

# **EVACUATION POINT AND SHELTER ANNEX**

## **ACTIVATION:**

Upon receiving notification that there is a need for the establishment of an Evacuation Point and/or Shelter, the Broomfield Communications Center will activate this Annex by contacting Police Victim Services Unit and/or the Emergency Management Unit

## **MEMBER AGENCIES:**

Lead – Police Department Victim Services Unit

Continuing Lead – Health and Human Services, Emergency Management Unit

Concurrent – Health and Human Services, Recreation Services,  
Public Works Facilities, Police Department Animal Control Unit, FISH Inc. of Broomfield,  
American Red Cross

## **REFERENCE:**

City and County of Broomfield All-Hazard Emergency Operations Plan  
Broomfield Municipal Code, Section 2-48-030

August 12, 2008

# CITY AND COUNTY OF BROOMFIELD

## All – Hazard Emergency Operations Plan

### EVACUATION POINT AND SHELTER ANNEX

#### I. PURPOSE

- A. To provide general guidelines and identify areas of responsibilities for establishing an evacuation point and/or shelter within the City & County of Broomfield – Including but not limited to providing food, clothing, shelter, emergency prescriptions, and non-urgent medical treatment.
- B. To identify the responsibilities of responding agencies for rapidly expanding or contracting the scope and nature of these services as the event/disaster changes.

#### II. DEFINITIONS

- A. Evacuation Point - a specified location or facility established to provide short-term basic needs for those displaced or stranded due to the emergency. This does not include dormitory functions.
- B. Shelter - a specified location or facility established to provide for the longer-term needs of those displaced or stranded due to the emergency. A shelter provides dormitory functions, food, non-urgent medical care, and emergency relief items.
- C. Client – Those displaced or stranded due to an emergency that have reported to an evacuation point/shelter.
- D. Shelter Specialists – Broomfield employees with training in shelter operations.

#### III. CONCEPT OF OPERATIONS

- A. All City & County of Broomfield Departments, agencies, and organizations shall be prepared to operate independently of State, Region, and Federal emergency response organizations as assistance to City & County of Broomfield may be delayed or not available due to the nature of the disaster.
- B. The City & County of Broomfield shall make reasonable effort to establish and staff an evacuation point outside of the impacted area to respond to the immediate needs of those displaced or stranded due to the emergency. An evacuation point will:
  - 1. Provide for the immediate general health and safety of persons reporting to the

- evacuation point.
2. Assist with basic first aid needs for non-urgent injuries. If advance care is needed, staff will request North Metro Fire Rescue to respond and assist.
  3. Register those arriving by recording essential information.
  4. Provide for the basic needs – such as shelter, water, food, clothing, personal care supplies and other sustaining items/measures.
  5. Coordinate the location and distribution of medications to those at risk or those that may cause risk to others.
  6. Provide for the care and shelter of pets that are brought to an evacuation point and/or shelter.
  7. Maintain records of all activities from start-to-finish.
- C. The City & County of Broomfield shall make reasonable effort to establish and staff a shelter outside of the impacted area to respond to the longer-term needs of those displaced or stranded due to the emergency. In addition to all services of an evacuation point, a shelter provides expanded food operations and dormitory functions. (Note: An evacuation point is not a prerequisite of a shelter; based on the situation a shelter may be established immediately or established simultaneously.)
- D. The City & County of Broomfield will open a shelter only if it is more cost effective than other options such as hotel vouchers, as determined by on-site authorities using available information.
- E. The City & County of Broomfield will notify and seek assistance from supporting agencies and volunteer organizations such as the American Red Cross.
1. The American Red Cross is a federally chartered disaster relief organization that supports City & County of Broomfield with the understanding that in a localized incident the agency will work within the established incident management organization to manage the evacuation point/shelter or to support local evacuation point/shelter operations.
  2. In regional incidents, the American Red Cross may work independently while coordinating services for multiple jurisdictions.
  3. If the American Red Cross takes responsibility for operation of the evacuation point/shelter, it will designate an American Red Cross official as the Shelter Manager to operate the sheltering activities.
- F. The City & County of Broomfield shall maintain a reasonable cache of emergency supplies including food, water, toiletries, and blankets sufficient to care for a reasonable number of

displaced and/or stranded people. (Note: This cache is currently stored at 7 DesCombes Drive.)

- G. City & County of Broomfield facilities and properties are the preferred locations for evacuation points or shelters. If it becomes necessary to use a privately owned facility or public facility in an outside jurisdiction for an evacuation point and/or shelter:
  - 1. An agreement with the facility coordinator/operator shall be established if no pre-agreement exists.
  - 2. The City & County of Broomfield agencies will provide resources to fulfill evacuation point/shelter services.
  
- H. When appropriate, City & County of Broomfield will use designated Shelter Specialists to staff evacuation point/shelters.
  
- I. Departments/agencies/organizations responsibilities include, but are not limited to:
  - 1. Broomfield Police
    - a. Victims Services Unit shall:
      - (1) Coordinate response phase planning and be the lead agency for evacuation point/shelter operations.
      - (2) Establish and manage evacuation point/shelters upon request.
      - (3) Provide staff for evacuation point/shelters.
      - (4) Conduct personnel training on evacuation point/shelter operations.
      - (5) Coordinate with the Emergency Management Unit and FISH Inc. of Broomfield to provide evacuation point/shelters with food, mats, bedding, personal care kits, and other appropriate resources.
    - b. Animal Control Unit shall coordinate the care and safekeeping of the animals brought to evacuation point/shelters.
    - c. Operations Bureau shall provide for the security of evacuation point/shelters.
  
  - 2. Health and Human Services (HHS) shall:
    - a. Provide trained personnel available for emergency call out to staff evacuation point/shelters.
    - b. Provide personnel familiar with basic food safety and an understanding of food operations to staff kitchens at evacuation point/shelters.
    - c. Within existing resources, provide medically trained personnel to assist at evacuation points/shelters, and/or special needs shelters for non-urgent medical care.

- d. Provide advice on items appropriate for an emergency food cache with particular attention to providing basic nutrition to citizens with special/unique nutritional or medical needs.
  - e. Consult with and assist Victim Services Unit, where possible and within existing resources, in the establishment of shelters for clients with special needs.
  - f. Within existing resources, provide accommodations and assist with interpretation for clients with special needs.
  - g. Provide supervision and care to children separated from parents or guardians until they are reunited, picked up by relatives, or other appropriate placement is found for them.
3. FISH, Inc. of Broomfield – A non-commercial, non-profit organization that seeks to provide disaster services to the residents of the City & County of Broomfield – shall:
- a. Maintain a food and clothing cache available for emergency use, and develop and maintain a schedule to rotate perishable foods in that cache out of the supply at regular intervals.
  - b. Package and locate food items strategically for immediate and intermediate lengths of care, and include packages for those with special dietary needs.
  - c. Upon request, acquire appropriate dry, clean clothing for meeting the needs of the stranded or displaced.
  - d. Upon request and within existing resources deliver food and clothing to identified evacuation points/shelters.
4. Community Resources/Recreation Services shall:
- a. Provide trained personnel to assist with evacuation point/shelter operations.
  - b. Provide facility supervisors to open pre-designated shelters and to open any other City & County of Broomfield recreation facilities as additional shelters when required.
5. Public Works – Facility Operations shall:
- a. Provide custodial support for evacuation point/shelter facilities whether public, private, or otherwise outside of City & County of Broomfield facilities.
  - b. Provide tables, chairs, and other logistical support when requested.
  - c. Provide the maintenance of City & County of Broomfield facilities used as evacuation point/shelters.

#### IV. METHOD OF ORGANIZATION

- A. The Incident Commander shall request establishment of an evacuation point/shelter as the situation warrants.
- B. When available, Victim Services Unit personnel will be designated as the Evacuation Point/Shelter Manager and will be the lead for evacuation/shelter operations.
- C. The Evacuation Point/Shelter Manager will report to the Incident Commander or EOC Manager.
- D. If American Red Cross personnel are made available, the designated City & County of Broomfield Evacuation Point/Shelter Manager, EOC Manager and lead American Red Cross member will determine roles and positions of each organization based on previous agreements and/or situational needs.
- E. The Shelter Manager in conjunction with the Incident Commander and EOC Manager will determine staffing needs for the evacuation point/shelter.
- F. Responding departments/agencies/organizations shall organize under the Incident Command System (ICS) as described in the Command and Management Annex of the City & County of Broomfield Emergency Operations Plan (EOP) and in accordance with National Incident Management System.
- G. The Evacuation Point/Shelter Manager will organize the staff based on situational needs. The following is a suggested organizational structure for full-scale shelter operations:
  - 1. Processing: Accountability, Registration, and Medical Screening Branch
    - a. Lead Agency - Victim Services Unit and/or the American Red Cross
    - b. Staffed by - Recreation Services, Victim Services Unit, Health and Human Services, Shelter Specialists, and/or American Red Cross personnel
    - c. Tasks
      - (1) Register citizens who have reported to the shelter
      - (2) Conduct medical screening
      - (3) Coordinate family reunification, communications and transportation
      - (4) Assist with demobilization
  - 2. Food Operations Branch
    - a. Lead Agency – Health and Human Services
    - b. Staffed by – Trained food preparation personnel provided by Health and

Human Services, Recreation Services, and/or American Red Cross personnel and other appropriately skilled and equipped agencies with whom American Red Cross collaborates.

- c. Tasks
  - (1) Assure food availability
  - (2) Provide meals to shelter clients on a regular schedule
  - (3) Provide a well balanced menu and attempt to meet special dietary needs
- 3. Dormitory and Shelter Operations Branch
  - a. Lead Agency - Victim Services Unit or Recreation Services
  - b. Staffed by - Recreation Services, Victim Services Unit, Health and Human Services, and/or American Red Cross specialists
  - c. Tasks
    - (1) Provide for the basic needs – such as clothing, personal care supplies and other sustaining items/measures
    - (2) Provide for sleeping accommodations
    - (3) Establish a routine including implementing the rules and norms of a shelter
    - (4) Establish in-shelter communication
- 4. Pets Management Branch
  - a. Lead Agency – Police Department Animal Control Unit
  - b. Staffed by Animal Control Unit specialists – The Patrol Division will assist as needed
  - c. Tasks
    - (1) Coordinate the care and safekeeping of animals brought to shelters
    - (2) Designate an animal shelter – The animal shelter will be located in an adjacent area if feasible
    - (3) Coordinate the feeding and care of sheltered animals

## **V. GUIDELINES, PROCEDURES, AND POLICIES**

### **A. Activation of an Evacuation Point or Shelter**

- 1. An Incident Commander or EOC Manager will request the activation of an evacuation point or shelter through the Communications Center which will then contact the appropriate responders.
- 2. The Communications Center will contact Victim Services Unit, Emergency Management Unit, and the American Red Cross for all requests to establish an evacuation point or shelter.
- 3. Dispatch will page the Emergency Management Shelter/Evacuation Point group with a standby message. Those paged will notify respective internal staff of potential for

activation.

4. Victim Services Unit or Emergency Management Unit will confirm and send page with nature and extent of incident/shelter needs. A Shelter Team will respond and activate staff.
5. Victim Services Unit and/or the EOC will coordinate assistance from other supporting agencies and volunteer organizations. A record of actions taken and expected response times will be maintained.

**B. Evacuation Point Operations**

1. Evacuation Points are temporary and established whenever there is a need to provide a location to account for, assemble, and provide for the short-term needs of those people displaced or stranded due to the emergency.
2. Victim Services Unit (and the American Red Cross if responding) will coordinate with the Incident Commander and the EOC Manager, to identify the evacuation point location.
3. Victim Services Unit (with the American Red Cross if responding) will identify an individual as the Evacuation Point Manager. This information shall be reported to the Incident Commander and the EOC Manager or designees.
4. All persons arriving at an evacuation point will register and complete Evacuation Point Registration Form.
5. Staff will assist clients in finding appropriate accommodations and transportation to minimize the population at the evacuation point or shelter(s) as it is opened.
6. Evacuation points will demobilize as soon as practical and all client registration material will be forwarded to a shelter or retained for after-action reporting.
7. Police Department shall be responsible for providing client security at emergency evacuation locations.

**C. Transition from Evacuation Point to Shelter Operations**

1. The Evacuation Point Manager – based on on-site conditions, possible direction from the EOC, and in consultation with the Incident Commander – will establish an emergency shelter.
2. Shelters are only to be opened if it is more feasible or economical than providing other options for the affected clients.
3. Evacuation points may scale up for the purposes of sheltering at the current site, or all clients may be transported to a shelter that is being set up in another location, using resources provided at the request of the Incident Commander, EOC Manager or designees.
4. All relevant information collected from clients at the evacuation point will be

transferred to the shelter as the affected people are transferred.

5. All evacuation point/shelters will demobilize as soon as practical.

**D. Operating a Shelter(s)**

1. A shelter provides all services of an evacuation point and expanded food operations, and dormitory functions.
2. Victim Services Unit (and the American Red Cross if responding) will coordinate with the Incident Commander and/or the EOC Manager, to identify the shelter location.
3. Victim Services Unit (with the American Red Cross if responding) will identify an individual as the Shelter Manager. This information should be reported to the Incident Commander, EOC Manager or designees.
4. The Shelter Manager will ensure that shelter staffing meets all requirements for efficient operation and safety of the clients.
5. The Shelter Manager will quickly determine practical operational resource needs (e.g., office supplies, computers, phones, radios, keys to storage areas).
6. The Shelter Manager will notify and coordinate with the American Red Cross Disaster Relief Operation, Health and Human Services, Recreation Services, FISH Inc. of Broomfield, and other volunteer agencies to ensure food, potable water, clothing, shelter, and other basic necessities are provided to those clients requiring shelter.
7. All persons arriving at a shelter will register and complete Shelter Registration Forms. (Note: If transitioning from an evacuation point the forms will transfer to the shelter staff.)
8. The Shelter Manager shall establish operation logs, registration logs, and client documentation; obtain all forms and information from the evacuation point as clients are processed into the shelter.
9. The Shelter Manager periodically will provide the EOC with an overall summary of shelter operations during the operational period or as requested by the EOC Manager or Incident Commander.
10. The Shelter Manager shall provide for appropriate sanitation and food handling operations when required.
11. The Police Department shall be responsible for providing client security at shelter locations.

**E. Expanding/Modifying Shelter Operations**

1. Non-Urgent Medical Care
  - a. Health and Human Services will, if available, provide medical personnel to help staff an evacuation point/shelter. On-call medical consultation and Public Health Nurses, and American Red Cross affiliated nurses will be available.

- b. Shelter staff may assist with non-urgent care to the level of their training.
- 2. Pharmacy Support

Pharmacy support will be provided under the provisions of Health and Human Services Emergency Pharmacy Prescription Plan or arrangements that American Red Cross has in place.
- 3. Special Needs Clients

Health and Human Services shelter staff will assist and coordinate in the event that a special needs evacuation point/shelter emergency occurs.
- 4. Mental Health Support
  - a. Health and Human Services staff or state license American Red Cross Disaster Mental Health volunteers will triage and assess mental health needs/assistance necessary during the emergency.
  - b. Health and Human Services or state license American Red Cross Disaster Mental Health volunteers will coordinate the mental health response.
- 5. Pet Management and Shelter
  - a. The Police Department Animal Control Unit shall be responsible for all aspects of pet management.
  - b. Special arrangements will be considered to accommodate service animals.
- 6. Client Security

Police Department shall be responsible for providing client security at shelter locations.

**F. Closing a Shelter and Financial Accounting**

- 1. The Shelter Manager shall collect and compile all financial documentation for submission to the EOC (if established) or through departmental channels and shall notify Risk Management by the next business day.
- 2. The Shelter Manager will:
  - a. Complete all assigned activities and close-out operational logs/diaries in preparation for closing the shelter(s).
  - b. Complete all required forms, reports, and other documentation, submitting them through supervisors as appropriate prior to departure.
  - c. Collect copies of pertinent records from American Red Cross and other agencies.
  - d. Provide input to the after-action report as requested.
  - e. Coordinate clean-up of the shelter area and coordinate close-up/lock-up.
  - f. Ensure that all workers/volunteers have transportation home.
  - g. Take inventory and coordinate re-stock of emergency cache supplies.

**G. After-Action Reporting**

1. An after-action report will be a composite document for all levels of response, providing a broad perspective of the incident, referencing more detailed documents as they may be available.
2. The after-action report will serve as one source for documenting City & County of Broomfield emergency response activities, identifying areas of concern and successes. It will also be utilized to develop and describe a work plan for implementing suggested improvements.
3. The Shelter Manager will be responsible for compiling shelter information and forwarding this information to the Emergency Management Unit for inclusion in the after-action report.