

**ANNEX O**

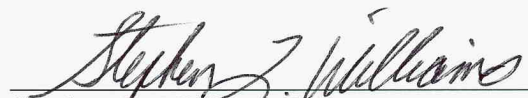
**HUMAN SERVICES**


**CITY OF HOUSTON**

# APPROVAL AND IMPLEMENTATION

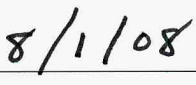
## Annex O

### Human Services

  
\_\_\_\_\_  
Stephen L. Williams, Director  
Houston Department of Health and Human Services

  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Sharon A. Nalls  
Emergency Management Coordinator

  
\_\_\_\_\_  
Date



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**ANNEX O**  
**HUMAN SERVICES**

**I. AUTHORITY**

See City of Houston Basic Plan, Volume I.

**II. PURPOSE**

The purpose of this annex is to establish a plan for providing human services support during emergencies or disasters to persons requiring assistance other than shelter/mass care.

**III. EXPLANATION OF TERMS**

A. Acronyms

ARC	American Red Cross
CCP	Crisis Counseling/Crisis Counseling Program
CISM	Critical Incident Stress Management
CVC	Crime Victims' Compensation
DDC	District Disaster Committee
DHS	Department of Homeland Security
DMHS	Texas Disaster Mental Health Services
DRC	Disaster Recovery Center(s)
DSHS	Texas Department of State Health Services
EOC	Emergency Operations Center
FEMA	Federal Emergency Management Agency
HCDAMTF	Harris County Disaster Animal Management Task Force
HDHHS	Houston Department of Health and Human Services
ICS	Incident Command System
NGO	Nongovernmental Organization
NIMS	National Incident Management System
OAG	Office of the Attorney General
OEM	Houston Office of Emergency Management
PFA	Psychological First Aid
SOP	Standard Operating Procedure

Refer to the City's Basic Plan, Volume I, section 1.3, for additional acronyms used in this annex.

B. Definitions

1. Crime Victims' Compensation. A state program that provides monetary assistance to victims of crime. Assistance may include paying for hospital care, traditional counseling, burial, and/or other appropriate expenses that are incurred as a result of a crime. The Crime Victims' Compensation Division of the Office of the Attorney General (OAG) coordinates this program.

2. Crisis Counseling. A short-term therapeutic intervention process that utilizes established mental health techniques to lessen adverse emotional conditions that can be caused by sudden and/or prolonged stress. Crisis Counseling is designed for “normal individuals who have experienced an abnormal event.” Crisis counseling is not traditional therapy and is often delivered within the victim’s home environment. Crisis counseling is normally set up for victims and secondary responders who have been involved in an incident, while Critical Incident Stress Management (CISM) is designed for first responders.
3. Crisis Counseling Program. These are short and long term programs funded by FEMA and the Center for Mental Health Services. The programs utilize traditional and non-traditional mental health practices in the disaster-impacted area. The Texas Disaster Mental Health Services (DMHS) coordinates these programs through the local mental health authority. Additional information at: <http://www.dshs.state.tx.us/comprep/dmh/default.shtm>.
4. Critical Incident Stress Management. CISM is a comprehensive, integrated, and multi-component crisis intervention system for the reduction and control of the harmful effects of stress. This process is primarily intended and usually designed for first responders such as law enforcement, fire, and EMS personnel. CISM is normally conducted by peers with guidance and oversight by mental health professionals. Texas Department of State Health Services (DSHS) is responsible for coordination of the Texas CISM Network.
5. Disaster Mental Health Services. Disaster mental health services include crisis counseling, CISM, and victims’ services. This includes assessing short and long-term mental health needs, assessing the need for additional mental health services, tracking on-going support needs, providing disaster mental health training programs, and identifying disaster worker stress issues and needs. It is the responsibility of DMHS to coordinate this assessment for state and/or federal emergencies. Additional information at: <http://www.dshs.state.tx.us/comprep/dmh/default.shtm>.
6. Disaster Recovery Center (DRC). A location established in a disaster area that houses federal, state, and local agencies that deal directly with the needs of the individual victim. In general, DRCs are established only after a major disaster or emergency declaration by the President.
7. Psychological First Aid (PFA). An evidence-informed modular approach to help children, adolescents, adults, and families in the immediate aftermath of disaster and terrorism. PFA is designed to reduce the initial distress caused by traumatic events and to foster short and long-term adaptive functioning and coping. Principles and techniques of PFA meet four basic standards. They are: (1) consistent with research evidence on risk and resilience following trauma, (2) applicable and practical in field settings, (3) appropriate for developmental levels across the lifespan, and

(4) culturally informed and delivered in a flexible manner. PFA does not assume that all survivors will develop severe mental health problems or long-term difficulties in recovery. Instead, it is based on an understanding that disaster survivors and others affected by such events will experience a broad range of early reactions (for example, physical, psychological, behavioral, spiritual). Some of these reactions will cause enough distress to interfere with adaptive coping, and recovery may be helped by support from compassionate and caring disaster responders. Additional information at: <http://www.dshs.state.tx.us/comprep/dmh/pfa.shtm>.

8. Special Needs Individuals/Groups. Include the elderly, medically fragile, mentally and/or physically challenged or disabled, and developmentally delayed. These individuals may need specially trained health care providers to care for them, special facilities equipped to care for their needs, and specialized vehicles and equipment for transport in order to meet their daily needs and maintain their health and safety during incidents.
9. Texas CISM Network. The Texas CISM Network was established to assist emergency service personnel who have experienced a critical incident. These teams are composed of peers, clergy, and mental health professionals, all of whom are volunteers. Teams are available on a 24-hour basis and individual teams respond on the basis of availability. DSHS, through the Network, provides a clearinghouse for information. Through its statewide hotline telephone number (512-458-7473), DSHS receives and screens requests for debriefings. CISM Teams may also be contacted directly. More information on the Texas CISM Network and a list of the CISM Teams are available at <http://www.dshs.state.tx.us/comprep/cism/teams.shtm>.

#### **IV. SITUATION & ASSUMPTIONS**

##### **A. Situation**

1. As outlined in City of Houston Basic Plan, the City of Houston is vulnerable to a number of hazards. These hazards could result in the evacuation, destruction of or damage to homes and businesses, loss of personal property, disruption of food distribution and utility services, and other situations that adversely affect the daily life of our citizens.

##### **B. Assumptions**

1. There will be instances where the complete shelter/mass care operation will not be implemented. However, people who would not normally be clients of local and state human service agencies will require some form of public assistance under emergency conditions.
2. Volunteer and nongovernmental organizations (NGOs) that normally respond to emergency and disaster situations, such as the American Red Cross (ARC) and Salvation Army (SA), will do so.

3. Houses of worship and faith-based organizations are a vital community resource and will function as support organizations to provide assistance to disaster victims.

## **V. CONCEPT OF OPERATIONS**

### **A. General**

1. The Mayor has the overall responsibility for ensuring the welfare of City of Houston residents.
2. In cooperation with available volunteer disaster assistance organizations, the City of Houston will ensure that basic human services are provided during emergencies and/or disasters.
3. Volunteer disaster assistance organizations, such as the ARC, other private disaster assistance organizations, and faith-based organizations will be called upon to provide support for disaster victims.

### **B. Mental Health Services**

1. Houston Department of Health and Human Services (HDHHS) will ensure that crisis mental health resources are provided in the event of an emergency. Crisis mental health services will be made available to first responders (HPD, HFD, and EMS), emergency management personnel (Office of Emergency Management [OEM] ), HDHHS emergency management response staff, and all City of Houston employees and volunteers functioning in an emergency response capacity), and the citizens of the City of Houston.
  - a. First Responders – HPD, HFD, and EMS currently have in place resources and processes designed to deliver crisis and emergency mental health support to their first responders.
  - b. Disaster Worker – Critical Incident Stress Management training and resources will be made available to all City employees and volunteers serving as Disaster Workers. Should additional resources be required during a disaster, those resources should be requested through the HDHHS.
  - c. Citizens – Crisis mental health services will be provided to those impacted by a disaster through a network of crisis mental health volunteers coordinated by the HDHHS. These volunteers will be made up of mental health professionals, chaplains, and other volunteers trained and certified in crisis mental health techniques.
2. Psychological First Aid

In the immediate aftermath of a disaster, the City of Houston will make available psychological first aid (PFA) to those impacted by a disaster if needed. PFA will help restore those impacted by the disaster to normal

functioning in the short-term, and connect them with long-term mental health and spiritual care providers if necessary.

HDHHS will manage the City of Houston's PFA services to conform to all State of Texas mandates and requirements, and will coordinate with Harris County mental health services efforts. HDHHS will collaborate with mental health and spiritual care providers, volunteer organizations, and community based organizations, such as, but not limited to, the Houston Disaster Mental Health Crisis Response Team, to ensure appropriate mental health response by recruiting, training, and organizing PFA responders before a disaster occurs.

All services will be sensitive to the specific needs of communities affected by the disaster, and will account for cultural predispositions, traditions, values, and backgrounds in administering any mental health and spiritual care.

3. Crisis Counseling

a. If existing local resources are inadequate to meet the need for disaster mental health services, the DMHS, through the appropriate Mental Health Authority, can provide disaster victims with emergency counseling services.

b. In addition to local and state mental health providers, some volunteer organizations active in disasters can provide crisis counseling to disaster victims. For a description of the services that can be provided by various organizations, see Appendix 1.

4. Mental Health Support for Emergency Responders

The Texas CISM Network was established to assist emergency service personnel who have experienced critical incidents such as line of duty deaths, mass casualties, multiple fatalities, and local disasters. CISM teams are available upon request from the City of Houston OEM on a 24-hour basis, regardless of whether a state or federal disaster has been declared.

5. Requesting State Disaster Mental Health Services

Local government requests for state crisis counseling, CISM, and victims' services assistance should be made by the Emergency Management Coordinator or designee to the DDC Chairperson in District 2A.

## C. Human Services

1. Unique demands will be placed upon the delivery of human services to include counseling, emergency assistance, and the coordination of the appropriate level of care of special needs groups. As a consequence, the clientele groups of both local and state human service organizations will increase.

### 2. Emergency Assistance

Some incidents will occur that will not entail mass care assistance; however, a limited amount of emergency food and clothing will be needed and provided by organizations such as the ARC.

### 3. Special Needs Groups

Disaster victims and special medical needs groups may require assistance to meet their necessary expenses and serious needs (i.e., food, clothing, housing, medical, and financial). Designated divisions within the HDHHS will work with their contractors and other community human services agencies to assist the elderly and special needs groups with human service needs.

### 4. Disaster Recovery Centers (DRC)

Upon a Presidential Disaster Declaration, DRCs will be established. A Disaster Recovery Center (DRC) is a readily accessible facility or mobile office where applicants may go for information about FEMA or other disaster assistance programs, or for questions related to an individual's case. Some of the services that a DRC may provide include:

- Guidance regarding disaster recovery
- Clarification of any written correspondence received
- 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
- SBA program information if there is a SBA Representative at the Disaster Recovery Center site

Additional information at:

<http://www.fema.gov/assistance/opensdrcs.shtm>.

## D. Emergency Water Supplies

Water is essential to maintain life and preserve public health. If water supply systems are disrupted in a disaster, timely provision must be made to provide water to local residents whose normal supply has been disrupted. Appendix 4 to this annex outlines a number of options for providing emergency water supplies.

#### E. Emergency Food

In the aftermath of a disaster, local residents may be unable to obtain food from normal sources, preserve perishable food, or prepare meals due to damage to their homes and food stores or to the loss of electrical or gas service. Food distribution to disaster victims may be coordinated in a variety of ways, depending on the situation in the local area. Among the options are:

1. Mass feeding at fixed sites, using operable kitchen facilities at schools, community centers, houses of worship, and other community facilities.
2. Mass feeding at fixed sites using transportable kitchens operated by volunteer groups.
3. Distribution of prepared food using mobile canteens operated by volunteer groups.
4. Distribution of foodstuffs obtained from food banks that can be used by disaster victims to prepare meals.
5. Distribution of restaurant or grocery store vouchers.

The ARC, SA, and other volunteer organizations listed in Appendix 1 may be enlisted to provide many of these services.

#### F. Household Pets and Service Animals

The Harris County Disaster Animal Management Task Force (HCDAMTF) will coordinate interagency communication, communication with the public, animal evacuation and sheltering, veterinary public health, and veterinary medical care, which will be undertaken before, during, and after a disaster as defined in the *Animals in Disaster Response Plan*. The HCDAMTF will be responsible for maintaining the *Animals in Disaster Response Plan*. The plan will be integrated into existing jurisdictional disaster response plans maintained by the Harris County Office of Homeland Security and Emergency Management (HCOHS&EM) and the City of Houston OEM, which provide the standard operating procedures for those jurisdictions for the evacuation, care, and control of animals during a large-scale disaster. The HCDAMTF is comprised of members of the following agencies:

- City of Houston Department of Health and Human Services, Bureau of Animal Regulation and Care (HDHHS/BARC)
- City of Houston Office of Emergency Management (OEM)
- City of Houston Zoological Gardens
- Harris County Public Health and Environmental Services, Veterinary Public Health Division (HCPHES/VPH)
- Harris County Office of Homeland Security and Emergency Management (HCOHS&EM)
- Harris County Sheriff's Department/Livestock Division
- Harris County Veterinary Medical Association
- Houston Society for the Prevention of Cruelty to Animals (SPCA)
- Texas Agricultural Extension Service, Harris County Office
- Texas Animal Health Commission

## G. Other Needs of Disaster Victims

1. Where incidents result in federal emergency or major disaster declarations by the President, victims may be eligible for specific human services programs as part of the recovery process.
2. Volunteer organizations active in disasters may be able to assist in meeting a number of the needs of disaster victims, including:
  - a. Basic clothing
  - b. Basic furnishings and household goods
  - c. Job-related tools
  - d. Transportation
  - e. Home clean-up and debris removal
  - f. Home repairs

See Appendix 1 to this annex for a list of volunteer organizations active in disasters that operate in many areas of the state and the services they may be able to provide during or in the aftermath of a disaster.

## H. Phases of Emergency Management

1. Mitigation/Prevention

Identify population groups who may require special assistance during a disaster (i.e., senior citizens, disabled, etc.).
2. Preparedness
  - a. Identify volunteer groups that can provide emergency food and clothing in the aftermath of a disaster and other sources of emergency food and clothing.
  - b. Identify organizations or groups that can provide disaster mental health services and victims' relief services during and in the aftermath of a disaster.
  - c. Identify and train human services representatives who will staff the HDHHS Department Operations Center (DOC) and the OEM Emergency Operations Center (EOC).
  - d. Conduct disaster planning with human services agencies and organized volunteer groups active in disasters; develop appropriate SOPs and SOGs, and execute agreements where appropriate.
  - e. Determine tentative incident assignments for available personnel and volunteers.
  - f. Encourage volunteer groups active in disasters to participate in disaster exercises.
  - g. Review and update this annex and related SOPs and SOGs.

3. Response
  - a. Coordinate food and clothing distribution to disaster victims as needed.
  - b. Register evacuees and victims or assist volunteer groups in performing this task.
  - c. Provide contact information to victims who need human services assistance.
  - d. Provide human services staff support for the HDHHS DOC and the OEM EOC.
4. Recovery
  - a. Assess needs of victims and coordinate assistance, including, but not limited to, temporary housing, food, clothing, clean-up services, minor home repairs, and other support.
  - b. Assess the need for disaster mental health services for emergency responders and disaster victims. Coordinate and arrange for such support if required.
  - c. Provide human services personnel to staff the DRC if a DRC is activated.

I. National Incident Management System (NIMS)

The National Incident Management System (NIMS) will be used to manage and efficiently mitigate any such incident by integrating a combination of facilities, equipment, personnel, procedures, and communications into a common organizational structure. NIMS is used to organize both near-term and long-term field level operations for a broad spectrum of emergencies, from small to complex incidents, both natural and manmade. Description of the implementation is located within the Basic Emergency Management, Annex I – Public Information, Annex M – Resource Management, and Annex N – Directions. Departmental policies and procedures are developed based on these principles.

**VI. ORGANIZATION & ASSIGNMENT OF RESPONSIBILITIES**

A. Organization

The ultimate responsibility for the welfare of disaster victims rests with the Mayor. The Director of the HDHHS or his/her designee will serve as the City’s Human Services Officer. Services will be provided through the coordinated efforts of staff members from HDHHS and other City departments, volunteer organizations, and various support groups via mutual-aid agreements using the Incident Command System (ICS).

B. Task Assignments

1. Director, Houston Department of Health and Human Services

- a. Develop human service plan to respond to a disaster
- b. Inform the public on access to human services
- 2. Human Services Officer
  - a. Coordinate with other appropriate agencies the availability of buildings where emergency operations can be conducted
  - b. Ensure coordination of social services
- 3. Mental Health Authority
  - a. Provide crisis counseling for disaster victims/workers
- 4. Office of Emergency Management
  - a. Coordinate public transportation of special medical needs groups in level of care categories 0-4 during disaster operations with METRO and the Catastrophic Medical Operations Center (CMOC) within the affected area
- 5. American Red Cross (through agreement)
  - a. Provide emergency clothing
  - b. Provide emergency food
  - c. Process inquiries from concerned families outside the disaster area
- 6. Salvation Army (through agreement)
  - a. Collect and distribute food, clothing, and other supplies
  - b. Perform counseling and morale building services
  - c. Provide specialized skills, such as interpreters and social workers
- 7. Agencies such as the Houston-Harris County Area Agency on Aging (AAA) or United Way provide listings of seniors or special needs populations that may require special assistance

## **VII. DIRECTION AND CONTROL**

All activities will be coordinated through the Human Services Officer or his/her designee located in the EOC.

## **VIII. READINESS LEVELS**

- A. Refer to Basic Plan, Section 3.2.2 for Readiness Levels **Green** and **Blue** (Level IV). Parts B-D below are specific to this annex and in addition to actions/activities for the identified readiness levels defined in the Basic Plan.
- B. **Yellow** (Level III) – Increased Readiness
  - 1. Review plans and procedures.
  - 2. Meet with local human service agencies to determine possible human services requirements based on the threat and assess resources on hand.

3. Determine the availability of human services personnel and equipment for emergency duty.
- C. **Orange** (Level II) – High Readiness
1. Alert and brief human services personnel for possible emergency operations.
  2. Identify personnel that will staff the DOC and EOC.
  3. Identify and alert external resource sources.
- D. **Red** (Level I) – Maximum Readiness
4. Put human services staff on call.
  5. Consider precautionary staging of personnel, equipment, and supplies.
  6. Provide trained staff to the DOC and EOC if it is activated.

## **IX. ADMINISTRATION AND SUPPORT**

### A. Records Maintenance

All records generated during an incident will be NIMS compliant and will be collected and filed in an orderly manner so a record of events is preserved for use in determining response costs, settling claims, and updating emergency plans and procedures.

### B. Preservation of Records

Vital human services records need to be protected from the effects of a disaster to the maximum extent possible. Should records be damaged during an incident, professional assistance to preserve and restore affected records will be obtained as soon as possible.

### C. Training & Exercises

1. Human services personnel that participate in DOC and EOC operations will receive training on the operation of the facilities.
2. Volunteer organizations and groups that provide human services support during disasters will be invited and encouraged to participate in disaster drills and exercises where appropriate.

### D. State and Federal Assistance

Refer to the City's Basic Plan, Volume I, sections 3.8.3 - 3.8.5.

## **X. ANNEX DEVELOPMENT & MAINTENANCE**

The Director of the HDHHS is responsible for the initial annex development, distribution, periodic review and revision, and development of appendices. Each service provider with emergency assignments is responsible for developing and maintaining provider-specific appendices, SOPs and SOGs, for assigning personnel and equipment, and for providing training necessary to carry out emergency functions. This annex shall be reviewed annually and revised as per section 1.4.4 of the City of Houston Basic Plan, Volume I.

**XI. REFERENCES**

- A. ARC/FEMA brochure: *Food and Water in an Emergency*, <http://www.redcross.org/images/pdfs/preparedness/A5055.pdf>.
- B. ARC website: *Water Storage Before Disaster Strikes*. <http://www.redcross.org/services/disaster/beprepared/water.html>.
- C. ARC Fact Sheet: *Post Disaster Water Treatment*, [http://www.redcross.org/static/file\\_cont286\\_lang0\\_134.pdf](http://www.redcross.org/static/file_cont286_lang0_134.pdf).
- D. FEMA website, Guidelines for Managing Food Supplies, <http://www.fema.gov/plan/prepare/food.shtm>.  
  
FEMA website, Guidelines for Managing Water Supplies, <http://www.fema.gov/plan/prepare/food.shtm>.
- E. TX CISM Network web site: <http://www.dshs.state.tx.us/comprep/cism.shtm> . This site provides information on CISM teams, classes, and critical incident stress management.
- F. Texas American Red Cross website: <http://www.redcross.org/where/chapts.asp#TX> . This site provides information on the service areas for the Texas ARC chapters and addresses and phone numbers for those chapters.
- G. Annex C (Shelter & Mass Care) to the *State of Texas Emergency Management Plan*. [ftp://ftp.txdps.state.tx.us/dem/plan\\_state/state\\_annex\\_c.pdf](ftp://ftp.txdps.state.tx.us/dem/plan_state/state_annex_c.pdf).
- H. Annex V (Food & Water) to the *State of Texas Emergency Management Plan*. [ftp://ftp.txdps.state.tx.us/dem/plan\\_state/state\\_annex\\_v.pdf](ftp://ftp.txdps.state.tx.us/dem/plan_state/state_annex_v.pdf).

**APPENDICES**

Appendix 1..... Volunteer Organizations  
Appendix 2..... American Red Cross Agreement  
Appendix 3..... Salvation Army Agreement  
Appendix 4.....Emergency Water Supplies

## APPENDIX 1 TO ANNEX O

### VOLUNTEER ORGANIZATIONS THAT PROVIDE HUMAN SERVICES SUPPORT DURING A DISASTER/EMERGENCY

#### AMERICAN RADIO RELAY LEAGUE

Provides and operates emergency radio communication on amateur radio frequencies

Address: 225 Main St., Newington, CT 06111-1494

Tel.: 860-594-0220

Website: <http://www.arrl.org>

Emergency Preparedness Response and Communications Contact: Dennis Dura

Tel.: 860-594-0222

E-mail: [emergency@arrl.org](mailto:emergency@arrl.org)

#### AMERICAN RED CROSS

Provides Mass Care services (including feeding and sheltering), conducts Damage Assessment Survey, provides Emergency Health Services, provides emergency and Additional Assistance to Families (including food, clothing, shelter, occupational supplies, and equipment), and handles Disaster Welfare Inquiries.

Address: 2700 Southwest Freeway, Houston, TX 77098

Tel.: 713-526-8300

Website: <http://www.houstonredcross.org/>

Emergency Contact: Tim Kidwell

Tel.: 713-313-1618

Email: [tkidwell@ghac.org](mailto:tkidwell@ghac.org)

#### BAPTIST MEN

Provides facilities and personnel for feeding, sheltering, and counseling, volunteers for support services, other services as needed.

Address: 5351 Catron, Dallas TX 75227

Tel.: 214-381-2800

Website: <http://www.texasbaptistmen.org/DNN/>

Region 14 (Houston Area) Director, Disaster Relief AD CP CoDir: Herb Weaver

Home Tel.: 713-957-4406

Cell Tel.: N/A

E-mail: [herbweaver@ubahouston.org](mailto:herbweaver@ubahouston.org)

Disaster Relief Director: Gary Smith

Tel.: 214-828-5350

E-mail: [wharvester@tx.rr.com](mailto:wharvester@tx.rr.com)

Disaster Relief Chair, Disaster Relief St. Spec. Coor 08: Ernie Rice

Home Tel.: 830-996-1108

Cell Tel.: 830-534-1211

E-mail: [ernie.rice@muddyshovels.com](mailto:ernie.rice@muddyshovels.com)

Disaster Relief Chair: Joe Detterman

Home Tel.: 972-562-9162

Cell Tel.: 214-632-8861  
E-mail: [jcd1942@sbcglobal.net](mailto:jcd1942@sbcglobal.net)

**CATHOLIC CHARITIES OF ARCHDIOCESE OF GALVESTON HOUSTON**

Provides facilities for feeding and sheltering, volunteers for support services, other services as needed.

Address: 2900 Louisiana (P.O. Box 66508 for mailing), Houston, TX 77006  
Tel.: 713-526-4611  
E-mail: [people\\_of\\_faith@catholiccharities.org](mailto:people_of_faith@catholiccharities.org)  
Website: <http://www.catholiccharities.org/>

**HOUSTON-HARRIS COUNTY AREA AGENCY ON AGING**

The agency will provide a listing of people that may require special assistance.

Address: 8000 N. STADIUM DRIVE, HOUSTON, TEXAS 77054  
Tel.: 713-794-9001  
Fax: 713-794-9238  
E-mail: [aging@cityofhouston.net](mailto:aging@cityofhouston.net)  
Website: <http://www.houstontx.gov/health/Aging/index.html>  
Director: Deborah A. Moore

**INTERFAITH MINISTRIES FOR GREATER HOUSTON -- READY HOUSTON!**

A local volunteer organization that will assist with unmet needs.

Address: 3217 Montrose Blvd., Houston, TX 77006  
Tel.: 713-533-4900  
Website: <http://www.imggh.org/ODPR/RHMain.htm>

**MENNONITE DISASTER SERVICE**

A volunteer network that helps respond to those affected by disasters by focusing on clean up, repair, and rebuilding of homes.

Address: MDS Binational Office  
1018 Main St., Akron, PA 17501 USA  
Tel.: 717-859-2210  
Fax: 717-859-4910  
E-mail: [mdsus@mds.mennonite.net](mailto:mdsus@mds.mennonite.net)  
Website: <http://www.mds.mennonite.net/>

**REACT (Radio Emergency Associated Communications Teams)**

Provides emergency communication, equipment, and staffing.

Address: REACT International, Inc.  
5210 Auth Rd #403, Suitland, MD 20746  
Tel.: (301) 316-2900  
Fax: (301) 316-2903  
E-mail: [reacthq1@reactintl.org](mailto:reacthq1@reactintl.org)  
Website: <http://www.reactintl.org>  
Regional Director, Texas: Robert "Bob" Kaster  
E-mail: [r.kaster@reactintl.org](mailto:r.kaster@reactintl.org)

**SALVATION ARMY**

Provides food and housing, counseling, clothing, bedding, and furniture.

Address: 1500 Austin Street, Houston, TX 77002

Tel.: 713-752-0677

Fax: 713-752-0078

Contact: Major Marshall Gesner

**UNITED METHODIST COMMITTEE ON RELIEF**

The immediate goal of UMCOR's international and domestic emergency response programs is to provide relief and rehabilitation for the entire person -- physical, social, and psychological -- in a distress situation. Provides facilities and personnel for shelters and feeding, volunteers for support functions; can obtain ice and generators, other services as needed.

Address: 475 Riverside Drive, Room 330, New York, NY 10115

Tel.: 800-554-8583

E-mail: [umcor@gbgm-umc.org](mailto:umcor@gbgm-umc.org)

Website: [www.umcor.org](http://www.umcor.org)

UMCOR Field Offices (NGO)

Room 1374

Tel.: 212-870-3552

E-mail: [umcor\\_office@umcor.org](mailto:umcor_office@umcor.org)

Website: [www.umcor-ngo.org](http://www.umcor-ngo.org)

UMCOR Emergency Services Office, USA

100 Maryland Ave. NE Suite 315, Washington, DC 20002

Tel.: 202-548-4002

UMCOR Sager Brown-Emergency Supplies

101 Sager Brown Road, PO Box 850, Baldwin, LA 70514

Tel.: 800-814-8765

Domestic Emergencies

Tom Hazelwood

Tel.: 202-548-4002

**VOLUNTEERS OF AMERICA**

Handles intake and distribution of donated clothing, some furniture, and possible other items, provides some personnel for support services, may provide assistance with relief facilities, child units, etc.

Address: 7000 NW 100 B-106, Houston, TX 77092

Tel.: 713-460-0781

**APPENDIX 2 TO ANNEX O**  
**GREATER HOUSTON AREA CHAPTER**  
**AMERICAN RED CROSS AGREEMENT**

Refer to Annex C - Appendix 2 of the City's Emergency Management Plan

**APPENDIX 3 TO ANNEX O**  
**SALVATION ARMY AGREEMENT**

Refer to Annex C - Appendix 3 of the City's Emergency Management Plan

## APPENDIX 4 TO ANNEX O

### EMERGENCY WATER SUPPLIES

1. In general, emergency water supplies cannot replace normal water distribution systems. In an incident, people must be provided sufficient potable water for drinking and personal hygiene.
  - a. The typical planning factor for emergency water supplies of potable water is 3 gallons per person per day. If it is extremely hot, that planning factor should be increased.
  - b. Tankers carrying water intended for human consumption must be carefully inspected and sanitized. There may be a health risk in using tankers that do not normally transport potable water. When in doubt, seek advice from a public health professional.
  - c. Water is quite heavy and it is difficult for many people to carry more than 2 gallons of bottled water per trip.
2. For localized water supply outages, the following options may be suitable:
  - a. Establish water supply points in outage areas where those who need water can fill their own containers.
    - 1) This normally requires one or more tankers and a temporary storage tank, pump, and some sort of distribution equipment – typically plastic pipe and spigots – at each site.
    - 2) As potable water tankers are generally in short supply, a tanker cannot usually afford to be tied up as a stationary water source; hence, the need for a storage tank and pump at each site.
    - 3) Containers may need to be provided for those who do not have them.
    - 4) If electrical power is out, generators may be needed to power pumps.
  - b. Establish water supply points in outage areas for distribution of bottled water. Emergency supplies of bottled water may be:
    - 1) Purchased from retailers, distributors, or commercial vendors.
    - 2) Donated by corporations, such as grocery chains.
    - 3) Obtained from stocks held by volunteer groups active in disasters.
    - 4) Requested from the State through the local Disaster District.Bottled water is normally distributed in one-gallon plastic containers.
  - c. Distribute bottled water from trucks in affected areas on an established route/schedule.
  - d. Identify water supply points in unaffected areas and have those without water go to these points to fill their containers. If significant numbers of people do not have transportation to the water supply points outside their neighborhoods, this option is unworkable.

3. For community-wide water supply outages, options a, b, and c above remain viable, but option d may be unworkable if there are no nearby water sources that are operable.
4. Attendants may need to be assigned to temporary water distribution sites to facilitate operations.
5. For slowly-developing incidents, emergency public information announcements advising citizens to fill and store water containers in advance of the arrival of hazardous conditions may reduce later requirements for emergency water distribution.