

Village of Oak Park
Emergency Operating Plan

ANNEX F - MASS CARE - HUMAN SHELTERING

STATEMENT OF PURPOSE

This annex provides guidelines and objectives for obtaining temporary or long-term lodging of persons that require relocation in the event of a disaster or emergency within the Village limits.

SITUATION

The Village of Oak Park is a community in Cook County. Within its boundaries are highways, major expressways (I-90, Route 43), and two railroad lines. The northern lines run east west through the center of the Village and are owned by the Union Pacific Railroad. Additionally, both Metra Rail and the Chicago Transit Authority (CTA) operate passenger trains on these lines. The rail lines to the south run along the I290 expressway and are operated by Canadian National Railroad. Both the UP and CN lines transport hazardous and non-hazardous freight.

GPS coordinates: Latitude: 41.885 N
 Longitude: -87.784 W

The geographical area of the Village is 4.5 square miles with a general population approximating 53,000. The Village is primarily residential with some large sections of multi-family housing located throughout.

All Mass Care functions are under the direct auspices of the Public Health Director, and it is he/she or his/her representatives that will coordinate efforts with outside agencies, as well as the Public Information Officer, for the implementation of this annex.

ASSUMPTIONS

Personnel from the Village will handle the initial response to any disaster or unusual occurrences within the geographical limits of the Village. It is quite possible that in the event of a disaster or unusual occurrence, citizens will be displaced from their homes. Officials will assist in finding temporary housing and supplies for displaced citizens.

Mass shelter efforts will be coordinated by the Public Health Director with assistance from the Environmental Health Services Supervisor and the American Red Cross. The Public Health Director will report to the EOC and assume responsibility for sheltering operations.

CONCEPT OF OPERATIONS

Mass Care encompasses:

Shelter: The provision of emergency shelter for displaced victims includes the use of pre-identified shelter sites in existing structures, creation of temporary facilities such as tent cities, or the temporary construction of shelters; and use of similar facilities outside the disaster-affected area, should evacuation become necessary.

Feeding: The provision for feeding disaster victims and emergency workers through a combination of fixed sites, mobile feeding units, and bulk food distribution.

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Emergency first aid: Emergency first aid services will be provided to disaster victims and workers at mass care facilities and at designated sites within the affected area. This emergency first aid service will be supplemental to emergency health and medical services established to meet the needs of disaster victims.

Disaster welfare information: Disaster welfare information regarding individuals residing within the affected area will be collected and provided to immediate family members outside the affected area by the DWI system. Disaster welfare information will also be provided to aid in reunification of family members within the affected area who were separated at the time of the disaster. In many cases during a mass casualty incident, the American Red Cross will activate their Patient Connect system and will assist in managing this information.

Bulk distribution of emergency relief items: Sites will be established within the affected area for distribution of emergency relief items. The bulk distribution of these relief items will be determined by the requirement to meet urgent needs of disaster victims for essential items. Aid from the American Red Cross will be requested through the liaison to the Village.

The Public Health Director, in consultation with other department and medical welfare officials and consultants in Oak Park, will rapidly determine if the mass care needs of the community can be managed with the resources available. If municipal planning and resources are not sufficient to meet the emergency sheltering needs, the Public Health Director or his/her representative will forward those needs to the American Red Cross and the Cook County Department of Homeland Security and Emergency Management (CCDHSEM).

Once the mass care system is activated at the county level, Cook County officials, in the County EOC, will coordinate with the representatives in Oak Park to determine the level of local activation required. CCDHSEM and IEMA will help activate the appropriate disaster relief center(s) (DRC) or emergency shelter and help provide adequate resources to manage the facility(s).

The release of information to the media regarding operation of a DRC, or emergency shelter, or the mass care system in total will be coordinated between the Public Health Director and the Village Communications Director.

Oak Park Public Health Department personnel will coordinate with the CCDHSEM and IEMA as well as the Salvation Army and American Red Cross to provide needed supplies and food to support the mass care operation.

As deemed necessary, Salvation Army and Red Cross mobile canteens will be dispatched to areas affected by the disaster to provide mobile feeding to emergency workers, residents remaining in the area, and to disaster relief centers requiring food support. This task is supported through an MOU on file in the EOC and the ESDA Coordinator's office.

Should disaster relief center(s) need to be operated for extended periods, local officials may determine that management of the center(s) should be transferred to the American Red Cross and converted into a disaster shelter. If the transfer is necessary, Oak Park officials will still retain oversight responsibility. If it is determined that the situation overwhelms the capabilities of the County, IEMA will be notified and outside assistance will be requested. State assistance will be provided based on tasks assigned in the Illinois Emergency Operations Plan. This assistance may be in the form of personnel or supplies, or by providing state facilities for use during the event.

During the recovery phase, Cook County may coordinate the opening and staffing of a bulk

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warehouse to receive, sort, and distribute relief supplies. Oak Park Public Health Department officials will indicate specific needs to CCDHSEM, and if available, these supplies/materials will be routed from the bulk distribution center.

The Salvation Army/Red Cross will be responsible for the receipt, sorting, and distribution of all donated foods received at the regional distribution center.

FACILITIES

At present, there are written and signed agreements maintained by the Public Health Department and ESDA outlining arrangements for temporary shelter facilities at locations within the Village's School Districts 200 and 97, numerous churches and places of worship, the Park District of Oak Park facilities and other private and public facilities. Similar agreements are maintained for provision of emergency supplies and food.

TRANSPORTATION

The Village has mutual assistance agreements with CTA, PACE and METRA for emergency use of busses/drivers. Signed documentation of these agreements is kept in the Village Emergency Operation Center and ESDA Coordinator's office. **These lists are confidential.**

SHELTER OPERATIONS

American Red Cross

Oak Park Fire Department, Public Health Department, Medical Reserve Corps (MRC) and Community Emergency Response Team (CERT) volunteers have received training from the American Red Cross in establishing and managing mass shelter operations. The American Red Cross will provide on-site training to additional staff and volunteers to prepare individuals to serve as Shelter Coordinators so staffing needs can more easily be met. Red Cross personnel, where possible, will function as Shelter Managers with Village staff or MRC/CERT volunteers assigned as Shelter Coordinators for each shelter location in the response effort. The Red Cross will also jointly provide disaster relief services consisting of food, clothing and first aid to victims of a disaster or an emergency.

Shelter Coordinator Functions

The Shelter Coordinator has several tasks to perform in the temporary shelter facilities

- a) Maintain clear, open lines of communication with the EOC
- b) Oversee the registration of shelter inhabitants.
- c) Determine personal resources within the shelter population for welfare, morale, etc., and assign tasks accordingly. See *EMERGENCY RELOCATION REGISTRATION FORM*.
- d) Request security measures to ensure shelter safety.
- e) Maintain positive morale and offer emotional support.
- f) Make available administrative equipment and supplies such as pencils, paper, registration forms, and event log from the EOC, for pre-positioning at the shelter location.

NOTE: Formal shelter teams have not been formed as the American Red Cross will provide most staffing. MRC volunteers have been trained on shelter operations and

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will be called upon to assist as necessary.

RESPONSIBILITIES

The Public Health Director will be responsible for helping to determine the need to open shelters, obtaining resources to run shelters, assist with mass feeding, and providing health/medical care at shelters.

The following may provide resources and services in functional support:

Sheltering:	Oak Park School Districts 200 and 97, Park District of Oak Park, Oak Park YMCA, Oak Park churches and places of worship, Village of Forest Park, Village of River Forest
Feeding:	American Red Cross, Housing Forward (formerly PADS), Jewel, local restaurants
First Aid:	American Red Cross, PCC Wellness Center, Rush Hospital System, West Suburban Medical Center.
Welfare Information:	PCC Wellness Center, Oak Park River Forest Infant Welfare Society, Oak Park Township Services, Village of Oak Park Community relations.

Functional Needs (FN-ADA)

Provisions for providing mass care services for the functional needs population are as follows: (FN-ADA).

1. School districts will be responsible for the children in their schools.
2. Daycare providers will be responsible for children in their care.
3. Long-term Care Facilities have the responsibility of the residents and staff as outlined in their Emergency Operation Plan. Before the Long-term Care Facilities mass care resources are exhausted, the Fire Department Branch Director designee will coordinate mass care operations with the Cook County Department of Public Health and IDPH. This will be in accordance with the Illinois Administrative Code - Title 77 Public Health, Section 300.670 - Disaster Preparedness.
4. Because the population of hearing-impaired, sight-impaired, mentally-impaired, and mobility-impaired citizens are minimal, their care will be the responsibility of the care-givers, although shelters will make every effort to accommodate functional needs population.
5. The non-English speaking population is minimal.
6. Law Enforcement will be responsible for the care of its inmates.
7. Transient population such as, street people, motel guests, seasonal workers, and people without transportation shall be the responsibility of the ARC.
8. Oak Park Police, Animal Control, and the Humane Society shall coordinate mass care for animals including shelters. Animal control will be responsible for the safety and ownership identification of all animals taken to shelters.

Special assistance will be required in the mass care facility for the elderly, persons with disabilities, and others with functional needs.

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Sheltering (FN-ADA).

IEMA and the IDPH are the lead for the ESF Mass Care and Sheltering. They will work with the American Red Cross, Village of Oak Park and other local Emergency Management Coordinators to designate and coordinate shelters during times of a pre-emergency or a disaster. The management, operation, and staffing of the shelter is the shared responsibility of the local jurisdiction and the American Red Cross. Regardless of who operates a shelter, the ADA generally requires shelter operations to be conducted in a manner that offers individuals with disabilities the same benefits provided to people without disabilities (e.g., safety, comfort, medical care, support of family and friends). To the maximum extent possible, shelter and support plans should include persons with functional needs along with others in their community and the co-location of a shelter for pets.

Transportation (FN-ADA).

Populations requiring transportation assistance during emergency response and recovery include:

1. Individuals who do not have access to a private vehicle and will need a ride from their home;
2. Individuals who do not have access to a vehicle but can independently arrive at a pick-up point;
3. Individuals who live in a group setting or assisted living environment and will need a ride from such facilities;
4. Individuals who are in an in-patient medical facility or nursing home;
5. Individuals who are transient, such as people who are homeless, and have no fixed address;
or
6. Individuals with limited English proficiency.

Vans and buses vary as to the number of individuals they can accommodate and the types of lifts, ramps and wheelchair securing devices they employ. The Logistic Section Chief will identify resources available by contacting CCDHSEM.

Service Animals (FN-ADA).

Service animals are permitted in all places that serve the public as long as the animal poses no direct threat to the health or safety of individuals. Access includes transportation with their owners/handlers during evacuations. In assessing forms of transportation, Planning and Logistics personnel should consider the presence of service animals and the potential need to for them to travel with their owners during evacuations. According to the Americans with Disabilities Act, only two questions may be asked to determine if an animal is a trained service animal:

1. Is the animal a service animal required because of a disability?
2. What tasks or work has this animal been trained to perform?

If the answers to these questions reveal that an animal has been trained to assist a person with disabilities, that person should be allowed to access services, programs, activities, and facilities while accompanied by the service animal. Service animals do not require certification, identification cards or licenses, special equipment, or professional training. The animal should be kept with the handler to the greatest degree possible to minimize movement trauma and general safety to both. Emergency personnel and owners must address potential medical needs of the service animal to maintain the animal's health. As a result, transportation must include provisions to carry any necessary medications for animals, just as they would for human passengers.

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MAINTENANCE, REVIEW AND UPDATING THIS ANNEX

It is the responsibility of the ESDA Coordinator and Public Health Director for the maintenance, review and updating of this annex.

CONTINUITY OF GOVERNMENT

The following is the line of succession of individuals with responsibility for coordination, control, and continuity of the Village's Mass Care System.

1. Public Health Director
2. ESDA Coordinator
3. Emergency Preparedness and Response Manager

APPENDICES

Appendix F1	Shelter Pre-emergency Operation Checklist
Appendix F2	Shelter Response Operation Checklist
Appendix F3	Shelter Recovery Operation Checklist
Appendix F4	Emergency Relocation Registration Form

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APPENDIX F1 - PRE-EMERGENCY OPERATIONS CHECKLIST

Complete: Yes/No	Identify local and/or all agencies available and willing to supply shelter assistance (including religious groups).
Complete: Yes/No	Identify special concern residents that may require shelter assistance.
Complete: Yes/No	Coordinate with all-assisting agencies to ensure cooperation and assist in identifying shelter coordinators and shelter managers.
Complete: Yes/No	Identify and keep a current the list of all-congregate care shelters, which could be used for feeding and lodging.
Complete: Yes/No	Identify facilities for lodging, feeding of institutionalized or special concern residents.
Complete: Yes/No	Identify resources, which would be important for use within shelters, (i.e.: food, water, sanitary supplies, medicine, clothing, blankets, etc.).

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APPENDIX F2 - RESPONSE OPERATIONS CHECKLIST

Complete: Yes/No	Upon determination that the need of shelter facilities has occurred, the ESDA Coordinator will notify and request some or all of the following agencies to report to the EOC:
Complete: Yes/No	Park District Officials
Complete: Yes/No	American Red Cross
Complete: Yes/No	Oak Park Public Health Department MRC Coordinator
Complete: Yes/No	Salvation Army
Complete: Yes/No	Local churches and ministers
Complete: Yes/No	Regional and local Superintendents of Schools
Complete: Yes/No	Food Pantries
Complete: Yes/No	The ESDA Coordinator or designee will coordinate with the above agencies to support the shelter needs.
Complete: Yes/No	Shelter managers will report current status to the shelter coordinator at/in the EOC, as to the number of shelters, number of inhabitants, supplies, sanitary conditions, etc.
Complete: Yes/No	Coordinate with the Public Health Department and the Red Cross to provide basic health and medical care in shelters and congregate care facilities.

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APPENDIX F3 - RECOVERY OPERATIONS CHECKLIST

Complete: Yes/No	Shelter operations will continue until a return order is issued.
Complete: Yes/No	Shelters will be cleaned and closed as evacuees depart.
Complete: Yes/No	Necessary logistical support will be provided for food, water, emergency power, lighting, and fuel for dispatch and control centers and response personnel during emergency operations.
Complete: Yes/No	Radiation exposure records will be maintained for all response personnel, and require dosimeter readings at appropriate frequencies during emergency operations.
Complete: Yes/No	Identify facilities that are appropriate for short-term use as lodging and feeding facilities for evacuees who don't require fallout shelter protection.
Complete: Yes/No	Identify facilities suitable as fallout shelters from the national facility survey.
Complete: Yes/No	Identify upgradeable facilities, which can be used as a resource to cover shelter deficits.
Complete: Yes/No	Allocate specifically designed segments of the population to specifically identified shelters.

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APPENDIX F4 – EMERGENCY RELOCATION REGISTRATION FORM

OAK PARK EMERGENCY RELOCATION REGISTRATION FORM

Family Last Name _____ Phone Number _____

Home Address _____ City _____

Family Members First Name	Relation to #1	Age	Sex	Illness or Disability	Skill or Occupation	Work Assigned In Shelter
1.						
2.						
3.						
4.						
5.						
6.						
7.						
Immediate Family Members Not In This Shelter			Presumed Whereabouts			Relation
1.						
2.						
3.						
4.						
5.						
Other Relatives Not In Effected Area				Address & Phone Number		
1.						
2.						
3.						
4.						
5.						

Pets Located to: _____

Items Brought Into Shelter (eg. food, medicines, blankets, etc: