



**Maine Mass Care Update
Prepared by Bill Guindon,
MEMA Mass Care Coordinator
October 2022**

MEMA Mass Care Sheltering Courses available upon request

The MEMA Mass Care Sheltering Course in-person or virtual deliveries are available on request. The 1-hour course is targeted at providing local, county, and tribal Emergency Management Agencies to enhance local Sheltering capacity in a Natural or Human-caused Disaster. Those interested in hosting or attending the course are encouraged to reach-out to me at william.guindon@maine.gov or 207-458-2867.

Shelter Identification and Survey Classes

Like many, I travel the same path to the office regularly. As the fall weather began to change vegetation, things I had not noticed previously caught my attention. In our efforts to identify Disaster Shelter locations, there are times when it is easy to miss the changes in facilities. A building that may have been a good Shelter location may not be at this time. Remodeling, changes in use, ownership, or lack of ADA Compliance may require an occasional environmental scan to assess a facility's viability for Disaster Sheltering. In collaboration with Cumberland County EMA, MEMA Mass Care is developing a virtual Shelter Identification and Survey Class. This class will be offered virtually at no cost in early 2023. Be on the lookout for more details later!

Shelter Handbook

The MEMA Mass Care Sheltering Handbook for Local, County, and Tribal Emergency Management Agencies has been prepared for distribution. The Shelter Handbook, September 2022 edition, is a tool to provide Local, County, and Tribal Emergency Management Agency Staff and Volunteers with forms that may be needed when opening a Congregate Shelter due to a Natural or Human-Caused Disaster. The Handbook template and documents provide the framework to assist Agencies and Organizations in set-up and operating a Shelter consistent with Mass Care Sheltering Best Practices. Each Segment includes a Cover Page. The use of the documents will allow for a smooth transition in the event the American Red Cross or other organizations assume management and operations of a Congregate Shelter. Be on the lookout for an email for the Shelter Handbook around the 1st of October.



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Strategic Staging of MEMA Shelter Trailers

MEMA Operations and Mass Care are in the process of staging MEMA Shelter Trailers strategically in the state. The initiative intends to provide a Shelter Trailer resource within 1 hour drive time of most populated areas of the state. MEMA will stage the Shelter Trailer north of Bangor with 100 Cots and Blankets and a Shelter Kit. The trailer placement will provide an opportunity to enhance much-needed Sheltering resources for Penobscot, Aroostook, Washington, and Hancock Counties. Plans are to prepare additional Shelter Trailers staged and equipped in the Augusta area to be within 1-hour drive-time to many other counties in the state.

Be on the lookout for information on how to request the Shelter Trailer in a Natural or Human-caused Disaster once it is available for deployment.

Mass Care Definitions

Many may agree that the number of acronyms in emergency management continues to increase. In a world where everything is often abbreviated is easy to get confused about what a few letters mean. Mass Care is no stranger to using acronyms to identify a task or location. The following Mass Care terms are provided for your reference to help eliminate confusion:

Cooling Center

A facility that has been opened for short term operations due to extreme heat conditions. They are typically operated at Town Halls, Libraries, Recreation Centers, and Churches during normal business hours.

Warming Center

A facility that has been opened for short term operations due to a specific emergency or event. They are normally opened when temperatures or a combination of precipitation, wind chill, wind and temperatures have or may become dangerous. Their paramount purpose is the prevention of death and injury related to exposure to the elements. Warming centers can help stranded motorists, or residents that have lost critical services.

Evacuation Center (TEP)

Evacuation centers provide temporary shelter for persons displaced from their homes following a disaster. The term Temporary Evacuation Point is often used to stage individuals out of harm's way until Shelters can be set-up. These facilities vary by location and by the extent of damage to the area. Evacuation Centers are not typically equipped for overnight Sheltering.

Non-Congregate Shelter

Non-congregate shelter is the term used for emergency shelters that provide accommodations in a way that provides private space for guests. Non-congregate shelter is generally provided via motel rooms, College and University Dorms, and Camps.



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Congregate Shelter

A Congregate Shelter (aka Emergency or Disaster shelter) is a place for people to live temporarily when they cannot live in their current residence. The main difference between a warming center and emergency shelter is that an emergency shelter typically specializes in people fleeing a specific type of situation, such as natural or man-made disasters. Another difference from a warming center is that people staying in emergency shelters are provided places to sleep and/or eat for an extended period. If the shelter is run by the Red Cross facilities are ADA compliant and non-acute medical care and disaster mental health services are available.

Family Assistance Center (FAC)

1. In the aftermath of a mass fatality, an essential component of the care and management of the dead is the expeditious establishment of a FAC.
2. The establishment of a FAC is necessary to facilitate the exchange of information and to address the families' needs.
3. It is recognized that in some events (i.e., highly infectious diseases such as pandemic influenza) the establishment of a FAC may not be feasible requiring alternative measures to perform the functions discussed below.
4. The traditional FAC is a secure facility established as a centralized location to provide and receive information about missing persons who may be victims of the disaster. It also may provide for:
 - A gathering point where information is exchanged to facilitate the body identification process and the reunification of next of kin.
 - A location for the collection of DNA.
 - A place where spiritual and emotional support should be provided for those awaiting information about their loved ones.
 - Also, given the circumstances, additional supportive services such as housing information/referral, insurance, psychological first aid, and legal assistance may be provided.
5. The Chief Medical Examiner will be responsible for the establishment of the FAC. If a FAC is required, OCME will notify and coordinate with Maine CDC and MEMA.
6. In the event of a transportation incident, the National Transportation Safety Bureau (NTSB) will be the lead agency for investigating the cause of the incident and facilitating support to the victims' families. In an aviation incident, the airline is primarily responsible for family notification of the incident (they may give death notification if it is known all have died, but airlines will not notify the families of positive identification – this is the responsibility of law enforcement) and all aspects of victim and family logistical support. The airline will establish a Joint Family Support Operations Center (JFSOC) — (FAC) to coordinate providing support to the families. The OCME with the NTSB will collect ante mortem data and provide the families updates on morgue operations and decedent identification. MEMA and/or Maine CDC will provide a liaison to the JFSOC to facilitate information sharing, coordination of requested resources to support the operation and coordination with the SEOC and the



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on-scene command. In some instances, Maine CDC may be requested to/or it may become necessary for the Maine CDC to provide services/support within the JFSOC, such as disaster behavioral health services.

Source: MEMA ESF# 6 Annex 2/1/18

Multi-Agency Resource Center (MARC)

Multi-Agency Resource Center (MARC) can be an efficient way to deliver services to individuals and families affected by a disaster by bringing together multiple service providers in a single location and providing on-site assistance.

Disaster Recovery Center (DRC)

A Disaster Recovery Center (DRC) is a readily accessible facility or mobile office where applicants may visit for information about FEMA or other disaster assistance programs, or for questions related to your case. The Disaster Recovery Center Locator allows individuals to find the hours, services, and locations of nearby DRCs.

Some of the services that a DRC may provide include:

- Guidance regarding disaster recovery assistance and programs for survivors
- Clarification of any written correspondence received from FEMA
- Housing assistance and rental resource information
- Answers to questions, resolution to problems and referrals to agencies that may provide further assistance
- Status of applications being processed by FEMA
- Small Business Administration (SBA) program information regarding assistance

Warming Center Preparations

As we get ready to change our clocks back an hour and temperatures drop we may begin seeing individuals seeking a warm place to get out of the cold. The number of individuals seeking a warm place during extreme cold has increased during the past couple of years. Our ever changing climate conditions require some proactive planning for extreme heat and cold periods. During the summer of 2022 there were a reported 61 Cooling Centers opened over 2 different periods of extreme heat. Based on current trends during the last couple of years extreme cold conditions may require the opening of Warming Centers.

Here are a few considerations for operating a Warming Center:

Notify your local and county EMA when Warming Centers are opened.



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Monitor Weather Forecasts to determine Warming Center Open hours. Warming Centers open during peak cool periods will provide a source of relief to those unable to stay warm.

Make sure the space has good and reliable heat and ventilation. The space should also be accessible to people with disabilities and people who use mobility devices. Ensure that enough space is available to maintain six feet of physical distance if COVID-19 is a concern between household groups and limit the number of people who access the space accordingly.

Consider basic supplies to help meet the needs of guests who will visit your space:

- Adequate tables and chairs.
- Plenty of bottled water and snacks.
- Signs displaying operating hours, rules, and on-site assistance.
- A power strip so visitors can charge phones or electronic devices.
- Trash cans and extra heavy duty trash bags.
- Hygiene Stations located at separate locations.
- Fans to increase ventilation

Some activities you can offer are coloring, crosswords, books, playing cards and movies. This can help create a feeling of trust and comfort and keep kids happy. If you plan to offer toys that can be shared, be sure to sanitize between each use.

Please remember to notify MEMA when a Cooling or Warming Center or Shelter is opened in your community through the following email:

CenterShelter.OpenNotification@Maine.Gov (Please provide the location, hours, and any facility-specific information.)

The email has been set up to automatically forward to the MEMA Duty Officer, I/A Officer, Mass Care Coordinator, MEMA PIO, and 211 Maine. Upon receiving the notification, the MEMA Mass Care Coordinator will post the location in WebEOC.

MEMA Mass Care has a Cooling and Warming Guidance resource available at no cost upon request. Please contact MEMA Mass Care at william.guindon@maine.gov to receive a word fillable document which can be customized for local needs.

Maine Feeding Partners Update

The Maine Feeding Partners continues to meet Bi-Weekly through Microsoft Teams.

We continue to monitor food security in the state of Maine. The following is a summary of the current situation based on information presented at meetings:



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- The Baby Formula situation has improved by some reports of limited supply in some areas of the state. WIC has been closely monitoring the situation.
- Reports from Food Banks, Food Pantries, and Soup Kitchens indicate increased demand for food. Some media reports have indicated increased demand just under 50 %. Inflation has resulted in many first-time visitors to local non-profit food insecurity programs. Many Food Banks, Food Pantries, and Soup Kitchens who need to purchase foods are facing financial challenges.
- Consumers appear to be more selective in purchasing due to increasing food costs. Increasing transportation costs and labor shortages are leading to higher-than-normal prices for basic food and others household items.
- The TEFAP programs report the food supply is stable.
- The USDA is creating opportunities to enhance local food production through a variety of initiatives. For recent updates go to the following:
<https://www.fns.usda.gov/newsroom>
- There are still reports of shortages on some food items with limited stocked supplies on some store shelves.
- Farmers are reporting that fuel is a big concern as we head into winter as they heat and move everything with diesel or heating fuel. Labor has been an issue for a few years and this year is no different. School aged kids are more in demand as many schools still close for 2-3 weeks for harvest break.

The Maine Feeding Partners Bi-Weekly meetings are open to all individuals, agencies, and organizations (Local, Regional, State, Federal Government, and Non-Government). For a meeting invite, please email me at: william.guindon@maine.gov.

Maine VOAD Update

Maine VOAD Announces the 2022-2023 Training Schedule Open to all Members and Partners

All sessions are delivered virtually at 3:00 p.m. on the 3rd Tuesday of each month through Microsoft Teams. There is no charge for attending sessions.



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Session Topics are as follows:

(Session Topics may be adjusted to accommodate Presenter Availability due to unanticipated schedule changes.)

October 18, 2022-	What is Maine VOAD?
November 15, 2022-	FEMA Voluntary Agency Liaison (VAL)
December 20, 2022-	Maine VOAD Standard Operation Procedures
January 17, 2023-	Continuity of Operations Planning for Community Organizations
February 21, 2023-	211 Maine
March 21, 2023-	Individual Assistance in Disasters
April 18, 2023-	ICS for VOAD
May 16, 2023-	Muck-Out and Cleaning Best Practices in a Disaster
June 20, 2022-	Family Assistance Centers in Disasters
July 18, 2023-	Accessibility and Functional Needs of Disaster Survivors
August 15, 2023-	Emotional and Spiritual Care for VOAD Responders
September 19, 2023-	Multi-Agency Resource Centers

All sessions will be up to 1.5 Hours with additional time for questions and discussions. Please email Maine VOAD Co-Chairs Sam Michaud or Tom Dobson mevoad@nvoad.org or MEMA Mass Care Coordinator Bill Guindon, william.guindon@maine.gov if you have questions.

To access Maine VOAD Training sessions please go to the following:

Microsoft Teams meeting

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 285 368 886 023

Passcode: teGQXu

[Download Teams](#) | [Join on the web](#)

Please feel free to reach out to me if I can be of any assistance to support your Mass Care needs at the following email: william.guindon@maine.gov or by phone 207-458-2867.