ANNEX C

SHELTERING AND MASS CARE

PROMULGATION STATEMENT

Annex C: Sheltering and Mass Care, and contents within, is a guide to how the University conducts a response specific to sheltering and mass care. The Annex is written in support of the Texas A&M University (TAMU) Emergency Operations Plan (EOP) and shall be considered an interactive support document to the EOP.

APPROVAL AND IMPLEMENTATION

The University's Associate Vice President for Safety and Security shall be responsible for annex oversight and coordination with applicable stakeholders. The annex is flexible in that part of the plan, or the entire plan, may be activated based on the specific emergency and decision by University executive management.

This Annex and its supporting contents, are hereby approved, supersedes all previous editions, and effective immediately upon the signing of all signature authorities noted below.

Approved: Signature retained on file Date: 7/6/2021

Christopher M. Meyer, Associate Vice President
Office of Safety and Security
Texas A&M University

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This annex outlines additional operational concepts and procedures specific to Texas A&M University as otherwise not stated in Annex C: Mass Care of the Brazos County Interjurisdictional Emergency Management Plan.

GENERAL

The purpose of this Annex is to outline the Texas A&M University plan to provide shelter and mass care, whether during realized or threatened disasters, local or otherwise. For the purposes of this Annex, there are three distinct types of sheltering operations:

1. Sheltering support for local emergency
2. Support of Galveston campus executive leadership teams and student evacuees
3. Sheltering of evacuees from along the Texas coast

Texas A&M University Galveston (TAMUG) Support: TAMU will support the TAMUG emergency plan as necessary to ensure the safety of students, faculty, staff, and visitors to TAMUG. TAMU will also provide a base of emergency operations for the TAMUG emergency team upon request. For the detailed plan, refer to the TAMU-Galveston Plan: http://www.tamug.edu/emergency/Emergency%20Plans/TAMUG%20Emergency%20Plans.html.

This Annex supports the Brazos County Interjurisdictional Emergency Management Plan, Annex C, Shelter & Mass Care. Texas A&M University personnel and resources may be called upon to support sheltering operations and emergency management in Brazos County as set forth in the interjurisdictional plan and/or existing local mutual aid agreements on campus or at community facilities.

As an asset of the State of Texas and in concert with the University's mission of service, Texas A&M University may be asked to support emergency responses, in partnership with Brazos County and the State of Texas, to include shelter and mass care. A coordinated effort with Easterwood Airport and the local community to receive, shelter, and return evacuees may be necessary.

TAMU may use any TAMU facility as best suits the university and the emergency. Therefore, these procedures should be considered as guidelines applicable to any facility the university chooses to utilize for sheltering and mass care operations.

CONCEPT OF OPERATIONS

Decision Making

Requests for emergency support may be received from any number of entities whether internal or external to the University (e.g., Governor's Office, Brazos County OEM, American Red Cross, etc). These requests should be routed through or copied to the University's Emergency Management Director (EMD) or the Emergency Management Coordinator (EMC) or their designated alternates.

Time permitting, the EMD or the EMC shall contact executive leadership for approval. Examples of circumstances wherein time may not permit include evacuations associated with local hazardous materials releases, local severe weather, etc. where there is little or no warning time.

The President or designee will approve/disapprove the use of TAMU facilities for sheltering operations.

Commitment of resources for sheltering support off-campus such as food services, transportation, security, etc. will only be granted if excess capacity beyond that needed by the University's sheltering operations is available.

Shelter Operations - General

Shelter managers (minimum of two) should be appointed for each shelter to be utilized to support extended shift operations. Assistant shelter managers shall report to the Shelter Manager.

Shelter operations are resource intensive, including personnel resources. A list of volunteers (staff, faculty and/or students) who are available and willing to work in a shelter should be developed as part of preparations for opening a campus shelter. The list should be maintained current during the duration of shelter operations. Staff or faculty may be assigned to fill roles in shelter operations/support with the approval of their management. Shelter Mangers are authorized to choose teams of individuals from those lists to work in their shelters.

Security is paramount at shelters for both shelter guests and the campus community. Shelter guests will be required to check in and out of the shelters, even if only for short trips to their vehicles or to run local errands. Shelter Managers shall oversee check in/out points and operations. Security/police shall be present at each shelter 24/7 for security purposes.

All shelters may house persons with functional and/or access needs.

Shelter guests with special dietary, mobility or other needs, should be advised to identify and discuss specialized needs with the Shelter Manager.

One or more private restroom/shower/dressing facilities must be available for those with functional and/or access needs and for those requiring additional accommodations (e.g., transgender guests, single parent families with small children, etc.).

Shelter guests with any health conditions such as diabetes, kidney disease, heart conditions, etc., which may require specialized assistance, will be asked to self-identify.

Shelter guests with medical conditions requiring specialized medical support will be triaged by qualified medical personnel. If the shelter guests' medical needs cannot be safely supported within the shelter, alternate accommodations at specialized facilities may be provided.

Discharge planning should begin with the arrival of shelter guests. Discharge plans applicable to all shelter guests will be developed and should conform to applicable standards for the emergency event and the population sheltered. Common considerations include but are not limited to: any functional and/or access needs of the shelter guest; safety of the area to which the shelter guest is returning; local government's approval to return; and safety/integrity of the shelter guest's residence.

Pets will arrive with shelter guests. Pets must be appropriately kenneled or crated, cared for, and linked with a pet owner. All pets of shelter guests on campus will be taken to the appropriate animal shelter designated for the emergency response. Refer to the Brazos County Interjurisdictional Emergency Management Plan for animal sheltering provisions. Contact the Community Emergency Operations Center (CEOC) at 979-821-1000 to access assistance in sheltering animals.

Privacy of shelter guests must be respected. Requests from media should be referred to Marketing and Communications or to the CEOC.

Welfare requests concerning shelter guests must be handled in a manner that protects the privacy and welfare of the guest. Such requests should be routed through the Shelter Manager or CEOC.

Specific checklists for shelter activation and operations are provided in Appendix B.

Security

The primary role of the University Police Department during sheltering operations is to provide for the safety and security of all shelter guests and shelter management personnel in the facility. Many of the tasks required of the department during shelter operations are simply an expansion of normal daily responsibilities including enforcing laws, maintaining order, protecting lives and property and traffic and crowd control.

The following actions will be common to any shelter facilities opened on the campus of Texas A&M University:

- No alcohol, illegal drugs/narcotics, or illegal weapons will be allowed in the facility.
- All shelter guests should be issued some form of identification to aid shelter staff and security in identifying guests. University Police reserve the right to perform criminal background checks on guests sheltered on campus and to take actions necessary to protect the majority of the guests assigned to a university shelter.
- The UPD Officer-In-Charge will meet with the Shelter Manger or designee to identify any concerns that may impact security. Examples include transportation, safekeeping of valuables, behavioral issues, etc.

- Access points to the facility will be identified and monitored by police or security personnel. Shelter guests are not restricted to the facility. However, limitation of access points and logging of guests in and out of the shelter is required.
- Traffic/crowd control of the area outside the facility will be maintained to assist the shelter guests.
- Police/security will patrol the parking areas outside the shelter during shelter operations.
- The shelter guest sleeping area will be monitored 24/7.
- Areas with restricted access will be monitored.
- At the beginning of each shift, the UPD Officer-In-Charge of the shelter security detail will identify themselves to the Shelter Manager or Designee.
- All shelter requests for additional police/security personnel should be directed to Emergency Management.
- Depending on the type of emergency, in addition to their normal duty assignments, security personnel may be called upon to protect key facilities, control access to damaged areas, disseminate information to the public should primary systems be inoperable, and provide security to evacuated areas.

Food Services

Food for shelter guests may be provided by many different sources. The food must be prepared and served by a permitted food service vendor in accordance with all applicable rules and the Texas Department of State Health Services and the Brazos County Health Department. Suggested sources of food for shelter guests include:

- Salvation Army
- Brazos Valley Food Bank
- Baptist Men's Feeding Kitchen
- Commercial food vendors
- University Dining (Chartwells)

Food services and numbers of shelter guests to be fed should be coordinated by the Shelter Manager. If the CEOC is activated, numbers should be reported daily through the established reporting mechanism to ensure timely delivery of meals.

Funding and Tracking of Resources and Expenditures

Shelter operations require significant resources. Tracking those resources is vital for several reasons:

- Knowing what resources are on hand and available
- Anticipating what will be needed
- Tracking and returning resources at the conclusion of the sheltering operation
- Tracking costs as necessary for reimbursements

Tracking of resources and shelter operations expenses will be managed in accordance with the University's Disaster Finance plan.

Donations Management

Shelters that operate for an extended period often need and/or receive donations for shelter guests. Donations should be managed carefully, and any public calls for donations should be very specific in describing what is needed. Solicited donations or shelter-directed purchases to meet needs of shelter guests often are more effective in garnering usable items. The University will manage donations in accordance with Annex T: Donations Management of the Brazos County Interjurisdictional Emergency Management Plan; however, the University realizes spontaneous donations can occur at various locations on campus. These donations will be managed as appropriate at the time of the incident.

Public Information

Refer to Annex I of the TAMU Emergency Operations Plan.

Transportation

Director of Transportation Services (TS) will be notified and will take action to put TS staff on alert.

Request for services may involve personnel and/or resources to include:

- Buses to assist in evacuation of coastal areas
- Buses to assist in evacuation of TAMUS member campuses
- Support of shelter operations
- Local transport of shelter guests or emergency response personnel
- Traffic control and parking

Facilities for Short Term Refuge

University facilities may be made available for "short term refuge" for students, faculty, and staff of the University in the event that severe weather is predicted locally or due to a hazardous materials release.

Short term refuge facilities are typically:

- Opened only for periods not to exceed 24 hours

- Not supported with food services, bedding, custodial services, security, etc.

The Office of Safety and Security will identify availability of such facilities at the time of the incident in coordination with executive administration and appropriate facility managers.

Communications

Refer to the Brazos County Interjurisdictional Emergency Management Plan, Annex B, Communications and to the Texas A&M University Emergency Operations Plan, Annex B - Communications.

Emergency Medical Services (EMS)

University EMS may be contacted to provide first aid and standby ambulance support depending on the type and duration of sheltering operations.

ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

The Emergency Management Director and/or the Emergency Management Coordinator

- Monitor weather conditions and state emergency notices regarding hurricane activity or other events that could result in activation of this plan.
- Expedite the routing of requests for use of Texas A&M University shelters to appropriate administrators.
- Coordinate shelter and mass care efforts with Brazos County and State emergency operations.
- Request support from Brazos County Emergency Management if local resources are insufficient.
- Coordinate resource and staffing support for shelter operations.

The Community Emergency Operations Center (CEOC)

- Coordinate with Shelter Manager(s) to arrange for mass feeding
- Coordinate with temporary pet housing and care facilities

The Shelter Manager(s)

- Staff and open shelters and keep them operating as long as necessary or until university shelters must close.
- Oversee registration of shelter occupants and handling of disaster welfare inquiries.

- Oversee provision of clothing, blankets, personal care items, etc. to shelter guests.
- Arrange for mass feeding with the CEOC.
- Identify and request additional shelter resource requirements and shelter guest support services.
- Develop and submit a daily status report to Emergency Management or the CEOC if activated.
- Ensure accurate records are maintained for resources ordered and expended.
- When directed, terminate shelter operations and oversee disposition of supplies and equipment and return of facility to normal conditions.

University Police

- Provide security and law enforcement at shelters as necessary for shelter guest safety and the safety of the campus community.

University EMS

- Provide first aid and emergency medical services.

Environmental Health & Safety

- Ensure that the facility, as used, complies with fire codes.
- Train shelter management personnel in fire safety and fire suppression as it relates to that facility.
- Ensure that facility sanitation conditions are monitored periodically.
- Review evacuation plan for the shelter.

Transportation Services

- Maintain a transportation plan for hurricane sheltering operations ensuring that shelter requests for transportation are given priority.
- Upon request, arrange transportation for transfer of shelter guests to another shelter or to their homes, as appropriate.

Marketing and Communication

- Provide information to the public on shelter operations as approved by the Shelter Manager, the Emergency Management Director and/or Coordinator, and the Office of the President.

- Coordinate media inquiries regarding shelters and other university emergency relief operations.
- Provide a liaison to the CEOC and/or Joint Information Center.

Facilities and Operations

- To the extent possible, ensure power, water supply, and sanitary services are operable at shelter facilities.
- Take steps as necessary to protect shelters and shelter guests therein from foreseeable hazardous weather conditions.
- Identify and prioritize facilities and operations needing emergency backup power. Shelters shall be considered priority facilities.
- Implement procedures as necessary to protect and secure campus facilities and grounds in advance of expected hazardous weather.
- Provide support for shelter setup, operation and breakdown to include assistance moving supplies and equipment, enhanced custodial services, etc.

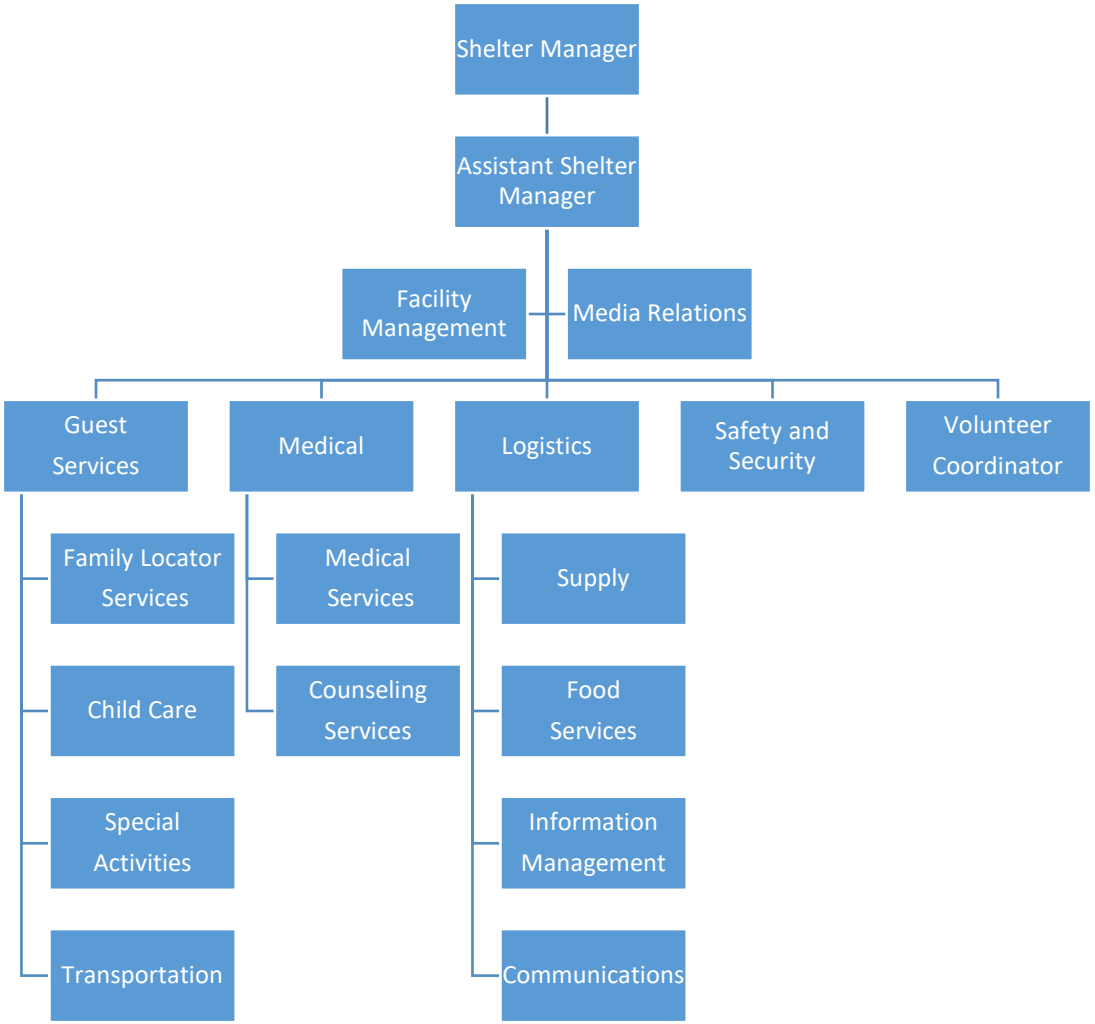
TAMU IT

- Provide staff and resources necessary to support shelter operations
- Provide Ethernet drops, wireless access and support, telephone service, and computing and business services necessary for shelter staff and guests.

RECORD OF CHANGE

CHANGE NUMBER	DATE OF CHANGE	DESCRIPTION OF CHANGE	CHANGE MADE BY:
1	June 2016	Minor grammatical changes throughout. Updates to titles. Removal of Preface and outdated maps.	SASE
2	July 2021	Minor grammatical changes throughout. Clarification of sheltering operation types. Replacement of word “evacuee” with “shelter guest.”	SASE

EXAMPLE SHELTER ORGANIZATION CHART



SHELTER OPERATION TEMPLATES

Sheltering and mass care operations and the staff who are charged to manage them must remain flexible because every population being sheltered will be different and, therefore, will have different needs. In the following attachments, example organizations, checklists, charts, and forms are included and may be used but are not required. Instead, equivalent forms from the American Red Cross, Baptist Child and Family Services (BCFS), or other shelter management organizations may be substituted. Shelter capacities and arrangement vary depending on the needs of the population and the availability of medical support.

Facility: _____

Page: of

Event Log

Date	Time	Event/Action Requested/Taken	Comments	Logged By

Expense/Resource Use Log Sheet

Facility: _____

Page: _____ of _____

Date/Time In	Date/Time Out	Resource	Quantity (Units)	Cost	Resources Provided To	Received By	Approved By	Comments/Use	Logged By

Emergency Shelter Information Sheet

Shelter Use Only:

Facility: _____

Bed Assignment: _____

Special Needs: ❑ Yes ❑ No

Date In: _____ **Time In:** _____ **am / pm**

Date Out: _____ **Time Out:** _____ **am / pm**

Personal Information:

Last: _____ First: _____

Date of Birth: _____ Sex: M F

Address:

_____

_____

City: _____ County/Parrish: _____

State: _____ Zip: _____

Phone #: _____ Cell #: _____

Member of Group (i.e. University, Nursing Home, etc.): ❑ Yes ❑ No

Group Name: _____

Emergency Contact Information (not in shelter):

Name: _____ Phone #: _____

Relationship: _____

Return Information:

Will the evacuee need a ride back home or to other location? ❑ Yes ❑ No

Special Needs/Medications:

_____

_____

_____

_____

Continued on back

Family Members (in shelter): **Total #: _____**

_____
_____
_____
_____

Pets: ❑ Yes ❑ No

	Type	Name	Description	Location
1				
2				
3				
4				

Pet Comments:

_____
_____
_____

Notes/Comments:

_____
_____
_____
_____
_____
_____

Discharge Information:

Discharged to: _____ Relationship: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone #: _____ Cell #: _____

Discharge Comments:

_____
_____
_____
_____

Shelter Assignment Log

Facility: _____

Operational Period:

Assignment		Name	Contact Information
Disaster Welfare	1)		
	2)		
	3)		
Supply Room	1)		
	2)		
	3)		
	4)		
Food Services	1)		
	2)		
	3)		
	4)		
	5)		
	6)		
	7)		
	8)		
	9)		
	10)		
Facilities	1)		
	2)		
Volunteer Services	1)		
	2)		
	3)		
	4)		
Child Care	1)		
	2)		
	3)		
	4)		
	5)		

	6)		
	7)		
	8)		
Counseling Services	1)		
	2)		
Security	1)		
	2)		
	3)		
	4)		
	5)		
	6)		
	7)		
	8)		
	9)		
	10)		
EOC Liaison	1)		
	2)		
Special Activities	1)		
	2)		
	3)		
	4)		
Media Relations	1)		
	2)		

Emergency Shelter

Staffing Log

Facility: _____

Operational Period:

Name	Assignment	Time In	Time Out	Total Hours
	Total Volunteer Hours			

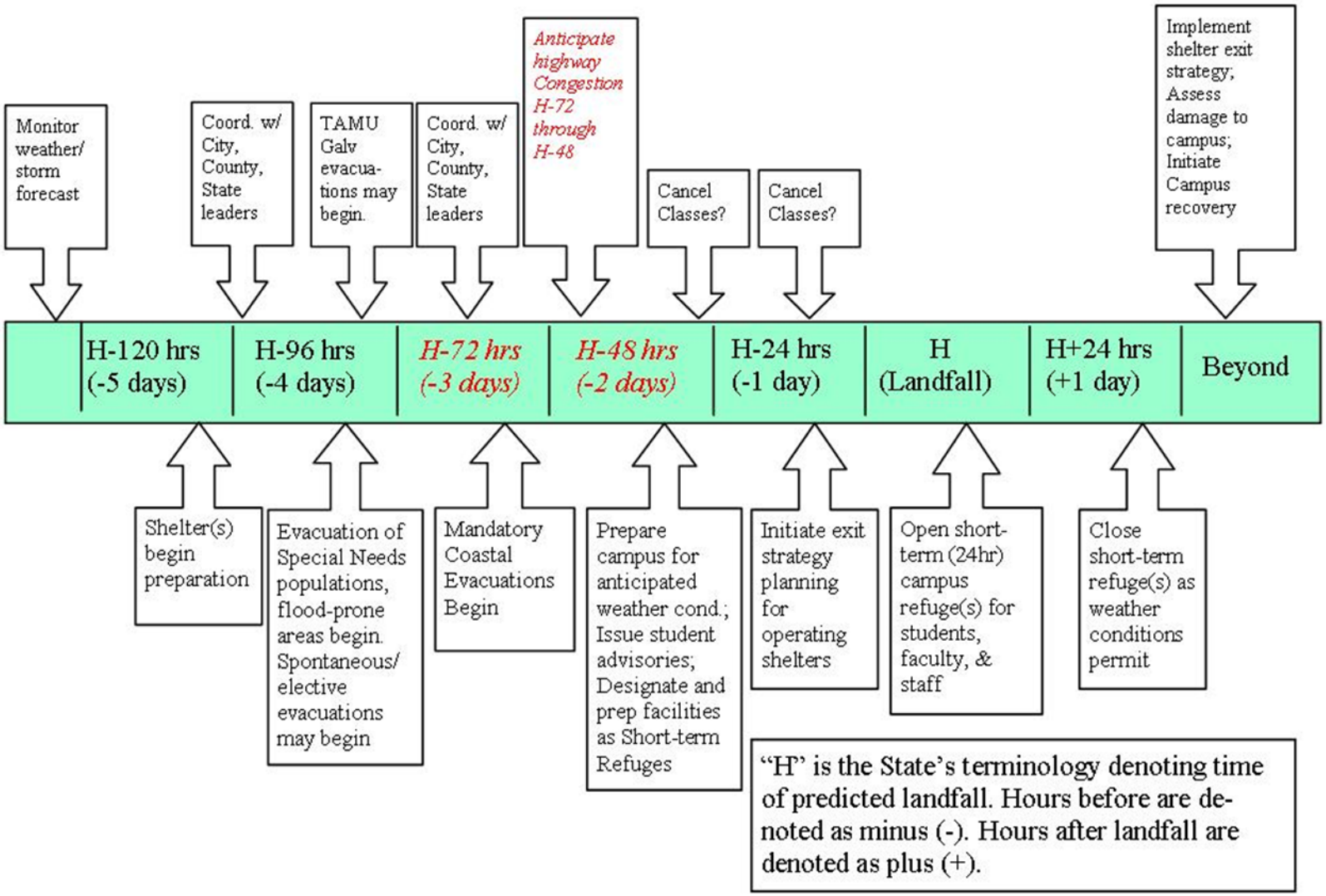
Shelter Staffing Log

Position	Staff Member	Time In	Time Out	Comments
Shelter Manager				
Assistant Director				
Information Mgmt.				
Information Mgmt.				
Reed Arena Mgmt.				
Reed Arena Mgmt.				
Disaster Welfare Inq.				
Transportation				
Logistics Coord.				
Supply Room Coord.				
Food Services Coord.				
Food Services Coord.				
Facilities Coord.				
Volunteer Coord.				
Volunteer Coord.				
Child Care Coord.				
Medical Coord.				
Medical Coord.				
EMT Coord.				
EMT Coord.				
Counseling Services				
Counseling Services				
Security Liaison				
Security Liaison				
EOC Liaison				
EOC Liaison				
Special Activities				
Media Relation				

Shelter Setup Checklist

#	Item Description	Quantity	Completion
1	Notify appropriate university personnel		
2	Coordinate with appropriate agencies for shelter staffing		
3	Set up shelter command center		
4	EMS area set up		
5	Designate and supply restrooms/shower facilities		
6	Position a safe near the command center for storage of weapons or valuables		
7	Setup child care center		
8	Set up and stock supply room		
9	Set up and stock kitchen and serving areas		
10	Designate counseling services area		
11	Setup support communications		
12	Set up shelter guests in-processing station(s)		
13	Set up security for Reed Arena and secure loading dock area		
14	Set up exterior smoking/social area(s)		
15	Set up for Disaster Welfare Inquiry area (Family Locator Services)		
16	Set up of shelter information board		
17	Set up supplemental restroom facilities if deemed needed		
18	Activate volunteer network and coordination system		
19	Set up and stock pet holding area as required (or make notifications with CEOC for animal shelters)		
20	Assignments:		
	Cots and bedding		
	Access control		
	Pharmacy		
	Food service, snacks		
	Ice, Drinks		
	Guest information		
	Guest services		
	Hand washing stations		
	Hand sanitizer		
	Restrooms		
	Showers		
	Custodial		

Command Setup Checklist

#	Item Description	Quantity	Completion
1	Tables		
2	Chairs		
3	Phones		
4	Phone number reference list		
5	Reference material		
	Appendix B – General Shelter Plan		
	Texas A&M University Directory		
	Bryan/College Station Phone Directory		
6	Laptop Computers		
7	Printer(s)		
8	Printer paper		
9	Power strips		
10	25’ extension cords		
11	Trash cans		
12	Desk supplies		
	Stapler		
	Tape, Scotch & Duct		
	Pens		
13	Marker boards w/ markers and erasers		
14	Radios, batteries, chargers		
15	Computer router(s)		
16	Flashlights		
17	File cabinet, lockable		
18	File folders		

Sample Hurricane Timeline