

# Illinois Emergency Operations Plan

Annex 30 – Earthquake

Appendix 7 – Mass Care

Illinois Emergency Management Agency

August 2021





Illinois Emergency Operations Plan (IEOP) – Annex 30 Earthquake,  
Appendix 7 – Mass Care  
Dated August 2021

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Illinois Emergency Operations Plan (IEOP) – Annex 30 Earthquake,  
Appendix 7 – Mass Care  
Dated August 2021

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### **Annex 30 Earthquake - Appendix X 7 Mass Care**

#### **Primary**

**Organization:** American Red Cross (Red Cross)

**Support Agencies:** Illinois Capital Development Board (ICDB)  
Illinois Board of Higher Education (IBHE)  
Illinois Community College Board (ICCB)  
Illinois Commerce Commission (ICC)  
Illinois Deaf and Hard of Hearing Commission (IDHHC)  
Illinois Department of Agriculture (IDOA)  
Illinois Department of Central Management Services (CMS)  
Illinois Department of Children and Family Services (IDCFS)  
Illinois Department of Commerce and Economic Opportunity (IDCEO)  
Illinois Department of Corrections (IDOC)  
Illinois Department of Human Services (IDHS)  
Illinois Department of Innovation and Technology (DoIT)  
Illinois Department of Juvenile Justice (IDJJ)  
Illinois Department of Natural Resources (IDNR)  
Illinois Department of Public Health (IDPH)  
Illinois Department of Transportation (IDOT)  
Illinois Department of Veterans' Affairs (IDVA)  
Illinois Department on Aging (IDoA)  
Illinois Emergency Management Agency (IEMA)  
Illinois Environmental Protection Agency (IEPA)  
Illinois National Guard (ILNG)  
Illinois State Board of Education (ISBE)  
Illinois State Police (ISP)  
Illinois Secretary of State (SOS)

#### **Support**

**Organizations:** Illinois Voluntary Organizations Active in Disaster (ILVOAD)  
Illinois Emergency Services Management Association (IESMA)  
The Salvation Army (TSA)

## **I. Introduction**

### **A. Purpose**

1. To provide strategic and operational guidance and coordinate state support of mass care operations throughout response and short-term and intermediate recovery.



**B. Scope**

1. This appendix does not replace or supersede IEOP Annex 7, Mass Care or its appendices, but acts as a supplement for earthquake specific requirements for response and recovery operations.
2. State supported operations are scalable and modular based on the scope and magnitude of the incident and capability and capacity of the Authority Having Jurisdiction (AHJ).
3. A gubernatorial proclamation is required for certain assistance programs and processes.
4. A presidential declaration is required for certain assistance programs and processes.
5. For the purposes of this appendix, mass care activities include but are not limited to:
  - a) Sheltering; see Appendix 7-X1, Shelter Support;
  - b) Feeding; see Appendix 7-X2, Feeding and Hydration Support;
  - c) Distribution of emergency supplies; see Appendix 7-X3, Distribution of Emergency Supplies;
  - d) Reunification; see Appendix 7 X-4, Reunification Support;
  - e) Repatriation; see Appendix 7-X5, Repatriation and Non-combatant Foreign Evacuees;
  - f) Household pets and service animals; see Appendix 7-X6, Household Pets and Service Animals, and
  - g) Support to evacuees; see Appendix 7-X7, Support to Evacuees.
6. This annex does not directly address the care for individuals with Access and Functional Needs (AFN), but incorporates the principles outlined in Annex 31, Access and Functional Needs to ensure Functional Needs Support Services (FNSS) are provided to those who need them.
7. For the purposes of this annex, FNSS incorporates services that enable individuals to maintain their independence, including but not limited to:
  - a) Reasonable modification to policies, practices and procedures;



Illinois Emergency Operations Plan (IEOP) – Annex 30 Earthquake,  
Appendix 7 – Mass Care  
Dated August 2021

- b) Access to durable medical equipment;
  - c) Access to consumable medical supplies;
  - d) Personal assistance services, and
  - e) Other goods and services as needed.
8. Emergency assistance activities include but are not limited to:
- a) Non-congregate and transitional sheltering;
  - b) Provision of FNSS in mass care facilities;
  - c) Support to children in disasters, and
  - d) Support to evacuees.
9. Mass care operations occur during response and within the short-term and intermediate recovery operational phases.
10. Emergency assistance operations occur within response and the short-term and intermediate recovery operational phases.
11. Critical modes of transportation for the movement of displaced persons, supplies, and support personnel may extend beyond the geographical boundaries of the state through established mutual aid agreements and dependent systems.
12. This appendix applies to local, state and federal government agencies, private sector entities, non-governmental organizations (NGO), and faith-based organizations and event-based volunteers having a role and responsibility in response and recovery.
13. End state will be reached when local and NGO resources are enough to assume and maintain coordination of mass care operations.
14. This annex does not address:
- a) Tactical level guidance;
  - b) Procurement of resources; see Annex 9, Resource Management and Logistics;
  - c) Site security; see Annex 16, Law Enforcement Coordination and Management;



- d) Military support; see Annex 27, Military Coordination;
- e) Volunteer and donations management; see Annex 21, Volunteer and Donations Management;
- f) Waivers and exemptions; see Appendix 4-X3, Waivers and Exemptions, and
- g) Just-in-time training (JITT) procedures.

### C. Policy

1. The AHJ over a resource will retain command and control of that resource throughout short-term, intermediate and long-term recovery.
2. State response will not be dependent on federal response posture.
3. Procedures for utilization, control and use of mass care resources will incorporate operational priorities that include, but are not limited to:
  - a) Protection of life;
  - b) Public health and safety;
  - c) Property protection;
  - d) Environmental protection;
  - e) Restoration of essential utilities;
  - f) Restoration of essential program functions, and
  - g) Coordination as appropriate.
4. At the direction of the governor or designee, state agencies may be tasked with providing agency personnel in support of mass care operations.
5. State employees and resources may be reassigned in accordance with the IEMA Act.
6. State agency personnel will be trained to the assigned mission and be made aware of the potential risks involved.
7. Staff from responding agencies, organizations, mutual aid agreements and compacts are responsible for adhering to operational policies





established herein.

8. For the purposes of the IEOP, the Red Cross is deemed to be a state agency and operates under the Illinois Disaster Management System (IDMS).
9. The Red Cross maintains administrative, financial and operational control over its activities and direction over its own personnel.
10. The IEOP will not supersede Red Cross response and relief activities nor shall it require the Red Cross to perform any services contrary to its policies and procedures.
11. Shelters and mass care facilities not approved by the State Emergency Operations Center (SEOC) may be supported based on resource availability.
12. Medical services provided at mass care facilities under Red Cross policies and protocols will not supersede laws, regulations or protocols governing local emergency medical services responding to the facility.
13. All services will be provided without unlawful discrimination as defined by the Illinois Human Rights Act.
14. FNSS will be integrated throughout all aspects of mass care operations.
15. Service animals will be permitted to accompany their owners in all areas where the public is normally allowed to go throughout all aspects of mass care operations.
16. The governor will support the activation of the Disaster Services Volunteer Leave Act (5 ILCS 335/3) to authorize state employees to assist the Red Cross with mass care operations.
17. Laws, rules, regulations and policies of the United States government and agencies involved in mass care are applicable within the state.
18. Agencies and organizations responding under SEOC coordination are responsible for arranging their own sheltering and feeding operations.

D. Situation Overview

1. An earthquake at a magnitude 4.5 or higher has occurred resulting in damage to residential and commercial structures, a disruption of life essential services and a threat to life-safety across impacted areas throughout multiple states.



2. Local, state, interstate mutual aid and federal resources (personnel, equipment, critical facilities and supplies) are engaged in response and recovery efforts and are insufficient due to the scope and magnitude of the incident.

E. Assumptions

1. Local jurisdictions resources are fully engaged in assessing the need for mass care services.
2. Natural factors such as weather, time of day and time of year of an earthquake will impact mass care needs.
3. Mass care requirements will increase due to cascading events attributed to a catastrophic earthquake. These effects will include:
  - a) Injuries and fatalities;
  - b) Hazardous materials spills;
  - c) Fire;
  - d) Loss of critical infrastructure;
  - e) Damage to property and the environment;
  - f) Expanding impact area, and
  - g) Relocation of PRDS operations.
4. Aftershocks at a magnitude 4.5 or higher will cause a reset of state response plans.
5. The SEOC will seek activation of federal programs to support the affected population, including but not limited to:
  - a) FEMA Transitional Shelter Assistance Program;
  - b) Emergency Prescription Assistance Program;
  - c) Medical Equipment Replacement Program;
  - d) Disaster Supplemental Nutrition Assistance Program (D-SNAP), and
  - e) Crisis Counseling Program (CCP).



Illinois Emergency Operations Plan (IEOP) – Annex 30 Earthquake,  
Appendix 7 – Mass Care  
Dated August 2021

6. Sites and facilities listed for mass care services within the impact area will require structural assessments.
7. Local jurisdiction resources will be required for initial assessment due to a shortage of qualified building inspectors.
8. The SEOC will prioritize large facilities identified for mass care operations.
9. There will be a need to provide PRDS to the population that does not evacuate the impacted areas.
10. County, state and federally owned lands, as well as privately owned campgrounds, will be used for PRDS.
11. Permanent housing solutions will be required to facilitate long term recovery.
12. Affected populations will self-evacuate out of the area with no destination or recovery plan.
13. Those who cannot self-evacuate will require assistance.
14. Reception centers, shelters, and host cities should anticipate being prepared to receive a surge of both responders and evacuees.
15. Evacuees will arrive at mass care sites with physical, behavioral and emotional health concerns that will require treatment.
16. A large percentage of the affected population is expected to own livestock, household pets and service animals.
17. Operations will be slowed by damage to the critical infrastructure.
18. Some impacted by the earthquake will refuse to take shelter indoors due to fear of aftershocks.
19. Affected populations will include unaccompanied minors, vulnerable populations, individuals with access and functional needs challenges, and individuals required to report their location to a state agency.
20. The governor will suspend some governmental operations to redirect available resources during response and recovery.
21. Temporary assignments to support mass care operations will require JITT.
22. Access and Functional Needs (AFN) operations will ensure the FNSS will



be provided in accordance with the Americans Disabilities Act, as amended.

23. The Emergency Management Assistance Compact (EMAC), mutual aid and federal resources and assistance will be required to sustain mass care operations.
24. Impacts to critical infrastructure will require state support to mass care facilities.
25. Responders will care for family members and property prior to deploying, which will delay initial response and recovery efforts.
26. Some residents will seek PRDS in other states and require tracking by the state for wrap around services.
27. Spontaneous shelters will open without state recognition and not receive state support.

## II. Concept of Operations

### A. General

1. Local Authorities Having Jurisdiction (AHJs) will open shelters and begin providing care for those in their communities before state support is initiated.
2. State-supported PRDS will be coordinated through the SEOC.
3. State agencies with a role in providing FNSS will identify resources that are immediately available for deployment to support mass care operations.

### B. Notification, Alert and Warning (NAW)

1. SEOC NAW of SEOC liaisons will be handled in accordance with Annex 3, Communications, Appendix A-1, Notification, Alert and Warning.
2. Primary and support agencies are responsible for internal and support partner NAW.
3. IEMA will coordinate notification of Illinois Voluntary Organizations Active in Disaster (ILVOAD) and share information with them about the incident and response actions.

### C. Activation



1. The SEOC will provide state support through the activation of identified liaisons in accordance with SEOC Activation Level Standard Operating Procedure (SOP).
2. SEOC Activation Level SOP will be used to determine SEOC staffing levels necessary for mass care operations.

D. Communications

1. Communications throughout response and recovery will be conducted in accordance with SOPs and managed using established procedures, processes and policies outlined in IEOP Annex 3, Communications.
2. Communications will be conducted in a National Incident Management System (NIMS) compliant manner utilizing clear-text and frequencies coordinated with the SEOC.

E. Resource Management and Logistics

1. Resource management and logistics will be carried out in accordance with IEOP Annex 9, Resource Management.
2. Resource management includes mutual aid and assistance agreements, the use of federal and state teams and resource mobilization protocols.

F. Operational Priorities

1. The SEOC will apply strategic priorities to begin and sustain mass care for the impacted population, to include:
  - a) Life safety;
  - b) Support evacuation sites and reception centers;
  - c) Evacuation of affected populations;
  - d) Shelter, food and medical assistance;
  - e) Health and welfare;
  - f) Delivery of life-essential supplies, and
  - g) Establishment of reunification systems.

G. Site Control



Illinois Emergency Operations Plan (IEOP) – Annex 30 Earthquake,  
Appendix 7 – Mass Care  
Dated August 2021

1. Mass care facilities include, but are not limited to:
  - a) State supported shelter sites as defined in IEOP Annex 7-X1, Shelter Support;
  - b) Fixed feeding sites and canteens;
  - c) Evacuation assembly points and assistance sites;
  - d) Staging and resource mobilization areas, and
  - e) Commodity distribution points.
2. Mass Care Goals and Objectives:
  - a) Coordinate short, intermediate and long-term information and logistical requirements to sustain operations;
  - b) Maintain mass care capabilities and support resources, and
  - c) Coordinate operational integration of response organizations.
3. Feeding Operations (Short-term)
  - a) Assess operational and logistical requirements for feeding at designated mass care shelters;
  - b) Coordinate state and federal support, and
  - c) Ensure operational infrastructure for feeding.
4. Shelter Operations (Short-term)
  - a) Assess operational and logistical requirements for sheltering;
  - b) Coordinate state and federal support;
  - c) Coordinate FNSS for shelter residents;
  - d) Coordinate household pet and service animal support, and
  - e) Coordinate processes for shelter data collection and reporting.
5. Emergency Relief Supplies Operations (Short-term)
  - a) Assess operational and logistical requirements for emergency relief supplies;



- b) Coordinate state and federal support, and
  - c) Establish operational infrastructure for distribution of emergency relief supplies.
- 6. Reunification Operations (Short-term)
  - a) Assess reunification services requirements;
  - b) Coordinate state reunification support, and
  - c) Coordinate with reunification resource providers.
- 7. Evacuation Support Operations (Short-term)
  - a) Assess feeding and sheltering requirements for evacuated individuals at assembly points and along evacuation routes;
  - b) Coordinate state evacuation support, and
  - c) Establish evacuee accountability processes.
- 8. Transition to Long Term Feeding (Intermediate term)
  - a) Coordinate the implementation of state and federal disaster assistance programs in eligible jurisdictions;
  - b) Coordinate the implementation of targeted household disaster feeding, if required, and
  - c) Coordinate demobilization of mass care feeding operations.
- 9. Transition of Shelter Residents (Intermediate term)
  - a) Support transition of general population shelter residents, including those with AFN, to temporary or permanent housing;
  - b) Coordinate daily with shelter providers;
  - c) Transition responsibility for shelter support to IEOP Annex 17, Long-Term Community Recovery, and
  - d) Coordinate demobilization of shelter operations.
- 10. Support Recovery Operations (Long-term)
  - a) Support Multi-Agency Resource Centers (MARC) and Disaster



Recovery Centers (DRC);

- b) Coordinate requirements for disaster unemployment assistance;
- c) Coordinate requirements for temporary disaster employment;
- d) Coordinate requirements for disaster case management, and
- e) Coordinate client casework for determination of longer-term recovery needs.

H. Organization

1. Direction and Control

- a) State agencies and external organizations retain operational control of their mass care resources.
- b) The SEOC is the single point of coordination for state support of mass care operations.
- c) For the purposes of unity of command, coordination and management of the SEOC, the SEOC Manager will transfer command to the state disaster recovery coordinator at the cessation of short-term recovery efforts.
- d) The SEOC Manager will assign a Mass Care Coordinator who will oversee all mass care activities.

2. Coordinating Elements

- a) Responding agencies may establish their own agency operations centers outside of the SEOC.
  - i) The SEOC will coordinate with these entities through their SEOC liaisons.
- b) The SEOC will coordinate with members of the Illinois Voluntary Agencies Active in Disaster (ILVOAD) and its national level partners through the ILVOAD Liaison.
- c) State Unified Area Command (SUAC) and State Area Command (SAC) elements may be deployed by the SEOC to coordinate support of mass care operations.
- d) One or more Lines of Effort (LOE) may be implemented by the





SEOC for specific strategic action planning for mass care or mass care sub-functions.

- i) LOEs are responsible for short-term, intermediate and long-term operational planning, coordination and resource allocation;
- ii) As directed by the SEOC manager, LOEs will be coordinated and administratively supported by EMAT;
- iii) LOEs operate as strategic planning and coordinating elements of the SEOC and do not play an operational role;
- iv) Additional agency staff will be assigned to LOEs based on the level of activation established by the SEOC, and
- v) Strategic and operational guidance on LOE operations can be found in IEOP Base Plan Appendix 4 - Lines of Effort.

### 3. Federal Coordination

- a) SEOC liaison officers (LNOs), state agencies, boards and commissions will coordinate with federal counterparts in accordance with their enabling authority.

### I. System Capabilities and Structure

1. Mass care operations, to include shelters and reception centers, will select service locations based on the following criteria, listed in order of importance and proximity to impact area:
  - a) Availability of undamaged structures and utilities;
  - b) Ease of access for both affected populations and responding resources;
  - c) Availability of nearby life-essential and recovery services;
  - d) Facility population capacities;
  - e) Availability of facilities based on time of year, and
  - f) Availability of parking and traffic control.
2. Reception centers will be established along major evacuation corridors to intake evacuees and help them find available shelter locations and



recovery services.

- a) Reception centers will host bare minimum services to facilitate flow of evacuees.
  - b) Basic medical services, food and water, and communications services will be available to evacuees.
  - c) Locations of reception centers will follow the previously stated criteria under D-2 above.
3. Sites for shelters and reception centers will be chosen from pre- disaster surveyed sites with Memoranda of Understanding (MOUs) and other agreements in place, whenever possible.
  4. When possible, shelters and reception centers will be located along undamaged traffic corridors.
  5. State-owned sites, such as community colleges, university campuses (including residence halls, arenas and stadiums), civic centers, county fairgrounds and state facilities may be used to provide mass care services. Such use may require that normal operations of these facilities be altered.
  6. Bulk Distribution of emergency supplies will be conducted in accordance with IEOP Annex 7, Mass Care, Appendix 3, Distribution of Emergency Supplies.
  7. Feeding operations will be conducted in accordance with IEOP Annex 7, Mass Care, Appendix 2, Feeding and Hydration Support.
  8. Evacuee support will be conducted in accordance with IEOP Annex 7, Mass Care, Appendix 7, Support to Evacuees.

### III. Roles and Responsibilities

#### A. American Red Cross (Red Cross)

1. Determine necessity of and identify and coordinate opening, management and closing of emergency shelters.
2. Provide basic health support services at Red Cross managed facilities.
3. Coordinate provision of Functional Needs Support Services (FNSS) for individuals with Access and Functional Needs (AFN) within Red Cross managed facilities with IDPH and IDHS.



Illinois Emergency Operations Plan (IEOP) – Annex 30 Earthquake,  
Appendix 7 – Mass Care  
Dated August 2021

4. Establish and maintain public information, messaging and education for the affected population in coordination with the IEMA PIO.
  5. Coordinate the provision of feeding and hydration services.
  6. Coordinate the distribution of emergency supplies.
  7. Support reunification efforts in coordination with community and government partners.
  8. Coordinate mental, spiritual and health care services in shelters and reception centers
- B. Illinois Commerce Commission (ICC)
1. Serve as the liaison to utility companies to arrange for priority restoration of power, natural gas and landline telephone services for mass care operations.
  2. Assist in the coordination of the transportation of disaster relief supplies and evacuees by rail.
  3. Provide information about power outages and estimated restoration times to assist in determining locations for the provision of mass care services.
- C. Illinois Department of Central Management Services (CMS)
1. Provide and/or procure vehicles and specialized equipment for use in response and recovery operations.
  2. Assist in providing fuel, repair, and services to vehicles providing mass care services.
  3. Assist in the coordination of the establishment of refueling depots.
  4. Identify and distribute information on the availability of state and federal surplus property for disaster relief operations.
  5. Assist in the coordination of logistics support for disaster relief operations.
  6. Assist in the coordination of the procurement of disaster relief services, supplies and equipment.
  7. Provide media tracking of stories related to the disaster to obtain disaster



intelligence about relief operations and assist in disseminating disaster relief information to the public through the media.

8. Provide technical assistance in the hiring of new or recruitment and deployment of existing state employees for temporary assignment as disaster relief workers to support mass care activities.
9. Coordinate the acquisition of new and the use of existing CMS-managed state facilities and property for use in support of disaster relief operations.
10. Through the CMS Bureau of Benefits contracted counseling firm, assist in providing incident-related counseling for responders deployed by the SEOC.

D. Illinois Department of Natural Resources (IDNR)

1. Coordinate the use of state park lodges and campgrounds for housing of displaced persons, feeding centers, mobilization centers and staging areas.
2. Provide personnel to manage shelters and other mass care facilities, as available.
3. Provide disaster intelligence information about flood stages and the potential for evacuations.
4. Provide assistance with the transportation of food, supplies and disaster relief personnel by boat or snowmobile to isolated areas.

E. Illinois Department of Juvenile Justice (IDJJ)

1. Provide personnel with specialized skills (e.g., food service staff, mental health personnel, bi-lingual personnel, health care personnel and logistics staff) as available to assist with service delivery for mass care operations.
2. Provide meals to support shelters or emergency workers.
3. Provide laundry services for shelter residents or emergency workers.
4. Provide for the storage of emergency supplies.

F. Illinois National Guard (ILNG)

1. Coordinate resources for approved mission support requests from the SEOC Manager in accordance with IEOP Annex 27, Military Coordination.



Illinois Emergency Operations Plan (IEOP) – Annex 30 Earthquake,  
Appendix 7 – Mass Care  
Dated August 2021

2. Coordinate the use of armories.
  3. Provide logistical support and air/ground transportation of mass care supplies, personnel and equipment.
  4. Coordinate provision of resources for humanitarian aid and well-being services, life essential needs, and security and protection.
- G. Illinois Secretary of State (SOS)
1. Coordinate use of State Capitol Complex facilities.
  2. Coordinate Capitol Police support.
  3. Provide assistance with the replacement of identification (State ID cards, drivers' licenses) for disaster victims.
  4. Provide for the issuance of specialized identification for restricted access to mass care or other disaster relief facilities.
  5. Assist with the verification of licensures and certifications for individuals providing mass care assistance.
- H. Illinois State Police (ISP)
1. Coordinate the provision of security for mass care operations.
  2. Coordinate the activities of law enforcement mutual aid resources activated through the SEOC.
  3. Assist in providing background checks of event-based volunteers wishing to provide mass care services.
  4. Coordinate with the Department of Juvenile Justice (DJJ) on the assignment of personnel with specialized training in juvenile services, including services for unaccompanied minors.
  5. In collaboration with the Red Cross, coordinate law enforcement agencies efforts to support sheltering of registered sex offenders.
- I. Illinois Deaf and Hard of Hearing Commission (IDHHC)
1. Assist in identifying interpreters for the deaf and hard of hearing.
- J. Illinois Department on Aging (IDoA)



Illinois Emergency Operations Plan (IEOP) – Annex 30 Earthquake,  
Appendix 7 – Mass Care  
Dated August 2021

1. Arrange for use of Senior Citizens Centers as mass care shelters and food preparation sites.
  2. Assist with the distribution of food and emergency supplies to seniors and individuals with disabilities who may not be able to reach mass care facilities.
  3. Arrange for Department and Area Agencies on Aging personnel to assist elderly and disabled persons in shelters and other mass care facilities.
  4. Assist in providing transportation of senior citizens and individuals with disabilities to mass care facilities.
  5. Provide outreach workers to deliver specialized assistance to senior citizens and individuals with disabilities who are disaster victims.
  6. If authorized under a federally declared disaster, provide federal grant funds to local Area Agencies on Aging to assist clients they serve.
- K. Illinois Department of Agriculture (IDOA)
1. Arrange for use of the Illinois State Fairgrounds in Springfield and DuQuoin to support mass care operations.
  2. Coordinate the use of county fairgrounds to support mass care operations.
  3. Coordinate the care of animals brought to shelters or displaced by the disaster.
- L. Capital Development Board (CDB)
1. Coordinate the construction of temporary shelter facilities, as necessary.
  2. Assist in providing qualified staff or contractors to inspect and verify the structural safety of mass care facilities.
- M. Illinois Department of Children and Family Services (IDCFS)
1. Assist with placement and stabilization of children separated from parents and/or guardians.
  2. Coordinate financial assistance provisions for youth in state care.
  3. Provide for support services for youth in state care.



4. Support coordination of emergency daycare services.
  5. Provide subject matter experts, and personnel with specialized training necessary for child protective services, to include support for unaccompanied minors.
- N. Illinois Community College Board (ICCB)
1. Coordinate the use of community colleges as mass care facilities.
  2. Assist in coordinating the assignment of community college personnel to assist with mass care, including but not limited to shelter management, food service staff and foreign language interpretation.
  3. Identify interpreters, mental health personnel, health care personnel, logistics staff etc. to assist with mass care operations.
- O. Illinois Department of Corrections (IDOC)
1. Arrange for the use of correctional institutions (including the use of individuals in custody and correctional center staff) for the preparation of food for disaster victims and emergency workers.
  2. Provide individuals in custody to assist with disaster relief activities (loading and unloading of supplies, cleaning of food and beverage containers, etc.).
  3. Provide for the use of correctional center laundry facilities to wash disaster victims' and emergency workers' clothing.
  4. Provide products from correctional industries for use by disaster victims and emergency workers.
  5. Provide correctional staff certified as Emergency Medical Technicians (EMTs) and Certified Medical Technicians (CMTs) to assist with first aid needs and certified mental health staff to assist in family counseling at shelters.
  6. Provide staff as available for the management of mass care facilities.
  7. Provide assistance with storage of disaster relief supplies at correctional facilities.
- P. Illinois Department of Human Services (IDHS)
1. Coordinate assistance to disaster victims with Alcohol and Other Drug



Abuse (AODA) problems and coordinate the delivery of AODA prevention, outreach, intervention, and treatment services to disaster victims during the recovery period.

2. Assist in providing food from mental health and developmental centers to support mass care operations.
3. Assist in providing laundry services from mental health and developmental centers for residents of shelters.
4. Coordinate provision of FNSS for individuals with AFN with Red Cross and IDPH.
5. Assist in coordinating the recruitment and placement of private care attendants for individuals with disabilities, living in congregate care facilities or whose personal care assistants are not available.
6. Assist in providing transportation for individuals with disabilities to mass care facilities or for the transportation of mass care supplies to individuals with disabilities who are not able to access public facilities because of the disaster.
7. Provide interpreters for the deaf and hard of hearing and translation of emergency information into Braille for disaster victims who are visually impaired through the Department's School for the Deaf and School for the Visually Impaired or other contract personnel.
8. Provide support and coordination, as outlined in IEOP Annex 17, Long-term Community Recovery, for the following:
  - a) Women, Infants and Children (WIC) program;
  - b) The Crisis Assistance Program; and
  - c) The Disaster Supplemental Food Assistance Program (DSNAP).
9. Provide assistance in assigning social work staff in resolving difficulties in shelters and other places where disaster victims congregate.
10. Provide assistance in coordinating emergency day care services.
11. Provide support staff from the Department or contracted agencies to assist with the management of shelters.

Q. Illinois Department of Public Health (IDPH)





Illinois Emergency Operations Plan (IEOP) – Annex 30 Earthquake,  
Appendix 7 – Mass Care  
Dated August 2021

1. Collaborate with local health care entities in locating health careworkers to augment personnel assigned to shelters.
  2. Assist with procurement of potable water, ice and portable toilets at shelters, feeding centers, and other areas where disaster victims or emergency workers congregate.
  3. Provide technical assistance for shelter operations related to food safety, private water supplies, waste disposal, vectors, and vermin.
  4. Coordinate provision of FNSS for individuals with AFN with Red Cross and IDHS.
- R. Illinois Department of Transportation (IDOT)
1. Provide transportation to support mass care efforts as required.
  2. Provide highway condition information about roads to and from disaster areas and relief centers.
  3. Provide the use of State rest areas as emergency mass care facilities.
  4. Provide storage of mass care supplies at IDOT facilities.
  5. Use IDOT road information radio systems and emergency highway signs to broadcast critical information to evacuees and disaster victims, such as the location of shelters and emergency aid stations.
- S. Illinois Department of Veterans Affairs (IDVA)
1. Arrange for the limited use of state veterans' home facilities, as resources permit.
  2. Assist in the coordination of assistance to veterans who are disaster victims.
  3. Provide staff as available to assist in the operation of mass care facilities, including the provision of available medical staff from veterans' homes.
- T. Illinois Emergency Management Agency (IEMA)
1. SEOC Manager:
    - a) Coordinate the provision of Disaster Housing and Human Services support outlined in IEOP Annex 17, Long-term Community Recovery.



Illinois Emergency Operations Plan (IEOP) – Annex 30 Earthquake,  
Appendix 7 – Mass Care  
Dated August 2021

- b) Establish critical and essential information priorities.
  - c) Coordinate the transition from mass care operations to long-term community recovery activities.
  - d) Coordinate the state procurement of mass care resources.
  - e) Coordinate communications and logistical support including, but not limited to, the following:
    - i) Disaster intelligence support;
    - ii) Public information; and
    - iii) Safety inspection of mass care facilities.
2. MOU: Illinois Emergency Services Management Association (IESMA):
- a) Provide staff and support to mass care facilities and operations at the local and state levels, as requested.
  - b) Provide generators to mass care facilities and operations.
3. Business Emergency Operations Center (BEOC)
- a) Coordinate with private sector food service and retail establishments to identify functioning locations and support the restoration of critical lifeline infrastructure.
  - b) Coordinate with private cellular telephone and internet providers to restore services to priority areas.
- U. Illinois State Board of Education (ISBE)
- 1. Coordinate the acquisition and transportation of United States Department of Agriculture (USDA) commodity foods to shelters and mass care kitchens.
  - 2. Coordinate the use of school facilities as shelters, feeding centers, staging areas, mobilization centers, and relief centers.
  - 3. Assist in coordinating the recruitment and assignment of school district personnel, particularly those with specialized skills (school nurses, guidance counselors, school psychologists, school food service personnel, nutritionists, etc.) to assist in the provisions of mass care services.



Illinois Emergency Operations Plan (IEOP) – Annex 30 Earthquake,  
Appendix 7 – Mass Care  
Dated August 2021

4. Provide technical assistance from school nutritionists to assist in menu planning and development.
  5. Coordinate the provision of educational services for school-aged children living in shelters during the school year.
- V. Illinois Board of Higher Education (IBHE)
1. Assist in coordinating the use of colleges and universities to support mass care operations, including for the use as shelters, feeding centers and disaster relief centers.
  2. Assist in identifying university personnel to support mass care operations, particularly those with specialized skills such as food service personnel, housing staff, mental health personnel, health service personnel, foreign language specialists, etc.)
  3. Arrange for the provision of laundry services at colleges and universities for shelter residents and emergency workers.
- W. Illinois Department of Innovation and Technology (DoIT)
1. Assist in providing telecommunications and technology support for state supported shelters and other state supported facilities.
  2. Assist in providing video conferencing services for state supported disaster relief personnel.
  3. If resources are available, assist in providing computers, internet access and video conferencing at volunteer intake centers to assist with training event-based volunteers and local and state government employees assigned to the relief operation.
  4. Assist in providing critical information about the location of shelters and assistance centers and tips for disaster survivors on the state web sites.
- X. Guardianship and Advocacy Commission
1. Assist in providing services to those served by the Office of the State Guardian and persons with disabilities located in shelters.
- Y. Illinois Voluntary Organizations Active in Disaster (ILVOAD)
1. Coordinate feeding and hydration operations done by VOAD members to limit duplication of efforts.



2. Maintain situational awareness and information sharing with the SEOC.
- Z. Illinois Emergency Services Management Association (IESMA)
1. Coordinate SEOC requests for personnel and resources to augment mass care operations with Red Cross SEOC LNO.
  2. Coordinate the notification, activation, deployment, coordination and implementation of EMATs and IMTs as requested by the SEOC manager.
  3. Establish and support LOE-Mass Care strategic operations as directed by the SEOC Manager in coordination with the SEOC Red Cross LNO.
    - a) Coordinate the collection, analysis and dissemination of LOE-Mass Care disaster intelligence and provide situation reports to the SEOC manager.
    - b) Coordinate resource management requests for LOE-Mass Care with the SEOC to fulfill logistical requirements.
    - c) Develop strategic action plans for support and sustainment of LOE-Mass Care.
  4. Assist with the coordination of the provision of FNSS for individuals with AFN with Red Cross, IDHS and IDPH.
- AA. The Salvation Army (TSA)
1. Coordinate with Salvation Army Disaster Response Operation leadership to determine necessity of, identify and coordinate feeding operations during mass care operations.
  2. Coordinate Salvation Army feeding operations with primary and support agencies conducting state mass care.
  3. Coordinate with SEOC Liaison Officers (LNO's) for state agency resourcing and support in accordance with support agency roles and responsibilities and based on scope and magnitude of event.
  4. Coordinate with resource providers as necessary, including:
    - a) Commercial procurement;
    - b) National vendor contracts;
    - c) State agency vendor contracts;



- d) USDA commodity support, and
  - e) Donated commodities;
5. Coordinate and disseminate public information, crisis communications, educational messaging with SEOC and Red Cross PIOs.
  6. Provide personnel and critical resources to support mass care operations as directed.
  7. Coordinate licensure requirements and possible waivers for feeding operations at state supported mass care facilities.
  8. Coordinate public health inspection of feeding operations at state supported mass care facilities.
  9. Coordinate provisions for functional needs support services within Salvation Army facilities with primary and support agencies conducting state supported mass care.
  10. Coordinate collection, receipt, compilation and development of situational reports on feeding operations at state supported mass care facilities.
  11. Provide JITT and site-specific training to Salvation Army personnel assigned responsibilities, missions and tasks.
  12. Coordinate notification, activation and deployment of personnel and equipment in support of state-approved feeding operations at state supported mass care facilities.
  13. Provide emotional and spiritual care specialists at state supported mass care facilities.

#### IV. Authorities and References

- A. Authorities and References are located in the IEOP, Annex 7, Mass Care