

# **APPENDIX 2 - City Of Tucson Shelter Management Guidelines (Including Special Needs Populations) For Mass Evacuation, Reception**

## **I. Purpose**

The purpose of this appendix is to provide for the protection of the population from the effects of hazards through the identification of shelters and provision of mass care. Additionally, this will provide an understanding of the assignment of personnel to open shelters to house evacuated persons due to a natural or man-made emergency and disaster.

## **II. SITUATION AND ASSUMPTIONS**

### **A. Situation**

1. Based upon the City of Tucson's hazard analysis, there are several emergencies for which shelters may be required, including severe storms, floods, hazardous material accidents, fires, nuclear/radiological incidents, terrorist events, and high winds.
2. The City of Tucson Office of Emergency Management and Homeland Security (TOEMHS) and the American Red Cross (ARC) have identified and surveyed potential shelters within the City of Tucson (see Tabs A & B) and have determined which would be appropriate to use during disasters. Although these shelters have been determined to be sufficient for citizen needs and are documented by the City and the American Red Cross in shelter agreements and mass care facility surveys, their availability at the time of an incident, will be determined and verified by the TEOMHS and the ARC.
3. Pima County Office of Emergency Management and Homeland Security (PCOEMHS) will maintain a Pima County Shelter and Reception plan. The County Shelter plan will be used in conjunction with the City of Tucson's Shelter and Reception plan. The PCOEMS and the TOEMHS will cooperate, collaborate and coordinate mass shelter and/or reception incidents

### **B. Assumptions**

1. Sufficient in-jurisdiction sheltering exists to meet the needs of an evacuation during emergencies or disasters.
2. For out-of-jurisdiction evacuation, sufficient shelter capacity exists in adjacent counties and shelter locations can be arranged and made available.
3. A high percentage of evacuees will seek shelter with friends or relatives rather than go to a public shelter.

### **III. CONCEPT OF OPERATIONS**

- A. The American Red Cross (ARC) independently provides mass care to all disaster victims as part of a broad program of disaster relief sources as outlined in charter provisions enacted by the United States Congress. The responsibilities assigned to the American Red Cross through the City of Tucson Emergency Operations Plan (EOP) Emergency Support Function (ESF) #6, will, at no time supersede those responsibilities previously assigned to the American Red Cross by its congressional charter.
- B. The ARC will provide shelter and mass care to the general population. Additional resources are available to complement the Red Cross in the event the ARC cannot provide shelter and mass care. These resources include the Arizona Department of Health Services, the Arizona Department of Economic Security, the Pima County Health Department, and as necessary, the City of Tucson's Community Services Department.
- C. The City of Tucson's Office of Emergency Management and Homeland Security Commander and the American Red Cross will coordinate shelter location. Operations will mutually be supported with shared personnel and support services of American Red Cross and City of Tucson's Community Services or Parks and Recreation Departments whenever possible.
- D. To the extent possible, disaster or emergency shelter planning and design should include handicap-accessible provisions to accommodate a minimum of ten (10) percent of shelter capacity for persons with special emergency needs. This is intended to maximize available common shelter resources – for example, non-medical personnel, food, water, bedding, etc.
- E. The Pima County Health Department will provide shelter and mass care management to the special needs population whether co-located with the general public or other pre-designated special care shelter.
- F. Public and private providers of institutional care (medical and residential) remain responsible for having shelter plans, for continued care of their clientele when in shelters. This includes those persons with special needs such as elderly, mentally and physically handicapped, ambulatory and non-ambulatory clients or patients.
- G. If the City of Tucson is receiving, or has the potential to receive, evacuees from neighboring cities, towns, counties, and/or states, a mass reception area will be set up. There have been two locations identified by PCOEMHS through the Pima County's Shelter and Reception Plan to provide a reception area. One to the south at the Pima County Fairgrounds and one to the North in Marana.

### **IV. SPECIFIC FUNCTIONS AND RESPONSIBILITIES**

- A. Shelter/Reception Personnel  
Personnel Assignments and Notification will be made, respective of direction and control by:
  - 1. Emergency Services Director of Red Cross
  - 2. Director, Parks and Recreation Department or the Community Services Department

3. Director, Pima County Health Department
  4. Director, Pima County Social Services
- B. Shelter/Reception Managers  
Shelter Managers will be appointed and designated by qualification, respective of direction and control by:
1. Emergency Services Director of Red Cross
  2. Director, Parks and Recreation or Community Services
  3. Director, Pima County Health Department
  4. Director, Pima County Social Services
- C. Shelter/Reception Staff Alert List  
Current lists of shelter staff, and qualified shelter managers are maintained by the individual agencies in both hard copy and digital form. Each agency is responsible for ensuring their respective lists contain the most currently available contact information.
- D. Staffing Recommendations for the shelter and reception areas.
1. Administrative – Shelter/Reception Management (24 hours)
  2. Technical/Maintenance
  4. Communications (24 hours)
  5. Medical
  6. Security (24 hours)
  7. Sanitation (24 hours)
  8. Mental Health
  9. Radiological Monitors (as needed)
- E. Shelter/Reception Communication  
Primary communication from the Emergency Operations Center to the shelters and/or reception area, and from shelter/reception area to shelter/reception area will be by commercial telephone. The backup communication will be radio. The priority list for communications is as follows:
1. Amateur radio
  2. Radio equipped law enforcement vehicles
  3. Radio equipped fire trucks
  4. Radio equipped ambulances
  5. Computer via Internet
  6. Messenger service
- In the event a radio equipped vehicle or person is not available for backup support, then the next available organization on the Priority List will be assigned to this mission. A Communications Log will be maintained for all incoming and outgoing messages.
- F. Shelter/Reception Security  
The City of Tucson Police Department, other designated law enforcement agency, or private security provider will provide security on a 24-hour basis.
- G. Shelter/Reception Supplies/Equipment  
Kits containing necessary supplies/equipment will be stored at the Red Cross and distributed to the shelters by the Red Cross. Examples are pens,

paper, pads, identification badges, registration forms, and communication/shelter logs.

H. Shelter/Reception Food

One, or a combination, of the following will provide food:

1. The City of Tucson Parks and Recreation Department Concession Section
2. The American Red Cross
3. The Salvation Army
4. An identified school district

I. Shelter/Reception Clothing

Private party donations and the Pima County Department of Social Services will provide clothing with assistance from the Red Cross and the Salvation Army, if required.

J. Radiological Monitoring/Decontamination

Various City of Tucson Fire Stations and fire apparatus have been assigned to conduct radiological monitoring and decontamination. Signs to designate monitoring and decontamination areas will be contained in a kit or separate items as needed from Tucson Fire Department supply stocks.

K. Shelter/Reception Records

The staff will maintain all applicable records/forms including the Registration Forms, the Communication Log, the Daily Log, receipts of expenditures, etc.

L. Shelter/Reception Expenditures

The American Red Cross will pay operation expenses for ARC-operated shelters. Other expenses (persons with special needs) will be borne by the City of Tucson Department managing the shelter/reception area.

M. Shelter/Reception Closing

The Red Cross Director or representative, after consultation with the Emergency Operations Center Director, will notify the shelter/reception manager to close the shelter/reception area. The Red Cross Director or representative will complete an inventory of supplies and equipment. The Red Cross will turn vital records over to City of Tucson Office of Emergency Management and Homeland Security.

N. Other

1. The City of Tucson Community Services Department will provide assistance to persons in shelters and/or at reception centers requiring additional services.
2. The Red Cross and other involved social service agencies will conduct cleanup.

## **V. DIRECTION AND CONTROL**

- A. The American Red Cross will direct and control ARC shelter/mass care operations in conjunction with City of Tucson Office of Emergency Management and Homeland Security. The City of Tucson Community Services Department and the Pima County Health Department will provide support, unless otherwise stated in this appendix.
- B. The Director of the Pima County Health Department will direct and control special needs sheltering.
- C. The State of Arizona Director of Social Services and/or the Director of the Pima County Health Department (Special Needs) will coordinate with American Red Cross on shelter/mass care operations for the City of Tucson.

## **VI. CONTINUITY OF GOVERNMENT**

The line of succession for shelter and mass care is:

- A. Southern Arizona Chapter of the American Red Cross
  - 1. Executive Director, Southern Arizona Chapter
  - 2. Director of Emergency Services
  - 3. Disaster Services Chair
- B. Pima County
  - 1. Director of Emergency Management
  - 2. Deputy County Administrator for Health & Medical Services
  - 3. Chief Medical Officer
- C. Tucson Office of Emergency Management & Homeland Security
  - 1. Tucson Fire Department Deputy Chief, Emergency Services
  - 2. Tucson Police Department Specialized Response Division Commander
  - 3. Tucson Police Department, Commander Emergency Management & Homeland Security
- D. Arizona State Division of Emergency Management (ADEM)
  - 1. Director, ADEM

## **VII. ADMINISTRATIVE & LOGISTICS**

- A. The City of Tucson provides for the accountability of its response efforts through a record management system that tracks details of each emergency incident from its inception through its demobilization.
- B. All transportation, personnel hours and other costs associated with shelter operations must be itemized in accordance with the State of Arizona Department of Emergency Management & Military Affairs and FEMA. Copies of all documents will be sent to the Tucson Office of Emergency Management and Homeland Security within 24 hours of compilation.

## **VIII. PLAN DEVELOPMENT MAINTENANCE & DISTRIBUTION**

This plan was developed through the cooperative efforts of the City of Tucson, the American Red Cross, Pima County, local entities, and State agencies. Maintenance of the plan will be directed by the City of Tucson Office of Emergency Management & Homeland Security, through appropriate representatives as designated by the Mayor.

The City of Tucson Office of Emergency Management and Homeland Security is responsible for coordinating full reviews and updates of this plan every four (4) years or more frequently if deemed necessary by the Tucson Office of Emergency Management and Homeland Security.