

**EMERGENCY OPERATIONS PLAN
ESF-6 Shelter & Mass Care**

EMERGENCY SUPPORT FUNCTION 6

1. PURPOSE

The purpose of Emergency Support Function 6 is to identify a number of hazards significant enough to require the use of City of New Haven shelters. Any emergency might necessitate the sheltering of many City residents. The extent of any sheltering operation will be based on the extent of the given incident.

2. SCOPE

2.1 LIMITED INCIDENT

A limited incident is a natural or technological disaster effecting less than one hundred City residents necessitating the use of a single sheltering facility for a limited period of time. The most common example is a fire resulting in the loss of one or more housing units. Red Cross disaster response staff, Fire Department and/or EMD personnel will interview fire victims to determine if the individuals have alternate shelter available to them. Red Cross will make arrangements with their contracted hotels. The opening of a city shelter will be necessary if insufficient hotel or motel spaces are not available. **(ARC max is 10 hotel rooms)**

2.2 LOCALIZED DISASTER

A localized disaster is a natural, man made or technological emergency limited to one neighborhood or scattered neighborhoods where the effect on residents and property is not widespread. In some cases the number of displaced people would exceed the capacity of the Red Cross to provide commercial spaces, and therefore a co-managed shelter(s) between the City of New Haven and the Red Cross would have to be opened. **(Regional Fire Academy, over 25 persons- See attached instructions)**

2.3 MAJOR DISASTER

A major disaster is a natural, man made, or technological emergency resulting in general widespread threat or destruction of property or public safety throughout the City of New Haven. **(Over 100 persons- See list of identified city shelters -attached)**

2.4 NATIONAL EMERGENCY

A national emergency is any threatened or actual attack upon the United States resulting in the necessity of protecting the entire population of New Haven; either through massive sheltering within the City or by evacuation to a less threatened area.

3. ASSUMPTIONS

- Under limited emergency conditions a high percentage of the people seeking shelter will go to family or friends rather than to City established public shelters.

EMERGENCY OPERATIONS PLAN
ESF-6 Shelter & Mass Care

- Residents will be given instructions of evacuation if required by the Mayor.
- The City is responsible for providing shelter for people within the New Haven's limits. Depending on the extent and nature of the emergency, sheltered victims will require either short or long term lodging, feeding, health care and social services.

4. CONCEPT OF OPERATIONS

- The responsibility for ordering shelter operations rests with the Mayor or his designee. In certain situations, such as limited incidents, the below listed officials may initiate sheltering operations. In such circumstances, the Mayor will be informed immediately by the following Personnel.
 - a) Chief Administrative Officer
 - b) Emergency Management Deputy Director(s)
 - c) Fire Chief
- If time permits, the Chief Administrative Officer or his designee will provide the Mayor with data concerning the emergency's magnitude, intensity, time until onset, and possible duration. This data will determine the extent of shelter operations.
- Personnel assigned to help manage the shelter will be given as much advance notice as possible before the direction to take shelter is given to the general public.
- The general public will be given timely, accurate, and authoritative instructions directing them to shelter.
- Evacuation by private automobile will be encouraged, however; transportation may be provided for anyone without access to a car or damage to infrastructure.
- Shelter operations will cease when so ordered by the Mayor.
- Shelter management and ancillary training will be increased, if necessary, during any available pre-disaster time period.

5. MISSIONS

In addition to the assignments outlined in the basic emergency plan, the following agency missions are of increased importance during sheltering operations.

5.1 EDUCATION

- Provide use of identified City school building(s) as emergency shelters.

EMERGENCY OPERATIONS PLAN ESF-6 Shelter & Mass Care

- Plan for and provide personnel to immediately open selected schools during after-hour periods.
- Maintain records of any expenses or damage incurred as a result of supporting shelter operations.
- Assist in feeding, stocking and general maintenance during the period the shelter is open.
- Assist the Police Department with security at school shelters.
- Assist in the provision of translators when necessary.

5.2 PUBLIC INFORMATION

Provide the public with timely, accurate and authoritative information on the Shelter Operation from the Joint Information Center (JIC), Emergency Operations Center (EOC), or Emergency Communications Center (ECC), Including;

- Where to go for shelter or transportation to shelter.
- How to contact the City Government for Assistance.
- Where and whom to contact for location information on relatives or other residents in shelters.
- Official forecasts to media and estimates of expected disaster extent.
- Roadways closed, or to be avoided, due to use as evacuation routes.
- Assistance needed from the unaffected public such as limiting the use of wire or cellular telephones, food and clothing collections, or provision of space in homes for evacuees.
- Insure that it is clearly understood that no media representatives will be allowed in operating shelters. Shelter residents wishing to do so may meet with the media outside of the facility.

5.3 RED CROSS: SOUTH CENTRAL CONNECTICUT CHAPTER

- Responsible to provide shelter management personnel, intake personnel, and all feeding equipment and supplies necessary for the shelter operation.
- Coordinate with the Office of Emergency Management as to whether a multi-jurisdictional shelter will need to be opened.
- Coordinate shelter management options.

EMERGENCY OPERATIONS PLAN
ESF-6 Shelter & Mass Care

- Coordinate the support of additional volunteer organizations such as the New Haven Community Emergency Response Team (CERT) or the Medical Reserve Corps (MRC). Region 2 Teams can be requested through DEMHS.

6. SHELTER OPENING

6.1 NOTIFICATION

The Emergency Operations Center staff will accomplish the following tasks listed below to initiate the opening of City shelter(s). In the event of evacuation and need for shelter is ordered by an on scene emergency responder or local official, the New Haven PSAP will notify the Red Cross.

- For events requiring sheltering of over 20 people, the 911 communicator will notify the Deputy Director of Emergency Management.
- Emergency Management will notify the Red Cross if not yet done.
- Notification of the Board of Education (BOE) Chief Operating Officer will be made for use of any school.
- Notification of the Health Director.
- Notification of the Police Chief and the Animal Control Officer.
- Notification of the Fire Chief.
- Notification of the Public Information Officer.
- Notification of the Fire Chief or designee for use of the Regional Fire Training Academy will be made.
- Insure the New Haven PSAP, the NHFD and NHPD, and C-Med communications centers are aware of the initiation of sheltering operations.

6.2 OPENING PERSONNEL REQUIREMENTS

As soon as the selected building is unlocked, Emergency Management personnel, BOE representatives, including security and operations personnel, will ensure the following tasks are completed: (If the Fire Academy is to be utilized, the Fire Chief or Designee shall be notified).

- At least (1) school maintenance worker will be on site to ensure all lights, heat, air conditioning, telephones and all other building services are in working order. ALL restrooms in the facility will be inspected and readied for use.

EMERGENCY OPERATIONS PLAN
ESF-6 Shelter & Mass Care

- The Board of Education will assign security personnel during shelter operations.
- Necessary cots, blankets, and other logistical needs will be facilitated through the Office of Emergency Management or Red Cross as required.
- Red Cross shelter personnel and/or City personnel are on scene to facilitate the registration process and are ready to begin accepting displaced persons.

Shelter staff will provide and fill out a Shelter Registration Form 59-72 and a Health In-Take Form for all evacuees requiring shelter. Each person sheltered will be provided with a **red** wrist band with their designated cot number (if city managed). Clients will then be provided cot space with corresponding information available at registration.

- In the event that pet sheltering is required, the City Animal Control Officer (ACO) shall be notified and contact will be made with the DEMHS Region 2 Coordinator, requesting assistance from the Statewide Animal Response Team (SART). The City ACO shall be responsible for all pet activities and will coordinate with Emergency Management as necessary. In the event that the Region 2 SART trailer is activated, coordination will be the responsibility of the New Haven ACO. The SART unit will operate under the City ACO. Security of the Pet Shelter area will be coordinated through the ACO and the NHPD.
- In the event that feeding of evacuees is necessary during the shelter operation, the City will work with the Red Cross or the Board of Education to assist with the facilitation of feeding evacuees and Staff. Central Kitchen or the use of outside pre-arranged vendors to assist with feeding. The City has Complete Meals Ready to Eat (MRE's) are on hand if necessary to assist this operation.
- The Greek Olive Restaurant (Tony 203-495-9990) may provide requested food as needed to further support the operations as necessary. Emergency Purchase Orders may be used for this purpose.
- LCI shall provide personnel to assist with extended housing. An area will be designated for LCI staff to assist displaced residents that may require extended assistance.
- The Police shall provide an Animal Control Officer (ACO) prior to opening
- The Fire Department (Office of the Fire Marshal) shall provide the necessary inspection procedures for the shelter facility, and provide a fire watch detail as required.
- The Fire Department will provide a firefighter / EMT for shelter operations
- The Police Department will provide all law enforcement for shelter operations and will handle all matters related to unaccompanied minors, sex offenders, disorderly

EMERGENCY OPERATIONS PLAN

ESF-6 Shelter & Mass Care

conduct and any matter needing police intervention. (1) Police officer will remain at the shelter 24/7.

- The Health Department shall provide (2) nurses to manage the medical station, and assist with the medical needs of the shelter operation. The Health Department shall further provide, and have in each shelter (1) Public Health Outreach Worker and (1) Sanitarian shall provide food safety and inspection services.
- Members of the New Haven CERT or MRC will assist as needed under the direction of the Office of Emergency Management

6.3 COMMUNICATIONS

- Communications will be established with the EOC, ECC or PSAP. All **Internal communications** shall utilize portable radios. All positions and areas designated by the Emergency Management Incident Commander, will be provided with a portable radio. Each radio has a channel designated for shelter operations. All radios (shelter Mag One Radios) will be placed on channel 2. Plain language will be utilized for shelter operations.
- **External Communications** will be established between the ECC, EOC, and/or PSAP. These communications will be coordinated through land-line telephones, wireless communications and the internet; as determined by the Incident Commander.

7. SHELTER CLOSING

The decision to close shelters will be made by the Mayor based on the number of people remaining in the shelter. The Deputy Director of Emergency Management will recommend that the following steps be accomplished to officially close the shelter(s).

- All persons requiring extended shelter are relocated to alternate housing.
- Representatives of the Board of Education will perform an inspection of the facility and record any damage caused during shelter operations.
- The Public Information Officer will release notice to the general public through the media that the shelter is closed.
- All records or copies of all records, relating to the operation of the shelter will be sent to the Emergency Operations Center.
- The New Haven PSAP will notify all emergency response agencies of the shelter closing.

**EMERGENCY OPERATIONS PLAN
ESF-6 Shelter & Mass Care**

8. SHELTER FACILITIES

All shelter facilities will be designated by the Office of Emergency Management and the Board of Education. The size, design and available facilities vary greatly. Use of any school as a shelter will be made on a case by case basis.

THE REGIONAL FIRE TRAINING ACADEMY

Opening notification procedures:

1. Confirm need to open facility with CAO or Deputy CAO or designee.
2. Public Safety Communications (PSAP) will notify the Fire Chief or designee to request use of the facility.
3. Contact will be made with the Director of Training, EMS Supervisor, Drillmaster or Assistant Drillmasters for opening.
4. EOC will provide cots and blankets. (Limit evacuees to 25)
5. Additional cots may be obtained by notifying DEMHS Region 2 or by calling 1-800-842-0200
6. Manpower for shelter operations at the Fire Academy shall be determined by the Fire Chief.

**EMERGENCY OPERATIONS PLAN
ESF-6 Shelter & Mass Care**

Hill Regional Career High School 140 Legion Avenue (203) 946-5845	Evacuation = 2,900 People Gym = 250 Classrooms = 1,925 Auditorium = 725	Shelter = 830 Cots Gym = 100 Classrooms = 730	Notes Generator
James Hillhouse High School & Field House 480 Sherman Avenue (203) 946-0464	Evacuation = 8,535 People Gym = 735 Field House = 4,000 Classrooms = 2,800 Auditorium = 1,000	Shelter = 800 Cots Gym = 275 Field House = 1,475 Classrooms = 1,050	Notes Generator
Southern CT State University Moore Field House 505 Fitch Street (203) 392-5375 (HOST COMMUNITY ONLY)	Evacuation = 375 People Gym = 375	Shelter = 140 Cots Gym = 140	Notes Generator / No Kitchen State Authorization Required
Wilbur Cross High School 181 Mitchell Drive (203) 946-8728	Evacuation = 4,410 People Gym 1 / 2 = 1,050 Auditorium = 1,000 Classrooms = 2,360	Shelter = 1,275 Gym 1 = 250 Gym 2 = 140 Classrooms = 835 Notes: Generator	
NH Regional Fire Training Academy 230 Ella Grasso Blvd. (203) 946-6783	Evacuation = 275 People Auditorium = 120 Classrooms = 155	Shelter = 100 Cots Auditorium = 45 Classrooms = 55	Notes Generator
Nathan Hale School 480 Townsend Ave (203) 946-8669	Evacuation = 300 People Staging Area Only for Emergency Responders or Area of Refuge	No Shelter Capacity	Notes No Generator