

Metropolitan All-Hazards Emergency Operation Plan Functional Annex	
Special Needs Population	A12
NRP Coordination:	<i>ESF #6</i>
Primary Agency:	Red Cross
Support Agencies:	<ul style="list-style-type: none"> ▪ Emergency Management ▪ Health Department ▪ Emergency Medical Services ▪ Law Enforcement ▪ Kanawha Putnam Emergency Planning Committee ▪ 911 Center

I. Introduction

A. Purpose

This annex develops a plan for mass care, specialized care and essential communications services involving persons affected by an emergency who:

1. Are non-English speaking
2. Have challenges due to disability, including, but not limited to,
 - a. hearing or sight impairment,
 - b. mobility impairment,
 - c. mental or developmental disability, or
 - d. any person declared by a medical doctor or government agency to be disabled.

3. Minor children whose parents are not available to care for them.
4. Aged citizens who need assistance moving about or with personal care.
5. Indigent citizens who lack the basic resources to self-evacuate such as transportation, financial resources and temporary lodging arrangements.

B. Scope of Work

1. This annex establishes the potential need for Special Needs Transportation and mass care.
2. This annex establishes guidelines for operating a Special Needs Shelter.
3. This annex establishes resources needed for a Special Needs Shelter.
4. This annex describes available, special communications resources.

II. Situation and Assumptions

- A. Chief Elected Officials of local governments are obligated to provide for the public safety and welfare of all citizens in their jurisdictions.¹
- B. People with certain disabilities may not receive, or be able to respond to, **Functional Annex A01—Public Warning** messages.
- C. Some elderly citizens may not receive, or be able to respond to **Functional Annex A01—Public Warning** messages.
- D. Non-English speaking persons may not understand **Functional Annex A01—Public Warning** messages and instructions. These persons may have difficulty communicating with response and relief/recovery personnel.
- E. Some citizens may not have the ability to self-evacuate from a threat area due to lack of transportation and financial resources necessary for self-evacuation.
- F. Emergency incidents may threaten or affect child day care centers². These facilities may lack the resources to effectively evacuate without assistance.

¹ NRP III – Roles and Responsibilities

² [include appendix identifying all child day care centers in the metropolitan area with address and phone number]

- G. Nursing facilities³ lack the resources to effectively evacuate their residents without assistance.
- H. The term “resident” used in this annex means any member of the public who presents themselves at a Special Needs Shelter needing care.
- I. The term “shelter” used in this annex means any facility established to provide care and assistance to the public during an emergency incident.

III. Concept of Operations

A. General

Any public safety or government agency personnel seeing the potential need for Special Needs assistance to the public will immediately notify their supervisor, who shall pass that information to Emergency Management Director.

1. The Emergency Management Director will order the activation of this annex, as needed.
2. Due to the critical care required for a Special Needs operation, such a shelter should be the last option for the public during an emergency incident. Appropriate options include,
 - a. Individual can go to the home of a family member, relative or qualified caregiver⁴.
 - b. Individual can be transported to a hospital.
 - c. Individual can be transported to a skilled nursing facility, extended care facility, group home, day care facility, or other like facility with appropriate staff and management, or to another facility with available space.
3. The American Red Cross will be the lead authority for management of a Special Needs Shelter.
4. The Health Department will be the lead agency for management of medical and public health care in a Special Needs shelter.

³ Include appendix identifying all SNFs and ECFs in metropolitan area with address and phone number

⁴ Qualified caregiver means any person who, by mutual agreement, can assume care and temporary custody of the individual.

5. In order to provide for proper care and protect the rights of residents, the Special Needs Shelter may segregate residents into three or more classes, including,
 - a. Residents in need of medical care⁵,
 - b. Residents who are generally healthy and have no immediate need beyond customary [Mass Care] resources⁶, and
 - c. Minor children not presently in the custody of their parents (i.e., child day care center evacuees).
6. In the event that any care facility is evacuated to a Special Needs shelter, staff of that facility shall accompany their residents/charges and shall bring appropriate resident documentation (i.e., medical charts, etc). Any documentation shall be treated as confidential, shared only with qualified medical personnel and must be kept with the person to whom it belongs.
7. Under no circumstances should a person be denied admittance to a Special Needs shelter unless that person,
 - a. Presents a significant threat to the safety or health of the shelter population, or,
 - b. Fails to exhibit a qualifying special need⁷ beyond a reasonable doubt.
8. The Emergency Management Director will facilitate the ongoing development of additional Special Needs planning and strategic development.

B. Primary Agency

1. The American Red Cross will be the lead authority for management of a Special Needs Shelter.

⁵ Triage and medical staff will determine the need to transfer any resident to a medical facility, such as a hospital.

⁶ Following triage, persons in this category may be transferred to a general Mass Care facility.

⁷ Because of the specialized care in a Special Needs shelter, and due to limited, specialized staff, persons who don't exhibit a special need may be transferred to an appropriate facility. However, the basis to disqualify a person should be inclusive, not exclusionary. *The lack of resources to accommodate a person with special needs is not an acceptable basis for exclusion.*

2. Identify location of appropriate Special Needs Shelter and facilitate proper and timely activation of same.
3. Provide customary [Mass Care] resources.
4. Request any additional resources as needed to effectively operate the shelter (see [Resource Management]).
5. Apply and maintain ICS management structure to include,
 - a. Command and control.
 - b. Span of control.
 - c. Incident Action Plan (to be conveyed periodically to Emergency Management Director).
6. Set up and operate intake procedure that allows for medical triage and results in appropriate segregation of residents.
7. Conduct essential human services as described in [Mass Care] and [Human Services].
8. Coordinate activities with other agencies tasked for shelter operations.
9. Insure adequate security is available on-site to keep the peace, protect rights and safety of residents, and to facilitate release of shelter residents.
10. Make notifications to family members of residents to advise of the resident's location and status.
11. Maintain communications with shelter staff.
12. Maintain communications with EOC personnel. EOC staff shall determine method of communications.
13. Establish operating area for amateur radio, as needed.

C. Support Agencies

1. Health Department

- a. The Health Department of jurisdiction shall be the lead management agency for purposes of providing medical care and resources.
- b. Provide nursing staff for triage and medical care and monitoring.
- c. Provide other professional medical staff as necessary for effective medical care, including physicians, as necessary.
- d. Identify need for, and request, decontamination operations.
- e. Assist in procurement of pharmacy needs.
- f. Shelter-wide, identify the need for, and request, professional mental health assistance.
- g. Make notifications to residents' primary care physicians to advise status and location of residents.
- h. Identify and request resources, as needed, for effective medical care.
- i. Establish and maintain communications with supporting EOC personnel and local hospitals.

2. Emergency Management Director

- a. Activate the Special Needs Population annex, based on real or perceived need or possible need. Activities include:
 - (1) Notifying tasked agencies.
 - (2) Coordinating with the Primary Agency to determine appropriate Special Needs shelter location.
 - (3) Activating the **Transportation Annex**.
 - (4) Coordinates communications activity between shelter and Emergency Operations Center.

(5) Insure adequate security is provided for shelter location.

3. Emergency Medical Service (EMS)

- a. Provide on-site availability of basic and advanced life support services and emergency transportation from the shelter to hospitals.
- b. Assist in evacuation of Special Needs population to shelter locations, as requested.
- c. Assist shelter medical operations, as needed.

4. Law Enforcement

- a. Fulfill tasks under [Evacuation] annex.
- b. Assign sworn officers to establish and conduct shelter security operations.
- c. Provide transportation for arrested individuals from the shelter.
- d. Assure orderly intake operations for persons arriving at the shelter, insuring that everyone follows intake and triage procedures.

5. 911 Center

- a. Process 911 calls for service from persons requesting Special Needs assistance per internal policy.
- b. Provide 911 TTDY services.
- c. Maintain language translation services resources.