

ANNEX F  
RECEPTION AND CARE

I. SITUATION AND ASSUMPTIONS

- A. Disaster incidents often result in evacuations either before or during the incident. Such evacuations will cause a demand for congregate/mass care facilities.
- B. Congregate/Mass Care facilities, at a minimum, must have capability of providing space for sleeping and feeding.
- C. Congregate/Mass Care facilities will provide protection only from normal weather conditions. These facilities do not necessarily provide protection from severe weather, toxic gases, radioactive fallout, or other life-threatening forms. Some facilities, however, do provide severe weather or radioactive fallout protection.
- D. Activation of the Crisis Relocation Appendix of Annex Y will result in the need to provide Congregate/Mass Care shelter space for up to 50% of the population of Kentucky.
- E. Activation of Annex Q (Hazardous Materials), Annex X (Fixed Nuclear Facility), Annex Z (Emergency Repatriation), or Annex DD (Earthquake) will result in a need to provide Congregate/Mass Care shelter space.
- F. The reception and care system for the Commonwealth of Kentucky can be divided into seven parts: Identification and registration of evacuees or relocatees; assignment to shelter; provision of necessary food, clothing and medical services; procedures for return of evacuees to their homes; procedures for evacuees who cannot return due to the destruction of their homes; and the reuniting separated families.
- G. Responsibility for hosting and evacuating military personnel is vested in the Department of Defense. Military installations will not be used for hosting civilian evacuees.
- H. During an emergency there will be populations requiring special attention; these include the elderly, the handicapped, persons living in residential hotels, and the homeless.

- I. Normally, actual shelter management will be the responsibility of the American Red Cross (ARC).

## II. MISSION

To lodge and feed evacuees during an actual or potential disaster.

## III. DIRECTION AND CONTROL

- A. The Cabinet for Human Resources (CHR) is responsible for the coordination and organization of congregate/mass care services for the Commonwealth.
- B. The DES Coordinators for the host counties will be responsible for identifying the actual shelter to be used in those counties.

## IV. CONCEPT OF OPERATIONS

### A. State

1. The state will normally have little direct involvement with congregate/mass care sheltering. The state has delegated shelter management operations to the American Red Cross. If the disaster is of such statewide or nationwide magnitude that the Red Cross is unable to undertake the total mission, CHR will assist local government in handling individual shelter management.
2. In the event the disaster is of statewide or nationwide magnitude, a mass care organization will be formed by CHR consisting of the following four positions:
  - a. Assistant for Registration and Reception
  - b. Assistant for Lodging
  - c. Assistant for Clothing
  - d. Assistant for Social Services
3. The task assignments for these positions are:
  - a. Assistant for Registration and Reception
    - 1) Supervise the establishment and operation of all reception and registration centers in the county.

- 2) Insure that all reception and registration centers are adequately manned and supported.
- b. Assistant for Lodging
- 1) Designate the shelters which will be open.
  - 2) Assign a shelter manager to each shelter or group of shelters. The shelter manager is responsible for the safety and welfare of the people in the shelter.
  - 3) Assist the shelter managers in the management and care of their facilities.
  - 4) Receive and consolidate all requests from the registration centers for support resources for the upkeep of lodging facilities, and forward the consolidated requests to the appropriate annex coordinator.
- c. Assistant for Clothing
- 1) Provide for clothing needs of evacuees, as necessary, to insure their health and comfort.
  - 2) Receive and consolidate all requests for clothing from the registration center, from all congregate care facility occupants, and from individuals not lodged in congregate care facilities.
  - 3) Establish procedures and supervise the distribution of clothing supplies.
- d. Assistant for Social Services
- 1) Provide normal welfare services within the capability of available resources and as the situation permits.
  - 2) Respond to emergency inquiries relative to the health and welfare of individual evacuees.

- 3) Assist the clergy in providing religious solace to those who need or request it.
  - 4) Assist in providing mental health support to those who need or request it.
4. Specific duties of the Kentucky Cabinet for Human Resources are:
- a. Lodging. Insure by use of registration, that the distribution of evacuees is within the capability of the hosting area and/or facility. Lodging facilities are identified in the local county EOP. This plan also identifies those shelters suitable for handicapped people. In addition, areas suitable for camping are identified.
  - b. Feeding. Institute a mass feeding program for use in the host counties in cooperation with USDA and the Department of Agriculture. Mass feeding facilities are identified in the local county EOP.
  - c. Clothing. Establish a method of distribution of clothing and linen for use by evacuees in need of these items and establish a criteria for determining this need.
  - d. Registration. Insure all people who need shelter are registered and assigned to a shelter and that this information is kept available to locate missing family members.
  - e. Medical. In cooperation with the medical delivery organizations and DES organizations, develop procedures for the care of hospitalized patients and others needing special medical attention. Promulgate measures to be taken to prevent the spread of disease in shelters and the distribution of drugs to shelterees.
  - f. Mental Health. Undertake a program by which service can be provided to persons unable to adjust to strain imposed by the evacuation. Also provide assistance to emergency workers who have been separated from their families during an evacuation.
  - g. Fiscal Responsibility. Develop a record keeping procedure compatible with the Finance and Administration Cabinet's to in-

sure reimbursement for all materials and services used for those directly placed in housing by CHR.

h. Reuniting of Families

- 1) CHR, in cooperation with ARC and the Salvation Army, will undertake to reunite families that have been separated by: checking registration in all of the shelters; news media releases through KyDES; and referrals to their relatives and friends.
  - 2) If the evacuation is a result of the implementation of Annex Y (Nuclear War) or some other incident of state or national impact, CHR will cooperate with the U.S. Postal Service to insure that all relocated persons filling out U.S. Postal Service Forms 809 and 810 ("Mail Forwarding Order" and "Safety Notification Card"), then turning these in to the Reception Center. The forms are maintained in stock by each postmaster.
6. The Bureau for Social Insurance may provide for money/vendor payments to qualified individuals; under the provision of the emergency assistance program for families with children, as necessary, to avoid destitution resulting from unforeseen crisis situations, including natural disasters. Assistance may include food, clothing, shelter, utilities and/or heating fuel, home repairs, furnishings, transportation, or child care. Assistance is limited to that required to meet the emergency and may be furnished during any one thirty-day period within any twelve consecutive months.

B. Local

1. The County DES Director, with the concurrence of the County Judge-Executive, will appoint a coordinator to head the local reception and care organization.
2. The local DES organization will develop a reception and care organization that parallels the state organization.
3. The local DES organization will maintain in their Emergency Operations Plan a list of facilities that can be used as shelters and the

method of contacting the owner. Special note will be made of those shelters that can serve the handicapped, and/or the elderly. A list will also be maintained of mass feeding facilities.

C. Federal

Assistance from the federal government in support of mass care will only be made available if the Commonwealth is unable to meet its own needs. Such assistance will be coordinated by FEMA and managed by the Health and Human Services Cabinet.

D. Private

Day to day management of shelters will normally be vested in the American Red Cross.

E. Congregate Care Facility Management

1. Each congregate facility, or group of facilities, will have a facility manager. The facility manager will select from among the evacuees assigned to the facility(ies) two or more assistants to help manage the shelter on a 24-hour basis. The facility manager will report daily to the District Facility Manager the status of the facility. The District Facility Manager will report daily to the reception and care annex coordinator the status of the district.
2. The facility manager is responsible for enforcing all health and safety guidelines and regulations issued by the local reception and care annex coordinator concerning the housing and feeding of the relocatees.
3. Each facility manager will identify a telephone in the facility for reporting to the District Facility Manager. This phone number will be provided to the local EOC.
4. The fire and health departments of each jurisdiction are responsible for checking each congregate care facility in that jurisdiction upon facilities being opened for health and safety problems. The findings of these inspections will be reported to the shelter manager, the reception and care annex coordinator, the fire suppression annex coordinator and the food management annex coordinator.

F. A list will be maintained at the local EOC of citizens volunteering to shelter evacuees in private homes. Those evacuees identified as handicapped or having babies will have first priority for these lodgings. Periodic requests will be made through the news media for volunteers to house evacuees in their homes.

G. Large Scale Evacuation

1. During large scale evacuations affecting a whole city or county, or for Crisis Relocation, it may be necessary to establish reception and registration centers. These centers act as shelter assignment clearinghouses. See Appendix F-1 for flow chart.

2. Reception Center

a. The function of the reception center is to receive those evacuees who are to be sheltered in that county/city and assign them either to a registration center for assignment to shelter or directly to a shelter. At the center, evacuees will fill out the standard ARC registration form. If this is not available, the form in Appendix F-2 will be used.

b. Note, if a county has two or more shelter clusters located in different areas within its boundaries, it could use the reception center to assure even flow to the shelter clusters. The registration center would then assign the evacuees to the individual shelters.

c. Handicapped people will be assigned to those facilities identified as being able to meet their needs.

3. Registration Center

The registration center acts as a mini-reception center when the city/county contains two or more significant shelter clusters which are located in different communities or are a mile or more apart.

4. General Duties of Reception and Registration Centers:

- a. Assign each person or family unit to a specific congregate care facility from the list of facility provided.
- b. Instruct each individual or family unit to report to the congregate care manager of the assigned facility.
- c. Insure that evacuees are distributed equitably among the various congregate care facilities.
- d. Maintain a strict count of evacuees assigned to each facility so that capacities are not exceeded.
- e. Notify EOC when each congregate care facility is full.
- f. After all evacuees have been registered and assigned to specific lodging facilities, remain in operation and act as the support center for all shelters within their jurisdiction. It will assume the responsibility for:
  - 1) Establishing and maintaining liaison with each facility manager in its jurisdiction,
  - 2) Supervising the activities of the facility manager to insure occupants of congregate care facilities are receiving equitable and adequate care.
  - 3) Receiving, compiling, and consolidating all requests for support resources from the facility managers and forwarding the consolidated requests to the EOC,
  - 4) Responding to request from county EOC for locating personnel with special skills among evacuees,
  - 5) Keeping the EOC advised of the number of people lodged in each facility within the jurisdiction.

#### H. Operational Readiness Phases

##### 1. Preparedness Phase

- a. Develop reception and care operating procedures.



- b. Develop system of providing reception and care services.
- c. Ensure that necessary forms are available.
- d. Carry out a training program.
- e. Ensure all personnel concerned are familiar with their responsibilities.
- f. Take part in tests and exercises
- g. Upon instructions from KyDES Executive Director, or representative, shift to Response Phase.

## 2. Response Phase

### a. Increased Readiness Period

- 1) Complete all steps not yet completed under Preparedness Phase.
- 2) Review and update annex.
- 3) Alert personnel needed to carry out annex.
- 4) Carry out any needed training.
- 5) Check to insure necessary supplies are available.
- 6) Survey congregate care facilities to insure capability.
- 7) Prepare records of workers made available and hours worked.
- 8) Commence activation of emergency shelter stocking.
- 9) Upon instructions from KyDES Executive Director, or representative, shift to Emergency Operations Period or return to Preparedness Phase.

### b. Emergency Operations Period

- 1) Natural, Man-made or Technological Disaster

- a) Begin lifesaving and damage limiting operations.
  - b) Complete any procedures under Preparedness Phase not yet completed.
  - c) Begin processing and sheltering of relocatees.
  - d) Open and staff congregate care facilities.
  - e) Meet personnel needs of the evacuees.
  - f) Insure that proper documentation is carried out.
  - g) Upon instruction from KyDES Executive Director, or representative, shift to Recovery Phase.
- 2) Nuclear/Conventional War
- a) Relocation Period
    - (1) Complete any procedures under Preparedness Phase or Increased Readiness Period not yet completed.
    - (2) Begin processing and sheltering of evacuees.
    - (3) Open and staff congregate care facilities.
    - (4) Meet personnel needs of the relocatees
    - (5) Locate missing family members.
    - (6) Insure proper documentation is maintained.
    - (7) Upon instructions from KyDES Executive Director, or representative, shift to Attack Period or Recovery Phase.
  - b) Attack Period

(1) Take Shelter. During this phase, action will be limited to in-shelter activities unless otherwise directed by KyDES.

(2) Upon instruction from KyDES Executive Director, or representative, shift to Recovery Phase.

### 3. Recovery Phase

- a. Carry out lifesaving or damage limiting operations
  - b. Upon advise that an order to end recovery operations may be forthcoming, prepare to discontinue operations.
  - c. Upon the end of recovery operations, survey the organization for cost of preparing for and conducting operations
  - d. Critique operations for updating plan and standard operating procedures.
  - e. Upon instructions from KyDES Executive Director, or representative, revert to Preparedness or Response Phase
  - f. Remember cleanup and restoration of property often goes on long after emergency personnel have returned to normal operations.
- K. Increased Readiness Levels will be initiated by KyDES based on information furnished by outside sources and the federal government. The required actions are explained in Annex D of this plan.
- L. Reporting of congregate care shelters status to KyDES will be in conformity with Annex U.
- M. Both KyDES and ARC can provide training on how to operate shelters.
- N. All emergency operations will be carried out in conformity to KyDES EOC SOP's and CHR's Emergency Operation SOP. The agency coordinator is responsible for insuring his agency SOP is updated annually.

## V. ADMINISTRATIVE SUPPORT

- A. The Cabinet for Human Resources will require the support of other state, federal, and volunteer agencies if it is to render all of the services which it will be expected to provide. These agencies will include, but not be limited to:
  - 1. Kentucky Department of Personnel
  - 2. Kentucky Retirement System
  - 3. American Red Cross
  - 4. Salvation Army
  - 5. Kentucky Department of Education
  - 6. U. S. Postal Service
  - 7. Volunteer Organizations Active in Disasters
- B. Augmentation and training of emergency organization will be carried out as set forth in CPG 1-7 -- "Guide for Increasing Local Government Civil Defense Readiness During Periods of International Crisis."

VI. GUIDANCE DOCUMENTS

- A. "How to Manage Congregate Lodging and Fallout Shelters", FEMA SM-11
- B. "Shelter Management Handbook", FEMA P&P 8
- C. "Shelter Supplies", FEMA CPG 76-2
- D. "Shelter Management", FEMA CPG 78-9
- E. "Basic Course in Mass Feeding", American Red Cross ARC-2219A
- F. "Basic Course in Emergency Mass Feeding", FEMA H-15
- G. "Mass Care Procedures and Operations", American Red Cross ARC-3033
- H. "Sheltering and Care Operations", FEMA CPG 2-8
- I. "Life Support Operations in Shelters", FEMA CPG 2-20
- J. "Habitability and Human Problems in Shelters", FEMA CPG 2-21

K. "Coordinating Hosting Operations", FEMA CPG 2-22

L. "Hosting in an Emergency", FEMA 183

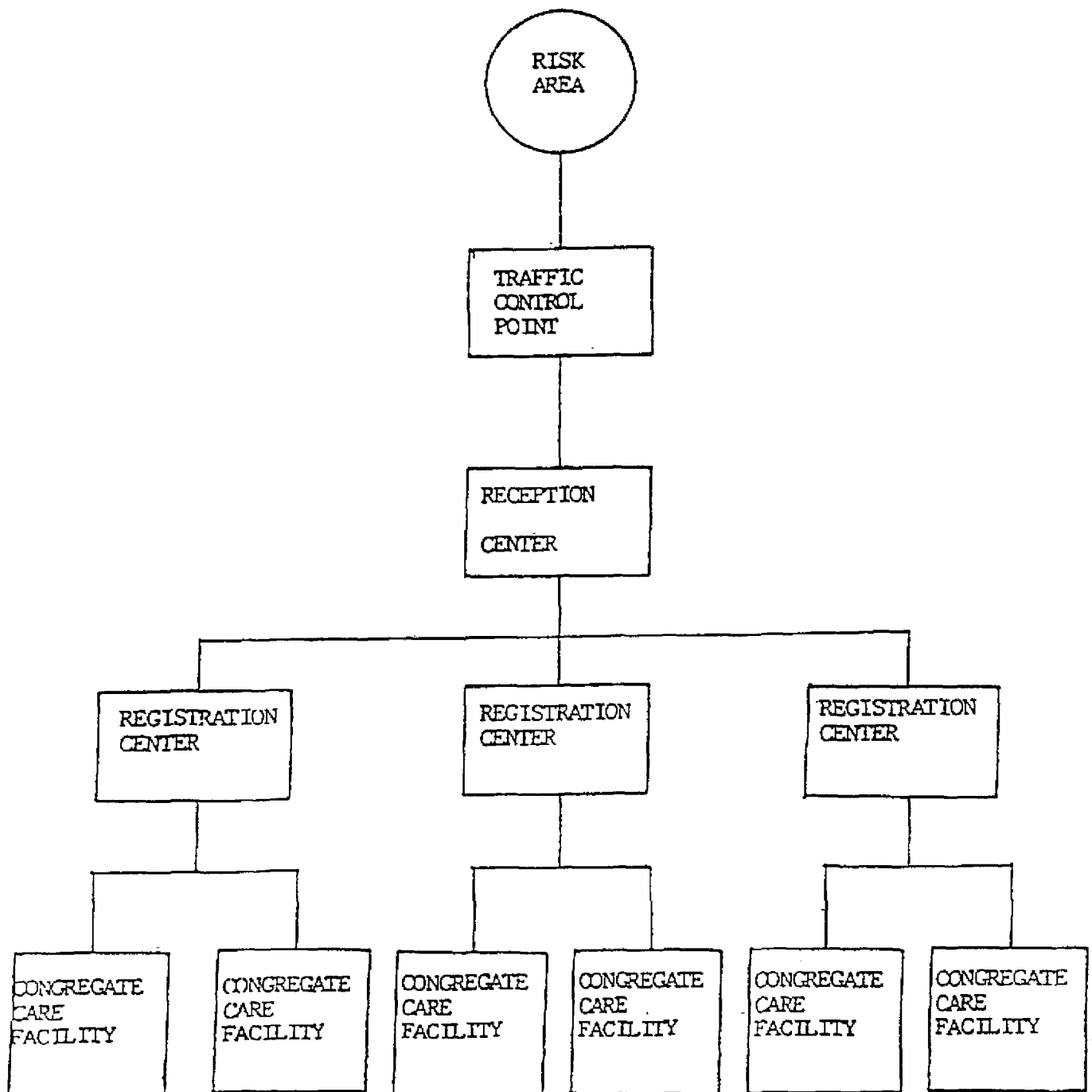
VII. APPENDICES

F-1 Evacuation Flow Chart

F-2 ARC Registration Form

F-3 Statement of Understanding Between the American  
Red Cross and the American Human Association

APPENDIX F-1  
Evacuation Flow Chart



**APPENDIX F-2  
ARC Registration Form**

American Red Cross			
Family Last Name		DISASTER SHELTER REGISTRATION	
Shelter Location		Shelter Telephone No.      Date of Arrival	
Shelter Telephone No.		Predisaster Address and Telephone No.	
<div style="display: flex; justify-content: space-between;"> <div> <p><input type="checkbox"/> do,    <input type="checkbox"/> do not, authorize release of the above information concerning my whereabouts or general condition.</p> </div> <div> <p>Signature _____</p> </div> </div>		<p>Date Left Shelter _____</p> <p>Time Left Shelter _____</p>	
Postdisaster Address and Telephone Number			

Family Last Name	Medical Problem • Killed • Injured • Hospitalized	Age	Referred to Nurse	
Man				
Woman (Include Maiden Name)				
Children in Home				
Family Member not in Shelter (Location if Known)				

SHELTER MASTER FILE      AMERICAN RED CROSS FORM 5872 (8-73)

APPENDIX F-3  
STATEMENT OF UNDERSTANDING BETWEEN THE AMERICAN RED CROSS AND THE  
AMERICAN HUMANE ASSOCIATION

I. PURPOSE

This statement defines an agreement between The American Humane Association and the American National Red Cross in preparing for and dealing with disaster situations. It provides for a system of mutual cooperation in the relief of domestic animals, the assurance of their care, and the search for their owners.

II. DEFINITION OF DISASTER

A disaster is an occurrence such as hurricane, tornado, storm, flood, high water, wind-driven water, tidal wave, earthquake, drought, blizzard, pestilence, famine, fire, explosion, building collapse, transportation wreck, or other situation that causes human suffering or creates human needs that the victims cannot alleviate without assistance.

III. AUTHORITY

By a congressional charter, dated January 5, 1905, the American National Red Cross was designated as a nationwide agency through which the American people voluntarily extend assistance to individuals and families in need as a result of disasters. In part, the charter provides that the American National Red Cross shall --

"continue and carry on a system of national and international relief in time of peace and apply the same in mitigating the sufferings caused by pestilence, famine, fire, floods, and other great national calamities, and to devise and carry on measures for preventing the same."

IV. RECOGNITION

The American Humane Association recognizes the American National Red Cross as the agency chartered by Congress through which the American people voluntarily extend assistance to individuals and families in need as a result of disasters.

The American National Red Cross recognizes The American Humane Association as the national federation of humane societies responsible for the welfare and the protection of homeless animals, including disaster relief.

Both organizations in their voluntary capacity recognize that federal, state, and local government responsibility, in time of disaster, remains the same as at other times, which is the protection of life, property,



public health and welfare, and the maintenance and repair of public property. The occurrence of a disaster increases, but, in general, does not change these responsibilities. The American National Red Cross supports and assists the work of government authorities in alleviating the distress caused by disasters, but does not assume responsibility for governmental functions.

V. ORGANIZATION OF THE AMERICAN NATIONAL RED CROSS

The national headquarters of the American National Red Cross is in Washington D.C. For administrative purposes, the continent is divided among four field offices with each having jurisdiction within a certain number of states. Field offices are located as follows: Eastern U.S., Alexandria, Virginia; Southeastern U.S., Atlanta, Georgia; Midwestern U.S., St. Louis, Missouri; and Western U.S., Burlingame, California. Each field office has an administrative and field staff. Field office jurisdictions are aligned into divisions, which report to the field office. Divisions are made up of groups of chapters, which report to a division headquarters chapter. The chapter is the local unit of the American National Red Cross and is responsible for all local activities of the Red Cross within its territory, subject to the policies and regulations of the national organization. There are approximately 3100 chapters across the United States.

VI. ORGANIZATION OF THE AMERICAN HUMANE ASSOCIATION

The American Humane Association, founded in 1877, is headquartered in Denver, Colorado, and maintains field offices in Los Angeles, Colorado; Lincoln, Illinois; and Washington D.C. The American Humane Association provides services to more than 2000 local humane societies throughout the United States.

Liasion at the local level is conducted through the Animal Protection Department, which holds national meetings annually.

VII. METHOD OF COOPERATION

In order that the American National Red Cross and the American Humane Association may work in cooperation in rendering services during disaster situations the organizations have agreed as follows.

1. Close liasion will be maintained between both organizations at the national, regional, and local levels.

2. On the regional level, representatives of The American Humane Association will coordinate with the American Red Cross in responding to disasters.