

ANNEX C

SHELTERING AND MASS CARE

ANNEX C – SHELTERING AND MASS CARE

PROMULGATION STATEMENT

Annex C: Sheltering and Mass Care, and contents within, is a guide to how the University conducts a response specific to sheltering and mass care. The Annex is written in support of the Texas A&M University (TAMU) Emergency Operations Plan (EOP) and shall be considered an interactive support document to the EOP.

APPROVAL AND IMPLEMENTATION

The University's Assistant Vice President for Safety and Security shall be responsible for annex oversight and coordination with applicable stakeholders. The annex is flexible in that part of the plan, or the entire plan, may be activated based on the specific emergency and decision by University executive management.

This Annex and its supporting contents, are hereby approved, supersedes all previous editions, and effective immediately upon the signing of all signature authorities noted below.

Approved: Signature on File Date: June 30, 2016

Christopher M. Meyer, Assistant Vice President
Office of Safety and Security
Texas A&M University

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SECTION I: GENERAL

The purpose of this Annex is to outline the Texas A&M University plan to provide shelter and mass care to evacuees, whether from realized or threatened disasters, local or otherwise. This Annex supports The Brazos County Interjurisdictional Emergency Management Plan, Annex C, Shelter & Mass Care. Texas A&M personnel and resources may be called upon to support sheltering operations and emergency management in Brazos County as set forth in the interjurisdictional plan and/or existing local mutual aid agreements on campus or at community facilities.

As an asset of the State of Texas and in concert with the University's mission of service, Texas A&M University may be asked to support emergency responses, as a partner with Brazos County and the State of Texas, to include shelter and mass care of evacuees. A coordinated effort with Easterwood Airport and the local community to receive, shelter and return evacuees may be necessary.

TAMU may use any TAMU facility as best suits the university and the emergency. Therefore, these procedures should be considered as guidelines applicable to any facility the university chooses to utilize for sheltering and mass care operations.

SECTION II: CONCEPT OF OPERATIONS

A. DECISION MAKING

Any request from Brazos County or the State of Texas for Texas A&M University to provide sheltering and mass care support should be routed or copied to the university's Emergency Management Director (EMD) or the Emergency Management Coordinator (EMC) or their designated alternates.

Time permitting, the EMD or the EMC shall contact the President or designated alternate. Examples of circumstances wherein time may not permit include evacuations associated with local hazardous materials releases, local severe weather, etc. where there is little or no warning time.

The President or designee will approve/disapprove the use of TAMU facilities for sheltering operations.

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Texas A&M University Galveston (TAMUG) Support: TAMU will support the TAMUG emergency plan as necessary to ensure the safety of students, faculty, staff and visitors to TAMUG. TAMU will also provide a base of emergency operations for the TAMUG emergency team upon request. For the detailed plan, refer to the TAMU-Galveston Plan: <http://www.tamug.edu/emergency/Emergency%20Plans/TAMUG%20Emergency%20Plans.html>.

B. OUTSIDE REQUESTS

Requests for emergency support may be received from any number of entities.

- Requests should be communicated to the Emergency Management Director and the Emergency Management Coordinator. Information on requests will be forwarded through the chain of command to the Office of the President for concurrence.
- Commitment of resources such as food services, transportation, security, etc. to these requests should only be granted if excess capacity beyond that needed by the University and sheltering operations is available.

C. SHELTER OPERATIONS – GENERAL

Shelter managers (minimum of two) should be appointed for each shelter to be utilized to support extended shift operations. Assistant shelter managers shall report to the Shelter Manager.

Shelter operations are resource intensive, including personnel resources. A list of volunteers (staff, faculty and/or students) who are available and willing to work in a shelter should be developed as part of preparations for opening a campus shelter. The list should be maintained current during the duration of shelter operations. Staff or faculty may be assigned to fill roles in shelter operations/support with the approval of their management. Shelter Managers are authorized to choose teams of individuals from those lists to work in their shelters.

Security is paramount at shelters for both evacuees and the campus community. Evacuees will be required to check in and out of the shelters, even if only for short trips to their vehicles or to run local errands. Shelter Managers shall oversee check in/out points and operations. Security/police shall be present at each shelter 24/7 for security purposes.

All shelters may house persons with access and/or functional needs or disabilities.

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Evacuees with special dietary, mobility or other needs, should be advised to identify and discuss specialized needs with the Shelter Manager.

One or more private restroom/shower/dressing facilities must be available for those with access and/or functional needs and for those requiring additional accommodations (e.g., transgender evacuees, single parent families with small children, etc.)

Shelter guests will be asked to identify to shelter support staff any health conditions such as diabetes, kidney disease, heart conditions, etc. for which assistance may be needed.

Evacuees with medical conditions will be triaged by qualified medical personnel. Those evacuees deemed to have conditions that require specialized medical care will be transported to appropriate medical facilities.

Discharge planning should begin with the arrival of evacuees. Discharge plans applicable to all evacuees will be developed and should conform to applicable standards for the emergency event and the population sheltered. Common considerations include: any access and/or functional needs of the evacuee; safety of the area to which the evacuee is returning; local government's approval to return; safety/integrity of the evacuees residence; etc.

Pets will arrive with evacuees. Pets must be appropriately kenneled or crated, cared for, and linked with a pet owner. All pets of evacuees sheltered on campus will be taken to the appropriate animal shelter designated for the emergency response. Refer to the Brazos County Interjurisdictional Emergency Management Plan for animal sheltering provisions. Contact the Community Emergency Operations Center (CEOC) at 979-821-1000 to access assistance in sheltering animals.

Privacy of evacuees must be respected. Requests from media should be referred to Marketing and Communications or to the CEOC.

Welfare requests concerning evacuees must be handled in a manner that protects the privacy and welfare of the evacuee. Such requests should be routed through the CEOC.

Designated smoking area(s) will be made available for and communicated to evacuees.

Specific checklists for shelter activation and operations are provided in Appendix B.

D. SECURITY

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The primary role of the Department of Security and University Police during sheltering operations is to provide for the safety and security of all evacuees and shelter management personnel in the facility. Many of the tasks required of the department during shelter operations are simply an expansion of normal daily responsibilities including enforcing laws, maintaining order, protecting lives and property and traffic and crowd control.

The following actions will be common to any shelter facilities opened on the campus of Texas A&M University:

- No alcohol, illegal drugs/narcotics, or illegal weapons will be allowed in the facility.
- All evacuees should be issued some form of identification to aid shelter staff and security in identifying guests. University Police reserve the right to perform criminal background checks on evacuees sheltered on campus and to take actions necessary to protect the majority of the evacuees assigned to a university shelter.
- The UPD Officer-In-Charge will meet with the Shelter Manager or designee to identify any concerns that may impact security. For example, transportation, safekeeping of valuables, behavioral issues, etc.
- Access points to the facility will be identified and monitored by police or security personnel. Evacuees are not restricted to the facility. However, limitation of access points and logging of evacuees in and out of the shelter is required.
- Traffic/crowd control of the area outside the facility will be maintained to assist the evacuees.
- Police/security will patrol the parking areas outside the shelter during shelter operations.
- The evacuee sleeping area will be monitored 24/7.
- Areas with restricted access will be monitored.
- At the beginning of each shift, the UPD Officer-In-Charge of the shelter security detail will identify themselves to the Shelter Manager or Designee.
- All shelter requests for additional police/security personnel will be directed to the Chief of Police or designee.
- Depending on the type of emergency, in addition to their normal duty assignments, security personnel may be called upon to protect key facilities, control access to damaged areas, disseminate information to the public should primary systems be inoperative and provide security to evacuated areas.

E. FOOD SERVICES

Food for evacuees may be provided by many different sources. The food must be prepared and served by a permitted food service vendor in accordance with all applicable rules and the Texas Department of State Health Services and the Brazos County Health Department. Suggested sources of food for evacuees include:

- University Dining (Compass Group)
- Salvation Army
- Brazos Valley Food Bank
- Baptist Men's Feeding Kitchen
- Commercial food vendors

Food services and numbers of evacuees to be fed should be coordinated through the CEOC.

In the event of a hurricane sheltering operation for evacuees, University Dining (Compass Group) should provide:

- A primary point of contact for coordinating food services.
- Expense tracking for all meals, snacks, drinks and associated expenses.

F. FUNDING AND TRACKING OF RESOURCES AND EXPENDITURES

Shelter operations require significant resources. Tracking those resources is vital for several reasons:

- Knowing what resources are on hand and available,
- Anticipating what will be needed,
- Tracking resources and returning resources at the conclusion of the sheltering operation,
- Tracking costs as necessary for reimbursements

Shelters that operate for an extended period often need and/or receive donations for evacuees. Donations should be managed carefully and any public calls for donations should be very specific in describing what is needed. Solicited donations or shelter-

directed purchases to meet needs of evacuees often are more effective in garnering usable items. The University will manage donations in accordance with Annex T: Donations Management of the Brazos County Interjurisdictional Emergency Management Plan; however, the University realizes spontaneous donations can occur at various locations on campus. These donations will be managed as appropriate at the time of the incident.

G. PUBLIC INFORMATION

Refer to Annex I of the TAMU Emergency Operations Plan.

H. TRANSPORTATION

Director of Transportation Services (TS) will be notified and will take action to put TS staff on alert.

Request for services may involve personnel and/or resources to include:

- Busses to assist in evacuation of coastal areas
- Busses to assist in evacuation of TAMUS member campuses
- Support of shelter operations
- Local transport of evacuees or emergency response personnel
- Traffic control and parking

I. FACILITIES FOR SHORT TERM REFUGE

University facilities may be made available for “short term refuge” for students, faculty and staff of the University in the event that severe weather is predicted locally or due to a hazardous materials release.

Short term refuge facilities are typically:

Opened only for periods not to exceed 24-hours

Not supported with food services, bedding, custodial, security, etc.

Deemed structurally adequate to sustain 100 mph winds without serious damage.

Facilities Coordination and the Office of Safety and Security will cooperate to identify availability of such facilities.

J. COMMUNICATIONS

Refer to the Brazos County Interjurisdictional Emergency Management Plan, Annex B, Communications and to the Texas A&M University Emergency Operations Plan, Annex B - Communications.

SECTION III: ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

The Emergency Management Director and/or the Emergency Management Coordinator

- Monitor weather conditions and state emergency notices regarding hurricane activity or other events that could result in activation of this plan.
- Expedite the routing of requests for use of Texas A&M University shelters to appropriate administrators.
- Coordinate shelter and mass care efforts with Brazos County and State emergency operations.
- Request support from Brazos County Emergency Management if local resources are insufficient.
- Coordinate resource and staffing support for shelter operations.

The Shelter Manager(s)

- Staff and open shelters and keep them operating as long as necessary or until university shelters must close.
- Oversee registration of shelter occupants and handling of disaster welfare inquiries.
- Oversee provision of clothing, blankets, personal care items, etc. to evacuees.
- Arrange for mass feeding with the CEOC.
- Coordinate with temporary pet housing and care facilities Community Emergency Operations Center.
- Identify and request additional shelter resource requirements and evacuee support services.

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- Develop and submit a daily shelter plan and status report.
- Ensure accurate records are maintained for resources ordered and expended.
- When directed, terminate shelter operations and oversee disposition of supplies and equipment and return of facility to normal conditions.

University Police

- Provide security and law enforcement at shelters as necessary for evacuee safety and the safety of the campus community.

Environmental Health and Safety

- Ensure that the facility, as used, complies with fire codes.
- Train shelter management personnel in fire safety and fire suppression as it relates to that facility.
- Ensure that facility sanitation conditions are monitored periodically.
- Review evacuation plan for the shelter.

Transportation Services

- Maintain a transportation plan for hurricane sheltering operations ensuring that shelter requests for transportation are given priority.
- Upon request, arrange transportation for transfer of evacuees to another shelter or to their homes, as appropriate.

Marketing and Communications

- Provide information to the public on shelter operations as approved by the Shelter Manager, the Emergency Management Director and/or Coordinator and the Office of the President.
- Coordinate media inquiries regarding shelters, TAMUG operations and status, and other university emergency relief operations.
- Provide a liaison to the EOC and/or Joint Information Center.

The Associate Vice President for Facilities and Operations

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- To the extent possible, ensure power, water supply and sanitary services are operable at shelter facilities.
- Take steps as necessary to protect shelters and evacuees therein from foreseeable hazardous weather conditions.
- Identify and prioritize facilities and operations needing emergency backup power. Shelters shall be considered priority facilities.
- Implement procedures as necessary to protect and secure campus facilities and grounds in advance of expected hazardous weather.
- Provide support for shelter setup, operation and breakdown to include assistance moving supplies and equipment, enhanced custodial services, etc.

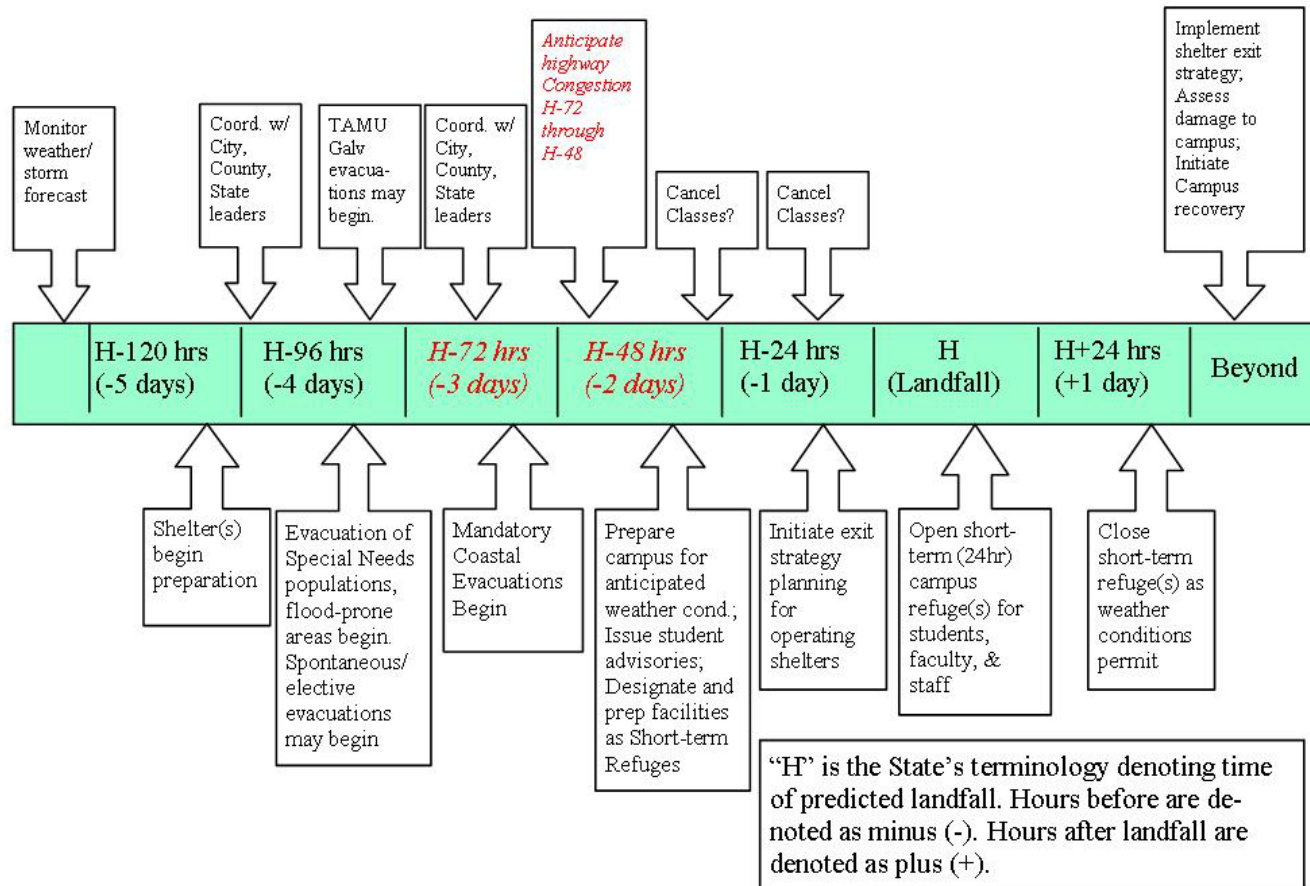
TAMU IT

- Provide staff and resources necessary to support shelter operations
- Provide Ethernet drops, wireless access and support, telephone service, and computing and business services necessary for shelter staff and guests.

APPENDIX A DECISION TIMELINE FOR HURRICANE PLANNING

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APPENDIX A: DECISION TIMELINE FOR HURRICANE PLANNING

Sample Hurricane Timeline



APPENDIX B
SHELTER OPERATIONS
TEMPLATES

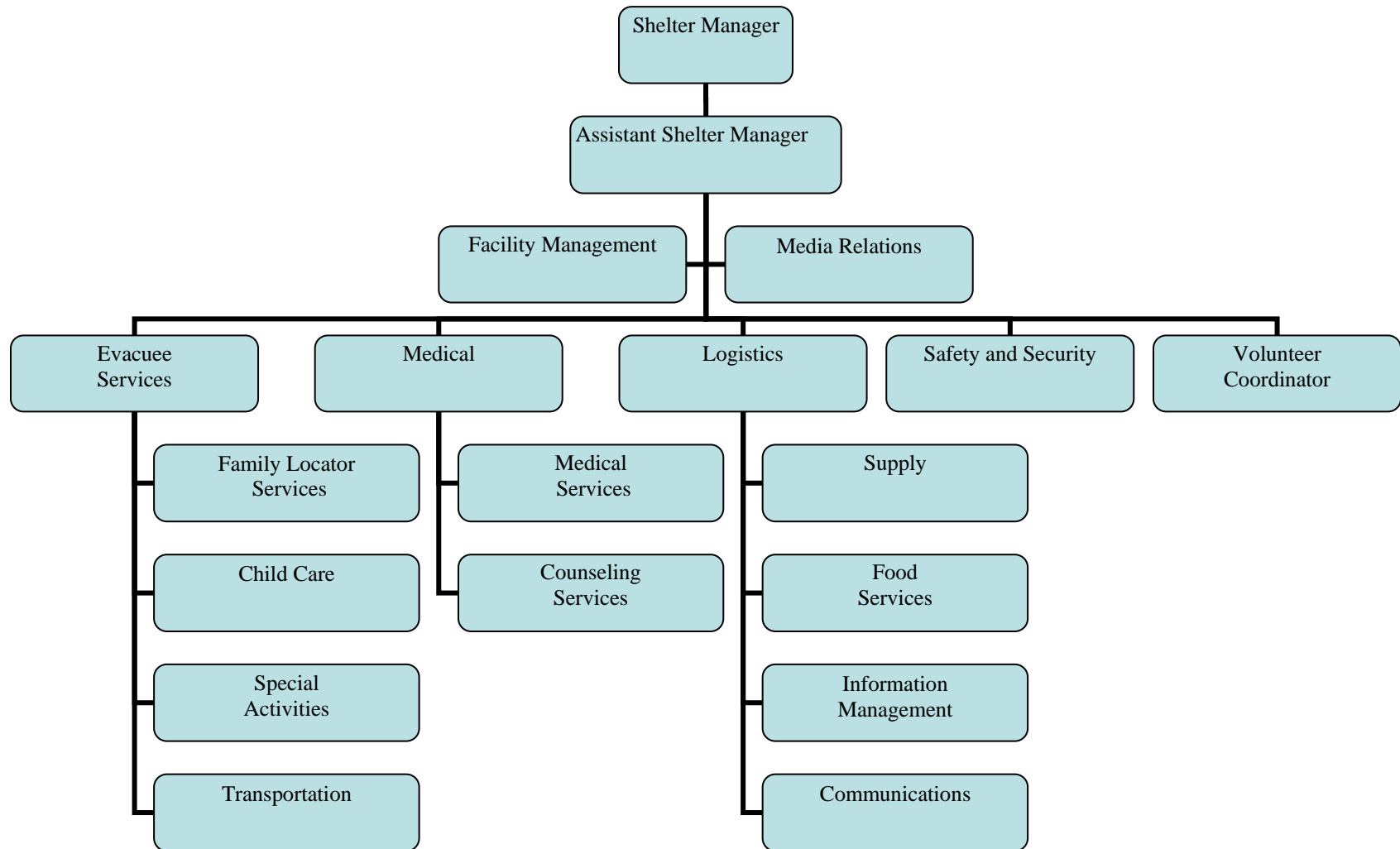
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Sheltering and mass care operations and the staff who are charged to manage them must remain flexible because every population being sheltered will be different and, therefore, will have different needs. In the following attachments, example organizations, checklists, charts and forms are included and may be used but are not required to be used. Instead equivalent forms from the American Red Cross, Baptist Child and Family Services (BCFS), or other shelter management organizations may be substituted. Shelter capacities and arrangement vary depending on the needs of the population and the availability of medical support.

Forms – contact the Emergency Operations Center for current set of forms for use in sheltering operations.

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Shelter Organization Chart



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**Emergency Shelter
Information Sheet**

Date In: _____ **Time In:** _____ am / pm

Date Out: _____ **Time Out:** _____ am / pm

Personal Information:

Last: _____ First: _____

Date of Birth: _____ Sex: M F

Address:

City: _____ County/Parrish: _____

State: _____ Zip: _____

Phone #: _____ Cell #: _____

Member of Group (i.e. University, Nursing Home, etc.): Yes No

Group Name: _____

Emergency Contact Information (not in shelter):

Name: _____ Phone #: _____

Relationship: _____

Return Information:

Will the evacuee need a ride back home or to other location? Yes No

Special Needs/Medications:

Continued on back

Shelter Use Only:

Facility: _____

Bed Assignment: _____

Special Needs: Yes No

Medical: _____

Diet: _____

Other: _____

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Family Members (in shelter): **Total #:** _____

Pets: Yes No

	Type	Name	Description	Location
1				
2				
3				
4				

Pet Comments:

Notes/Comments:

Discharge Information:

Discharged to: _____ Relationship: _____

Address:

City: _____ State: _____ Zip: _____

Phone #: _____ Cell #: _____

Comments:

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**Shelter Assignment
 Log**

Facility: _____ Operational Period: From: _____ To: _____
--

Assignment	Name	Contact Information
Disaster Welfare	1) _____	_____
	2) _____	_____
	3) _____	_____
Supply Room	1) _____	_____
	2) _____	_____
	3) _____	_____
	4) _____	_____
Food Services	1) _____	_____
	2) _____	_____
	3) _____	_____
	4) _____	_____
	5) _____	_____
	6) _____	_____
	7) _____	_____
	8) _____	_____
	9) _____	_____
	10) _____	_____
Facilities	1) _____	_____
	2) _____	_____
Volunteer Services	1) _____	_____
	2) _____	_____
	3) _____	_____
	4) _____	_____
Child Care	1) _____	_____

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- 2) _____
- 3) _____
- 4) _____
- 5) _____
- 6) _____
- 7) _____
- 8) _____

**Counseling
Services**

- 1) _____
- 2) _____

Security

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____
- 6) _____
- 7) _____
- 8) _____
- 9) _____
- 10) _____

EOC Liaison

- 1) _____
- 2) _____

Special Activities

- 1) _____
- 2) _____
- 3) _____
- 4) _____

Media Relations

- 1) _____
- 2) _____

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Facility: _____
Operational Period:
From: _____
To: _____

Shelter Staffing Log

Position	Staff Member	Time In	Time Out	Comments
Shelter Manager	_____	_____	_____	_____
Assistant Director	_____	_____	_____	_____
Information Mgmt.	_____	_____	_____	_____
Information Mgmt.	_____	_____	_____	_____
Reed Arena Mgmt.	_____	_____	_____	_____
Reed Arena Mgmt.	_____	_____	_____	_____
Disaster Welfare Inq.	_____	_____	_____	_____
Transportation	_____	_____	_____	_____
Logistics Coord.	_____	_____	_____	_____
Supply Room Coord.	_____	_____	_____	_____
Food Services Coord.	_____	_____	_____	_____
Food Services Coord.	_____	_____	_____	_____
Facilities Coord.	_____	_____	_____	_____
Volunteer Coord.	_____	_____	_____	_____
Volunteer Coord.	_____	_____	_____	_____
Child Care Coord.	_____	_____	_____	_____
Medical Coord.	_____	_____	_____	_____
Medical Coord.	_____	_____	_____	_____
EMT Coord.	_____	_____	_____	_____
EMT Coord.	_____	_____	_____	_____
Counseling Services	_____	_____	_____	_____
Counseling Services	_____	_____	_____	_____
Security Liaison	_____	_____	_____	_____
Security Liaison	_____	_____	_____	_____
EOC Liaison	_____	_____	_____	_____
EOC Liaison	_____	_____	_____	_____
Special Activities	_____	_____	_____	_____
Media Relation	_____	_____	_____	_____

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Shelter Setup Checklist

#	Item Description	Quantity	Completion
1	Notify appropriate university personnel		
2	Coordinate with appropriate agencies for shelter staffing		
3	Set up shelter command center		
4	EMS area set up (refer to Section IV.I – Medical)		
5	Designate and supply restrooms/shower facilities		
6	Position a safe near the command center for storage of weapons or valuables		
7	Setup child care center		
8	Set up and stock supply room		
9	Set up and stock kitchen and serving areas		
10	Designate counseling services area		
11	Setup support communications		
12	Set up evacuee in-processing station(s)		
13	Set up security for Reed Arena and secure loading dock area		
14	Set up exterior smoking/social area(s)		
15	Set up for Disaster Welfare Inquiry area (Family Locator Services)		
16	Set up of shelter information board		
17	Set up supplemental restroom facilities if deemed needed		
18	Activate volunteer network and coordination system		
19	Set up and stock pet holding area as required (or make notifications with CEOC for animal shelters)		
20	Assignments:		
	Cots and bedding		
	Access control		
	Pharmacy		
	Food service, snacks		
	Ice, Drinks		
	Guest information		
	Guest services		
	Hand washing stations		
	Hand sanitizer		
	Restrooms		
	Showers		
	Custodial		

