



Mass Care, Housing, & Human Services Annex

| | |
|-----------------------------|--|
| Coordinating Agency: | Clermont County Emergency Management Agency (EMA) |
| Primary Agency: | American Red Cross (ARC) |
| Support Agencies: | Clermont County Developmental Disabilities Clermont County Department of Job & Family Services (DJFS) Clermont County Building Department Clermont County Mental Health and Recovery Board Clermont County Office of Public Information Clermont County Public Health (PH) Clermont County Law Enforcement Agencies Clermont County Fire and EMS Departments Clermont County Senior Services Clermont Transportation Connection Area faith-based and non-profit disaster relief organizations Long Term Recovery Committee (LTRC) United Way 2-1-1 |

I. Purpose, Scope, Situation, and Assumptions

Clermont County has 208,601 residents and 3,603 businesses.¹ This Annex describes the mass care, housing, and human services activities essential to the preparedness, response, recovery and mitigation of potential disasters that could affect the County, local communities and our residents.

A. Purpose

The purpose of this annex is to coordinate and provide temporary sheltering, mass feeding, basic first aid, distribution of coordinated relief supplies, short-term and long-term housing, and emergency assistance to disaster survivors and emergency workers.

B. Scope

This annex describes the roles and responsibilities for the execution of assigned emergency tasks through the coordination of the various governmental, non-profit, faith-based, volunteer, and private sector partners to assist individuals and families impacted by potential or actual disasters. This annex includes three primary functions:

- **Mass Care:** Includes the sheltering of disaster survivors, organizing feeding operations, providing basic first aid at shelter locations, providing transportation support, collecting and providing information on survivors to family members, and coordinating bulk distribution of emergency relief items.
- **Housing:** Includes assisting disaster survivors with short- and long-term housing needs.
- **Human Services:** Includes providing recovery guidance and assistance to survivors including the restoration of local, state, and federal assistance programs, disaster unemployment, crisis counseling/emotional care support, and addressing the unique unmet needs of the survivors. Implementation of recovery assistance will be coordinated with the Recovery Annex, until a Long-Term Recovery Committee (LTRC) can be activated.

¹ U.S. Census Bureau, Clermont County, Ohio, <https://data.census.gov/cedsci/profile?g=0500000US39025> (accessed 03/09/22).

Services will be provided to individuals and households affected by the disaster, including those with access and functional needs. This includes persons with unique medical needs, limited English proficiency, communication barriers, mobility, cognitive, independence, and/or transportation issues, the elderly, children and persons with limited education.

C. Situation

- Clermont County is susceptible to many types of disasters that could occur without little to no warning, compromise local infrastructure, and/or overwhelm local resources. Slow developing disasters, such as Ohio River flooding may cause the displacement of large numbers of individuals and families and may necessitate the activation of mass care operations prior to a disaster declaration and remain operational for an extended period.
- A disaster may disrupt the food, water, and utility distribution network and may deprive substantial numbers of people of water, food and the means to prepare food, power, and communication capabilities.
- The location and type of facility used as a shelter will vary depending on the nature of the emergency, the geographic area affected, availability of safe/secure sheltering options, the number and unique needs of individuals/families affected, and the resources of sheltering partners. Sheltering operations will address provisions for: basic human needs, such as emergency medical care, emergency supplies of water, food, medicine, and recreational activities. Those not housed in public shelters may experience similar needs and require emergency supplies of food and water.
- Individuals and families with functional and access needs should be sheltered in facilities that can accommodate the unique needs of the survivors.
- Shelters may be necessary for a short-term precautionary evacuation, such as chemical release, or for longer-term evacuations.

| Demographic Data ² | Number / Percent |
|--|------------------|
| Population Estimate (2020) | 208,601 |
| Persons Under 5 years | 5.8% |
| Persons 65 years + | 15.7% |
| Race / Origin | |
| Caucasian | 90.6% |
| Black or African American | 1.6% |
| Asian | 1.2% |
| Other | 1.1% |
| Two or more races | 5.4% |
| Health | |
| With a disability | 14.9% |
| Persons without health insurance, under 65 | 5.9% |

D. Assumptions

- Individuals, families and businesses within the county should be prepared for a minimum of 72 hours of total self-sufficiency, including food and water.
- Sufficient time will be needed for sheltering partners to coordinate and set up the shelter locations prior to the arrival of disaster survivors. Survivors may be directed to a reception center and then transferred to more suitable shelter options due to the urgency of the situation.
- Experience reveals that under local emergency conditions, more than 50% of evacuees will seek shelter with friends/family or will stay around their damaged home rather than go to established shelters. The number of shelter spaces needed will vary from event to event.
- People may evacuate before orders are given. Others may refuse to evacuate. Some may not have transportation to evacuate.

² U.S. Census Bureau, Clermont County, Ohio, <https://data.census.gov/cedsci/profile?g=0500000US39025> (accessed 03/09/22).

- Reunification efforts may be needed if family members become separated during the evacuation, especially unaccompanied minors and individuals that are transported to area hospitals.

II. Concept of Operations

EMA works with public safety agencies, government, faith-based, non-profit, and private sector partners to provide short-term temporary emergency assistance to individuals and households affected by disasters until longer-term recovery assistance is available. Activities include:

- Sheltering operations
- Mass feeding
- Respite and sanitation resources
- Transportation
- Information collection for family reunification
- Bulk distribution of emergency relief supplies
- Restoration of existing government assistance programs
- Emergency assistance resources for Survivors
- Assessment of short/long-term housing needs

A. Shelter Operations

Ultimate responsibility for sheltering evacuated citizens rests with local government. The County has partnered with the American Red Cross (ARC) to be the lead agency for mass care and sheltering.

- For smaller scale emergencies, such as house or apartment fires, the Incident Commander (IC) should coordinate mass care and sheltering activities directly with the American Red Cross based on the jurisdiction's standard operating guidelines.
- For larger scale emergencies/disasters, such as major flooding, tornadoes, winter storms, etc., requests for mass care and sheltering should be coordinated through the County Emergency Operation Center (EOC) – Mass Care Lead, if activated. If the EOC is not active, requests should be coordinated through the EMA.

The County EMA has identified six (6) sheltering strategies:

- 1) **Personal Sheltering** – individuals choosing to shelter in place; stay with families, friends, or neighbors; or in a hotel with no request for assistance.
- 2) **Warming/Cooling Centers** - provide temporary relief (e.g. comfort, food, water, and information) from extreme temperatures and weather conditions during widespread and extended power outages without sleeping services. Centers are typically open only during the day but may be open at night while the situation is assessed to determine sheltering needs.
- 3) **Reception Centers** – provide a gathering space. The facility may be a temporary location until longer-term sheltering options are available. It may be a location to get a meal, disaster related information, shower, and charge electronics.
- 4) **American Red Cross Shelters** – Shelters are capable of sustained overnight operations. Shelter operations are controlled by ARC staff/volunteers. ARC shelters are limited to humans and designated service animals.
- 5) **American Red Cross Supported / Partner Shelter** – a community run shelter with ARC support. Community partners have received ARC shelter operations training, have a facility that can support overnight sheltering, and staff/volunteers to maintain operations. ARC provides guidance and equipment to support shelter operations.

- 6) **Pet Shelter** – provides temporary shelter for displaced pets until disaster survivors are able to reclaim their animals. EMA will attempt to identify a pet shelter location that is in close proximity to ARC Shelter(s) so that displaced individuals/families can interact and care for their pets.

National Shelter System (NSS) - The ARC NSS is a tool to identify the location, managing agency, capacity, current census of all shelters that are operating in response to an emergency/disaster. The system contains information for over 56,000 potential sheltering locations that includes ADA compliance, medical capacity and pet friendly.

Tab A. Provides standard operating guidelines for the coordination of shelter operations.

B. Mass Feeding

The response and recovery to a large-scale disaster may require the coordination of food and water for first responders, damage assessors, public works agencies, utility providers, spontaneous and affiliated disaster relief volunteers, disaster survivors, EOC staff, and 9-1-1 personnel. The Mass Care lead will coordinate with Incident Command/Unified Command, ARC, and local faith-based and non-profit organizations to identify the anticipated daily mass feeding needs and the availability of feeding resources.

The American Red Cross and the Salvation Army can provide canteen services (e.g. coffee, water, and snacks) during large and small-scale events. They also have mobile feeding capabilities. Many faith-based organizations and local restaurants may provide meals to support incident response and recovery.

The Mass Care lead should coordinate with Public Health to ensure that mass feeding operations meet the local public health standards.

C. Respite and Sanitation

The Mass Care lead will coordinate with the local IC/UC and the Adams-Clermont Solid Waste District to determine respite and sanitation needs. This may include:

- Rental of port-o-lets and hand wash stations
- Establishing respite areas for first responders (e.g. tents, tables, chairs, etc.)
- Establishing extended stay accommodations for out of area responders working the incident
- Coordinating showering capabilities if necessary
- Coordinating laundry capabilities if necessary
- Coordinate with Debris Management Lead and local waste haulers for additional trash pickups, dumpsters, and recycling containers, if necessary.
- Ensuring that responders and survivors have hand sanitizer and other sanitary supplies

D. Transportation

The Mass Care lead will coordinate with the Clermont Transportation Connection, Clermont County Developmental Disabilities, and Clermont County Senior Services to provide:

- Transportation resources for evacuation and reentry of survivors including individuals with functional and access needs.
- Transportation to/from shelters, assistance centers, and other critical locations
- Buses for temporary shelter/respite of public safety personnel
- Transportation of volunteers to/from the Volunteer Reception Center (VRC) and the disaster work sites during the short-term recovery clean-up efforts.

E. Family Reunification Information

The Mass Care lead will coordinate with the Public Health and Medical Lead, the American Red Cross, and public safety partners to gather information to reunify individuals and families that may have been separated during/following the incident. This includes individuals that were transported to area hospitals.

F. Bulk distribution of emergency supplies

The Mass Care lead will coordinate with the local IC/UC, Recovery/Donations Lead, and local faith-based, non-profits and private sector partners for the delivery, storage, and distribution of donated emergency supplies, and this includes:

- Ice
- Bottled Water
- Baby supplies – diapers and formula (if necessary)
- Personal hygiene kits
- Cleaning supplies including flood buckets
- Tarps, shovels, rakes, gloves, and other safety equipment

G. Restoration of Government Assistance

The Mass Care Lead will coordinate with the Department of Job and Family Services, local social service agencies, Public Health and Medical lead, and Recovery lead to facilitate the restoration government assistance programs that may have been interrupted or lost due to the disaster. This includes:

- Food Assistance Programs
- Temporary Assistance to Needy Families (TANF)
- Women, Infants and Children (WIC) supplemental nutrition program
- Meals-on-Wheels – delivered meal services
- Transportation services

H. Emergency Assistance Resources

The Mass Care lead will coordinate with Public Health and Medical lead, Recovery lead, Department of Job and Family Services, the Mental Health and Recovery Board, Developmental Disabilities, local social service agencies and the Ohio Attorney Generals' Office to provide assistance resources to survivors, first responders and emergency workers. This includes:

- Develop and disseminate short-term recovery guidance
- Ensure resources are easily understood and address the specific concerns of the local community
- Disseminate recovery guidance through a variety of channels including flyers, door-to-door via a trusted community partners, bulletin boards at mass feeding and shelter locations, websites, social media, telephone hotline, press releases, town hall meetings, etc. Ensure emergency workers are aware of the recovery information and can share this information as they engage with survivors (e.g. mental health providers, shelter workers, food service providers, local public safety and community partners, etc.)
- Coordinate mental health resources to be available in the impacted communities and shelters
- Provide critical incident stress management resources for emergency workers
- Coordinate with the Ohio Attorney General's Office to provide technical assistance on contractor registration and fraud prevention/protection. ***Requires local communities to pass ordinance requiring contractors to register before doing work in the affected area***
- Gather information from community partners on unmet needs of the community; Coordinate with partners to fill gaps.

Tab B – E provide emergency assistance resource templates. These resources should be reviewed and updated based on the unique emergency assistance needs of the disaster.

- Tab B – Recovery Flyer Template
- Tab C – County Resources Template

- Tab D – State and Federal Resource Template
- Tab E – Assistance Programs Template

I. Housing

The Mass Care lead will coordinate with Recovery lead, the American Red Cross, and local social service agencies to assess short-term and long-term housing needs beyond emergency sheltering. This includes:

- Assessing anticipated timeframe for individuals/households to return to permanent housing
- Assessing available temporary housing stock
- Coordinating with local, state and federal partners that have short-term housing stock available

III. Assignment of Responsibilities

A. Clermont County Emergency Management Agency

- Develop a comprehensive Mass Care Program
- Maintain roster of primary and support agency contact information; make emergency notifications and activate EOC team when necessary
- Mass Care lead when the EOC is not activated
- Provide guidance and recommendations to Mass Care lead on sheltering and mass feeding operations
- Ensure coordination between Mass Care lead and County PIO for the dissemination of mass care and emergency assistance information
- Ensure coordination between Mass Care lead, Public Health and Medical lead, Recovery lead and the Long-Term Recovery Committee (LTRC)

B. American Red Cross

- Complete shelter assessments and secure Memorandums of Agreement with the facilities. Maintains a list of available shelter locations in the County
- Develop and provide training for faith-based and non-profit organizations who want to become partner Shelters. Provide equipment and supplies when activated
- Recruit, train, and assign volunteer shelter managers, shelter staff, disaster nurses and disaster mental health staff
- Assign a Mass Care Liaison to the EOC when activated
- Coordinates with other faith-based and non-profit disaster relief organizations to maximize resources and reduce duplication
- Open and staff shelters for evacuees and disaster survivors; Coordinate with Public Health and the Building Department to assess the facility prior to opening
- Assist EMA and County PIO with providing public information to disaster survivors/evacuees on what items they should/should not bring to shelters (e.g. supplies, food, water, clothing, medicines and personal items, etc.)
- Provide shelter population statistics to the EMA/EOC
- Provides mobile canteen services
- Provides emergency assistance to disaster survivors

C. Mass Care Lead

- Report to the EOC when notified of an activation
- Coordinate with ARC to open shelter facilities, when appropriate
- Coordinate with local faith-based and non-profit organizations to ensure feeding operations for survivors and first responders; monitor and track daily feeding needs

- Coordinate IC/UC for respite and sanitation needs have been addressed (e.g. restroom, hand wash stations, showers, laundry, waste removal, etc.) at disaster locations, shelters, mobile Volunteer Reception Center (VRC) staging area, and mass feeding areas
- Coordinate with local mental health providers to ensure resources are available for survivors and first responders
- Coordinate with Ohio Attorney General's Office to provide fraud/scam assistance/guidance
- Coordinate the release of emergency recovery assistance resources
- Coordinate with the Recovery lead to assess short-term/long-term housing needs

D. Clermont County Building Department

- Assess potential shelter locations for structural integrity and building code issues prior to the opening to the public

E. Clermont County Department of Job and Family Services (DJFS)

- Provide a liaison to EOC to coordinate emergency assistance programs to disaster survivors
- Coordinate restoration of food assistance program and other emergency assistance programs for qualified applicants
- Administer Temporary Assistance for Needy Families (TANF) program for qualified applicants.
- Administer Medicaid Program for qualified applicants
- Assists individuals and families to adjust to the emergency situation and care of unaccompanied children, the aged, the infirm, the handicapped and other persons or groups requiring specialized care
- Assists with collecting and disseminating information concerning the condition and whereabouts of persons in, or evacuated from disaster areas, and provide assistance in reuniting families

F. Clermont County Mental Health and Recovery Board

- Coordinate with local mental health providers to provide mental health counseling services for disaster survivors
- Coordinate crisis incident stress management resources to first responders and emergency workers
- Maintain Crisis Hotline and provide support to individual and family in need of emotional care

G. Clermont County Office of Public Information (OPI)/ Jurisdictional PIO

- Prepare public information materials regarding mass care and emergency assistance for disaster survivors
- Makes public announcement about availability and location of shelters including pet shelters
- Coordinate with IC/UC and local communities to disseminate public information
- Coordinate information on what evacuees need to do when allowed to return home

H. Clermont County Public Health

- Identify public health concerns and provide health screening, as necessary
- Distributes vaccines and other medical countermeasures as necessary
- Coordinate with Water Resources to monitor status of water and sewer systems to assure basic needs are met
- Coordinate with the American Red Cross to complete a shelter assessment prior to opening a shelter and to monitor the health of the shelter population
- Assess food service providers to ensure that health and safety standards are met
- Provide public information food safety during a power outage

I. Clermont Transportation Connection, Clermont County Developmental Disabilities, and Clermont County Senior Services

- Maintain an inventory of publicly controlled transportation assets available for the evacuation of individuals.
- Provide a liaison to the EOC, if activated
- Provide information to complete the daily situation report on the status of transportation resources/needs
- Provide transportation for evacuation of the public that may be impacted by the disaster
- Coordinate transportation resources for disaster survivors during the recovery effort (e.g. transport to/from shelters, recovery center, etc.)
- Coordinate with mutual aid partners to secure additional resources, when County resources are exhausted
- Provide reports to Mass Care Lead in EOC on the status of transportation needs
- Maintain documentation of personnel, equipment, and expenses

J. Local Law Enforcement Agencies

- Coordinate with Mass Care lead and/or EMA to ensure their community's mass care needs are addressed
- Contact relatives in reference to injured and/or deceased individuals
- Provide security and traffic control at shelter and mass care locations, when requested
- Assist with identifying appropriate reception centers and warming/cooling centers in their jurisdiction, if necessary

K. Local Fire & Emergency Medical Services (EMS) Departments

- Coordinate with Mass Care lead and/or EMA to ensure their community's mass care needs are addressed
- Provides fire protection to shelters, reception centers, and mass care locations
- Assess fire and safety concerns
- Assist with identifying appropriate reception centers and warming/cooling centers in their jurisdiction, if necessary

L. Ohio Valley Long Term Recovery Committee

- Coordinates the long-term community recovery resources to individuals and families that have unmet needs following a disaster
- Provides *Disaster Case Management* - a time-limited process where the Case Manager partners with disaster survivor(s) to develop recovery plans following a disaster
- *Donations Management* - organizes the giving, receiving and distribution of both solicited and unsolicited donated goods
- *Volunteer Management* - matches skilled and unskilled volunteers with appropriate recovery activities
- *Spiritual and Emotional Support* - provides comfort and support to disaster survivors in need

M. Clermont County Animal Shelter

- Recruit, train, and assign emergency response teams to manage household pets displaced by disasters
- Assesses the situation and identifies the location of pet shelter locations, preferably within close proximity of Shelter locations
- Coordinates with the PIO on pet shelter locations and hours of operation.
- Provide shelter population statistics to the EMA/EOC
- Opens shelters and provides food, water, and medical care, as needed, for the animals in the shelter
- Keeps shelters open as long as necessary

- When appropriate, demobilizes shelter operations and returns the building to the facility owner

N. United Way of Greater Cincinnati (2-1-1)

- Maintain 2-1-1 call center to direct callers to appropriate resources
- Maintain resource databases and [resource map](#)
- Participate on the LTRC, to assist with maximizing limited resources and reducing duplication.
- Gather information on unmet needs of the community based on 2-1-1 calls and share statistics with LTRC and EMA, if the LTRC is not operational

IV. Administration and Logistics

A. Administration

- EMA is the lead coordinating agency for mass care activities if the EOC is activated. A Mass Care lead will be identified to coordinate the logistics for mass feeding, sheltering, and emergency assistance resources.
- The Mass Care lead will work with the faith-based, non-profit, government and social service agencies to ensure limited resources are being utilized efficiently and to reduce duplication of services.
- Mass Care agencies may assign a representative to the EOC or they may work remotely and provide information to the Mass Care lead.
- Mass Care agencies will document all decisions made, resources needed/used, actions taken and population served. Actions taken will be based on the agency's standard operating guidelines.
- Any purchasing decisions will be based on the individual agency's procurement policy. Any expenditures that are to be charged to the County must be run through the EOC Finance Section / EMA and approved prior to purchase.

B. Logistics

- Mass Care agencies will provide regular reports to the IC/UC and the Mass Care lead.
- The primary communication between shelters and the EOC will be telephone and/or e-mail. Amateur radio operators may be requested to provide additional communication capabilities.
- Resource requests should be submitted to the Mass Care lead who will coordinate with the Resource Management Lead.
- Any purchasing decisions will be based on the individual agency's procurement policy. Any expenditures that are to be charged to the County must be run through the Mass Care lead, Resource Management lead, and the Finance Section and approved prior to purchase.
- Each governmental agency will maintain comprehensive records reflecting its efforts and expenditures, and complete the appropriate public assistance reimbursement forms at the conclusion of the incident.

V. Authentication

Pam Haverkos

Pam Haverkos, Clermont County EMA

12/12/25

Date

Tab A. Shelter Operations – Standard Operating Guidelines (SOG)

Warming/Cooling Centers Standard Operating Guideline (SOG)

The purpose of this SOG is to establish a system for identifying potential extreme temperature events, establish a mechanism for coordinating response to such an event, and provide decision-makers with options that can be used to prepare and respond to extreme temperature events. Warming/Cooling Centers are a place that provides comfort, food, water, and information without sleeping services. Centers are typically open only during the day but may open at night while the situation is assessed to determine sheltering needs.

Preparedness Actions

EMA, in conjunction with local public safety partners, monitors a series of extreme temperature indicators:

- National Weather Service (NWS) warnings and advisories
- Heat/cold related illnesses/deaths above average
- Severe temperature accompanied by power outages/rolling black outs
- Two or more local jurisdictions declare temperature related emergencies
- Local jurisdiction(s) make a request for a Warming/Cooling Center
- State declares a severe temperature emergency

If multiple indicators are met, EMA should convene an extreme temperature task force comprised of the impacted jurisdictions, local Fire/EMS Departments, local law enforcement agencies, Public Health, the American Red Cross, and utility provider(s). The task force will assess the following factors to determine the appropriate course of action.

- Geographic area / population affected
- Length of time until power/utility restoration
- Potential Warming/Cooling Center locations
- Resource needs (e.g. power, bathrooms, parking, water, ice, food, etc.)
- Staffing needs
- Hours of operation
- Alternate options including accessibility of other public spaces

Response Actions

If it is determined that a Warming/Cooling Center should be activated, the following actions should be taken:

- Prepare identified locations (e.g. water, ice, food, etc.)
- ARC may provide resource support (e.g. cots, blankets)
- Recruit volunteers and provide just-in-time training
- Identify medical professionals that can provide assistance at the Center, if necessary
- Issue public information on center opening and hours of operation via media, websites, and social media
- Increase outreach and information flow to vulnerable populations including information on preventing temperature related injuries

Demobilization Actions

- All supplies and resources should be packaged and returned to their original owner/agency
- Facility should be cleaned and furniture should be returned to its original locations/setup
- Coordinate with County PIO to release closure information
- Complete debrief with task force to identify what worked well and areas for improvement

ARC Shelters & ARC Supported / Partner Shelters Standard Operating Guidelines

The American Red Cross maintains their own Shelter Operation Standard Operating Guidelines. This SOG is designed to assist the Mass Care lead with ensuring that shelter-related tasks have been coordinated and that information is shared amongst all responsible parties/agencies.

Preparedness Actions

Incidents with advanced warning, EMA/Mass Care Lead should coordinate directly with the ARC Disaster Program Specialist and Partner Organizations (if applicable) to begin planning for shelter activations. The following information should be provided/discussed:

- Anticipated geographic area/population affected
- Potential shelter locations (exact location will be dependent on location of incident, available shelter locations and amenities, evacuation routes, and recommendation of local authorities).
- Resource needs
- Timeframe for shelter opening and anticipated timeframe shelter will be needed
- Shelter staffing and point of contact
- Traffic control concerns
- Communication plan
- Public information release

EMA and/or Mass Care lead should notify/coordinate with the following partners:

- **Public Health:** Complete a public health shelter assessment prior to opening a shelter
- **Building Department:** Assess the building for structural integrity, if affected by the disaster; Ensure that any building code requirements and occupancy concerns are addressed
- **Local Fire Department:** Ensure that any fire code requirements and occupancy concerns are addressed
- **Local Law Enforcement Agency:** Ensure any law enforcement and traffic/access control issues are addressed
- **Clermont Transportation Connection (CTC):** Identify transportation needs and routes if necessary.
- **County Animal Shelter:** Identify potential pet shelter locations and plan for activating pet shelter operations
- **County Public Information Officer:** Provide information to be released to public regarding shelter operations.

The American Red Cross should notify/coordinate with the following partners:

- **Facility Owner/Operator:** determine the availability and confirm building use; schedule pre-inspection
- **ARC Shelter Volunteers:** identify staffing, health care and mental health resources
- **Logistics Staff/Volunteers:** identify resource needs and begin delivery preparation
- **Public Relations Staff/Volunteers:** coordinate with County PIO to draft press release and social media campaign on shelter activation and guidance to survivors on what to bring and what items/activities are not allowed in the shelter.

Response Actions

The following actions should be taken once the disaster has occurred:

- Take actions listed above if not previously accomplished.
- Maintain communications between EOC, ARC, and the shelter locations
- ARC should provide the EOC with daily shelter population numbers and number of meals served
- ARC should provide Public Health with health assessment data especially in the event that individuals present with a communicable disease

Demobilization Actions

The following actions should be taken as Shelter Operations are demobilized:

- Coordination between EOC, ARC and shelter location on timing of closure

- Coordination with Recovery lead to ensure all individuals/households have been assisted with finding short-term/long-term housing solutions
- All supplies and resources should be packaged and returned to their original owner/agency
- Facility should be cleaned and furniture should be returned to its original locations/setup
- Coordinate with facility owner/operator for a post-incident inspection
- Coordinate with County PIO to release shelter closure information
- Submit all documentation to ARC and the EOC (if applicable)
- Notify Public Health, Building Department, Fire Department, local Law Enforcement agency, and elected officials of the pending closure. Provide LTRC with resource information
- Complete a debrief with shelter staff to identify what worked well and areas for improvement

Tab B: Recovery Flyer Template



Disaster Recovery Tips

- ☐ Take ownership: Be proactive in your individual disaster recovery plan.
- ☐ Do not act immediately: Avoid signing any documents within the first 72 hours following a disaster.
- ☐ Use licensed contractors. Verify identity and legitimacy.
- ☐ Contact the Ohio Attorney General's Office – Consumer Protection Division (800) 282-0515 to confirm the contractor is registered in Ohio.
- ☐ Get at least three written estimates.
- ☐ Check references before entering into a contract.
- ☐ Get proof of insurance (e.g. Liability and Worker's Compensation).
- ☐ Get any guarantees in writing.
- ☐ Make final payments only after the work is completed. Pay by check.
- ☐ Safeguard personal information. Never give out social security numbers or credit card numbers. Federal, State and local programs will not ask for bank account or Social Security number unless you initiate the call.
- ☐ Donate only to charities you know or simply ask the person soliciting the donation for the exact name, address and phone number of the charity. Research the charity and then call the charity or nonprofit organization to confirm that the person is an employee or volunteer.
- ☐ Maintain records on the federal, state, and local assistance that you receive (e.g. SBA, FEMA/Ohio Individual Assistance, LTRC assistance, gift cards, etc.). Keep receipts for all expenses incurred during the recovery process.
- ☐ Get Prepared: Make a plan, build an emergency supply kit, develop a communication plan, and safeguard important documents by scanning/copying and sending them to an out of area contact for safekeeping.

Tab C. County Resource Template

| Reference | Phone Number | Agency |
|----------------------------------|--|--|
| Agriculture | (513) 732-7070 | OSU Extension Office |
| Animal Assistance | (513) 732-8854 | Clermont County Animal Shelter |
| Building/Permits/Inspection | (513) 732-7213 | Clermont County Building Department |
| Community & Economic Development | (513) 732-7910 | Clermont County Economic Development |
| Community Action Agency | (513) 732-2277 | Clermont County Community Services |
| Crisis Counseling | (513) 528-7283 9-8-8 | Clermont County Mental Health and Recovery Crisis Hotline |
| Debris Management | (513) 732-7745 | Adams-Clermont Solid Waste District |
| Developmental Disabilities | (513) 732-7000 | Clermont County Board of Developmental Disabilities |
| Emergency Assistance | (800) 733-2767 800-RED-CROSS 2-1-1 | American Red Cross United Way of Greater Cincinnati |
| Emergency Management | (513) 732-7661 | Clermont County Emergency Management Agency |
| Employment Services | (513) 943-3000 | Ohio Means Jobs of Clermont County |
| Family Assistance | (513) 732-7111 | Clermont County Dept. of Job & Family Services |
| General Questions | (513) 735-8500 | Clermont County Emergency Hotline |
| Public Health | (513) 732-7499 | Clermont County Public Health |
| Senior Assistance | (513) 724-1255 | Clermont Senior Services |
| United Way | 211 | United Way of Greater Cincinnati |
| Veterans Affairs | (513) 732-7363 | Clermont County Veterans Service Commission |

Tab D. State & Federal Resource Template

| State & Federal Resources | Telephone Number | Agency |
|--|--|---|
| Aging Services | (800) 252-0155 (800) 582-7277 | Council on Aging of SW Ohio Area Agency on Aging - District 7: Clermont, Clinton, Hamilton, Warren Counties |
| Agriculture Aid | (513) 732-2181 | Clermont Farm Service Agency (FSA) |
| Building & License Board | (614) 466-2316 (800) 822-3208 | State Architects Board Dept. of Commerce - Bldg. Inspections |
| Consumer Services | (800) 282-0515 | Ohio Attorney General's Consumer Protection |
| Disaster Unemployment | (877) 644-6562 | Ohio Dept. of Job & Family Services |
| Environmental | (800) 282-9378 | Ohio EPA Spill Hotline |
| Fraud | (800) 621-3362 | FEMA e-mail: stopFEMAfraud@fema.dhs.gov |
| Insurance Info OH Department of Insurance www.insurance.ohio.gov | (877) 336-2627 (614) 644-2673 (800) 686-1527 (800) 686-1578 | National Flood Insurance Program (NFIP) OH Dept. of Insurance/Consumer Services OH Dept. of Insurance Fraud OH Senior Health Insurance Info Program |
| Legal Services | (800) 282-6556 (513) 241-9400 | Ohio State Bar Legal Aid Society of Greater Cincinnati |
| Social Security | (800) 772-1213 (800) 325-0778 TTY | Social Security Administration |
| Tax Assistance | (800) 829-1040 (844) 545-5640 (800) 282-1780 | U.S. Internal Revenue IRS Taxpayer Assistance Center - Cincinnati Ohio Department of Taxation |
| U.S. SBA Disaster Loans | (800) 659-2955 (614) 427-0407 (513) 384-9411 | Small Business Administration www.sba.gov SBA - District Office - Columbus SBA - Cincinnati Office |
| Utilities | (800) 686-7826 (877) 742-5622 (800) 362-2764 | Public Utilities Commission Of Ohio Ohio Consumers Counsel Ohio Utilities Protection Service |
| Veterans Affairs | (800) 827-1000 (877) 222-8387 (877) 424-3838 (614) 644-0898 | U.S. Veterans Affairs – Benefits Hotline U.S. Veterans Affairs – Health Benefits National Call Center for Homeless Vets Ohio Department of Veterans Services |

Tab E: Assistance Programs Template

Federal, State, and Local Assistance Programs

Numerous federal, state, and local programs may be available following a disaster. Each event is unique (type of disaster, duration, scope, etc.), so the opportunities may vary.

U.S. Small Business Administration (SBA)

Provides low interest loans to homeowners, renters and businesses to assist with:

- Repairs for uninsured damages to primary residences
- Replacement of personal property such as furniture and appliances
- Transportation repair or replacement

Renters and homeowners may borrow up to \$40,000.00 for personal property loans (clothing, furniture, cars, and appliances, etc.) and homeowners may borrow up to \$200,000 to repair and restore main residences.

How to apply: 1-800-659-2955; Hearing impaired 1-800-877-8339; <https://disasterloan.sba.gov/ela/>

Application Period:

- | | |
|--|--|
| • Applications for Physical Damages | Typically open for 2 months following the SBA Declaration |
| • Economic Injury (Businesses/Non-Profits) | Typically open for 9 months following the SBA Declaration; |

For more information: www.sba.gov

FEMA Disaster Assistance

Provides direct assistance to individuals, families and businesses, whose losses are not covered by insurance, to assist with:

- Temporary Housing
- Repairs/Rebuild for uninsured damages to primary residences
- Replacement of personal property such as furniture and appliances
- Transportation repair or replacement
- Disaster-related medical and dental expenses
- Disaster-related funeral and burial expenses

For more information: www.fema.gov/you-apply

State of Ohio Individual Assistance

Provides grants for uninsured losses and expenses incurred by individuals and families who do not qualify for SBA. Program covers owner-occupied property loss and personal property (appliances and furniture for homeowners or renters, and funeral expenses up to \$18,700.00).

Application Period:

How to apply / Questions: Ohio EMA Recovery Branch (614) 799-3665

Temporary Assistance to Needy Families (TANF) / Non-TANF

Provides grants for immediate, essential relief to eligible families, elderly Ohioans and those with disabilities that meet income thresholds. The program will provide up to \$1,500.00 per eligible family and up to \$750.00 for elderly and disabled individuals without children.

Application Period: This program is typically available for 30 to 60 days following the disaster.

How to apply: Clermont County Jobs and Family Services

Long Term Recovery Committee

Provides assistance to uninsured, underinsured and insured individuals and families that have unmet recovery needs after all other programs/resources have been exhausted. The LTRC focuses on: Disaster Case Management, Donations Management, Volunteer Management, and Spiritual and Emotional Support.

- *Disaster Case Management* is a time-limited process where the Case Manager partners with disaster survivor(s) to develop recovery plans following a disaster.
- *Donations Management* organizes the giving, receiving and distribution of both solicited and unsolicited donated goods.
- *Volunteer Management* matches skilled and unskilled volunteers with appropriate recovery activities.
- *Spiritual and Emotional Support* provides comfort and support to disaster survivors in need.