencies of activation. When the Thurston County Emergency Coordination Center or other emergency coordination centers are activated, the assigned TCEM ESF #6 Coordinator will coordinate mass care and human services activities with appropriate ESF #6 representatives, or their partners, as needed.

ESF #6 staff will prioritize and coordinate mass care, housing, emergency assistance, and human services resources. Resource needs may be requested through the Disaster Assistance Council as a coordinating organization. When activated, the Disaster Assistance Council may coordinate ESF #6 activities and resources among the member organizations. If resource needs cannot be met locally or through local/statewide mutual aid agreements, ECC staff may escalate request for assistance to the State Emergency Operations Center.

Incident response will be guided by ESF #6 supporting agencies and their response plans. Through coordination with ECC staff, ESF #6 supporting agencies collaborate with local, state, tribal and federal governmental agencies, as well as local community-based organizations to assure an effective and efficient response. Public/private partnership will be leveraged to improve situational awareness, increase availability of resources, and speed recovery efforts, ESF #6 agencies will support recovery activities aimed at restoring services to pre-event status.

3.2 Activation of ESF #6

Request for ESF #6 activation is made by the ECC Manager and/or PHSS Director when an incident is expected to exceed the mass care and human service capabilities of TCEM and PHSS, or enhanced coordination is required based on the volume of organizations providing mass care and human services to the affected area.

Once request has been made to activate ESF #6, TCEM will designate an ESF #6 lead, utilizing the activation procedures established by the Disaster Assistance Council. The ESF #6 lead will coordinate decision making and resource coordination during emergencies and disasters. The ESF #6 lead consults with the ECC Manager, Disaster Assistance Council, and ESF #6 supporting agencies to assign appropriate staff to ESF #6 functions in the ECC.

In the event of a large-scale incident, the ECC Manager may request a liaison to ESF #6 be present from the Disaster Assistance Council and/or the organizations engaged in mass care and human services activities.

3.3 Critical ESF-6 Response Tasks

To achieve effective disaster response, ESF #6 coordinates information and resources among primary and supporting agencies to support critical response tasks. The critical tasks identified below align with ESF #6's primary core capabilities and serve as a foundation to develop intermittent objectives to re-establish or re-stabilize community lifelines.

#	Critical Task Description	Responsible Agencies
Mass Care Services		
1	Coordinate the establishment, staffing, and equipping of emergency shelters for the affected population	TCEM DART MRC American Red Cross
2	Coordinate the provision of meals to affected population through shelters, mobile kitchens, and/or community Points of Distribution	TCEM TC Food Bank DAC
3	Distribute critical supplies like blankets, hygiene kits, baby supplies, and other necessary goods to impacted communities	TCEM TCPHSS DAC American Red Cross TC Food Bank
4	Arrange for temporary housing / sheltering solutions for evacuees displaced by the disaster.	TCPHSS Intercity Transit American Red Cross
5	Provide relocation assistance or interim housing solutions for families unable to return to their pre-disaster homes	TCPHSS American Red Cross
6	Manage household pet care in shelters or coordinate services to ensure the safety and wellbeing of pets	Joint Animal Services American Red Cross
7	Provide short term and long-term case management for individuals and families affected by the disaster	TCPHSS American Red Cross
8	Provide translation and cultural support services to ensure equal access to disaster assistance	TCEM
Operational Coordination		
9	Integrate volunteer agencies providing mass care services into emergency support operations.	TCEM TCPHSS DAC
10	Establish appropriate incident command and/or unified command structure to coordinate field resources providing life-sustaining mass care services (e.g. shelters, community points of distribution, mobile kitchens, etc.)	TCEM TCPHSS DAC
11	Assign staff member(s) to participate in the Thurston County Emergency Coordination Center (ECC) as a liaison if activated to coordinate mass care activities with ECC command staff and other ESFs	TCEM DAC

#	Critical Task Description	Responsible Agencies
Environmental Response Health and Safety		
12	Coordinate with shelter providers to implement infection prevention and control measures as required to protect public health at congregate shelter sites.	TCPHSS
13	Coordinate with shelter providers to enforce safe food handling practices and regulations at mobile kitchens and other field feeding operations.	TCPHSS
14	Coordinate with shelter providers to ensure shelter locations and other congregate care sites have adequate sanitation facilities and services.	TCPHSS
Public Health, Healthcare, and Emergency Medical Services		
15	Coordinate with health agencies to provide mental health services and crisis counseling	TCPHSS Thurston-Mason BHO
16	Assist disaster impacted individuals with reunification with their families.	TCPHSS Coroner Office (ESF #8) Sheriff Office (ESF #13) American Red Cross Schools
Public Information and Warning		
17	Coordinate with public information officers to deliver credible information on the status of emergency shelters, community points of distribution, and other disaster assistance facilities and services, to inform public decision-making during an incident.	TCEM DAC PIO (ESF #15)

3.5 Supporting Activities

3.5.1 Prevention & Protection

TCEM coordinates with shelter providers to assess shelter infrastructure and identify opportunities to retrofit shelters to ensure safety during shelter in place orders.

TCEM also coordinates with shelter providers to retrofit shelters and facilities to improve accessibility for individuals with access and functional needs.

3.5.2 Mitigation

TCEM is a participant in hazard mitigation planning for the Thurston region and leads the hazards mitigation planning process for unincorporated Thurston County. Within the scope of ESF #6, TCEM coordinates with shelter providers to secure backup power for emergency shelters to meet sheltering needs as required. See the *Hazards Mitigation Plan for the Thurston Region* for additional details on mitigation actions.

3.5.3 Recovery

ESF #6 maintains an active role during the transition to long-term recovery until a Recovery Task Force is established to coordinate health and social services, community assistance, and

housing recovery support functions (See the *Thurston Region Disaster Recovery Framework*).
ESF #6 recovery activities include, but are not limited to:

- TCEM and TCPHSS conducting assessments to identify the needs of affected populations, including shelter, food, and mental health services.
- TCPHSS coordinating with ESF #8 agencies to provide mental health support and counseling services to individuals affected by the disaster.
- TCEM, TCPHSS, and TCSO assisting in reconnecting families separated during the disaster through centralized information and support services.
- TCEM and TCPHSS provide ongoing information and education to the public about available recovery resources and support services.
- TCEM and TCPHSS maintaining and support volunteer networks that provide ongoing assistance and services to the community during the recovery phase.
- TCEM and TCPHSS coordinating with the Recovery Task Force to support long-term housing needs of disaster impacted individuals and families.

3.5.4 Preparedness Activities

When not activated in support of emergency response, ESF #6 agencies continually engage in preparedness activities to build and sustain the capabilities necessary for mass care and human service support during disasters.

Preparedness Activity Description	Responsible Agencies
Mass Care Services	
Identify and pre-designate shelters, ensuring they are equipped and accessible for diverse population, and execute MOUs with those shelter site providers.	TCEM DAC American Red Cross Schools
Provide public education campaigns on disaster preparedness, including family reunification, evacuation plans, and available services.	TCEM TCPHSS American Red Cross
Conduct pre-disaster planning to ensure tailored services are available to populations with access and function needs during emergencies.	TCEM TCPHSS DSHS Area Agency on Aging
Train shelter staff and volunteers on protocols for mass care, first aid, and accommodating vulnerable populations	TCEM TCPHSS DAC American Red Cross
Pre-position essential supplies (e.g., blankets, hygiene kits) in high-risk areas to ensure quick access during disasters	TCEM Cities and Tribes within Thurston County American Red Cross
Maintain an up-to-date inventory of mass care supplies (e.g. cots, blankets, water, food, generators) and coordinate replenishment as needed.	TCEM DAC
Plan and designate pet-friendly shelters and pre-train staff on handling animal care during disasters.	TCEM American Red Cross Joint Animal Services
Secure funding through grants to purchase mass care supplies and improve preparedness	TCEM TCPHSS
Operational Coordination	
Organize collaborative disaster drills with other ESFs, NGOs, and community partners to practice mass care response strategies	TCEM DAC TCPHSS
Form partnerships and agreements with NGOs, local businesses, and community groups to pre-arrange disaster resources support	TCEM
Establish coordination plans with voluntary organizations for mass care and human services, including typing and credentialing, resource sharing, and deployment protocols.	TCEM DAC TCPHSS

Preparedness Activity Description	Responsible Agencies
Public Health, Healthcare, and Emergency Medical Services	
Pre-coordinate resources (e.g., durable medical equipment, dietary needs) to support individuals with disabilities during disasters	TCPHSS
Public Information and Warning	
Develop and distribute disaster preparedness materials in multiple languages	TCEM TCPHSS American Red Cross

4. Responsibilities

4.1 Thurston County Emergency Management (Primary Agency)

TCEM has primary responsibility for activating, staffing, and equipping the ECC to include ESF #6. TCEM is responsible for coordinating all necessary support with the Disaster Assistance Council, local volunteer groups, and the American Red Cross to ensure the success of ESF #6 operations. Responsibilities include, but are not limited to:

- Identifying the need for mass care and shelter for displaced persons unable to provide for themselves because of an emergency or major disaster.
- Coordinating shelter locations, openings, and closings with American Red Cross.
- Facilitating, with the support of partners, the distribution of emergency supplies such as blankets and hygiene kits to the affected populations.
- Managing feeding operations in collaboration with partner agencies, including shelters, mobile kitchens, and Points of Distribution.
- Collaborating with voluntary organizations to coordinate the delivery of mass care services and ensure effective resource deployment.
- Assisting in the coordination of interim and long-term housing needs with appropriate relief organizations.
- Compiling and disseminate public information relating to services provided to affected populations through the Thurston County PIO/JIC.
- Assessing, with the support of partners, local housing needs and establish housing priorities.
- Assigning staff to serve as Emergency Coordination Center (ECC) liaisons, ensuring smooth coordination of mass care activities with other ESFs and command staff.
- Establishing training plans for shelter volunteers and organize training sessions.
- Establishing partnerships and agreements with NGOs, local businesses, and community groups to pre-arrange resources and support for disasters.

4.2 Thurston County Public Health and Social Services (Primary Agency)

TCPHSS has significant responsibilities and authorities under ESF #6 as the county's local health authority. Responsibilities include, but are not limited to:

- Coordinating contracts with external agencies (behavioral health, case management, information and assistance, personal care services).
- Providing training and coordination for the Medical Reserve Corps (MRC) and make MRC volunteers available to support ESF6 activities as requested by the TC ECC.
- Addressing environmental health and communicable disease concerns within shelters by working to mitigate health risks such as water contamination, food safety, and sanitation.
- Conducting post-disaster needs assessments to evaluate the health, shelter, food, and mental health requirements of affected populations.

4.2 Thurston County Disaster Assistance Council

The Thurston County DAC is a coalition of humanitarian service organizations, community-based organizations, and private and governmental agencies organized under a cooperative agreement to provide disaster assistance in the most economical and effective manner. DAC responsibilities within the scope of ESF #6 include, but are not limited to:

- Coordinating with TCEM and American Red Cross in identifying, planning, coordinating, operating, staffing, and stocking shelter operations facilities.
- Providing leadership for coordinating and integrating overall local efforts associated with mass care, housing, and human services.
- Responding to mass care needs of displaced county inhabitants who are unable to provide for themselves because of an emergency or major disaster.
- Coordinating mass care services with the Thurston County ECC
- Providing fixed and mobile food service to disaster survivors and emergency workers affected by the emergency or major disaster.
- Coordinating shelter management training regularly and/or upon request.
- Supporting donations management through The United Way of Thurston County and ESF #7 (Logistics).
- Supporting the provision for affected populations unmet needs.
- Providing all other services, when requested and if available.
- Supporting affected populations through cooperation, coordination, communication, and collaboration of various voluntary organizations in Washington State.

4.3 Local Public Schools

Local public schools have primary responsibility to the students, parents, and staff under their duty of care at the time of an incident. Outside of supporting those under their duty to care for, schools may provide additional support to ESF #6 when available resource permit.

Responsibilities include, but are not limited to:

- Coordinating with TCEM and its partners regarding capabilities for supporting shelters, showers, feeding, and kitchen facilities, when able.

- Providing for the sheltering, feeding, safety, and security of children and staff in school at the time of the disaster.
- Facilitating reunification of school age children in schools at time of disaster with their families.

4.4 Intercity Transit

Intercity Transit has primary responsibility to maintain transportation services as one of the counties providers of public transit. These responsibilities are outlined in the ESF #1 (Transportation) Annex. However, Intercity Transit has the capacity to support ESF #6 when available resources permit. Responsibilities within the scope of ESF #6 include, but are not limited to:

- Providing short-term sheltering with fleet vehicles, when available.
- Providing shelter transportation services, when available.
- Continuing operation of traditional bus lines as resources allow to ensure people can reach shelter sites and other resources.

4.5 American Red Cross

As the national affiliate of the International Committee of the Red Cross (ICRC), The American Red Cross provides significant disaster relief resources and capabilities that may support ESF #6 operations. As a principal shelter partner, the American Red Cross is generally involved in the regional shelter decision-making process and aware of the requirement to establish shelter operations. TCEM notifies the American Red Cross when a decision is made to open shelters. American Red Cross responsibilities within the scope of ESF #6 include, but are not limited to:

- Serving as the principal partner for identifying, planning, coordinating, operating, staffing, and stocking mass care shelter operations and facilities. This does not include shelters for greater than 500 people. Additionally, only a small, local American Red Cross shelter staff is typically available on short notice. For large shelter operations, additional American Red Cross staffing may take up to 72 hours to mobilize.
- Providing initial resources such as staff, supplies, and locations for feeding and emergency first aid during large disaster events.
- Maintaining current shelter agreements and other resource agreements, to include maintaining adequate inventories for shelter operations.
- Keeping accurate registration and accountability records of shelter inhabitants.
- Providing leadership to coordinate and integrate overall local efforts associated with mass care, housing, and human services.
- Coordinating mass care services with the ECC through ESF #6 to respond to mass care needs of displaced county inhabitants who are unable to provide for themselves because of an emergency or disaster.
- Providing fixed food services to disaster survivors and emergency workers affected by the emergency or disaster, to include mobile field feeding upon request.

- Conducting shelter management training regularly and/or when requested.
- Coordinating reunification efforts with TCEM, TCPHSS, and TCSO (ESF #13) to include establishing and operating a reunification center and providing reunification services.

5. Resource Requirements

5.1 Local Resource Inventory

Thurston County has identified potential shelter sites at schools, faith-based organizations, and community centers across the county. While these sites offer space and facilities that could be adapted for emergency use, such as gyms and kitchens, they are still in the development phase. Faith-based organizations and community centers provide additional flexibility, with volunteers and accessible locations.

5.2 Resource/Capability Gaps

Thurston County lacks essential sheltering supplies, including cots, blankets, hygiene kits, and generators. These resources are critical for making potential shelter sites operational and providing safe, comfortable shelter to evacuees. Addressing these gaps is a priority to ensure readiness for future disasters. Additional resource gaps include:

- Emergency backup power for mass care / shelter sites
- Durable medical equipment
- Warehouse facilities for mass care supplies
- Trained staff for shelters, warehouses, and distribution sites.
- Pet sheltering supplies

5.3 Mutual Aid

TCEM primarily coordinates local mutual aid for ESF #6 operations through the cooperative agreement member organizations of the Disaster Assistance Council maintain. When the DAC is unable to meet ESF #6 resource requirements through mutual aid, ESF #6 coordinates with the ECC staff to negotiate mutual aid with neighboring jurisdictions through other channels outlined in section 7.2 of the *base plan*.

5.4 State & Federal Aid

State and federal aid for mass care and human services support is coordinated through the State Emergency Operations Center (SEOC). At the state level, Washington State Department of Social and Health Services (DSHS) and the American Red Cross coordinates the delivery of mass care and emergency assistance, and provides lifesaving and life-sustaining resources, essential services, and statutorily required programs when the needs of disaster survivors exceed the local (county or tribal) government capabilities.

When the needs of disaster survivors have exceeded the capabilities of Washington State, the SOEC coordinates with the Federal Emergency Management agency (FEMA) for federal assistance to ESF #6.

6. Supporting Plans & Procedures

6.1 State / Regional

6.1.1 National Mass Care Strategy, National Mass Care Council

Provides a unified approach to the delivery of mass care services by establishing common goals, fostering inclusive collaborative planning, and identifying resource needs to build the national mass care capacity engaging the whole community including under-served and vulnerable populations. The National Mass Care Strategy focuses on sheltering, feeding, distribution of emergency supplies, reunification support, mass evacuee support, household pets, service animals and assistance animals, and accessibility and inclusive resources.

6.1.2 Emergency Support Function #6 (Mass Care, Emergency Assistance, Temporary Housing, and Human Services), Washington State Comprehensive Emergency Management Plan
Outlines the combined capabilities of agencies and organizations that cooperate at the state level to bring all available resources to provide life-sustaining support to individuals and households who survive emergencies and disasters.

6.2 Local

6.1.1 Critical Incident Response Plan, North Thurston Public Schools

North Thurston Public School's critical incident response plan includes plans and procedures for on site reunification and moving students which may need to be integrated with operational plans developed by EFS #6 / ECC staff. The plan is maintained by North Thurston Public Schools and made available to ECC staff upon request.

6.1.2 Comprehensive School Safety Plan, ESD 113, Tumwater School District (partially redacted – reunification locations)

The Tumwater School District Comprehensive School Safety Plan, ESD 113 includes plans and procedures for reunification of students with their parents during emergencies which may need to be integrated with operational plans developed by EFS #6 / ECC staff. The plan is maintained by Tumwater School District and made available to ECC staff upon request.

6.3 References

Emergency Management Council of Thurston County et. al. (2023). *Cooperative Agreement Between the Emergency Management Council of Thurston County and the Disaster Assistance Council of Thurston County*. Thurston County Emergency Management | Olympia, WA. URL (<https://s3.us-west-2.amazonaws.com/thurstoncountywa.gov.if-us-west-2/s3fs-public/2023-05/DAC%20Cooperative%20Agreement%202023.pdf>) accessed January 17, 2025

7. Terms & Definitions

Access and Functional Needs (AFN) – individuals who may need additional assistance due to any condition (temporary or permanent) that limits their ability to act in an emergency. These needs can include, but are not limited to:

- Disabilities (physical, developmental, or intellectual)
- Chronic conditions or injuries
- Limited English proficiency
- Older adults
- Children
- Low income, homeless, or transportation disadvantaged individuals

Community Points of Distribution (CPOD) – temporary locations established post-event by a local jurisdiction or tribal nation for distributing life-sustaining commodities to the public. Traditional CPOD are continuous drive-through sites where CPOD staff load commodities into the trunks of vehicles. CPOD sites may also be used as pick up points for direct delivery and mobile delivery.

Disaster Assistance Council (DAC) – coalition of humanitarian service organizations, community-based organizations, and private and governmental agencies organized under a cooperative agreement to provide disaster assistance in the most economical and effective manner.

Feeding, Canteening – providing snacks, beverages, and sometimes meals to first-responders, shelter clients, and others who need their nutrition needs to be met outside of scheduled mealtimes.

Feeding, Congregate – providing meals and beverages at a shelter location.

Feeding, Field/Outreach – providing meals and beverages either at a fixed, non-shelter location in or near a disaster-affected area or by using emergency response vehicles that travel through affected communities.

Limited English Proficiency (LEP) – Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English can be limited English proficient, or "LEP." These individuals may be entitled language assistance with respect to a particular type or service, benefit, or encounter.

Mass Care – Helping those who have been displaced from their homes and others affected by a hazardous situation or the threat of such a situation. Mass care for these individuals includes providing food, basic medical care, clothing, and other essential life support services.

Sheltering – Providing a safe, sanitary, and secure place for evacuees and disaster survivors to stay while displaced from their homes.

Shelter, Congregate – type of shelter that is generally established in large open settings that provide little to no individual privacy in facilities that normally serve other purposes, such as schools, churches, community centers, and armories.

Shelter, Non-congregate – type of shelter that may be provided when traditional congregate sheltering methods are unavailable or overwhelmed, or long-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.

Refer to the *base plan* for additional terms and definitions.

8. Attachments

Appendix 1 – Sheltering (under development)