

SHELTER/MASS CARE EMERGENCY PLAN



Chester County Department of Emergency Services
601 Westtown Road, Suite 012
West Chester, PA 19380-0990

Certification of Annual Review

The Chester County Department of Emergency Services has reviewed this Shelter/Mass Care Emergency Plan. The Director of Chester County Emergency Services hereby certifies the review.

Date	Signature

Plan Approval

THIS PLAN IS APPROVED AS THE CHESTER COUNTY SHELTER/MASS CARE EMERGENCY PLAN. THIS PLAN IS DESIGNED TO COMPLY WITH ALL APPLICABLE COMMONWEALTH AND COUNTY REGULATIONS AND PROVIDES THE POLICIES AND PROCEDURES TO BE FOLLOWED IN DEALING WITH EMERGENCY EVENTS.

THIS PLAN SUPERSEDES ALL PREVIOUS SHELTER/MASS CARE EMERGENCY PLANS.

SIGNED THIS _____ DAY OF _____, 2010

Edward J. Atkins, Director
Chester County
Department of Emergency Services

TABLE OF CONTENTS

I. Executive Summary.....	1
II. Overview.....	1
III. Planning Considerations.....	1
IV. Applicability and Scope.....	2
V. Authority and References.....	2
VI. Update and Maintenance.....	3
VII. Future Development Actions.....	3
VIII. Training and Exercises.....	3
IX. Concept of Operations - Reception Centers.....	4
A. Identification.....	4
B. Activation.....	4
X. Concept of Operations - Shelters.....	6
A. Identification.....	6
B. Activation.....	7
C. Feeding.....	9
D. Bulk Distribution.....	10
E. Transportation.....	11
XI. DES Implementation Procedures.....	12

ANNEXES

ANNEX A-Shelter Listing.....	13
ANNEX B-National Voluntary Organizations Active in Disaster Listing.....	15
ANNEX C-Definitions.....	27
ANNEX D-Acronyms.....	29

I. EXECUTIVE SUMMARY

The Chester County Department of Emergency Services (DES) has prepared this *Shelter/Mass Care Emergency Plan* to coordinate a county-wide capability to provide public shelter support; during times of an emergency or a disaster.

This plan:

- Ensures a coordinated effort between government and community service organizations to provide basic human needs support to affected people after a disaster.

II. OVERVIEW

Description

Several different hazards exist that could cause the need for mass care of the population, either due to evacuation or displacement caused by damaged structures.

Personnel Health and Safety

Emergencies can be hazardous for responding personnel working in the field who are at risk. Mass Care/Shelter Facilities have their own inherent hazards due to their daily operational functions; these facilities' hazards are monitored by Facilities and/or Safety personnel.

III. PLANNING CONSIDERATIONS

1. Chester County and its municipalities can provide emergency short-term protection to meet the needs of residents and an additional percentage of evacuees by maximizing use of public buildings, churches and schools as temporary housing, feeding or medical facilities.
2. All appropriate governmental and volunteer agency resources will be used as available.
3. All services will be provided without regard to economic status or racial, religious, political, ethnic, or other affiliation.
4. Chester County Plans will not supersede American Red Crosses (ARC) response and relief activities. ARC operations will follow the ARC Board of Governors' Disaster Services Policy Statement and will be performed in accordance with the ARC Disaster Services regulations and procedures.
5. Tracking of displaced citizens will be accomplished by the ARC Disaster Welfare Information (DWI) procedures.

6. The shelter program shall be developed on the assumption that people may have to remain in public shelters for a limited period of time.
7. Less than 20% of the population will require public shelter services in any given situation.
8. The ARC has existing agreements in place for shelters and an activation and staffing plan for shelter operations.
9. Existing public shelters are inventoried, equipped, supplied, and maintained to the extent possible with available state and/or federal funding.

IV. APPLICABILITY AND SCOPE

This plan applies to a full range of circumstances, from a short-term, localized event to a long-enduring regional emergency that may impact multiple operating facilities. The plan is designed to complement the Chester County Emergency Operations Plan.

V. AUTHORITIES AND REFERENCES

Authorities

The Shelter/Mass Care Plan complies with the following federal and state regulations and Executive Order(s):

- PA Code 4 § 6.53
- Executive Order 2006-1, January 10, 2006
- Robert T. Stafford Disaster Relief and Emergency Relief Act, PL 93-288, as amended Code of Federal Regulations, Title 44 Code of Federal Regulations

References

- American Red Cross Disaster Services Regulations and Procedures (ARC 3000 Series).
- United States Congress, Act of January 5, 1905, and the Disaster Relief Act of 1974 (P.L. 93-288, as amended by the Stafford Act of 2000).

Relevant Departmental/Agency Plans

- Chester County Emergency Operations Plan

VI. UPDATE AND MAINTENANCE

The Chester County Shelter/Mass Care Emergency Plan will be reviewed each November. DES will be the lead agency for reviewing and updating the plan and will coordinate with other response partners as necessary.

In addition, the plan will be updated as appropriate when a shelter/mass care emergency occurs that significantly affects the County. The update will be completed within 1 month following the date an emergency.

VII. FUTURE DEVELOPMENT ACTIONS

At the completion of shelter/mass care operations, DES will develop an After Action Report (AAR) that outlines the activities that occurred. Within the AAR, steps needed to improve operations will be identified. The complete AAR and action items for each agency will be distributed to all participants.

2009-2010 Planning Developments

1. Establish protocols for emergency communication between shelters and DES, particularly during the time between initial sheltering requests and when a shelter is fully staffed and operational.
2. Coordinate with non-profit agencies in fully understanding and capturing their roles and responsibilities pertaining to sheltering and mass care operations.

VIII. TRAINING AND EXERCISES

Training

Shelter/Mass Care training and exercises will be conducted on an ongoing basis with major emphasis placed on the operational strategies defined in this plan.

Exercises

DES will develop appropriate Homeland Security Exercise Evaluation Program (HSEEP) compliant exercises to this plan, or components of it, as deemed necessary.

IX. CONCEPT OF OPERATIONS - RECEPTION CENTERS

A. IDENTIFICATION OF RECEPTION CENTERS

General

1. Whenever possible Reception Centers will be pre-identified for existing threats and re-occurring disasters.
2. In incidents where a Reception Center has not been pre-identified the following should be taken into consideration if possible before choosing a location:
 - Size and physical layout of the facility with large open areas that can accommodate the anticipated number of evacuees
 - Ease of access to the facility via mass transit and roadways
 - Can the entrances and exits of the facility be controlled to ensure an orderly registration and transfer/transport process

B. ACTIVATION OF RECEPTION CENTERS

General

1. Evacuees will be brought or directed to the designated entrance to the Reception Center.
2. A registration area will be setup where evacuees can be identified and registered into the Reception Center.
 - a. Their needs and possible evacuation plans will be identified and they will be funneled to the appropriate area of the Reception Center where they can be further assisted.
 - b. Further areas of assistance will include:
 - i. Medical assistance
 - ii. Language translators
 - iii. Food and beverage area
 - iv. Bulk Distribution area for emergency supplies such as clothing, if applicable and available.
 - v. Mental health and spiritual care assistance area
 - vi. Pet care arrangement area
3. An exit area will be setup with staging areas for the following:
 - a. Transport/directions to a general or special needs shelter
 - b. Directions to safe evacuation routes to family or friends
 - c. Transport/directions to medical facility
4. Reception Centers may be used to funnel evacuees back into the disaster area as the situation stabilizes. The same concept of operations can be used, bringing them in one-way and exiting them from another after their personal situation has been assessed.
 - a. Those able to return will be directed via safe routes to their residence.

- b. Those not able to return will be directed to support agencies.
- 5. When necessary, Logistical support will be needed to acquire generators if power has been lost, and alternative means of communication (e.g. ARES/RACES teams) if cell towers are either down or flooded with activity.
 - a. Signs to direct traffic of evacuees and identify specific sections of the facility such as registration, refreshments and restrooms
 - b. Paperwork for evacuee registration and triage
 - c. Emergency clothing such as socks, rubber-soled slippers and sweat suits

Reception Centers

American Red Cross Roles and Responsibilities:

1	Survey and assist Emergency Management with design and setup of Reception Center
2	Coordinate with Emergency Management and other Non-Governmental Organizations (NGO's) to determine staffing needs and assignments
3	Provide sufficient staff to aid in the identification and registration of evacuees
4	Maintain a database of evacuees and their evacuation plans (i.e. shelter location, staying with family or friends) for welfare inquiries by family members
5	Provide staff for mental health/spiritual care support
6	Provide staff to inform and travel with those reporting to shelters via mass transit

DES Roles and Responsibilities

1	Pre-identify Reception Center locations whenever possible.
2	Identify the need for a Reception Center and facilities and locations to be used
3	Call chosen facility to open as a Reception Center
4	Appoint Reception Center commander/manager
5	Coordinate with facility ownership for the maintenance and sanitary needs of the Reception Center while in operation
6	Contact partner agencies to facilitate staffing and operation of the Reception Center
7	Design ingress and egress from the Reception Center, as well as, service points with the reception center.
8	Identify parking for evacuees and staff vehicles
9	Identify transport staging areas for those going to shelters
10	Identify evacuation and travel routes for evacuees and transport vehicles

11	Coordinate with law enforcement to provide traffic control and security at the Reception Center site.
12	Coordinate with Emergency Medical Service to provide on-site medical care for evacuees
13	Arrange for transportation to the Reception Center of those without transportation
14	Coordinate with partner agencies to ensure sufficient staffing for the length of time the Reception Center will remain open
15	Develop plans for scaling down and closing the Reception Center
<i>Salvation Army Roles and Responsibilities:</i>	
1	Manage the process of accepting and delivering of in-kind donations (e.g. clothing and water) at the Reception Center
2	Provide staff to assist where needed in the general operation of the Reception Center

X. CONCEPT OF OPERATIONS – SHELTERS

A. IDENTIFICATION OF SHELTERS

General

1. Shelter facilities can be recommended by various agencies and organizations. Schools and Government buildings are used most often because they can be compelled to open their facilities for use as a shelter by government officials. Whenever possible these facilities will be documented as shelters prior to use as such.

Shelter Identification

American Red Cross Roles and Responsibilities:

1	Identify potential shelter facilities in the community, including school buildings, churches, recreation and community centers.
2	Have agreements signed with the operators of those facilities.
3	Determine any specific requirements with using the facility as a shelter.
4	Conduct ARC shelter surveys of the facilities.
5	Share the surveys and agreements with county Emergency Management and enter information in the National Shelter System administered by ARC.
6	Provide shelter training to any Voluntary Organizations Active in Disaster (VOAD) group that wishes to run their own shelter.

<i>DES Roles and Responsibilities</i>	
1	Coordinate with ARC in identifying potential shelter facilities.
2	Record any non-ARC shelters and coordinate with ARC to provide support for those shelters.
3	Work with Human Services to pre-identify special needs shelter facilities.
4	Work with CART groups to pre-identify pet shelters.
5	Pre-identify shelters to be used in areas where disasters, such as flooding often occur.
<i>Salvation Army Roles and Responsibilities:</i>	
1	Use community contacts to identify any organization willing to allow their building to be used as a shelter and pass that information to Emergency Management or ARC.

B. ACTIVATION OF SHELTERS

General

1. Shelter openings and closings will be coordinated through Emergency Management at either a local, county, regional or state level depending on the scope of the incident. Shelter operations will include overall management of the individual shelters, registration of the evacuees, health services, mental health services, and feeding.
2. When necessary, Logistical support will be needed to acquire generators if power has been lost, and alternative means of communication (e.g. ARES/RACES teams) if cell towers are either down or flooded with activity.
 - a. Proper paperwork for inspection and survey of facility
 - b. Signs to direct traffic of evacuees and identify specific sections of the facility such as sleeping areas, medical/mental health and restrooms
 - c. Sleeping supplies such as cots, blankets, pillows and toiletry kits
 - d. Control, either directly or through facility liaison, of keys/codes to various entrances and rooms within facility, ensuring proper traffic flow and security

Shelter Operations

American Red Cross Roles and Responsibilities:

1	Coordinate with Emergency Management to locate the best solution on shelter locations.
2	Establish and maintain discussions with Emergency Management on overall shelter operations for the affected area during the event.
3	Establish and provide sufficient staffing to support shelter operations.
4	Bring the material support to the shelter location.
5	Setup shelter and supplies in an organized manner.
6	Provide overall shelter management for ARC shelters.
7	Provide logistical support when requested to non-ARC and ARC-supported shelters.
8	Register evacuees into the shelter.
9	Provide the following services to evacuees: feeding, health services, mental health services, casework to meet unmet needs, welfare notifications and a safe and secure shelter environment.
10	Coordinate with Emergency Management to establish communications and provide security at shelters.
11	Take delivery and coordinate Distribution of necessary supplies.
12	Record open shelters in the National Shelter System (NSS) and record occupancy twice daily (1pm and 1am)
13	Provide ARC Disaster Welfare Information Center and Emergency Management with the daily list of names of shelter occupants for disaster welfare inquiries.
14	Coordinate the merging and closing of shelters with Emergency Management.

DES Roles and Responsibilities

1	Coordinate with ARC on locations of shelters based upon affected population and ease of access to shelters. (ARC Bridge/Call Center: 215-299-4889)
2	Coordinate with ARC on providing security to shelters.
3	Coordinate with ARC on providing emergency medical care to shelters.
4	Coordinate with ARES/RACES organizations to have amateur radio equipment and operators in shelters as backup communications if necessary.

Salvation Army Roles and Responsibilities:

1	Coordinate with ARC to provide feeding and logistical support to shelters.
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C. FEEDING OF SHELTERS

General

1. When necessary, Logistical support will be needed for:
 - a. Food and beverages
 - b. Preparation equipment if not provided by facility
 - c. Associated supplies (e.g. cups, plates, cutlery kits, cambro containers)

Feeding Operations

American Red Cross Roles and Responsibilities:

1	Determine appropriate feeding method.
2	Identify kitchen site and secure agreement for use.
3	Project staffing needs.
4	Determine initial food requirements and continue to assess through operation.
5	Request supplies.
6	Create demographically and culturally appropriate menus.
7	Coordinate with Emergency Management to determine appropriate feeding routes.
8	Operate mobile feeding vehicles.
9	Follow established safety guidelines for food preparation.
10	Operate ARC kitchens or support kitchens of partner agencies.
11	Activate MOUs with other VOAD groups to assist with feeding operations.
12	Provide technical guidance on feeding operations on large-scale disasters.
13	Determine appropriate feeding method.

DES Roles and Responsibilities

1	Provide locations of affected areas to determine feeding routes
2	Provide Health Inspectors for kitchen sanitation checks

Salvation Army Roles and Responsibilities:

1	Coordinate with the American Red Cross to determine appropriate feeding methods
2	Coordinate with American Red Cross to establish feeding routes and feeding sites
3	Operate mobile feeding vehicles.

D. BULK DISTRIBUTION OPERATIONS OF SHELTERS

General

1. When necessary, Logistical support will be needed for:
 - a. Acquisition/delivery of supplies to be distributed - clean-up kits, comfort kits
 - b. Loading/unloading equipment – hand trucks, containers, forklifts, pallet jack

<i>Bulk Distribution Operations</i>	
<i>American Red Cross Roles and Responsibilities:</i>	
1	Provide guidance for determining areas of Distribution
2	Estimate daily Distribution requirements
3	Procure Distribution of materials and other resources
4	Determine service delivery methods for Bulk Distribution
5	Establish fixed sites and secure agreements, if appropriate
6	Establish mobile Bulk Distribution routes
7	Distribute items to clients
8	Coordinate distribution activities with other activities and community partners and agencies.
9	Interact with clients to determine their needs
10	Operate ARC kitchens or support kitchens of partner agencies.
11	Activate MOUs with other VOAD groups such as the Southern Baptists to assist with feeding operations.
12	Provide technical guidance on feeding operations on large-scale disasters.
13	Determine appropriate feeding method.
<i>DES Roles and Responsibilities</i>	
1	Provide locations of affected areas to determine Bulk Distribution delivery routes
2	Provide locations for Fixed Bulk Distribution sites
3	Provide management of multi-agency Distribution sites
4	Provide security for distribution sites

Salvation Army Roles and Responsibilities:	
1	Coordinate with the American Red Cross to determine areas requiring Bulk Distribution Operations
2	Assist with providing both trucks and personnel to support Bulk Distribution Operations if required
3	Provide information concerning recovery areas to adjust routes and Distribution sites

E. TRANSPORTATION OPERATIONS OF SHELTERS

Transportation Operations	
American Red Cross Roles and Responsibilities:	
1	Assist Emergency Management in determining transportation needs (e.g. Numbers to be transported and potential issues with medical needs and pets)
2	Assist in identifying pickup locations
3	Assist in organizing and ushering victims on to and off of transportation modes when possible
DES Roles and Responsibilities	
1	Coordinate transportation for evacuees from disaster scenes to a Reception Center, if opened, and then to Shelters.
2	Determine best routes of travel to Reception Centers and Shelters
3	If evacuees have vehicles provide them with directions to Reception Centers and Shelters
4	Establish pickup sites for those without transportation
5	Whenever possible in areas where there are reoccurring disasters pre-identify pickup locations
6	Coordinate with agencies to ensure that those with medical needs are transported accordingly
7	Coordinate with CART's or other organizations for pet transportation.
8	Coordinate transportation when needed to those returning to the disaster area when deemed safe.
Salvation Army Roles and Responsibilities:	
1	Same as American Red Cross (See above)
2	Use Salvation Army vans when necessary to transport evacuees

XI. DES IMPLEMENTATION PROCEDURES

Initial Warning

1	Review personnel assignments and availability.
2	Alert key staff and volunteer organizations involved in shelter and mass care activities of threat.
3	Assess potential shelter and mass care requirements.
4	Initiate public information activities to educate the public on shelter policies.
5	Review inter-local agreements with other agencies.

Readiness

1	Identify personnel to staff the EOC when activated.
2	Place staff on standby and make preliminary assignments.
3	Update shelter and mass care requirements.
4	Coordinate with support service organizations to identify facilities that will be used. (ARC Bridge/Call Center: 215-299-4889)
5	Identify requirements for pre-positioning equipment and supplies.
6	Draft information for release to the public concerning shelter locations.

Activation

1	Deploy personnel to the EOC to monitor the situation and support activities.
2	Place 2 nd Shift staff on-call.
3	Update estimate of shelter and mass care requirements.
4	In coordination with volunteer organizations, update potential facility use plans and tentative facility opening sequence.
5	Consider staging of personnel, equipment, and supplies.
6	Coordinate with the Transportation Officer on anticipated transportation requirements.
7	If appropriate, provide the public with information about potential shelter locations.

ANNEX A – SHELTER LISTING

	School Name	Address	City	Zip	POD Location (Yes/No)
1	Fred S. Engle Middle School	107 Schoolhouse Road	West Grove	19390	
2	Avon Grove High School	257 E.State Road	West Grove	19390	Yes
3	Great Valley Middle School	255 N.Phoenixville Pike	Malvern	19355	
4	Great Valley High School	225 N.Phoenixville Pike	Malvern	19355	Yes
5	Kennett Middle School	295 Sunnyside Road	Landenberg	19350	
6	Kennett High School	300 E. South Street	Kennett Square	19348	
7	Octorara High School	226 Highland Road	Atglen	19310	Yes
8	Octorara Middle School	228 Highland Road P.O. Box 500	Atglen	19310	
9	Owen J. Roberts Middle School	881 Ridge Road	Pottstown	19465	
10	Owen J. Roberts High School	981 Ridge Road	Pottstown	19465	Yes
11	Downingtown High School - West	445 Manor Road	Downingtown	19335	
12	Downingtown High School - East	50 Devon Drive	Exton	19341	Yes
13	Downingtown Middle School	115 Rock Raymond Road	Downingtown	19335	
14	Lionville Middle School	550 Uwchlan Avenue	Exton	19341	
15	Oxford Area High School	301 South 5th Street	Oxford	19363	
16	Penn's Grove Middle School	602 Garfield Street	Oxford	19363	
17	Phoenixville Area Middle School	1330 South Main Street	Phoenixville	19460	
18	Phoenixville Area High School	Gay Street and City Line Avenue	Phoenixville	19460	Yes

	School Name	Address	City	Zip	POD Location (Yes/No)
19	Tredyffrin Easttown Middle School	801 Conestoga Road	Berwyn	19312	
20	Valley Forge Middle School	105 West Walker Road	Wayne	19087	
21	Conestoga High School	200 Irish Road	Berwyn	19312	Yes
22	Unionville High School	750 Unionville Road	Kennett Square	19348	Yes
23	Charles F. Patton Middle School	760 Unionville Road	Kennett Square	19348	
24	Coatesville Area High School	1445 E. Lincoln Highway	Coatesville	19320	Yes
25	Peirce Middle School	1314 Burke Road	West Chester	19380	
26	Henderson High School	400 Montgomery Avenue	West Chester	19380	
27	West Chester Bayard Rustin High School	1100 Shiloh Road	West Chester	19380	Yes
28	West Chester East High School	450 Ellis Lane	West Chester	19380	Yes
29	Fugett Middle School	450 Ellis Lane	West Chester	19380	
30	Stetson Middle School	1060 Wilmington Pike	West Chester	19382	

ANNEX B – NATIONAL VOLUNTARY ORGANIZATIONS ACTIVE IN DISASTERS

Voluntary Agency Partners

Volunteer-based organizations provide critical assistance in the initial response phase of an incident, typically in partnership with local and state governments. National Voluntary Organizations Active in Disaster (National VOAD) partner agencies support:

- Offering food and shelter.
- Distributing donated goods.
- Caring for household pets and service animals.
- Making temporary home repairs.

Adventist Community Services (ACS)

1 East 5th Street
PO Box 123
Waynesboro, PA 17268
(717) 762-8777

- Distributes relief items such as: drinking water, groceries, clothing and more.
- Provides warehousing & other donation coordination services such as Points of Distribution centers (PODs).
- Operates volunteer centers where community members can volunteer during disaster response.
- Provides victims with Emotional & Spiritual counseling.

American Radio Relay League (ARRL) – Amateur Radio Emergency Services (ARES)

Contact Chester County Deputy Director of Emergency Management for more information

- Operators setup and run organized communication networks locally for governmental and emergency officials, as well as non-commercial communication for private citizens affected by the disaster. They activate after disasters damage regular lines of communications due to power outages and destruction of telephone, cellular and other infrastructure-dependent systems.
- ARRL volunteers act as communications volunteers with local public safety organizations. In addition, in some disasters, radio frequencies are not coordinated among relief officials and Amateur Radio operators step in to coordinate communication when radio towers and other elements in the communication infrastructure are damaged.
- At the local level, Hams may participate in local emergency organizations, or organize local “traffic nets.”

American Red Cross

23rd and Chestnut Streets
Philadelphia, PA 19103
(215) 299-4889 (24 hours a day) Disaster Services

- Provides Mass Care operations such as: shelter, fixed and mobile feeding services for disaster victims and emergency workers in the affected area, and the distribution of supplies and commodities.
- Provides emergency and preventive health services to people affected by disaster.
- Provides individual assistance at service delivery sites and through outreach, by referral to government and/or voluntary agencies through distribution or financial assistance.
- Provides services leading to reunification of family members in the affected area.
- Performs damage assessments.
- Provides emergency and preventive mental health services.

Brethren Disaster Ministries

601 Main Street
P.O. Box 188
New Windsor, MD 21776-0188
1-800-451-4407

- Engages a network of volunteers to repair or rebuild homes for disaster survivors who lack sufficient resources to hire paid labor, focusing on vulnerable communities.
- Trained, skilled project leaders supervise volunteers.
- BDM cooperates with the local disaster recovery organization to enhance the long-term recovery of the community.
- Provides Maryland-based warehousing & distribution services through the Church of the Brethren's Material Resources center.

Children's Disaster Services (CDS)

601 Main Street
P.O. Box 188
New Windsor, MD 21776-0188
1-800-451-4407

- Children's Disaster Services (CDS) alleviates disaster-related anxiety in children through specially trained and certified volunteers.
- Provides children a safe, secure and comforting environment in shelters and assistance centers.
- Offers specialized care for children experiencing grief and trauma.
- Educates parents and caregivers on how to help children cope.

Catholic Charities, USA

Catholic Human Services, Philadelphia
222 N 17th St
Philadelphia, PA 19103-1202
(215) 587-3903

- Provides assistance including direct financial assistance to communities in addressing the crisis and recovery needs of local families.
- Performs initial damage assessments.
- Provides ongoing and long-term recovery services for individuals and families, including temporary & permanent housing assistance for low income families, counseling programs for children and the elderly, and special counseling for disaster relief workers.
- Provides relief stage services including shelter and emergency food.

Christian Reformed World Relief Committee (CRWRC)

15 Chetwynd Road
Paoli, PA 19301
(267) 847-4615

- Fully equipped & trained Rapid Response teams for clean up, chain saw & mucking out
- Trained volunteer managers assist local community in the formation and operation of long term recovery organizations.
- Provides community wide Unmet needs assessments for long term recovery organizations
- Provide construction estimating services using skilled volunteers
- Provide accounting services for long term recovery and VOAD organizations using volunteer CPA's
- Provide skilled teams for long term housing repair and construction.
- Chaplaincy services
- Community Development consultants after the recovery.

Churches of Scientology Disaster Response

Church of Scientology of Philadelphia
1315 Race Street
Philadelphia, PA 19107
215-564-1547

- Assists relief crews in providing food and water.
- Emotional and Spiritual Care.

Church World Service

New York headquarters
475 Riverside Dr., Suite 700
New York, NY 10115
(212) 870-2061

- Provides advocacy services for survivors.
- Provides case management for low income & marginalized groups.
- Provides emotional and spiritual care as well as physical rebuilding programs.

- Assists in long-term recovery of those in need.
- Restores and build community relationships.

City Team Ministries

634 Sproul Street
Chester, PA 19013
(610) 872-6865

- Supports first responders during rescue phase.
- Provides food, water & shelter during the relief phase.
- Provides emotional & spiritual care and case management to assess the needs of victims.
- Is committed to the effort of rebuilding homes and communities.

Convoy of Hope

1455 Pennsylvania Ave. NW
Suite 400
Washington, DC 20004
(202) 280-2002

- Facilitates relief efforts between churches and other organizations to help best serve the needs of survivors. With our fleet of trucks, 300,000 square foot warehouse, Mobile Command Center, and utilizing the first response P.O.D. (Points of Distribution) model, USDR has become an active and efficient disaster relief organization, providing resources and help to victims in the first days of a disaster.

Disaster Psychiatry Outreach

Mount Sinai School of Medicine
PO Box 1228
One Gustave L. Levy Place New York
NY 10029-6574
1-646-233-1215 or 1-212-598-9995

- Provides education and training in disaster mental health to a range of professionals in the emergency management sector.
- Organizes volunteer psychiatrists who provide immediate mental health services in the aftermath of disasters.

Episcopal Relief and Development

815 Second Avenue
New York, NY 10017
1-800-334-7626 ext. 5129

- Sends immediate relief grants for such basics as food, water, medical assistance, and financial aid within the first 90 days following a disaster.
- Provides on-going recovery activities through rehabilitation grants, which offer the means to rebuild, replant ruined crops, and counsel those in trauma.
- Delivers relief kits and other emergency supplies and food to emergency shelters & camps.

- Works primarily through Church World Service in providing its disaster-related services.
- Does rebuilding for individual homes damaged during disasters.
- Helps residents restore the social and economic fabric of their communities by providing economic and educational opportunities and improving access to legal services and home ownership.
- Trains & equip local denominations to prepare for and respond to disasters that devastate their communities.

Feeding America

3616 S. Galloway Street
P.O. Box 37555
Philadelphia, PA 19148
215-339-0900

- Collects, transports, warehouses, and distributes donated food and grocery products for other agencies involved in both feeding operations and distribution of relief supplies through its national network of food banks.
- Processes food products collected in food drives by communities wishing to help another disaster-affected community.
- Develops, certifies, and supports their food banks.
- Positions frequently used emergency food products and personal care items in strategic locations and regularly cycles inventories to ensure usage by survivors immediately following a disaster
- Serves as a liaison between the food banks and the donors.
- Educates the public about the problems and solutions of hunger.
- Specializes in disaster training for its network, and continually improves standard operating procedures that enable member food banks to develop seamless, coordinated approaches to delivering disaster assistance.

Habitat for Humanity International

Chester County, HFH of
PO Box 1452
Coatesville, PA 19320-0218
(610) 384-7993

- Conducts community housing assessments for long-term recovery.
- Works with partner families to build or rehabilitate simple, decent, and affordable homes after a disaster.
- Offers construction and development technical assistance to communities.
- Facilitates community involvement and support during the long-term recovery process.
- Introduces alternative construction technologies (modular, panelized/SIP housing, etc) to communities to speed up the delivery of permanent housing solutions.

Humane Society of the United States

2100 L St., NW
Washington, D.C. 20037
202-452-1100

Provides assistance with animal rescue, handling and transport in a timely and humane way:

- Assessment of animal related needs.
- Establishment & management of temporary emergency animal shelters.
- Evacuation support.
- Veterinary evaluation of animals.
- Relocation and support of disaster affected animal facilities.
- Transition of support to local resources during the recovery phase.
- Donations & volunteer management including emergent volunteers.
- Serves as resource for individuals, animal-related organizations, and others concerned about the urgent needs of animals before, during and after disasters.

International Critical Incident Stress Foundation

See Deputy Director of Emergency Medical Services for more information

Emotional and Spiritual Care:

- Pre & post-incident training.
- Risk & Crisis Communication.
- Crisis planning & intervention with communities& organizations.
- Spiritual assessment and care.

International Relief & Development

1621 North Kent Street
Fourth Floor
Arlington, VA 22209
703-248-0161

- Distributes food and critical relief supplies.
- Helps communities develop effective social services through collaborative efforts to improve roads, renovate schools, rebuild utilities: water and sewage systems, and establish health facilities.
- Collaborates with other organizations to provide shelter and necessary tools such as financial counseling to disaster victims.
- Performs needs assessment and mapping.

Lutheran Disaster Response

2169 74th Ave
Philadelphia, PA 19138
(215) 424-3741, ext.203

- Provides response efforts through a pre-selected group of Lutheran social service agencies with established standing in the affected communities.
- Provides spiritual and emotional counseling for affected persons
- Helps in coordinating volunteer teams for cleaning-up and rebuilding disaster affected homes.

- Provides case management services for long-term recovery
- Provides training and expertise on volunteer coordination, case management, long-term recovery, construction, and database management.

Mennonite Disaster Services

MDS Binational Office
1018 Main St
Akron, PA 17501
(717) 859-2210

- Assists disaster victims by providing volunteer personnel to clean up and remove debris from damaged and destroyed homes and personal property.
- Repairs or rebuilds under-insured primary residence homeowners with emphasis on assisting with the special needs of the vulnerable populations such as: elderly & people with disabilities.

Mercy Medical Airlift (Angel Flight)

4620 Haygood Road, Ste. 1
Virginia Beach, VA 23455
Toll Free: 800-296-3797

Services of the Homeland Security Emergency Air Transportation System (HSEATS):

- Transport into disaster response areas of small high-priority non-hazardous cargo (including blood) up to 300-400 pounds (boxed) when commercial ground or air not available.
- Aerial reconnaissance of disaster area.
- Air transport of disaster response personnel and evacuees into/from/within disaster area when commercial ground or air not available.
- Relocation of special populations including special "surge services" using commercial air ambulance services (by pre-arranged MOU only)
- Coordination of available corporate jet aircraft for disaster response in cooperation with NBAA.
- Management of large-scale airline provided relocation movements in support of FEMA, Red Cross, etc.

National Association of Jewish Chaplains (NAJC)

901 Route 10
Whippany, NJ 07981-1156
(973) 929-3168

Provides spiritual crisis counseling, short term pastoral care and long term pastoral counseling through its board certified chaplains and professionally trained chaplains.

- Provides education and training in disaster spiritual care.
- Helps organize volunteer disaster chaplains, through its association with American Red Cross' Critical Response Team and other professional chaplaincy organizations, who wish to provide immediate disaster spiritual care services in the aftermath of disasters.

National Emergency Response Team (NERT)

1058 Albion Road
Unity, Maine 04988
1-888-637-8872

- Provides coordinated emergency services with federal, state and local government agencies and non-profit agencies.
- Transports food and other disaster goods through trailer units.
- Provides communication services through trailers equipped with ham radios, scanners etc.
- Provides direct financial aid to victims.
- Home repair services for special needs group (elderly).

National Organization for Victim Assistance (NOVA)

510 King Street, Suite 424
Alexandria, VA 22314
(703) 535-6682

- Provides social and mental health services for individuals and families, who experience major trauma after disaster, including: psychological first aid, crisis intervention, crime victim resources, crisis management consultation.

Nazarene Disaster Response (NDR)

17001 Prairie Star Parkway
Lenexa, KS 66220
913-577-2970

- Provides clean-up and rebuilding assistance, especially to the elderly, persons with disabilities, the widowed, and those least able to help themselves.
- Works in the recovery phase by assisting with the emotional needs of disaster victims.

Noah's Wish

P.O. Box 4288
El Dorado Hills, CA 95762
(916) 939-9474

The mission of Noah's Wish is to save animals during disasters by providing:

- Rapid deployment of disaster response teams
- Operation of temporary animal shelters
- Rescue and evacuation assistance
- Veterinary care for disaster related injuries or illness
- Short and long term foster care for animals
- Permanent placement for all unclaimed or surrendered animals
- Coordination and distribution of donated supplies and food

Operation Blessing

977 Centerville Turnpike
Virginia Beach, VA 23463
757-226-3401

- Transports food and emergency supplies to disaster survivors.
- Assists in disaster medical relief.
- Provides direct financial assistance to victims.

Points of Light Institute/Hands On Network

1875 K St NW 5th Floor
Washington, DC 20006
202-729-8000

- Creates innovative, actionable models for citizen-centered problem solving, and direct, tangible tools and opportunities for people and organizations to apply their interests and passions to make a difference.
- Serves 83% of the American population and 12 international communities in nine countries through hundreds of affiliates — places where people can get connected, get involved and make change happen in their communities.
- Focus on helping people plug into volunteer opportunities in their local community, helping non-profits manage volunteer resources and developing the leadership capacity of volunteers.

Presbyterian Disaster Assistance (PDA)

100 Witherspoon Street
Louisville, Kentucky 40202-1396
(888) 728-7228

- Works primarily through Church World Service in providing volunteers to serve as disaster consultants.
- Funding for local recovery projects that meet certain guidelines.
- Provides trained volunteers who participate in the Cooperative Disaster Child Care program.
- Provide volunteer labor and material assistance at the local level.
- Supports volunteer base camps for volunteer groups assisting with the rebuilding efforts.

REACT International

5210 Auth Road #403
Suitland, MD 20746
(301) 316-2900

- Provides emergency communication facilities for other agencies through its national network of Citizen Band radio operators and volunteer teams.

The Salvation Army

701 N. Broad St.
Philadelphia, PA 19123
215-825-4630

- Provides emergency assistance including mass and mobile feeding, temporary shelter, counseling, missing person services, medical assistance.
- Provides warehousing services including the distribution of donated goods including food, clothing, and household items.
- Provides referrals to government and private agencies for special services.
- Does individual & family counseling.
- Recruits, trains, house, and transports volunteers.
- Coordinates economic reconstruction efforts.
- Provides financial assistance to victims through case management to include: housing needs, disaster related medical & funeral expenses.
- Emotional & Spiritual care.

Samaritan's Purse

P.O. Box 3000
Boone, NC 28607
(828)-262-1980

- Emotional and Spiritual Care.
- Provides cleanup assistance.
- Emergency home repairs.

Save the Children

54 Wilton Road
Westport, CT 06880
(203) 221-4030

- Provides disaster relief services for children in shelters including food, clothing, diapers, evacuation backpacks.
- Also provides supervision in designated areas within shelters.

Society of St. Vincent De Paul

National Council of the United States
58 Progress Parkway
St. Louis, Missouri 63043-3706
314-576-3993

- Provides social services to individuals and families, and collects and distributes donated goods.
- Makes store merchandise available to disaster victims. Operates retail stores, homeless shelters, and feeding facilities that are similar to those run by the Salvation Army.
- Provides warehousing facilities for storing and sorting donated merchandise during the emergency period.

Southern Baptist Disaster Relief

SBC of Virginia
4101 Cox Road, Suite 100
Glen Allen, VA 23060
(888) 234-7716

- Provides mobile feeding units staffed by volunteers who prepare and distribute thousands of meals a day.
- Provide disaster childcare – mobile units transport equipment and supplies to a facility where trained workers provide safe and secure care for children.
- Provide units and trained volunteers to assist with clean-up activities, temporary repairs, reconstruction, chaplains, command/communication, and bilingual services.
- Provide water purification, shower and laundry units and trained volunteers for disaster responses.

Tzu Chi Foundation

Mid-Atlantic Region
150 Commerce Rd.
Cedar Grove, NJ 07009
973-857-8666

- Emotional and Spiritual Care.
- Provides Medical and Financial assistance.

United Church of Christ

National Office
700 Prospect Ave.
Cleveland, Ohio 44115
216-736-2100

- Coordinators help to organize volunteers for clean-up and rebuilding efforts; as well as participate in response and long term recovery efforts in communities affected by natural disasters.

United Jewish Communities (UJC)

No Contact Information Available (12/23/2009)

- Organizes direct assistance, such as financial and social services, to Jewish and general communities in the U.S. following disaster.
- Provides rebuilding services to neighborhoods and enters into long-term recovery partnerships with residents.

United Methodist Committee on Relief (UMCOR)

475 Riverside Drive, Room 330
New York, NY 10115
800-554-8583

- Raises and distributes funds equitably to the most vulnerable populations in affected communities.
- Provides case management services and related training for the long term recovery of victims.

- Coordinates shipments of disaster relief supplies and kits, including cleanup supplies.
- Provides spiritual and emotional care to disaster victims and long-term care of children impacted by disaster.
- Offers training in support of volunteer activities in disaster recovery.

United Way of America

York County
800 East King Street
York, PA 17403
717-843-0957

- Provides experience, expertise, and resources to local United Ways facing local, regional, state or national emergencies.
- Gives direct grants to support disaster recovery, such as: home repairs, food vouchers, counseling.
- Acts as a resource & information guide for survivors, through its 2-1-1 call centers.

Volunteers of America (VOA)

235 White Horse Pike
Collingswood, NJ 08107
(856) 854-4660

- Makes trucks available for transporting victims and supplies to designated shelters.
- Collects and distributes donated goods and provides mental health care for survivors of disaster.
- Provides case management services modeled from the CAN database.

World Vision

34834 Weyerhaeuser Way So.
Federal Way, WA 98001
253-815-1000

- Trains and mobilizes community-based volunteers in major response and recovery activities.
- Provides consultant services to local unaffiliated churches and Christian charities involved in locally-designed recovery projects.
- Collects, manages, and organizes community based distribution for donated goods.

ANNEX C – DEFINITIONS

Bulk Distribution Operations

The role of Bulk Distribution activity in disaster relief operation is to provide items essential to basic survival, health and sanitation as quickly and equitably as possible to those affected by disaster, regardless of where they congregate. Items needed for a cleanup and recovery may be also provided to those affected by disaster when they return to their homes. Bulk Distribution may also provide basic recovery items not available in the disaster-affected area. Bulk Distribution may be a phased system of delivery, initially supplying essential, life-sustaining items and later supplying clean up and recovery items.

Comfort Center

Facilities that are used in smaller incidents where residents are temporarily displaced by a disaster such as an apartment complex disaster or high-rise building disaster. The Comfort Center will be used for the identification and registration of the evacuees. The evacuees will be provided with a safe comfortable place to wait while a determination is being made about the safety of returning to their residences. Once the disaster has been stabilized a damage assessment will be conducted to determine if any will be able to return to their residence that day. A Comfort Center is not a shelter. If evacuees are in need of a place to stay because they cannot return to their residences due to the disaster arrangements for opening a shelter or relocation will be made.

Evacuation Shelter

An evacuation shelter is for short term sheltering to get citizens out of harms way usually in a hurricane. It may be open overnight as the storm passes but it is not a long-term solution for displaced residents. Many times the same buildings used for regular longer term sheltering such as schools are used for evacuation sheltering also. Many other building such as churches and community centers may be used as evacuation shelters as long as they have a large open space for evacuees to congregate and bathroom facilities. *According to ARC guidelines an evacuation shelter requires a minimum of 20 square feet of space per person.*

Feeding

Providing meals, snacks and beverages through fixed service delivery locations and mobile delivery, using emergency response vehicles and other vehicles.

Fixed Distribution

Fixed Distribution uses a designated site for walk-up or drive through service. Fixed sites are often referred to as Points Of Distribution (PODs). A Fixed Distribution site does not need to be a building; it may be a parking lot, tent and/or a truck loaded with products. A Point Of Distribution may be a multi-agency Distribution site where the Red Cross is a partner and does not provide overall management. Red Cross can be integrated into a community Point Of Distribution by working with agencies in the community and with local emergency management during the readiness phase of disaster planning.

Fixed Feeding

Fixed site feeding is used when a number of clients are found at a location. The location maybe a service center, a shelter site, or anywhere clients gather. Feeding at a fixed site maybe from the emergency response vehicle or inside a building.

Logistics

Represents the support of a Mass Care operation through the acquisition and transportation of materials and emergency personnel, as well as the maintenance of facilities.

Mobile Feeding Routes

These routes are established based on disaster assessment information, emergency management input and Red Cross observations of need.

Mobile Service Delivery

Mobile service delivery uses a variety of vehicles and crews to canvas the disaster-affected area and deliver needed supplies to clients. The advantage of mobile Distribution is that service can be provided at the client's homes where they are likely to be working.

Reception Center

Facilities that are used when large numbers of residents are evacuated from an area either in anticipation of an impending disaster or after a disaster has occurred. The Reception Center will be used for the identification and registration of evacuees. The evacuees will then be triaged to see what their needs are and processed to the next step in the evacuation process. The next step may include: transfer/transport to a general or special need shelter, transfer/transport to a medical facility, directed to a Bulk Distribution site for supplies, or directed to a safe evacuation route so they can proceed out of the affected area to friends or family. These same reception centers will be used to relocate evacuees back to their residences when the disaster is subsided.

Shelter

According to ARC guidelines a regular shelter requires 40-60 square feet per person. Regular shelters also require shower facilities and a certain ratio of bathroom/shower facilities per population.

Transportation of Affected Populations

The movement of populations affected by disaster from the disaster site to reception centers and/or shelter locations. This includes transportation back to the affected area in larger events when it has been deemed safe to return. Consideration must be given for transportation of non-ambulatory victims as well as transportation of companion pets.

ANNEX D – ACRONYMS

AAR	After Actions Review or After Action Report
ARC	American Red Cross
ARES	Amateur Radio Emergency Services
CART	County Animal Response Team
DES	Department of Emergency Services
DWI	Disaster Welfare Information
EOC	Emergency Operations Center
FEMA	Federal Emergency Management Agency
HSEEP	Homeland Security Exercise Evaluation Program
MOU	Memorandum of Understanding
NGO	Non-Governmental Organization
NSS	National Shelter System
RACES	Radio Amateur Civil Emergency Service
VOAD	Voluntary Organizations Active in Disaster