

ANNEX 6
ESF-6 – MASS CARE

COORDINATING: SC Department of Social Services

PRIMARY: Red Cross; The Salvation Army; SC Department of Health and Environmental Control; SC Department of Health and Human Services; SC Lieutenant Governor’s Office on Aging; SC Department of Mental Health; SC Department of Alcohol and Other Drug Abuse; SC Vocational Rehabilitation Department; S.C. Assistive Technology Program; South Carolina Baptist Disaster Relief; Clemson Livestock/Poultry Health

SUPPORT: SC Department of Disabilities and Special Needs; SC Department of Motor Vehicles

I. INTRODUCTION.

- A. Sheltering (includes general population sheltering to include sheltering for all individuals, to include functional and access needs, medical needs shelters, partner co-located shelters and pets and service animals)
- B. Feeding (fixed sites and mobile feeding units)
- C. Distribution of Emergency Supplies
- D. Reunification and Disaster Welfare Inquiries

II. PURPOSE.

- A. Coordinate the capability to meet basic human needs (shelter, food, distribution of emergency relief supplies and disaster welfare inquiries), in disaster situations.
- B. Outline responsibilities and policies, established for Mass Care operations, before, during and after a disaster.

III. CONCEPT OF OPERATIONS.

- A. The SC Department of Social Services (SCDSS) is the Lead Agency, designated for coordinating Mass Care operations. SCDSS is responsible for coordinating all ESF-6 administrative, management, planning, training, preparedness, mitigation, response and recovery activities, to include coordinating and maintaining the ESF-6 SOP.
- B. ESF-6 Supporting Agencies will assist SCDSS, in the planning and execution of the above.
- C. Support Agencies will ensure their ESF-6 personnel are familiar with the National Response Framework and corresponding concepts, actions and responsibilities. This familiarization will include but not be limited to, the structure, organization, functions and responsibilities of the Incident Management Assist Teams (IMAT), and the Joint Field Office (JFO).

- D. ESF-6 will coordinate Mass Care, with all supporting and other appropriate agencies/organizations.
- E. Each Mass Care Agency/Organization will manage its own program(s) and maintain administrative and logistical support, for its activities.
- F. In coordination with and support of the Counties and Tribal Governments, ESF-6 will assess the situation (both pre-and post-event) and in coordination with local Emergency Management officials, develop strategies to respond to the emergency.
- G. Red Cross and The Salvation Army (TSA), in coordination with other Voluntary Agencies, provide Mass Care, as part of a broad program of Disaster Relief.
- H. Mass Care
 - 1. General Population Sheltering
 - a. Under a State of Emergency, SCDSS will be the primary organization that will coordinate with Red Cross, The Salvation Army (TSA), South Carolina Baptist Disaster Relief (SCBDR) and local/county emergency managers to manage and operate general population mass care operations, in South Carolina.
 - b. SCDSS, in conjunction with Red Cross, TSA and SCBDR during a State of Emergency works directly with local/county government/community partners to open shelters where residents will be safe. Red Cross will take the lead role in working with non-governmental organizations, faith based, and private companies that provide shelter services, during disaster relief.
 - c. In a Multi-County or State-level event, SCDSS will coordinate the opening and closing of shelters, in conjunction with Red Cross, to ensure they follow Red Cross guidelines to include, if necessary, coordinating regional support, to the event. Shelters not meeting Red Cross survey guidelines, must be approved by SCDSS and local emergency manager, in order to protect the overall State of South Carolina, in a State of Emergency.
 - d. Red Cross and/or other organizations may open general population Mass Care shelters. However, Red Cross shelter operations are managed by Red Cross-trained volunteers and staff while SCDSS provides augmentation to support Red Cross and local authority having jurisdiction (AHJ) that need additional shelter support.
 - e. Red Cross maintains a database of pre-surveyed shelter locations, in their National Shelter System (NSS). County and local Emergency Management can contact their local Red Cross Representative, to receive a copy of the NSS listing of the shelters, in their area.

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- f. Red Cross, TSA and SCBDR will provide liaison and support at all levels, during a State of Emergency.
 - g. SCDSS, in coordination with SCEMD and County Emergency Management, will pre-determine the locations for designated general population shelters for hurricanes, fixed nuclear facilities, high-risk dams and other potential catastrophic events.
 - h. SCDSS may be required to open general population shelters without support of other volunteer partners. Detailed procedures for how this will occur are in the ESF-6 Mass Care Standard Operating Procedures (SOP).
2. Special Medical Needs Shelters (SMNS)
- a. The SC Department of Health and Environmental Control (SCDHEC) is the lead State Agency that will coordinate, manage and operate SMNS, in South Carolina.
 - b. General criteria, for sheltering in a SMNS
 Individuals, who meet one/more of the following general guidelines, could qualify as needing to be sheltered, at SMNS:
 - Requires uninterrupted power to operate equipment/refrigeration;
 - Requires a temperature-controlled environment;
 - Requires a medical bed/medical cot
 - Specific Category of Need/Admission, including caregiver requirements, are found in *Special Medical Needs Sheltering (SMNS) Guidelines*, published by DHEC's Office of Public Health Nursing.
 - c. SCDHEC will contract/coordinate the use of facilities, as SMNS facilities, coordinate the staffing of the shelter, to include providing medical monitoring and liability coverage, to SMNS.
 - d. SCDHEC will coordinate with other ESF-6 support agencies and organizations, for SMNS requirements, as needed/necessary.
 - e. SCDHEC is responsible for maintaining and ensuring the confidentiality of shelter records.
 - f. SCDHEC will assist sheltered individuals, in making arrangements for essential medical equipment, as the situation allows (patients should bring medicine and equipment with them, if possible).
 - g. SCDHEC will open and close SMNSs, at the request of and in coordination with county Emergency Management, in order to meet the sheltering needs, of the local impacted areas.

- h. In a large-scale event, SCDHEC will coordinate opening and closing SMNSs with local emergency management partners.
 - i. See Attachment A, (Special Medical Needs Shelter Listing), for a list of the SMNS locations, pre-identified, by SCDHEC. County and local Emergency Management should contact their Regional Director of Public Health Preparedness for further information/coordination.
 - j. When identified and appropriately assessed to meet the criteria as outlined in H-2-B-1, SCDHEC will co-locate SMNS with Red Cross-managed shelter.
3. Partner Co-Located Shelters
- a. Will be partner shelters and may be managed, by Red Cross, SCDSS or another partner agency. A partner agreement/MOU/MOA) could be written, in advance/at the time of opening. The main Roles and Responsibilities, outlined above, for the respective organizations, will be largely unchanged.
 - b. May include general population, special medical needs, pet and other partner services, such as mental health, child care, etc.
 - c. SMNS will function separately but within the shelter. However, there will interaction between SCDSS, Red Cross, ESF-17 and SCDHEC, as necessary, to facilitate Mass Care, among respective populations.
 - d. State-level coordination will occur between the SEOC, within ESF-6, and state and regional/county-level agencies and organizations, to include DHEC's Agency Coordination Center, local DHEC Preparedness staff, Red Cross staff, and county emergency management.
 - e. Local-level coordination will occur between local DHEC Emergency Management staff, Red Cross staff, DSS staff and county Emergency Management. ESF-6 Partners, at the SEOC, will coordinate with their respective local staff and SCDHEC's Agency Coordination Center (ACC).
 - f. ESF-6 may activate the Mass Care Sheltering Task Force, to support a coordination and efficient Mass Sheltering response.
4. Pets and Service Animals
- a. The 2006 Pets Evacuation and Transportation Standards (PETS) Act amended the Stafford Act to ensure that state and local emergency preparedness operational plans address the needs of

individuals with pets and service animals prior to, during and following a major disaster or emergency.

- b. Clemson Livestock-Poultry Health (CULPH) is the primary agency, under ESF-17: Animal/Agriculture Emergency Response in the SCEOP. CULPH leads and collaborates with other ESF-17 agencies and organizations to support mass care efforts by coordinating resources to assist people seeking shelter who evacuate with pets and service animals.
- c. Service animals are not considered pets. Service animals, according to the Americans with Disabilities Act, accompany their owners anywhere, including into shelter facilities.
- d. Emergency Pet Shelters will be of 3 main types: pets stay with owners within the shelter setting; pets are sheltered in close proximity to human shelters and owners help provide daily care; pets are sheltered separately. These require varied levels of personnel resources (less-to-more, respectively). Other than animal care/control personnel working within their local jurisdictions, personnel assisting with temporary, emergency pet shelters, will be volunteers.
- e. The name and location of pre-designated sites for temporary, emergency sheltering of pets will be placed into the ESF-6 shelter database and Palmetto/WebEOC Shelter Board. If a need develops for a temporary, emergency pet shelter(s) where none exists, ESF-17 agencies and organizations will coordinate resources to determine, set up, staff and manage such a site(s).

5. Feeding

- a. ESF-6 will coordinate Mass Care feeding operations, with ESF-11 (Food Services).
- b. The Red Cross, TSA, SCBDR and other organizations, will manage feeding programs for disaster survivors and emergency workers, through a combination of fixed sites and mobile feeding units.
- c. The Red Cross, TSA and SCBDR provide feeding capability through their own resources.
- d. Feeding operations will be based on sound nutritional standards and will attempt to include, when feasible, provisions for meeting dietary requirements, for people with special restrictions.
- e. SCDHEC will coordinate with ESF-6 for feeding support to the SMNS, as necessary.

- f. SCDSS will manage the Disaster Supplemental Nutrition Assistance Program (D-SNAP), under the rules and regulations, for the USDA Food and Nutrition Service (FNS).
 - g. The Lieutenant Governor’s Office on Aging (LGOA) will provide technical assistance and support the 10 regional Area Agencies on Aging (AAAs) to help maintain continuity of services to seniors, served through the SC aging network - including the provision of meals for older adults at congregate sites (senior centers) and home-delivered meals for seniors who cannot attend the congregate sites.
 - h. ESF-6 may activate the Mass Feeding Task Force (MFTF), to support a coordinated, timely and efficient Mas Feeding Response.
6. Distribution of Emergency Relief Supplies
- a. ESF-6- will coordinate with the SEOC Logistics Section, to determine the appropriate distribution method of emergency relief supplies, (to include but no limited to, non-perishable food, paper products, household cleaning supplies, infant care items and personal hygiene products), in areas where commercial trade is inoperative/insufficient, to meet emergency needs.
 - b. These distribution methods may include mobile distribution and /or agency–specific sites/distribution centers.
7. Health Services at Mass Care Facilities
- a. The Red Cross and TSA may provide limited First Aid Services, at their facilities.
 - b. This will not supplant required medical services, provided by Local EMS/support, under Annex 8 (Health and Medical Services), of the SC Emergency Operations Plan (SCEOP).
8. Disaster Welfare Inquiry (DWI)
- a. The Red Cross, TSA and other organizations can facilitate “Disaster Welfare Inquiry” for families separated, by disaster.
 - b. The Red Cross uses the “Safe and Well Program,” to assist in the reunification of family members.
 - c. The Red Cross, TSA and other organizations will:
 - Ensure any release of confidential information, is in accordance with all relevant federal, state and local laws, specifically those concerning privacy and confidentiality.
 - Work, cooperatively, with other agencies and organizations, to assist, in family reunification efforts.

- Provide DWI-related information, in accessible formats, when available.

I. Shelter Management includes:

- Coordinating, with SCEMD, to estimate the number of evacuees, who may require shelter
- Planning shelter space
- Surveying and assessing facilities, on a recurring basis
- Planning, anticipating and coordinating staffing
- Coordinating resources
- Providing operational and logistical support
- Addressing functional, access and individual medical needs
- Consistent and accurate reporting and communication
- Identifying and providing public information, on options, for temporary shelter sites, for evacuees' pets
- Coordinating shelter opening and closings, in coordination with state, county and local officials

J. ESF-6 will coordinate, with ESF-14 (Initial Recovery and Mitigation), on transition plans, as it affects SCDSS, VOADs, Individual Assistance (IA) and Public Assistance (PA) Programs.

K. ESF-6 will coordinate, with ESF-17 (Animal/Agriculture Emergency Response), on issues relating to evacuees' pets/service animals.

L. ESF-6 will coordinate with Federal ESF-6 for assistance as required.

IV. ESF ACTIONS

A. Preparedness

1. Prepare for disaster exercises by coordinating with support agencies and organizations, for their participation.
2. Maintain a roster of primary contact ESF personnel.
3. Maintain listings of agency staff to notify for response activities, including staff that can accommodate populations with functional, access and medical needs.
4. Coordinate with Red Cross, TSA, SCDHEC, SCEMD and counties to ensure an up-to-date shelter list is available.

5. Coordinate with Red Cross and SCDHEC to assure the accessibility of potential shelter locations, to include both physical access, as well as service access.
6. Assist and coordinate with ESF-18 (Donated Goods and Volunteer Services) to update and verify Mass Care agency (public and private) listings that have a mission and capability to provide Mass Feeding in times of disaster.
7. Coordinate with the South Carolina Emergency Planning Committee for People with Functional Needs (EPCPFN), on issues related to disaster support, for access and functional needs.
8. Participate in Mass Care coordination meetings and/or training events.
9. Ensure procedures are in place, to document costs for any potential reimbursement.
10. Participate, at least annually, in state exercises and/or conduct an exercise, to validate this Annex and supporting SOPs.

B. Response

1. Coordinate with the Situation Unit (Operations Section) and Logistics Section, ESF-11 (Food Services) and ESF-18 (Donated Goods and Volunteer Services) for providing meals (prepared and/or shelf-stable) at mass feeding sites (fixed, mobile and commodity distribution and/or donated relief supply locations).
2. Open and close shelters in accordance with public need as assessed by ESF-6, SCDHEC (for SMNS), Red Cross, SCEMD and county Emergency Management agencies.
3. Coordinate, with ESF-15, (Public Information) to provide notices to the public of the opening and closing of shelters.
4. Provide the SEOC Operations Section with updated listing of shelter occupancy levels and shelter needs.
5. Coordinate with SCEMD, Red Cross, SCDHEC and counties to update lists of available shelters, to include SMNS.
6. Coordinate with ESF-8 (Health and Medical Services) for medical services and behavioral health services, in shelters.
7. Coordinate with ESF-2 (Communications), to ensure each shelter has a working communications system and has contact, with the County EOC and the managing agency.
8. Coordinate with SEOC Operations and Logistics for the restoration of services, at Mass Care sites, as required.

9. Coordinate with ESF-17 (Animal/Agriculture Emergency Response), on issues relating to evacuees' pets/service animals.
10. Maintain situational awareness of D-SNAP.
11. Coordinate requests for shelter security through ESF-13 (Law Enforcement).
12. Provide ESF-6 representation on the Recovery Task force.

C. Recovery

1. Feeding
 - a. The first priority of Mass Feeding activities will be disaster survivors.
 - b. Emergency workers will be encouraged to utilize established Mass Feeding sites, in lieu of individual site distribution.
 - c. Coordinate, with the SEOC Logistics Section, ESF-11 (Food Services) and ESF-18 (Donated Goods and Volunteer Services), to establish/support existing Mass Feeding sites, operated by the Red Cross, TSA, SBDR and other volunteer agencies.
 - d. Coordinate the provision of prepared meals, at Mass Feeding sites, with ESF-11, ESF-18 and SEOC Logistics Section, established by emergency management agencies.
 - e. Coordinate, with ESF-3 (Public Works and Engineering), for garbage removal, at Mass Feeding sites.
 - f. Coordinate, with responsible agencies, for the provision of food and water, to Mass Feeding sites.
2. Coordinate, with Federal ESF-6 Personnel, in the SEOC and JFO.
3. Support long-term recovery priorities, as identified, by the Recovery Task Force.
4. Coordinate, with the US Postal Service, to distribute, collect and mail "locator cards," at Mass Care shelters, fixed and mobile feeding sites, points of distribution and other Mass Care sites.
5. Coordinate with Federal counterparts, to maintain Red Cross' Safe and Well website, which provides information about disaster survivors, to family members outside the disaster area.

D. Mitigation

1. Support and plan for mitigation measures, including monitoring and updating mitigation actions, in the State Hazard Mitigation Plan.

2. Review, evaluate and comment, on Proposed State Hazard Mitigation Plan Amendments, upon initiation and within the review period.
3. Support requests and directives, from the Governor and/or FEMA, concerning mitigation and/or re-development activities.
4. Document matters, which may be needed for inclusion, in agency or state/federal briefings, situation reports and action plans.

V. AGENCY/ORGANIZATION RESPONSIBILITIES

A. General

1. ESF-6 lead and support agencies will identify, train and assign personnel, to maintain contact with and prepare to execute missions, in support of ESF-6, during periods of activation.
2. ESF-6 lead and support agencies will work to educate citizens, on disaster preparedness and disaster mitigation activities.
3. ESF-6 lead and support agencies will participate in state, county and local Mass Care coordination meetings and/or training events.

B. SC Department of Social Services

1. Preparedness
 - a. Plan for Preparedness, Response and Short-term and Long-term Recovery Actions and Mitigation.
 - b. Maintain and disseminate current information, on Federal and State policies, laws and regulations, relevant to SCDSS responsibility, in Mass Care Operations.
 - c. Disseminate administrative procedures, for specific SCDSS-administered programs, designed to meet post-disaster needs, to include the D-SNAP.
 - d. Develop Mass Care Training Programs, for SCDSS Personnel and participate in ARC Shelter and MNS Operations Training, at State and County level.
 - e. Maintain formal agreements, Statement of Understandings (SOU), Memorandums of Understanding (MOU) and working relationships, with supporting Mass Care Agencies and Organizations, as required.
 - f. Participate in periodic Mass Care Drills and Exercises.
 - g. Evaluate and coordinate necessary revisions to Mass Care Plans with Mass Care Member Agencies/Organizations.

- h. Provide guidance and consultation to Local Government in developing and maintaining a local Mass Care capability and capacity (to include County visits).

2. Response

- a. Provide SCDSS Staff to support Shelter Operations, as required.
- b. Communicate with all Mass Care Agencies and Organizations to compile and exchange information concerning the extent of the disaster and the status of Response Operations. Provide such information to the SEOC Operations Section.
- c. Coordinate with Mass Care Organizations to ensure operational coordination in Disaster Response of Mass Care Services and support to Local Government.
- d. Collect, compile and maintain all essential information to generate reports and records concerning Mass Care Disaster Response.

3. Recovery

- a. Continue to coordinate with Mass Care Agencies and Organizations.
- b. Continue to keep the public informed of available Mass Care State and Federal Assistance Programs.
- c. Administer Recovery Programs, (e.g.-D-SNAP)
- d. Coordinate with all Mass Care Agencies/Organizations and Support Agencies, to ensure all State Assets have been exhausted, prior to requesting Federal Assistance.

C. Red Cross

1. Preparedness

- a. Plan for Disaster Mitigation, Preparedness, Response, Short-term and Long-term Recovery Actions, in coordination with government agencies, based on Hazard Analysis and History of Disasters, (See Annex 2, Memorandum of Understanding between the Red Cross and the State of South Carolina), to Attachment D, (MOUs, MOAs and Other Agreements), to the SCEOP.
- b. Recruit and train Red Cross disaster volunteers, community/faith based partners in emergency shelter operations. Support training of state and local employees in emergency shelter operations, as requested.
- c. Conduct Community Disaster and Mitigation Education Programs to provide communities with information to help them prepare for disasters.

- d. Identify, coordinate and conduct shelter surveys.
- e. Assess the accessibility of potential general population shelters, to include both physical access, as well as service access.
- f. Test validity of Disaster Response Plans and Procedures, through internal and inter-agency Disaster Response exercises.
- g. Evaluate and coordinate necessary revisions, to Mass Care Plans, with government agencies.

2. Response

- a. Establish a Red Cross Headquarters, in/near the affected area, for coordination of services.
- b. Assign a Red Cross Liaison, to ESF-6, at the State EOC and active County EOCs.
- c. Conduct Community Disaster Needs Assessments.
- d. Establish and manage general population Mass Care shelters (facilities) and provide Health Care Assessments, as requested.
- e. Provide a list of operational shelters, to ESF-6, during disasters.
- f. Work, cooperatively, with ESF-6, to provide shelter status information, as necessary.
- g. Provide meals at fixed sites and through mobile feeding units.
- h. Provide special dietary needs and culturally appropriate foods, when available and feasible.
- i. Assist, in securing additional health care supplies, for Red Cross facilities.
- j. Provide services, to help family members reconnect, following a disaster.

3. Recovery

- a. Provide assistance based on immediate disaster-caused need, not loss.
- b. Depending upon an evaluation of need and resources available, provide:
 - Direct client assistance
 - Shelter/Temporary Shelter
 - Health and Mental Health and Spiritual Care Services
 - Recovery Planning Advocacy and Referrals

- Distribution of Emergency Supplies
 - Assistance, in obtaining information, about federal and other resources available, for additional assistance, to disaster survivors
 - Representatives/information, at Disaster Recovery Centers (DRCs), to inform applicants of available Red Cross assistance.
- c. Manage its Logistics System of Procurement, warehouses, relief facilities, transportation, and communication networks.
- D. The Salvation Army
1. Preparedness
 - a. Review and validate TSA North & South Carolina Divisional Disaster Plan.
 - b. Plan for Disaster Mitigation, Preparedness, Response, Short-term and Long-term Recovery Actions, in accordance with the Memorandum of Understanding, between the Salvation Army (A Georgia Corporation) and the South Carolina Emergency Management Division, (See Annex 3, Memorandum of Understanding between The Salvation Army (A Georgia Corporation) and the South Carolina Emergency Management Division), to Attachment D, (MOUs, MOAs and Other Agreements), to the SCEOP.
 - c. Test validity of Disaster Response Plans and Procedures, through internal and inter-agency disaster response exercises.
 2. Response
 - a. Activate the Divisional Incident Management Team (IMT).
 - b. Assign a TSA Liaison, to the SEOC.
 - c. Establish a Command Post, in the affected area, to coordinate TSA activities/personnel/equipment.
 - d. Initiate TSA Mass Care Services.
 - e. Deploy teams to provide emotional and spiritual care.
 3. Recovery
 - a. As required and/or requested, assign TSA Representation, in DRCs, to provide assistance to disaster survivors.
 - b. Provide information and referral services to disaster survivors.

- c. Contingent upon available resources, implement a program for distribution of items, needed by survivors, including but not limited to, food & commodities, clothing, furniture, bedding and household items.
 - d. In accordance with TSA Memorandum of Understanding, provide additional support, within available resources and capabilities, (See Annex 3, (Memorandum of Understanding between the Salvation Army (A Georgia Corporation) and the South Carolina Emergency Management Division), to Attachment D (MOUs, MOAs and Other Agreements), to the SCEOP.
- E. SC Department of Health and Environmental Control
 - 1. Coordinate personnel (when available), food safety, health care, crisis counseling and water quality services, to support Mass Care operations, as necessary.
 - 2. Identify, coordinate and staff SMNS.
 - 3. Provide liability coverage for SMNS.
 - 4. Assess the accessibility of potential SMNS locations in coordination with Red Cross, to include both physical access, as well as service access.
 - 5. Maintain and update the list of SMNSs (see Attachment A – Special Medical Needs Shelter Listing).
 - 6. Coordinate, with other ESF-6 support agencies and organizations, for SMNS requirements, as needed/necessary.
 - 7. Maintain and ensure confidentiality of shelter records.
 - 8. Assist sheltered individuals, in making arrangements, for essential medical equipment, as the situation allows (patients should bring medicine and equipment, with them, if possible).
 - 9. Update SMNS status information, in Palmetto (formerly WebEOC/EMCOP).
 - 10. Participate in annual county Mass Care coordination meetings and/or training events.
- F. SC Department of Health and Human Services
 - 1. Review emergency procedures to prepare to activate SERT members to the SEOC.
 - 2. Provide support staff to general population shelters and SMNSs.
 - 3. Provide support in DRCs to assist disaster survivors with applying for state and federal assistance programs.
 - 4. Assist in providing Information and referral services for disaster survivors.

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- G. Lieutenant Governor's Office on Aging (LGOA)
1. Review emergency procedures to prepare to activate LGOA State Emergency Response Team (SERT) members to the SEOC, as requested.
 2. Ensure that vulnerable seniors directly receiving services through the aging network who are affected during an emergency/disaster situation are identified and shared with the appropriate emergency officials to receive assistance, as needed.
 3. Activate the LGOA Emergency Preparedness Coordinator to act as a liaison for the Aging Network to ESF-6 at the State Emergency Operations Center.
 4. Maintain communication with the Area Agencies on Aging (AAAs) before, during and after a disaster in order to collect/provide essential information to determine operating conditions, interruption of services (if any) and seniors' needs for assistance.
 5. Ensure the capability of the state office and aging network to maintain/resume operations as quickly as possible following a disaster.
 6. Disseminate helpful resource and recovery information to the senior population via any feasible means, such as the LGOA's website, regional AAAs, outreach opportunities, and/or applicable social media.
 7. Interact and coordinate with other agencies and organizations to ensure the health, welfare and safety of seniors served through the aging network to the extent possible.
 8. Apply for limited, additional emergency funding through the Administration for Community Living (ACL), in the event of a federally declared disaster to help provide the AAAs reimbursement for disaster services.
 9. Provide information, referral and assistance services for senior disaster survivors and their families; such as advocacy and assistance with applying for State and Federal assistance programs, as requested.
- H. SC Department of Mental Health
1. Coordinate with ESF-8 to assist with survivor recovery efforts, to include crisis counseling, behavioral health services and special population needs.
 2. Provide crisis and behavioral health counselors to facilitate response and recovery.
 3. Provide medical facilities, as available.
 4. Identify resources to secure medication as needed.
 5. Identify Federal Crisis Counseling Programs for affected individuals, families, communities and Responders.

- 6. Provide support staff to General Population Shelters.
- I. SC Department of Alcohol and Other Drug Abuse Services
 - Coordinate with ESF-8 to provide behavioral health counseling personnel and other substance abuse services.
- J. SC Vocational Rehabilitation Department
 - 1. Provide the following resources, if available:
 - a. Crisis Counselors to staff emergency shelters
 - b. Accessible vans and van drivers
 - c. Alcohol and Drug Treatment Facilities
 - 2. Provide support staff to general population shelters
- K. SC Department of Disabilities and Special Needs
 - Provide support staff to general population shelters.
- L. SC Department of Motor Vehicles
 - Provide support staff to general population shelters.
- M. SC Assistive Technology Program
 - 1. Assists in shelter operations by providing, as available:
 - a. Re-useable Durable Medical Equipment (DME)
 - b. On-Line Durable Medical Equipment Listing
 - c. Equipment Loan and Demonstration
 - d. Training
 - e. Technical Assistance/Support to various State Committees
 - f. Information Listserv
 - 2. Work with various state committees that affect AT acquisition and IT accessibility
- N. South Carolina Baptist Disaster Relief
 - 1. Provide support for Mass Feeding operations, to include general population shelters and SMNS.
 - 2. Assist in the coordination of local support to SMNS operations.
- O. Clemson University Livestock-Poultry Health
 - 1. Preparedness

- a. Plan for mitigation, preparedness, response and short-term and long-term recovery actions related to pet- and service animal-mass care issues. Planning efforts include the following:
 - Assisting with establishing and improving local, regional and state emergency pet shelter capabilities
 - Emergency pet shelter staff volunteer training
 - Implementation of best practices for emergency pet sheltering
 - Assisting SCEMD with maintenance of their MOUs with pre-designated national animal response groups
- b. Participate in SC Multi-Agency Mass Care Task Force activities.

2. Response

Lead ESF-17 SERT in the SEOC to coordinate resources needed to assist people seeking shelter who have evacuated with pets and service animals, to include the following:

- Providing non-shelter options to evacuees with pets
- Short-term pet shelter staffing and management
- Longer-term pet shelter staffing and management
- Procurement of pet food and other supplies for pets and service animals in shelters
- Veterinary medical care for sheltered pets and service animals

3. Recovery

Assist with recovery efforts, including providing options for long-term pet sheltering for people unable to return to their homes when they leave shelters.

VI. MEMORANDUMS OF UNDERSTANDING (MOU)

- A. Memorandum of Understanding between the Red Cross and the State of South Carolina (See Annex 2 to Attachment D: MOUs, MOAs and Other Agreements) to the SCEOP.
- B. Memorandum of Understanding between The Salvation Army (A Georgia Corporation) and SCEMD (See Annex 3, to Attachment D: MOUs, MOAs and Other Agreements) to the SCEOP.

VII. FEDERAL ASSISTANCE

- A. This Annex is supported by the National Response Framework, ESF-6 (Mass Care) Emergency Assistance, Housing and Human Services.
- B. When fully operational representatives from ESF-6 will assist in staffing the JFO.
- C. Once established Federal ESF-6 executes 4 functions:
 - Mass Care
 - Emergency Assistance
 - Housing
 - Human Services
- D. In the Federal ESF-11 Annex, ESF-6 coordinates with ESF-11 to support services for pets and service animals during disasters. South Carolina's ESF-17 (Animal/Agriculture Emergency Response) correlates with the overall mission of Federal ESF-11.