Please provide the following information, adding space as necessary:

State: ________Maine________

Assign Program Category: Public Safety/Corrections-Emergency Management
Program Name: Integrated Mass Care Planning & Operations, State of Maine
Administering Agency: Maine Emergency Management Agency
Contact: Dwane Hubert, Director, Mitigation, Preparedness & Recovery Division
Address: 72 Statehouse Station, Augusta, Maine 04330
Telephone Number: 207-624-4407
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Web Address: www.maine.gov/mema

1. How long has this program operated?

Integrated Mass Care Planning & Operations in Maine has operated for three years. In January of 2009, the American Red Cross (ARC) and the State of Maine Emergency Management Agency (MEMA) agreed to restructure both the mission and scope of Maine’s ARC State Disaster Relations Liaison (SRDL) position, a position that had been in place since 2002 with a focus on general emergency preparedness and emergency sheltering. The refocus of this position to Integrated Mass Care Planning & Operations, occurred at the time a new SRDL was hired on March 9, 2009 and continues today.

2. Describe the program:

Prior to March of 2009, the SRDL position focused primarily on general preparedness and only one of several mass care activities, that being general population sheltering. While this arrangement provided the capability to ensure sheltering needs were met for Mainers during disasters, it did not provide a holistic approach to planning for all mass care activities. Those activities include sheltering—both community and ARC; mass feeding; pet sheltering; functional needs support services integration; and capacity building for the response and recovery phases of a disaster. While an ARC SRDL is designated for every state, Maine’s SRDL position is unique in that it resides at the State’s Emergency Management Agency, it is designed to build more robust community partnerships in the
spirit of “whole community” planning, and it is tasked with integrating all of the separate mass care activities into a cohesive program. Those activities and what Maine has done to integrate them into a holistic mass care plan are described below:

**State of Maine Animal Resource Team.** The State of Maine Animal Resource Team (SMART) was initiated in October of 2009 as a joint effort between the MEMA Community Emergency Response Team Coordinator and the SRDL. The team is comprised of members from all of the Maine County Animal Response Teams and other animal response organizations. The mission of SMART is "to support a unified network that protects household/domestic pets, before, during and after a disaster or emergency in Maine. This will be accomplished through preparation, response and recovery while working with and assisting the State of Maine County Animal Response Teams. SMART will fulfill this mission through the efforts of the SMART working groups." SMART meetings are held each quarter and are attended by a representative of the American Red Cross in Maine. Pet sheltering partners work closely to ensure that shelter clients’ pets are well taken care of during a sheltering event. The SMART instituted a state-wide registration protocol to be used during sheltering events.

**Maine Multi-Agency Feeding Task Force.** The SRDL initiated and chairs the Multi-Agency Feeding Task Force (FTF). The FTF consists of representative from 24 different agencies. The primary task for this group was to create a feeding plan for catastrophic disasters. The plan provides a framework for the implementation of an all-hazards feeding plan, along with a coordinating group, the Maine Feeding Task Force, which will be used during major and catastrophic disaster operations. The plan is inclusive of the primary disaster feeding agencies/organizations including the State of Maine, The Salvation Army, the Southern Baptist Convention New England Disaster Relief and the American Red Cross.

Currently, the task force is working on completing the final draft of the plan with a target date of March 30, 2012. Once the final draft is completed, planning will begin for a table-top exercise to be held in 2012. The table-top exercise will be facilitated by the Maine Emergency Management Agency's Exercise Coordinator and will involve all of the feeding partners who would respond during an actual event.

**Functional Need Support Services.** The SRDL initiated and chairs the Maine State Functional Needs Support Services (FNSS) Committee. The mission of the FNSS Committee is "To provide planning guidance to local and county emergency managers and shelter planners for meeting access and functional needs requirements in general population shelters. The Maine functional needs support service guidance will be designed to assist in the holistic planning for, and resourcing of, sheltering operations by government agencies, faith-based, and private non-governmental organizations."

The committee was formed as a result of a symposium that was held to engage state partners in the process of integrating individuals with disabilities, functional or access needs into general population shelters. Over 20 different agencies (state, community-based and not-for-profit) are represented on the committee. The committee has been instrumental in creating the guidance document to be used by the government entities identified in the mission statement and is currently in the process of reviewing the final draft of that document. This guidance provides a framework for county and local emergency management personnel to use when planning with individuals who have functional needs for sheltering during an emergency. Once the final draft is completed, planning will begin for a table-top exercise to be held in 2012. The table-top exercise will be facilitated by the Maine Emergency Management Agency's Exercise Coordinator and will involve all of the partners who are involved in the planning process.
In addition to the guidance document, the committee is also actively working in two other areas. Working committees are engaged in creating and maintaining a resource inventory for use by emergency management. The inventory will include durable medical equipment and consumable medical supply providers, personal assistance service providers, transportation providers and a host of other resources. Memoranda of Understanding are also being initiated to ensure that every effort has been made to enable the state to acquire necessary medical equipment, services and supplies when needed.

Three other essential mass care initiatives in Maine include the following:

- **Regional Shelter Assessments.** The ARC was the recipient of a Maine Department of Homeland Security Grant to be used for an on-site assessment process for 53 regional shelters in the state. The assessment will be modeled after the assessment conducted by the Maine Cumberland County Emergency Management Agency. The two-part assessment includes a review of the shelter to determine shelter accessibility, location of service areas (accessible restrooms, quiet rooms, interdenominational prayer rooms, nurse's office, pet shelter, etc.) within the facility, and to complete the Red Cross shelter survey instrument. At the completion of the assessment, a document will be created that will provide information to use for planning during a disaster.

- **Passamaquoddy Tribe at Pleasant Point Emergency Management Plan.** Tribal Chief (“Sakom”) R. Clayton Cleaves invited the ARC in Maine to attend planning meetings to provide technical assistance with the development of an emergency management plan for the tribe. Representatives from the Maine Emergency Management Agency and Washington County Emergency Management Agency Director also attended these meetings. During the remainder of this calendar year, efforts will be made to further collaborate with the Passamaquoddy Tribe at Pleasant Point to enhance their sheltering and other mass care capabilities.

- **Point Lepreau Nuclear Generating Station.** ARC in Maine met with the Canadian Red Cross New Brunswick Director of Disaster Management to discuss the refurbishment and repowering (late 2012) of the Point Lepreau Nuclear Generating Station in New Brunswick, Canada. In order to obtain the approval for Point Lepreau to operate, there are several criteria which must be met, one of which includes a comprehensive evacuation plan. Those living west of the plant will be evacuated to Calais, ME. As part of their preparedness efforts, the Canadian Red Cross has asked ARC in Maine to collaborate in preparing for the field exercise in late August, 2012.

Is it effective?

- Since 2009, the State of Maine has increased its mass care partnerships with other agencies, jurisdictions, advocacy groups, Tribes, and cross-border partners by over 20-30 fold. The partnerships cover a very wide range of organizations that are integral to disaster mitigation and preparedness and include animal rescue teams/pet sheltering partners (7), partners who work with individuals with functional needs (17) and partners whose main activity will involve providing food for large and small populations affected by disasters (24);

- The Maine Homeland Security Advisory Council has included Mass Care planning, specifically the integration of functional needs support services, into its State Homeland Security Strategy.

- The State of Maine has developed a working relationship with one of its coastal Native American communities and continues to seek ways to assist the tribe in disaster planning and mitigation;
• The State of Maine has reached across its border to collaborate in disaster preparedness with the Canadian Red Cross as New Brunswick, Canada moves forward with plans to activate its nuclear power plant.

• American Red Cross National Headquarters has expressed an interest in finding the means to replicate the duties of the Maine SRDL position in every state to enhance Red Cross capacity and strengthen partnerships.

3. Did this program originate in your state? Yes, under the supervision of:
   Robert McAleer  
   Director, Maine Emergency Management Agency  
   207-624-44401  
   Robert.McAleer@maine.gov

4. Are you aware of similar programs in other states? Mass care planning and operations exists in most other States, but not to the degree that it does in Maine. Our planning for pet sheltering, mass feeding, and the integration of functional needs support services in general population shelters, has involved the “whole community,” which has significantly enhanced the value of our State-wide plans in those areas.

5. What limitations or obstacles might other states expect to encounter when attempting to adopt this program?

   The SRDL position is funded by both the State EMA and the ARC. Some States might find that this cost sharing arrangement is an obstacle for either or both of the organizations. Meanwhile, the National ARC has expressed interest in seeing SRDLs imbedded into all State EMAs and is considering a commitment to partially fund these positions in a cost-share arrangement similar to that found in Maine.
Use these as **guidelines** to determine the appropriate **Program Category** for your state’s submission and list that program category on page one of this application. Choose only one.

**Infrastructure and Economic Development**
- Business/Commerce
- Economic Development
- Transportation

**Government Operations and Technology**
- Administration
- Elections
- Information Systems
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- Revenue
- Telecommunications

**Health & Human Services**
- Aging
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- Health Services
- Housing
- Human Services

**Human Resources/Education**
- Education
- Labor
- Management
- Personnel
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- Corrections
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Nancy J. Vickers, National Program Administrator  
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