



NORTH CAROLINA STATE COORDINATED – COUNTY HOSTED SHELTERING (SCCHS) ANNEX

North Carolina Emergency Management
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RECORD OF CHANGES

Change Type	Number	Date Posted	Authorized By
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Change – After annual annex review, a change constitutes the least invasive of the three plan management processes and is conducted annually. A change includes but is not limited to variations in phone numbers, office symbols, locations, etc. A change, despite the level of magnitude, requires a record of changes sheet within the plan to be completed.

Update – After annual annex review, if less than 25% of the content within the annex requires a change, an update is constituted. An update could be minor organizational, procedural, and/or situational changes. An update, despite the level of magnitude, requires a record of changes sheet within the annex to be completed.

Revision – After annual annex review, if greater than 25% of the content within the annex requires a change, a revision occurs. A revision constitutes the most invasive level of change to organization, procedure, situation, overall format, and governing policy.

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I. INTRODUCTION

A. PURPOSE

Shelter operations in North Carolina are a local responsibility and are driven by local needs; however, multi-jurisdictional, large-scale, or extended-duration events may require support from the state. A State Coordinated - County Hosted Shelter (SCCHS) is utilized when a jurisdiction has exhausted or anticipates exhausting all sheltering capabilities and is no longer able to provide sheltering resources. Through coordination with North Carolina Emergency Management, a host shelter is identified and established in another North Carolina County or Tribe to fulfill the impacted counties or tribes sheltering needs.

B. SCOPE

This annex describes the protocols, management structure, coordination mechanisms, and support requirements necessary to conduct SCCHS. Components of this annex are subject to change based on the situation. Any deviations from this plan need to be coordinated with the North Carolina Emergency Management (NCEM) Human Services Branch.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

Activation of the North Carolina SCCHS Plan is most likely to occur in response to forecasted (predicted) or no-notice (no warning or no advanced warning) incidents. In these incidents, various situations could arise requiring the support of other counties or tribal nations within North Carolina with financial support from the State of North Carolina.

B. ASSUMPTIONS

Planning assumptions represent information presumed to be true and necessary to facilitate shelter planning. This plan is based on the following assumptions:

1. The SCCHS sheltering need will be determined by the significance and duration of an emergency or disaster.

2. A jurisdiction's capacity to provide sheltering services depends primarily upon the size of the impacted area, significance of the damage, and the population within or evacuating from the impacted area(s).
3. Staffing of a SCCHS will be supported through various agencies to include local DSS, other local government entities, the American Red Cross, other non-governmental organizations, Emergency Management Assistance Compact (EMAC), and private industry vendor contracts.
4. Specialized resources such as oxygen, accessible transportation vehicles, and medication may be scarce following a large-scale or catastrophic incident.
5. All shelter facilities and sites used for a SCCHS will be universally accessible with or without temporary modifications.
6. A significant natural or man-made disaster will cause damages to critical infrastructure, the condemning of residential buildings, and secondary effects which may rapidly overwhelm the capability of local resources. Disaster survivors will be forced from their homes, which may make mass sheltering operations a necessity.
7. The State, counties/tribes shall coordinate on who has the primary responsibility for sheltering operations during an incident in accordance with the powers and duties delegated by the Governor and Secretary and those reserved to the Counties as the lead emergency management agency for the jurisdiction as enumerated in Chapter 166A of the North Carolina General Statutes ("North Carolina Emergency Management Act") and consistent with the EOP.
8. Multi-jurisdictional, large-scale, or extended duration disasters may require support and collaboration from around North Carolina, both from fellow jurisdictions and the State.
9. The need for host shelters will be determined by the significance of the damage (or anticipated damage), duration of the incident, and the population of the evacuated or impacted area(s).
10. It may be difficult to obtain exact numbers to plan for sheltering needs; decisions may be based on estimates and best guess scenarios.

11. Local officials will have plans in place to support the basic food, water, and shelter needs of their communities for at least 72 hours. These plans may include governmental departments, non-governmental organizations (NGOs), or other mass care partners.
12. When evacuation is recommended or ordered by government officials, the majority of those in the impact area will comply; up to 10% of these evacuees may require public shelter. It is estimated that 66% of households have pets and many will refuse to evacuate without sheltering options for them.
13. No person seeking shelter will be denied services. If a shelter is unable to provide accommodation, a referral will be made, and the shelter manager will assist in identifying alternatives.
14. NCEM and host jurisdictions will work to establish Memorandums of Agreement (MOAs) to aid in planning for forecasted and no-notice incidents.
15. There may be instances where host MOAs cannot be activated, and additional support will be required.

III. CONCEPT OF OPERATIONS

A. AGENCY RESPONSIBILITIES

1. NORTH CAROLINA DEPARTMENT OF PUBLIC SAFETY

NORTH CAROLINA EMERGENCY MANAGEMENT

- a. Receive and acknowledge evacuating jurisdiction requests for host shelter capacity through the county or tribe.
- b. Assess available host shelter capacity, through the Regional Coordination Centers (RCCs).
- c. Document activation of host and supporting jurisdiction MOAs to support supplemental shelter capacity.
- d. Coordinate supplemental staffing to include Incident Management Teams (IMT) for shelter management and operation if requested.
- e. Activate emergency contracts or vendor agreement for shelter resource requirements and provisions (such as cots, blankets,

hygiene supplies, food services, back-up generators, communications equipment, medical equipment) at the time of shelter activation notification or pre-position as applicable, if requested by the host jurisdiction.

- f. Facilitate pre- and post-occupancy facility walk-throughs of all buildings designated for sheltering and/or sheltering support to ensure a physical assessment for the recording of any damages in agreement with the facility. This can be done in-person or virtually depending on the situation.
- g. Establishing policies and procedures for financial accounting of all disaster costs incurred and appropriate methods for reporting and requesting immediate need purchasing, or disbursement from or claiming reimbursement from state/federal public assistance programs.
- h. Facilitating the timely distribution of reimbursements received under the state/federal public assistance programs to the hosting jurisdictions.
- i. Track and report status of all assigned resources.

2. LOCAL DEPARTMENT OF SOCIAL SERVICES

- a. Operate and manage local emergency shelters for evacuating public and pets.
- b. To the extent possible, in advance of an incident, ensure that agency identified shelter management and support personnel complete required American Red Cross shelter training (Sheltering Fundamentals), Incident Command System courses (100, 200, 700), and Food Safety courses as required by the position.
- c. For the evacuating jurisdictions, support the multi-agency shelter transition team.
- d. Track and report status of all assigned resources.

3. AMERICAN RED CROSS

- a. American Red Cross support for county hosted shelters will align with the county Letter of Intent (LOI) as the baseline. If a county wants to

support host sheltering but does not have a baseline shelter staffing commitment from the American Red Cross, American Red Cross support can be requested but is not guaranteed.

- b. Provide an American Red Cross Liaison contact for SCCHS management.
- c. In collaboration with the SERT, provide SCCHS staffing for shelter management, feeding, dormitory, registration, health services, mental health services, spiritual care services, and casework. Staffing and services are all determined based on the current LOI, additional resources must be requested.
- d. Ensure that organization identified SCCHS personnel complete required American Red Cross shelter training and Incident Command System courses.
- e. Provide situational awareness information of SCCHS operations through provision of situation/status reports/updates to NCEM.
- f. Track and report status of all assigned resources.
- g. Goods and services provided by the American Red Cross are determined by the LOI between the hosting jurisdiction and the American Red Cross.

4. THE HOST FACILITY

- a. Provide the identified buildings as agreed upon in the Facility Use Agreement which is made and maintained by the hosting jurisdiction.
- b. Provide a facility point of contact for the SCCHS IMTs.
- c. Coordinate with the IMT Public Information Officer (PIO) and Joint Information Center (JIC) at the State EOC and Local EOC for public messaging about SCCHS.

5. THE HOST JURISDICTION

- a. Provide a shelter site that meets the American Red Cross shelter requirements and is inspected either in-person or virtually by NCEM and the American Red Cross.
- b. Coordinate local resources for use in shelter operations.

- c. Provide local law enforcement for shelter security and traffic control.
- d. Report shelter status updates in WebEOC.
- e. Provide 24/7 maintenance of the shelter site for the duration of the incident.
- f. Provide custodial/janitorial services for the duration of the incident.

6. THE SUPPORTING JURISDICTION(S)

- a. Provide resources for use in shelter operations.

7. THE EVACUATING JURISDICTION

- a. Provide transportation as needed for evacuees.
- b. Provide a roster of transported evacuees.
- c. Provide a shelter worker/liaison trained for dormitory, registration, and as a general worker to the requirements set by the American Red Cross, ideally one worker/liaison per 50 evacuees.
- d. Expedite damage assessment of evacuee's home to ensure fast transition.
- e. Coordinates services for evacuees to expedite the demobilization of the host shelter.
- f. Establish shelter transition for evacuees.

B. LOCAL PLANNING EFFORTS

Each North Carolina Jurisdiction should be planning to shelter their residents based on the factors impacting their jurisdictions, such as common hazards and historical evacuation numbers. Jurisdictions may utilize their local Threat and Hazard Identification and Risk Assessment (THIRA), hazard mitigation plan and/or other planning tools to evaluate their known hazards and determine in which situations they may become a requesting jurisdiction. Jurisdictions that anticipate evacuations impacting significant portions of their population, whether pre- or post-incident, should work to determine additional factors impacting their sheltering needs. Specifically, jurisdictions should be working to determine what portion of their population will require government transportation in order to evacuate

according to local evacuation mandates and recommendations. In portions of the State where mass evacuations are rare, additional factors, such as topography and potentially isolated populations, should be considered and used in the planning process.

Where possible, per evacuation and sheltering best practices, residents should be evacuated the shortest distance possible in order to remove them from the risk area while allowing them to return to their homes as quickly as possible following the incident. This may mean sheltering individuals that require government transportation within the jurisdiction and encouraging those that have their own transportation to travel elsewhere if the jurisdiction does not have sufficient shelter capacity. In some areas of the State, this may mean sheltering in a neighboring jurisdiction when incidents occur that cause travel constraints.

For jurisdictions that anticipate transporting residents out of their jurisdiction, these numbers should be identified during the planning and memorandum of agreement development phases to find shelters for the requesting jurisdiction needs.

Availability of SCCHS does not remove the burden of responsibility from an at-risk jurisdiction to provide for their residents. If there is shelter capacity available within a jurisdiction, it should be fully utilized before requesting host shelter availability. Requesting jurisdictions should only request host sheltering if they exceed their current sheltering capacity, or their shelters are unable to open due to safety concerns due to the incident. This request should be entered into WebEOC by the County/Tribe that must evacuate.

IV. MEMORANDUM OF AGREEMENT

For Jurisdictions that have additional capacity for sheltering or have additional resources and want to partner with other Host Jurisdictions, NCEM has created a template MOA to assist. The MOA outlines the processes for activation and allowable costs. There are two ways that this MOA can be used: (1) A jurisdiction establishes and operates a shelter as a host to one or more evacuating jurisdictions entirely with its own resources. The host jurisdiction bills NCEM for all allowable costs, requests NCEM to pay for costs up front or a combination thereof, or (2) multiple jurisdictions pool resources to operate a shelter – with a designated “host” (jurisdiction where shelter is located) and one or more supporting jurisdictions. All agreements have the same terms. If multiple jurisdictions combine resources to operate a shelter, NCEM will activate the agreement with all participating jurisdictions. When the local government agrees to NCEM’s request

to activate a host shelter or agrees to provide support for a host shelter, it is eligible to receive reimbursement or request direct payment from the state for all allowable costs incurred. Attachment A contains a copy of the MOA Host Template.

A. ACCESS AND FUNCTIONAL NEEDS

It is likely that a significant percentage of government-transported individuals may have access and functional needs. If a requesting jurisdiction must transport any of their residents to a host shelter, needs of the individuals being transported should be clearly identified and communicated with the host jurisdiction during an incident. All general population shelters should be prepared to receive any individuals in need of service.

B. NON-DIRECTED EVACUTION

SCCHS will be open to the public and will not be designated for any specific requesting jurisdiction, (minus reserved capacity for directed evacuation). It functions as extra shelter capacity if additional shelter space is required for mass evacuations. These shelters will be advertised via ReadyNC, Integrated Public Alert and Warning System (IPAWS), County Alert Systems, and NC-211, and the self-evacuating population will select which shelter to travel to based on their individual circumstances.

C. DIRECTED (GOVERNMENT ASSISTED) EVACUTION

Host Shelters may be opened to evacuating jurisdiction evacuees that are directed to a specific location whether transported by or on behalf of the evacuating jurisdiction, with a designated capacity set aside for the evacuating jurisdiction. When the activation of an MOA has been approved for directed evacuation, the host jurisdiction should mark the host shelter(s) and associated shelter capacity as occupied via the WebEOC Statewide Shelter board to reserve the facility space for the intended requesting jurisdiction evacuees. This will help to ensure that requesting jurisdiction government-transported evacuees are not taken to a host shelter that is already at capacity.

D. ACTIVATING SCCHS MOAs

NCEM may request to activate a SCCHS MOA if it becomes apparent that shelter capacity will be extremely limited within the incident area, or an at-risk jurisdiction exceeds their current sheltering capacity, or their shelters

are unable to open due to safety concerns due to the incident. Once a host jurisdiction agrees to activate their MOA with NCEM, a formal request will be entered into WebEOC by NCEM for documentation purposes. If supporting assistance from other jurisdictions is required to operate the shelter, the support will be coordinated, and a separate request will be entered into WebEOC.

E. COSTS

NCEM will cover 100% of the accrued eligible or agreed upon costs as defined in the MOA. At the completion of the sheltering event, or at intervals set within the MOA, supporting jurisdictions may submit invoices to NCEM for direct payment or reimbursement. The MOA outlines the reimbursable costs for a host sheltering event. Additional expenses or requests made by host jurisdictions may be approved and filled as feasible during the incident.

Host jurisdictions that seek direct payment from NCEM will be unable to include the expenses on any future project worksheets. Conversely, jurisdictions may opt not to seek direct payment from NCEM and to seek reimbursement via the standard public assistance process. A list of allowable expenses is available in “Attachment B.”

Jurisdictions seeking reimbursement for costs associated with shelter operations shall submit all documentation for reimbursement within 120 days of demobilization of the host shelter. Reimbursement requests should include the standard NCEM/FEMA Project Worksheet tables with supporting documentation and a cover letter on agency letterhead including the total requested, the local point of contact information and the agency tax identification number.

V. ALERT, NOTIFICATION, AND SHELTER ACTIVATION

- A. Based on forecasted incident impacts, at -96 hours to impact, the decision to put SCCHS partners on standby status will be made by the SERT Leader or the designee under the advice of the NCEM Human Services Branch. For any requests made after the 48-hour to impact mark, shelter support services may be limited to necessities, with limited staffing and wraparound services. Should the sheltering event move beyond emergency evacuation sheltering to short- or long-term sheltering, sheltering support services will be added as appropriate for the situation and population.

- B. For no notice incidents, this request for standby may be as soon as the incident occurs. If no host jurisdictions are available to support the anticipated needs or the needs are expected to exceed the current host capacity, the State will begin the process of establishing State Operated Shelters (SOS).
- C. NCEM Human Services Branch will notify SERT partners of the potential requirement to support SCCHS operations. SERT partners will be requested to start collaborating on staffing plans in the event the decision is made to open a SCCHS to supplement any needs the jurisdiction might have.
- D. NCEM Human Services Branch will notify RCC Branch Managers that the decision has been made to put SCCHS partners on standby in the event the decision is made to open a SCCHS.
- E. The Host Jurisdiction's Emergency Management Agency will notify identified facilities of standby status and request facilities prepare to implement Facility Use Agreements in the event the decision is made to open a SCCHS.
- F. The decision to open a SCCHS is made by the SERT Leader or their designee under the advice of the RCC and the Human Services Branch based on cumulative statewide sheltering capacity and the projected or actual impact in an incident.
- G. NCEM Operations Section Chief will identify an NCEM Human Services Shelter Coordinator (HSSC) to act as primary point of contact for coordination and communication for SCCHS needs. The HSSC may work at the SEOC, an RCC, or on location at an SCCHS.
- H. NCEM Human Services Branch will notify SERT partners and Jurisdictions with signed MOAs of the decision to open a SCCHS and the host jurisdiction will start coordination of staffing and resources for shelter operations in collaboration with the SERT.
- I. The Host Jurisdiction's Emergency Management Agency will notify identified facilities that the decision to open a SCCHS has been made. If identified facilities had been put on standby status, the Facility Use Agreement of the available facility will be implemented. If identified facilities have not been put on standby status, the Host Jurisdiction's Emergency

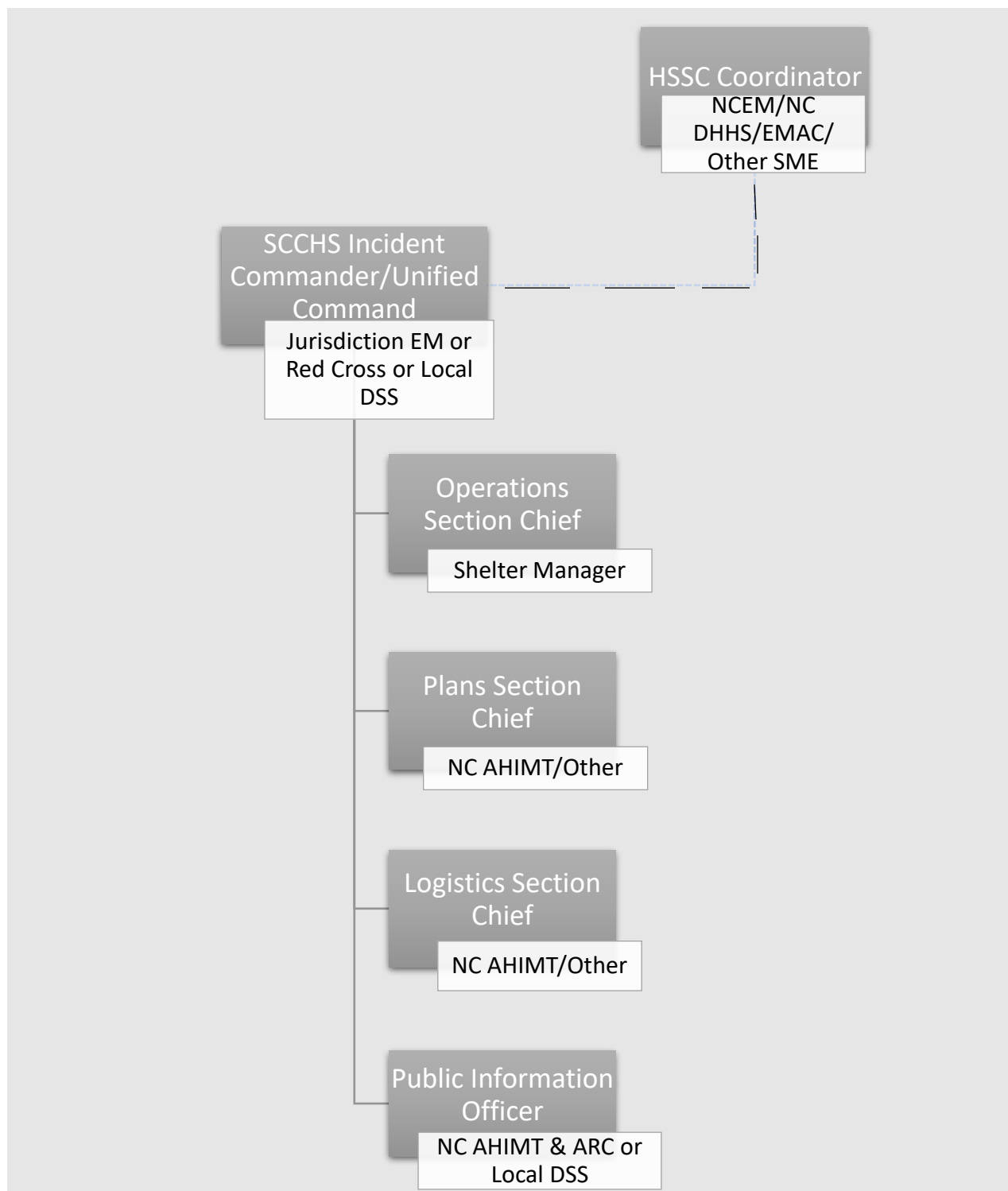
Management Agency will determine who is available for SCCHS operations and implement Facility Use Agreements.

- J. Agencies having roles and responsibilities for SCCHS operations are all members of the SERT and will activate their own alert and notification procedures to include their supporting agencies.
- K. The MOA will outline the timeline a host jurisdiction is expected to provide shelter for the requesting jurisdiction's evacuees. While this may vary by agreement, this is not expected to exceed 7 days post-impact. Should the residents require sheltering beyond the agreed upon timeframe, the requesting and host jurisdictions will work with the SERT and their RCC to determine alternate solutions.

VI. SHELTER MANAGEMENT ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

- A. Local DSS, The American Red Cross, and Local Emergency Management will coordinate SCCHS operations in addition to collaborating with the SERT on shelter status. NCEM can be a financial backer and can support resource requests as needed.
- B. Upon activation of the SCCHS Plan, NCEM will assign a dedicated Human Services Shelter Coordinator (HSSC) within the NCEM Human Services Branch to coordinate support and management of SOS and SCCHS operations.
- C. The SERT HSSC position may be staffed by NCEM, DHHS, Federal subject matter expert, or sourced through Emergency Management Assistance Compact (EMAC) and will report to the NCEM Human Services Branch.
- D. The SCCHS Management Team can be staffed (If by request from a host jurisdiction) by Type III All Hazard Incident Management Team (AHIMT) credentialed personnel or other applicable entities consisting of;
 - Incident Commander
 - Plans Section Chief
 - Operations Section Chief
 - Logistics Section Chief

- Public Information Officer
- E. However, the primary staffing of each IMT position will be by local personnel based on individual jurisdiction staffing plans for shelters.
 - F. Shelter staffing should try and follow the recommended staffing positions and numbers outlined in the “North Carolina Sheltering Guide”.

NC AHIMT Command Hierarchy (If Deployed)

*The HSSC acts as the line for resource support and does not hold operational responsibilities.

*NC AHIMT are only used if by resource request by the hosting jurisdiction.

VII. DOCUMENTATION & PRIVACY

Shelter registration staff will update shelter resident check-in/check-out information to NCEM daily for accountability purposes.

VIII. COMMUNICATION

Voice and data communications capabilities are vital to the successful operation of a SCCHS. There are various ways to ensure communications with the SCCHS are maintained.

- Cellular Phones
- VIPER Radios
- Handheld Radios
- Licensed Amateur Radio Operators
- Emails

Any communication gaps due to cellular connectivity issues can be filled using VIPER radios and licensed amateur radio operators. Resource requests may also be submitted for assistance and equipment to restore cellular/communications connectivity.

IX. LIABILITY

North Carolina law grants broad immunity for emergency management functions. The North Carolina Emergency Management Act exempts from liability the state, any political subdivision of the state, and any emergency management worker who is, in good faith, performing emergency management functions. However, this immunity is not absolute. Harm that results from willful misconduct, gross negligence, or bad faith is not covered.

To avoid misunderstandings, emergency management coordinators should become familiar with the law's general provisions and consult with their local attorneys regarding specific questions and potential scenarios. This will help ensure that they are aware of the limits of immunity and can take steps to protect themselves and their organizations from liability. Here are some specific examples of conduct that would not be covered by immunity:

- Willful misconduct, such as intentionally causing harm.

- Gross negligence, such as acting with reckless disregard for the safety of others.
- Bad faith, such as acting with intentional or reckless disregard of the law.

It is important to note that this is not an exhaustive list. Other types of conduct may also not be covered by immunity, depending on the specific circumstances.

If you are an emergency management coordinator, it is important to be familiar with the law's general provisions on immunity. You should also consult with your local attorney to discuss specific questions and potential scenarios. This will help you understand your rights and responsibilities and protect yourself from liability.

X. LOGISTICS

Each jurisdiction should provide as many of the required supplies as possible. In the event that they are unable to via mutual aid, NCEM Logistics may be able to provide state support for supplies and resources depending on available supplies from SERT Partners and the BEOC.

American Red Cross may provide Shelter Support Trailers (each serves 800 clients) for SCCHS operations. NCEM will determine the need and make the request for these trailers at -72 hours from impact. Depending on where these trailers are being deployed from it may take between 24-72 hours to reach the staging area in North Carolina. Shelter Auxiliary Kits (each serves 1600 clients) may also be provided by the American Red Cross.

NCEM Logistics may also deploy the NCEM Shelter Support Trailer, crates, and or pallets to support American Red Cross operations. Contents of these trailers, crates and pallets are in the attachment section of the North Carolina Sheltering Guide.

These supplies, kits and trailers are made available upon request if local resources are exhausted.

The host jurisdiction will support lodging accommodations for shelter staff when available. Lodging may also be requested from NCEM Logistics.

The host jurisdiction will support shelter feeding operations through use of local vendors, when feasible. When this is not feasible, the SCCHS will be added to the NC Mass Feeding Plan.

A. FACILITIES

Jurisdictions should have an identified list of local shelter facilities included in their local shelter plan. Every effort should be made to identify shelter sites, establish facility use agreements with facility owners, and develop site specific plans in advance of potential incidents. Host jurisdictions should open and operate host shelter facilities in accordance with their local shelter plan. NCEM will not lease any facilities or give direct payment to facility owners for host sheltering operations. NCEM will reimburse the host jurisdiction for shelter facility costs, as agreed upon in the MOA.

To maximize the utilization of resources, it is generally more effective to operate a few large shelters rather than numerous smaller shelters. Larger facilities where services such as pet sheltering can be co-located should be utilized whenever possible and practical. Regardless of facility size or location, all host shelter facilities are expected to meet ADA requirements.

Jurisdictions that may be interested in becoming hosts but recognize a gap in facility availability may work with NCEM Human Services to determine if there are suitable facilities within their jurisdiction.

B. FACILITY OPENING AND CLOSING INSPECTIONS

When NCEM is responsible for providing reimbursement per the established MOA, an NCEM employee will conduct a pre- and post-incident facility inspection to document pre-existing damages and damages related to use of the facility for sheltering. Every effort will be made for this inspection to be in conjunction with any locally organized inspections. While it is preferred that NCEM employees attend the pre-incident facility inspection in-person, if they are unable to do so in a timely manner, they may attend the inspection virtually. In instances where NCEM is unable to attend virtually or in-person, NCEM will send written communication that the host jurisdiction may proceed with establishing and opening the shelter with full reimbursement in accordance with the terms of the MOA.

C. TRANSITION TO RECOVERY

Once the incident has concluded or the disaster has stabilized, affected jurisdictions will begin damage assessments and determining when it is safe to begin returning evacuees to their home jurisdictions. After an incident has transitioned to recovery, the shelter population will likely decrease as people return home or find alternate housing arrangements.

Host shelters will remain open per the timeframe agreed upon and incorporated into the MOA. The population will be evaluated by the local shelter team, and the NCEM Human Services Branch will work with the host and requesting jurisdictions to determine the best next steps for the remaining population. In many cases, individuals will be able to return to a shelter in their home jurisdiction, which allows them access to their homes for coordinating repairs, connecting with their existing support systems, etc. In cases where returning to their home is impossible by the end of the agreed upon timeline, the SERT will work with the requesting and host jurisdictions to determine alternate solutions, such as moving residents to another host shelter that has the ability to stay open longer or a SOS, if established and capacity allows.

In either situation, Multi-Agency Shelter Transitions Teams (MASTT) may be established to begin the process of helping evacuees transition out of the shelters.

D. CLOSING THE SHELTER

The decision to close the shelter will be made based on the terms of the MOA. The host jurisdiction and shelter management team should work to make the transition as smooth as possible by advertising the shelter's closing with as much advanced notice as is feasible, typically 48 hours. Shelter residents requiring extended sheltering should be made aware of their options. Transportation should be provided to residents who were transported by sheltering required jurisdictions, whether to their home jurisdictions or to a long-term shelter.

A shelter may be closed with less than 48 hours notice if there are no people at the shelter or if accommodations for those present have been made in lieu of retaining the shelter.

XI. PROTOCOLS

A. ACCOMMODATIONS

SCCHS will be located in facilities that are capable of housing the evacuee population. Shelters are designed to provide basic, immediate, and temporary shelter for individuals and their household pets who are displaced by an emergency including individuals with non-acute medical care, disabilities, and/or access and functional needs.

SCCHS are not capable of providing specialized healthcare attention that requires treatment in a medical facility. During registration, these individuals will be directed to Health Services staff for triage to determine the appropriate medical facility (State Medical Support Shelter, extended care facility or a hospital) and to coordinate relocation, if required.

B. SAFETY

Safety is a top priority within a shelter. The SCCHS IMT will take all reasonable actions to coordinate the safety of individuals residing and working in an SCCHS. Every adult shelter resident and all shelter staff will be provided with the shelter rules and are expected to comply. Parents and adults within households are responsible for ensuring the compliance of their children and other minors in their households. Any person who violates shelter rules is subject to immediate removal from the shelter.

C. WEAPONS

Weapons are prohibited in SCCHS within the bounds of local, state, and federal law. SCCHS will not store or supervise weapons brought to the shelter.

D. ALCOHOL, TOBACCO, AND ILLEGAL DRUGS

No alcoholic beverages or illegal drugs will be allowed in a SCCHS. Smoking and vaping will not be permitted within the SCCHS and will only be permitted in designated areas outside the SCCHS if the host facility provides or agrees.

E. ACCESS CONTROL

All SCCHS entry and exit points will be staffed to ensure accountability. Access point control will direct shelter residents to the registration desk to check-in/check-out ensuring accountability of all shelter occupants for safety purposes. Where necessary to support the overall safety of the shelter, Access Points may need to be staffed by sworn law enforcement, though consideration is given to the Incident Commander as to the credentials required.

F. ETIQUETTE AND PRIVACY

The use of cell phones, tablets, laptops, and personal gaming systems are permitted in an SCCHS. However, when using devices, residents and staff

will be asked to alert others before taking pictures and/or video in the event they do not want to be in the photo and/or video and not to post any pictures and/or videos that include other individuals without those individuals' written consent.

G. SERVICE ANIMALS

Per the ADA and state law, a service animal is a dog or miniature horse that is specifically trained to do work or perform tasks for the benefit of a person with a disability. This includes service animals in training.

An assistance animal is not a service animal; there is no restriction on the type of animal that can be considered an assistance animal. Service animals, per ADA, are not pets and will be permitted to accompany their owners anywhere the public is allowed within the shelter. Only service animals, not assistance animals, will be allowed in the general population areas of the shelter.

If a person's disability is not obvious, shelter workers may ask the handler of a **service** animal two questions in accordance with 28 CFR 35.136(f):

1. Is this a service animal required because of a disability?
2. What has it been trained to do?

H. PHARMACEUTICALS, SUPPLIES, AND DEVICES

Evacuees for whom medications and supplies have been prescribed are encouraged to bring those pharmaceuticals, supplies, and devices necessary for health maintenance with them to the shelter. These items will remain under the ownership and cognizance of the individual(s) to whom they belong. If necessary, replacement of prescription medications, assistance in administering medications, or operating medical equipment may be requested through on-site health services staff.

Each SCCHS will have a small inventory of Durable Medical Equipment (DME) that is delivered with the original supply shipment. If the appropriate DME is not available on-site, the SCCHS staff will ensure that a request is made following established procedures to have it delivered as soon as possible.

I. ACCESSIBILITY AND INTEGRATION

Individuals with access and functional needs (people with physical and mental disabilities, people with Limited English Proficiency, children, the elderly, and those with a lack of transportation) will be able to participate in and receive the benefits of emergency programs, services (which includes translation services), and activities including planning, preparedness, training, and exercises related to the sheltering plan and programs.

Individuals will not be segregated based on a disability, access, or functional need. Emergency programs, services, and activities will be provided in an integrated setting; however, each individual has the right to self-determination. If the individual feels safer or more comfortable in a medical shelter or medical area, and meets the criteria established for the medical area/shelter, the individual may be permitted to reside there if space is available as determined by the shelter manager. Individuals that need specialized healthcare attention should be triaged to a medical facility (State Medical Support Shelter or hospital) for treatment and sheltering.

All SCCHS will be fully accessible, with or without temporary modifications.

All SCCHS will have a designated and trained Functional Assessment Support Team (FAST) either on site or available for consultation as needed. A FAST is a group of individuals that that be requested from the NCEM Human Services Branch to review conditions in a shelter to ensure that those with access and functional needs (People with disabilities, people that speak a language other than English, children, the elderly, and people with transportation issues) will have suitable accommodations in the shelter.

Individuals will not be separated from service animals, medical equipment and supplies, care providers, interpreters, or family including unrelated household members. Exceptions may be made for those with medical needs requiring privacy and/or segregation for health and safety reasons, but in those cases, families will be housed nearby.

Communications within and about shelters and mass care programs will be equally effective for all individuals including those with access and functional needs.

A process established by the shelter will be in place for requesting, providing, and ensuring reasonable accommodations for all activities involving the shelter residents, employees, and volunteers.

No recipient of reasonable accommodations will be charged for any supports or services necessary to make programs and facilities accessible.

J. COMPANION ANIMAL SHELTERING

Companion Animal Sheltering will be provided at SCCHS in accordance with the Pet Evacuation & Transportation Standards Act (PETS Act) which is an amendment to the Stafford Act.

Companion animals will not be permitted in any area of the human shelter. Evacuees should bring cages, food, bowls, medications, vaccination records, leashes, collars, and identification tags for their pets. Adult owners are responsible for the care of their own pets to include walking, feeding, and cleaning up after their pets. Evacuees should not have contact with any pets that are not their own. Companion animals housed in the shelter must be apparently healthy with no symptoms of infectious disease. In the case of illness or injury, veterinary care will be facilitated off-site at the owner's expense.

Companion Animal Mobile Equipment Trailers (CAMETs) and Companion Animal Shelter Trailers (CASTs) may be provided to shelters to add sheltering capacity for companion animals. This request is made to the RCC by resource request from the requesting jurisdiction.

At the request of local DSS, animal-assisted crisis response teams may admit trained dogs with their credentialed handlers into the shelter to provide emotional support to shelter residents.

K. MEDICAL

Local Emergency Medical Services and Local DHHS will be in charge of the SCCHS Medical Branch (If needed).

Positions identified for SCCHS Medical Branch can include:

- Medical Services Supervisor: (can be MD/PA/RN/Paramedic)
- Medical Services Coordinator: (can be MD/PA/RN/Paramedic)
- Medical Services Worker: (can be MD/PA/RN/LPN/Paramedic, AEMT or EMT)
- Public Health Nurse

- Environmental Health Specialist

An on-site Basic Life Support (or higher) Ambulance is recommended to be provided for the duration of shelter operations. Triage will be conducted during the registration process to identify personal care assistance needs to ensure timely resourcing of support personnel.

XII. DEVELOPMENT, REVIEW, AND MAINTENANCE

This annex will be reviewed or revised annually and/or following any drill, exercise, or real-world incident that indicates changes to the annex are necessary. The NCEM Human Services Branch will coordinate with shelter partners to review for any updates or changes to the document before making permanent changes to the annex. The final approved draft will be distributed to all shelter partners, and any other departmental contacts requiring or requesting annex information.