

**STATE SUPPORT FUNCTION (SSF) ANNEX 6  
MASS CARE, EMERGENCY ASSISTANCE, HOUSING & HUMAN SERVICES**

VTSEOP

PRIMARY: Agency of Human Services

SUPPORT: Agency of Agriculture, Food and Markets; Agency of Education; Agency of Natural Resources; Agency of Transportation; Agency of Commerce and Community Development; Department of Buildings & General Services; Department for Children & Families; Department of Corrections; Department of Disabilities, Aging & Independent Living; Department of Forests, Parks and Recreation; Department of Health; Department of Housing and Community Development; Department of Labor; Department of Mental Health; Department of Public Safety, Division of Emergency Management and Homeland Security, Division of Fire Safety, and State Police; Office of The Adjutant General, VT National Guard; American Red Cross; VT Food Bank; Vermont VOAD; Radio Amateur Civil Emergency Services; Vermont Association of Hospitals and Health Systems (VAHHS)

**I. INTRODUCTION**

- A. The Agency of Human Services is the Primary State Agency designated for coordinating/managing this State Support Function.
- B. **Mass Care** encompasses shelter (existing or constructed facilities); feeding (fixed sites, mobile feeding units); bulk distribution of food and supplies; first aid at mass care facilities and designated sites and family well-being inquiry. The American Red Cross (ARC) is the primary organization that operates mass care shelters in Vermont. Both the American Red Cross and the Salvation Army (SA) provide feeding capability through their own resources.

SSF-6 ensures coordination of mass care services to provide for the safety and well-being of household pets and service animals during evacuations and sheltering. SSF-8 (Health & Medical Services) and SSF-11 (Agriculture & Natural Resources) ensure support to SSF-6 through an integrated response. SSF-11, under SSF-6, coordinates support services for household pets and service animals during disasters.

The Department of Health will facilitate the placement of Functional Needs and Medical Surge individuals in existing operational facilities, e.g. nursing homes, care homes, etc. in coordination with the Agency of Human Services.

- C. **Emergency Assistance** includes assistance required by individuals, families and their jurisdictions to ensure that immediate needs beyond the scope of the traditional “mass care” services provided at the local level are addressed. These services include: support to evacuations (including registration and tracking of evacuees); reunification of families; provision of aid and services to special needs populations; evacuation, sheltering, and other emergency services for household pets and services animals; support to specialized shelters; support to medical shelters; nonconventional shelter management; coordination of donated goods and services; and coordination of voluntary agency assistance.

- D. **Housing** includes housing options such as rental assistance, repair, loan assistance, replacement, factory-built housing, semi-permanent and permanent construction, referrals, identification and provision of accessible housing, and access to other sources of housing assistance.
- E. **Human Services** includes the implementation of disaster assistance programs to help disaster victims recover their non-housing losses, including programs to replace destroyed personal property and help to obtain disaster loans, food assistance benefits, crisis counseling, disaster unemployment, disaster legal services, support and services for special needs populations, and other Federal and State benefits.

## II. MISSION

To coordinate assistance in support of State and local efforts to meet the mass care, emergency assistance, housing and human services needs of disaster survivors.

## III. CONCEPT OF OPERATIONS

- A. AHS is responsible for coordinating all SSF-6 administrative, management, planning, training, preparedness, mitigation, response and recovery activities to include coordinating, and maintaining the SSF-6 Annex. All SSF-6 supporting agencies will assist AHS in the planning and execution of the above.
- B. AHS will coordinate with the American Red Cross (ARC), other volunteer relief organizations and all supporting and other appropriate agencies/organizations to facilitate interagency/inter-organizational planning and to promote operational coherence.
- C. AHS shall act as the primary Mass Care coordinator. However, each Mass Care member agency/organization will manage its own program(s) and maintain administrative and financial control over its activities.
- D. The Department of Disabilities, Aging & Independent Living will provide assistance with issues concerning the elderly population. This will include coordination of expansion of the Meals on Wheels Program and other services to the elderly population as needed.
- E. The Department for Children and Families will provide assistance with issues concerning children. This will include the expansion of existing programs and other services to children and families as needed
- E. In coordination with, and support of, the State-Rapid Assessment & Assistance Team (S-RAAT), assess the situation (both pre- and post-event), and in coordination with local emergency management officials, develop strategies to respond to the emergency. SSF-6 staff will assess the effectiveness of the food and water distribution network and oversee the inventory of food and water resources procured by this SSF. Staff will coordinate with local officials to ensure timely deliveries of food.

F. **Mass Care** encompasses the following:

1. Shelter

- a. The provision of emergency shelter for disaster survivors and emergency workers includes the use of pre-disaster designated shelter sites in existing structures, temporary shelters, or the use of similar facilities outside the disaster area should evacuation be necessary. Mass Care shelters may be opened by the ARC or other organizations. However, ARC shelter operations are managed by the ARC trained volunteers and AHS staff.
- b. Listings of pre-disaster designated shelters may be found in the Local EOPs (Mass Care Annex), individual ARC Chapter Disaster Plans, the Tab 4 of this Annex and the Vermont Radiological Emergency Response Plan (VTRERP).
- c. Expedient post-event sheltering may occur in other facilities not pre-designated if the primary facilities have been made unsuitable by the impact of the event.

2. Feeding

- a. The ARC will manage feeding programs for disaster survivors and emergency workers through a combination of fixed sites, mobile feeding units, and if needed, bulk food distribution.
- b. Feeding operations will be coordinated through SSF-6 and supported by the VT Food Bank, USDA Food and Consumer Service, and major volunteer organizations. Under the general coordination of AHS, SSF-6 will operate under existing USDA authorities and regulations as well as the requirements of supporting agencies, to provide disaster food supplies to designated disaster staging areas and/or authorize the issuance of disaster food stamps. Coordination with all supporting agencies and other appropriate departments, agencies and organizations will be performed to ensure operational readiness. Each agency/organization will operate under their mandated federal, state, or organizational regulations and will maintain complete administrative and financial control over their activities.
- c. Under the general coordination of AHS, the food services function will operate in accordance with existing USDA authorities and regulations, as well as the Stafford Act, to provide USDA food supplies to designated disaster staging areas.
- d. Feeding operations will be based on sound nutritional standards and will strive to include provisions for meeting any special dietary requirements of disaster victims. Menus will be determined by volunteer organizations conducting food preparation with full consideration of special population dietary needs. Menus may be built around USDA foods that are available. Other mass care organizations with food resources will supplement the food supply. Menus will be adjusted based on food quantities and needs as determined by volunteer agencies.

- e. AHS will manage the Disaster Supplemental Nutrition Assistance Program (D-SNAP) under the rules and regulations of the USDA Food and Nutrition Service (FNS). The purpose of D-SNAP is to provide temporary food assistance to victims of a disaster that has disrupted commercial channels of food distribution if such households are in need of temporary food assistance. Following a Presidential disaster declaration, and upon a request from the Governor, the United States Secretary of Agriculture may direct USDA Food Nutrition Services (FNS) to distribute supplemental nutrition assistance benefits if:

- (1) Commercial channels of food distribution have been restored.
- (2) As a result of the disaster, income or resources are reduced or inaccessible, and food assistance needs cannot be met by the regular 3 Squares Vermont procedures.

- h. The Vermont Food Bank will manage donated food in accordance with Tab 4 to Annex G (SSF 7 – Resource Support) of this plan.

### 3. Water

- a. VDH, assisted by ANR, will manage water programs for disaster victims and emergency workers through a combination of fixed sites, mobile supply of water, sampling and testing public and private water supplies/sources and if needed, bulk water distribution.
- b. SSF-6 will coordinate with SEOC Operations to determine an estimate of the number of people that may be affected in order to assess the amount of water needed to meet the anticipated demand.

### 4. Emergency First Aid

The ARC and SA will provide emergency first aid services to disaster victims and workers at their facilities. This will not supplant required medical services provided by local EMS, or support under SSF-8 of the VTEOP.

### 5. Family Well-Being Inquiry

- a. The ARC will administer a Family Well-Being Inquiry system. Information regarding individuals within the affected area will be obtained from ARC documents.
- b. FW-BI will also be provided to aid in reunification of family members within the affected area who were separated at the time of the disaster.

### 6. Bulk Distribution of Emergency Relief Supplies

Sites may be established within the affected area for distribution of emergency relief supplies. Distribution will be determined by the requirement to meet urgent needs of

disaster survivors for essential items in areas where commercial trade is inoperative or insufficient to meet emergency needs of survivors.

G. Functional Needs and Medical Surge Shelters

1. VDH and AHS will jointly coordinate the placement of those with functional needs in existing facilities.
2. There are medical surge sites being developed in eight locations around Vermont.

H. **Emergency Assistance** includes assistance required by individuals, families and their jurisdictions to ensure that immediate needs beyond the scope of the traditional “mass care” services provided at the local level are addressed. These services include: support to evacuations (including registration and tracking of evacuees); reunification of families; provision of aid and services to special needs populations; evacuation, sheltering and other emergency services for household pets and service animals; support to specialized shelters; support to medical shelters; nonconventional shelter management; coordination of donated goods and services and coordination of voluntary agency assistance.

1. Assistance to individuals and households beyond the traditional “mass care” services will be coordinated by SSF-6 with the support of volunteer and non-governmental agencies.
2. Support to evacuations will be coordinated by SSF-6 with the assistance of local receiving jurisdictions, volunteer and non-governmental agencies. SSF-1 (Transportation) will identify evacuation routes and SSF-13 (Law Enforcement) assist with traffic control as needed. AHS will establish reception centers proximate to receiving jurisdictions to register and track evacuees. SSF-6 will build on the Family Well-Being Inquiry capability to assist in family reunification during evacuations.
3. Coordination of donated goods and services and coordination of voluntary agency assistance is accomplished by SSF-7 (Resource Support).
4. SSF-6 supported by ARC, SSF-8 and SSF-11 provide services to functional needs populations, services to household pets and service animals and support for specialized shelters.

I. **Housing** includes housing options such as rental assistance, repair, loan assistance, replacement, factory-built housing, semi-permanent and permanent construction, referrals, identification and provision of accessible housing, and access to other sources of housing assistance.

1. Vermont does not have parallel housing programs to those existing at the federal level and would request that assistance should the mass care sheltering of survivors extend beyond 30 days.

2. SSF-6 would additionally be reliant on local jurisdiction volunteer efforts, non-governmental organizations and the VTVOAD consortium to assist with housing as a part of the recovery and restoration process.
- J. **Human Services** includes the implementation of disaster assistance programs to help disaster victims recover their non-housing losses, including programs to replace destroyed personal property and help to obtain disaster loans, food stamps, crisis counseling, disaster unemployment, disaster legal services, support and services for special needs populations and other Federal and State benefits.
1. The Agency of Human Services would continue existing human services programs and expand where possible to meet the disaster need of survivors.
  2. The Department of Mental Health would provide and facilitate crisis counseling and survivor disaster mental health needs.

#### **IV. SSF ACTIONS**

##### **A. Preparedness**

1. The primary agency will prepare for disaster exercises by coordinating with support agencies for their participation in exercises.
2. SSF-8 and SSF-6 will regularly monitor space availability in existing facilities for special needs patients.
3. SSF-6 will maintain a roster of primary contact SSF personnel.
4. SSF-6 will coordinate with ARC, SA, DEMHS, and municipalities to ensure an up-to-date shelter list is available.
5. SSF-6 will have, procure and regularly update a list of all agencies (public and private) that have a mission and capability to provide mass feeding in times of disaster.
6. Identify likely transportation needs and coordinate with SSF-1.
7. SSF-6 agencies will participate in state exercises and conduct, at least annually, SSF-6 training to validate this annex and supporting SOPs. Involvement in actual incidents in which the SEOP is activated satisfies this requirement.

##### **B. Response**

1. Lead and support agencies will have and maintain appropriate listings of agency staff to notify for response activities.
2. SSF-6 will coordinate with SSF-5 and 7 regarding mass feeding sites established by responding emergency management agencies.

3. Shelters will be opened and closed in accordance with public need as assessed by the appropriate volunteer organization, DEMHS, and local emergency management agencies. Final decision rests with the ARC for ARC managed shelters.
4. SSF-6 will monitor occupancy levels and ongoing victims' needs, and will provide SSF-5 with an updated list of operational shelters.
5. SSF-6 will coordinate with DEMHS, ARC, VDH, and municipalities to update lists of available shelters.
6. SSF-6 will coordinate with SSF-8 for the provision of medical services and mental health services in shelters with the appropriate agencies.
7. SSF-6 will coordinate with appropriate agencies to ensure that each shelter has a working communications system and has contact with the local Emergency Operations Center (EOC) and the managing agency. This may include radio, telephone, computer, or cellular telephone communication devices.
8. SSF-6 will provide a list of mass care sites requiring restoration of services to SEOC Operations.
9. SSF-6 will coordinate with SSF-13 regarding the need for additional security resources at mass care shelters, as needed.
10. Coordinate with SSF-7 to acquire food, equipment and supplies required to support food service operations. Acquisitions include, but are not limited to, donated food, purchase of additional food, and refrigerated trailers.
11. Coordinate with SSF-1 for transportation of food and water supplies into the disaster area.
12. Assess warehouse space and needs for staging areas.
13. If a Regional Coordination Center (RCC) is established in a Public Safety District (PSD), facilitate coordination of resources by respective district representatives/technicians within that PSD.

**C. Recovery**

1. SSF-6 will coordinate with SSF-5 and 7 to establish or support existing mass feeding sites operated by the American Red Cross, Salvation Army, and other volunteer agencies. The first priority of mass feeding activities will be disaster victims. Emergency workers will be encouraged to utilize established mass feeding sites in lieu of individual site distribution.
2. SSF-6 will coordinate mass feeding locations to ensure optimal access for public service based on emergency needs.

3. SSF-6 will ensure that SSF 3 coordinates garbage removal and SSF 8 coordinates sanitation provisions and inspections at mass feeding sites in conjunction with county agencies.
4. SSF-6 will coordinate with responsible agencies for the provision of food and water to mass feeding sites, if needed. Liaison will be established with SSF-13 to ensure continued coordination for mass feeding.
5. Anticipate and plan for arrival of and coordination with FEMA ESF-6 personnel in the SEOC and Joint Field Office (JFO).

**D. Mitigation**

1. SSF-6 agencies will work to educate citizens on disaster preparedness and disaster mitigation activities.
2. Support requests and directives from the Governor and/or FEMA concerning mitigation and/or re-development activities.
3. Document matters that may be needed for inclusion in agency or state/federal briefings, situation reports, and action plans.

**V. RESPONSIBILITIES**

**A. Agency of Human Services**

1. Preparedness
  - a. Identify, train, and assign AHS personnel to staff SSF-6 in the SEOC.
  - b. Plan for mitigation, preparedness, response, short-term and long-term recovery actions.
  - c. Maintain and disseminate current information on federal and state policies, laws, and regulations relevant to AHS responsibility in Mass Care operations.
  - d. Coordinate with FEMA Regional Branch to ensure that the state is up-to-date on current policies, procedures and guidance related to the Individual Assistance Program.
  - e. Disseminate administrative procedures for specific AHS administered programs designed to meet post-disaster needs (e.g., Disaster Supplemental Nutrition Assistance Program and the Individual and Household Program).
  - f. Develop Mass Care training programs for AHS personnel and participate in ARC shelter operations training.

- g. Maintain formal agreements, SOUs, MOUs, and working relationships with supporting Mass Care agencies and organizations.
  - h. Maintain written operating procedures including alert list of appropriate Mass Care organizations, and disaster response personnel.
  - i. Participate in periodic Mass Care drills and exercises. Evaluate and coordinate necessary revisions to Mass Care plans with Mass Care member agencies/ organizations.
  - j. Provide guidance and consultation to local government in developing and maintaining a local Mass Care capability and capacity.
2. Response
- a. Provide AHS staff to support shelter operations, as required.
  - b. Communicate with all Mass Care agencies and organizations to compile and exchange information concerning the extent of the disaster and the status of response operations. Provide such information to the SEOC Operations.
  - c. Provide a State Mass Care Coordinator to the State Emergency Operations Center upon request of the VT Emergency Management Director.
  - d. Coordinate with Mass Care organizations to ensure operational coordination in disaster response of mass care services and support to local government.
  - e. Keep the public informed of available Mass Care assistance programs, in coordination with Mass Care support agencies and organizations through SSF-14 (Public Information).
  - f. Provide information on the human-need situation (major problems and needs) to the Department of Health and Human Services, Region I, the USDA Food and Consumer Service, and the Federal ESF-6 representative in FEMA Region I, as required.
  - g. Collect, compile, and maintain all essential information, generate reports and records concerning Mass Care disaster response.
  - h. Determine the need for Individual Assistance Preliminary Damage Assessments (PDA)
  - i. Establish and direct state and local PDA teams through IA Program Officer
  - j. Coordinate with FEMA, state and local officials to determine the need for and placement of Disaster Recovery Centers (DRCs)

3. Recovery

- a. Continue to coordinate with Mass Care agencies and organizations.
- b. Continue to keep the public informed of available Mass Care state and federal assistance programs.
- c. Administer recovery programs; e.g., the Disaster Supplemental Nutrition Assistance Program and the Individual and Household Program.
- d. The AHS, ARC, SA, and other Mass Care support agencies will use normal supply channels with a priority status. AHS will coordinate with all Mass Care agencies/organizations and support agencies to ensure that all state assets have been applied prior to requesting federal assistance.
- e. Coordinates with USDA food distribution agencies and with agencies and organizations involved in feeding, to collect reports and records of USDA food usage, man-hours, and associated expenditures. Compiles a final report for SEOC Operations.

B. American Red Cross

1. Preparedness - The ARC mitigates suffering by meeting the immediate emergency needs of victims in advance of a potential disaster or after a disaster has struck.
  - a. Identify, train, and assign ARC personnel to staff SSF-6 in the SEOC.
  - b. Plan for disaster mitigation, preparedness, response, short-term, and long-term recovery actions in coordination with government agencies based on hazard analysis and history of disaster.
  - c. Recruit and train disaster volunteer workers.
  - d. Conduct Community Disaster and Mitigation Education programs.
  - e. Conduct shelter surveys with school districts and other agencies. Identify shelters throughout Vermont.
  - f. Coordinate with the news media to issue preparatory measures to be taken by persons threatened by a disaster.
  - g. Promote mitigation at the state and local government levels to include involving disaster relief to victims.
  - h. Evaluate validity of disaster response plans and procedures through internal and inter-agency disaster response exercises. Evaluate and coordinate necessary revisions to Mass Care plans with government agencies.

2. Response
  - a. Establish an ARC headquarters in the affected area for coordination of services.
  - b. Assign a liaison to the SEOC.
  - c. Provide initial damage assessment surveys of affected areas.
  - d. Establish and manage mass care shelters (facilities) and provide first aid nursing coverage. Provide list of operational shelters to SSF-6 during disasters. Report the shelter population and number of meals served in these shelters to SSF-5.
  - e. Provide meals at fixed sites and through mobile feeding units.
  - f. Assist in securing additional first aid supplies for ARC facilities.
  - g. Provide family well-being inquiry service on a continuing basis.
3. Recovery - Disaster-caused need, not loss, is the basis upon which ARC assistance is provided. Depending upon an evaluation of need and resources available, the ARC may provide:
  - a. Food, clothing, and other emergency needs or vouchers for the same.
  - b. Temporary housing assistance, up to thirty (30) days following a Presidentially Declared disaster, or until other resources are available to meet the need.
  - c. Temporary repair of owner-occupied homes.
  - d. Household furnishings for basic items essential to family living.
  - e. Essential medical and nursing care items and/or assistance/referral for those injured or made ill because of the disaster, or whose condition is aggravated by the disaster.
  - f. Occupational supplies and equipment needs due to loss/damage as the result of the disaster.
  - g. Assistance in providing information about federal and other resources available for additional assistance to disaster victims
  - h. Provide representatives or information at Disaster Recovery Centers (DRC) to inform applicants of available ARC assistance.
  - i. The American Red Cross manages its own logistics system of procurement, warehouses, relief facilities, transportation, and communication networks.

C. Agency of Agriculture, Food and Markets

1. Preparedness

- a. Develops plans and SOPs for deployment of Agency of Agriculture, Food and Markets personnel and resources in an emergency.
- b. Participates in exercises to train department personnel in emergency operations and procedures.

2. Response

- a. Coordinates response of University of Vermont Cooperative Extension in deploying extension personnel as needed.
- b. Provides assistance in locating privately held stores of food.
- c. Provides inspection and embargo authority where necessary to prevent use of food supplies which are damaged or suspected of being unsuitable for use.

3. Recovery

- a. Coordinates recovery assistance efforts, which engage Agency of Agriculture, Food and Markets field inspectors.
- b. Supervises salvage or other disposition of food and feeds, which may have been damaged or compromised in an emergency event.

D. Agency of Education

1. Preparedness

- a. Develops operating procedures to implement this Annex, including an alerting list of Agency of Education emergency food services responders.
- b. Assesses the stock levels of USDA food administered by the Agency of Human Services and the availability of storage space, handling equipment, and support personnel. Coordinate with the contracted commercial distributors.
- c. Assists school district food services supervisors by disseminating information and providing guidance in their development of emergency response operational procedures.
- d. Assist in the identification of mass care shelter facilities.

2. Response

- a. Provide Agency of Education staff to SEOC.

- b. Coordinate with affected school districts in their assessment of USDA food requirements and the condition of the school districts' food preparation facilities. Assist AHS in coordinating with other food service agencies and organizations to gather information concerning their food requirements and food preparation facilities and to respond to requests for USDA food.
  - c. Assess USDA food stocks stored in schools and administered by the Agency of Human Services and distribution facilities.
  - d. Maintain logistical links with school districts involved in feeding shelter population, and in providing USDA food to established feeding sites. Arranges shipment of USDA food to such school districts as required and assists in problem resolution when requested.
  - e. Coordinate the availability of transportation for USDA food with SSF-1
3. Recovery
- a. Initiate a phase-down of USDA food distribution as feeding operations decrease.
  - b. Coordinate with affected school districts to collect and record USDA food (administered by the Agency of Human Services) usage and distribution, man-hours, and associated expenditures. Compiles and provides a final report to SSF-6, American Red Cross, and US Department of Agriculture.
- E. Agency of Natural Resources
- 1. Identify, train, and assign ANR personnel to maintain contact with and prepare to execute missions in support of SSF-6 during periods of activation.
  - 2. Be prepared to assist in sampling public water supplies, as needed.
- F. Agency of Transportation
- 1. Identify, train, and assign VTrans personnel to maintain contact with and prepare to execute missions in support of SSF-6 during periods of activation.
  - 2. Be prepared to coordinate transportation in support of SSF-6 operations. (An SSF-1 function)
- G. Department of Buildings & General Services
- 1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF-6 during periods of activation.
  - 2. Be prepared to identify and acquire mass care shelter facilities, if needed.

3. Be prepared to identify and acquire food and water warehousing facilities, if needed. (An SSF 7 function)
4. Be prepared to provide contracting services for the acquisition of food, water and ice commodities. (An SSF 7 function)
5. Be prepared to assist in the acquisition and storage of donated goods to support SSF 11. (An SSF 7 function)

H. Department for Children and Families (DCF)

1. Preparedness

- a. Identify, train, and assign DCF personnel to staff SSF-6 in the SEOC.
- b. Ensure that the DCF staff develops disaster preparedness plans for area offices and local providers.
- c. Ensure that the DCF area offices and local networks are prepared to activate disaster plans and have methods and procedures for identifying clients at high risk of needing disaster assistance.
- d. Develop procedures for protection and back up of client data to aid in response and recovery actions.
- e. Disseminate current disaster information to DCF area offices and network.
- f. Review emergency procedures to prepare to activate DCF members of the S-RAAT.

2. Response

- a. Identify client population disaster caused needs.
- b. Request and coordinate the resources to address those needs.

3. Recovery

- a. Provide support in DRCs to assist the elderly with applying for State and Federal assistance programs.
- b. With regional offices, assist with handling logistics for personnel working the recovery phase.
- c. Assist in providing information and referral services for disaster survivors.
- d. Provide support and or assistance to the regional and local offices in the distribution of food and commodities and identifying unmet needs.

- e. Assist DCF and aging offices in applying for State and Federal assistance and in re-establishing routing provisions of service delivery.
- I. Department of Corrections
- 1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF-6 during periods of activation.
  - 2. Provide mass care shelter security at shelters pre-determined by SSF-6 (An SSF-13 function).
  - 3. Provide food preparation service, if required.
- J. Department of Disabilities, Aging & Independent Living (DAIL)
- 1. Preparedness
    - a. Identify, train, and assign DAIL personnel to staff SSF-6 in the SEOC.
    - b. Ensure that the Department of Disabilities, Aging & Independent Living staff develop disaster preparedness plans for area offices, Area Agencies on Aging, and local aging providers.
    - c. Ensure that the DAIL area offices and local aging networks are prepared to activate disaster plans and have methods and procedures for identifying clients at high risk of needing disaster assistance.
    - d. Develop procedures for protection and back up of client data to aid in response and recovery actions.
    - e. Disseminate current disaster information to DAIL area offices and aging network.
    - f. Review emergency procedures to prepare to activate DAIL members of the S-RAAT.
  - 2. Response
    - a. Identify aging and disabled population disaster caused needs.
    - b. Request and coordinate the resources to address those needs.
  - 3. Recovery
    - a. Provide support in DRCs to assist the elderly with applying for State and Federal assistance programs.
    - b. With regional offices, assist with handling logistics for personnel working the recovery phase.

- c. Assist in providing information and referral services for disaster victims.
  - d. Provide support and or assistance to the regional and local offices in the distribution of food and commodities and identifying unmet needs.
  - e. Assist DAHL and aging offices in applying for State and Federal assistance and in re-establishing routing provisions of service delivery.
- K. Department of Forests, Parks and Recreation
- 1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF-6 during periods of activation.
  - 2. Provide facilities, as needed and available, to support shelter requirements.
- L. Department of Health
- 1. Identify, train, and assign VDH personnel to maintain contact with and prepare to execute missions in support of SSF-6 during periods of activation.
  - 2. Provide personnel, sanitation inspection and health care services to support mass care operations.
  - 3. Provide personnel, sanitation inspection and water quality services to support SSF-6 operations.
  - 4. Identify and facilitate the placement of those with functional needs.
  - 5. Provide nurses to staff ARC shelters, if necessary.
- M. Department of Housing and Community Development
- 1. Assist in meeting the housing recovery needs of survivors and communities
  - 2. Chair the Housing Task Force, if activated.
  - 3. Coordinate with the appropriate federal agencies such as the Department of Housing and Urban Development, FEMA and the Department of the Interior for resources and technical assistance in achieving long term housing recovery.
  - 4. Administer Community Development Block Grant Disaster Recovery funds, if available to assist in housing recovery.
- N. Department of Mental Health
- 1. Be prepared to coordinate and provide mental health assistance and support to disaster survivors.
- N. Department of Labor

1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF-6 during periods of activation.
  2. Be prepared to provide worker safety inspections for mass care shelters prior to use.
- O. Department of Public Safety
1. Division of Emergency Management and Homeland Security
    - a. Make notifications of supporting agencies as requested by the lead agency.
    - c. Provide communications and equipment to support operations in the SEOC.
    - d. Provide information to SSF-6 concerning Threat Condition Levels.
    - e. Provide coordination for the implementation of protective actions or measures related any change in Threat Condition level.
  2. Fire Safety Division
    - a. Be prepared to provide safety inspections for mass care facilities.
  3. State Police
    - a. Be prepared to coordinate and provide SSF-13 (Law Enforcement) support to SSF-6.
- P. Office of the Adjutant General, VT National Guard
1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF-6 during periods of activation.
  2. Provide facilities, as needed and available, to support shelter requirements.
  3. Provide food preparation service, if required.
- Q. VT Food Bank
1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF-6 during periods of activation.
  2. Be prepared to acquire and distribute bulk food supplies, as needed.
  3. Provide USDA and non-USDA food supplies.
  4. Be prepared to receive and warehouse donated food supplies.
- R. VT Voluntary Organizations Active in Disaster (VOAD)

1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF-6 during periods of activation.
  2. Be prepared to assist with emergency assistance and human services needs during the response and recovery phases of an incident.
- S. VT Association of Hospitals & Health Systems (VAHHS)
1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF-6 during periods of activation.
  2. Be prepared to coordinate the use of hospital or health care facilities for food preparation, as needed.
  3. Be prepared to identify bed availability by type in association hospitals.
- T. Radio Amateur Civil Emergency Services (RACES)
1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF-6 during periods of activation.
  2. Be prepared to provide communications support to mass care facilities, as needed.

## **VI. FEDERAL INTERFACE**

- A. This annex is supported by the National Response Framework ESF-6, Mass Care. When fully operational the ARC regional-level response structure is composed of ARC representatives at the Regional Response Coordination Center (RRCC), representatives on the Advance Emergency Response Team (ERT-A), a regional ESF-6 JFO element, as well as a regional ESF-6 EOC, in proximity to the JFO.
- B. The regional ESF-6 JFO element will coordinate Federal resources to support Mass Care response activities in cooperation with the affected State(s).
- C. SSF-6 will coordinate with Federal ESF-6 and volunteer agencies to obtain assistance as required.

**TAB B TO SSF ANNEX 6  
INCIDENT COORDINATION TEAM (ICT)  
ACTIVATION & IMPLEMENTING PROCEDURES – SSF-6**

The attached procedure provides general guidance to the State Support Function (SSF) Lead or other Agency Representative who is designated to staff the appropriate position as a member of the Incident Coordination Team (ICT) in the Vermont State Emergency Operations Center (SEOC), when activated in response a minor, major or catastrophic incident affecting Vermont.

The SSF Lead or Agency Representative is the Secretary/Commissioner/Director or Senior Executive or is acting on their behalf when a member of the ICT in coordinating and providing agency support during an emergency requiring a state level response.

**UNUSUAL EVENT (Applies to a Vermont Yankee (VY) Event Only) or SITUATIONAL AWARENESS UPDATE**

- Receive notification of VY plant status or expected/occurring incident not related to VY.
- Confirm notification by calling the designated 800#.
- Make any internal agency notifications, as appropriate.
- Report to the SEOC, if requested.

**ALERT, SITE AREA EMERGENCY, GENERAL EMERGENCY (Applies to Vermont Yankee Event) or ICT ACTIVATION (notification for a non – Vermont Yankee incident)**

- Receive notification of VY plant status or expected/occurring incident not related to VY.
- Confirm notification by calling the designated 800#.
- Make any internal agency notifications, as appropriate.
- Report to the SEOC as soon as possible.
- Sign in at security desk of Department of Public Safety and obtain an identification badge.
- Report to Liaison Officer or Operations Section Chief and obtain an initial situational awareness briefing.
- Open the DisasterLAN daily action log & make appropriate entries concerning information received and actions undertaken.
- Ensure adequate staffing for 24-hour coverage. Confirm names and hours of liaison staff with appropriate agencies.
- Establish filing system (may include, but not limited to, status reports, situation reports, briefing papers, assignments/mission tasking, telephone rosters, daily reports, etc).
- Establish contact with forward deployed teams or other agencies, as required. Establish reporting times for all elements.
- Identify necessary additional staffing requirements and make those notifications or contact the Resources Unit Leader of the Planning Section.
- Be prepared to coordinate or identify resources to meet support requests in your area of responsibility.
- Prepare for periodic incident coordination team situational updates.
- Conduct shift change briefings as needed.
- Retain all documentation developed in support of your activities.

**DEMOBILIZATION (Applies to all incidents requiring the ICT Activation)**

- Receive demobilization briefing from SEOC Director.
- Make any internal agency notifications, as appropriate.
- Retain all documentation developed in support of your activities and provide copies to the Planning Section Documentation Unit.
- Identify and update internal agency procedures, as needed.
- Make recommendations for changes to the ICT procedures or SSF Binders, as appropriate, and provide to the Planning Section Chief or SEOC Director.
- Provide additional after action comments to the VEM, Deputy Director, Preparedness & Planning as soon as possible or at a scheduled After Action Review.
- Document costs associated with the activation and provide to agency Financial Officer and the ICT Finance & Administrative Section Chief.