

# Emergency Repatriation Incident Plan

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## Incident-Specific Annex

### State of Ohio Emergency Operations Plan

**Ohio Emergency Management Agency**  
2855 West Dublin Granville Road  
Columbus, Ohio 43235



**Mission:**

To coordinate activities to mitigate, prepare for, respond to, and recover from disasters.

**Vision:**

A safer future through effective partnerships committed to saving lives and reducing the impact of disasters.

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## Agency Responsibilities

### Coordinating Agency

Ohio Department of Job and Family Services (ODJFS)

### Supporting Agencies

American Red Cross (ARC)

Ohio Department of Agriculture (ODA)

Ohio Department of Health (ODH)

Ohio Department of Behavioral Health (DBH)

Ohio Department of Transportation (ODOT)

Ohio Emergency Management Agency (Ohio EMA)

Ohio Voluntary Organizations Active in Disaster (Ohio VOAD)

## Purpose, Scope, Situation Overview, and Assumptions

### Purpose

- A. The Emergency Repatriation Incident Plan provides a structure for state-level response to the repatriation process, including the reception, temporary care for, and onward transportation of repatriates through the state of Ohio.
- B. Repatriation is the process whereby United States citizens are processed back into the U.S. after evacuation from foreign countries. The Secretary of the Department of Health and Human Services (HHS), in coordination with the heads of other federal departments and agencies, is responsible for providing assistance to repatriated U.S. citizens and others, including non-combatants of the Department of Defense (DOD). When implemented on a mass scale, the federal plan calls for local and state jurisdictions to assist those repatriated to the U.S.
- C. The goal of emergency repatriation is to help eligible repatriates referred from the U.S. Department of State (DOS) by providing them with effective and efficient temporary assistance necessary for their transition and reestablishment in the U.S.

### Scope

- A. On request from the federal government, the state of Ohio may be tasked, as a first port of entry (POE), to support HHS, DOD, and DOS repatriation operations. The agencies in this plan will coordinate and facilitate emergency repatriation, as appropriate, through the state emergency operations center (EOC) and at ports of entry. The agencies may also function as liaisons with local jurisdictions, other states, and the federal government.
- B. HHS is the federal notifying authority, and an authorized representative of HHS will follow up their initial notification with an official request, in writing, for the State of Ohio to activate this plan. Upon notification from the federal authority, notification to the appropriate state agencies will be made through the state EOC, as necessary depending on the situation, size, and scope of the event.



- C. This plan will be implemented by the Ohio EMA director or their designee, in conjunction with the governor of Ohio.

## **Situation Overview**

- A. Repatriation operations can result from any number of incidents; including, but not limited to, war, civil unrest, military uprisings, environmental concerns, and natural disasters, and may occur with little or no notice.
- B. Large numbers of U.S. citizens and their dependents are currently living, visiting, and traveling in foreign nations.
  - a. This includes, but is not limited to, members of the U.S. armed services, diplomatic and foreign aid missions, members of other U.S. governmental agencies, international organizations, or for purposes related to education, research, commerce, industry, and tourism.
- C. Depending on the situation, the DOS may authorize a voluntary departure or may order the departure of U.S. citizens and their families.
  - a. In a departure statement, DOS will designate a particular county (normally within the continental U.S.) as the safe haven for citizens repatriating to the U.S.
- D. The state of Ohio will be notified by HHS or the International Social Service United States of America Branch, Inc. (ISS-USA) that an evacuation could result in the repatriation of persons from foreign countries to Ohio as soon as possible after the event has occurred.
- E. Repatriates transported to Ohio under this program will be considered to be cleared for entry by U.S. Customs and Border Protection, and the services provided to them by the state of Ohio will be considered to be in compliance with all federal laws and regulations.

## **Assumptions**

- A. Cleveland Hopkins International Airport is the HHS designated POE for large group repatriation in Ohio.
- B. Execution of this plan is dependent upon coordination with, and the support of, local agencies and resources.
- C. The POE is expected to operate on a 24-hour basis until operations are complete, and could receive from a minimum of 300, and up to 1,200, repatriates per day.
- D. The U.S. Department of Homeland Security (DHS), U.S. Citizenship and Immigration Services (USCIS) will verify citizenship.
- E. Dependents of U.S. citizens may include spouse, parents, unmarried minor children, including adopted and stepchildren, unmarried adult handicapped whose dependency is related to the handicap, grandparents, spouse's parents, and minor siblings of the U.S. citizen or spouse.
- F. Repatriates could be elderly, disabled, sick, wounded, and/or have other access and functional needs.
- G. Some repatriates may have small children.
- H. Repatriates may arrive with little-or-no identification or money, few personal items, and have considerable stress and anxiety, and may require immediate assistance.



- I. It is likely that in a mass evacuation from a foreign country, unaccompanied children will be returned to the U.S. without their parents, or that they will become separated from them during overseas evacuation operations.
  - a. The state of Ohio may be expected to arrange for the protection and care of unaccompanied minors.
- J. Arrangements for the care of service animals will be necessary.
  - a. While federal regulations do not authorize the evacuation of pets, experience has shown that repatriates may bring service animals.
- K. Some repatriates will have dietary restrictions.
- L. Generally, there will be at least 48 hours advance notice that Ohio will be receiving repatriates.
- M. Emergency Repatriation Center (ERC) managers and volunteers will receive ERC operations training as needed prior to the first arrivals, including the discussion of responsibilities, expectations, reporting, etc.
- N. There will be no restrictions upon any persons who are received in the state of Ohio, and citizens and non-citizens will be assisted equally.
- O. All non-U.S. citizens will have been processed by U.S. Citizenship and Immigration Services (USCIS) before they enter Ohio.
- P. Criminals and watch-list persons will be processed by DHS before they enter Ohio.
- Q. In cases where there is a known transmittable infectious disease on the plane, Centers for Disease Control (CDC) or an HHS authorized agency will follow established health protocols and procedures.
- R. Repatriates will bring a minimum number of personal bags each and will not bring household goods with them.
- S. Pets, plants, and all other materials that could possibly pose a threat to Ohio agriculture will be held at the original port of entry.
- T. Repatriates will remain under control and will be the responsibility of federal (HHS-designated) escorts through the entirety of the repatriation process.
- U. All repatriates may not arrive at the same time, but should arrive within a thirty-day period.
- V. The Ohio Department of Job and Family Services (ODJFS) will be given a one-week notice of when the operation will end by DOS for the purpose of demobilization planning.

## Planning and Response Principles

### Whole Community Integration

Emergency assistance activities require addressing the needs of individuals with disabilities and other access / functional needs. To effectively address these needs, the plan's coordinating and support agencies and partners must build and maintain relationships with a wide array of stakeholder groups. Agencies and partners need to conduct outreach to appropriate state-level organizations that can carry information and concerns to/from their stakeholder groups. Examples of this include, but are not limited to, working with the state's ethnic and minority advisory groups, commissions, and councils; participating in state level disability advisory groups; engaging with housing and homelessness stakeholders; working with Ohio voluntary organizations active in disaster (VOAD) partners, faith-based / community organizations, and other non-governmental organizations (NGOs); working with other partners that can represent traditionally marginalized and underrepresented groups of Ohio residents.



### Local-level Government

Repatriation efforts will largely be led through Cuyahoga County, as Cleveland Hopkins International Airport is Ohio's designated repatriation intake site.

### State-level Government

State efforts will be coordinated through the Ohio Department of Job and Family Services in conjunction with local, state, and federal partners.

### Federal-level Government

Per federal guidance, U.S. Health and Human Services and U.S. Department of State will be the primary federal coordination entities for implementation of this plan and will provide notification to the state of Ohio, in the event a repatriation operation will require use of Cleveland Hopkins International Airport.

### Non-Governmental Organizations and Private Entities

The provision of MC/EA activities relies heavily on our NGO partners, particularly the American Red Cross.



## Core Capabilities

This plan directly supports a variety of core capabilities, as identified in the National Preparedness Goal. Core capabilities highlighted in gray are directly applicable to the focused efforts of this plan.

	PREVENTION	PROTECTION	MITIGATION	RESPONSE	RECOVERY		
PLANNING							
PUBLIC INFORMATION AND WARNING							
OPERATIONAL COORDINATION							
INTELLIGENCE AND INFORMATION SHARING	COMMUNITY RESILIENCE	INFRASTRUCTURE SYSTEMS					
INTERDICTION AND DISRUPTION	LONG TERM VULNERABILITY REDUCTION	CRITICAL TRANSPORTATION		ECONOMIC RECOVERY			
SCREENING, SEARCH, AND DETECTION	RISK AND DISASTER RESILIENCE ASSESSMENT	ENVIRONMENTAL RESPONSE/ HEALTH AND SAFETY		HEALTH AND SOCIAL SERVICES			
FORENSICS AND ATTRIBUTION	ACCESS CONTROL AND IDENTITY VERIFICATION	THREATS AND HAZARDS IDENTIFICATION	FATALITY MANAGEMENT SERVICES		HOUSING		
	CYBERSECURITY		FIRE MANAGEMENT AND SUPPRESSION		NATURAL AND CULTURAL RESOURCES		
	PHYSICAL PROTECTIVE MEASURES		LOGISTICS AND SUPPLY CHAIN MANAGEMENT				
	RISK MANAGEMENT FOR PROTECTION PROGRAMS AND ACTIVITIES		MASS CARE SERVICES				
	SUPPLY CHAIN INTEGRITY AND SECURITY		MASS SEARCH AND RESCUE OPERATIONS				
			ON-SCENE SECURITY, PROTECTION, AND LAW ENFORCEMENT				
			OPERATIONAL COMMUNICATIONS				
			PUBLIC HEALTH, HEALTHCARE, AND EMERGENCY MEDICAL SERVICES				
			SITUATIONAL ASSESSMENT				



## Community Lifelines



The Emergency Repatriation Incident Plan contributes to the stabilization of the Food, Hydration, Shelter lifeline to the community.

## Concept of Operations

- A. During state-level emergency repatriation operations, the state repatriation coordinators or their designee(s) will coordinate with the ERC Director. ERCs will be staffed and will be operational on a 24-hour basis until the emergency repatriation operation is complete.
- B. Soon after the receipt of notice that repatriates are expected to arrive in Ohio, the state EOC and the Watch Office will begin coordinating with county EMAs and EOCs to determine situational awareness and to develop a common operating picture.
- C. Requests for assistance and resources will follow established procedures and guidelines.
- D. Special attention will be given to the accounting of people, the capturing of expenditures, and recordkeeping by local, state, non-governmental, and volunteer stakeholders.
- E. Arrival of repatriates – upon arrival at ERCs, evacuees will be met by the ERC Director.
- F. Transportation of repatriates – repatriates with sufficient available resources will be given an opportunity to arrange and secure public transportation to their final destination.
- G. Federal transportation assistance will be administered and organized by federal staff or by ISS-USA, although the facilitation of this assistance will be the responsibility of Ohio. Facilitation may include the provision of computers, faxes, printers, etc., necessary to perform reservations and ticketing operations.
- H. Temporary assistance – it is the state's intent to provide the same high standard of care to repatriates that is afforded to disaster victims.
  - I. Because persons may be arriving in large groups, feeding, restrooms, baby-care supplies, trash removal, transportation, and housing may need to be provided on a correspondingly larger scale.
  - J. Temporary assistance that will be provided to all repatriates as needed may include light, vegetarian, faith-acceptable hot meals; cash payments; emergency and/or critical medical care; emergency and/or critical behavioral health care and counseling; translation services; temporary billeting; transportation; and other miscellaneous health & welfare goods and services.
- K. Housing and feeding of repatriates – repatriates who are awaiting transportation assistance will be provided temporary housing and meals by the ARC/VOAD and will be provided with culturally-sensitive and standard American meals, resting areas and other necessities for traveling.
- L. Medical assistance – repatriates who are in need of medical attention will be transferred to a local area hospital and treatment will be provided by appropriate medical personnel and staff.



- M. ERC staff will direct repatriates requesting or requiring medical attention to an ARC health screening unit which will perform an initial medical assessment. Mental health services for repatriates will be coordinated by local mental health board services with assistance from ARC.
- N. Hospitalization – it is expected that many evacuees will not have hospitalization insurance which will pay for any medical care needed at the ERC. A determination of temporary repatriation assistance will be made by the county Department of Job & Family Services, which includes medical services. Once a determination is made, a referral will be made to arrange for appropriate medical services.
- O. Veterinary assistance – veterinary care for service animals and pets will be provided using the established emergency pet care procedures outlined in the applicable local emergency operations plan.
- P. Repatriation operations records will be assembled by ODJFS and/or the county-level DJFS office for further processing, billing, and handling beyond the emergency repatriation crisis period. All applicable privacy act and Health Insurance Portability and Accountability Act (HIPAA) regulations will be adhered to at all times.
- Q. Processing area – the ERC is not to be a sheltering area, but is to be used for processing repatriates that need assistance. Efforts will be made to move repatriates along in the system to integrate them into the normal flow of travelers.
- R. ERCs will provide the following services:
  - a. Registration – an area with desks, tables and chairs is needed. Up to 100 evacuees per hour may require processing. As many as ten county-level ODJFS Office-designated registrars/interviewers may be required at one time.
  - b. Financial operations – a secure area will be designated to process financial information and forms.
  - c. ARC/ volunteer agencies – sufficient space will be designated for processing evacuees needing assistance and to store such items as comfort kits.
  - d. Housing – a housing desk will be provided, if necessary. Primary emphasis will be on onward transportation, not on temporary housing.
  - e. Press area – a large area that is separated from the ERC and conforming to Ohio EMA Joint Information Center (JIC) procedures will be designated.
  - f. Other areas that may be needed in a separate area or in the near vicinity of the ERC may include areas for food service, childcare, mental health, and spiritual care.
- S. Temporary assistance and social services at community of final destination – repatriation assistance may be provided for up to three payment months. At the end of that time period, the county-level DJFS office(s) will explore cash assistance, medical assistance, and related social services.
- T. Public information – timely public information will be essential to the public's understanding of the situation at each point of entry and to public confidence in the reception and processing operations.
- U. ODJFS will be the coordinating agency in the JIC, supported by Ohio EMA and public information officers from other appropriate agencies, who will:
  - a. Gather and verify information;
  - b. Prepare and disseminate news releases and media advisories;
  - c. Prepare talking points and fact sheets;
  - d. Provide rumor control and media monitoring;
  - e. Respond to media inquiries;



- f. Provide interviews for news media;
- g. Conduct news conferences and briefings when appropriate.

V. City/county public information role – the city or county receiving evacuees will develop a detailed public affairs plan and appoint a qualified public affairs staff. The Federal Emergency Management Agency (FEMA) may augment local public affairs operations. Requests for such support will be sent to FEMA through Ohio EMA.

W. Records retention and audits – books, documents, papers, reports and records that are created during the duration of repatriation operations will be maintained in accordance with 45 C.F.R. Sections 74.53(a) through (g). These materials will be subject to examination and monitoring by the HHS and the Comptroller General of the U.S.

## Assignments of Responsibility

### Ohio Department of Job and Family Services (Coordinating Agency)

ODJFS and the county Department of Job & Family Services offices are the principal agencies for providing temporary financial and supportive services to repatriates. Under this plan, ODJFS will have responsibility for the following:

- A. Administrative and Operational Support
  - 1. Schedule ERC workers and maintain staffing patterns.
  - 2. Establish and maintain a list of participating staff/volunteers.
  - 3. Operate the Department of Defense Automated Repatriation Reporting System (ARRS) – the national plan developed by HHS requires use of this system to register repatriates. Upon activation, the DOD will provide the system software and hardware. ODJFS will work with DOD for training prior to events. ODJFS will work with Ohio EMA and the ERC facility manager on equipment needs in preparation.
  - 4. Develop and publish detailed procedures as needed.
- B. Repatriate Assistance Services
  - 1. Ensure that necessary translators are available. Upon their arrival at the ERC, authorized ODJFS staff will provide repatriates with a welcome packet.
  - 2. Brief, interview, register, and process repatriates.
  - 3. Existing procedures to obtain foster care and other childcare will be used for children traveling without a parent or designated guardian. For children traveling with parents, ARC assistance with provision of ERC childcare services will be requested.
  - 4. Assist with phone bank setup and operations. Provide a telephone phone bank for repatriates to use at the ERCs, provide a minimum of two staff to assist repatriates, and provide phone security.
  - 5. Assist local, state, and federal public health officials as requested.
  - 6. Coordinate provision of medical screening, first aid, hospital care and mental health services to include pastoral care and other services as needed and identified.
- C. Financial Management
  - 1. Track repatriation operational costs.



2. Accept requests for reimbursement from state & local government and volunteer agencies. Costs will be reimbursed to local and state government and volunteer agencies following guidance from HHS/Administration for Children and Families (ACF) office.

D. Financial Assistance

1. Establish a finance center, advise individuals of repayment requirements, and provide financial assistance to repatriates.
2. Claim administrative expense from HHS/ACF for the state and agencies involved in repatriation activities pursuant to separate agreements with the Ohio EMA and local governments.
3. Submit summary report(s) of expenditures within 15 days following completion of repatriation activities, as required by the national repatriation plan.
4. Develop agreements with the ARC or federal government for mass feeding, shelter management, personal care kits, childcare, mental health counseling, and onward transportation of foreign nationals not eligible for reimbursable resources and other support. ARC expenses should be billed directly to the federal government in accordance with existing agreements.

### American Red Cross (Support Agency)

- A. Assist in the temporary care and processing of evacuees as requested by the state in accordance with the national memorandum between HHS and ARC.
- B. Manage and provide guides at in-state ports of entry to assist repatriates in moving through in-state ports of entry and locating services.
- C. At the request of ODJFS, assist with provision of ERC-based childcare services by activating agreements with voluntary organizations that specialize in this service.
- D. Arrange for temporary lodging as necessary and requested.
- E. Provide personal comfort and hygiene items as available (toiletries, blankets, diapers, etc.).
- F. Provide food, snacks, and drinks for repatriates and ERC workers.
- G. Support basic first aid service provision.
- H. Support repatriate and repatriation staff worker counseling in coordination with ODJFS.
- I. Provide emergency communications and family reunification assistance through the Red Cross Disaster Family Welfare Inquiry System.
- J. Provide access for military personnel to emergency messaging and financial assistance.
- K. Provide direct assistance to families with verified event-caused needs who are ineligible for standard government assistance.
- L. Support, within the bounds of existing agreements, the provision of relief efforts by other volunteer organization actively engaged in providing other relief assistance to repatriates.

### Ohio Department of Agriculture (Support Agency)

- A. Identify organizations that can provide appropriate facilities for agricultural products quarantine cleared for entry into the United States.
- B. Coordinate the response of veterinary assistance for the isolation and/or quarantine of pets that have been cleared for entry into the United States.



**Ohio Department of Health (Support Agency)**

- A. Coordinate and conduct public health surveillance for communicable diseases.

**Ohio Department of Behavioral Health (Support Agency)**

- A. Arrange for making mental health services available to repatriates.

**Ohio Department of Transportation (Support Agency)**

- A. Assist local jurisdictions to arrange and coordinate ground transportation as needed, if local resources have been exhausted.

**Ohio Emergency Management Agency (Support Agency)**

- A. Provide operational support and coordination for the repatriation process for the following:
  1. Maintain communications with federal agencies during repatriation operations to ensure proper representation at the ERC and/or incident command.
  2. Provide technical staff to coordinate and plan ERC communications needs and arrange for installation of telephone / information systems.
  3. Prepare and coordinate the governor's state of emergency declaration, if needed.
  4. Make requests for mutual aid assistance to support this plan through state-level mutual aid agreements or through emergency management assistance compact (EMAC).

**Ohio Voluntary Organizations Active in Disasters (Support Agency)**

- A. Coordinate activities of Ohio VOAD member organizations.
- B. Provide volunteers as needed.
- C. Provide supportive emotional and spiritual care services.
- D. Support operations, as appropriate.

**Plan Development and Maintenance**

This plan will be reviewed subsequent to incident or exercise use, at the request of coordinating or support agencies, but no less often than every four years. Such requests are to be directed to the planner as assigned by the Ohio EMA. Reviews will be conducted by partner representatives with reference to after action reports, exercise data, federal doctrine, and other appropriate laws or regulations. Revisions will be sent through the chain of command for approval and documented in the record of changes table located within this plan. The Ohio EMA planning supervisor and Ohio EMA EOC manager are authorized to approve and notify partners of changes.

**Record of Changes**

#	Date	Section	Author	Description
001	2022 – 2024	all	Christen Swayer-Cunningham	Reformat and revision of all plan elements of the Ohio EOP



