

ST. JOHNS COUNTY
COMPREHENSIVE EMERGENCY
MANAGEMENT PLAN

2016

NIMS | ESF Emergency Support Functions

Human Services



INCIDENT MANAGEMENT SYSTEM FUNCTIONS

NIMS Function: **HUMAN SERVICES SECTION**
 Emergency Support Functions 6, 8, 11, 15, 17, 18

I. GENERAL

A. Coordinating Agency: St. Johns County Emergency Management
Section Chief: EMD or Designee

B. Primary Agencies:

- ESF 6 - St. Johns County School District
- ESF 8 - Florida Department of Health - St. Johns
- ESF 11 - St. Johns County Parks and Recreation
- ESF 15 - St. Johns County Emergency Management, St. Johns County Volunteer Organizations Active in Disasters; United Way
- ESF 17 - St. Johns County Animal Control
- ESF 18 - St. Johns County Emergency Management

C. Support Agencies:

- American Red Cross
- ARES
- Catholic Charities
- City of St. Augustine
- City of St. Augustine Beach
- Flagler Hospital
- H.A.W.K.E.
- Home Again St. Johns
- Home Health Agencies
- Medical Supply Companies
- Private Businesses
- Salvation Army
- St. Augustine Humane Society
- St. Johns County Cattlemen’s Association
- St. Johns County Chamber of Commerce
- St. Johns County Council on Aging
- St. Johns County Economic Development
- St. Johns County Extension Service
- St. Johns County Fire Rescue
- St. Johns County Horse Council
- St. Johns County Health and Human Services
- St. Johns County Housing and Community Services
- St. Johns County Large Animal Rescue
- St. Johns County Marine Rescue
- St. Johns County Medical Examiner
- St. Johns County Sheriff’s Office
- St. Johns County Tourist Development Council
- St. Johns County Veterinary Society
- St. Johns Wildlife
- Stuart-Marchman Act Behavioral Healthcare
- Town of Hastings
- VA Medical Center
- Volunteer Organizations

II. ORGANIZATION

The Human Services Section includes the following Emergency Support Functions (ESF's), and assigns coordinating responsibilities to the following primary agencies:

<u>ESF</u>	<u>Primary Agency</u>
ESF 6 – Mass Care	St. Johns County School District
ESF 11 – Food and Water	St. Johns County Parks and Recreation
ESF 15 – Volunteers and Donations	St. Johns County Emergency Management, St. Johns County VOAD, United Way
ESF 17 – Animal and Agriculture	St. Johns County Animal Control
ESF 18 – Business	St. Johns County Emergency Management

III. INTRODUCTION

A. Purpose

The purpose of the Human Services Section is to coordinate emergency response actions and the use of resources to support the needs of disaster survivors before, during and after a disaster. Primary activities relate to mass care, emergency food and water, volunteers and donations, animals, public health and special needs and economic recovery.

B. Scope

The scope of this Section applies to natural or manmade disasters or emergencies whenever survivor support is required, in either a declared or undeclared emergency. The scope includes, but is not limited to performing the necessary actions to:

1. Coordinate all shelter operations including Special Needs.
2. Coordinate the operation of mass feeding facilities in areas affected by disaster.
3. Coordinate relief efforts provided by volunteer organizations performing mass care functions.
4. Coordinate the donation of all materials to disaster response and recovery.
5. Provide resources and support to provide for survivors' needs and welfare in disaster, and/or coordinate deployment of state survivor services support resources.

6. Coordinate local resources in response to pet, farm and wild animal emergency needs.
7. Provide for the health and medical needs of the County's citizens before, during and after a significant disaster.

C. Policies

1. St. Johns County Emergency Management will activate the Human Services Section; including mass care, emergency feeding, animal control and public health when the St. Johns County EOC is activated or it becomes essential to activate this section.
2. Shelter operations are conducted under an inter-local agreement (Resolution 2006-364¹) with St. Johns County School District. School District employees including Principals, Maintenance Supervisors and Cafeteria Staff have received Shelter Manager Training.

Volunteers from the American Red Cross and HAM Radio Operators will augment the shelter staff.
3. Human services operations and activities will be coordinated within the operational protocols of its functional agencies and the primary functional agencies in the State Emergency Operations Center (SEOC).
4. Florida Department of Health - St. Johns under ESF-8, Health and Medical Services, will coordinate public health and the special needs shelter operation. They will also coordinate with State ESF-8.
5. St. Johns County is a signatory to the Statewide Mutual Aid Agreement and may request assistance through this agreement.
6. All functional agencies will maintain properly trained and certified disaster response personnel regardless of pay or volunteer status.
7. Each primary and support agency representative will prepare an inventory of resources to include personnel, equipment and vehicles and will update it annually.

D. Planning Assumptions

1. A significant disaster, emergency condition or other major incident

¹ St. Johns County Resolution 2006-364 is on file with the St. Johns County Division of Emergency Management

will be of such severity and magnitude as to require all local resources and state resources, including the Florida Department of Health, Florida Department of Agriculture and Consumer Services, Florida Department of Children and Families, Florida Department of Elder Affairs, American Red Cross, Salvation Army and other public and private agencies and organizations to supplement local human services response efforts to save lives.

2. Response requirements of the disaster or emergency incident will cause an immediate and continuous demand for these resources, which will eventually exceed the capabilities of the affected local agency.
3. A major disaster will have an immediate impact on the ability of the local community to provide for survivors. Most likely incidents include transportation and / or hazardous material accidents due to rail, air, water and roadway transportation; weather-related incidents such as storm surge and / or flooding due to a hurricane, freshwater flooding or a tornado; or wildfires. Such incidents would potentially require human services dealing with large numbers of survivors with mass care needs, identification issues, death notices, mass medical and morgue requirements, and post-incident mental health counseling. The ability to provide these services may be disrupted by widespread damage to the infrastructure and distribution networks, and contaminated water sources and food. Local emergency facilities may be over-extended and field hospital or medical treatment facilities might be required on short notice.
4. Initial response during the first 72 hours after impact will be the responsibility of local agencies. Once local resources have been expended, agencies may request assistance by utilizing the Statewide Mutual Aid Agreement, to which St. Johns County and all its municipalities are signatories.
5. State mass care, health and safety resources may be sought by the affected local emergency response agency in addition to other requested assistance. When the Governor declares an emergency, assistance may be obtained from any city or county emergency response agency throughout the state, pursuant to Florida Statute 252.
6. Coordination and direction of local efforts, including volunteers, will be required.
7. Damaged areas may initially be inaccessible except, in some cases, by air, and may require extraordinary methods to provide for

survivors' immediate health and welfare needs.

8. Emergency responders may also become disaster survivors, and increase the number of volunteers needed to assist in mass care, health and safety issues.
9. When the immediate threat has subsided, individuals and relief organizations from outside the disaster area will respond to the perceived need for materials, supplies and personnel to assist in the impacted area.

IV. CONCEPT OF OPERATIONS

A. General

1. The National Incident Management System will be the organizing structure for disaster operations, with the Coordinating Agency Representative designated as Section Chief. If appropriate, a Unified Command structure may be initiated by the Emergency Management Director (EMD).
2. The Primary Agency for each ESF will coordinate the provisions of supporting agencies' disaster response resources, including personnel, supplies and equipment.
3. Each Primary Agency will assign a representative capable of committing and coordinating their agency's resources to the Human Services Section at the EOC. Agency personnel will be assigned to cover 24-hour operations, if requested.
4. The Section Chief will report to the EOC Operations Coordinator or EMD / designee, and will be the point of contact for coordination with other NIMS Functional Sections, including Planning, Infrastructure Support, Emergency Services and Finance / Administration.
5. Each ESF within the Human Services Section will coordinate with other agencies through the Section Chief.
6. The Section Chief will plan, coordinate and request all State resources of support agencies through the St. Johns County EOC.
7. Public information and press releases will be coordinated and issued by the EOC Public Information Officer with information provided to the Section Chief by Primary and Support Agencies.

B. Notification

1. Advance Warning – In the case of hurricanes, ample time would be available for response agencies to alert personnel in anticipation of the occurrence. Equipment and supplies may be reallocated and pre-positioned at appropriate locations. Resources should be located in storm-protected facilities during the height of the storm to be ready to respond as soon as conditions allow.

Action – Initiate activation procedure.

2. No-Notice Occurrence – St. Johns County Fire Rescue Communications Center personnel will initiate the response protocol appropriate to the incident. The EMD or designee will be notified and initiate EOC activation, depending upon available information regarding the severity and magnitude of impact. Upon direction by the ranking officer or Emergency Management Director, St. Johns County Fire Rescue Communications Center will initiate additional notification of appropriate agency personnel under prescribed communication protocols.

Action – Initiate activation procedure.

3. Upon notification by the State Watch Office (SWO) of a potential or actual event requiring response, the on-duty Communications personnel will notify the EMD. The EMD will authorize notification of appropriate Primary and Support Agencies by telephone or through the Communications Center protocols.
4. Upon notification by St. Johns County Fire Rescue Communications Center or Code Red Alert, Primary and Support Agency representatives will report to the EOC or other designated location.
5. Pre-incident and ongoing activities will be monitored by each Primary Agency and coordinated with St. Johns County EOC and other local and State agencies, as appropriate.

V. NIMS FUNCTIONS

1. Referenced ESF's will follow this management plan.

MASS CARE*Emergency Support Function 6 (ESF-6)***I. GENERAL**

- A. Primary Agency:** St. Johns County School District
- B. Support Agencies:** American Red Cross
ARES
Flagler Hospital
Florida Department of Health – St. Johns
Home Again St. Johns
Salvation Army
St. Johns County Housing and Community Services
St. Johns County Animal Control
St. Johns County Fire Rescue
St. Johns County Marine Rescue
St. Johns County Sheriff's Office
St. Johns County VOAD
Stuart-Marchman Act Behavioral Healthcare

II. TASKING OF SHELTERING OPERATIONS

When a local state of Emergency is declared by the Chairman of the Board of County Commissioners or County Administrator, as outlined in Ordinance 94-25 and 2000-38, and the decision to order an evacuation and open shelters is made, the Emergency Management Director will coordinate with the St. Johns County School District. The School District will contact their trained shelter managers and begin to open designated shelters as soon as possible. St. Johns County Animal Control will begin preparing Pet Friendly Shelters. Information of the evacuation and the opening of shelters will be provided to the media and citizens by the PIO through press release, social media, IPAWS, Code Red, Emergency Management Website, and GTV.

III. ESTABLISHMENT OF MASS FEEDING

St. Johns County School District has responsibility for establishing mass feedings at each of the shelters. A basic human need assessment will be made early on in the recovery phase to determine if and where mass feeding sites will be established throughout the County outside of the shelters. One option will be to establish such sites at or near each shelter and will include the feeding site and possibly a comfort station. These operations will likely be managed through non-profit organizations such as the Red Cross and Salvation Army.

The mass feeding sites and comfort stations would be for the use of the general public who do not require sheltering and for relief workers in the area. It is not anticipated that

these additional functions would interfere with the shelter operations.

IV. COORDINATION AND MANAGEMENT OF RELIEF EFFORT RESOURCES

ESF-6 will coordinate with ESF-11 who will be operating the County Logistical Staging Area to ensure the proper receipt and distribution of relief goods and services. ESF-6 in coordination with other ESF's and Emergency Management will determine where such goods and services are needed. After coordination between ESF-6, ESF-11 and ESF-15 is accomplished, ESF-11 and ESF-15 will be responsible for implementing the disaster relief plan by ensuring timely and proper distribution of relief effort resources.

V. EMERGENCY FIRST AID IN SHELTERS AND EMERGENCY STATIONS

ESF-6 will provide first aid support to shelters, feeding sites, comfort stations and other emergency stations within their available resources. Additional first aid resources will be coordinated with and provided by ESF-8 from their available resources and / or through mutual aid agreements. St. Johns County Marine Rescue will be assigned to shelters to provide basic first aid.

VI. INFORMATION ON MASS CARE ACTIVITIES

Information concerning mass care activities and requirements will be determined from the needs assessment that is accomplished as early as possible in the recovery phase. ESF-6 will collect the information and will coordinate with ESF-5, ESF-7, ESF-8, ESF-11 and ESF-15 on securing necessary resources as well as determining where and how the relief goods and services will be provided.

VII. STAFFING PATTERN FOR SHELTER OPERATIONS

St. Johns County School District representatives will develop a staffing pattern for 24-hour operation of all shelters. (ESF-8 is responsible for ensuring staffing patterns for 24-hour medical operation of the Special Needs Shelter and ESF-17 is responsible for ensuring staffing patterns for 24-hour operation of the pet friendly shelters). It is anticipated that home health care organizations will not be making house calls during emergencies since their patients will be in shelters so they may provide medical service support at the shelters. If the emergency is of a lengthy duration, consideration will be given to contracting out shelter first aid to a home health agency.

VIII. REUNITING SEPARATED FAMILIES

Shelter managers will be pro-active in assisting separated family members in reuniting with their families. This will be accomplished by use of public address systems at each shelter and other communications means available. If these measures fail, ESF-6 will request the assistance of ESF-16 in locating and reuniting family members. In addition, each shelter will exchange registration lists between shelters (by fax or email or if there is telephone outage, etc., ESF-1 will provide transportation between shelters to

exchange this information). Also, a copy of each shelter registration list will be provided to ESF-6 in the EOC, who will act as a central clearinghouse. A volunteer worker or a County staff member will be tasked to coordinate this action. See Shelters, Appendix L, for a copy of the Shelter Registration Forms.

IX. EMERGENCY POWER FOR SHELTERS

Most shelters in St. Johns County do not have emergency power generation capability, currently the only shelter with emergency power is the Special Needs Shelter at Pacetti Bay Middle School. Requirements for other possible shelters have been identified in the annual shelter retrofit report submitted to FDEM. If shelters are without commercial power or emergency power, mass feeding will be accomplished by using Meals-Ready-to-Eat and / or canned food items until power can be secured. In addition, local restaurants will be used to provide meals to supplement feeding until generators are secured or until commercial power is restored.

X. OPENING AND CLOSING OF SHELTERS

The opening and closing of shelters will be accomplished by the St. Johns County School District after the decision is made in conjunction with the Emergency Management Director and other members of the Policy Group.

XI. RESPONSIBILITY FOR SHELTER OPERATION

The St. Johns County School District, with assistance from St. Johns County Emergency Management, is assigned responsibility for registration, staffing, feeding, medical care and other logistical activities and support involved in shelter operations. Volunteers will be requested to assist with registration, custodial concerns and feeding. These volunteers may be secured from shelter occupants who do not have young children to care for or requested from ESF-15.

XII. SECURITY AND COMMUNICATIONS AT THE SHELTERS

ESF-16 is assigned the responsibility for security at each shelter. Communications from the shelter to the EOC is assigned to the St. Johns County School District using assigned radio equipment and AREAS Radio Operators. If additional security resources are required and cannot be provided by supporting agencies, contracts with private security contractors can be established. ARES Radio operators have been assigned to each shelter and antenna, coax and mast have been installed at each facility.

XIII. ASSIGNMENT AND TRAINING OF SHELTER STAFF

The St. Johns County School District will designate shelter managers and other shelter workers.

XIV. DESIGNATION OF SHORT-TERM SHELTER

St. Johns County may use any public schools as a short-term, non-hurricane shelter in the event of a hazmat spill or other emergency event that requires only short-term sheltering. Coordination will be accomplished with the St. Johns County School District and shelter space will be limited to multi-purpose rooms or cafeterias.

XV. SHELTERING RESIDENTS OUTSIDE THE LOCAL AREA

Under the State of Florida Coordinated Hurricane Protective Action Plan, St. Johns County may be designated as a Host County in the event a hurricane or other disaster occurring elsewhere in the State. Under this plan, St. Johns County could be tasked to provide shelters for a large number of residents from the impacted counties. The State EOC will coordinate the actions through a series of conference calls prior to landfall of the storm. When the tasking is anticipated or received the County EOC will be activated and the required staff members will report to the EOC for duty. Appropriate action will be taken by ESF-6 (School District) to open the required number of shelters in the County. ESF-16 will coordinate the traffic flow of incoming evacuees with road checkpoints directing them to the appropriate shelter.

XVI. LOGISTICAL PROCEDURES FOR MEETING FOOD, WATER AND SANITATION NEEDS AT PUBLIC SHELTERS

ESF-8 in coordination with the St. Johns County School District, County Health Department and Environmental Health Unit will ensure that sanitation conditions at each shelter are maintained. Inspection of each shelter facility will be accomplished every 8 hours during each day.

XVII. TEMPORARY HOUSING

The St. Johns County Temporary Disaster Housing Plan (“Housing Plan”) has been created to establish a framework for addressing temporary housing for disaster survivors left homeless, and to identify the agencies which can be brought together to identify and activate housing resources. St. Johns County Emergency Management and St. Johns County Housing and Community Services will be responsible for administering and maintaining the Temporary Disaster Housing Plan. The Temporary Disaster Housing Plan is located in Appendix W

XVIII. WELFARE SERVICES

See Section Below

XIX. LOGISTICAL SUPPORT FOR SHELTERS

The School District will provide food for the shelters from their bulk food stocks. Re-supply will be accomplished through local purchases from the County area food stores

(See list of Major Food Suppliers below). Water will be provided from local sources if determined to be potable. If water is not potable, ESF-6 will coordinate with ESF-7 on securing water from commercial or other outside sources. Sanitation needs at the shelters is the responsibility of the School District in coordination with ESF-8 as identified above. If additional sanitation equipment support is needed, i.e. port-o-lets, ESF-6 will coordinate requirements with ESF-7 for commercial contacts.

XX. ESTABLISHMENT OF FOOD/WATER DISTRIBUTION SITES – POINTS OF DISTRIBUTION (POD)

The purpose of Points of Distribution (POD) are to establish initial points where the general public will obtain life sustaining emergency relief supplies of food and water, until such time as power is restored, or stores with these items are open and stocked with supplies. St. Johns County Parks and Recreation have been tasked with the operations and management of PODs.²

XXI. MAJOR FOOD SUPPLIERS

The following is a list of major food suppliers in the County:

Wal-Mart Super Center	Publix Stores	
2355 US-1 South St. Augustine, FL Phone: (904) 797-3309	1033 A1A / Beach Blvd.	461-0231
	4255 US-1 South	794-1100
	125 Jenkins Street	808-0514
	55 Ava Way	827-1448
	955 State Road 16	819-6518
	84 Tuscan Way	940-2889
	120 Maketside Ave	825-0263
	2845 County Road 210 West	230-3939
	3777 Palm Valley Rd.	273-6565
	600 SawGrass Village Dr.	285-5767
450 State Rd. 13	230-3201	
St. Johns Food Service	Winn Dixie Stores	
4 Louise Street St. Augustine, FL Phone: (904) 824-0493	1010 S. Ponce De Leon	829-5509
	3551 N. Ponce De Leon	824-6233
	3905 A1A South	471-5115
	2220 CR-210 West	823-2122

² More in depth information on LSA's and POD's can be found in the St. Johns County Logistics Strategy which is on file with the St. Johns County Division of Emergency Management.

Potential Mass Feeding and Comfort Station Sites

I. RESPONSIBILITY

ESF-6 Mass Care, in coordination with Emergency Management, will be responsible for establishing Mass Feeding Sites and Comfort Stations in St. Johns County during an emergency / disaster as required:

A. Potential Mass Feeding Sites and Comfort Station Sites:

- Council on Aging sites
- St. Johns County Parks and Recreation sites
- St. Johns County Convention Center
- St. Johns County Libraries

II. SELECTION OF SITES

Site selection will be based on requirements that are identified in the basic human needs assessment and coordination with ESF-15.

III. NOTIFICATION OF SITES SELECTED

Notification will be made to the public by the PIO of the location(s) of the sites selected. In addition, the State EOC will be notified by the ESF-6 representative, under direction of the EMD, in the EOC of activated sites and upon the closing of such sites.

TEMPORARY HOUSING

I. GENERAL

St. Johns County School District, with support from St. Johns County Emergency Management and the Florida Department of Health – St. Johns, is primarily responsible for emergency sheltering of disaster survivors in large scale disasters. In accordance with ESF-6 (Mass Care), this service will be in the form of mass shelters (i.e., schools, etc.) for large groups of survivors. Once the emergency needs of the disaster survivor(s) have been satisfied it may be necessary to secure temporary housing for them.

St. Johns County has developed a Temporary Disaster Housing Plan which addresses disaster housing operations. This plan located in Appendix W.

II. TASKS

- A. Small Scale Disasters** – Small-scale disasters are defined as those operations where the federal government has not initiated a formal declaration of a disaster area. Federal funds are not usually available for survivor assistance if a disaster declaration has not been issued. The American Red Cross has primary responsibility for temporary housing needs for disaster survivors in such a small-scale disaster. This aid is provided as “Additional Assistance” per American Red Cross Procedure 3046. An American Red Cross caseworker will interview each disaster survivor and will provide for those housing needs that are beyond the resources of the family.
- B. Large Scale Disaster** – When the Federal government declares a site to be a disaster area, federal disaster relief legislation goes into effect and the resources of the various government agencies are placed at the disposal of the EOC. Primary local responsibility for the administration of temporary housing needs during a large scale disaster will be the St. Johns County Housing and Community Services in coordination with Emergency Management. The St. Johns County Temporary Disaster Housing Plan will be enacted at this time.

EMERGENCY WELFARE SERVICES

I. GENERAL

- A.** The purpose of this appendix is to provide the effective coordination of all public and private emergency relief agencies activities in major emergencies or disasters.
- B.** The goal of welfare services is to provide for the immediate needs of people during an emergency within St. Johns County. The following services should be provided:
 - 1. Clothing, food (mass and shelter feeding)
 - 2. Shelter (temporary, emergency)
 - 3. Social services (homes, welfare, support)
 - 4. Basic medical
 - 5. Post-disaster assistance
- C.** The American Red Cross has responsibility for welfare services under ESF-6 Mass Care.
- D.** ESF-15 Donations and Volunteers representatives will coordinate with and assist ESF-6 on providing donated goods to the public.

II. CONCEPT OF OPERATIONS

A. Coordination

- 1. The Red Cross will be the designated coordinator of Welfare Services for St. Johns County. This person will coordinate with the supporting agencies and will manage the activities in emergencies related to:
 - a) Clothing (emergency receipt and distribution)
 - b) Feeding (in shelters and mass feeding)
 - c) Lodging (temporary housing, both short-term and long-term)
 - d) Social Services (welfare and related assistance delivered in home environments)
 - e) Inquiry (development of information to satisfy inquiries of relatives concerning the safety of families)
- 2. The Salvation Army will be requested to coordinate their relief effort and support with Emergency Management and other volunteer agencies.

B. Records

1. Copies of all records, lists of resources and assignment of personnel shall be supplied to the Coordinator of Welfare Services, the initiating agency and Emergency Management.
2. Emergency Management will distribute this information to the State and other agencies as necessary.
3. Records of emergency actions, logs, registered lists, etc. shall be supplied to the Coordinator of Welfare Services within 48-hours of the conclusion of the emergency.

C. Shelters

See the Shelter Appendix.

D. Notification Procedures

1. The Emergency Management Director, will alert and disseminate emergency information the Red Cross, Department of Children and Family Services (DCF), County Health Department, Salvation Army, Social Services and any other agencies that will assist in emergency welfare services.
2. Further dissemination of information and notification within Welfare Services will be the responsibility of the Coordinator of the Service.

E. Communications

1. All existing communications available to the EOC will be utilized to support the operations of welfare services when required.
2. Between the EOC and the Red Cross, communications will be handled in the following manner:
 - a) Telephone/Cell Phone
 - b) Amateur simplex frequencies determined by ARES
 - c) UHF and VHF Radios
 - d) 800 MHz Radios
 - e) Satellite Communications
3. Between the EOC and the Shelter, communications will be handled in the following manner:
 - a) Telephones/Cell Phone

- b) Amateur simplex frequencies determined by ARES
- c) UHF and VHF Radios
- d) 800 MHz radios
- e) Satellite Communications

III. TASKS

A. Federal Government

Federal assistance would normally be a post-disaster need after all local and state resources have been expended. Any federal assistance would be initiated by a request from the St. Johns County EOC through the SEOC.

B. State

1. Respond to St. Johns County's request for assistance as relayed through the State Watch Office.
2. Florida Department of Health (FDOH) will:
 - a) Have primary responsibility for all state level welfare service functions.
 - b) Provide appropriate personnel for Special Needs Shelter Operations.
 - c) Appoint the district Emergency Welfare Services Coordinator to work with the local Health and Human Services Office. The Department of Children and Families will appoint Emergency Welfare Service Coordinators (EWS) for DOH.
 - d) FDOH will be requested to assist Emergency Management in preparing requests for federal emergency and / or major disaster assistance related to welfare services. FDOH will also provide state coordination and implementation of such assistance when it is provided following a Presidential Declaration.
 - e) FDOH will be requested to administer the food stamp program under regular or emergency provision. When the regular program is inadequate to provide for the need of disaster survivors, FDOH will request from the Food and Nutrition Service, U.S. Department of Agriculture, the implementation of the emergency program with or without a Presidential Declaration.

C. Local

1. The local Red Cross representative will assume the position of Coordinator of Welfare Services.
2. The Coordinator will work with all the enumerated government departments and volunteer agencies during an emergency, and is authorized to proceed with planning this action with all agencies concerned.
3. Provide shelter management training for volunteer staffing of all suitable buildings offered by churches, fraternal organizations and others.
4. Provide, if requested, shelter staff for those schools opened as shelters during emergencies and disasters.
5. Provide Red Cross liaison personnel to the EOC.
6. Communicate disaster relief (welfare) inquiries (individual search and identification request) to and from areas outside the county.
7. Maintain registration information for each person at long term shelters managed by the Red Cross and consolidate this information at the Chapter Office for periodic report to EOC.
8. The American Red Cross's representative, or designee from another agency will also accomplish the following responsibilities:
 - a) Coordinator of Welfare Services will:
 - a. Maintain contact with private social service agencies and area churches to identify the services that can be provided by each.
 - b. Establish written welfare service aid agreements between local government and private social service agencies.
 - c. Provide public information via the PIO on plans for emergency welfare assistance and the procedures to obtain it in emergencies.
 - b) Coordinator of Emergency Clothing will:

- a. Establish a coordinated system of exchange information between sources of clothing to determine levels of ready supply.
 - b. Establish emergency receipt and distribution centers.
 - c. Arrange for the staffing of such centers by volunteers from appropriate agencies.
- c) Coordinator of Emergency Feeding will:
- a. Establish mass feeding sites throughout the County as needed. (See potential mass feeding and comfort station sites).
 - b. Assign appropriate organizations to support specific mass feeding points.
 - c. Coordinate with the Red Cross Supply Officer at the North East Florida Chapter.
 - d. Set up a list of sources of food for emergency mass feeding.
- d) Coordinator of Emergency Lodging will:
- a. Prepare and maintain a list of available lodging for short-term emergency use.
 - b. Refer to the St. Johns County Temporary Disaster Housing Plan for long term housing solutions.
- e) Coordinator of Social Services will:
- a. Develop and maintain information on sources for delivery of social services during emergencies.
 - b. Plan the training of volunteers to expand social service work during emergencies.
 - c. Define and publicize basic levels of social services that will be available during emergencies.
 - d. Coordinate with the St. Johns County VOAD
- f) Coordinator of Welfare Inquiry will:

- a. Organize communications personnel to handle welfare inquiries.
 - b. Determine the best means for centralizing welfare inquiry action.
 - c. Arrange for a location in which to place the centralized information-handling unit.
9. Salvation Army will:
- a) Assist welfare services upon request within its scope of capabilities.
 - b) Furnish a representative for liaison at the EOC.
 - c) Establish support for the Coordinator of Emergency Feeding by detailing its capabilities for mass feeding in emergencies.
 - d) Establish support for the Coordinator of Emergency Clothing.

IV. SUPPORTING PLANS

Each agency involved in these services is requested to prepare an SOG, which will support the responsibilities (tasks) appropriate to their participation. Each plan will be developed with the assistance of the Emergency Management Director.

HEALTH AND MEDICAL
Emergency Support Function 8 (ESF-8)

I. GENERAL

A. Primary Agency: Florida Department of Health - St. Johns

B. Support Agencies: Flagler Hospital
Home Health Care Agencies
Home Medical Equipment Providers
St. Johns County Council on Aging
St. Johns County Emergency Management
St. Johns County Fire Rescue
St. Johns County Marine Rescue
St. Johns County Medical Examiner
St. Johns County School District
St. Johns County Sheriff's Office
Stuart-Marchman Act Behavioral Health

C. Function

1. Provide medical and health related support to state and local entities involved in delivering emergency response and recovery efforts for disasters.
2. Provide health related guidance concerning communicable diseases and environmental health issues following a disaster.
3. Coordinate all local and state health and medical resources responding to a local disaster.

D. Primary Agency Responsibilities – Florida Department of Health – St. Johns

1. Designated Representative: Florida Department of Health – St. Johns, Director or designee.
2. Plan, coordinate and manage the support requirements of ESF-8.
3. Maintain a list of resources available from local public agencies and private vendors, their addresses and after-hour points of contact.
4. Ensure that all health and special needs activities are conducted in accordance with existing state and federal rules, regulations and guidelines, as well as existing standards and practices of the medical profession.

5. Coordinate and assign all personnel, equipment and other resources, including travel information, accommodations and other arrangements relevant to the assignment.
6. Coordinate support agencies, including State and mutual aid.
7. Communicate all resource allocations, response actions and critical decisions to EMD or designee.
8. Document all field actions as part of the reporting procedures, including appropriate forms, field notes and / or communications.
9. Coordinate the collection and destruction of contaminated food and water from private and public sources.
10. Contact healthcare facilities located in zones included in the evacuation order to assure they are implementing their evacuation plan.
11. Coordinate health, medical and environmental health information with the County PIO to be included in press releases.
12. Coordinate overall plan to open Special Needs Shelters. FDOH-SJ is responsible for the staffing and logistics for all designated Special Needs Shelters. County Health Department staff will be responsible for shelter registration, attending clients, ordering medical supplies, monitoring shelter sanitation and reporting shelter numbers to the EOC.
13. Coordinate requests from hospitals and other medical facilities.

E. Support Agency Responsibilities

1. Report to Primary Agency Representative as directed.
2. Provide inventory of available personnel, equipment and supplies.
3. Provide documentation of resources allocated or used, including time, costs and other relevant information, to the Primary Agency upon request.
4. Provide support as requested or required.

F. Response Actions

1. Notification of agency representatives will be made using the Code Red EOC Activation call out and protocols as outlined in the EOC SOP.
2. If advance warning of an impending disaster is available, resources may be pre-positioned, if necessary, for safety or in anticipation of the area of greatest need following the event.
3. No-notice incidents could result in medical and health resources being inaccessible or overwhelmed. The Primary Agency Representative will assess the need for non-local resources and request assistance through the Statewide Mutual Aid Agreement or other agreements.
4. The Primary Agency Representative will gather immediate input from the other ESF's in the EOC regarding the need for medical and health assistance, particularly those ESF's in the Emergency Services Section, and Rapid Impact and Damage Assessment Teams, and prepare and submit to the Section Chief an immediate assessment of the capability of local available resources to respond to the incident, including any possible conditions that might worsen the situation and require additional resources.
5. Under State Statute 400.23, each healthcare facility including hospitals, nursing homes, assisted living facilities and outpatient surgery centers are required to have an evacuation plan approved by local Emergency Management. The Primary Agency will designate ESF-8 staff to contact healthcare facilities located in zones included in the evacuation order to assure they are implementing their evacuation plan.
6. Upon notification by the EMD or his designee, FDOH-SJ nursing staff will initiate Special Needs Shelter operations. St. Johns County Emergency Management will transport cots, and some supplies and equipment to the Special Needs Shelter.
7. Coordination of on-scene operations with the EOC will be through the National Incident Management System chain of command to the Primary Agency Representative, using available communications equipment:
 - 800 MHz
 - VHF or UHF radio
 - Landline
 - Cell phone

- ARES frequencies
- Satellite phones

G. Continuous Actions

1. Major response actions will be reported regularly to the Primary Agency Representative in the EOC, who is responsible for maintaining coordination with State ESF- 8.
2. Transportation of patients to facilities located outside of St. Johns County, when necessary, will be coordinated in the EOC with ESF's 1, 4, and 16. Planning assumptions include:
 - Airlifting may be required in some cases.
 - Ambulance capability will have to be enhanced from outside the county.
 - Multiple patients may be transported together.
3. Procedures for assuring food and drug safety are outlined in Health Department Plans. The procedure outlines the assignment of qualified personnel to public shelters to monitor food and drug quality.
4. Public information regarding health, medical, sanitation and environmental health issues will be vitally important to the well-being of St. Johns County residents, and those working and / or temporarily residing in St. Johns County following a disaster. All communication will be coordinated with the Planning Section (ESF-5) and issued by the EOC Public Information Officer (ESF-14) with information provided by Primary and Support Agencies. FDOH-SJ officials will continually monitor the impact to public health and provide updates as conditions warrant.
5. Medical treatment for emergency responders may be necessary. ESF-8 will coordinate medical assessments and Crisis Intervention Stress Debriefing, if required. Local resources may be overwhelmed and State agencies may be requested for support. Procedures for the safety and care of emergency responders have been established by:
 - a) Operating in 12-hour shifts to avoid burnout. As needed, responders will be sheltered in fire stations, government buildings or public shelters.
 - b) Emergency responders cannot help the citizens if they themselves are in jeopardy. No responders will be asked to

- perform tasks without sufficient numbers of personnel, or specific equipment being available. If necessary, a safety officer will be assigned.
- c) Most emergency responders have first aid training. They will be working, in many cases, as teams with EMT's, paramedics and other trained personnel, or operating in close proximity to such teams.
 - d) FDOH-SJ medical personnel will be available to examine emergency responders. If a medical professional determines it is in the best interest of the individual, they will be granted necessary time off, moved to a different job, or receive counseling as appropriate.
6. Mental health crisis counseling of significant magnitude, following a catastrophic or major disaster, may be beyond the capabilities of Stuart-Marchman Act Behavioral Healthcare to provide. Assistance from St. Johns County ESF-4 and State ESF-8 agencies would be requested.
7. ESF-4 Fire Rescue will support ESF-8 during a disaster by:
- a) Supporting the FDOH-SJ as necessary and as capabilities permit.
 - b) Supporting evacuation of special needs or other persons.
 - c) Supporting public shelters with medical assistance beyond the capabilities of the shelter staff.
 - d) Support other emergency responders, relief workers and volunteers who are injured or ill as a result of the disaster.

H. Recovery Actions

1. Responsibility for water quality assurance, wastewater and solid waste treatment and disposal, rest with various county and municipal utilities. Each utility is responsible for testing and quality assurance programs. Should a shortage of qualified personnel or equipment develop, FDOH-SJ will respond to requests for assistance.
2. FDOH-SJ will establish locations for the collection of contaminated or suspect food. The exact location(s) will be determined following the incident based on the affected population and suitable

collection points.

- a) Commercial disposal, such as food stored in restaurants, convenience and grocery stores will be the responsibility of the owner of such product. Collection vendors are pre-identified and authorized by the FDOH-SJ to operate in St. Johns County.
 - b) As needed, appropriate state and federal agencies will be requested to assist in removing and disposing of spoiled or contaminated foodstuffs.
3. Rodents, insects and other pest infestations are addressed in Health Department plans.
 4. Identification and mortuary services following a devastating disaster would require assistance of state and / or federal agencies. Response to “normal” events is within the capability of local health and medical professionals; a major disaster would stretch the capabilities of local resources and require mutual aid assistance. Notification of next of kin would happen using the accepted protocols used by County emergency response agencies following accidental deaths.
 5. Primary and Support agencies will use appropriate state and federal rules, regulations, laws and guidance in maintaining records of staff utilization, obligations, expenditures and use of other resources.
 6. Public advisories concerning food contamination will be coordinated with ESF-5 and released through ESF-14.
 7. Primary and Support agencies will conduct after-action evaluations and present recommendations on health related mitigation opportunities.

FOOD AND WATER*Emergency Support Function 11 (ESF-11)***I. GENERAL**

- A. Primary Agency:** St. Johns County Parks and Recreation
- B. Support Agencies:** American Red Cross
Florida Department of Health – St. Johns
Home Again St. Johns
Salvation Army
St. Johns County Emergency Management
St. Johns County Purchasing Department
St. Johns County School District
St. Johns County VOAD

II. INTRODUCTION**A. Purpose**

The purpose of this appendix is to outline procedures that will be followed in identifying and obtaining the food and water needs prior to and in the aftermath of a disaster or emergency, and the coordination of transporting these supplies to the disaster area. Much of this information, including more detailed information, can found in the St. Johns County Logistics Strategy³.

B. Scope

The scope of this ESF is to obtain needed food and water to provide ESF-6 (Mass Care) and Points of Distribution supplies for distribution to disaster survivors. To accomplish this function, activities will be undertaken to:

1. In coordination with ESF 6 and Emergency Management, identify the number of people without food and safe drinking water.
2. Inventory food products/quantities and identify sources to obtain additional needed supplies.
3. Ensure sufficient storage space to store food supplies.
4. Coordinate with ESF-1 for the transportation of food shipments to warehouses, feeding sites and pantry locations.

³ The St. Johns County Logistics and POD Strategy is a separate planning document and is on file with St. Johns County Emergency Management

5. Purchase or solicit food supplies to sustain the disaster survivors until local officials/agencies can manage the operation.
6. Initiate Points of Distribution (POD)

III. POLICIES

- A. This ESF will be activated upon notification of a potential or actual major disaster or emergency.
- B. The ESF-11 representative in the County EOC will coordinate actions undertaken by this ESF.
- C. Priority will be given to move critical supplies of food into areas of acute need and then to areas of moderate need.
- D. Upon notification that electric power has been restored and roadways are open to commercial vehicles, thus allowing commercial grocers to reopen, a request may be made to the State that they initiate Emergency Food Stamp Program procedures.
- E. This ESF will encourage the use of mass feeding arrangements as the primary outlet for disaster food and water supplies, which is the primary responsibility of ESF-6.
- F. This ESF is responsible for Points of Distribution operations.

IV. RESPONSIBILITIES

- A. Secure and deliver food and water supplies suitable for household distribution or congregate meal service, as appropriate.
- B. Arrange for the transportation and distribution of food and water supplies within the affected area.
- C. Coordinate with, and support as appropriate, ESF-6 (Mass Care) involved in mass feeding and shelters.
- D. Ensure ESF-5 is updated to the status of POD logistics and supplies of food and water.

V. SITUATION

A. Disaster Conditions

A major disaster or emergency will deprive substantial numbers of people

access to potable water and / or the means to prepare food. In addition to substantial disruption to the commercial food supply and distribution network, a catastrophic hurricane or other disaster may partially or totally destroy food and water stored in the affected area.

B. Planning Assumptions

1. Following a major or catastrophic disaster, there may be widespread damage and destruction to the infrastructure and homes / buildings resulting in transportation routes being impassable; widespread and prolonged power outages; and contaminated drinking water.
2. Thousands of evacuees may be lodged in shelters within the disaster area.
3. Normal food processing and distribution capabilities will be disrupted.
4. As a result of power outages, many commercial cold storage and freezer facilities within the impacted area will be inoperable.
5. Shelters should have food and water supplies to manage for 72 hours after the disaster.
6. Damage projection models will be used to forecast damage and disaster consequences. Included in this information will be calculations to identify the number of people to be impacted. This ESF will use these calculations and projections to estimate food needs, quantities, and to project the duration of mass feeding activities.
7. An immediate human needs assessment (mass care, health / medical {ESF 6 and 8}, housing) and the condition of the infrastructure (transportation, communications and utility systems) will be reported by the Rapid Impact Assessment Teams.
8. Large bulk shipments of food supplies purchased, solicited, or donated will be coordinated by this ESF. Donations of non-perishable food items will be sorted and palletized for coordination and distribution by this ESF. These items will likely require the establishment of a County Logistical Staging Area (LSA) which is discussed in the St. Johns County Logistics Strategy.

9. Assistance from the Florida Department of Military Affairs (ESF-13) will be requested after all other resources have been used to assist with the distribution of food supplies and / or warehouse operations.

VI. CONCEPT OF OPERATIONS

A. General

1. ESF-11 will operate under existing Emergency Management authorities and regulations as well as Public Law 93-288, as amended, and the Florida Emergency Operations Plan, to provide disaster food supplies to designated logistical staging areas, Points of Distribution (POD) and mass feeding sites.
2. Following notification from Emergency Management of a major disaster or emergency, ESF-11 will be staffed at the EOC. At this time, request for food and water, including types, amounts and destinations, will be processed through this ESF. Food and water assistance requests will be entered into EMConstellation by St. Johns County Emergency Management and forwarded to the SEOC to coordinate efforts to obtain and transport food.
3. Mass feeding sites will use menus provided by this ESF. The menus will be built around the foods that are available. Quantity usage tables will be used to address serving sizes. These tables combined with the menus will provide for ordering, forecasting and supply data. Other organizations with food resources will supplement these menus. Menus will be adjusted based on food quantities.
4. Staff from this ESF may be sent into the affected area to assess the effectiveness of the food distribution network and to address problems. Staff will coordinate with county officials and ESF-6 field staff to ensure ample and timely deliveries of food and water supplies.
5. ESF-11 will coordinate with ESF-3 responsibility for potable water. If needed, a State Representative from ESF-11 responsible for potable water will be requested to join the local ESF-11 to help expedite and coordinate retrieving ample water.

B. Organization

1. St. Johns County Parks and Recreation have the primary responsibility for ESF-11 in St. Johns County. They will coordinate

activities with support agencies and organizations as necessary to fulfill their mission.

2. The Department of Agriculture and Consumer Services Bureau of Food Distribution, has primary responsibility for all ESF-11 activities at the State level. The Food Distribution Officer may direct response and recovery activities for ESF-11 from the SEOC. Additional activities to support this ESF may be conducted at the office in Jacksonville, Florida.
3. Upon activation of this ESF in the SEOC, the Food Distribution Officer or their designee will be responsible for ensuring all food and water concerns are addressed. Additional support agencies and organizations may be utilized and will either be tasked to provide a representative to the SEOC or to provide a representative who will be immediately available via phone.

C. Notification

1. Upon the occurrence or possibility of a disaster or emergency, the St. Johns County EOC will notify ESF-11 via the Code Red EOC Activation call-out.
2. This notification will be made by telephone, email and/or text message. Such notification could be to: advise of a potential disaster and request required ESF's to report to the EOC for activation, or to update information. The Primary Agency representative for the ESF will notify all support agencies and may request they report to the EOC.

D. Response Actions

1. Initial Actions:
 - a) Inventory food and water supplies.
 - b) Coordinate with ESF-6 to identify the number of people in shelters and others in need of food and water.
 - c) Establish LSA and POD locations if necessary
 - d) Monitor water contamination in the disaster area and estimated water needs and quantities.
 - e) Identify the locations of all mass feeding and food distribution sites.
 - f) Identify menus for meals to be used for calculation of food supplies.
 - g) Assess storage space and needs for staging areas.
 - h) Coordinate food donations and incorporate into food supply.

- i) Monitor and coordinate the flow of the food supply into the disaster area.
- j) Assess the need and feasibility of requesting emergency food stamp assistance.
- k) Monitor and assess food and water needs.
- l) Assess special food concerns of the impacted residents.
- m) Monitor nutritional concerns.
- n) Establish logistical links with local organizations involved in long-term congregate meal services.

VII. TASK

A. Primary Agency: St. Johns County Parks and Recreation

1. Determine the availability of USDA foods that are safe for human consumption within the disaster area.
2. Coordinate with Emergency Management, ESF-6 Mass Care and local officials to determine food and water needs for the population in the affected areas.
3. Establish a Logistical Staging Area and Points of Distribution
4. Make emergency food supplies available to households for take-home consumption.
5. Provide information to ESF-5 Information and Planning on a regular basis.
6. Deploy water buffaloes to locations identified by ESF-6 Mass Care and Emergency Management.
7. Provide daily information to ESF-14 Public Information on the amount of food used and types of food needed (donation), as well as locations and operating hours of PODs.
8. Maintain records of the cost of supplies, resources, and personnel, needed to respond to the disaster.
9. Monitor the number of POD's, mass feeding sites, soup kitchens, and pantries providing food to disaster survivors.

B. Support Agencies

1. American Red Cross and Salvation Army

- a. Identify and assess the requirements for food on a two-phase basis: critical emergency needs immediately after the disaster and long-term sustained needs after the emergency phase is over.
 - b. Assist with food soliciting and purchases for food supply.
 - c. Provide couriers to pick up order forms, menus, meal counts and other support activities.
 - d. Assist with the distribution of bulk and household food supplies at POD locations.
 - e. Operate mobile mass feeding sites.
2. St. Johns County School District:
- a. Provide inventories of available food supplies from their lunchroom cafeteria within the schools that are designated as shelters. Additional food supplies may be purchased from school district contracted food vendors or from the following local vendors:

Wal-Mart Super Center	Publix Stores	
2355 US-1 South St. Augustine, FL Phone: (904) 797-3309	1033 A1A / Beach Blvd.	461-0231
	4255 US-1 South	794-1100
	125 Jenkins Street	808-0514
	55 Ava Way	827-1448
	955 State Road 16	819-6518
	84 Tuscan Way	940-2889
	120 Maketside Ave	825-0263
	2845 County Road 210 West	230-3939
	3777 Palm Valley Rd.	273-6565
	600 SawGrass Village Dr.	285-5767
	450 State Rd. 13	230-3201
St. Johns Food Service	Winn Dixie Stores	
4 Louise Street St. Augustine, FL Phone: (904) 824-0493	1010 S. Ponce De Leon	829-5509
	3551 N. Ponce De Leon	824-6233
	3905 A1A South	471-5115
	2220 CR-210 West	823-2122

- b. Provide support staff to assist with the calculation of serving proportions based on menus, the number of people fed at shelters, and the quantities / types of food in the inventories.

3. Other support agencies will support ESF-11 in the collection and distribution of food and water to survivors in the disaster area.

VIII. RESOURCE REQUIREMENTS

- A. Contacts with local and area food distributors.
- B. Coordination with Emergency Management and the SEOC for procurement and delivery of foodstuff and potable water.
- C. A database for purchasing food, water, rental of trailers and other vehicles, storage facilities and condiments.
- D. Close coordination with ESF's 1, 6, 7, 8 and 16.

IX. TRANSPORTATION OF FOOD SHIPMENTS

Transportation of food shipments to LSA's, feeding sites and POD's will be coordinated by ESF-11 with ESF-1. Requirements to contract for transportation from private vendors will be coordinated with ESF 7. Security requirements will be coordinated with ESF-16.

X. PROCEDURES FOR PURCHASE OR SOLICITATION OF FOOD SUPPLIES

The following procedures will be followed:

- A. Food requirements will be coordinated with ESF-11 in the State EOC for supplies from outside the County.
- B. Initial food supplies for the public shelters will be provided by St. Johns County School District. Replacement supplies will be provided by the American Red Cross (ESF-6) from their on-hand stock or purchased from vendors listed.
- C. Requirements for mass feeding will be coordinated by ESF-6 with assistance from Salvation Army and other supporting agencies.
- D. Emergency purchase procedures are authorized under a declared state of local emergency.

XI. EMERGENCY FOOD STAMP ASSISTANCE

Request for emergency food stamp assistance will be requested by Emergency Management, in coordination with ESF-11, from the Florida Department of Children and Families (DCF) Office. A DCF representative will be in the SEOC and the Joint Field Office (if established) and will provide assistance in obtaining emergency food stamps.

XII. TRANSPORTATION OF FOOD AND WATER INTO THE AFFECTED AREAS

- A.** The primary means for transporting of food and water into the affected areas will be ground transportation, provided roads are passable. Those areas of the County which require food and water and the establishment of feeding and distribution sites will receive priority in road clearing operations.
- B.** If distribution of food and water cannot be made using ground transportation, a request for air support will be made to the SEOC to supply and re-supply affected areas with food and water.
- C.** Security and/or escort of ground transported resources will be coordinated through ESF-16.

VOLUNTEERS AND DONATIONS PLAN
Emergency Support Function 15 (ESF-15)

I. GENERAL

- A. Primary Agency:** St. Johns County Emergency Management
St. Johns County VOAD
- B. Support Agencies:** Alpha Omega
American Red Cross
Catholic Charities
Children Home Society
City of St. Augustine
City of St. Augustine Beach
Council on Aging
Haven Hospice
Home Again St. Johns
Local Churches
Salvation Army
Southern Baptist
St. Johns County
Town of Hastings
United Way
Volunteer Groups

II. INTRODUCTION

A. Purpose

This section provides planning guidance and coordination for ESF-15 to accomplish its mission in expediting the delivery of donated goods and services, management of volunteers and to support relief efforts in a disaster affected area. The Primary Agency for ESF-15 will be the St. Johns County Volunteer Organizations Active in Disasters (VOAD). This group is a collection of volunteer agencies in St. Johns County and will make volunteers and donations a better organized and effective response and recovery function in St. Johns County.

B. Scope

1. To coordinate response / recovery efforts as related to volunteers.
2. To ensure the expeditious delivery of donated goods to disaster survivors and community based support organizations.
3. Coordinate the Long Term Recovery Committee to provide case management for individuals and families.

4. Assist the St. Johns County Community Relations Coordinator with outreach to disaster survivors.
5. Other activities of ESF-15 are as follows:
 - a) Coordinate communications with all volunteer organizations.
 - b) Coordinate missions for assignment to available volunteers.
 - c) Initiate and track individual and family case management.
 - d) Coordinate resources through the VOAD membership to effectively serve the population.
 - e) Develop and maintain liaison with SEOC ESF-15 and Volunteer Florida.

III. RESPONSE ACTIVITIES

- A.** Upon activation of the EOC, phone numbers that have been established for calls concerning volunteers and donations will be disseminated to the public by the PIO.
- B.** ESF-15 representative will insure that a volunteer liaison is on duty in the EOC when required during the operations. The role of the EOC liaison will be to coordinate requirements for volunteers and donated goods and services.
- C.** ESF-15 representative will coordinate with other ESF members, Emergency Management Director, elected and appointed officials and volunteer groups in developing a plan that will ensure a quick response and delivery of donated goods and services into the affected areas.
- D.** The ESF-15 EOC liaison on duty will have the primary responsibilities for coordination with the SEOC (ESF-15) on information for volunteers and those bringing donations to the County. ESF-15 missions or information updates will be transmitted to the SEOC via EM Constellation input by Emergency Management.
- E.** ESF-15 will coordinate with the PIO on requesting assistance from the private sector and volunteer organizations. Such information will be announced by the PIO through the news media.

IV. SUPPORTING AGENCIES

- A.** St. Johns County VOAD will provide volunteers and leadership.
- B.** St. Johns County VOAD will help locate collection and distribution sites, as well as coordinate donations from individuals and local businesses.
- C.** Salvation Army and Red Cross will operate the mass feeding sites.

V. POLICY OF RECEIPT OF DONATED ITEMS

Prior to receipt of donated items from any source, inspection will be made to determine the serviceability and usability of such items. In some cases manufacturer or retail outlet may donate “loser” type products solely for tax break purpose and items may not be of any use to the public.

ANIMAL AND AGRICULTURE
Emergency Support Function 17 (ESF-17)

I. GENERAL

- A. Primary Agency:** St. Johns County Animal Control
- B. Support Agencies:** H.A.W.K.E.
St. Augustine Humane Society
St. Johns County Agricultural Extension Agency
St. Johns County Cattleman's Association
St. Johns County Emergency Management
St. Johns County Fire Rescue – Large Animal Rescue
St. Johns County Horse Council
St. Johns County Parks and Recreation
St. Johns County Sheriff's Office
St. Johns County Veterinary Medical Association
St. Johns Wildlife

I. INTRODUCTION

A. Justification

Animal issues cannot be overlooked in disaster planning as it could lead to serious human health and safety risks when animals, pets, farm and wild animals, are forced from their homes/habitats. By developing operational procedures to care for these animals before, during and after such an event, this Emergency Support Function (ESF) will reduce the threat to humans and the environment. This section will also address the manner in which St. Johns County will abide by the regulations set forth in Public Law 109-308 (Section 613 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act [42 U.S.C 5196b] as amended) Pets Evacuation and Transportation Standards Act of 2006.

B. Purpose

This ESF was created to provide for the coordination of local resources in response to pet, farm, and wild animal emergency needs, before, during and after a significant disaster or emergency.

C. Scope

The scope of this ESF is the overall management, coordination and prioritization of countywide animal relief services and assets to support pet, farm, and wild animal needs in the event of a major emergency or disaster. ESF - 17 will be responsible for all aspects of Pet Friendly Sheltering in St. Johns County. Pet

Friendly Shelters have been pre-identified and an SOP has been developed and is included in the sheltering appendix, Appendix L.

D. Planning Assumptions

1. Countywide animal related assistance will be coordinated under the direction of St. Johns County Animal Control. (SJAC)
2. Human lives can be put at risk due to their refusal to leave pets behind in a disaster. Public education by the County and animal related organizations are necessary to increase public awareness of disaster preparedness for pets and the pet shelter facilities available in the event of an evacuation.
3. A major disaster would result in many homeless, and/or injured pets, livestock, and wild animals. This situation would present health, nuisance, and bite threat issues, requiring timely capture, and subsequent sheltering of these animals.
4. Triage and treatment of sick and injured animals will be needed, including humane euthanasia in some cases. This should be accomplished by veterinarians or certified euthanasia technicians.
5. Limited food supplies will be on hand in a disaster event. Prior arrangements with vendors would be made to import commercial pet and livestock foods into the county following a disaster. Food drops for wild animals would be organized by wild animal related groups and state agencies.
6. Shelter animal waste and carcasses will be accumulated in the post-disaster period, requiring removal of the material to approved solid waste dumping sites, or burned on site.
7. Shelter animals should be reunited with their owners as soon as possible after a disaster.

II. POLICIES

A. Authority

In performing the functions outlined in this ESF, County and municipal agencies are governed by the authorities of Public Law and other rules and regulations governing the primary and support agencies of the ESF. Federal and State assistance to this ESF will be provided under Public Law 93-288, and Florida Statute 252.

B. Priorities

Animal related services under this ESF are prioritized in the following functional areas with agency responsibility assigned.

1. Pet Friendly Shelter Operations

- St. Johns County Animal Control
- St. Johns County School District

2. Bite Investigation and rabies quarantine (health and safety):

- St. Johns County Animal Control
- St. Johns County Sheriff's Office Agricultural Unit

3. Pick-up/corral of animals causing a direct threat to people (safety):

- St. Johns County Animal Control
- St. Johns County Sheriff's Office Agricultural Unit
- St. Johns Wildlife
- H.A.W.K.E.

4. Pick-up, sheltering and care of injured animals:

- St. Johns County Animal Control
- St. Johns County Veterinary Medical Society/local veterinarians
- H.A.W.K.E.
- St. Johns Wildlife

5. Pick-up of animals at large/strays:

- St. Johns County Animal Control
- St. Johns Wildlife
- H.A.W.K.E.

6. Investigation of cruelty complaints:

- St. Johns County Animal Control
- St. Johns County Sheriff's Office

7. Routine patrol and pick-up of nuisance animals (non-threatening):

- St. Johns County Animal Control

8. Receiving unwanted, owned animals:

- St. Johns County Animal Control

III. **ORGANIZATION**

A. State Level

This ESF is represented as ESF-17 at the SEOC and is managed by the Department of Agriculture, Division of Animal Industry. The State of Florida also has a State Animal Response Team that will assist in disaster response and recovery. Request for state assistance will be made to ESF-17 in the SEOC.

B. County Level

1. Chain of Command for St. Johns County Animal Control:
 - a) Manager of Animal Control
 - b) Animal Control Field Supervisor
 - c) ESF 17 staff person in EOC

2. Volunteer Agencies

All volunteer animal issue agencies' coordinate with ESF-17 directly through the EOC.

IV. **CONCEPT OF OPERATIONS AND ASSIGNMENT OF RESPONSIBILITIES**

The Primary and Support agencies of this ESF must plan to be as self sufficient as possible during the first 72 hours following an event, as there could be limited assistance.

A. Primary Agency

St. Johns County Animal Control is responsible for response and recovery missions involving animal issues. Upon activation of the EOC, ESF-17 will be staffed on a 24-hour schedule to coordinate with other agencies and prioritize assistance requests. The agency is also tasked with Pet Friendly Shelter operations.

B. St. Johns County Animal Control Manager

1. Coordinate all logistics necessary to open Pet Friendly Shelters
2. Notify, activate and mobilize all agencies assigned to ESF-17.

3. Coordinate all support agency actions in performance of missions assigned to ESF-17.
4. Coordinate requests for assistance and additional resources necessary for the mission with appropriate agencies.
5. Function as the County's representative/liaison to the EOC for the activities and responsibilities carried out by the primary and support agencies of this ESF.
6. Investigate all animal bites in conjunction with the Sheriff's Office.
7. Facilitate the transportation of injured, stray or nuisance animals to animal care facilities.
8. Assist emergency response teams with animal issues.
9. Coordinate the plan for removal and disposal of dead animals.
10. Coordinate with the Department of Health – St. Johns for the release of public information regarding animals and related health issues.
11. Enforce St. Johns County Animal Control Ordinances.
12. Quarantine animals that have bitten for observation.
13. Impound animals 'at-large' with no evidence of ownership.
14. Euthanasia of sick and/or injured animals through assigned and authorized persons.
15. Respond to animal related inquires about dogs and cats with assistance from ESF-14.
16. Release information to the public through the PIO regarding issues such as quarantine areas, rabies alert, public service information, announcements, etc.

C. St. Johns County Emergency Management:

1. Provide initial notification to Animal Control for the need to implement all or portions of this ESF.
2. Assist in coordination of requests for support between this and other ESFs represented in the EOC.

3. Coordinate and establish Pet Friendly Shelters.

D. Local Support Agencies

1. Notify, activate, and mobilize all personnel and equipment to perform or support assigned functions.
2. Designate and assign personnel for staffing of all facilities at which this ESF is required to support, and provide representation when it is determined to be necessary by Animal Control.
3. Identify all personnel and resource requirements to perform assigned missions which are in excess of the support agencies' capabilities.

E. St. Johns County Animal Control - Emergency Facilities Coordinator

1. Select potential sites for relief facilities for small, large and wild animals. Some potential sites include: St. Johns County Equestrian Center and St. Johns Greyhound Track.
2. Ensure contingency power, communication system, sanitation, and security of emergency facility.
3. Coordinate with the Veterinary Services Coordinator to establish adequate facilities for emergency medical care, hospitalization, and safe storage of donated medical supplies and equipment.
4. Provide assistance and facilities for the sheltering and care of injured animals.

F. St. Johns County Animal Control – ESF-17 Volunteer Coordinator

1. Coordinate volunteer assistance and staffing of emergency pet shelters.
2. Maintain a contact list of pre-identified individual and groups of volunteers and initiate as needed.
3. Prepare forms and records to register and track volunteers.
4. Provide volunteers with ID badges.
5. Coordinate with the EOC on-duty Animal Control staff to direct volunteers, including those from outside of the county, to needed areas of assistance.
6. Provide assistance in securing facilities for the sheltering and care of injured animals.

G. St. Johns County Animal Control - Supply Coordinator

1. Search for and secure a centrally located building that can be used as a supply depot. (For POD sites, see list for location)
2. Provide an inventory list of all donated supplies and give a copy of a receipt to donors, if requested.
3. Maintain a list of supplies on hand and supplies needed as the disaster recovery progresses.
4. Arrange for donations from vendors of food, water and other supplies prior to a disaster event.

H. St. Johns County Veterinary Medical Society - Veterinary Service Coordinator

1. Provide emergency medical care for injured animals.
2. Coordinate with supply, volunteer, and facility coordinators to provide veterinarians assistance to accomplish the mission of ESF-17.
3. Arrange for donations from drug distributors prior to a disastrous event.
4. Secure a centrally located veterinary supply depot for donations and make sure medical supplies are available as needed.
5. Identify and track injured animals and coordinate boarding or fostering with Facilities Coordinator.
6. Provide proper handling of medical waste and controlled drugs resulting from veterinary relief efforts.
7. Assist in the establishment of triage units for the care of injured animals.
8. Provide emergency medical equipment and supplies.
9. Provide rabies vaccinations for shelter animals.
10. Provide additional shelter support.

I. St. Johns County Sheriff's Office – Agricultural Unit

1. Coordinate and direct large animal disaster relief efforts.

2. Maintain equipment and resources necessary to manage livestock in a disaster situation.
3. Facilitate and coordinate with large animal veterinarians.
4. Maintain relationships with large land owners for potential large animal sheltering sites.

J. St. Johns County Extension Agency

1. Provide appropriate equipment and resources for assistance with large animal sheltering.

K. St. Johns County Cattlemen's Association

1. Maintain equipment and resources necessary to manage livestock in a disaster situation.
2. Assist in the establishment of sheltering/holding areas for livestock.

L. St. Johns County Fire Rescue Large Animal Rescue Team

1. Assist in technical rescue of large animals that have become entrapped.

M. Florida Veterinary Medical Association (FVMA)

1. Respond to requests for veterinary medical assistance with a disaster relief team.
2. Provide emergency medical care for animals in a disaster situation.
3. Provide assistance to affected veterinarians and animal health personnel.

V. RESOURCE COORDINATION

- A.** ESF-17 will provide animal assistance resources using primary and support agency authorities and capabilities along with other ESFs to support its missions. ESF-17 will allocate available resources to each mission based upon priorities identified by the EOC. If additional resources are necessary, ESF-17 will request assistance, through the St. Johns County EOC, from ESF-17 at the SEOC.
- B.** All other ESFs will coordinate with the ESF-17 representative at the EOC when requesting emergency support or disaster assistance from ESF-17. If a conflict of priorities develops, this ESF will work directly with the EOC to resolve the situation.
- C.** Use of donated resources from individuals or groups within the County or

from other areas will be coordinated through the EOC.

D. Recovery Operations Coordination:

Although this document addresses recovery activities of the agencies associated with the ESF, the EOC is responsible for the coordination of all recovery activities to provide animal assistance services to the affected areas in the County, as required. Therefore, recovery operations of ESF-17 will be initiated commensurate with emergency priorities within the County and based on the availability of resources.

VI. SITUATION

A. Disaster Condition

A significant or major disaster could quickly overwhelm local government's resources and capabilities to provide services, necessitating State and/or Federal assistance. Such a disaster would pose certain public health and nuisance threats, as well increase animal resource needs, such as injured, displaced, and dead animals, rabies and other animal related diseases, veterinary treatment or euthanasia, care and shelter of other animal problems. Additionally, these problems could impede the human needs' response and resources.

B. Phased Response Actions

1. Disaster Preparation Phase

- a) Care and shelter of animals before a disaster event.
- b) Preparing Pet Friendly Shelters for evacuees and their pets.
- c) Buying and/or ordering animal food and supplies to meet the anticipated needs of the community in the initial, short and long term recovery phases.

2. Initial Recovery Phase

- a) Immediate mobilization and deployment of assessment teams to the disaster area(s) to determine specific health and safety needs and priorities and to verify reports of animal related assistance needs.
- b) Provide support to aid in the relief of nuisance and health related problems involving animals and their impact on human relief efforts.
- c) Maintain complete and accurate documentation to include but not limited to:

- Employee/Volunteer time sheets
- Purchase Orders
- Receipts of materials purchased
- Receipt for donated items
- Contracts
- County hours/Rental equipment used
- Fuel tickets

- d) Initiation of critical animal assistance activities as previously prioritized.
- e) Designated animal shelter sites will be utilized first; additional shelters will be identified as the situation requires.
- f) Designate animal supply and staging sites as the situation requires.
- g) Establish potential assistance that may be necessary from state or other outside agencies.

3. Short Term Recovery Phase

- a) Organize relocation, shelter, feeding, triage and emergency medical care of animals to meet short-term needs.
- b) Capture of injured and displaced animals.
- c) Establish reunification system of animals and owners.
- d) Acquisition of additional food and supplies from vendors as needed to support the relief efforts.
- e) Continued coordination with other ESFs for timely and proper carcass disposal.
- f) Direct incoming outside assistance to needed areas.

4. Long Term Recovery Phase

- a) Continue reunification of animals to their owners or natural environment.
- b) Adoption of unclaimed animals.
- c) Long term animal care and proper disposal of carcasses.

BUSINESS AND INDUSTRY
Emergency Support Function 18 (ESF-18)

I. GENERAL

- A. Primary Agency:** St. Johns County Emergency Management
- B. Support Agencies:** Private Sector Participants
St. Johns County Chamber of Commerce
St. Johns County Economic Development Council
St. Johns County Tourist Development Council

II. INTRODUCTION

A. Purpose

Hurricanes, floods, other severe weather incidents, hazardous materials accidents and other emergencies may cause extensive damage to private facilities which are critical to the recovery of the broader community following such a disaster. The facilities, which include major industries such as communication, transportation, utility, banking, insurance and similar interests, are vital to the recovery effort and return to economic viability, yet it may be beyond the ability of the local government to respond to their immediate needs. It is, therefore, important that these businesses have the ability to access their facilities and perform basic recovery activities such as damage assessment and securing property, as well as commencing their own recovery operations.

B. Scope

1. Prior to a disaster, Emergency Management will work with local business groups to develop procedures for providing local companies access to their facilities for damage assessment and business continuity activities.
2. Local businesses are encouraged to provide Emergency Management with information pertaining to their planned response and recovery activities.
3. Emergency Management shall maintain a file with this information at ESF-18.
4. Businesses may provide updated personnel rosters to Emergency Management annually.

III. BUSINESS RECOVERY AND RE-ENTRY PROCEDURES FOR HURRICANES

A. Pre-Hurricane Season

Encourage personnel, especially those with responsibilities during and following a disaster such as a hurricane to have a Personal Disaster Plan. This will ensure that their families are either evacuated or sheltered in a secure location so they can focus on their responsibilities to the business.

Each year, critical corporations should notify Emergency Management the names and identifying credentials of their corporate damage assessment teams. Information will include the name of the company and any identifying name of the facility. They should also include the following:

1. Names of personnel staying on-site and those who will be returning to the site.
2. The location within the facility where the employees will be located.
3. A map of floor plan of your facility showing the location of your employees and the quickest access to them.
4. Names and phone numbers of those with authority to make major decisions regarding your facilities in the aftermath of a disaster.

B. Pre-Evacuation

If the facility is in an evacuation zone and will be evacuated, begin preparations to secure the building and other procedures in anticipation of leaving the area. If the facility is outside the evacuation zone and is designed to withstand winds from a major hurricane, (i.e. in excess of 120 mph) and employees will be remaining on-site, the employer should notify Emergency Management with the details of the arrangement.

C. Evacuation

Businesses should complete preparation efforts, and begin arranging recovery, based upon the size of the approaching storm. If the business is located in an area that has been ordered to evacuate, businesses should finalize securing their facilities and evacuate the area.

D. Aftermath

Immediately following the storm, Emergency Management will begin evaluating damage, directing search and rescue efforts, and placing the County's response mechanisms in operation. It is expected that during the first 24-hours after a storm, the only traffic allowed will be response vehicles. No independent actions from businesses should be taken as they may impede response operations.

E. Re-Entry

Once it has been determined that it is safe to allow non-emergency vehicles on the road, access to many areas may still be restricted or denied. Once restrictions are eased, some access will be allowed if personnel are properly credentialed. To gain access to restricted areas, designated personnel shall be required to wear/display the following:

1. Orange, St. Johns County re-entry tag hanging from rear-view mirror.
2. A photo-identification card that describes the wearer's corporate position. Those without a photo-ID can use a valid driver's license with photo or Florida Identification Card to enhance, not replace, their corporate ID.
3. Clothing suitable for the situation, such as hardhats, heavy-duty shoes and other clothing that will reduce the chance of injury in the damaged area.
4. An identifiable yellow vest, similar to those worn by police and other emergency responders. The vest should identify the company, the position of the wearer (i.e. "Recovery Officer" or "Business Continuity Manager") and the wearer.

F. Recovery

If outside assistance is part of corporate recovery plans, this information should be conveyed to the EOC following the event, so that law enforcement and other traffic control elements will be aware of their arrival. The EOC will attempt to accommodate all recovery activities, but due to the nature of activity during this phase, it may not be possible. To facilitate the arrival of outside support at controlled access points, they should be clearly marked for identification. Also, whenever possible, license tag information, destinations, and other pertinent information should be provided to the ESF-1, Transportation, within the County Emergency Operations Center, in order to speed their access into the damaged areas. Corporations should contact the EOC through ESF-18 to enable coordination with the appropriate ESF.

IV. ORGANIZATION AND TASKS

A. Emergency Management

1. Develop and maintain databases on corporate information, including lists of disaster response personnel, emergency contacts, and anticipated out-of area assistance.
2. Provide public education to area corporations regarding established response and recovery operations.
3. Maintain working relationship with area corporations through contingency planning / corporate recovery groups and business associations.
4. Within the Emergency Operations Center, ensure that corporate recovery information is available to ESF-18.

B. Association of Contingency Planners / Private Sector Participants

1. Develop Corporate Disaster Preparedness and Business Recovery Plans, and provide appropriate information to Emergency Management and the EOC for distribution to ESF-18.
2. Provide the EOC with a list of emergency response and recovery personnel, on-duty personnel at corporate facilities and personnel authorized to make major disaster response and recovery decisions.
3. Meet with Emergency Management to review corporate concerns and share information.
4. If activated to the EOC, coordinate the shutdown and evacuation of area industries and major corporations.
5. Assist corporate damage assessment teams and recovery teams with their re-entry into impacted areas.
6. Provide liaison between government recovery efforts and private, corporate recovery and restoration efforts.
7. Maintain data needed for tracking personnel and resources involved in private recovery efforts. Include the identification of private resources that may be available for use by governmental response and recovery agencies.
8. Provide a communications focal point for corporate disaster response and recovery planning and operation efforts.
9. Compile damage assessment reports from private corporate sources for inclusion in County preliminary and final damage assessment reports, and maintain log of private restoration activities.
10. Develop ESF staffing needs and identify personnel to be trained in ESF operations.

11. Provide EOC point-of-contact to private damage assessment and recovery teams, especially related to clearing access through checkpoints into controlled areas.