

C

Catastrophic Mass Reception

Approved (September 24, 2010)

This page left blank intentionally

Table of Contents

1	Purpose	3
2	Situation and Assumptions	3
2.1	Situation.....	3
2.2	Assumptions	3
3	Acronyms and Definitions	5
3.1	Acronyms.....	5
3.2	Definitions and Explanations of Terms	5
4	Concept of Operations	6
4.1	General.....	6
4.2	Catastrophic Mass Reception System	6
4.3	Reception Center Concept of Operations	8
4.3.1	Overview	8
4.3.2	Shelter Triage Assessment	9
4.3.3	Key Support Operations.....	11
4.4	Organizational Resources – Internal	11
4.5	Partner Agencies and their Role in this Plan	11
4.5.1	American Red Cross (ARC)	11
4.5.2	Cities (impacted)	12
4.5.3	Parks and Recreation Department.....	12
4.5.4	Portland Community College (PCC)	12
4.5.5	School Districts	12
4.5.6	Large Churches	13
4.5.7	Private Commercial Facilities.....	13
4.5.8	Amateur Radio Emergency Services	13
5	Organization and Assignment of Responsibilities	13
5.1	Task Assignments	13
5.1.1	County Policy Group	13
5.1.2	County Emergency Operations Center (EOC)	14
5.1.3	County Support Services Department.....	14
5.1.4	County Office of Emergency Management	15
5.1.5	County Housing Services Department	15
5.1.6	Department of Land Use and Transportation (DLUT)	15
5.1.7	Sheriff's Office.....	15
5.1.8	Department of Health and Human Services (HHS).....	15

6 Direction and Control16
6.1 Reception Center Command and Control..... 17
6.1.1 Reception Center Organizational Structure..... 17

7 Administration and Logistics19
7.1 Administration..... 19
7.2 Logistics 19

8 Annex Development and Maintenance20

9 References20

10 Tabs20
Tab A – Enclosed Reception Center Facilities.....22
Tab B – Reception Center Resource Need Guidelines28
Tab C – Open Spaces.....30

1 Purpose

The purpose of this annex is to describe how Washington County (incorporating the cities therein) will support a large influx of evacuees from a Type I catastrophic event that occurs outside of Washington County. Its primary focus is to meet the short-term, urgent needs of evacuees; it does not address longer-term recovery assistance.

It is not possible to predict the number of evacuees who will seek shelter and services in Washington County. Thus, this plan is designed with the flexibility to fit the needs and size of various events.

2 Situation and Assumptions

2.1 Situation

- Northwest Oregon and the Portland metropolitan area are subject to a number of hazards that may prompt large-scale evacuations and require neighboring communities to rapidly receive and process evacuees. Such disasters may impact regional communities e.g. a hazardous materials release from a fixed facility in or a rail line through a densely populated area, wild land interface fires, and terrorist attacks and some may impact communities further away such as tsunamis. Washington County currently has a commercial lodging capacity of approximately 5000 rooms, with an average occupancy rate of 62%.
- Washington County will coordinate its mass reception efforts with volunteer organizations.
- School Districts will remain focused on their educational mission and may not be able to commit school facilities for evacuees if the event occurs during the academic year. However, school districts support facilities' use if evacuee activities do not disrupt the academic schedule of students.
- The City of Portland Evacuation Plan divides Portland into five zones. If executed, city planners anticipate that Zones 1 (NW Portland with Census 2000 population of 66,314) and 3 (SW Portland with Census 2000 population of 80,845) will generate the largest number of evacuees heading into Washington County.
- Washington County currently has the following resources to support a Reception Center operation: Department of Health and Human Services (DHHS) tents, DHHS Point of Distribution supplies, and the Sheriff's Office Search and Rescue tents and supplies.

2.2 Assumptions

- The disaster generating the influx of evacuees will not adversely impact Washington County's infrastructure to the point where resources cannot be applied to reception activities.

- Washington County officials will quickly recognize the nature of the event and the need to activate the Catastrophic Mass Reception Annex.
- Sufficient Washington County personnel responsible for aspects of this annex will be able to make their way to their assigned work environments.
- The entire population impacted by the disaster will not evacuate solely to Washington County but to multiple jurisdictions.
- Jurisdictions contiguous to Washington County will also be receiving evacuees; thus, mutual aid from contiguous jurisdictions will not be immediately available.
- Evacuees entering Washington County will seek accommodation with friends, family, or commercial lodging facilities; camp in parks; or in shelter in congregate care facilities. Depending on the reason for evacuation and the time available to prepare, 10 to 30 percent of evacuating citizens will use community-provided shelters.
- Washington County and partner voluntary agencies will have adequate trained personnel, including Medical Reserve Corps (MRC) personnel to support operations, as outlined in this annex.
- Adequate facilities, equipment, and other resources will be available, as outlined in this annex.
- Evacuees will primarily arrive via ground transportation, using the major arterials leading into Washington County (I-5, Hwy 6, Hwy 8, Hwy 10, Hwy 99W, Hwy 26, or Hwy 217) or will be air-evacuated into the Hillsboro Airport.
- Early on, the Washington County Joint Information Center (JIC) will provide dedicated personnel to work with established media outlets to communicate where evacuees are to go and how the public can best help.
- Many evacuees will not be able to return to their homes in the near-term and will require longer-term housing.
- Evacuees will actively seek information regarding the impacts of the disaster and assistance resources available to them.
- Some Washington County residents will volunteer in support of the mass reception efforts and/or donate items to the evacuees.
- Many evacuees with minimal vulnerabilities or functional needs and adequate caretakers can be housed in general population shelters.
- Privately managed care and medical facilities outside this plan have the capacity to handle evacuees requiring significant medical assistance.

- Approximately 50% of evacuees will bring pets with them.
- If the precipitating incident involves radiation or chemicals, evacuees will have already gone through screening and decontamination operations prior to arriving at the Reception Center(s) addressed in this plan.
- Reception Center(s) will be open for one week or less.
- This annex is intended as a short-term solution to the mass influx of people coming to the county. See the Shelter, Care, and Temporary Housing Annex for a longer-term solution.
- Some portion of evacuees may have criminal records. A policy-level decision, with input from most of the responsible agencies will need to be made at the time of the event about level of security and whether to perform background checks or other security-related screening for mass shelters.

3 Acronyms and Definitions

3.1 Acronyms

ARC	American Red Cross
DLUT	Department of Land Use and Transportation
EOC	Emergency Operations Center
IC	Incident Commander
ICS	Incident Command System
JIC	Joint Information Center
OCEM	Office of Consolidated Emergency Management
ODOT	Oregon Department of Transportation
PCC	Portland Community College
PIC	Public Inquiry Center
POD	Point of Distribution

3.2 Definitions and Explanations of Terms

Air-Lift: The evacuation of people in the disaster impacted area by aircraft.

Evacuation: Organized, phased, and supervised withdrawal, dispersal, or removal of civilians from dangerous or potentially dangerous areas, and their reception and care in safe areas.

Evacuee Campground: An established campground or designated community park where evacuees wishing to utilize their own camping equipment will be directed.

Additional services provided include feeding, mental health, and basic health support.

Medical Vulnerable Populations Shelters: A vulnerable population shelter designed specifically to care for individuals with chronic and acute health issues which prevent the individuals from being housed in a general population shelter. Hospitals and managed care facilities should be prepared to receive additional people with this type of specialized need.

Reception Center: A large facility that will serve as the initial reception point for evacuees. At the Reception Center(s), evacuees can obtain information on services available within Washington County; receive medical assistance; eat; obtain information regarding sheltering options; inquire about the welfare of relatives also impacted by the disaster; and obtain transportation to congregate care shelters.

Shelter: A large congregate care facility that provides temporary shelter for those displaced by the disaster. Additional services provided include: feeding, mental health, and basic health support.

Vulnerable Populations: People who feel they cannot comfortably or safely access and use the standard resources offered in disaster preparedness, relief and recovery. They include but are not limited to those who are veterans, physically or mentally disabled (blind, deaf, hard-of-hearing, cognitive disorders, mobility limitations), limited or non-English speaking, geographically or culturally isolated, medically or chemically dependent, homeless, frail/elderly, or children.

4 Concept of Operations

4.1 General

This plan is activated following the occurrence of a catastrophic disaster on the West Coast or a major disaster in proximity to Washington County that generates mass evacuations (voluntary or mandatory) from the impacted area. Upon learning of the catastrophic disaster, Washington County Emergency Management staff will quickly estimate the number of potential evacuees who will arrive in Washington County. If the total number of evacuees is forecast to significantly impact county infrastructure and resources, then the county will activate its EOC and execute the catastrophic mass reception system contained within this Catastrophic Mass Reception Annex.

Concurrently, county emergency management will notify all local jurisdictions within Washington County. The county will also simultaneously activate its Shelter, Care, and Temporary Housing Annex for those seeking accommodations in shelters, medical functional needs shelters, or evacuee campgrounds.

4.2 Catastrophic Mass Reception System

To reduce the impact of arriving evacuees on County infrastructure and resources, the EOC will focus on the strategies outlined below.

- Direct evacuees to the Reception Center(s), if available; if no center is available, direct evacuees to shelters and other accommodations.
- Proactively provide information to evacuees regarding services available within Washington County and its municipalities.
- Provide immediate respite services to evacuees.
- Provide information regarding the impacted area and status of relief efforts.

In order to assess, triage, and provide information and critical respite services to the incoming evacuees, the county will secure space and organize one or more large Reception Center(s) as near as reasonably possible to the locations where evacuees are entering the county. The primary focus when identifying sites to host the Reception Center(s) will be on facilities with large interior gathering spaces (such as gymnasiums, meeting halls, and cafeterias) near major arterial roads (see Tab A for criteria and potential enclosed locations). If sufficient indoor space cannot be secured, then large community parks or outdoor athletic facilities with pre-existing amenities to host large numbers of people will be obtained, along with portable structures (see Tab C for criteria and lists of potential open spaces).

If the evacuees are air-lifted to the Hillsboro airport, close coordination will take place with Port of Portland authorities at the Portland-Hillsboro Airport. In that case, every effort will be made to secure the use of the Washington County Fairplex for Reception Center operations.

Both the JIC and the Public Inquiry Center (PIC) will be activated to provide information about the locations of Reception Centers and shelters. A traffic control plan will be coordinated by County Land Use and Transportation that will involve all impacted jurisdictions. This plan will direct evacuees to the Reception Centers. Evacuees utilizing ground transportation will be directed to proceed initially to the Reception Center(s) prior to seeking accommodations. If the JIC and/or PIC become aware that language barriers are a problem in the communication of essential messages, they will adjust and respond accordingly.

A transportation plan will be developed to move evacuees from the Reception Center(s) to designated shelters.

In addition to serving as the initial locale(s) for information, the assigned Public Information Officer (PIO) staff will conduct daily briefings at the Reception Centers regarding the scope and impacts of the disaster, updates on relief efforts, and assistance that is available within Washington County.

Once the expected majority of the evacuees have passed through the Reception Center(s), the EOC will assess the need to either transition the Reception Center(s) into assistance center(s) or demobilize the center(s).

4.3 Reception Center Concept of Operations

4.3.1 Overview

The mission of each Reception Center is to provide a safe and welcoming environment for evacuees seeking critical respite services and information about the disaster, assistance programs, and accommodation options.

Evacuees entering the Reception Center first encounter a waiting area and Welcome Desk. The Welcome Desk staff will be composed of personnel from Washington County and the cities of Beaverton, Hillsboro, and Tigard, as available. The Welcome Desk staff will welcome the evacuees to the Reception Center and provide a quick overview of the services being offered within the Reception Center. These include:

- Bulk Distribution Station: Distribution of toiletries, baby supplies, and other items necessary for cleanliness and comfort. (Lead: ARC)
- Child Care Area: Short-term childcare while parents obtain information and utilize services at the Reception Center. (Lead: Child and Protective Services)
- Companion Pets Resource Desk: Information regarding housing options for pets. This service works in conjunction with the companion animals support area outside of the Reception Center. (Lead: County Animal Services)
- Food Area: Food, beverages, and snacks for both evacuees and staff. (Lead: ARC or Food Unit within Logistics)
- Restrooms and Sanitation: Restroom facilities and sanitation services for both evacuees and staff. (Lead: Logistics Section in County EOC)
- Medical Triage Desk: Assistance to evacuees with first aid as well as assessment of illness and injuries. Referrals will be made to other providers for obtaining further medical care as well as assistance in replacing lost medications or durable medical equipment. The medical triage desk will also serve as the resource for staff and volunteers who are injured or become ill. (Lead: County DHHS)
- Mental Health Support: Licensed counselors available to address emotional needs of evacuees and staff. (Lead: County Mental Health)
- Information Area: The Reception Center will host daily situational updates regarding both the disaster and services available to evacuees within Washington County. In addition, informational postings of services and offers of assistance will be located here. (Lead: PIO)
- Evacuee Internet Usage Area: Computer and internet usage area for evacuees to access e-mail, information regarding the impact of the disaster, and assistance resources. (Lead: Information Technology Services Division)

- Evacuee Phone Bank: An area where evacuees can make phone calls utilizing hard-wired phones. (Lead: Information Technology Services Division)
- Vulnerable Populations Sheltering Desk: Assessment and triage of those with medical conditions (Levels 3, 4, or 5) and/or other functional needs (with assistance as necessary from the Medical Triage Desk). Arrangements will then be made with providers or medical facilities to accommodate those evacuees. (Lead: County Public Health, supported by EMS and DAVS)
- Transportation Desk: Information regarding transportation resources and scheduling available between the Reception Center(s) and congregate care shelter(s). (Lead: County Fleet Services)
- Welcome Desk: The initial station where evacuees can get information regarding services provided within the Reception Center; shelters, commercial lodging, and evacuees’ campgrounds available; and transportation options to shelters. (Lead: OCEM)
- Welfare Information Desk: Evacuees may either notify relatives of their location and welfare or initiate an inquiry regarding the status of relatives who were in the impact zone and whose whereabouts are currently unknown. (Lead: ARC)

4.3.2 Shelter Triage Assessment

The Welcome Desk will encourage the evacuees to obtain housing with family or friends or in commercial facilities. If evacuees desire to meet their needs for shelter through camping, they will be directed to an evacuee campsite. For those who are not moving to another jurisdiction, cannot stay in a commercial lodging facility, do not have friends or relatives to stay with, or are not going to camp, the Welcome Desk staff will conduct a quick assessment, via visible indicators or evacuees’ self-declared information, as to the appropriate shelter environment for the evacuee.

- If the evacuees have no apparent special medical needs, they will be assigned to a shelter and either 1) provided with maps and directions to the shelter; or 2) given instructions explaining where to meet the scheduled ground transportation that will take them to the shelter
- If Reception Desk staff identifies evacuees with special medical needs, those evacuees will be referred to the adjacent Vulnerable Populations Sheltering Desk (with assistance as necessary from the Medical Triage Desk), where they will be triaged and assigned accommodation in the manner outlined below.

Level	Description	Assignment
-------	-------------	------------

Level	Description	Assignment
1	<p>Persons who are independent and capable of self care requiring only minimal support for minor illnesses and injuries.</p> <p><i>Examples: Well, able-bodied; sprains, strains, cuts, abrasions; colds; taking medication for stable acute or chronic conditions such as arthritis; pregnant women up to 40+ weeks who have no complications.</i></p>	Congregate shelter
2	<p>Persons with conditions requiring observation or minor supportive assistance in activities of daily living. Independent, with some family/caretaker support.</p> <p><i>Examples: Requires use of wheelchair or assistive device but can transfer; stable diabetics (insulin or diet controlled); currently stable but on medication for stable cardiac or respiratory conditions; impaired hearing or vision; mental health disorders, hypertension, renal problems</i></p>	Congregate shelter
3	<p>Persons with conditions requiring some level of privacy or separation but not skilled or continuous health care support from facility staff.</p> <p><i>Examples: Persons on chemotherapy or radiation; people with drug-controlled TB; those with moderate Alzheimer's or dementia, those requiring assistance from family member/caretaker in activities of daily living and who are accompanied by that person ; those with portable O2 in use.</i></p>	Congregate shelter if adequate staff and privacy present (separate room or wing in shelter). If not present, designated care facility.
4	<p>Persons requiring frequent or continuous surveillance for potentially life-threatening conditions or requiring bedding or bathroom facilities not available in the shelter.</p> <p><i>Examples: Incontinent persons or those requiring assistance with toileting; those with limited mobility who cannot sleep on a cot or transfer; brittle diabetics or epileptics; ventilator dependent persons; those with severe dementia or psychiatric conditions; kidney dialysis patients; women with complicated pregnancies.</i></p>	Designated care facility for supportive care.
5	<p>Persons requiring skilled care, continuous observation, or special equipment and services usually found in a hospital.</p> <p><i>Examples: Those needing IV feeding or medication; those completely bedfast requiring total care, uncontrolled chronic or acute physical or mental conditions; women in active labor; those with significant injuries, difficulty breathing, or prolonged pain.</i></p>	Emergency room or hospital. Designated care facility of a hospital where swift transfer can occur if needed.

4.3.3 Key Support Operations

In addition to the primary services listed above, the following key support services will be active at the Reception Center(s).

- **Emergent Volunteer Desk:** Triage and direct unsolicited volunteers to the appropriate volunteer intake centers. Assigned volunteers will initially check in at this desk and receive further directions. (Lead: DAVS, supported by county departments with volunteer coordinators e.g. SO and HHS)
- **Communicable Disease Surveillance:** Active surveillance of the Reception Center environment will take place to detect and mitigate the impacts of communicable diseases on the Reception Center population. (Lead: Communicable Disease Program)
- **Environmental Health Surveillance:** Active surveillance of the sanitary conditions in the Reception Center, food preparation activities, supply of drinking water, sanitation, solid waste handling practices, childcare area, and companion animal activities. (Lead: County Environmental Health)
- **Staff Break Area:** A safe area for staff and volunteers to take breaks from their work assignments. (Lead: Logistics)
- **Companion Animal Support Area:** An area located in the corner of a parking lot outside of the Reception Center. It provides a place for pet owners to get food for their pets, have a tracking micro-chip inserted into their dogs or cats, and/or have their pets looked after for a short time while their owners are receiving services within the Reception Center. See Animals in Disaster Annex. (Lead: County Animal Services)

4.4 Organizational Resources – Internal

- **Joint Information Center (JIC):** The Information Officer appointed to the Reception Center will keep JIC staff informed of Reception Center operations and plans. News releases will be distributed through the county PIO listserv and to the media, EOC, Department Operations Centers (DOCs), PIC, Oregon Voluntary Organizations Active in Disaster (ORVOAD), County staff, and others as deemed appropriate.
- **Public Inquiry Center (PIC):** The PIC is activated whenever an emergency generates a significant public demand for quick and accurate information and assistance. The PIC is managed by the EOC Logistics Section and provided releasable information by the JIC. When this plan is activated, additional staff will be added to the PIC to answer the public's questions.

4.5 Partner Agencies and their Role in this Plan

4.5.1 American Red Cross (ARC)

- Provide representatives in the Washington County EOC for Reception Center shelter support requests as part of the Community Services Team.
- Provide initial resources (staff, supplies, locations) for health, mental health, and welfare inquiry services.
- Provide resources and staff for feeding at the Reception Center(s), if resources permit.
- Provide health and mental health services support within the Reception Center(s).
- As needed, coordinate the distribution of bulk first aid, personnel care, and clothing supplies within the Reception Center(s).
- Assign a Bulk Distribution Unit Leader to the Reception Center(s).
- Implement its welfare information system. Assign a Welfare Information Unit Leader to the Reception Center(s).

4.5.2 Cities (Impacted)

- Personnel for both command and general staff positions.
- Facility management.
- Volunteer resource management.
- Logistical support.

4.5.3 Parks and Recreation Districts

- If no fixed facilities are available from public or private sources for Reception Center(s), identify appropriate community parks/athletic facilities as Reception Center sites.
- Assist with logistical support of Reception Center(s) on park properties.

4.5.4 Portland Community College (PCC)

Note: availability of PCC facilities and service support is contingent upon PCC's successful ability to execute its educational mission during an activation of the mass reception plan. If available, potential areas of assistance include:

- Consideration of portions of the PCC Rock Creek Camps as a Reception Center; and
- Assistance with logistical support of Reception Center(s) on PCC properties.

4.5.5 School Districts

Note: availability of school facilities and service support is contingent upon the school districts' ability to execute their educational mission during an activation of the mass reception plan. If facilities are available, potential areas of assistance include:

- Providing appropriately large high schools or middle schools to host a Reception Center(s);
- If no fixed facilities are available from public or private sources for Reception Center(s), identifying appropriate school property(ies) as Reception Center sites;
- Providing large athletic fields or school grounds as mass encampment sites;
- Providing logistical support to mass reception operations;
- Accessing centralized kitchens to produce feeding support to mass reception operations;
- Coordinating with school bus providers to support transportation services; and
- Providing personnel to assist with mass reception operations.

4.5.6 Large Churches

- Consideration in providing appropriately large facilities to host Reception Centers.
- Providing personnel to assist with mass reception operations.

4.5.7 Private Commercial Facilities

- Consideration in providing appropriately large facilities to host Reception Centers.
- Providing personnel to assist with mass reception operations.
- Providing logistical support to mass reception operations.

4.5.8 Amateur Radio Emergency Services/Radio Amateur Civilian Emergency Services

- Providing communications support for the Reception Center(s), county and city EOCs, and shelters

5 Organization and Assignment of Responsibilities

5.1 Task Assignments

5.1.1 County Policy Group

- Monitor developing/ongoing events in coordination with the County EOC.

- Establish policy on County resource support to mass reception efforts.
- Coordinate reception policies with the Board of County Commissioners and the Incident Commander (IC).

5.1.2 County Emergency Operations Center (EOC)

- Coordinate Reception Center facility locations and operations with host cities and participating agencies.
- Identify Reception Center locations. (Logistics Section) (See Tab A)
- Track government costs associated with the operation of Reception Center, shelter and care facilities. (Finance Section)
- Keep the public informed of Reception Center locations and services offered. (PIO Section)
- Coordinate involvement of the military or National Guard in supporting the mass reception operation through the State Emergency Coordination Center. (Operations, Planning, and Logistics Sections)
- Establish and execute a Reception Center traffic control plan in coordination with the Oregon Department of Transportation (ODOT) and affected cities. (Operations, Planning, and Logistics Sections)
- Coordinate with County Public Health, EMS and DAVs, local hospitals, and managed care facilities for sheltering of those medical vulnerable populations falling within the Level 3, 4, and 5 classifications. (Operations, Planning, and Logistics Sections)

5.1.3 County Support Services Department

5.1.3.1 Facilities and Parks Services Division

- Identify and secure facilities for Reception Centers.

5.1.3.2 Information Technology Services Division

- Provide computers, information technology infrastructure, and Internet access to the Reception Center(s).
- Assign a Unit Leader to manage the Evacuee Internet Usage Area.
- Provide additional staff (24/7) for technical support at the Reception Center.
- Set up and monitor bank of phones for client usage.
- Assign a Communications Unit Leader for each Reception Center.

5.1.3.3 Fleet Services

- Coordinate transportation services for evacuees between the Reception Center(s) and shelters.
- Assign a Transportation Unit Leader to each Reception Center.

5.1.4 County Office of Emergency Management

- Activate supplementary plans, as appropriate (Donations Management Annex, Emergent Volunteer Management Annex, etc.).
- Identify leadership for the Welcome Desk in the Reception Center(s).

5.1.5 County Housing Services Department

- Provide sheltering option information and resource support, as appropriate, for the Reception Center(s).

5.1.6 Department of Land Use and Transportation (DLUT)

- Develop traffic plan.
- Support the Sheriff's Office with traffic and access control operations.

5.1.7 Sheriff's Office

- Execute the County EOP's Law Enforcement Annex to address traffic control, security, and other law enforcement duties.
- Coordinate traffic control operations with DLUT, ODOT, and local jurisdictions.
- Provide assistance in the identification of 24 hour security at the Reception Center(s).

5.1.8 Department of Health and Human Services (HHS)**5.1.8.1 Environmental Health**

- Assist the Reception Center(s) in maintaining compliance with county health codes.
- Perform surveillance of the sanitary conditions in the Reception Center, food preparation activities, supply of drinking water, sanitation, solid waste handling practices, childcare area, and companion animal activities.

5.1.8.2 Communicable Disease Program

- Perform communicable disease surveillance at the Reception Center(s) and shelters.

- Provide POD resources including vests and color-coded signage in support of Reception Center operations.

5.1.8.3 Emergency Medical Services Office

- Coordinate emergency medical response support to the Reception Center(s), in cooperation with fire agencies, ambulance service providers, and WCCCA.
- Assign a Medical Triage Desk Unit Leader to each Reception Center.
- Develop a Medical Plan for the Reception Center(s).
- Coordinate with other members of DHHS and the EOC to arrange for sheltering of those medical vulnerable populations falling within the Level 3, 4, and 5 classifications.

5.1.8.4 Mental Health Program

- Assign a Mental Health Unit Leader to each Reception Center.
- Arrange for mental health services at each Reception Center.

5.1.8.5 Animal Services

- Assign a Companion Animal Resources Unit Leader to each Reception Center.
- Coordinate an outside area in a section of a parking lot adjacent to the Reception Center for support and care of companion animals.
- Staff a Companion Animal Resources Desk within the Reception Center.

5.1.8.6 Medical Reserve Corps

- Provide personnel to staff the Medical Triage Desk and Vulnerable Populations Unit.

5.1.8.7 Disability, Aging, and Veterans Services

- Assign a Vulnerable Populations Unit Leader to each Reception Center to oversee triaging of vulnerable populations into appropriate shelter or care facilities.
- Coordinate with appropriate members of DHHS and the EOC to arrange for sheltering of those medical special needs populations falling within the Level 3, 4, and 5 classifications.

6 Direction and Control

The Washington County EOC will oversee the overall mass reception operation.

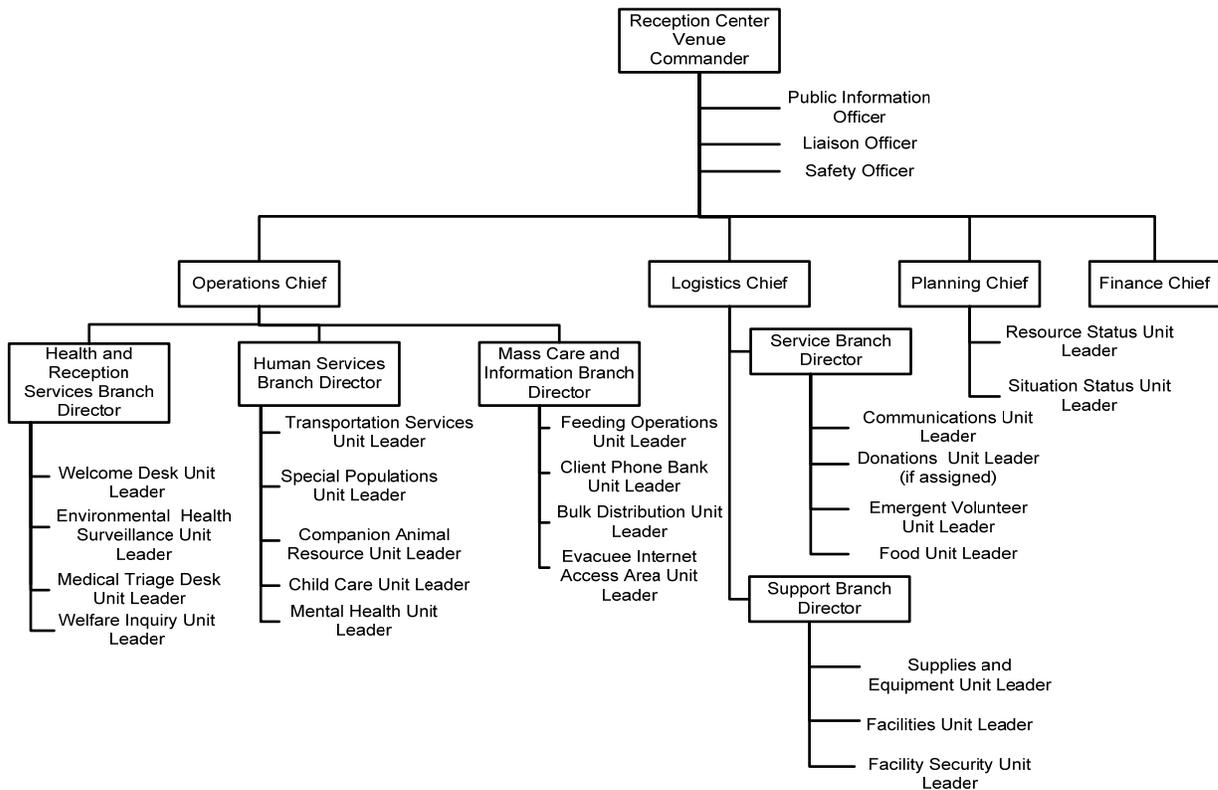
Reception Center Venue Commanders will be responsible for the operation of their individual facilities.

6.1 Reception Center Command and Control

Reception Center Operations will be organized according to the principles of the Incident Command System (ICS). Upon activation of the plan, the County EOC will communicate with each municipality, which will serve as the host for each Reception Center located within the respective municipality. A joint decision will be made to determine who will assign the Reception Center Venue Commander as well as each general and command staff position. The Reception Center Venue Commander will oversee operations at the Reception Center facility. The Reception Center Venue Commander and command and general staff positions will contact the appointing jurisdiction’s EOC and initiate ICS to manage operations.

6.1.1 Reception Center Organizational Structure

- Following is a diagram of the Reception Center Organizational Structure.



6.1.1.1 Command and general staff positions within the Reception Center include:

- Reception Center Venue Commander
- Public Information Officer

- Safety Officer
- Liaison Officer
- Operations Section Chief
- Planning Section Chief
- Logistics Section Chief
- Finance Section Chief

6.1.1.2 Staff Position Responsibilities

- Reception Center Venue Commander
 - Manage overall operations of the Reception Center.
 - Coordinate all staff and volunteer positions.
- Public Information Officer:
 - Coordinate ongoing briefings and supply of information to both staff and evacuees.
 - Establish and maintain single Reception Center contact for media.
- Safety Officer:
 - Monitor and assess unsafe conditions within the Reception Center. Work with the appropriate Fire Marshal, County Environmental Health, and Communicable Disease Program to ensure safe conditions.
- Liaison Officer:
 - Establish contact with the American Red Cross, governmental agencies, nonprofit agencies, and other entities supporting the Reception Center.
 - Monitor interagency contacts for potential problems.
- Operations Section Chief:
 - Appoint Branch Directors.
 - Manage all operations directly applicable to the primary missions.
- Planning Section Chief:
 - Collect, evaluate, disseminate, and utilize information about current Reception Center operations.

- Establish information requirements and reporting schedules for all sections.
- Perform operational planning.
- Logistics Section Chief:
 - Provide facilities, services and materials in support of Reception Center operations.
 - Oversee physical set-up and demobilization of Reception Center.
 - Prepare venue communications plan.
 - Set up and test venue telephone, radio, Internet, and computer systems.
 - Establish ordering procedures.
 - Oversee sanitation, maintenance, lighting, and clean-up.
 - Serve as the liaison to the facility management.
- Finance Section Chief:
 - Maintain records of expenses incurred within the Reception Center.

7 Administration and Logistics

7.1 Administration

- Records
 - The ARC will maintain records of all expenses incurred for their mass care activities. The EOC Command and General Staff will ensure that adequate records of local government expenses are maintained.
 - The Reception Center Finance Section Chief will maintain records of expenses incurred within the Reception Center.
 - The ARC will maintain all welfare information registration records.

7.2 Logistics

- Staffing: This annex describes a basic structure of reception operation supervisory staff that would work out of the Reception Center itself. This staffing level is a starting point and will require additional assignment of non-supervisory staff to the Reception Center. An event of significant scope and impact will require the Policy Group to consider reassigning county staff to needed Reception Center positions.
- Facilities and Equipment: All requests for resources, including facilities and equipment, are supported by EOC Logistics. See Tabs A and C for criteria

and possible locations for enclosed and open Reception Center sites. See Tab B for lists of supplies needed to support the Reception Center(s).

Note: The County Health and Human Services Communicable Disease Program has POD resources, including vests and color-coded signage, which can be made available to support Reception Center operations.

- **Resources:** Plans and other resources in support of mass reception are published separately from this annex and include:
 - Public Inquiry Center (PIC) Resource Manual managed by County Emergency Management;
 - Emergency Public Information Annex to the County EOP and
 - Shelter, Care and Temporary Housing Annex to the County EOP.

8 Annex Development and Maintenance

- The Washington County Emergency Management Office and the Housing Services Department are responsible for developing and maintaining this annex. Development and coordination will include interfacing with support agencies and volunteer groups.
- This annex will be reviewed by all who have an identified role every five years. Changes will be made, and the updated annex will be distributed, per established procedures.
- Copies of the most current Catastrophic Mass Reception Annex will be available on the OCEM Website, stored in the EOCs, and distributed to staff members with identified roles.
- Individuals, departments, agencies, and voluntary organizations assigned responsibilities in this annex are responsible for developing and maintaining appropriate procedures to carry out those responsibilities.

9 References

- Washington County Basic Plan (component of the EOP)
- City of Portland Evacuation Annex (2007)
- International Association of Assembly Managers Mega-Shelter Guide
- National Response Framework (2008)

10 Tabs

- Tab A - Enclosed Reception Center Facilities
- Tab B - Reception Center Resource Need Guidelines

- Tab C - Open Spaces

This page left blank intentionally

Tab A – Enclosed Reception Center Facilities

Location Criteria: Located near a main arterial (highway)

Desired Physical Attributes

Size of facility: minimum 7,500 square feet

- Climate control, if possible
- Adequate lighting
- Safe water supply
- Separate evacuee and staff toilet facilities, if possible
- Accessible to people with disabilities
- Restrooms (Best case 1 toilet for every 40 persons)
- Internet service with the capacity to add additional service
- Phone service with the capacity to add additional phone lines

In addition to desk space for each station/area within the Reception Center, set-up the following areas:

- Client waiting area with seating and a play/child care area for children;
- Health Triage Area;
- Information Briefing Area;
- Mental Health counseling area (200 square feet);
- Venue Command Area;
- A secure area in which to provide evacuee snacks as well as to distribute cleanup kits, comfort kits, and other in-kind items;
- Food preparation service and serving; the area should be no less than 2,000 square feet, depending on the evacuee population;
- Private area for mothers with infants;
- Storage area for supplies; and
- Worker break areas.

Outside of the facility designate the following areas:

- Companion pet support area (at least a 100- x 100-foot space in a corner of the parking lot);
- Smoking area;
- Evacuee parking; and
- Staff parking.

The following facilities meet the above criteria:**Beaverton:**

Howard M. Terpenning (HMT) Recreation Complex
50 NW 158th Ave.
Beaverton, OR 97006-4105
503-629-6330

Beaverton High School
13000 SW Second St.
Beaverton, OR 97005
www.beaverton.k12.or.us

Conestoga Middle School
12250 SW Conestoga Dr.
Beaverton, OR 97008
503-524-1345

Five Oaks Middle School
1600 NW 173rd Ave.
Beaverton, OR 97006 (503) 533-1890

Meadow Park Middle School
14100 SW Downing St.
Beaverton, OR 97006 (503) 672-3660

Mountain View Middle School
17500 SW Farmington Rd.
Beaverton, OR 97007 (503) 259-3890

Whitford Middle School
7935 SW Scholls Ferry Rd.
Beaverton, OR 97008

Southridge High School
9625 SW 125th
Beaverton, OR 97008
503-259-5400
<http://www.beaverton.k12.or.us/southridge/>

Eastern Washington County:

Cedar Park Middle School
11100 SW Park Way Portland, OR 97225
503-672-3620

Sunset High School
13840 NW Cornell Rd.
Portland, OR 97229
503-259-5050
www.beaverton.k12.or.us/sunset

Westview High School
4200 NW 185th St.
Portland, OR 97229
503-259-5218
www.beavton.k12.or.us/westview/
Public Safety Office: Phone: 503-591-1911

Portland Community College
Rock Creek Campus
17705 NW Springville Rd.
Portland, OR 97229

Forest Grove:

Pacific University
Pacific Athletic Center
2043 College Way
Forest Grove, Oregon 97116

Tom McCall Upper Elementary School
(East) 1341 Pacific Ave.,
Forest Grove 97116
(West) 1255 Pacific Ave
Forest Grove 97116

Neil Armstrong Middle School
1777 Mountain View Lane,
Forest Grove 97116
503-359-2506

Forest Grove High School
1401 Nichols Lane,
Forest Grove 97116
503-359-2432

Hillsboro:

Century High School
www.beaverton.k12.or.us
2000 SW Century Dr.
Hillsboro, OR 97123
503-703-5399

Glencoe High School
2700 NW Glencoe Road
Hillsboro, OR 97124-1518
503-844-1900
<http://www.hsd.k12.or.us/glencoe>

Washington County Fair Complex
873 NE 34th Avenue
Hillsboro, OR 97124
503-648-1416

Note: Due to the size of existing activity halls at the Fair Complex, multiple activity halls must be utilized to address the fixed facility requirements in the plan.

Tigard:

Tigard High School
9000 SW Durham Road
Tigard, Oregon 97224
503-431-5400
<http://www.ttsd.k12.or.us/schools/tigard-high/>
District Office: 503-431-4000

Note: Has limited internet capability

Fowler Middle School
10865 SW Walnut Street
Tigard, Oregon 97223
503-431-5000

Note: Has limited internet capability

Twality Middle School
14650 SW 97th Avenue
Tigard, Oregon 97224
503-431-5200

Note: Has limited internet capability

Tualatin:

Tualatin High School
22300 SW Boones Ferry Road
Tualatin, Oregon 97062
503-431-5600
<http://tuhs.ttsd.k12.or.us/tuhswebsite/>
District Office: 503-431-4000

Hazelbrook Middle School
11300 SW Hazelbrook Road
Tualatin, Oregon 97062
503-431-5100

This page left blank intentionally

Tab B – Reception Center Resource Need Guidelines

The material resources needed to support each Reception Center are listed below.

- Rectangular Folding Tables: 70
- Folding Chairs: 250
- Office Supplies
- Computers:
 - Staff: 25
 - Evacuee Internet Area: 25
 - Hardware and software to support computer operations
- Telephones:
 - Evacuee Telephone Area: 25 phones
- Partitions: 30
- Copier: 1
- Fax: 1
- Signage for the following stations:
 - Welcome Desk
 - First Aid
 - Information
 - Reception Center Command
 - Companion Animals
 - Food
 - Welfare Inquiry
 - Vulnerable Populations Assistance
 - Transportation
 - Communicable Disease Surveillance
 - Environmental Health
 - Child Care

- Evacuee Internet Usage
- Evacuee Phone Usage

Tab C – Open Spaces

If no enclosed facilities are available from public or private sources for Reception Center(s), identify appropriate community parks/athletic facilities as Reception Center sites.

Location Criteria:

- Near major arterial
- Designated as a community park/athletic facility with amenities to support large numbers of people including:
 - Bathrooms;
 - Potable Water;
 - Large parking lot; and
 - Large flat areas (minimum 10,000 square feet) that can accommodate free-standing portable shelters.

Examples of properties which meet the above criteria include:

- Conestoga Rec & Aquatic Center (9985 SW 125th Avenue, Beaverton, OR)
- Cook Park (17005 SW 92nd Avenue, Tigard)
- Tualatin Hills Park and Recreation District Athletic Complex grounds (15707 SW Walker Road, Beaverton, OR 97006, 503-645-6433)
- Gordon Faber Recreation Complex (includes the Hillsboro Stadium) (4450 NW 229th Avenue Hillsboro, OR 97124, 503-615-6536)
- Hare Field (1151 NE Grant Street, Hillsboro, Oregon, 97124)
- PCC Rock Creek Campus and adjacent PCC Rock Creek Park (17705 NW Springville Rd., Portland OR)
- Somerset West Park (18300 NW Park View, Beaverton, OR)
- Fairgrounds Sports Complex (490 NE 28th Ave, NE 28th and Grant St Hillsboro, OR 97124, 503-615-6536 (next to the Washington County Fairgrounds)
- Any of the school grounds listed in Tab A.

This page left blank intentionally