South Carolina Multi-Agency Mass Care Sheltering Task Force Strategy

STRATEGIC SUMMARY

    I.   **PURPOSE**
To assist and support sheltering strategies through coordination with agencies and organizations in all models and phases of sheltering. The document will describe the functions, process, responsibilities, authorities and standards for sheltering. This document is intended to supplement the South Carolina Emergency Operations Plan (SC EOP), the Mass Care Annex and Standard Operating Procedure (SOP), and to provide guidance or suggested procedures for planners and implementers in development of a sheltering plan. The strategy will help support the future of sheltering in South Carolina and support a whole community approach.

    II.   **SCOPE**
This guidance document will cover the sheltering process to include but not limited to; planning/preparedness, opening, operating, consolidation, closing and recovery transition, and resourcing (personnel and material). Sheltering includes all hazards, scales, scopes and models.

    III.   **FACTS AND ASSUMPTIONS**

1. Sheltering should meet the needs of evacuees during an event or disaster situation.
2. Emergency management is a government responsibility in collaboration with community partners. Responsibilities can include planning, resourcing, designating, opening, operating and closing of public shelters.
3. State and local emergency management officials coordinate sheltering activities through their respective county Emergency Support Function (ESF) 6 (Mass Care) plan.
4. A percentage of evacuees may seek shelter with friends or relatives rather than go to public shelter.
5. Dependent upon scale and scope, sufficient in-county shelter capacity may not exist to meet the needs of an evacuation during emergencies or disasters.
6. For at risk county evacuation, sufficient shelter capacity exists in host counties. Planned shelter locations can be arranged and made available.
7. People with disabilities or other functional needs may require additional support services and considerations in a sheltering situation.
8. The shelter information management system of record is WebEOC/Palmetto, as maintained and reconciled with American Red Cross (Red Cross) and emergency management. local Emergency Managers (EM) can request an up to date shelter listing from the Red Cross National Shelter System (NSS), locally. ESF6 at the South Carolina Emergency Operations Center (SEOC) will maintain a current listing of those potential shelters on WebEOC/Palmetto to include Special Medical Needs Shelter (SMNS).
9. The Red Cross asseses and identifies suitable least risk shelter facilities in coordination with emergency management and South Carolina

Department of Social Service (SCDSS) and South Carolina Department of Health and Environmental Control (SCDHEC), based on a set of standard criteria. Note that SCDHEC has additional criteria that are also required.

10. Plans will be needed at each shelter site to offer safe shelter options for people who arrive with service animals, with pets, and/or with animals they claim as "emotional assistance" or "emotional support" animals.

11. People who arrive at shelters may not arrive with a 72-hour supply of essential medications, prescriptions, other items to maintain health, safety and independence.

12. Prior to disasters, state and local emergency management will coordinate with voluntary organizations to define the sheltering support plan.

13. Community Based Organizations (CBO) and private-sector organizations could respond spontaneously and should be incorporated into the county sheltering support plan.

14. In a State of Emergency, a Multi-Agency Sheltering Task Force consisting of interagency operations leads, chaired by ESF Leads, will outline capabilities of all resources provided by federal, state and Non-Governmental Organizations (NGO) in order to deliver emergency mass sheltering support to all required emergency operations centers.

15. Feeding plans may need to be implemented in support of the sheltering plan. This could involve coordination with ESF 6 (Mass Care) and ESF 11 (Food), and ESF 18 (Donated Goods and Services).

16. Event based volunteer management may need to be considered to support shelter operations.

17. Some people will not be able to successfully transition from a shelter to another housing option without assistance.

18. Co-location of general population, SMNS, and pet shelters will occur whenever possible to prevent separation of families, prevent segregation of populations, promote access to those who have pets, and streamline logistics. Each organization will maintain responsibility for its respective shelter within a co-located environment.

IV. **CONCEPT OF OPERATION – (**Reference: Standard Operating Procedure (SOP) /Annex, located on the SCEMD website at SCEMD.org)

County and Municipal governments are responsible for developing and implementing a sheltering plan to protect the populace. This plan is in request of and in coordination with various state and local partners. (ref. Section 25.1.450 of the State SC code)

State Emergency Management / ESF 6 is under the direction of SCDSS. This agency is responsible for ensuring that mass care, sheltering and related needs are provided.

The Red Cross through written agreement, with the State of South Carolina and SCDSS, may provide shelter and mass care in counties in emergencies, as requested and in support of county emergency management. Red Cross and/or other organizations may open general population mass care shelters. Red Cross shelter operations are managed by Red Cross-trained volunteers and staff while SCDSS provides augmentation to support Red Cross and local/county incident commanders that need additional shelter support.

The County Emergency Management Coordinator and SCDSS and/or Red Cross and/or SCDHEC will coordinate shelter location. The County DSS and Red Cross, and local DHEC staff will support shelter operations with shared personnel and support services whenever

possible. The specific facilities that will be used for sheltering and feeding during an emergency will depend on:

- The needs of the situation,
- The status of available facilities,
- The locations of the hazard area,
- The anticipated duration of the operations,
- The availability of staffing and resources.
- Shelters are typically opened and closed based on need (to accommodate a displaced population).
- When occupancy of existing shelters reaches 75%, consideration should be given to opening an additional facility.
- It is generally more effective in terms of resource utilization to operate a few large shelters rather than numerous smaller shelters. shelters rather than numerous smaller shelters. Larger collocation facilities will be utilized whenever possible and practical.

V.   Mass Care and Shelter Management Education

Reference the SCEMD ftp site (internal file site) for training materials on SC Partner Advanced Sheltering Class. Red Cross courses can be found at redcross.org/training on the EDGE system. Training courses related to mass care functions and operations are available from other ESF6 agencies and organizations. For more information, contact the ESF6 lead agency.

- Mass Care Readiness Course
  - SC Partner Advanced Sheltering Class
  - SC Mass Care Table Top Exercise (TTX) (in development)
- Shelter Managers Course
  - South Carolina Red Cross Advance Shelter Partner Training
  - American Red Cross Shelter Management Course
- Shelter Workers Course
  - American Red Cross Shelter Fundamentals Course
- Resources
  - WebEOC/Palmetto training
  - Logistics Seminar
- Functionality
  - Safe Food Handling Course
- SCDHEC Online Special Medical Needs Shelters (SMNS) Training Modules
- FEMA related courses
  - IS (independent study) 100, 200, 700, 800, 366a, 368, 806
  - G (classroom) 300, 400, 108, 411
- Emergency Pet Shelter Training
  - Various resources, including Florida State Animal Response Coalition (FL SARC) Small Animal Emergency Sheltering Awareness and Operations Level classes.

VI: Phases, Models and Management of Sheltering Facilities

PHASES	MODELS	MANAGEMENT
A. Immediate/Emergency Evacuation A safe, accessible, short term and environmentally protected congregate facility utilized for durations typically not to exceed 72 hours for displaced populations. This phase typically is handled through local EM's or local NGO's with available local resources.	**Congregate Shelters** **1. Emergency Evacuation Shelter** Usually an accessible facility set up for a rapid evacuation or a safe place during a major storm. This allows for less space per person in order to maximizing space for more individuals. For Hurricane evacuations the State of SC utilizes 15 sq ft per person (job tool: Sheltering Field Guide)	**Shelter Management Types for Local Evacuation Shelter:** 1. Local EM resources that can support this effort in your community. 2. Local NGO available to support in the community.
B. Short Term A safe, accessible and environmentally protected congregate facility utilized for durations typically not to exceed two (2) weeks for displaced populations. Facilities usually used include schools, churches, fire halls, community buildings, etc. This phase is generally supported with state resources and capabilities. **C. Long Term** A safe, accessible and environmentally protected congregate facility utilized for durations typically longer than 2 weeks for displaced populations. Facilities usually used include dormitories, vacant facilities that has rooms available, soft-sided structures, etc. This sheltering phase often requires Federal support and/or seeking alternative providers to manage and/or support facilities.	**2. General Population Shelter – Short Term and Long Term** An accessible facility set up to provide shelter to **everyone** in the affected community. This includes Functional and Access Needs and or disabilities. Usually open within four (4) hours of deciding to open a shelter. This would include the co-location model and be a partner managed shelter.	**Shelter Management Types General Population Short/Long Term:** **1. Multi Agency Partner Managed -** A Shelter managed by partners, can be in cooperation with DSS/Red Cross and are supported by the NGO's through material resources, SME's and human resources. Many agencies and organizations can provide core and situational services to support a partner managed shelter. Usually a Partner Shelter agreement or MOU is in place, outlining responsibilities, authorities and financial responsibilities. **2. American Red Cross Managed -** Red Cross Managed shelters are managed by the Red Cross in cooperation with a variety of partners, following Red Cross policies and procedures. Partners include facility owners and other agencies that provide niche services, supplies and equipment, or staff who are willing to participate as Red Cross workers to help the population within the shelter. **3. Independent -** A shelter managed by an independent organization without operational support. These sometimes are referred to a "Pop-

		Up", "Ad-Hoc" or "Spontaneous" shelters.
All Phases	**3. Special Medical Needs-** Medical Needs Shelters are designed to provide a safe and secure environment for displaced persons who meet the following criteria and have a caregiver who will stay in the shelter to provide necessary care. Criterial are as follows: a. Require uninterrupted power to operate equipment or refrigeration, b. Require a temperature controlled environment, and/or c. Require a medical bed or cot.	1. Managed by DHEC staff following DHEC policies and procedures.
All Phases	**4. Emergency Sheltering for Pets* and Service Animals** Service animals are not pets. By law, service animals must remain with the person they serve; this includes accompanying an individual anywhere within a shelter. Emergency pet shelter sites may be co-located within close proximity to General Population shelters or may be in Non-Traditional sites. Types of emergency pet shelters include: • "Pet-friendly" – owners stay with pets • Co-located – pets are housed near owners and owners assist with pet care on a regular schedule • Stand-alone – pets are housed separately and cared for by persons other than owners	1. Managed by local government pet and/or animal entity or other recognized organization following best practices. Depending on the scope of the disaster, assistance may be requested for procurement of sites, supplies and staffing for emergency pet sheltering.

	NOTES: • Animals-at-large (separated from or having unknown owners) may also be sheltered at stand-alone shelters and possibly at co-located shelters. • Stand-alone emergency pet shelter sites may include facilities belonging to local humane organizations or local animal shelters that exist year-round.	
	TBD In planning phases 5. Collocation Shelter – A co-location shelter means that all shelter operations are occurring at the same location, this could be a General Population shelter, Special Medical Needs Shelter, and/or a Pet shelter.	**TBD In planning phases**. Each organization will maintain responsibility for its respective shelter within a collocation setting. SCDSS and Red Cross for General Population Shelters, SCDHEC for SMNS, etc.

*Pets may include "emotional assistance" or "emotional support" animals if they have been admitted to the shelter site

All Phases	3. Non Traditional Usually shelter is located in non-traditional site, such as large structures or open spaces.	Shelter Management Types Non Traditional: 1. Can be any of above or combination of above.
All Phases	**Non Congregate**	**Shelter Management Types Non**

	Alternatives for incidents when conventional sheltering methods are overwhelmed or unavailable, or longer term sheltering is required. Could be hotels, cruise ships, other facilities with private sleeping spaces, dormitories, converted buildings or staying with friends and family. *Shelter in place if a recommended action by local emergency management.	**Congregate:** 1. Can be any of above or combination of above.

VII. Centers

Centers are usually only open during the day as a way to provide food, water, information and comfort. No sleeping accommodations are provided. These centers are usually opened by local EM or independent public or private entities. Red Cross can enter these cooling centers in NSS for public information and awareness and for Red Cross Emergency App to have access to the information of the open center. Typically, not collected is population counts on Centers for recording in NSS.	**A. Cooling Center** A cooling center is set up in response to a warm weather event that rises to the level of a disaster, during daytime hours. If overnight accommodations are provided for clients, then the center is transitioned to a shelter.	**B. Reception (Relocation) Center** Serves as a focal point for the impacted population during an evacuation. The concept is to provide a place of immediate safety for assessment and coordination to address emergency needs. Congregate care functions such as rest (i.e. chairs and tables), hydration and/or feeding, first aid and/or the registration of individuals may be provided in a reception center. If overnight accommodations (cots) are provided, the reception center transitions to a shelter.	**C. Warming Center** A warming center is set up in response to a cold weather event that rises to the level of a disaster, during daytime hours. If sleeping accommodations are provided for clients, then the center is transitioned to a shelter.

VIII: CORE GUIDING PRINCIPLES AND STRATEGIES (Incident Management Control Plan for the Sheltering Task Force)

I. Planning and Readiness

1. Shelter Capacity Planning	Determine number, size, type of facilities needed
	Identify facilities for use as shelters, consideration to facility status and infrastructure.
	Identify shelters as to current plans (hurricane, dam, etc.), preference toward larger capacity facilities.
	Consider geographic and historic data.
	Recommend facilities to be surveyed.
	• Update facility POC's yearly and re-survey facilities as required and or requested or at least every 4 years. • DHEC renews its MOAs every 3 years. (may be extended to 5 years)
	Train workers to sustain a shelter operation. Red Cross can provide Shelter Fundamentals class via classroom or on-line, also South Carolina Partner Advanced Shelter Trainings both locally and at the state level. See page 4, section V. Mass Care and Shelter Management Education.
	Identify partner organizations and or vendors for: access and functional needs equipment, food and other supplies needed. Facilitate agreements where available. Reference: SOP/EOP, Tools.
	Prepare shelter supplies to open and operate a shelter. Please reference the Commonly Used Shelter Items (CUSI) Catalog https://nmcs.communityos.org/cms/files/os114/p384/Final%20CUSI%20Catalog%20as%20of%20August%202011%20(v2).pdf
	Plan for integration of partner services (FNSS and Disability Integration, Children, Animals, Department of Education (DOE), United States Department of Agriculture (USDA), etc.) Plan for opening a shelter (gather Essential Elements of Information (EEI's), shelter reporting strategy) Reporting Strategy – page 39, shelter field guide. See page 23, section IX. Reporting, Public Information and Public Officials. http://www.nationalmasscarestrategy.org/wp-content/uploads/2015/10/Shelter-Field-Guide-508_f3.pdf
	Perform a needs assessment, Coordinate with EM, the lead MC/sheltering agency(DSS), DHEC and / or Red Cross and other provider agencies on which facilities are available and which would meet the greatest need (ex. general population/SMNS/pets) to open.
	Complete a pre-occupancy survey of facility with facility owner. Verify the facility is appropriate for sheltering people and in a safe and secure and non-risk area. Rapid Shelter Assessment - page 50. http://www.nationalmasscarestrategy.org/wp-content/uploads/2014/10/Multi-Agency-Shelterin-Plan-Template-Final_100114.pdf Complete a Site Review – Page 6. http://www.nationalmasscarestrategy.org/wp-content/uploads/2015/10/Shelter-Field-Guide-508_f3.pdf
	Assure facility meets Americans with Disabilities Act (ADA) requirements or there is a plan to meet

	identified short falls. Annex A: Red Cross Shelter /Facility Survey or https://www.fema.gov/pdf/about/odic/fnss_guidance.pdf
	Ensure sufficient resources both material and human for the expected population.
	Completed and validated needs assessment.
	Clarify roles at multi-agency and co-located/partner shelters. Confirm availability of agencies to complete assigned roles. http://www.nationalmasscarestrategy.org/wp-content/uploads/2014/10/Multi-Agency-Shelterin-Plan-Template-Final_100114.pdf
	Plan the shelter (prioritize services, review facility information (ICS Form 204), Staffing needs, determine layout of shelter, communications options, POC's, feeding plan, service animals, pets, etc.) http://www.nationalmasscarestrategy.org/wp-content/uploads/2015/10/Shelter-Field-Guide-508_f3.pdf Shelter Field Guide, page 10, for a layout of a shelter picture; Shelter Field Guide pages 7-23; Shelter Field Guide – Shelter Managers Checklist pages 46-50
	Inventory management – an inventory of current supplies on hand should be conducted. Accounting for resources arriving should also be captured. All receipts and shipping logs should be retained. http://www.nationalmasscarestrategy.org/wp-content/uploads/2015/10/Shelter-Field-Guide-508_f3.pdf Shelter Field Guide Page 34. Coordinate with representative of the SC Food Bank Association to receive a daily inventory of donated food pre-disaster and for the duration of the disaster response. Consider menu needs for sourcing. Inventories will be available beginning 72 hours prior to landfall for a hurricane and continue as needed.

2. Shelter Surveys and Assessments	The Red Cross Shelter Facility survey and instructions and if applicable the American Red Cross 4496 Hurricane guidance for hurricane shelters will be utilized for Red Cross managed shelters. Can be found at http://nationalmasscarestrategy.org/
	Surveys /Assessments are done in planning/readiness phase, will be done at opening if facility doesn't have a survey on file.
	Consideration of shelter selections and those associated with current plans (hurricane, dam, etc.). Communication with local EM is critical. Example: A hurricane shelter is not necessarily used for a local wild fire or ice storm. (Flexible as to plans)
	Consideration of scale and scope of event and geographic planning and historic data planning.
	In addition to the Red Cross survey, SCDHEC uses the SCDHEC Supplemental Assessment Tool for Potential SMNS sites. Reference: Tools section of this plan.
	A shelter facility opening checklist will be conducted with the facility owner to note any changes to the

	current survey.
	A feeding plan should be discussed with the facility (example: school cafeteria) at time of survey or opening checklist.
	Plan for accommodations for any accessibility issues with the facility.

3. Special Medical Needs Shelters (SMNS) Guidelines	Individuals whose health conditions require medical monitoring/surveillance and require the daily assistance of a caregiver are eligible for admission to a Special Medical Needs Shelter (SMNS). These individuals' frailty, mobility, functional and/or medical disability makes them particularly vulnerable and at-risk in disaster situations. Individuals with medical impairments who have been able to maintain activities of daily living in a home environment prior to the disaster or emergency situation with or without the assistance of a caregiver are SMNS eligible. The adult caregiver from the home must stay with the individual at the shelter. Examples include: 1. Stable wheelchair or bed dependent persons with medical monitoring needs 2. Persons with severely reduced mobility 3. Persons with partial paralysis 4. Persons with intermittent IV infusion 5. Persons with ostomies (colostomies, tracheotomies, etc.) requiring electricity or specialty bed 6. Persons with regulated continuous IV therapy (pain control or hydration) 7. Persons with feeding pumps 8. Oxygen dependent persons—functional need or may be medical need for power aspects.
	The following describes the facilities where a Special Medical Needs Shelter may be located. **Healthcare Facility**—climate controlled with generator backup; has hospital beds or medical cots; may have direct capabilities for oxygen and suction equipment. This type of SMNS allows for immediate on site access to emergency services. This type SMNS is typically found in a hospital or nursing home. **Non-Healthcare Facility**—climate controlled with generator backup; has medical cots. This type of SMNS allows for access to emergency services via EMS. This type of SMNS is typically found in a technical college, senior center, public school, etc.
	Reference: SCDHEC Client Health Status Triage tools
	SMNS may be partner co-located (TBD in planning process) with general population shelter and /or pet shelter operations or stand-alone operations at other locations, depending on need. Partner Co-location means all shelter operations are occurring at the same location. However, SCDHEC still manages SMNS operations, the Red Cross still manages general population operations. Pet sheltering operations are managed either locally or with assistance from resources coordinated by ESF-17(agriculture and animals).

4. Resource Planning	• Local EM and assisting partners can reference: (Reference: http://www.nationalmasscarestrategy.org/wp-content/uploads/2015/10/Shelter-Field-Guide-508_f3.pdf page 17 • Resource request for shortfalls should go to the local county EOC logistics section first. All county /ESF 6 requests go through state logistics on a resource request on WebEOC / Palmetto. • Food, water, medical supplies, shelter workers, generators, etc
	• Develop a ICS Form **204** for each shelter, for all resources needed by shelter. • (Reference: SCEMD FTP site under Plans)
	• Develop staffing needs plan for two or three shifts and develop schedule. https://nationalmasscarestrategy.files.wordpress.com/2013/01/sheltering_guidance_aid_october_2010.pdf
	• Develop feeding plan for each shelter, to include snacks and hydration and any special dietary needs and/or allergies. · • In a co-located shelter, ESF 6 will coordinate the feeding plan for the entire co-locate shelter staff and clients. • (Reference the ESF 6 (Mass Care) Annex and SOP, Mass Feeding Task Force Strategy)
	• Determine material needs for each shelter, to include cots, blankets, personal care kits, shelter management kits and signage, nurse shelter supply kits, computer and shelter cell phone or radio needs. (Reference Resources Tool) • Communications - Local EM and sheltering partners coordinate for radio communications support through Amateur Radio Emergency Service (ARES). The SEOC can support some local shortfalls with available AUXCOMM trained personnel on a limited basis. • Note that cots are not in evacuation shelters. Consideration for functional and access needs and or disabilities will be made by health services in the shelters for medical cots.

	• Assistive technology and Durable Medical Equipment/Consumable Medical Supplies/Physical Assistance Services
	   ➢ SC Assistive Technology Resource Center: (803)935-5263
	   ➢ See flyer in: · SC Assistive Technology Reutilization http://scatp.med.sc.edu/documents/AT%20Reuse%20Flyer.pdf

	• Develop a shelter reporting strategy, to include timing, reporting of demographics, percentage of capacity (50%, 75%, 90%)
	• Develop family reunification and welfare inquire plan.

• Red Cross supports with family reunification, welfare inquire, unaccompanied minors and separated children. Utilizing the safe and well website and partnership with National Center for Missing and Exploited Children(NCMEC) in coordination with SCDSS • The Salvation Army (TSA) supports with welfare inquire. • SC DSS supports with reunification and welfare inquire and unaccompanied minors and separated children(NCMEC)
• Develop needed USDA inventory if in a school with those commodities available. • There is an inventory from the two US Foods Warehouses in Lexington, SC and Fort Mill, SC. ESF 11(USDA - Agriculture and Natural Resources) • The counties need to keep track of the inventory in the schools because they have food supplies from various places. • USDA only reimburse USDA food used for feeding in schools. • (See SCDOE reference in the tools section)
• Coordinate with representative of the SC Food Bank Association to receive a daily inventory of donated food pre-disaster and for the duration of the disaster response. • SC Food Banks who are members of the SC Food Bank Association will coordinate with the Red Cross, SCDSS and other ESF 6 agencies in providing daily inventories of donated and purchased foods, cleaning supplies, and personal hygiene items that can be used in local shelters.
• South Carolina 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. • LGOA will act as liaison between regional AAAs and county/state emergency managers to help facilitate resource requests, as needed. • LGOA will collect, compile and maintain EEI's concerning the unmet needs of seniors and their families via regional status updates from local AAAs in the affected disaster areas. The AAAs will report any unmet needs of clients to the local county emergency manager. LGOA works with SC Food Bank, for possible pre-positioning of meals.

4a. Types of Services for Resourcing	Core	Situational	Medical Needs	Pet and Service Animal Needs	Transition and Recovery Needs
	Cots, blankets, pillows, towels, comfort kits, toilets, showers, hygiene stations, trash containers, accessible toilets and showers, laundry.	Clients' needs in the shelter will determine situational services. These should be assessed continually.	Backup power, refrigeration of medication, HVAC, medical/bariatric cots, medical monitoring, surveillance and caregiver support to shelteree	Log-in supplies (computer, camera, identification system); Shelter supplies (kennel crates, bowls, litter boxes, pet food, leashes); Cleaning supplies; Waste pick-up supplies	Recovery partners and agencies should be prepared to participate in and staff a multi-agency shelter transition task force to facilitate the identification and meeting of unmet needs to empower survivors to identify and transition to longer-term housing solutions
	Reception area, information area, reunification/Safe and Well, feeding, distribution of emergency supplies, dormitory, dormitory registration, health services, mental health services, spiritual care services.	Functional and access needs, durable medical equipment, consumable medical supplies, child care, physical assistance services, elder care, disability integration services, transportation, transition and recovery planning.	Functional and Access needs, durable medical equipment, consumable medical supplies, disability integration services, transportation, transition and recovery planning.	Printed guidance for Information Areas; Staffing, supplies and identification system for Reception Areas; Shelter staffing; Veterinary medical care; Transportation; Security	
			Staffing will be done by DHEC, along with related logistics	If a resource(s) is not available locally, the Jurisdiction in Charge will submit a Resource Request through SCEMD Logistics. In most	

	cases these will be routed to ESF-17 for resource coordination.

5. Opening of Shelters	
Shelter Opening Steps	**Planning Actions**
Decision by local EM of plans to open a shelter	- Local EM notifies Red Cross and / or DSS and DHEC of need to open shelter locally. - Local EM notifies ESF 6 -At SEOC, local EOC, and /or RCC (Regional Coordination Center) of shelter opening plan. - Communications with local sheltering agencies (DSS/ Red Cross/DHEC, etc.) as to opening plan to include partner services organizations providing services to the shelter client. (mental health, health services, functional and access needs, disability integration services, spiritual care, transportation, etc.) - Place shelter on stand-by/alert on WebEOC/Palmetto and NSS - When shelter opens place shelter to Open on WebEOC/Palmetto and NSS. At least within 1 hour of opening.
Notification of SC ESF 6	- Local Emergency Managers notify SC ESF 6 of shelter openings. - Red Cross will notify SCDSS/ESF6 of any shelter Red Cross opens.
Local Emergency Management	- The Emergency Manager is responsible for developing a comprehensive shelter program. Decisions on activation and location of shelters are made in coordination with DSS and Red Cross.. - Identify and arrange for survey of emergency shelters throughout the county to be used as Red Cross shelters. - Develop procedures to activate and deactivate shelters and ensure that Red Cross and DSS develop shelter SOPs. - Establish public information and education programs on emergency sheltering and shelters of last resort. - Assist in assigning emergency sheltering center teams. - Assist the County DSS and Red Cross in ensuring provision of FNSS in shelter locations as needed. - Facilitate requests for State and Federal FNSS resources.

SMNS shelter opening	• You should call ESF 6 in the SEOC to help families find those who have been evacuated to local SMNS. The family person's name and contact information will be gathered. If the person is in a shelter, the shelteree/ caregiver will contact the family member.
Considerations in sheltering	• Emancipated minors, reporting to authorities, human trafficking, etc. • In the case of a family member seeking to find a person who may be in an SMNS shelter, a call should be placed to ESF 6 in the SEOC to help families find those who have been evacuated to a local SMNS. The family person's name and contact information will be gathered. If the person is in a shelter, the shelteree/ caregiver will contact the family member. • Reference: Shelter Field Guide and sheltering forms on nationalmasscarestrategy.org
Initiate shelter client transition casework services	• Initiate shelter casework services for transition. • Reference the Shelter Transition Template and the Recovery Task Force (TF).
OPEN SHELTER	• Refer to the section in this document for operating a shelter.

6. Partner (Co-Location) Shelters	TBD – In planning process.
Partner Shelter Steps	**Planning Actions**
Develop Partner multi-agency plan	• Develop a multi-agency partner plan to include an agreement / MOU / MOA with partner agencies such as Red Cross, DSS, DHEC and those providing other services to clients in the shelter such as SBDR, TSA, pet sheltering, DMH, DHHS, etc. Reference: Multi Agency Sheltering Plan Template and or Mega Sheltering Plan.
	• Steps should include responsibilities and roles and fiscal accountability within the multi-agency partner plan.
	• Should be inclusive of site map for location of pet shelter and medical needs area.
	• SMNS facility survey should also be instituted along with Red Cross facility survey for general population shelters and if necessary Hurricane guideline 4496 from Red Cross.
	• These multi agency shelters that have medical needs component requires back up power available.
	• Refer to the tools for co-location procedures at the end of this document
	• SMN Shelters may be partner co-located with general population shelter and /or pet shelter operations or stand-alone operations at other locations, depending on need. Partner Co-location means all shelter operations are occurring at the same location. • However, DHEC is responsible for SMNS operations, the Red Cross and or DSS still manages general population operations, and ESF-17 coordinates resources for pet sheltering.

7. Emergency Pet Shelters	
Pet Shelter Steps	**Planning Actions**
Determine and procure emergency shelter sites	- All types and sizes of sites may be needed to assist people who evacuate with their pets and have no other options for shelter. - Accommodations need to provide safety, security and comfort for the sheltered pets and shelter staff; however, beyond basic requirements of electricity, drainage (and separate HVAC systems if in same building as human shelter), there are not strict standards in place for emergency pet shelter sites. - For the pre-designated sites that some counties have selected, a goal is for ESF-6 and ESF-17 to have pre-event situational awareness of these, as well as to have ICS 204 forms for any known sites. - Planning is in process to seek potential large-capacity sites with an expected need to update such site options yearly. - Depending on the scope and location of an event, emergency pet shelter sites may be determined on an as-needed basis through SCEMD Logistics Resource Request processes.
Determine and implement protocols	- People arriving with service animals: service animals are not pets. By law, service animals must remain with the person they serve; this includes accompanying an individual anywhere within a shelter. - People arriving with pets: If accommodations are not available for co-located sheltering of pets, people arriving at a shelter with pets may need guidance to determine alternate options. These include pet-friendly hotels, boarding facilities, or finding alternate sites that provide safe shelter, either together or separate from their pets. - People arriving with animals they claim as "emotional assistance" or "emotional support" animals: shelter management will determine the best management to provide safe shelter for these people on a case-by-case basis. If they are admitted to the shelter it is with the understanding that these animals are NOT service animals. - Each individual emergency pet shelter site may have unique rules and guidelines, including which type or size of pet may be admitted.
Determine supply needs	- Some counties and regions are building inventories of kennel crates and other pet shelter supplies. - During the event, unmet supply needs, including pet food for service animals and pets and other sheltering supplies will be requested via SCEMD Logistics; in most cases these will be routed to ESF-17.
Set-up, staffing, management	- An Opening Checklist will be followed at set-up. Some counties and regions have pre-designated shelter staff. - If staff is not available locally, ESF-17 can be requested to coordinate staffing resources, either from in-state or out-of-state, via SCEMD Logistics processes.
Reporting and public information	The goal is to have a POC at each emergency pet shelter site who will report nightly census numbers to

	ESF-6 and ESF-17. ESF-6 and ESF-17 will provide information to ESF-15 for public information.
Consolidation, closing and demobilization	• Need for emergency pet shelter closures will be determined as event scope changes. • Supplies will be returned to original sources or inventoried and stored for future use. • A Closing Checklist will be followed and will include thorough cleaning to return to pre-shelter status and final walk-through inspection.
Long-term options when owners transition to alternate housing	If local resources are not available, ESF-17 may assist owners with coordination of resources for long-term emergency pet shelter options, to include foster care.

8. Relocation of Shelters	
Shelter Relocation Steps	**Planning Actions**
Notification by local EM of plans to relocate shelter	• Notification by local EM to ESF 6. Communications with local sheltering agencies (DSS/Red Cross/DHEC, etc.) as to relocation plan to include in partner services organizations
Notify shelter clients, last meal in closing shelter, planning for client transportation to new shelter	• Verbal notification and posting of notification at shelters. • Hold shelter meeting for clients and staff. • Plan for transportation with local EM and local partners.
Opening and closing staff planning	• Who will close current shelter and who will open new shelter
Plan for relocation of material resources	• Material resources to be returned to a shelter trailer or box truck for relocation to new shelter. • This includes all paperwork and computer/phones/printers, etc.
Return facility to pre shelter status and turn facility over to facility owners	• Complete final facility walk-through with facility owner • Complete facility closing checklist: Reference Red Cross shelter forms at: http://nationalmasscarestrategy.org/
Notification of Operations	• Notify local EM of closure and relocation and when new shelter location is open. • Notify all partners in facility. • ESF 6 notification and agencies/organizations report through their organization structures.
Closing of Shelter in NSS and Web EOC/Palmetto	• Red Cross to post in NSS the closing of the shelter within one hour of closing facility. • ESF6 to post in WebEOC/Palmetto closing of shelter within one hour of closing facility.
Open new shelter facility	

9. Consolidation of Shelters	
Shelter Consolidation Steps	**Planning Actions**
Decision by local EM of plans to consolidate shelters	• Notification by EM to ESF 6 of consolidation plans.

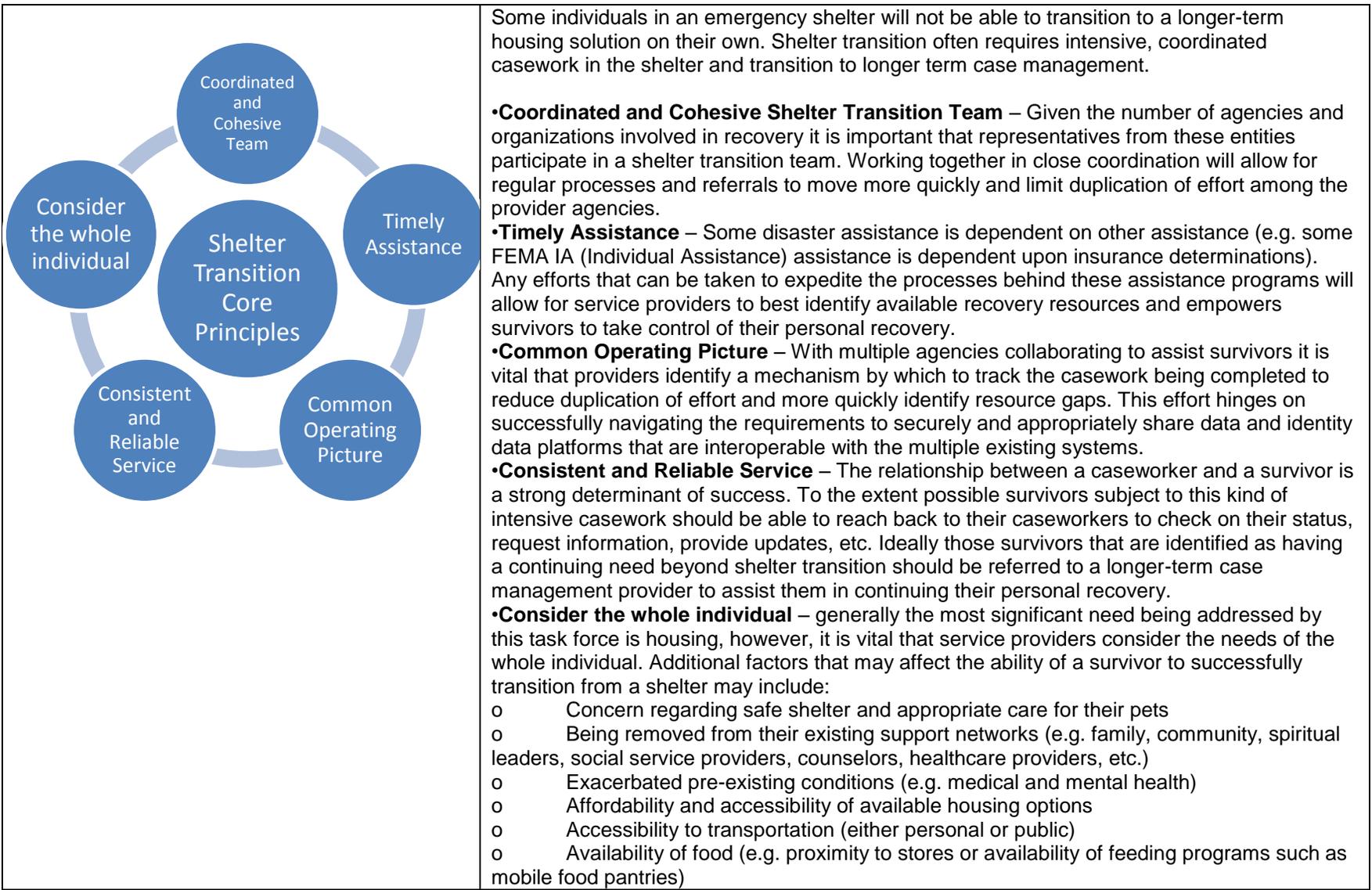|	
	• Local communications with local sheltering agencies (DSS/Red Cross/DHEC, etc.) as to consolidation plan to include in partner services organizations providing services to the shelter or clients. • For shelter consolidation, priority should be given to relocation to other co-located facilities.
Notify shelter clients, client transportation plan	• Verbal notification and posting of notification at shelters, hold shelter meeting for clients and staff. • Aim for at least a 24-hour notice with 48-hour notice optimum. • Give shelter options for clients in consolidation plan and post shelter location information • Plan for transportation with local EM and local partners.
Plan for return and/or movement of resources to another shelter if needed or returned to NGO's	• Material resources to be returned to a Red Cross shelter trailer or box truck for pick up or relocation to another shelter in the consolidation plan. • Discussion with NGO's for material resource pickup.
Return facility to pre shelter status and turn facility over to facility owners	• Complete final facility walk-through with facility owner. • Complete facility closing checklist (Reference Red Cross Shelter Forms at www.nationalmasscarestrategy.org)
Notification of operations	• Notify local EM. • Notify all partners in facility. • Local EM notifies ESF 6 and agencies/organizations report through their organization structures.
Closing of shelter in WebEOC/Palmetto/NSS	• Red Cross to post in NSS the closing of the shelter within one hour of closing facility. • ESF6 to post in WebEOC/Palmetto closing of shelter within one hour of closing facility.
Close Facilities determined in the consolidation plan	

10. Closing of Shelters	
Shelter Closing Steps	**Planning Actions**
Decision by local EM of plans to close shelter	• Communications with local sheltering agencies (DSS/Red Cross/DHEC, etc.) as to closing plan to include in partner services organizations providing services to the shelter or clients • Prior to making the decision to close a partner co-locate shelter, respective shelter managers for general population, SMNS, and pet shelters, must communicate and an agreement reached on a decision and the details regarding the closing of the shelter.
Notify shelter clients, client transportation plan	• Verbal notification and posting of notification at shelters. • Hold shelter meeting for clients and staff. • Aim for at least a **24-hour notice with 48-hour notice** optimum. • Plan for transportation with local EM and local partners.
Client recovery planning	• Initiate client casework as needed around a larger event. • Build a shelter casework team to support clients with available resources both locally, state and

	federal members. (refer to number 11; Transition to Alternate Sheltering and Housing section)
Plan for return of resources	• Material resources to be returned to a shelter trailer or box truck for pick up. • This includes all paperwork and computer/phones/printers, etc. • Discussion with NGO's for material resource pickup.
Return facility to pre shelter status and turn facility over to facility owners	• Complete final facility closing walk through with facility owner. • Complete facility closing checklist (Reference Red Cross Shelter Forms at nationalmasscarestrategy.org)
Notification of operations	• Notify local EM. Notify all partners in facility. Local EM notifies ESF 6 and agencies/organizations report through their organization structures.
Closing of shelter in WebEOC/Palmetto/ NSS	• Red Cross to post in NSS the closing of the shelter within one hour of closing facility. • ESF6 to post in WebEOC/Palmetto closing of shelter within one hour of closing facility.
Close Shelter	• Notify support agency staff who have come in to assist of when a shelter is going to close

11. Transition to Alternate Sheltering and Housing	
Transition Core Principles	**Planning Actions**

Some individuals in an emergency shelter will not be able to transition to a longer-term housing solution on their own. Shelter transition often requires intensive, coordinated casework in the shelter and transition to longer term case management.

- **Coordinated and Cohesive Shelter Transition Team** – Given the number of agencies and organizations involved in recovery it is important that representatives from these entities participate in a shelter transition team. Working together in close coordination will allow for regular processes and referrals to move more quickly and limit duplication of effort among the provider agencies.
- **Timely Assistance** – Some disaster assistance is dependent on other assistance (e.g. some FEMA IA (Individual Assistance) assistance is dependent upon insurance determinations). Any efforts that can be taken to expedite the processes behind these assistance programs will allow for service providers to best identify available recovery resources and empowers survivors to take control of their personal recovery.
- **Common Operating Picture** – With multiple agencies collaborating to assist survivors it is vital that providers identify a mechanism by which to track the casework being completed to reduce duplication of effort and more quickly identify resource gaps. This effort hinges on successfully navigating the requirements to securely and appropriately share data and identity data platforms that are interoperable with the multiple existing systems.
- **Consistent and Reliable Service** – The relationship between a caseworker and a survivor is a strong determinant of success. To the extent possible survivors subject to this kind of intensive casework should be able to reach back to their caseworkers to check on their status, request information, provide updates, etc. Ideally those survivors that are identified as having a continuing need beyond shelter transition should be referred to a longer-term case management provider to assist them in continuing their personal recovery.
- **Consider the whole individual** – generally the most significant need being addressed by this task force is housing, however, it is vital that service providers consider the needs of the whole individual. Additional factors that may affect the ability of a survivor to successfully transition from a shelter may include:
  o   Concern regarding safe shelter and appropriate care for their pets
  o   Being removed from their existing support networks (e.g. family, community, spiritual leaders, social service providers, counselors, healthcare providers, etc.)
  o   Exacerbated pre-existing conditions (e.g. medical and mental health)
  o   Affordability and accessibility of available housing options
  o   Accessibility to transportation (either personal or public)
  o   Availability of food (e.g. proximity to stores or availability of feeding programs such as mobile food pantries)

11.A. Transition to Alternate Sheltering and Housing Solutions Steps - Feeding Options 11.A.1. (SC Food Bank Association)	
Feeding Options	Planning Actions
Mobile Food Pantries	• Members of the SC Food Bank Association coordinate with local service agencies to organize distribution through the Mobile Food Pantries (MFP). • By filling MFP boxes with food, loading them on a refrigerated truck and taking them to scheduled sites in remote rural areas, food banks are able to deliver food to those most in need. • MFP trucks deliver the boxed food to specific locations where local volunteers operate registration stations, sign in clients and coordinate service delivery to individuals suffering from hunger. • In addition to nonperishable product, fresh produce is also distributed on a seasonal basis. • These events may include the large multi-agency distribution sites.
Welcome Home Pantry Boxes	• SC Food Banks work with members of local Long Term Recovery Groups (LTRGs) and public/private caseworkers to provide basic staples to individuals and families returning to their homes after repair. • These boxes include shelf stable products like pasta, beans, canned fruits and vegetables, but may also include fresh produce on a seasonal basis. • The purpose of these distributions is to help these families restock their pantries that might have been lost during the disaster. • 5-7 days' worth of food.
Disaster Boxes Containing Pop-Top Low-Preparation Foods	• Often times, before shelters have ramped up their food preparation operations, or if local Emergency Management Staff are doing neighborhood food distribution, there is a need to be able to distribute food that requires no preparation facilities. • SC Food Banks retain a stock of foods in pop-top containers that, if necessary, can be eaten without heating. • In addition to foods like prepared entrees (pork and beans, spaghetti, ravioli, etc.), emergency boxes may contain personal hygiene items like toilet paper and toothbrushes/toothpaste, drinking water, breakfast bars, snack foods, and paper towels. • 2-3 days' worth of food/no meat or produce.

Specialty Boxes for Individuals on Restricted Diets (Hypertension, Diabetes, Cancer Recovery)	Local food banks may have on hand a limited inventory of these boxes meeting the dietary needs of specific populations. It is recommended that local Emergency Managers coordinate with the food banks in their areas to coordinate pre-positioning these boxes pre-disaster, if possible. 3-5 days' worth of food.
Harvest Hope Food Bank serves as the primary SCFBA point of contact for food distribution during times of disaster. However, note the other food banks who are also responsible for serving the following areas. Addresses and phone numbers for each food bank is listed to the right.	As individuals and families are transitioning back to their communities' post-disaster the four members of The South Carolina Food Bank Association (SCFBA) work together to bring meals to their tables and end hunger in our state. Transition services provided by these food banks may include, but not be limited to: Golden Harvest Food Bank serves: Abbeville, Allendale, Aiken, Anderson, Bamberg, Barnwell, Edgefield, Greenwood, McCormick, Oconee, and Pickens counties. http://www.goldenharvest.org AIKEN DISTRIBUTION CENTER P: 803.642.2912 F: 803.648.9896 81 Capital Dr.; Aiken, SC 29803 ANDERSON DISTRIBUTION CENTER P: 864-222-9510 F: 864-222-9386 311 Alliance Parkway; Williamston, SC, 29697 Harvest Hope Food Bank serves: Calhoun, Chester, Chesterfield, Clarendon, Darlington, Dillon, Fairfield, Florence, Greenville, Kershaw, Laurens, Lee, Lexington, Marion, Marlboro, Newberry, Orangeburg, Richland, Saluda and Sumter counties. http://www.harvesthope.org/about COLUMBIA BRANCH 2220 Shop Road; Columbia, SC 29201 (803) 254-4432 Florence, Pee Dee FLORENCE BRANCH 2513 West Lucas Street; Florence, SC 29501 (843) 661-0826 GREENVILLE BRANCH 2818 White Horse Road; Greenville, SC 29611 (864) 281-3995 Lowcountry Food Bank serves: Beaufort, Berkeley, Charleston, Colleton, Dorchester, Georgetown, Hampton, Horry, Jasper, and Williamsburg counties. https://www.secondharvestmetrolina.org Charleston RFC

	2864 Azalea Dr; Charleston, SC 29405 Phone: (843) 747-8146 Myrtle Beach RFC 97 S. Broadway; Myrtle Beach, SC 29577 Phone: (843) 448-0341 Yemassee RFC One Guess Road; Yemassee, SC 29945 Phone: (843) 589-4118 Second Harvest Food Bank of Metrolina serves: Cherokee, Lancaster, Spartanburg, Union, and York counties. CHARLOTTE HEADQUARTERS 500-B Spratt Street Charlotte, NC 28206 Phone: (704) 376-1785
11.A. Transition to Alternate Sheltering and Housing Solutions Steps - Feeding Options 11.A.2. (The Salvation Army)	
Feeding Options	Planning Actions
Mobile Kitchen Unit Canteens	- Deployable assets for either food preparation on the vehicle (eg. like a food truck) and/or food delivery (i.e. food prepared at a fixed or temporary kitchen facility and delivered to where needed). - Deployed locations of canteens will be considered for consistency and continuity of service delivery. - Canteens may be deployed or re-deployed to a fixed location in the community or mobile within the affected areas as people transition from shelters.
Food for Household Distribution	- Non-perishable food items may be made available for distribution to individuals and households with the capability of preparing their own food. - Food items may be available separately and organized by category or in pre-packaged in food boxes (approximate size of a standard file box) - Food boxes may be distributed from a fixed location (e.g. a Salvation Army disaster assistance center or facility), a temporary location (e.g. the site of a canteen) and/or from a mobile location (e.g. a Salvation Army box truck moving through the affected area). - Food boxes may be pre-packaged in partnership with other organizations or assembled by TSA volunteers at the time of product acquisition.
Pre-disaster Feeding Programs	- As impacted communities begin recovery, pre-existing feeding programs facilitated by The Salvation Army in pre-established communities may be re-established to serve those in need. - Food programs may include a food pantry service, a feeding service with established

| | days/times and/or feeding at a Salvation Army shelter for those in crisis (i.e. those who are homeless or in crisis). |
| | • To connect with these existing local Salvation Army programs, go to www.salvationarmycarolinas.org/ and look for LOCATIONS. |

IX. Reporting, Public Information and Public Officials:

A. Sheltering Reporting	
Sheltering Reporting Steps	**Planning Actions**
Shelter Status	• Report on shelter status: stand-by, open, closed. • For hurricane evacuation report % full: 50%, 75%, 90%, FULL
Shelter Counts and demographics	• Report number of clients and any demographic information available • Red Cross reports in NSS at noon(daytime) and nighttime(midnight)
Daily Situation Reports	• Report daily by 3pm (SCDSS)
Resource Needs	• Report any material and human unmet needs to local EOC
Other Agencies	• Recognize that other agencies have internal reporting requirements.
Use of reporting tools	• Reference sheltering tools at nationalmasscarestrategy.org for opening and operating and closing checklists • Facility checklist for opening and closing facility use. • Inventories logs.
A.1. Sheltering Transition Reporting	
Sheltering Reporting Steps	**Planning Actions**
Shelter Status	• Time of closing or transition.
Shelter Counts and demographics and needs assessments	• Report number of clients and any demographic information available • Report unmet client needs for shelter transitioning to long term housing solutions, through shelter client needs assessments.
Other Agencies	• Recognize that other agencies have reporting requirements also and may be able to support client's unmet needs for transitioning.
Support of Shelter Transition Task Force	• Support the Shelter Client transition team with SCEMD, Red Cross, SCDSS, SCDHEC, FEMA and other agencies. • Shelter client needs assessments at the high level should be conducted once the shelter is operational and should continue to the need for detailed needs assessments. • Detailed needs assessments should begin once the shelter has a population that has stabilized. • Detailed assessments should look for these vulnerable populations: elderly persons, single persons, low-income households, single-parent households, pre-disaster homeless, renters,

	individuals with access and functional needs, including those with disabilities and homeowners without insurance.
	• The goal is permanent, medium term or transitional housing solutions.

B. Public Information	
Public Information Steps	**Planning Actions**
Planning	All public messaging from all shelter organizations should be coordinated with the SCDSS Public Information Officers on duty and released via SERT channels through the state Joint Information Center (ESF-15). All organizations that intend to release information to the media and to the wider public audience should plan to provide a public information point of contact that coordinates directly with the SCDSS PIO in ESF-15 and the Lead SCEMD PIO.
Messaging	Messaging regarding open shelter locations, items to bring to shelters and ongoing shelter status should be unified and consistent among all the agencies. Public messages should be short and concise with no potential barriers to compliance. Any information from ESF-6 should be crafted into a public message by ESF-15 and approved through established ESF-15 procedures by the SCDSS Director, the SEOC Chief of Ops (if activated), the SCEMD Director and/or the SCEMD Chief of Staff who will coordinate with the Executive Group.
	Any rapidly developing issues, rumors or inaccurate information that ESF-6 is made aware of should be immediately communicated to ESF-15 for situational awareness, corrective messaging and accurate content development.
Shelter openings and closings	Shelter openings, closings and ongoing shelter status will be provided to the public via a live data feed on SCEMD's website at scemd.org/shelter-rss and will be monitored closely by the SCDSS representatives in ESF-15. SCDSS Public Information Staff will be the primary coordinators regarding shelter status public messaging, supported by SCEMD and all agencies in ESF-15.

C. Role of a Public Official in Sheltering	
Public Official Role	**Planning Actions**
Planning	Public and elected officials can serve as a trusted avenue of information to residents in an affected area.
	• Residents will often contact local elected officials for information before contacting public safety organizations. ESF-15's legislative/congressional/intergovernmental function will serve as one of

	the primary means of communicating accurate shelter information to public officials.
	• Plan for providing a conduit for elected and or public officials for explanation of services and sheltering and requests from local elected and state officials.
Shelters	Relay elected officials concerns to ESF 6.
	• ESF 6 to inform ESF 15 of major decisions in service delivery and shelters.
	• ESF-15 will communicate any information requests and concerns of public officials about shelters.
Transition of Shelter Services	1. ESF 6 to provide transition planning decisions with Recovery and ESF 15 for public official's information and requests.
	2. The shelter transition messaging should be timely and consistent in every area. ESF-15 and ESF-6 will develop an approved standard messaging template that can be used for all shelter transitions.
	3. Public officials concerns about shelter transitions should be communicated to Recovery leadership and ESF-15 for coordination.

X. ORGANIZATION AND AGENCY ROLES AND RESPONSIBILITIES

- **Reference the EOP, Annex 6 and ESF 6 SOP**

XI. Other Considerations

1. Activation of the Shelter and Mass Care Plan – ESF 6
2. Activation of SC MC Sheltering Task Force – A Multi Agency Mass Care Sheltering Task Force is established during a response in accordance with the criteria specified in the Multi-Agency Mass Care Sheltering Plan. Members of the planning team may or may not participate in the task force. Jurisdictions will likely identify other agencies that play a role and contribute to disaster sheltering strategies within their state. (Reference: MS MC SH TF Template)
3. Catastrophic Sheltering Considerations - (Reference: table in the Multi-Agency Sheltering Support Plan Template)
4. Medical Support – ESF 8
5. Transportation – ESF 1

XII.   STRATEGIC PRIORITIES – ESF 6

FIRST YEAR	YEAR 1 – 3	YEAR 3 - 5
Development and Training of leads and partners in sheltering and mass care	Develop a plan to hold exercises for this strategy for refinement.	Hold TTX's yearly to validate documents.
Determine how we measure success	Continue training efforts with leads and partners in sheltering and mass care.	Continue training efforts with leads and partners in sheltering and mass care.
ICS Form 204 developed for all shelters associated with a SC EOP (hurricane, dam, nuclear, earthquake, etc.)	Update 204's yearly as needed.	Update 204's yearly as needed.
Update WebEOC/Palmetto shelter board to shelter information to include capacities	Update shelter board on WebEOC/Palmetto yearly	Update shelter board on Palmetto yearly as needed.
	Update the Sheltering Task Force document yearly as needed.	Update the Sheltering TF Document yearly.
	Develop plan for inclusion of Feeding TF document and Sheltering TF document to form a Mass Care TF template. (Inclusion of a Distribution of Emergency Supplies TF Document)	Update plan for Mass Care TF Template yearly, as needed.

XIII.   Document Development and Maintenance
A. This document will be reviewed on an annual basis and after each exercise where this component is tested and evaluated.
B. All involved agencies will maintain departmental SOP's, letters of agreement, personnel rosters and resource inventories.

XIV. <u>Tools:</u>

- State of SC Code – Section 25.1.450
- SCEOP, SCEOP Annex 6, ESF 6 SOP, Annex I, Annex J – SCEMD website
- CUSI Catalog
  http://www.nationalmasscarestrategy.org/wp-content/uploads/2014/07/cusi-catalog-as-of-march-2013-v2.pdf
- Shelter Reporting
  http://www.nationalmasscarestrategy.org/wp-content/uploads/2015/10/Shelter-Field-Guide-508_f3.pdf   Page 39 reporting strategy.
- Rapid Shelter Assessment
  http://www.nationalmasscarestrategy.org/wp-content/uploads/2014/10/Multi-Agency-Shelterin-Plan-Template-Final_100114.pdf Rapid Shelter Assessment page 50.
- Shelter Field Guide
  http://www.nationalmasscarestrategy.org/wp-content/uploads/2015/10/Shelter-Field-Guide-508_f3.pdf
- FNSS (Functional Needs Support Serves) Guidance
  https://www.fema.gov/pdf/about/odic/fnss_guidance.pdf
- Multi Agency Sheltering Plan Template
  http://www.nationalmasscarestrategy.org/wp-content/uploads/2014/10/Multi-Agency-Shelterin-Plan-Template-Final_100114.pdf
- Shelter Planning
  http://www.nationalmasscarestrategy.org/wp-content/uploads/2015/10/Shelter-Field-Guide-508_f3.pdf
- Inventory Management
  http://www.nationalmasscarestrategy.org/wp-content/uploads/2015/10/Shelter-Field-Guide-508_f3.pdf
- American Red Cross Sheltering Forms
  http://nationalmasscarestrategy.org/american-red-cross-shelter-forms/
- Reunification Planning
  http://nationalmasscarestrategy.org/reunification/
- Safe and Well Link
  https://safeandwell.communityos.org/cms/index.safe.php
- *ADA Checklist for Emergency Shelters 2007 (Link Here)*
- *Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters 2010 (Link Here)*
- American Red Cross Shelter Facility Survey and Instructions – SCEMD ftp site under plans
- ICS Form 204 – SCEMD ftp site under plans(internal website for SCEMD)
- DHEC Supplemental Assessment Tool for Potential SMNS sites – SCEMD ftp site
- DHEC Transportation Triage Tool – SCEMD ftp site
- Shelter Resource Planning Tool – Reference CUSI Catalog
  http://www.nationalmasscarestrategy.org/wp-content/uploads/2014/07/cusi-catalog-as-of-march-2013-v2.pdf
- SC LGOA – Aging Report Matrix – SCEMD ftp site
- Department of Justice (DOJ) Americans with Disabilities Act (ADA) Definition of Service Animals and Frequently Asked Questions
- SC Assistive Technology Reutilization
  http://scatp.med.sc.edu/documents/AT%20Reuse%20Flyer.pdf