

# City of Los Angeles EMERGENCY OPERATIONS PLAN



## MASS CARE AND SHELTERING ANNEX

### Functional Support Annex

June 2018



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## **ANNEX DEVELOPMENT AND MAINTENANCE**

The Mass Care and Sheltering Annex is developed to support the City of Los Angeles Emergency Operations Plan (EOP) in order to take into account the basic mass care and sheltering needs of displaced populations during the response and recovery phases of an emergency incident.

This Annex was developed in cooperation and with input from City departments with primary response or support activities, as well as input from appropriate non-City agencies with identified activities related to mass care and sheltering.

This Annex is developed to describe overall citywide response functions and capabilities. It is to be used by each department identified within this Annex to develop their own standard operating procedures (SOPs) specifically for their department to direct tactical operations. When developing SOPs, each department is to take into consideration all of the activities identified in this document directly related to their own department, as well as how those activities interact with, support, or require support from other departments identified within this plan. Departments must ensure that their SOPs are inclusive of planning for people with disabilities and others with access and functional needs. If, at any time, any department identifies a conflict in the field response or support activities described in this Annex or identifies in how their field response or support activities are performed in comparison to what is described in this Annex or identifies a conflict between their listed activities and/or responsibilities within this Annex and how they relate to or support another department's listed activities, such conflict is to be immediately reported to the Emergency Management Department – Planning Division.

If, at any time, a department, agency, or stakeholder to this document changes, develops, or amends any policy, procedure, or operation that will change or affect the contents of this document, that entity is to immediately notify the Emergency Management Department–Planning Division.

This Annex is to be corrected immediately upon notification or observation of any operational errors or conflicts. Such corrections are to be reflected within the Record of Revisions.

Every other year, a formal review of this Annex will be conducted by departments and agencies that are identified within the Annex, as well as any other departments or agencies that may need to be part of the review process. The Emergency Management Department – Planning Division will lead such an effort. Upon completion of such formal review, all corrections to the document will be reflected within the Record of Revision.

## **APPROVAL AND IMPLEMENTATION**

This document is a Functional Support Annex to the City of Los Angeles Emergency Operations Plan (EOP). It serves as either a stand-alone plan or companion document to an applicable Hazard Specific Response Annex to the EOP. The Annex was developed with input from all

applicable City of Los Angeles departments and allied stakeholders. Upon completion, it is reviewed by the City's Emergency Management Committee. When approved by the Emergency Management Committee, it presents the document to the Emergency Operations Board (EOB) with a recommendation for approval. Upon review and approval by the EOB, the document goes to the Mayor of the City of Los Angeles with a recommendation to approve and forward to the City Council for adoption.

This Annex was developed with input from all applicable Los Angeles City departments. This Annex is compliant with the Federal Emergency Management Agency (FEMA) *Comprehensive Preparedness Guide (CPG) 101, Developing and Maintaining Emergency Operations Plans, Version 2.0 (CPG 101 V.2)*<sup>1</sup>.

Upon formal approval by the Mayor and adoption by the City Council, this document becomes an official Annex to the City of Los Angeles EOP.

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<sup>1</sup> *Developing and Maintaining Emergency Operations Plans. Comprehensive Preparedness Guide (CPG) 101*, version 2.0 ed. (n.p.: U.S. Department of Homeland Security, Federal Emergency Management Agency, 2010).



## CITY EMERGENCY OPERATIONS PLAN/ANNEX CROSS REFERENCE

During the response, the following functional support shall be used as deemed necessary:

- Throughout this document, where public information and communication with the public is referenced, see the **Emergency Public Information Annex**.
- Where internal communications systems is referenced, see the **Communications Annex**.
- Where early warning and notification is referenced, see the **Early Warning and Notification Annex**.
- Where sheltering, mass care, mass feeding and the provision of functional needs support services (FNSS) is referenced, see the **Mass Care and Sheltering Annex; Resettlement Processing Center Annex; and the Logistics Annex**.
- Where reference is made to evacuations, see the **Evacuation Annex**.
- Where reference is made to Federal, State, Local or Non-Governmental Organizations providing recovery information, see the **Local Assistance Center Annex and Recovery Annex**.
- Where reference is made to response and restoration of critical infrastructure, see the **Critical Infrastructure Annex**.
- Hazard Specific Annexes include the **Tsunami Annex, Earthquake Annex, Adverse Weather Annex, Brushfire Annex, Urban Flooding Annex, Off-Airport Major Aircraft Response Annex, Debris Flow Annex, Civil Disturbance Annex, Terrorism Prevention & Protection Annex** and the **CBRN Annexes (Chemical, Biological, Radiological, and Nuclear)**.
- Where specific shelter operations are referenced, please refer to the City of Los Angeles, Department of Recreation and Parks, Mass Care Sheltering Handbook.
- All actions related to fulfilling the purpose of this Annex will adhere to the City of Los Angeles Citywide American with Disabilities Act (ADA) guides, documents, and checklists.
- Where City departments have tasks assigned relative to this Annex, please refer to that specific department's Standard Operating Procedures.

## **BACKGROUND**

It is difficult to accurately predict the location, frequency, and scale of an emergency or disaster. It is also difficult to accurately determine the number of individuals that will need sheltering assistance before, during, and after an emergency incident. It is possible, however, to plan and manage the mass care support and procedures needed to reduce the adverse impact of a threat or actual event on the City.

Any natural or man-made disaster may cause the displacement of people. The Mass Care and Sheltering Annex provides guidance on supporting sheltering operations during the response and recovery phase of an emergency incident. The Annex identifies the needed and available mass care capabilities and resources for caring for human and animal disaster survivors. It also describes how these resources are mobilized.

The operations described in this Annex are designed to be scalable. They can be used during incidents requiring shelter support for a few disaster survivors up to a catastrophic event requiring support for large displaced populations in multiple locations.

The City of Los Angeles has a Memorandum of Understanding (MOU) with the American Red Cross of Greater Los Angeles which outlines authorities, roles, and responsibilities for sheltering during a disaster.

## **I. PURPOSE, SCOPE, SITUATION, AND ASSUMPTIONS**

### **A. Purpose**

This Annex details the government's responsibilities for the managed mass care and sheltering response. This Annex can be used in conjunction with other plans designed for the protection of the population. This Annex is applicable to all locations and to all agencies, organizations, and personnel with mass care and sheltering responsibilities. Organizations, operational concepts, responsibilities, and procedures during a mass care and sheltering event are defined within this Annex

The purpose of this Annex is to provide mass care and shelter to any disaster survivors of an emergency situation. This Annex describes the provisions that have been made to ensure disaster survivors receive the appropriate services when at a mass care shelter.

This Annex has been developed to meet the following objectives:

- To provide a coordinated mass care and sheltering system compliant with SEMS, NIMS and relevant City, County, State and Federal laws.
- To coordinate human and animal response and recovery activities which include basic medical treatment, care, and sheltering.

### **B. Scope**

Effective incident management begins with a host of preparedness activities conducted well in advance of any potential incident. Preparedness involves an integrated combination of: planning; training; exercises; personnel qualification and certification standards; equipment acquisition and certification standards; and publication management processes and activities.

This Annex is applicable to Los Angeles City departments with Emergency Operations Organization (EOO) responsibilities and other departments with essential resources. Of particular importance to Annex are:

- City Departments with emergency public safety functions.
- City Departments having routine interaction with the public.
- City Departments performing emergency public safety or other critical services.

### **C. Situation Overview**

#### **1. Characteristics**

##### **a) Location**

The City of Los Angeles covers 498 square miles with approximately 468 square miles of land (214 square miles of which are hills and mountains) and approximately 29 square miles of water. The San Gabriel and Santa Susana Mountains bound the City on the North and the Santa Monica Mountains extend

across the middle of the City. The Palos Verdes Hills and Pacific Ocean bound the City on the South and West.

b) Demographics

According to the latest report from the U.S. Census Bureau in 2016, the City of Los Angeles's population is estimated to be 3,976,322, a 4.8 percent increase from 2010. It is the second largest city in the United States, as well as one of the most culturally, ethnically, and racially diverse places in the world. The U.S. Census Bureau's most recent report on population density in 2010 reports 8,092.3 persons per square mile (United States Census Bureau).<sup>2</sup>

The term "people with disabilities" refers to a protected class; protected from discrimination as defined by federal civil rights laws such as Americans with Disabilities Act (ADA) and other state civil rights protections that detail the right to equal participation to enjoy and use services. Civil rights definitions protect a broad group of people who meet specific criteria for participation in the class.

"People with disabilities and others with access and functional needs" is inclusive of broad and diverse groups of people who also directly benefit from physical, communication, and program access. This includes people who may or may not meet the definitions of civil rights laws or some of the 60 plus diverse definitions of disability.<sup>5</sup>

In addition to accommodating the needs of "people with disabilities and others with access and functional needs," a much larger portion, estimated to be up to 50% of the City's population, (people of all ages with vision and hearing loss, physical disabilities, mental health disabilities, developmental, intellectual and other cognitive disabilities, behavioral health issues, people with learning, understanding, remembering, reading, and speech and mobility limitations, and people from diverse cultures; who have limited English proficiency or are non-English speaking; and who are transportation disadvantaged) must be accommodated.

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<sup>2</sup> "Los Angeles (City) State & County QuickFacts." [Quickfacts.census.gov/qfd/states/06/0644000.html](https://www.quickfacts.census.gov/qfd/states/06/0644000.html).

<sup>3</sup> Los Angeles Department of Public Health, "Adult Disability in Los Angeles County." LA Health. Sept, 2006

<sup>4</sup> Kailes, J. and Enders, A. in "Moving Beyond 'Special Needs' A Function-Based Framework for Emergency Management Planning," Journal of Disability Policy Studies, Vol/No. 44/207, pp.230-

## 2. Vulnerabilities

The City of Los Angeles has multiple, accessible, redundant warning and notification systems that it will utilize to reach the public for warnings, notification, and support. Factors to consider are the type of disaster, the population density, and the terrain in areas of Los Angeles. In some instances, the consequences of a disaster along with terrain, and the geographical area, may impact the effectiveness of notification systems.

The City of Los Angeles recognizes that disasters may exhaust local resources. The City continues to develop, update and/or maintain Memorandums of Understanding (MOUs), Memorandums of Agreement (MOAs), and contract amendments with private vendors to increase response capability and available resources.

Due to the population density and terrain of the City of Los Angeles, the City recognizes that, despite a good faith effort, it may not have the capabilities or resources to reach every individual in terms of public warnings, notification and/or support.

A hazard represents an event or physical condition that has the potential to cause fatalities, injuries, property damage, infrastructure damage, agricultural losses, damage to the environment, interruption of business, or other types of harm or loss. Earthquakes, floods and wildfire hazards represent the pervasive and primary events that result in disaster losses. Secondary hazards include debris flows and tsunamis.

Vulnerability indicates the level of exposure of human life and property to damage from natural and manmade hazards. The City of Los Angeles and its people are vulnerable to a wide range of hazards that threaten communities, businesses, government and the environment.

### **D. Assumptions**

This Annex was created to integrate the concepts and structure defined by the National Incident Management System (NIMS), the California Standardized Emergency Management system (SEMS), and the Incident Command System (ICS).

- All City, state, and federal processes, procedures, and protocols reflected or referenced in this document were current as of the date of approval of this Annex. Before implementing this Annex, confirm that the processes, procedures, and protocols are unchanged. If necessary, before implementing, modify the Annex so that it is consistent with updated processes, procedures, and protocols.
- Only departments that have a role in mass care and sheltering functional support are included in this document. The departmental roles listed are limited to those applicable to the functional support.

- In any disaster, primary consideration is given to the preservation of life. Additionally, time and effort must be given to providing critical life-sustaining needs.
- In a catastrophic incident, damage control and disaster relief will be required from the State and federal government, other local governments and private organizations.
- The City Emergency Operations Center (EOC) may or may not be activated in support of an event. EOC activation will be determined based on the scope and scale of the event.
- Electronic communications utilizing information technology systems will be compliant with Section 508 of the Rehabilitation Act.
- All printed public education material produced to support this Annex for distribution to the general public shall be available in accessible formats.
- Many residential, commercial and institutional structures could be damaged; requiring a large Urban Search & Rescue/Heavy Rescue mobilization.
- Residents could be displaced; requiring shelter and social services needs. Sheltering activities could be temporary or long term depending on the severity of the incident.
- Vital infrastructure such as potable water supplies, electrical power, and natural gas and sewer services could be compromised. Re-establishment of these vital resources will be critical.
- Transportation infrastructure could be damaged and in limited operation. Vital vehicle and rail corridors could be damaged and impassible. Re-establishment of transportation infrastructure will be critical.
- Communications infrastructure could be damaged; causing disruption in land-line telephone, cellular telephone, radio, microwave, computer and other communication services. Re-establishment of communications infrastructure will be critical.
- Although the majority of people seek shelter with family and friends in hotels/motels, the remainder will seek shelter in designated congregate care facilities. The City of Los Angeles anticipates that approximately 10% of the affected population will seek shelter.
- The EOC staff and facilities will be available for activations for an incident severe enough to create a large mass care need. When activated, the City of Los Angeles EOC will be the central point of contact for all operations. The EOC supports the field incident command (ICS) when the emergency is significant, by providing multi-agency coordination through information collection and evaluation, priority setting, and resource management.
- Consistent with the City of Los Angeles EOP, the EOC will work through the Los Angeles County Operational Area (OA) to coordinate with other local governments to support response.
- In smaller events, the decision to open a shelter will normally be made at the incident (SEMS field level) and in accordance with existing plans and protocols. In larger events when the EOC is activated, the decision to open one or more shelters

will be made by the Mass Care Branch Director in consultation with the EOC Director and in accordance with existing plans and protocols.

- Non-governmental organizations (NGOs), private non-profit organizations (PNPs), community-based organizations (CBOs), and faith-based organizations (FBOs) that normally respond to disaster situations will do so.
- In a catastrophic event, CBOs that provide social services and serve disproportionately affected populations will initially be overwhelmed with requests for service.
- Neighborhood organizations and local groups, some without training, will emerge to provide care and shelter support independent of local government.
- The percentage of the affected population that seeks congregate care is dependent on the size, scope, and nature of the incident.
- Service animals and emotional support animals must remain with their owners. See Small Animal Appendix for additional details.
- Mutual aid assistance from unaffected jurisdictions and from State and Federal emergency agencies may be available.
- In a major disaster, mass care operations will require an influx of resources from outside the area to be fully operational. Availability of external resources from unaffected jurisdictions, the State, and the Federal Government will depend on transportation infrastructure, and access to affected areas and areas providing mass care.
- The duration and scope of local, State, and Federal involvement will be proportional to the situation's severity and the assistance needed. State, Federal, and Emergency Management Assistance Compact (EMAC) resources will be extremely limited due to high demand the first few days following a disaster in which there has been widespread damage to access/transportation infrastructure and to suppliers.
- Schools will be used as temporary shelter-in-place sites for the student population when schools are directly impacted by an incident/event.
- Infrastructure in a major disaster will be affected, which will impact mass care operations.
- It is likely that spontaneous mass care services such as feeding and sheltering activities will occur throughout the City without coordination or knowledge of the Mass Care Branch.
- Some displaced residents will converge in public parks and open spaces as an alternative to using indoor mass care shelters due to distrust of building integrity in the event of major earthquakes and aftershocks.

In addition, the following supporting appendices will be used in conjunction with the Mass Care and Sheltering Annex:

1. Traditional Sheltering

The Traditional Sheltering Appendix addresses both catastrophic and non-catastrophic events requiring mass care sheltering support.

The City of Los Angeles Department of Recreation and Parks (RAP) is the lead department for mass care and sheltering operations for the City of Los Angeles. The American Red Cross Los Angeles Region (Red Cross) serves as the primary support agency responsible for operating shelter facilities according to the roles stipulated in the Memorandum of Understanding (MOU) between the City of Los Angeles and the Red Cross Los Angeles Region (see VI. Agreements and Understandings – A).

For a detailed concept of operations, see the Traditional Sheltering Appendix of this Annex.

## 2. Non-Traditional Sheltering

The Non-Traditional Sheltering (NTS) Appendix addresses large-scale mass care and sheltering operations in the City of Los Angeles. A NTS is a location, generally in a large structure or open space soft sided shelter, where a significantly large number of disaster survivors can take refuge and be sheltered for short or longer periods of time (mega shelter). These locations require additional support services and infrastructure expansion or support which may include soft sided structures, hard sided portable structures, facility support such as portable toilets, showers, hand wash stations, a mobile kitchen and dining facility. Such operations will require the support of logistics, utilities, security, and traffic control and others dependent on the scenario, location and infrastructure in place.

For a detailed concept of operations, see the Non-Traditional Sheltering Appendix of this Annex.

## 3. Mass Feeding

The Mass Feeding Appendix describes the scalable mass feeding strategy that will guide the City of Los Angeles in feeding displaced or stationary populations after a natural or human caused disaster. Mass feeding is defined as the provision of food to disaster survivors through a combination of fixed and mobile feeding units, and bulk distribution of food.

The process begins as soon as a disaster occurs and ends once survivors, including people with disabilities and access and functional needs, are capable of obtaining food from points of distribution or commercial outlets.

For a detailed concept of operations, see the Mass Feeding Appendix of this Annex.

## 4. Small Animal Support

The Small Animal Support Appendix addresses the basic care and sheltering needs of small animals during the response and recovery phases of an emergency incident in the City of Los Angeles. The Appendix describes the City's response capabilities and how resources are mobilized to provide mass care and sheltering support to small animals and their owners.

The purpose of the Small Animal Support Appendix is to provide strategies and procedures on mass care and sheltering support of pets and service animals during and after an emergency incident in the City of Los Angeles. The Appendix provides guidance to all relevant departments and organizations during an emergency to accomplish the following objectives:

- Establishing, operating, and demobilizing a Temporary Emergency Small Animal Shelter.
- Accommodating service animals in general population shelters.

For a detailed concept of operations, see the Small Animal Support Appendix of this Annex.

#### 5. Large Animal Support

The Large Animal Support Appendix addresses the basic care and sheltering needs of large animals during the response and recovery phases of an emergency incident in the City of Los Angeles. The Appendix describes the City's response capabilities and how resources are mobilized to provide mass care and sheltering support to large animals and their owners.

The purpose of the Large Animal Support Appendix is to provide strategies and procedures on mass care and sheltering support of large animals during and after an emergency incident in the City of Los Angeles. The Appendix provides guidance to all relevant departments and organizations during an emergency to accomplish the following objectives:

- Establishing, running, and demobilizing temporary large animal shelters for equine and livestock
- Providing support for the care of exotic animals and wildlife as resources allow and as the situation warrants.

For a detailed concept of operations, see the Large Animal Appendix of this Annex.

## II. CONCEPT OF OPERATIONS

The City of Los Angeles Department of Recreation and Parks (RAP) is the lead department for mass care and shelter operations for the City of Los Angeles. The Red Cross Los Angeles Region serves as the primary support agency responsible for operating shelter facilities according to the roles stipulated in the Memorandum of Understanding (MOU) between the City of Los Angeles (City) and the Red Cross Los Angeles Region (see VI. Agreements and Understandings - A).

This Annex addresses both catastrophic and non catastrophic events requiring mass care support. In a smaller event, the Incident Commander (IC) in the field will contact Red Cross directly or the EMD Duty Officer to coordinate sheltering. The Red Cross will coordinate with the Recreation and Parks Coordinator if the Red Cross anticipates opening a City-owned shelter. The Red Cross will also notify the City of Los Angeles Emergency Management Department (EMD) Duty Officer of any sheltering operations.

In the case of a major or catastrophic event, the Emergency Operations Center (EOC) will be activated and the Mass Care Branch must be prepared to expand beyond standard operations. The RAP General Manager or his/her designate is the identified Director of the EOC's Mass Care Branch. RAP is also responsible for staffing the Shelter Operations Unit in the City's EOC. The Mass Care Branch also includes positions representing and staffed by:

- American Red Cross Los Angeles Region
- Los Angeles Unified School District (LAUSD)
- City of Los Angeles Animal Services Department (Animal Services)
- Department on Disability (DoD)
- Housing and Community Investment Department of Los Angeles (HCIDLA)

### A. Terminology

**Access and Functional Needs** – Access and functional needs as defined by the National Response Framework may be present before, during, or after an incident in one or more areas and may include, but are not limited to, maintaining independence, communication, transportation, supervision, and medical care. Utilize Emergency Support Function (ESF) #6 to coordinate assistance without regard to race, ethnicity, religion, nationality, gender, age, disability, English proficiency, or economic status of those who are seeking assistance as a result of a disaster.<sup>3</sup>

**Disability** – A physical or mental impairment that limits one or more of the major life activities of such individual. Major life activities include, but are not limited to, caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working. A major life activity also includes the operation of a major

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<sup>3</sup> Emergency Support Function #6 – Mass Care, Emergency Assistance, Temporary Housing, and Human Services Annex, May 2013.

bodily function, including but not limited to, functions of the immune system, normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, endocrine, and reproductive functions.<sup>4</sup>

**Emotional Support Animal:** An emotional support animal (ESA) is a companion animal that provides therapeutic benefit, such as alleviating or mitigating some symptoms of the disability, to an individual with a mental or psychiatric disability. Emotional support animals are typically dogs and cats, but may include other animals. In order to be prescribed an emotional support animal by a physician or other medical professional, the person seeking such an animal must have a verifiable disability. To be afforded protection under United States federal law, a person must meet the federal definition of disability and must have a note from a physician or other medical professional stating that the person has that disability and that the emotional support animal provides a benefit for the individual with the disability. An animal does not need specific training to become an emotional support animal. (Section 504, Rehabilitation Act).

**Functional Needs Support Services (FNSS)** – Services that enable children and adults to maintain their usual level of independence in a general population shelter. FNSS includes reasonable modifications to:

- Policies, practices, and procedures,
- Durable medical equipment (DME),
- Consumable medical supplies (CMS),
- Personal assistance services (PAS), and
- Other goods and services as needed.

Children and adults requiring FNSS may have physical, sensory, mental health, and cognitive and/or intellectual disabilities affecting their ability to function independently without assistance. Others who may benefit from FNSS include women in late stages of pregnancy, elders, and those needing bariatric equipment.<sup>5</sup>

**Household Pet** – A household pet is a domesticated animal, such as a dog, cat, bird, rabbit, rodent, or turtle that is traditionally kept in the home for pleasure rather than for commercial purposes can travel in commercial carriers, and can be housed in temporary facilities. Household pets do not include reptiles (except turtles), amphibians, fish, insects/arachnids, farm animals (including horses), and animals kept for racing purposes.<sup>6</sup>

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<sup>4</sup> Americans with Disabilities Act of 1990, as amended in 2008, Section 12102.

<sup>5</sup> FEMA, Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters, November 2010.

<sup>6</sup> FEMA 9523.19 Eligible Costs Related to Pet Evacuations & Sheltering. <http://www.fema.gov/9500-series-policy-publications/952319-eligible-costs-related-pet-evacuations-sheltering>

**Los Angeles Operational Area** – The Los Angeles County Operational Area is an intermediate level of the State Emergency Services Organization, consisting of the county and all political subdivisions within the county.

**Mass Care** – Sheltering, feeding, emergency first aid, bulk distribution of emergency items, and disaster welfare information (i.e., collecting and providing information on victims to family members). The mass care function is a part of the Emergency Support Function (ESF) #6 responsibilities.<sup>7</sup>

**Service Animal** – A service animal refers to any dog or miniature horse that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, or other mental disability. Works or tasks may include: guiding people who are blind or have low vision, alerting people who are deaf or hard of hearing, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties.

The “service animal” terminology in the City’s Emergency Operations Plan and Annexes is inclusive of the ADA’s definition and Section 504 standards of reasonable accommodations for animals that provide support to people with disabilities.

**For a list of Acronyms, see Attachment A.**

## **B. Mass Care Congregate Sites**

### **1. Traditional Shelter**

A shelter is a facility and/or site containing an existing structure or requiring the construction of a temporary structure using non-traditional material (e.g., tents, open air) for the purposes of providing mass care services to affected populations.

### **2. Non-Traditional Shelter**

A location, generally in a large structure or open space soft sided shelter, where a significantly large number of disaster survivors can take refuge and be sheltered for short or longer periods of time (mega shelter). These locations require additional support services and infrastructure expansion or support which may include soft sided structures, hard sided portable structures, and facility support.

### **3. Local Assistance Center (LAC)**

A City or county operated site where individuals can seek assistance from City/county departments, non-governmental organizations, community based organizations (CBOs), and other applicable agencies/organizations in the recovery phase following a disaster. Local assistance centers are physically accessible and will

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<sup>7</sup> Emergency Support Function #6 – Mass Care, Emergency Assistance, Temporary Housing, and Human Services Annex, May 2013.

provide accommodation to support individuals through the process. LACs do not provide any mass care or sheltering activities, such as feeding or sleeping accommodations as a regular shelter.

4. Resettlement Processing Centers (RPC)

Evacuation sites or resettlement processing centers may be activated if there is a need to shelter individuals from outside the City limits of Los Angeles. Resettlement processing is the component of receiving individuals from an outside jurisdiction who require transportation and sheltering assistance. Individuals are identified, assessed, tracked, and directed to appropriate shelters within the City of Los Angeles.

The City of Los Angeles Emergency Management Department will coordinate any resettlement processing plan in accordance with the City of Los Angeles Evacuation Annex, the City of Los Angeles Resettlement Processing Center Annex, this Mass Care Annex, as well as evacuation plans from other jurisdictions that may evacuate to the City of Los Angeles. This integration with other jurisdictions will involve and require coordination from the Operational Area.

5. Cooling Centers

All City facilities that are operational and allow access to the public can serve as a cooling center. People in the City may seek relief from severe heat events in City facilities. City facilities are always open to the public during regular business hours. During periods of high temperatures, the City may extend the hours of operations beyond regular business times and those facilities will be referred to as “Cooling Centers”. These extended hours are generally for 2-3 hours past normal closing times. Cooling Centers do not provide any mass care or sheltering activities, such as feeding or sleeping accommodations as a regular shelter. Cooling Centers must, however, comply with ADA accessibility guidelines for people with disabilities and others with access and functional needs.

6. Warming Centers

When necessary and when freezing temperatures dictate and evolve into an emergency response, the City will open a general population shelter for individuals seeking shelter for cold weather related events.

The City of Los Angeles does not currently provide warming facilities. A Winter Shelter Program is available for seniors and those looking for a place to stay warm. Locations and transportation information can be found on the Los Angeles Homeless Services Authority’s website at: [http://www.lahsa.org/winter\\_shelter\\_program.asp](http://www.lahsa.org/winter_shelter_program.asp).

For a detailed concept of operations, see the Adverse Weather Annex.

## 7. Mass Feeding

These are location(s) that provide food services for the masses throughout the City. This may include mass congregate food service sites, and/or Points of Distribution (PODs). Feeding operations, based on sound nutritional standards will ensure the City of Los Angeles meets the dietary requirements of disaster survivors with dietary requirements/restrictions because of a disability or medical need. Provisions during mass feeding may include but are not limited to the use of adaptive/assistive equipment/utensils; assistance to individuals during eating and drinking; and support for pre-meal hygiene, food preparation, and post meal clean up, specific methodologies for food preparation, low sugar, and pureed. Additionally, the City will meet the dietary preferences of individuals with cultural, religious, ethnic or other requests for accommodation, when possible.

## C. Mass Care Operational Concepts

### 1. Management

- The City of Los Angeles Recreation and Parks Department (RAP) is the lead department for mass care and shelter operations in the City of Los Angeles and is responsible for staffing the Director position as well as the Shelter Operations Unit in the Mass Care Branch when the Emergency Operations Center (EOC) is activated.
- While the City of Los Angeles has primary responsibility for its jurisdiction, the American Red Cross Los Angeles Region will serve, where possible, as the primary support agency responsible for operating traditional emergency shelters. When the Red Cross has exhausted its capacity to support shelter operations, RAP will provide shelter management and will oversee operations.

### 2. Site Evaluation, Selection, Activation, Assessment, Set up

- The City of Los Angeles Department of Recreation and Parks (RAP) is responsible for site evaluation and selection prior to activation of a shelter. This includes evaluation of the site for ADA accessibility and suitability for shelter operations, and maintenance of facility list.
- Upon determination that a shelter needs to be activated in the City, RAP will coordinate with the Red Cross, EMD, and DoD to determine shelter location based on mass care sheltering needs (i.e. size, proximity to disaster and associated services).
- Assessment of shelters is made by RAP or Red Cross utilizing the Shelter Quick Check Survey to determine ADA accessibility remains viable prior to receiving evacuees.
- RAP is responsible for ensuring shelters are appropriately setup to be accessible for residents and that facilities are functional.
- RAP will coordinate with Red Cross related to shelter setup and layout.

### 3. Mass Care Logistics and Services

Mass care logistical support and services will follow the standard procedures for EOC resource requests. When the EOC is not activated the Red Cross will direct resource requests to the Red Cross Department Operations Center (DOC) and when the EOC is activated the Red Cross DOC may request resources from the City through the EOC Mass Care Branch. If the shelter is operated by RAP, resources will be requested through the RAP DOC and will be forwarded to the EOC Mass Care Branch to be filled. The City maintains agreements for shelter equipment items including but not limited to cots, linens, tents, tables, chairs, generators, light towers, portable showers, toilets, hand-wash stations etc. as well as Functional Needs Support Services (FNSS) and resources such as Durable Medical Equipment (DME), Consumable Medical Supplies (CMS), and Personal Assistance Services (PAS). Additionally, the City will coordinate service support through existing internal capacity or when necessary through contract support. Services include laundry, waste management, construction (temporary modifications), bio-hazard waste services, and custodial services.

### 4. Shelter Registration

- The intake and assessment of shelter residents will occur according to Red Cross guidelines and protocols.
- Shelter residents will be registered by shelter staff using the City of Los Angeles Shelter Intake Form (Attachment C) and City of Los Angeles Shelter Accommodation Request Form (Attachment D). Both forms will be used to identify FNSS that may be needed by the person being registered to maintain his/her independence and to ensure that he/she receives access to all services and activities while in the shelter setting.

### 5. Food Services

Red Cross has responsibility for ensuring that food service is provided in Red Cross shelters. The City of Los Angeles has responsibility for ensuring that food service is provided in RAP operated shelters, either through Red Cross provided resources or through City contract. Food service in all locations will include three meals a day, beverages and snacks. Shelter staff will have responsibility for providing servers in the shelters. The shelter manager will ensure the food service areas are set up to meet the needs of all shelter residents including ensuring an accessible set up and adaptive utensils. Under all scenarios responsible parties (Red Cross and/or RAP) will ensure that food provision meets the dietary requirements and dietary restrictions for people with medical needs and people with disabilities and others with access and functional needs.

### 6. Public Safety and Security

Public safety or security personnel are responsible for ensuring the safety and security of individuals in and around a shelter site. This includes disaster survivors and staff. In addition to the traditional law enforcement issues that arise with any large gathering and at large venues, shelter site safety and security personnel will

face additional issues. Volunteers can perform some security functions such as traffic control in order to release law enforcement personnel for their other responsibilities.

Security personnel should be present at all City supported shelters.

Public safety is the responsibility of local law enforcement including Los Angeles Police Department (LAPD), security services and/or Park Rangers, LAUSD Police, private or contract security and, in some instances, volunteers. More than one agency or organization may be involved in supporting these site functions, but will be coordinated through the Law Branch in the EOC (if activated) and provide a consistent security presence to address the needs of the event.

Public safety responsibilities include, but not limited to:

- Implement and oversee public safety and security operations in and surrounding a mass care site.
- Coordinate with site management for site security needs.
- Coordinate with local law enforcement and/or private or contract security officers for security personnel, shift schedules (regular time and overtime), and specific skill sets (e.g., traffic control).
- Coordinate traffic control plans with the EOC Transportation Branch.
- Manage and control security of a mass care or shelter site environment, shelter population and staff, and assets and supplies stored at critical staging areas.
  
- If the EOC is activated
  - The Mass Care Branch will inform LAPD or the Law Branch of the shelter location – and any general concerns (e.g., n issues with the evacuating population). The Law Branch will determine who to send to provide security. Security resources may include LAPD, Explorers, National Guard, or the Los Angeles Unified School District (LAUSD). The Police Department of the Law Branch will notify the appropriate patrol officers that a shelter has opened in their area.
- If the EOC is not activated
  - The Red Cross agency representative at the Incident Command Post (ICP) will notify the law enforcement agency representative at the ICP of security needs and concerns at the shelter site. The Law Liaison will contact LAPD or other law enforcement resources as appropriate to provide a suitable level of security at the shelter site.

Requests for additional public safety resources, if needed, will be made by the Shelter Manager.

- If the EOC is not activated

- Red Cross managed shelter: The Shelter Manager will request security through the Red Cross Emergency Operations Center (Red Cross EOC) headquarters.
- City-managed shelter: Shelter Manager will request security through the Recreation and Parks Ranger Communications Center.
- If the EOC is activated
  - Red Cross managed shelter: Requests are made to the Red Cross EOC headquarters who will forward the request to the EOC Mass Care Branch. The Mass Care Branch will coordinate with the Law Branch in the EOC to ensure the coordination and deployment of resources will be sufficient.
  - City-managed shelter: Requests are made to the EOC Mass Care Branch. The Mass Care Branch will coordinate with the Law Branch in the EOC.

Law enforcement and/or security will provide internal and external security. Volunteers can perform some security functions such as traffic control to provide law enforcement personnel time for their other responsibilities.

Security personnel should be present at all City supported shelters.

Bag screening stations, metal detectors, magnetometers, and other security procedures or devices may be used as necessary and available.

a) Traffic management

Security and/or law enforcement are responsible for executing the traffic management plan to address ingress, egress, and access of transportation modes and traffic around the facility or site.

All traffic management plans will be site and incident specific, and may be changed based on the needs or situation at the facility.

Shelter traffic management plans should include information regarding the following:

- Control of an outer perimeter, including surrounding streets leading to the facility
- Designated arrival and drop-off points
- Ingress and egress areas
- Disaster survivor arrival and departure
- Supplies, deliveries, and personnel
- Redirection to donation sites
- Volunteer redirection to Veteran Reserve Corps (VRCs) or NGOs
- Parking for transportation modes

- Checkpoints for redirection to other locations of unauthorized people (e.g., self-disaster survivors and media personnel) to prevent traffic congestion around the facility
- Tow truck services for obstructing cars (pre-staged or on call)
- Vehicle traffic and vehicle directional signage

b) Weapons

Senate Amendment 4615, the “Vitter Amendment,” to the U.S. Department of Homeland Security (DHS) Appropriations Act (Public Law 109-295), amends the Robert T. Stafford Disaster Relief and Emergency Assistance Act to “prohibit the confiscation of firearms during certain national emergencies.” The intent of the law is to govern the allowance of weapons in various disaster response sites (e.g., reception sites and shelters), prohibiting the confiscation of a firearm during an emergency or major disaster if the possession of such firearm is not prohibited under Federal or State law.

Weapons are not permitted in general population/public shelters. The temporary surrender of a firearm will be required as a condition for entry into any mass care site and onto any mode of public or government transportation used for rescue or evacuation.<sup>8</sup>

c) Criminal Activity

Criminal activity of any nature should be reported to and handled by sworn law enforcement officers. For medical and law enforcement emergencies, personnel should contact 9-1-1 and site security, safety, or medical personnel. In the event of an interruption of cell phone service or impacted 9-1-1 service, emergency notifications may be made through the Mass Care Branch from emergency communications channels.

d) Unaccompanied Minors

If an unaccompanied minor is identified, shelter staff will assume temporary care and immediately escort the minor to an access-controlled, highly visible shelter location for on-going monitoring and safeguarding until reunification with legal parent and/or caretaker. Additionally, the Shelter Manager will notify the Mass Care Branch to coordinate with the Law Branch or with the OEM Liaison to contact Los Angeles County Department of Children and Family Services staff to take the minor(s) into protective custody. Trained and credentialed caregivers from multiple City departments including the Personnel Department (Personnel), RAP, and Department of Children and Family Services will administer temporary shelter care.

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<sup>8</sup>*Bill Summary & Status, 109th Congress (2005–2006), S. AMDT.4615.* Library of Congress. Accessed March 30, 2011. <http://thomas.loc.gov/cgi-bin/bdquery/z?d109:SP04615>.

## 7. Transportation

Reception centers, safe areas, and shelter sites will require regular access and communication with transportation resources throughout an event. The range of transportation needs will cover movement of community members from safe areas/reception centers to shelters; from shelters to various assistance resources and housing; non-urgent medical transportation to treatment facilities, and transportation of disaster survivors back to their residences. Transportation resources will be provided for the whole community including accessible modes of transportation (vans and buses) for people with disabilities and others with access and functional needs. Sheltering-related issues for LA City's transportation considerations during a mass care event include:

- The Transportation Branch (Los Angeles Department of Transportation (LADOT)) within the City EOC will be the first point of contact for any transportation needs identified for an operational period during an event. LADOT will have responsibility for coordination of all transportation assets.
- Public information regarding availability of and access to transportation will be the responsibility of the Joint Information Center (JIC) and will be released in accordance with the Emergency Public Information Annex procedures.
- Accessible transportation will be provided for shelter residents when necessary
- Shelter residents will receive messaging information regarding transportation resources. Shelter staff is responsible for information sharing in the shelter environment and identifying multiple communication strategies.

Transportation needs may exceed available resources. EOC coordination with surrounding counties/operational areas and Cal OES southern region office—mutual aid assets can be requested when local resources are not available. The City EOC Transportation Branch will be the central point for determining any mutual aid needs to address operational priorities and will coordinate with the CEOC.

In many cases, individuals displaced by a major emergency may bring their pets with them to a shelter or reception center. Service animals and emotional support animals for people with disabilities and others with access and functional needs are required to be transported with individuals. Los Angeles Animal Services will be the responsible City agency to work with transportation agencies for transporting animals.

## 8. Communications

The shelter manager is responsible for ensuring clear, concise and up to date information to shelter residents. This includes daily briefings, bulletin boards and access to information on community services. Additionally, shelter managers will ensure that communication within the shelter is clear and accessible to include, oral, signage, Braille, registration and intake process, television (captioning), telephone and internet accessibility.

Ensure that multiple accessible redundant effective communication strategies are available to support people with disabilities and others with access and functional needs.

a) Within shelter sites, communication to residents may be executed in the following ways:

- Red Cross and RAP assign personnel to disseminate information to shelter residents. This information must be processed into a clear, accessible and concise message to be delivered to shelter residents.
- The Public Information Officer should coordinate regularly with the Shelter Manager prior to making public announcements in the shelter.
- Bulletin Boards may be displayed in key traffic areas throughout shelters to display relevant information. Be sure to update bulletin boards regularly and keep them relevant. If not updated regularly, they will lose value and residents may no longer read them. Duty
- Auxiliary aids and services necessary to meet the communication needs of all persons in the shelter will be made available. All information will be in accessible formats for people with disabilities and others with access or functional needs. Information support in a shelter includes but is not limited to:
  - Use of the City of Los Angeles Assistive Technology Cache
  - Translators for other languages and sign language interpreters
  - Use of pictograms
  - Way-finding guidance for individuals who are blind or have low vision when they cannot see posted signage for transportation resources and activities
  - Specific briefings to individuals who have difficulty understanding group announcements or head of household meetings to ensure that transportation information is effectively shared.
  - Signs in large print, Braille or pictograms
  - Assistance in filling out or reading forms

## 9. Reporting

a) Shelter Reporting

Red Cross Shelter Managers will report shelter status to the Red Cross EOC; Shelter Managers at City-managed sites will report shelter status to the Director of Recreations and Parks DOC (if open) or the Mass Care Branch Director at the EOC (if open) once every 24 hours after the midnight count is completed. The shelter status report will include, at a minimum, the following information for each shelter:

- Shelter site name;
- Location (street name, number, cross street, zip code);
- Estimated capacity;

- Number of people sheltered (sleeping over) during reporting period;
- Total number of people sheltered to-date;
- Number of new registrations during the reporting period (normally the last 24 hours);
- Shelter manager's name;
- Phone number, radio frequency or any other contact method;
- Current facility status (open, closed, stand-by);
- Meals fed in past 24 hours;
- Animal shelter co-located? (yes/no); and,
- Summary of critical support needs including functional needs support services.

If a shelter nears maximum capacity, the shelter Manager will notify the Red Cross EOC of "full" status. Shelter Manager will also provide written copies of the Daily Shelter ADA checklist (See Attachment B) to the RAP DOC or directly to the DAFN Technical Specialist (when appropriate). The shelter status information includes accessibility barriers and affiliated corrective actions, resource requirements for people with disabilities and others with access and functional needs and unmet needs.

b) Feeding Operation Status Updates

Kitchens and feeding sites will provide the Red Cross EOC a daily count of meals prepared and distributed, the number of fixed and mobile feeding sites/routes, and the projected number of meals required. In addition, uncooked food products, quantity consumption rates and resupply requests should be considered and coordinated with onsite logistics planning efforts for future meal plans. Any supply or logistics issues, or significant anticipated changes, should be reported regularly as well. Red Cross EOC will provide the Mass Care Branch with feeding status information. Private contractors that provide food services will report the same information directly to the Mass Care Branch Director.

c) Bulk Distribution Operations

Point of Distribution (POD) site Managers will notify the Mass Care Branch Director of commodity counts, inventory status, and distribution rates at the end of each operational period to allow time to City EOC Logistics and Planning staff to ensure adequate supply chain management.

d) Shelter/ Mass Care Situation Reports

For every operational period, the Red Cross EOC will compile situation status reports for each shelter and feeding site and forward to the EOC Mass Care Branch.

Every operational period, the City's EOC Director will ensure that situation status reports for each shelter and feeding sites are compiled and reported to the County/Operational Area Care and Shelter Branch Director.

#### 10. Case Management

Personal/Family disaster information will be collected at the shelter or at sites such as the Local Assistance Centers (LACs). Red Cross and RAP staff utilizes human resources to assist residents in shelters throughout the sheltering support process. As transition to recovery progresses, the emphasis on these support services increases. Disaster survivors may need assistance working with the on-line resources, telephone accessed services, LACs, Federal Disaster Recovery Centers (DRCs), Red Cross *Safe and Well* program, and access to Long Term Recovery Group (LTRG) services/programs.

Coordination with FEMA's Voluntary Agency Liaisons (VAL) will be critical during transition to recovery. In a declared event, FEMA, through the VALs, will set up programs to assist community recovery through available federal programs. As transition to recovery occurs and shelters close and programs are reduced, dependence on accessing the federal programs may increase. Directing disaster victims to federal programs through public education and other voluntary organizations will be a key role in transition to recovery. The California Volunteers Office for the state will also be a valuable resource during transition to recovery.

#### 11. Transition to Recovery

After the initial event, housing, feeding, bulk distribution, and City services will be taxed to their fullest extent. This Annex addresses the triggers, key issues and criteria to be utilized for emergency personnel when moving from the initial event and transitioning to longer term recovery. Recovery planning begins as soon as the disaster occurs. Whether through shelters, Local Assistance Centers (LACs), Federal Disaster Recovery Centers (FDRCs) or other mass care venues, transition to recovery will need to be forefront in the activities of response personnel throughout the event.

##### a) Disaster Housing

- A major disaster may significantly reduce the supply of available housing. Shelters may need to maintain operations for a longer period of time until adequate interim, temporary or long-term housing is found for remaining occupants. The Los Angeles City government will work in close partnership with the Housing and Community Investment Department (HCIDLA), the Housing Authority of the City of Los Angeles (HACLA), CBOs, the Red Cross, LA County Office of Emergency Management, LA County Community Development Commission, State CalOES, State Housing and Community Development (HCD), U.S. Department of Housing and Urban Development

(HUD) and FEMA among others, to meet the housing needs of shelter residents.

- The need for disaster housing transition from shelters to permanent housing will be addressed by the appropriate Departments and coordinated through the City's EOC Mass Care Branch.

b) Feeding Operations

- Transitioning feeding operations should adhere consistently and be integrated with the Mass Feeding Appendix to the Mass Care and Shelter Annex. Transitional feeding operations will be addressed in this section to describe how feeding efforts will be changed from an ongoing field task and reduced to a point that long-term recovery activities can take over and feeding is no longer necessary. Demobilization and recovery will be considered at the very beginning of an event in order to allow this transition process to move efficiently when the appropriate time arrives.
- Full demobilization of feeding programs at shelters and mobile programs will not be undertaken until all case work and related individual community member needs are addressed, including survivors, persons with disabilities and others with access or functional needs, and the general public.

c) Bulk Distribution Operations

- Bulk distribution operations in an affected community will continue until they are deemed to be no longer needed. The triggers and criteria determining when bulk distribution can be phased out will be an operational decision by the incident managers and the Red Cross EOC based on community needs. The Red Cross will work closely with governmental partners and other CBOs within the incident command structure to determine bulk distribution needs according to factors observed on the ground. Transitioning bulk distribution operations should adhere consistently and be integrated with the Distribution Management Appendix.

d) Demobilization of Shelters

- Shelters will remain operational until such time that the community has recovered and is able to accept residents back into individual housing or until shelter residents have secured alternate temporary housing. The demobilization of shelters is the responsibility of Red Cross and RAP and will be coordinated back through the EOC Mass Care Branch, Red Cross DOC and RAP DOC. Resources and assets assigned to shelters will be returned to their respective owners, contracts will be closed out and documentation will be filed with each respective agency/organization.

#### **D. Health and Medical Support**

Individuals in mass care settings will require support for health and medical needs. The Los Angeles County Department of Health Services (LACDHS) is the primary support

department for this service. LACDHS will have responsibility for providing policies, procedures, medical direction and resources to support health and medical support such as, prescription medications, medicine administration, clinic support, Alternate Care Sites (ACS), and medical staff support.

a) Key Public Health, Emergency Medical Services (EMS), and Mental Health Organizations and Responsibilities

- Medical Services will be coordinated through the City EOC Mass Care Branch. Basic medical and health support will be provided by the Red Cross and/or the Los Angeles County Department of Health Services
- When possible, the Los Angeles Fire Department (LAFD) will assign Emergency Medical Services (EMS) assets to larger disaster shelters.
- The Los Angeles County Department of Public Health (LACDPH) functions in a preventative role by providing disease surveillance, control measures, and environmental health support. LACDPH resources can be requested through the Los Angeles County EOC (CEOC).
- The Los Angeles County Department of Public Social Services (DPSS) is available to coordinate social services and shelter staffing support as well as Functional Assessment and Service Teams (FAST) resources.
- Issuance of durable Medical Equipment and Consumable Medical Supplies will be coordinated through the Mass Care Branch in the EOC. The City has capacity to utilize cached resources, purchase equipment or supplies and/or utilize the EOC process to request supplies through the Operational Area (OA).
- The Los Angeles County Department of Mental Health (LACDMH) will coordinate the mental and behavioral health needs for City-run shelters in coordination with the Mass Care Branch in the City EOC.

b) Emergency Medical Transport

If there is an acute medical issue that requires immediate transportation to a hospital, shelter staff should call 9-1-1.

c) Fatality Management

During shelter operations, the death of a client could occur. Anytime a death occurs in a shelter, law enforcement (LAPD) shall be contacted to respond and conduct an investigation and provide security over the body. The Mayor's Crisis Response Team should be called when necessary to provide crisis counseling. LAPD will be responsible for contacting the Los Angeles County Office of the Coroner.

**E. Documentation and Time-Keeping**

During an emergency situation or incident, it is important to keep specific records such as staff assignments and costs, related to the response and recovery from the emergency/incident. Each department has their own internal processes for ensuring proper documentation of incident specific cost tracking, personnel time keeping, and record retention of these documents.

In accordance with standard cost accountability practices for unique events, man-made and/or natural disasters, all City Departments are required to document their financial costs of labor, materials and equipment in addressing the event.

Each City Department, proprietary and Council controlled operates their respective accounting operations/practices within the guidelines of the Mayor's Executive Directives, the California Natural Disaster Assistance Act and the Federal Code of Regulations Title 44 of the Stafford Act to maximize potential reimbursement eligible costs and minimize ineligible costs.

Red Cross and RAP have responsibility for ensuring collection and maintenance of documentation as it relates to shelter operations.

### III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

#### A. City of Los Angeles

##### 1. Aging, Department of

- Assesses the situation at the Senior Multi-Purpose Centers (MPCs) and other contracted agencies and advises the Mayor's Office on needs and concerns of older adults and their family caregivers.
- Contacts meal contractors; assesses accessibility and functionality of meal preparation sites; determines availability; determines excess capacity, places contractor on alert for additional feeding support to MPC meal sites and home delivered meals. Ensure meals (fixed and delivered) are appropriate for diet considerations and for weather.
- Contacts Multi-Purpose Senior Centers in affected area(s) to determine the need for additional meals. NOTE: Emergency Meals are currently in place in various parts of the City of Los Angeles and can be distributed as needed during an emergency.
- Coordinates with California State Department of Aging.
- Maintains aging information network in order to distribute information on shelter sites via the Mayor's Office and/or City Operator "311". Updates disaster incident and resources information for Information/Referral unit.
- Makes inquiries for potential sites and their capacity for displaced aging adults and family caregivers.

##### 2. Animal Services, Department of (Animal Services)

- With Recreation and Parks and the Red Cross, determines needs at shelter sites for pets and service animals.
- Provides small animal shelter at local Animal Shelter facilities.
- Provides a mobile animal shelter at a Mass Care shelter.
- Determines and requests animal medical food needs and resources at sites.
- Evacuates and shelters large animals, especially horses at designated facilities.
- Informs all communities of available animal services.
- Provides assistance to support service animals.
- Maintains communication with Recreation and Parks.
- Coordinates with volunteers on evacuations and sheltering of animals.
- Notifies Department Public Relations Officer or PIO in the EOC of affected areas and where animals can be taken for temporary care and sheltering.

##### 3. Disability, Department on (DoD)

- Provides a representative to fill the Disabilities Access and Functional Needs Technical Specialist position (DAFN Technical Specialist) in the EOC.
- Provides a representative to fill the Disabilities Unit Leader in the Mass Care Branch of the EOC
- Provides field ADA Coordinators to assist in mass care operations

- Coordinates with other City departments to address concerns or immediate needs of people with disabilities.
- Provides information and referral services to families with children and adults with disabilities.
- Assists, as needed, with the production of information in alternative formats for individuals with disabilities (Braille, large print, etc) regarding the response operation, sheltering and assistance available. DoD will provide the information in text format that needs to be converted.
- Secures sign language interpreters and other reasonable accommodations for deployment to City shelters or other City locations as needed.
- Provides technical assistance to Elected Officials and City Departments with respect to children and adults with disabilities.
- Provides technical assistance to the Mayor's Office and Public Information Officers with regard to the Americans with Disabilities Act and the Federal Communication Commission Guidelines for releasing information to the public.

#### 4. Emergency Management Department (EMD)

- Coordinates the City's emergency planning and response efforts between City departments and between the City and outside agencies, including mass care planning and response.
- Initiates local emergency declarations.
- Maintains Emergency Operations Center (EOC) Operational Readiness.
- Activates the EOC.
- Fills the EOC Director or Deputy Director position in the Management Section which oversees all EOC operations including the Mass Care Branch of the Operations Section.
- Fills all Deputy Section Coordinator positions including the Operations Section, which oversees the Mass Care Branch.
- Oversees the PIO function in the Management Section.
- May operate a Joint Information Center.
- Can stand up and operate Reception Centers and Local Assistance Centers.
- Deploys FNSS, Assistive Technology (AT) caches to shelters and provides management, resupply and maintenance of caches.
- Provisions and coordinates Personal Assistance Services (PAS) to support mass care operations.
- Provides EMD Just-In-Time (EMD JIT) training on communicating with and assisting people with disabilities and others with access and functional needs to shelter staff.
- Operates as lead agency for recovery planning and operations.

#### 5. Fire Department, Los Angeles (LAFD)

- As the situation warrants, assigns LA Fire EMS assets to larger disaster shelters.
- Initiates requests to open shelters in events where the EOC is not activated.

- In the event County medical resources are impacted, makes EMS assets available to support shelter operations.
  - Mobilizes the City of Los Angeles FNSS caches.
6. General Services, Department of (GSD)
    - Fills the Logistics Section Chief role in the EOC and coordinates all logistics needs.
    - Deploys building and maintenance personnel as necessary to ameliorate any plumbing, electrical, elevator, carpentry, roofing, locksmith, heating, and air-conditioning issues in sheltering at GSD controlled facilities except for proprietary department of recreation and parks facilities).
    - Negotiates and administers leased buildings and land for potential shelters as needed when this Annex is active.
    - Maintains shelter logistics MOUs, contracts and agreements for disaster supplies.
    - GSD can provide services and equipment requested directly by the ICP or shelter management through the EOC during activations or can bypass the EOC when it is not activated.
  7. Housing and Community Investment Department of Los Angeles (HCIDLA)
    - Provides information about temporary housing resources, as available.
    - Serves as the Housing Unit Leader in the Mass Care Branch of the EOC.
    - Participates at the LAC and in Reassurance Teams, if activated.
    - Makes staff available to serve as Disaster Service Workers (DSWs), if activated.
    - Serve as a LAC provider
  8. Personnel Department (Personnel)
    - Activates Disaster Service Worker (DSW) to support mass care operations
    - Provides staffing support at shelters and/or Recreation Centers to support City department efforts during an emergency.
  9. Police Department, Los Angeles (LAPD)
    - Mobilizes law enforcement personnel and material resources to fulfill the police mission of security at shelter locations
    - Establishes traffic control related to mass care operations.
  10. Recreation and Parks, Department of (RAP)
    - Leads Mass Care and Sheltering operations in the City of Los Angeles and is responsible for staffing the Shelter Operations Unit at the Mass Care Branch when the EOC is activated. The Recreation and Parks General Manager or his/her designee serves as the Mass Care Branch Director, reporting to the Operations Section Coordinator, when the EOC is activated.
    - Staffs assigned Non Traditional Shelter (NTS) Branch Director Position during NTS operations.

- Works with American Red Cross in designation and operation of shelters.
- Operates Recreation and Parks facilities and open spaces as shelter sites.
- Activates facility point of contact to respond to the shelter activations of Recreation and Parks facilities. Coordination is facilitated through Park Ranger Communications.
- Activates department staff to initiate shelter personnel and serves as initial intake workers as needed.
- Activates department lifeguard staff to provide Personal Assistance Services (PAS)
- When the EOC is opened, activates the Red Cross for the Operations Section, Mass Care Branch.
- When the EOC is opened, activates LAUSD for the Operations Section, Mass Care Branch.
- Coordinates with other departments and agencies (i.e., Emergency Management Department, LAUSD, Fire, Law Enforcement, Department on Disability, Animal Services) for support of mass care operations.
- Requests LAPD for security at City shelter sites.
- Notifies Recreation and Parks Executive Staff of sheltering operations.
- Notifies and briefs Incident Command, Emergency Management Department Duty Officer, when the EOC is not activated
- Provides shelter-in-place capability for RAP facilities if staff and residents who are unable to leave. In conjunction with Red Cross, estimates and requests needs for staff and residents.
- Identifies evacuation sites, staging areas, field command posts, casualty collection points on park property as requested.
- Inventories and restocks any emergency supply caches at pre-designated shelter sites.

## **B. County of Los Angeles**

Although the City of Los Angeles has no authority to assign responsibilities to county departments, many county departments are the primary agency responsible for providing certain services to the City of Los Angeles. Those county departments are listed below, along with the services they are responsible for providing in the event of an incident that requires mass care.

1. Children and Family Services, Los Angeles County Department of (LACDCFS)  
Primarily concerned with the safety and well-being of children in its care, the department's employees, and displaced minors left unaccompanied as a result of a disaster. In a major disaster, LACDCFS provides a variety of services and programs including:
  - Deploys LACDCFS staff to emergency shelters to process the initial intake and registration of unaccompanied minors, including follow-up action to reunite them with their parents/guardians or other immediate family member in order

to provide appropriate temporary or permanent placement when and where necessary.

- Uses Kinship Care Services to provide information, resources, services, and support to relative caregivers and their children to enhance the family unit, safety, and reduced reliance on detentions.
  - Provides emergency shelter care services through providers that will facilitate temporary homes for children and youth who have suddenly been placed under the care of LACDCFS and urgently need temporary shelter.
  - Provides emergency shelter care services that are readily available within a two (2)-hour notice on a 24-hour/7-day a week basis, whereby necessities, such as meals, clothing, medical, dental care, and education support, will be provided.
  - Supports DPSS, on request, in provision of emergency social services, including staff at emergency shelters or relief programs to assist in interviewing affected population, processing requests for disaster assistance, and other related tasks.
  - Continues the commitment to provide services to children under LACDCFS care, including the placement of children affected by a disaster.
2. Emergency Medical Services Agency, Los Angeles County (EMS Agency)
- Coordinates and supports the County's emergency medical services system with hospitals, fire departments, ambulance providers and other healthcare partners to provide emergency medical services and maintains the County's emergency supplies.
  - Serves as the lead for the emergency medical services system in the County
  - Responsible for coordinating all system participants in its jurisdiction, encompassing both public and private sectors.
3. Health Services, Los Angeles County Department of (LACDHS)
- Serves the healthcare needs of the City's residents and encompasses clinics, the Emergency Medical Services Agency, rehabilitation services, and personnel health services. The department runs four hospitals, as well as multiple comprehensive health centers.
  - Has mobilized command centers that automatically engage in the event of a natural or other disasters.
  - In the event of an emergency, will communicate updated health information to residents via the news media and through other accessible means, and coordinate with local law enforcement and related federal agencies.
4. Mental Health, Los Angeles County Department of (LACDMH)
- Coordinates all mental health response to the OA and provides mental health services to community disaster victims and disaster emergency responders throughout the duration of the disaster and its recovery period.
  - Augments the Public Health and LACDHS by providing crisis counseling services, as requested, through the CEOC.

- Provides the following disaster response functions:
    - Mental health liaisons to work at the Los Angeles City or County EOC in the Operations Branch to support ESF #8 and the coordination of county response.
    - Triage, education, assessment, and intervention of individuals impacted by disaster.
    - Assessment, evaluation and crisis counseling to shelter residents as needed.
    - Maintains continuity of care for people with mental disorders who were receiving services prior to the disaster.
    - Mental health outreach and education to schools impacted by disasters as requested.
    - Deploys licensed staff to support mental health services in Red Cross shelters as requested.
    - Support for conducting crisis counseling with shelter and other emergency response personnel as needed.
    - Deploys licensed staff to requesting county and City departments.
    - Deploys trained staff to requesting hospitals.
    - Support for referrals and community resources.
    - Responsible for the coordination of other community counseling resources. If county mental health resources become exhausted, the department will coordinate with its contract providers for additional resources. If further support is still needed, the mutual aid plan will be activated.
5. Office of Emergency Management, Los Angeles County (OEM)
- During an EOC activation the City will work with the CEOC Liaison (LNO) for mass care requests including, health and medical support, mental health support, medical or disability related resources and public health support/assessment.
6. Public Health, Los Angeles County Department of (LACDPH)
- Prevents disease, and promotes the health and well-being for all persons in Los Angeles County and is considered the City of Los Angeles' primary public health administrator.
  - Responds to all health emergencies and utilizes the following resources:
    - Public Health Emergency Response Team (PHERT) – a multidisciplinary team of public health personnel deployed in the early stages of a potential public health event to assist in coordinating public health functions. PHERT provides an on-scene presence; conducts rapid assessment, epidemiologic investigations; identifies risk factors for adverse outcomes; and targets resources for swift recovery and rehabilitation of affected communities.
    - Acute Communicable Disease Control (ACDC) – Developed systems for rapid detection and investigation of disease outbreaks.

7. Public Social Services, Department of (DPSS)
  - Designated as the CEOC Branch coordinator for the Care and Shelter Branch. DPSS is also the operational area liaison with private, nonprofit human services agencies (e.g., community-based organizations (CBOs) and the grocery industry).
  - May be able to provide local government with shelter staff and FAST teams to support people with access and functional needs. In times of disaster, DPSS also supplements local jurisdictional response.

**C. State**

Although the City of Los Angeles has no authority to assign responsibilities to State of California departments, many state departments have primary or support responsibility for providing certain services to the City of Los Angeles.

State of California disaster-related programs include disaster unemployment, social services programs, and the disaster food stamp program. These programs are administered by the various departments, offices, commissions and Boards of the California Health and Human Services Agency. The Department of Social Services is the lead agency for Mass Care and Shelter (ESF-6). These services can be requested to support City of Los Angeles Mass Care Operations.

**D. Federal**

Many Federal departments, such as the Federal Emergency Management Agency (FEMA) have primary or support responsibility for providing mass care and sheltering support services to the City of Los Angeles. Services can be requested to support City of Los Angeles Mass Care Operations.

**E. Districts, Authorities, and Commissions**

Although the City of Los Angeles has no authority to assign responsibilities outside districts, authorities, or commissions, many of these agencies have primary or support responsibility for providing certain services to the City of Los Angeles. Those agencies are listed below, along with services they are responsible for providing in the event of a mass care and sheltering operation.

1. Los Angeles Unified School District (LAUSD)
  - Staffs the LAUSD desk in the Mass Care Branch in the Operations Section of the EOC.
  - The LAUSD Office of Emergency Services or the LAUSD EOC is the point of contact for matters relating to the use of LAUSD public schools during emergencies.
  - Works with American Red Cross and Recreation and Parks in designation and operation of shelter site(s).
  - Renders LAUSD facilities and open spaces as shelter sites.
  - Works with other departments and agencies.

- LAUSD Police provide security for LAUSD shelter sites.
- May activate their Emergency Operations Center

#### **F. Non-Governmental Organizations and Additional Support**

Many organizations have primary or support responsibility for providing certain services to the City of Los Angeles. Those organizations are listed below, along with services they are responsible to provide in the event of a mass care and sheltering operation.

##### 1. American Red Cross (Red Cross)

- The American Red Cross Los Angeles Region serves as the primary support agency responsible for operating mass care activities according to the roles stipulated in the Memorandum of Understanding between the Red Cross and the City of Los Angeles (See VI: Agreements and Understandings - A).
- Staffs the Red Cross Unit in the Mass Care Branch of the EOC.
- Provides staff support for mass care activities and provides status information and analyses of these operations to the Red Cross EOC who will coordinate with the EOC.
- Provides mass care services including emergency shelters, fixed and mobile feeding sites, basic medical and health services, mental health support, disaster information services, assistance for other emergency needs, and disaster preparedness education and shelter operations training.
- Supports jurisdictions in surveying potential shelter facilities.
- Maintains agreements with the LAUSD and other partners for facilities.
- Trains volunteers to operate disaster shelters.
- Identifies and secures, in written agreement, mass care resources (i.e. meals, shelter spaces, health equipment, and shelter supplies).
- Mobilizes the City of Los Angeles FNSS caches

##### 2. Emergency Network Los Angeles (ENLA)/Voluntary Organizations Active in Disaster (VOADs)

- Coordinates emergency assistance through NGOs within the Operational Area (e.g., faith community groups and community-based organizations)

#### **G. Organization**

Emergency operations in the State of California occur within the context and under the authority of mandated plans and response systems that describe coordination within and between multiple levels of government response. SEMS describes these levels, which are reflected in State and local emergency plans and procedures.

Operations will follow the framework of the SEMS, NIMS, and Incident Command System (ICS) by adhering to the six organizational levels:

##### 1. Single IC

2. Unified IC
3. City of Los Angeles
4. Los Angeles County Operational Area (OA)
5. State
6. Federal

## **IV. DIRECTION, CONTROL, AND COORDINATION**

This Mass Care and Sheltering Annex may be activated when the Mayor declares a local emergency, or if the EMD Duty Officer, after consulting with the EMD General Manager or Assistant General Manager, determines the situation warrants a Level I, II, or III EOC activation and the implementation of the Appendix's policies and procedures.

Some portions of this Annex go into effect immediately following a mass care and sheltering event. The remainder of this Annex is only activated when the incident grows in scope to a point where activation of the Emergency Operations Center (EOC) is warranted. Activation of the EOC is not necessarily automatic or necessary with all incidents.

In advance of or simultaneous with the City plan activation, City departments and agencies including the police department, fire department, department of transportation, department of recreation and parks and the harbor department will also activate their departmental sheltering plans.

### **A. Authority to Initiate Actions**

The City of Los Angeles has implemented both NIMS and SEMS at the incident (field), Department Operations Centers (DOC) and EOC levels, as well as with the various EOO divisions.

The Los Angeles Emergency Ordinance describes the duties and responsibilities of various departments, boards, commissions and officers of the City of Los Angeles when functioning as part of the emergency operations forces of the City, and provides the means whereby cities may cooperate with, and assist in preparing for and coping with a local emergency.

### **B. Communications**

#### **1. Inter-Jurisdictional and Interagency Communications**

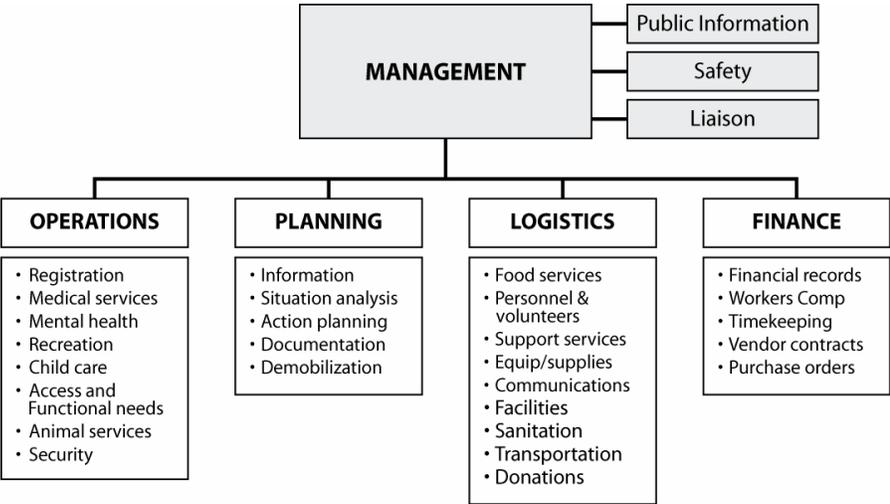
- Communications equipment and infrastructure within each shelter and between shelters and the City's EOC will be provided by the City of Los Angeles' Department of Recreation and Parks using existing standard operating protocols.
- Telephones, whether they be mobile or land-line based are the primary means of communication between a shelter and the EOC. If telephones are not available for use, alternate methods of communication should be used, (e.g., satellite phones, secure emergency radio networks, amateur radios (if a secure emergency radio network is unavailable). And as last resort, runners will relay information from and to shelters. However, this method of communication can be time consuming and ineffective. The strongest recommendation is to try to reestablish a wired or wireless communication channel as soon as possible to increase the efficiency and expedition of information. Communications equipment should be requested by the Shelter Manager to the Red Cross EOC or

to the Mass Care Branch Director for RAP operated shelters when the EOC is activated.

- Communications systems and protocols will be coordinated through the Department of Recreation and Parks Park Ranger Communications Center.
- Inter-jurisdictional and interagency communications will be coordinated through the City’s EOC.
- Constant communication shall be maintained between the Shelter Manager and security personnel patrolling shelter sites. Check-ins with security and shelter personnel should be made at least every hour if not sooner, depending on the traffic within the shelter at the moment.

**C. Red Cross Coordination Structure**

The Red Cross expects to use this structure at Red Cross shelters:



## **V. ADMINISTRATION, FINANCE, AND LOGISTICS**

Each department is required to have documented internal administrative procedures in place to track financial costs related specifically to the response and/or recovery of an incident. These procedures must include tracking all expenditures specifically related to the incident, including personnel costs such as straight and overtime payroll costs related specifically to the incident. Departments are also required to have in place, documented internal administrative procedures for requesting, fulfilling and tracking internal resource requests, department to department (DOC-to-DOC) resource requests, field to department (field-to-DOC) and department to EOC (DOC-to-EOC). Each department is responsible for the tracking of their own resources, including the tracking of personnel.

If an incident meets designated thresholds for Proclamation or Declaration of a State and/or Federal Emergency or Disaster, the Department of the Chief Administrative Officer (CAO), acting as the City's Authorized Agent, will develop a method for collecting financial documentation from departments as needed for submission as part of the City's reimbursement application process.

## VI. AUTHORITIES AND REFERENCES

### A. Authorities

#### 1. Federal

- a) The Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended. <http://www.fema.gov/about/stafact.shtm>
- b) Homeland Security Presidential Directive-5 (HSPD-  
<http://www.gpo.gov/fdsys/pkg/PPP-2003-book1/pdf/PPP-2003-book1-doc-pg229.pdf>
- c) National Incident Management System. Department of Homeland Security. December 2008.  
[http://www.fema.gov/pdf/emergency/nims/NIMS\\_core.pdf](http://www.fema.gov/pdf/emergency/nims/NIMS_core.pdf)
- d) National Response Framework. Department of Homeland Security. January 2008.  
<http://www.fema.gov/pdf/emergency/nrf/nrf-core.pdf>
- e) Pets Evacuation and Transportation Standards (PETS) Act of 2006.  
<https://beta.congress.gov/109/bills/hr3858/BILLS-109hr3858enr.pdf>
- f) FEMA Disaster Assistance Policy 9523.19. Eligible Costs Related to Pet Evacuations and Sheltering, 2007.  
[http://www.fema.gov/government/grant/pa/9523\\_19.shtm](http://www.fema.gov/government/grant/pa/9523_19.shtm).
- g) Emergency Support Function (ESF #6, 8, 9, 11, and 14). January 2008.  
<http://www.fema.gov/national-preparedness-resource-library>
- h) Fair Housing Act, 42 U.S.C. §§ 3601 – 3619.  
<http://www.law.cornell.edu/uscode/text/42/chapter-45/subchapter-I>
- i) Rehabilitation Act of 1973, Section 504.  
<http://www.dol.gov/oasam/regs/statutes/sec504.htm>
- j) Rehabilitation Act of 1973, Section 504.  
<http://www.dol.gov/oasam/regs/statutes/sec504.htm>
- k) United States Department of Justice, Americans with Disabilities Act 2010 Revised Requirements, Service Animals.  
[http://www.ada.gov/service\\_animals\\_2010.htm](http://www.ada.gov/service_animals_2010.htm)

2. State

- a) California Constitution. <http://law.justia.com/california/constitution/>
- b) California Emergency Services Act, 2006.  
<http://hazardmitigation.calema.ca.gov/docs/ESA-all8-06-final.pdf>
- c) California Code of Regulations, Title 19, Chapters 1 through 6, including:
  - i. Chapter 1 Standardized Emergency Management System.  
<https://law.resource.org/pub/us/ccr/gov.ca.oal.title19.html>
  - ii. Chapter 6, Disaster Assistance Act Regulations.  
<http://www.kintera.org/atf/cf/%7BE475D1A4-FB9C-4135-AE8B-9310119C7F19%7D/CHAPTER%206%20%20CDAA.pdf>
- d) California Penal Code §409, §409.5, §409.6.  
<http://law.onecle.com/california/penal/409.html>,  
<http://law.onecle.com/california/penal/409.5.html>,  
<http://law.onecle.com/california/penal/409.6.html>
- e) California State Emergency Plan.  
<http://www.calema.ca.gov/PlanningandPreparedness/Pages/State-Emergency-Plan.aspx>
- f) California Master Mutual Aid Agreement.  
<http://dp.ccalac.org/Policies/regs/Documents/California%20Emergency%20Services%20Act.pdf>
- g) Emergency Management Assistance Compact (EMAC)  
<http://www.calema.ca.gov/Recovery/Pages/Emergency-Management-Assistance-Compact.aspx>

3. County

- a) Los Angeles County Ordinance Title 2, Administration 2.77.050
- b) Los Angeles County Ordinance Title 10, Division 2. Animal Health 10.48.040, 10.64.030, 10.68.020
- c) Los Angeles County Ordinance Title 10. Animal Health 10.64.020
- d) County Code 2.63  
County Code 2.68  
<http://lacoa.org/PDF/NN/CountyCode268.pdf>
- e) Operational Area Emergency Response Plan  
<http://lacoa.org/PDF/OA%20ERP.pdf>

4. City
  - a) City Emergency Ordinances
  - b) City Emergency Plans  
[http://emergency.lacity.org/pdf/epa/Department\\_Emergency\\_Plan\\_Template.pdf](http://emergency.lacity.org/pdf/epa/Department_Emergency_Plan_Template.pdf)
  - c) City of Los Angeles – LAAC, Division 8, Chapter 8, Chapter 3, as amended

## **B. References**

1. Developing and Maintaining Emergency Operations Plans. Comprehensive Preparedness Guide (CPG) 101, version 2.0 ed. (n.p.: U.S. Department of Homeland Security, Federal Emergency Management Agency, 2010).
2. “Los Angeles (City) State & County QuickFacts.”  
[Quickfacts.census.gov/qfd/states/06/0644000.html](http://quickfacts.census.gov/qfd/states/06/0644000.html)).
3. Bill Summary & Status, 109th Congress (2005–2006), S. AMDT.4615. Library of Congress. Accessed March 30, 2011.  
<http://thomas.loc.gov/cgi-bin/bdquery/z?d109:SP04615>.
1. Kinship Care Services is a consortium of organizations that support the well-being of children and youth. More information on this organization can be found at  
<http://dcfs.co.la.ca.us/kinshippublic/resourceguide.html>.
4. “Service Animals and Assistance Animals for People with Disabilities in Housing and HUD-funded Programs,” United States Department of Housing and Urban Development, April 25, 2013.  
[http://portal.hud.gov/hudportal/documents/huddoc?id=servanimals\\_ntcfheo2013-01.pdf](http://portal.hud.gov/hudportal/documents/huddoc?id=servanimals_ntcfheo2013-01.pdf).

## ATTACHMENT A: ACRONYMS

<b>Acronym</b>	<b>Full Name</b>
ACDC	Acute Communicable Disease Control
ACS	Alternate Care Sites
ADA	Americans With Disabilities Act
Aging	Department of Aging
Animal Services	Department of Animal Services
AT	Assistive Technology
Cal OES	California Governor's Office of Emergency Services
CAO	Chief Administrative Officer
CBO	Community Based Organizations
CEOC	Los Angeles County Emergency Operations Center
City	City of Los Angeles
CMS	Consumable Medical Supplies
CPG	Comprehensive Preparedness Guide
DAFN	Disabilities Access and Functional Needs Technical Specialist
DHS	United States Department of Homeland Security
DME	Durable Medical Equipment
DOC	Department Operations Center
DoD	Los Angeles Department on Disability
DPSS	Los Angeles County Department of Public Social Services
DRC	Disaster Recovery Center
DSW	Disaster Service Worker
EMAC	Emergency Management Assistance Compact
EMD	Emergency Management Department
EMD JIT	Emergency Management Department Just-In-Time Training
EMS	Emergency Medical Services
EMS Agency	Los Angeles County Emergency Medical Services Agency
EOB	City of Los Angeles Emergency Operations Board
EOC	Emergency Operations Center
EOO	Emergency Operations Organization
EOP	Emergency Operations Plan
ESF	Emergency Support Function
FAST	Functional Assessment and Service Teams
FBO	Faith-Based Organizations
FEMA	Federal Emergency Management Agency
FNSS	Functional Needs Support Services
GSD	Department of General Services
HCIDLA	Housing and Community Investment Department of Los

	Angeles
IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
JIC	Joint Information Center
LAC	Local Assistance Center
LACDCFS	Los Angeles County Department of Children and Family Services
LACDHS	Los Angeles County Department of Health Services
LACDMH	Los Angeles County Department of Mental Health
LACDPH	Los Angeles County Department of Public Health
LADOT	Los Angeles Department of Transportation
LAFD	Los Angeles Fire Department
LAPD	Los Angeles Police Department
LAUSD	Los Angeles Unified School District
LTRG	Long Term Recovery Group
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
MPC	Multi-Purpose Centers
NGO	Non-Governmental Organization
NIMS	National Incident Management System
NTS	Non-traditional Sheltering
OA	Los Angeles Operational Area
OEM	Los Angeles County Office of Emergency Management
PAS	Personal Assistance Services
Personnel	Personnel Department
PHERT	Public Health Emergency Response Team
PIO	Public Information Officer
PNP	Private Non-Profit Organizations
POD	Points of Dispensing
PTSD	Post Traumatic Stress Disorder
RAP	Department of Recreation and Parks
Red Cross	American Red Cross Los Angeles Region
RPC	Resettlement Processing Center
SEMS	California Standardized Emergency Management System
SOP	Standard Operating Procedure
VAL	Voluntary Agency Liaisons
VRC	Volunteer Reception Center

# ATTACHMENT B: DAILY SHELTER ADA CHECKLIST



## Daily Shelter ADA Checklist

The purpose of this checklist is to ensure the City remains in compliance with the ADA and that people with disabilities will have access to shelters and shelter services during emergencies.

Name of Shelter Manager or Designee: \_\_\_\_\_

Department/Agency: \_\_\_\_\_

Contact Phone Number: \_\_\_\_\_

E- Mail: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Location: \_\_\_\_\_

DAFN Technical Specialist EOC, (213) 576-6486:

(The DAFN Technical Specialist should be called if the shelter manager or designee requires clarification on how to complete this form or if there are questions about how to make an immediate modification)

### General

Note: Where items below cannot be corrected, accommodation must be made.

Review the City of Los Angeles Shelter Accommodation Request Form (AR) and Accessible Transportation (AT) Request forms. Have arrangements been made and confirmed for all AR and AT requests?

Yes

No/Corrected (date/time):

Are audio announcements available visually by posting contents of announcements on an information board in specified shelter areas?

# ATTACHMENT C: CITY OF LOS ANGELES SHELTER INTAKE FORM



## City of Los Angeles Shelter Intake Form

This form should be used in lieu of the American Red Cross Intake Form

Date:     /     /     \_\_\_\_\_

Name: \_\_\_\_\_

Primary Language spoken (Including American Sign Language) \_\_\_\_\_

Is an interpreter needed? Yes  No

Names/ages/genders of all group members present:

Name	Age	Gender

Home address: \_\_\_\_\_

Contact Phone Number: \_\_\_\_\_ Text: Yes  No

Email: \_\_\_\_\_

If alone and under 18, location of next of kin/parent/guardian: \_\_\_\_\_

If unknown, notify shelter manager. \_\_\_\_\_

*These are yes/no observations and questions to support registration staff in identifying and obtaining assistance and supplies for shelter residents.*

---

**Observations**

1. Does the individual, companion or family member appear to be in need of immediate medical attention, appear too overwhelmed or agitated to complete registration, or is a threat to themselves or others? Yes  No

*If Yes, STOP the registration process and do one of the following:*

- *If situation is critical and no support is available, call 911 if available.*
- *Contact Health Services and/or Mental Health worker on site.*
- *If no health or mental health resource on site, direct concern immediately to Shelter Manager or designee*

*If NO, continue the registration process.*

2. If the individual has a service animal, uses a wheelchair/walker or demonstrates any other circumstance where it appears he or she may need help in the shelter, acknowledge his or her need and offer assistance.

*Contact Shelter Manager or designee for additional support when needed*

3. Does anyone in the group need immediate medical attention? Yes  No
4. Is there anything a member of the group needs right now to stay healthy while in the shelter? Yes  No

*If No, is there anything needed within the next 6 to 8 hours to stay healthy while in the shelter? Yes  No*

5. Does anyone in the group have a disability, or other condition with which he or she needs assistance? Yes  No
6. Does anyone in the group have any daily health and/or medical needs, such as medication, equipment or supplies, etc., that he or she needs help getting? Yes  No
7. Does anyone in the group use a service animal (i.e. dog or miniature horse)? Yes  No

a. If yes, is the service animal here? Yes  No

b. Name of service animal: \_\_\_\_\_

c. What task or service has the animal been trained to perform? \_\_\_\_\_

8. Does anyone in the group use or need support such as personal assistance services/caregiver? Yes  No

a. If yes, is the personal assistant/caregiver here? Yes  No

b. Name of personal assistant/caregiver: \_\_\_\_\_

c. Personal assistant/caregiver contact information:

Phone: \_\_\_\_\_ Text Yes  No

Email: \_\_\_\_\_

9. Does anyone in the group have any dietary restrictions/requirements?

Yes  No

**If the answer was “yes” to any of the above questions, please complete a City of Los Angeles Shelter Accommodation Request Form.**

# ATTACHMENT D: CITY OF LOS ANGELES SHELTER ACCOMMODATION REQUEST FORM



## City of Los Angeles Shelter Accommodation Request Form

Name of Shelter Resident: \_\_\_\_\_

Shelter Resident Mobile Phone Number: \_\_\_\_\_

Text: YES  NO  Videophone: YES  NO

Shelter Resident Email: \_\_\_\_\_

Facility Name:

Facility Address:

Name of Requestor:

Phone Number of Requestor: \_\_\_\_\_ Text

Email of Requestor:

Date and Time of Request:

Date and Time Service is Requested (if applicable):

Delivery Location (if other than facility address):

Accommodation(s) requested:

- Assistance with reading and/or filling out forms
- Documents in alternative formats

Copy sent to Department of Recreation and Parks DOC: \_\_\_\_\_

- Braille    Large Print    Electronic Format
- Assistive Listening Device
- Sign Language/Oral/Trilingual/Tactile Interpreter or Transliterater
- Augmentative Communication Equipment and Devices (i.e. picture boards, alphabet board, word boards, use of tablets/iPads, etc.)
- Medical Supplies (e.g., Catheters, surgical stockings, etc.)
- Durable Medical Equipment and/or Devices, (i.e., wheelchairs, hearing aids, etc.)
- Electricity for disability related equipment
- Assistance with standing in line for obtaining forms, services, food, etc.
- Accessible Transportation
- Personal Assistance Services (Support with feeding, dressing etc...)
- Other Assistive Devices
- Dietary Needs
- Other: \_\_\_\_\_
- Notes: \_\_\_\_\_

-----

Shelter Location: \_\_\_\_\_  
Date: \_\_\_\_\_ Time: \_\_\_\_\_  
Staff Name: \_\_\_\_\_ Phone # \_\_\_\_\_  
Original filed with Shelter Manager's Sheltering Kit: \_\_\_\_\_  
(Signature/Date/Time)

**Shelter Logistics Coordinator (in the shelter) will be responsible for maintaining a copy of the request accommodation portion of this form along with the information of the individual requesting accommodation. When the resource is received and provided to the requestor (shelter resident) the Shelter Logistics Coordinator will notate this form and will indicate the same on the 213RR and will file in the Shelter Manager's Sheltering Kit along with the original.**

\_\_\_\_\_  
*(Signature/Date/Time)*

**Copy sent to EOC Mass Care Branch DAFN Unit Leader:**

\_\_\_\_\_  
*(Signature/Date/Time)*

**Resource received and provided to Shelter Resident:**

\_\_\_\_\_  
*(Signature of Shelter Staff/Date/Time)*