

# Standard Guide for Population Related Disaster Services -- Agency Task Assignment Matrix DRAFT ONLY

AGENCY TASK ASSIGNMENT MATRIX	Section Reference	Chief Elected Official	Emergency Management	Health Department	Highway Department	Public Works Department	Sheriff's Department	Police Department	PSAP (911)	Coroner	State's Attorney	Animal Control	Fire	Reg. Supt. Of Schools	American Red Cross	Salvation Army	Hospital	Long-Term Care Facilities	Clergy	Faith Based Organization	Shelter / Facility Owners	Veterinarian	Private Sector Organizations
<b>Population Identification and Assessment</b>																							
AHJ responsible for determining potential demographic considerations and requirements necessary to develop plans and procedures necessary for population related disaster services.	8.4.1.1.																						
<b>Warning, Emergency Information, and Notification</b>																							
AHJ responsible for consideration and incorporation of mechanisms for warning and notifying citizens	8.4.2.1.1.																						
Identify locations of outdoor warning/emergency information devices and the definition of the geographical areas covered	8.4.2.2.																						
Departments and/or organizations responsible for developing warning/emergency information	8.4.2.3.																						
Departments and/or organizations responsible for activating, deploying, or implementing warning/emergency information processes and actions	8.4.2.4.																						
Identify general, functional needs, and other diverse populations expected during emergencies and disasters	8.4.2.5.																						
Departments and/or organizations possessing specialized skills necessary for providing warning/emergency notification to functional needs and other diverse populations	8.4.2.6																						
<b>Notification Details</b>																							
AHJ responsible for developing and maintaining policy and procedures for notification of staff and response organizations having responsibility for providing population related disaster services (primary or supportive)	8.4.3.1.																						
<b>Public Information and Education</b>																							
Departments and/or organizations responsible for coordinating and managing public information messages and distribution/dissemination	8.4.4.1.																						

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Departments and/or organizations responsible for development of public information messaging for the entire population, including those with functional needs	8.4.4.2.																							
Departments and/or organizations responsible for verification and dissemination of public information messaging for the entire population, including those with functional needs	8.4.4.3.																							
Departments and/or organizations responsible for mobile alert routing (MAR)	8.4.4.4.	Do we need this one -- we don't assign depart/orgs for other alert capabilities?																						
Departments and/or organizations responsible for implementation of rumor control and "hotline" capabilities for public information messaging for the entire population, including those with functional needs	8.4.4.5.																							
<b>Evacuation Transportation</b>	<b>8.4.5.</b>																							
Departments and/or organizations responsible for coordinating and managing evacuee transportation	8.4.5.1.																							
Departments and/or organizations responsible for activation or deployment of ambulatory, non-ambulatory, and accessible vehicles for people with disabilities	8.4.5.2.																							
Departments and/or organizations responsible for determining evacuation routes	8.4.5.3.																							
Departments and/or organizations responsible for securing evacuation routes	8.4.5.4.																							
Departments and/or organizations responsible for maintaining evacuation routes	8.4.5.5.																							
Departments and/or organizations responsible for determining locations of Evacuation Assembly Points (EAPs)	8.4.5.6.																							
Departments and/or organizations responsible for distributing information on activated EAPs	8.4.5.7.																							
Departments and/or organizations responsible for providing safety, security and coordination of EAPs	8.4.5.8.																							
Departments and/or organizations responsible for operating EAPs when activated	8.4.5.9.																							

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Departments and/or organizations responsible for sustainment of evacuation and transportation resources	8.4.5.10.																							
Departments and/or organizations responsible for development of MOU/MOAs for evacuation and transportation resources for all segments of the impacted population, including those with functional needs	8.4.5.11.																							
<b>Mass Care Services</b>	<b>8.4.6.</b>																							
Departments and/or organizations responsible for opening mass care facilities/shelters	8.4.6.1.																							
Departments and/or organizations responsible for coordinatng and managing mass care facilities/shelters	8.4.6.2.																							
Departments and/or organizations responsible for operations at mass care facilities/shelters, to include provision of Essential Support Services (ESS) and Functional Needs Support Services (FNSS)	8.4.6.3.																							
Departments and/or organizations responsible for feeding operations at mass care facilities/shelters, to include fixed, mobile and bulk distribution sites	8.4.6.4.																							
Departments and/or organizations responsible for health and medical care to include the securing, dispensing, and management of medications	8.4.6.5.																							
Departments and/or organizations responsible for providing translators, interpreters and/or staff experienced in communicating with those with functional needs and other diverse populations	8.4.6.6.																							
Departments and/or organizations responsible for specialized mobility assistance personnel, equipment and resources	8.4.6.7.																							
Departments and/or organizations responsible for provision of specific Functional Needs Support Services (FNSS) while at a mass care facility/ shelter	8.4.6.8.	Delete?? -- Same as 8.4.6.3																						
Departments and/or organizations responsible for veterinary care, treatment, and housing of companion and/or service animals	8.4.6.9.																							

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Departments and/or organizations responsible for establishing and maintaining public information, messaging, and education for the entire population, including those with functional needs and other diverse populations at mass care facilities/shelters	8.4.6.10.																						
Departments and/or organizations responsible for providing individual and family support services	8.4.6.11.																						
Departments and/or organizations responsible for protective services and security at mass care facilities/shelters	8.4.6.12.																						
Departments and/or organizations responsible for establishing and maintaining interoperable communications internally with mass care facility staff and clients, and externally with appropriate command elements	8.4.6.13.																						
<b>Health and Medical Services</b>	<b>8.4.7.</b>																						
Departments and/or organizations responsible for coordinatng and managing health and medical services	8.4.7.1.																						
Departments and/or organizations responsible for providing health and medical care to include the securing, dispensing, and management of medications	8.4.7.2.																						
Departments and/or organizations responsible for security in areas used to store and distribute specialized medical courses of treatment, dispensing devices, and controlled substances	8.4.7.3.																						
Departments and/or organizations responsible for providing and directing assistive or adaptive technology (AT) personnel, equipment and resources	8.4.7.4.																						
Departments and/or organizations responsible for providing individual and family support services	8.4.7.5.																						
Departments and/or organizations responsible for providing services to the elderly	8.4.7.6.																						

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Departments and/or organizations responsible for providing emotional first aid and physiological services for the entire population, including those with functional needs	8.4.7.7.																						
Departments and/or organizations responsible for inspecting and overseeing fixed, mobile and bulk distribution site operations	8.4.7.8.																						
Departments and/or organizations responsible for inspecting and overseeing sanitary and personal hygiene conditions	8.4.7.9.																						
<b>Resource Management and Logistics</b>	<b>9</b>																						
AHJ <b>shall</b> conduct a personnel, equipment, commodities and facilities needs assessment to determine current capabilities and capacities, and to identify requirements for establishing mutual aid agreements, regional cooperatives, and/or other mechanisms to overcome identified shortfalls	9.1.																						
AHJ <b>should</b> identify facilities suitable for population related disaster services and methods of temporarily providing accessibility for the entire population, including those with functional needs	9.2.																						
AHJ <b>should</b> develop a resource matrix based on the needs assessment detailing resource requirements	9.2.1.																						
<b>Training</b>	<b>10</b>																						
AHJ <b>should</b> ensure response personnel assigned tasks for population related disaster services will have the level of training necessary to safely perform duties and responsibilities in accordance with procedures	10.1.1.																						
<b>Safety</b>	<b>11</b>																						
AHJ <b>should</b> ensure appropriate equipment and supplies are available, assembled, and maintained for work assignments	11.1.1.																						

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AHJ <b>should</b> monitor strategic and operational command activities to ensure a common operating picture (COP) and timely situational awareness/disaster intelligence exists	11.1.3.																							
AHJ <b>should</b> analyze and identify health and safety resource requirements necessary for sustained operations	11.1.4.																							
AHJ <b>should</b> determine feasibility of sustained operations	11.1.5.																							
AHJ <b>should</b> contribute to the development of the Incident Action Plan (IAP) as it relates to overall safety issues	11.1.6.																							
AHJ <b>should</b> determine the need for specialized resources to provide safe, coordinated, and efficient operations for the entire population including those with functional needs	11.1.7.																							
AHJ <b>should</b> determine the need to provide a secure and suitable storage for medications and potential medical counter measures	11.1.8.																							
<b>Risk Analysis</b>	<b>12</b>																							
AHJ overseeing and operating mass care operations are responsible for conducting a facility risk analysis at all locations and facilities considered for population related disaster services	12.1.																							
AHJ will determine specific requirements and planning elements necessary for approval of a facility for use in population related disaster services to include general and functional needs populations	12.3.																							
AHJ will determine specific requirements necessary for the health, welfare, safety, and accessibility for populations affected by a disaster	12.4.																							
AHJ should incorporate a wide-variety of alternative means for establishing facility services and capabilities necessary for the health, welfare, safety, and accessibility for evacuees to include general and functional needs populations	12.5.																							
<b>Facility Identification</b>	<b>13</b>																							
AHJ should develop and maintain documentation for facilities that could be utilized to carry out population related disaster services	13.1.																							

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<b>Protective Services and Security</b>	<b>14</b>																						
AHJ will provide protective services and security throughout operations at facilities utilized to perform population related disaster services	14.1.																						
AHJ will identify and provide law enforcement personnel and appropriate capabilities necessary to identify, monitor, house, and/or relocate individuals pursuant to applicable state and federal law	14.2.																						
AHJ will arrange access for and/or provide law enforcement, subject matter experts, and/or personnel with specialized training necessary for child protective services, to include unaccompanied minors	14.3.																						

**MASS CARE TASK  
RESPONSIBILITY MATRIX**

<b>Activity: Develop and Maintain Plans, Procedures, Programs, and Systems</b>																	
Res.C3a 1.3	Develop plans, policies, and procedures for the provision of mass care services to general populations in coordination with all responsible agencies																
Res.C3a 1.6.1.1	Develop plans, policies, and procedures for the provision of services for companion animals in coordination with all responsible agencies																
Res.C3a 1.3.4	Develop processes and criteria for conducting an assessment (functional, cultural, dietary, medical) of the general population registering at the shelter to determine suitability for the shelter, and the transference of individuals and caregivers/family members, to more appropriate care facilities																
Res.C3a 1.9	Develop plans, policies, and procedures to ensure maximum retention of people with disabilities in general population shelters																
Res.C3a 1.9.1	Develop procedures to ensure that general population shelters allow individuals to bring in existing support systems (including service animals and care-givers)																
Res.C3a 1.9.3	Establish procedures for identifying and receiving individuals to general population shelter when they no longer need to be accommodated at Functional & Medical Sheltering Service location																
Res.C3a 1.3.5	Develop plans, policies, and procedures for close cooperation between general population shelters, Functional and Medical Support Shelters and other medical facilities																
Res.C3a 1.1	Develop plans, policies, and procedures for activation and mobilization of mass care staff																

**MASS CARE TASK  
RESPONSIBILITY MATRIX**

Res.C3a 1.3.1	Develop plans, policies, and procedures to address common issues (e.g. cultural, language, people with disabilities in general population shelters, etc.) as part of the mass care service delivery														
Res.C3a 1.2.2	Develop plans, procedures and protocols for pre-identification of sufficient and suitable facilities for evacuation and post-impact shelters (to include non-traditional shelter facilities such as camps, hotels, etc.)														
Res.C3a 1.2.7	Enter pre-identified shelter facilities into the National Shelter System (NSS)														
Res.C3a 1.2.8	Identify accessible shelters as part of pre-identification of shelter option choices														
Res.C3a 1.2.3	Develop shelter contingency plans that allow for shelter self-sufficiency for a minimum 48 hours without re-supply														
Res.C3a 1.3.8	Develop shelter contingency plans that allow for shelter relocation when shelter is no longer habitable due to changing incident conditions (e.g., structural damage, contamination, etc.)														
Res.C3a 1.3.2	Develop plans, procedures, and protocols for coordination of mass care services with agencies providing human services and housing, (e.g., welfare inquiry, transitional/interim housing services, other individual/family assistance programs), and family reunification														

**MASS CARE TASK  
RESPONSIBILITY MATRIX**

Res.C3a 1.3.3	Develop plans, policies, and procedures for coordination of mass care services with supporting agencies (e.g., conducting decontamination, citizen evacuation/shelter-in-place, volunteer management and donations, environmental health, and public safety and security)																		
Res.C3a 1.5	Develop public education materials concerning mass care services																		
Res.C3a 1.6.1	Develop criteria and guidance materials for sheltering companion animals																		
<b>Activity: Develop and Maintain Training and Exercise Programs</b>																			
Res.C3a 2.1.1	Develop and implement training programs for mass care personnel to include sheltering, feeding and bulk distribution for general population																		
Res.C3a 2.1.1.1	Develop and implement training for shelter staff																		
Res.C3a 2.2.1	Develop and implement exercise programs for mass care personnel to include sheltering, feeding and bulk distribution for general population																		
Res.C3a 2.2.3	Develop and implement exercise programs for mass care personnel for delivery of mass care companion animal services																		
Res.C3a 2.1.3	Develop and implement training programs for mass care personnel for delivery of companion animal services																		
<b>Activity: Direct Mass Care Operations</b>																			
<b>Definitions: In response to requests made by agencies, provide management and coordination of Mass Care Capability</b>																			

**MASS CARE TASK  
RESPONSIBILITY MATRIX**

Res.C3a 3.1	Conduct initial and ongoing mass care needs assessment for sheltering, feeding, bulk distribution														
Res.C3a 3.1.1.1	Obtain information on population and location of potentially affected populations as part of planning process														
Res.C3a 3.1.2.1	Coordinate anticipated need for mass care services with agencies responsible for evacuation														
Res.C3a 3.3	Designate sites to serve as mass care facilities to include shelters, feeding sites, reception centers, food preparation sites, distribution points, etc.														
Res.C3a 3.1.2.2	Estimate numbers requiring sheltering services														
Res.C3a 3.1.2.3	Estimate numbers requiring feeding services														
Res.C3a 3.1.2.4	Estimate numbers requiring bulk distribution of relief items														
Res.C3a 3.7.4	Implement a daily counting and reporting system for sheltering, feeding, and bulk distribution items delivered														
Res.C3a 3.7.5	Activate contingency plans for shelter surge capacity, as needed														

**MASS CARE TASK  
RESPONSIBILITY MATRIX**

Res.C3a 3.7.6	Activate vendor agreements/MOUs/MOAs in support of mass care activities as needed														
Res.C3a 3.7.1	Acquire and provide resources necessary to support mass care services														
Res.C3a 3.8	Provide appropriate communication systems for mass care personnel and facilities														
Res.C3a 3.4.1	Supervise and support day-to-day mass care operations														
Res.C3a 3.8.1	Disseminate accurate, timely, and accessible information to the public, media, support agencies, and vendors about mass care services														
Res.C3a 3.4	Coordinate mass care services for general population with appropriate agencies														
Res.C3a 3.4.2	Coordinate with appropriate agencies on common population issues (e.g. disability, language, culture, etc.)														
Res.C3a 3.4.3	Coordinate environmental health assessment of mass care operations with agencies responsible for environmental health														
Res.C3a 3.8.2	Disseminate notification of cessation of mass care operations														
Res.C3a 3.6	Coordinate mass care services for companion animals and owners with appropriate agencies														

**MASS CARE TASK  
RESPONSIBILITY MATRIX**

<b>Definitions: Activate and mobilize mass care personnel and resources</b>																
Res.C3a 4.2	Notify mass care staff															
Res.C3a 4.3	Mobilize needed mass care resources															
Res.C3a 4.2.1.1	Assemble mass care teams for each identified mass care facility															
Res.C3a 4.2.1	Assemble mass care teams for each identified mass care site (e.g. shelter, feeding, bulk distribution)															
Res.C3a 4.1	Activate emergency shelters															
Res.C3a 4.4	Mobilize veterinary and animal shelter services															
Res.C3a 4.4.1	Assemble teams for each identified companion animal site															
<b>Activity: Establish Shelter Operations</b>																
<b>Definitions: Staff and equip shelter in preparation to receive displaced persons</b>																
Res.C3a 5.1	Determine whether areas are located in a safe area as determined by appropriate government agencies															
Res.C3a 5.2.1	Staff shelter with appropriately trained personnel															

**MASS CARE TASK  
RESPONSIBILITY MATRIX**

Res.C3a 5.2	Set-up shelter for operations														
Res.C3a 5.2.2	Establish self-sufficiency (water/food/staffing) of shelter for minimum of 48 hours														
Res.C3a 5.2.3	Ensure adequate communication systems are available for shelter staff														
Res.C3a 5.3	Conduct regular communications with mass care management														
Res.C3a 5.2.4	Provide regular updates on shelter needs and capacity														
Res.C3a 5.3.1	Coordinate provision of mass care services within the shelter														
Res.C3a 5.4	Coordinate provision of shelter support services with appropriate agencies														
Res.C3a 5.4.1	Ensure shelter facility is accessible or provides temporary accessibility solutions where feasible														
Res.C3a 5.5	Coordinate with appropriate government agency to conduct an environmental health assessment for mass care operations														
Res.C3a 5.2.1	Coordinate with appropriate government agency to ensure any necessary decontamination is provided for shelter residents prior to entering shelter facility														

**MASS CARE TASK  
RESPONSIBILITY MATRIX**

Res.C3a 5.6	Coordinate dissemination of information about locations of different kinds of shelter, including companion animal shelters, general population shelters, and Functional and Medical Support Shelters															
<b>Activity: Shelter General Population</b>																
<b>Definition: Provide temporary shelter for those individuals displaced during an incident</b>																
Res.C3a 6.1	Conduct shelter registration for general population															
Res.C3a 6.1.1	Conduct initial assessment of population registering at shelter ensure appropriate shelter services are provided															
Res.C3a 6.1.4	Conduct detailed assessments to identify types and levels of support needed to maintain functional independence of those individuals with disabilities and determine whether these needs can be met in general population shelters															
Res.C3a 6.4.1	Coordinate with Functional and Medical Support Shelter Capability to ensure that individuals are referred to appropriate settings and appropriate functional and medical care is provided															
Res.C3a 6.1.2	Establish processes to address issues identified in the assessment of shelter registrants															
Res.C3a 6.1.3	Make arrangements to transfer individuals and caregivers/family members to appropriate care facilities when necessary															
Res.C3a 6.4	Request additional resources and equipment necessary to support shelter operations															

**MASS CARE TASK  
RESPONSIBILITY MATRIX**

Res.C3a 6.2.1	Implement mechanisms for daily reporting of shelter population and locations															
Res.C3a 6.2.4	Coordinate to provide security services if needed															
Res.C3a 6.2.5	Coordinate feeding services for general populations in shelters															
Res.C3a 6.2.5.1	Provide culturally and restricted diet appropriate feeding services when possible															
Res.C3a 6.3.1	Provide regular updates on shelter needs and capacity															
Res.C3a 6.3.2	Assess ongoing medical and public health needs of shelter population and refer as appropriate															
Res.C3a 5.5.1	Coordinate environmental health assessment of mass care operations															
<b>Activity: Shelter Companion Animals</b>																
<b>Definition: Provide temporary shelter for companion animals of displaced owners or those companion animals who are abandoned</b>																
Res.C3a 7.1.2	Establish companion animal shelter															
Res.C3a 7.1.3	Arrange for companion animal care/handling services															

**MASS CARE TASK  
RESPONSIBILITY MATRIX**

Res.C3a 7.3	Operate companion animal care/handling facilities															
Res.C3a 7.3.1	Coordinate provision of veterinary medical services with appropriate agencies															
Res.C3a 7.2.1	Coordinate with entities responsible for search and rescue for transference of companion animals into animal shelters															
Res.C3a 7.2.2	Coordinate message regarding companion animal evacuation with agencies responsible for issuing evacuation orders															
Res.C3a 7.3.2	Coordinate animal shelter operations with agencies responsible for environmental health															
Res.C3a 7.4.3	Coordinate acquisition of needed companion animal resources with appropriate agencies receiving donations															
Res.C3a 7.2.3	Coordinate transportation of companion animals with appropriate agencies															
Res.C3a 7.3.3	Identify any special procedures necessary for the intake of companion animals (e.g., decontamination)															
Res.C3a 7.3.4	Identify and implement special procedures (e.g., decontamination) for companion animal intake															

**MASS CARE TASK  
RESPONSIBILITY MATRIX**

Res.C3a 7.3.5	Implement procedures for companion animal intake/registration															
Res.C3a 7.3.6	Implement tracking system for intake and export of companion animals in compliance with local holding regulations															
Res.C3a 7.4.1	Provide feeding services that ensure adequate nutrition for companion animals															
Res.C3a 7.4.2	Establish guidance for staff on integrating volunteers while maintaining health and safety for staff, companion animals, and volunteers															
Res.C3a 7.3.7	Manage shelter facility maintenance															
<b>Activity: Close Shelter</b>																
<b>Definition: Deactivate shelter and staff upon determination that immediate shelter needs have been met or if the shelter is no longer suitable to meet the</b>																
Res.C3a 8.2.1	Ensure appropriate referral information is provided to shelter residents															
Res.C3a 8.1	Transport and/or coordinate with agencies responsible for transportation of shelter population to residence or temporary/interim housing															
Res.C3a 8.2	Disseminate notification to close shelter operations to shelter residents, appropriate government agencies, and other partners															
Res.C3a 8.3	Conduct closing inspection and walk-through of shelters															
<b>Activity: Establish Feeding Operations</b>																
<b>Definition: Identify availability of resources for feeding operations</b>																

**MASS CARE TASK  
RESPONSIBILITY MATRIX**

Res.C3a 9.1	Estimate projected feeding services required														
Res.C3a 9.2.1	Identify kitchens, vendors, and other capabilities to prepare and distribute food														
Res.C3a 9.2.2	Identify additional mobile feeding resources necessary to meet feeding need														
Res.C3a 9.2.3	Assess number of pre-packaged meals needed to augment feeding services														
Res.C3a 9.2	Develop a strategy to meet projected feeding need														
Res.C3a 9.3.1	Conduct inspection of identified food operation facilities to determine structural integrity, capability, and suitability														
Res.C3a 9.3.2	Ensure kitchen facilities are in compliance with local health regulations														
Res.C3a 9.3.3	Staff kitchens with appropriately trained personnel														
Res.C3a 9.3.4	Acquire foodstuffs for feeding operations														
Res.C3a 9.4	Determine mobile feeding routes														

**MASS CARE TASK  
RESPONSIBILITY MATRIX**

Res.C3a 9.5	Implement reporting mechanism for daily meal counts														
Res.C3a 9.6	Coordinate with shelter managers to ensure adequate feeding is conducted at shelters														
<b>Activity: Prepare and Distribute Food</b>															
<b>Definition: Prepare and distribute meals to affected general populations</b>															
Res.C3a 10.1	Implement strategy to meet feeding needs of affected population														
Res.C3a 10.4	Evaluate effectiveness of ongoing feeding operations														
Res.C3a 10.1.2	Conduct food preparation and distribution using safe food handling protocols														
Res.C3a 10.2	Conduct mass feeding operations, including mobile and fixed														
Res.C3a 10.3.1	Conduct food preparation and distribution using safe food handling protocols														
Res.C3a 10.1.3	Provide culturally and diet-restriction appropriate feeding services as available														
Res.C3a 10.1.4	Ensure adequate nutrition is provided for shelter populations														

**MASS CARE TASK  
RESPONSIBILITY MATRIX**

Res.C3a 10.4.1	Report accurate count of meals and snacks served														
Res.C3a 10.4.2	Disseminate notification of end to feeding operations														
<b>Activity: Establish Bulk Distribution Operations</b> <b>Definition: Establish bulk distribution sites and prepare them to distribute items to the affected population</b>															
Res.C3a 11.1.2	Establish distribution sites and routes														
Res.C3a 11.2.1	Conduct inspection of identified mass care bulk distribution facilities to determine structural integrity, capability, and suitability														
Res.C3a 11.2.2	Staff bulk distribution site with appropriately trained personnel														
Res.C3a 11.2.3	Ensure adequate communication systems are available for bulk distribution staff														
Res.C3a 11.2.3.1	Conduct communications with mass care management														
Res.C3a 11.2.4	Establish reporting mechanisms for daily distribution count														

**MASS CARE TASK  
RESPONSIBILITY MATRIX**

Res.C3a 11.2	Establish bulk distribution operations at fixed sites															
Res.C3a 11.1.1	Determine mobile bulk distribution routes															
Res.C3a 11.3	Acquire items for bulk distribution, ensuring coordination with logistics resources															
Res.C3a 11.1	Coordinate with appropriate agencies to determine bulk distribution needs of affected population															
Res.C3a 11.3.1	Coordinate with agencies receiving donations to acquire items needed for bulk distribution, including supplies for companion animals															
<b>Activity: Conduct Bulk Distribution Operations</b>																
<b>Definition: After establishing bulk distribution operations, distribute items to the affected population</b>																
Res.C3a 12.1	Conduct bulk distribution of relief items at fixed sites															
Res.C3a 12.1.1	Conduct mobile bulk distribution operations															
Res.C3a 12.1.2	Report daily distribution count and number of people served															
Res.C3a 12.2	Disseminate notification of end to bulk distribution operations															

**Activity: Demobilization Mass Care Operations**

**MASS CARE TASK  
RESPONSIBILITY MATRIX**

<b>Definition: Upon completion of assigned mission, demobilize mass care resources</b>																
Res.C3a 13.1	Coordinate demobilization of mass care resources with participating agencies															
Res.C3a 13.2	Disseminate notification of demobilization of mass care resources/services															
Res.C3a 13.4	Demobilize mass care resources															
Res.C3a 13.5	Provide staff briefing															
Res.C3a 13.6	Deactivate staff from operations															
<b>Activity: Develop and Maintain Training and Exercise Programs</b>																
Res.C3a 2.1.1	Develop and implement training programs for mass care personnel to include sheltering, feeding and bulk distribution for general population															
Res.C3a 2.1.1.1	Develop and implement training for shelter staff															
Res.C3a 2.2.1	Develop and implement exercise programs for mass care personnel to include sheltering, feeding and bulk distribution for general population															
Res.C3a 2.2.3	Develop and implement exercise programs for mass care personnel for delivery of mass care companion animal services															

**MASS CARE TASK  
RESPONSIBILITY MATRIX**

Res.C3a 2.1.3	Develop and implement training programs for mass care personnel for delivery of companion animal services															