

City of Los Angeles

EMERGENCY OPERATIONS PLAN



RESETTLEMENT PROCESSING CENTER

Functional Support Annex

November 2018



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ANNEX DEVELOPMENT AND MAINTENANCE

This Annex is developed in support of the City of Los Angeles Emergency Operations Plan (EOP) to facilitate response during incidents requiring reception and processing of evacuees from an impact area outside of the city or county of Los Angeles.

This Annex is developed in cooperation and with input from the City departments with primary response or support activities, as well as input from appropriate non-City agencies with identified activities related to Resettlement Processing Centers.

This Annex is developed to describe the overall citywide response function and capabilities, and is to be used by each department identified within this Annex to develop their own standardized operating procedures (SOPs) specifically for their department to direct tactical operations. When developing SOPs, each department is to take into consideration how all of the activities identified in this document directly relate to their own department, as well as how those activities interact with, support, or require support from other departments identified within this document. 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 how their field response or support activities are performed in comparison to what is described in this Annex and/or identifies a conflict between their listed activities 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 Changes.

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 Changes.

APPROVAL AND IMPLEMENTATION

This document is a Functional Support Annex to the EOP. It serves as either a stand-alone plan or companion document to an applicable Function Support 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 (EMC). When approved by the EMC, it presents the Annex to the Emergency Operations Board (EOB) with a recommendation for approval. Upon review and approval by the EOB, the Annex goes to the Mayor of the City of Los Angeles with a recommendation to approve and forward to the City Council for adoption.

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.

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)*¹.

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).

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** and **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 **CBRN Annexes (Chemical, Biological, Radiological, and Nuclear)**.
- 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

When a community experiences a disaster requiring sheltering and/or evacuation, such activities are generally sustainable within the local jurisdiction and/or with assistance from neighboring jurisdictions; however, a catastrophic or large-scale event may result in mass evacuation, requiring evacuees to evacuate to another jurisdiction, such as the City of Los Angeles, to find safe haven and assistance.

The RPC Annex is part of an overall emergency response continuum for a catastrophic incident or disaster. Resettlement Processing Centers (RPCs) are activated on an extremely limited basis, as they are tailored to a very specific set of circumstances occurring outside the City. Requests for assistance from other jurisdictions for coordinated response support may be made when a jurisdiction's response requirements exceed its capabilities. Requests will be initiated through the Federal Emergency Management Agency (FEMA), to the California Governor's Office of Emergency Services (Cal OES), to the County of Los Angeles Office of Emergency Management (OEM), and then to the City of Los Angeles Emergency Management Department (EMD).

RPCs are established to provide basic reception, processing, tracking, and safe transportation for mass care and sheltering services. Details related to these services can be found in the Traditional Sheltering Appendix to the Mass Care and Sheltering Annex. RPCs are activated only when the City receives government-assisted evacuees from an impact area outside the City, County or State.

The activities described in this Annex are designed to be scalable. They can be used for incidents requiring resettlement processing for a few evacuees up to a catastrophic event requiring support for the establishment of multiple RPCs.

I. PURPOSE, SCOPE, SITUATION AND ASSUMPTIONS

A. Purpose

This Annex details government responsibilities for the managed response of evacuee reception and processing. This Annex can be used in conjunction with other plans designed for the protection of the population. It is applicable to all City agencies, locations, organizations, and personnel with evacuee reception and processing responsibilities. Organizations, operational concepts, responsibilities, and procedures regarding RPC capabilities are defined within this Annex.

The RPC Annex has been developed to meet the following objectives:

- Provide a concept of operations and identify roles and responsibilities for each appropriate department within the City of Los Angeles.
- Define methodologies and procedures necessary for the rapid notification of City departments and the public in an event that requires RPC setup. Identify actions that can realistically be accomplished within a few hours to a few days to mitigate any adverse impact.
- Ensure consistency with Federal, State, Los Angeles County Operational Area (OA), and other local governments' emergency response plans and operations.
- Define the functional support activities that the City will provide as a host city coordinator when receiving government-assisted evacuees from an impact area outside of its jurisdiction.
- Identify the planning and transportation resources needed for reception and processing of evacuees.
- Identify RPC services for processing evacuees before the sheltering transition phase.
- Identify the functional support City departments and appropriate non-City agencies that will provide assistance with RPC functions.

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 this document 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.

The scope of this Annex consists of evacuee reception and processing, from the initial reception of an evacuating population in an impact area until their arrival at shelters or alternate temporary or permanent locations. This Annex is all-hazards in nature, meaning that it applies to any hazard that may generate a demand for evacuee reception and reception processing.

Basic reception and processing services could include any of the following activities: greeting evacuees upon arrival, registration and tracking of evacuees, reunification of families, providing directions to shelter locations, etc. Details related to these services can be found in the Traditional Sheltering Appendix to the Mass Care and Sheltering Annex.

People with disabilities and others with access and functional needs will be provided the same access to services in a Resettlement Processing Center as in any shelter. Details related to these services can be found in the Traditional Sheltering Appendix to the Mass Care and Sheltering Annex.

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 California Department of Demographic Research Unit's "*E-1 Population Estimates for Cities, Counties, and the State*"², the 2016 population estimate for the City of Los Angeles is 4,030,904. This estimates out at approximately 8094 persons per square mile.

The City of Los Angeles is one of the most diverse cities in the entire world. Angelenos come from throughout the world, speak nearly 200 languages, and represent dozens of different religions. The community members who live, work, and play in Los Angeles include persons with disabilities and others with access and functional needs.

² California Department of Finance, E-1 Population Estimates for Cities, Counties, and the State, January 1, 2015 and 2016

This plan will use the phrase *people with disabilities and others with access and functional needs* to describe both those that meet the definition of disability as well as people who may or may not meet the definitions of civil rights laws or some of the 60 plus diverse definitions of disability³. The definitions for people with disabilities as well as others with access and functional needs are provided below:

“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.

By 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, benefits (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)⁴

2. Vulnerabilities

The City of Los Angeles has multiple accessible and redundant warning and notification systems that it will utilize to reach the public for warnings, notification, and support. The primary mode of notification will be the NotifyLA application. Other modes will include news releases and public service announcements to the media and directly through social media. 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 will also continue to develop memorandums of understanding (MOU), memorandums of agreement (MOA), and contract amendments with private vendors to increase response capability and available resources. In addition, the City of Los Angeles’ Business Operations Center (BOC) maintains communication channels with the private sector who may provide donations in an emergency.

³ Los Angeles Department of Public Health, “Adult Disability in Los Angeles County.” LA Health. Sept. 2006.

⁴ Kales, 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. 230-237.

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.

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 National 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 response role or a role closely supporting the response to an event requiring RPC use will be included in this document. The departmental roles listed are limited to those applicable to the event.
- 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 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 and 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 multiple 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 may be short term or long term depending on the severity of the incident.
- Vital infrastructure such as potable water supplies, electrical power, 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.

In the event of an incident, the following assumptions should also be considered:

1. Operational

- Depending upon the size and scope of the incident, the EOC along with the County of Los Angeles Emergency Operations Center may be activated to support the functions of the RPC.
- The duration and scope of local, State and Federal involvement is scalable to the situation's severity and the assistance required by the affected population.
- Reception operations can take place in impact and host areas and will be scalable to accommodate various levels and types of incidents.
- Self evacuees (e.g., people with their own means of evacuation) are not identified as persons receiving RPC services.
- The City of Los Angeles is the host city and will identify a RPC/Shelter facility for evacuee processing and sheltering operations, and will communicate designated location(s) to responding agencies in the impact area, in addition to other departments, agencies, and organizations with a role in RPC function(s).
- EMD will take the lead in organizational development, facilitation, and activation of RPCs/Shelters in coordination with the jurisdiction(s) of origin of evacuees.
- Only departments that have a role in evacuee reception and processing functional support are included in this document. The departmental roles listed are limited to those applicable to functional support.
- Evacuee processing and sheltering will be co-located. In the event that the ingress point of arrival cannot be at the shelter (i.e., airport, port, train station), an Evacuee Reception Site will be established to direct incoming evacuees to transportation services to the RPC/Shelter.
- Multiple RPCs/Shelters may be activated depending on the number of incoming evacuees arriving from impacted jurisdictions.
- RPCs/Shelters will be needed for as long as government-assisted evacuees arrive from impacted areas and are processed.
- Resources necessary to implement this Annex will be fully available upon notification of incoming evacuees, and will be dedicated to completely implement all stages of the RPC activation. Information regarding resources required to open a shelter are found in the Traditional Sheltering Appendix to the Mass Care and Sheltering Annex.
- Once incoming evacuees complete the evacuee reception and resettlement processing phases they will transition to the sheltering phase which will follow the policies and procedures outlined in the Traditional Sheltering Appendix to the Mass Care and Sheltering Annex.

2. Staffing

- RPC staffing will consist of City employees and employees from non-City agencies. Volunteers will be used as needed from the American Red Cross,

Mayor's Crisis Response Team (CRT) and/or Los Angeles Fire Department Community Emergency Response Teams (CERT).

- Spontaneous volunteers and unsolicited donations will be handled in accordance with the guidelines provided in the Donations and Volunteer Management Appendix to the Logistics Annex.

3. Public Messaging

- In accordance with guidelines provided in the Emergency Public Information (EPI) Annex, pre-event public education will be used to manage expectations, create realistic goals, and build awareness of response efforts, inclusive of people with disabilities and others with access and functional needs.
- The EPI Annex was developed to provide guidance and structure during an incident that requires emergency public information. The EPI Annex is developed to describe overall citywide response functions and capabilities. It sets forth procedures and outlines the means, organizations, and processes by which the City of Los Angeles will provide factual, accurate, and timely information to its employees, the public, the media, and State and Federal officials. Communications utilizing electronic and information technology will be compliant with Rehabilitation Act Section 508 to ensure to effective communication which may include other reasonable accommodation or programmatic supports for effective communication.

4. Evacuee Populations

- Evacuees may seek services and assistance provided at sheltering locations operated by the host city. People with disabilities and others with access and functional needs will be provided equal access to all services and assistance. These needs are addressed in the Traditional Sheltering Appendix to the Mass Care and Sheltering Annex.
- Families may become separated and will need to be reunified. Special considerations will be given to unaccompanied minors and dependent adults. Their needs are addressed in the Traditional Sheltering Annex to the Mass Care and Sheltering Annex.
- Incoming evacuees in need of immediate medical care upon arrival will receive on demand medical service, via 9-1-1.
- Service animals and Emotional Support animals will remain with their owners. Provisions for incoming evacuees with household pets will be made through the Small Animal Support Appendix to the Mass Care and Sheltering Annex.

II. CONCEPT OF OPERATIONS

A. Terminology

Access and Functional Needs –As defined by the National Response Framework, access and functional needs 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.

Disability – A physical or mental impairment that substantially limits one or more of the major life activities of an 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 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.

Evacuee reception – The process by which incoming evacuees disembark government-assisted transportation and are received in a non-impact area.

Host area – An area that serves as a safe haven and offers support to an evacuating population. In the context of RPC activation, the City is acting as the host area.

Host state – Defined in DAP 9523.18 as “a State that, by agreement with an Impact State or...FEMA, provides evacuation and sheltering support to individuals from another state.”

Impact area – The area significantly affected, or under threat of being significantly affected, by a disaster, often experiencing a disruption in basic services needed to sustain life and requiring evacuation to host areas.

Impact state – Defined in the Federal Emergency Management Agency (FEMA) Disaster Assistance Policy (DAP) 9523.18. *Host-State Evacuation and Sheltering Reimbursement*, as “a State that has received a Presidential emergency or major disaster declaration” as a result of a significant level of damage.⁵ Impact states may request assistance from other states through the Emergency Management Assistance Compact (EMAC) by direct

⁵ Federal Emergency Management Agency (FEMA) Disaster Assistance Policy (DAP) 9523.18, “Host-State Evacuation and Sheltering Reimbursement.” <http://www.fema.gov/pdf/government/grant/pa/policy.pdf>.

agreement. Impact states may also request assistance from the Federal Government under a Federal disaster declaration.

Impacted Jurisdiction Responder or **Responding Jurisdiction** – Any agency responding locally to impact areas or involved in government-assisted evacuation.

Incoming evacuee – A person impacted by an event who is arriving in the host area by means of government-assisted transportation.

Respite – Various services provided to incoming evacuees for comfort. These may include food, beverages, snacks, toiletries, places to rest, and showers. Respite is not offered through RPC functions; however, RPCs are co-located at shelters which do offer respite services.

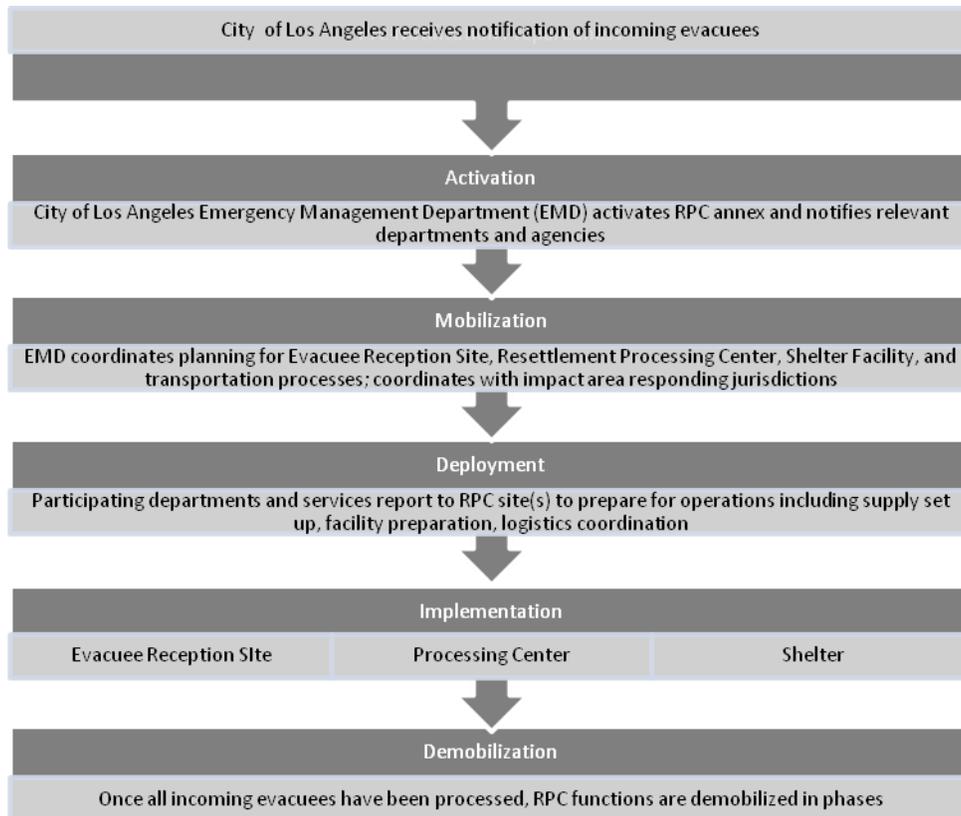
Shelter – The location in which departments and case workers process evacuee needs after reception. Processing Centers are usually located at temporary shelters so incoming evacuees have a safe, secure, and comfortable place to recuperate.

For list of acronyms, see Attachment A

B. Resettlement Processing Phases

Reception is the process of supporting an evacuation by receiving evacuees to a non-impact area. It commences when the host jurisdiction receives a request for assistance and concludes when all evacuees are identified, assessed, tracked, and transitioned to a shelter. As long as incoming evacuees are arriving from the impact area into the City of Los Angeles, the RPC Annex is activated. The following resettlement phases (as illustrated in Figure 1: Phases of Resettlement Processing) will be followed:

Figure 1: Phases of Resettlement Processing



1. Pre-Notification

When the City expects to receive evacuees from an impacted jurisdiction, the RPC Annex is activated to begin coordination for the opening of the RPC/Shelter to receive evacuees, collect basic tracking information, confirm evacuee arrival with impacted jurisdiction, and transition evacuees to the shelter location(s). Resettlement Processing Centers have been pre-identified and surveyed for ADA accessibility. The list of pre-surveyed ADA accessible locations is maintained by the Department of Recreation and Parks (RAP).

2. Activation

a) FEMA will notify Cal OES with the following information:

- Number of inbound evacuees
- Estimated time of arrival
- Mode of transportation (air or ground transportation)

- Any other outstanding concerns or issues (including needs of persons with disabilities and others with access and functional needs)
- b) Cal OES will notify the OEM and provide the information listed above.
- c) OEM will notify EMD of the above information.
- d) EMD activates the RPC Annex to respond to incoming evacuees from non-local jurisdictions. EMD serves as the RPC Director to notify participating City and County departments and organizations and begin coordination efforts for the opening of the RPC. Departments and agencies to be notified may include:
- Los Angeles World Airports (LAWA) (if applicable)
 - Animal Services Department (Animal Services)
 - Mayor’s Office Crisis Response Team (CRT)
 - Department on Disability (DOD)
 - Los Angeles Fire Department (LAFD)
 - Department of General Services (GSD)
 - Information Technology Agency (ITA)
 - Port of Los Angeles (if applicable) (POLA)
 - Department of Recreation and Parks (RAP)
 - Department of Transportation (LADOT)
 - Los Angeles County Office of Emergency Management (OEM)
 - Los Angeles County Department of Mental Health (LACDMH)
 - Los Angeles County Department of Public Health (LACDPH)
 - California Office of Emergency Services (Cal OES)
 - American Red Cross (Red Cross)
 - Other non-City agencies, as needed.
- e) EMD coordinates the location(s) of the RPC/Shelter with representatives from RAP, Red Cross and DOD. The location(s) of the RPC/Shelter RPC will be based on the following factors:
- The number of incoming evacuees
 - The mode of transportation of incoming evacuees
 - The location of arrival of incoming evacuees
 - The number of incoming evacuees with service animals and/or household pets
 - The anticipated services required by incoming evacuees, and;
 - The proximity to other modes of transportation and public transportation

NOTE: Activation of the City and County EOC will be dependent upon the need to support the RPC/Shelter(s).

After a RPC site location has been determined, the shelter where the RPC facility will be co-located will be notified and configured to the number of incoming evacuees. RPC configuration will be determined by the EMD, RAP, DOD, and the entity managing the shelter (in most instances, the Red Cross).

EMD will also begin to coordinate with the impact area responding jurisdiction(s) to reconcile resettlement procedures and protocols, and determine RPC registration and processing functions. Additionally, EMD will determine staffing at the RPC.

3. Mobilization

Activities required to establish and operate the RPC/Shelter are initiated during the Mobilization Phase. EMD, in coordination with the participating departments and agencies, will utilize RPC checklist for the operation of RPCs, reception sites, transportation services, staffing, or any other necessary service based on circumstances of the situation.

The City of Los Angeles EMD will coordinate with impact area responding jurisdiction(s) to determine the number of incoming evacuees, their date of arrival and mode of transportation. This information will determine RPC registration and processing functions. The Department of Transportation will coordinate accessible services to transport evacuees from the Evacuee Reception Site to the RPC/Shelter.

4. Deployment

Prior to anticipated arrival of incoming evacuees, staff from all participating departments and non-City agencies will report to selected RPC site(s) to prepare for operations. This may include equipment set up, site layout, coordination of transportation and logistics, and securing and staging all necessary administrative supplies needed for RPC/Shelter operations.

Regardless of where the point of ingress occurs (at an Evacuee Reception Site, which is a designated area at the arriving location to meet the incoming evacuees, or at the RPC/Shelter), incoming evacuees will remain within the overall evacuation process until they pass through the RPC. Although evacuees are free to leave at their own volition, the entire evacuation and resettlement process concludes when an evacuee enters the shelter registration process, signs out after processing, or is taken to a medical facility.

There are two primary situation-dependent examples of operations: Evacuee Reception Site and RPC/Shelter Location(s). It is the intent to co-locate the RPC(s) and the Shelter location(s). However, depending on the situation and mode of transportation of incoming evacuees, the Evacuee Reception Site and the RPC/Shelter Location(s) will be jointly located. See Table 2 for examples of varied operations based on event circumstances.

Table 2: Situation-Dependent Examples of Operations

	Single Arrival Time (Solitary cohort)	Extended Arrival Times (Multiple cohorts)
Fixed Arrival Point (Airport, train station, port, bus station)	<p>Reception Site Upon arrival, all evacuees are greeted and taken to the Evacuee Reception Site for initial check-in and for transportation to the RPC/Shelter.</p> <p>Example: Several incoming evacuees arrive via a single commercial airline flight. Evacuee reception occurs at airport, before transportation to the RPC/Shelter.</p>	<p>Reception Site As cohorts of evacuees arrive, they are greeted and taken to the Evacuee Reception Site for initial check-in and for transportation to the RPC/Shelter.</p> <p>Example: Incoming evacuees are expected on several trains, arriving over the course of a few days. Evacuee Reception Sites are established at train station as evacuees arrive, before transportation to RPC/Shelter.</p>
Flexible Arrival Point (Chartered bus, van, or private vehicle)	<p>RPC/Shelter Incoming evacuees are taken directly to RPC/Shelter</p> <p>Example: A single bus from the impact area takes incoming evacuees directly to the RPC/Shelter location. Evacuee reception becomes a part of the evacuee processing.</p>	<p>RPC/Shelter Evacuees disembark at RPC/Shelter as they arrive</p> <p>Example: Several vans of incoming evacuees are expected to arrive over the course of a week, or longer. Vans are instructed to take incoming evacuees directly to RPC/Shelter.</p>

5. Implementation

Operation of RPC(s) includes the following activities and services:

a) Evacuee Reception Site (if necessary)

- Convene all incoming evacuees at point of arrival;
- Reconciliation of passenger manifest(s);
- Fax, or scan and email final passenger manifest(s) to RPC; and
- Transport evacuees to RPC/Shelter.

b) RPC

- Registration and confirmation of arrival; and
- Collection of basic tracking information, as requested by impact area responding jurisdiction.

c) Shelter

- A description of shelter services and resources are provided in the Traditional Sheltering Appendix to the Mass Care and Sheltering Annex.

6. Demobilization

RPC operations are demobilized based on a recommendation by the RPC Director to the General Manager of the City of Los Angeles EMD. This recommendation is based on unmet needs of incoming evacuees, anticipation of additional incoming evacuees from impact area, and shelter operations and capacity.

Operational hours, duration, and scope of operations are dependent on the circumstances and are at the discretion of the City of Los Angeles EMD, and based on input from RPC Director and impact area responding jurisdictions.

Demobilization may occur gradually to cease operations as they become no longer relevant to RPC functions. For instance, once all incoming evacuees have arrived, Evacuee Reception Site functions will cease, while RPC/Shelter continue operations. RPC operations are designed to move people through the process in the least amount of time possible. This not only minimizes the time an evacuee must remain in a limited services environment, but also expedites relocation and long-term recovery for evacuees.

RPC operations are demobilized once all incoming evacuees have either entered the shelter registration process, or signed out and choose not to register at the shelter. In general, RPCs will not remain open for extended durations; however, this may be necessary if the catastrophic incident or event is ongoing, and incoming evacuees are continually transported to Los Angeles.

C. Documentation & Time-Keeping

During an emergency situation or incident, it is important to keep specific records related to staff assignments and costs, related to the response to and recovery from the emergency/incident. Each department has their own internal processes for ensuring proper documentation of actions, 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 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.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. City of Los Angeles

1. Aging, Department of (Aging)
 - Provides assistance to incoming evacuees who require services for the aged.
 - Identifies supportive services specific to the needs of seniors.

2. Airports, Los Angeles World (LAWA)
 - Coordinates with EMD for reception of incoming evacuees.
 - Designates an area for the Evacuee Reception Site.
 - Secures the Evacuee Reception Site at airport for the RPC/Shelter.
 - Provides airport personnel to assist with baggage movement.

3. Animal Services, Department of (Animal Services)
 - Provides care and control of household pets throughout RPC function.
 - Support service animals as necessary.
 - Assists with sheltering, transport and care of household pets at the Evacuee Reception Site and the RPC/Shelter and support services animals as necessary.
 - Provides an animal control vehicle at the point of evacuee arrival to transport household pets to the RPC/Shelter. Service animals remain with their owner when traveling to the RPC/Shelter.

4. Crisis Response Team (CRT), Mayor's Office
 - Coordinates the use of CRT greeters at the Evacuee Reception Site and supports, where needed, at the RPC.
 - Provides immediate on-scene crisis intervention, emotional support, and referrals as needed. Makes referrals to the American Red Cross, the Los Angeles County Department of Mental Health.

5. Disability, Department on (DOD)
 - Serves as the American with Disabilities Act (ADA) Coordinator at the Evacuee Reception Site and the RPC/Shelter
 - If DOD representative is not available on-site, they will provide technical assistance to the RPC Manager to ensure accessibility and FNSS needs are met.
 - Monitors that programs and services available at the Evacuee Reception Site and the RPC/Shelter are inclusive of and accessible to people with disabilities.
 - Provides information and referral services for people with disabilities as needed.

6. Emergency Management Department (EMD) Information
 - Activates the RPC Annex, upon request.
 - Provides oversight, management and coordination of all RPC functions.
 - Coordinates activation of the City of Los Angeles Emergency Operations Center, if necessary.

- Serves as the local point of contact with impact area point of contact.
 - Provides daily, weekly, etc. updates as required to the County, State and Federal government liaisons.
 - Coordinates the provision of FNSS resources at the Evacuee Reception Site and/or the RPC/Shelter.
7. Fire Department, Los Angeles (LAFD)
- Coordinates the use of CERT volunteers to support the Evacuee Reception Site and/or the RPC/Shelter.
8. General Services, Department of (GSD)
- Assists with the provision of facilities and delivery of equipment, vehicles, and any other City owned property used as a part of the resettlement process.
 - Provides logistical support when materials are needed (e.g., tables, chairs, portable toilets, portable showers, etc.).
9. Information Technology Agency (ITA)
- Provides, maintain data communications, networks, computer applications relevant to RPC functions.
 - Manages of all technology and communications systems relevant to RPC functions, such as internet connectivity, wireless, and interfacing with impacted jurisdiction tracking and registration system.
 - Establishes and provides maintenance of internet access, communications or registration and tracking systems (if not already in place) in RPC locations, and monitor these systems throughout RPC functions.
10. Police Department, Los Angeles (LAPD)/Los Angeles World Airport Police/Police, Port of Los Angeles
- Provides for the protection of life and property.
 - Mobilizes law enforcement personnel and material resources to fulfill the police mission.
 - Coordinates with other law enforcement agencies involved in the RPC activities to ensure the safety and security of individuals in and around the Evacuee Reception Site and RPC/Shelter.
 - Manages crowd control issues.
 - Coordinates security screening, if necessary, of incoming evacuees at the fixed or flexible arrival point.
11. Port of Los Angeles (POLA)
- Coordinates with EMD for reception of incoming evacuees if arriving via public or private watercraft.
 - Designates an area for the Evacuee Reception Site.
 - Secures the Evacuee Reception Site at port for the RPC/Shelter.

12. Recreation and Parks, Department of (RAP)

- Works with EMD, ARC, and DOD in designation of RPC/Shelter.
- Operates RAP facilities and open spaces as shelter sites.
- Activates facility point-of-contact to respond to shelter activation of RAP facilities.
- Activates department staff to initiate shelter activation and if necessary serve as initial intake workers.
- Coordinates with other departments and agencies for support of mass care operations.

13. Transportation, Los Angeles Department of (LADOT)

- Provides buses for transportation of incoming evacuees to the Evacuee Reception Site (if necessary) and the RPC/Shelter, including accessible transportation for people with disabilities and others with access and functional needs.
- Coordinates transport of incoming evacuees between RPC functions (e.g., point of arrival, Evacuee Reception Site (if necessary) and the RPC/Shelter) including accessible transportation for people with disabilities and others with access and functional needs.
- Provides information regarding short- and long-term solutions for incoming evacuees such as public transportation options, including accessible transportation for people with disabilities and others with access and functional needs.

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 in the following along with the services they are responsible for providing in the event of RPC activation.

1. Emergency Management, Los Angeles County Office of (OEM)

- Supports communication of information from responding agencies (i.e., FEMA, Cal OES) to EMD.
- Supports the activation of the Los Angeles County Emergency Operations Center, if necessary.

2. Mental Health, Los Angeles County Department of (LACDMH)

- Supports initial counseling and mental health needs at the Evacuee Reception Sites and RPC, as needed. Further assessments, evaluations and referrals will take place once evacuees arrive at the shelter.

C. State of California

Although the City of Los Angeles has no authority to assign responsibilities to State of California departments, many state departments are the primary agency responsible for providing certain services to the City of Los Angeles. For this Annex, one state department is listed along with the services they are responsible for providing in the event of RPC activation.

1. California Governor's Office of Emergency Services (Cal OES)
 - Notifies the Los Angeles County Office of Emergency Management of the request for the City of Los Angeles to activate its resettlement process.
 - Supports the RPC response, recovery and assistance functions.

D. Federal

Although the City of Los Angeles has no authority to assign responsibilities to Federal departments, many federal departments are the primary agency responsible for providing certain services to the City of Los Angeles. For this Annex, one federal department listed along with the services it is responsible for providing in the event of RPC activation.

1. Federal Emergency Management Agency
 - Assists and coordinate communications between impact and host jurisdictions.
 - Supports the RPC response, recovery and assistance functions.

E. Non-Governmental Organizations (NGO)

Although the City of Los Angeles has no authority to assign responsibilities to NGOs, many NGOs are the primary agency responsible for providing certain services to the City of Los Angeles. The American Red Cross of Greater Los Angeles is the primary NGO supporting the RPC functions. Additional NGOs may be called upon to assist with sheltering operations as mention in the Mass Care and Sheltering Annex. The operating agreement and policy for the Red Cross can be found in VI. Agreements and Understandings.

1. American Red Cross Los Angeles Region (Red Cross)
 - Supports RPC response, recovery and assistance functions.
 - Provides mass care services including emergency shelters, fixed and mobile feeding sites, emergency and basic first aid, mental health support, disaster social services information, assistance for other emergency needs, and disaster preparedness education and shelter operations training.

IV. DIRECTION, CONTROL, AND COORDINATION

This Resettlement Processing Center Annex may be activated when the Mayor is notified of a request by FEMA to accept evacuees as a result of a catastrophic disaster or impact outside of the Los Angeles geographic area.

Some portions of this Annex go into effect immediately following any event requiring RPC activation. The remainder of this Annex is only activated when the incident grows in scope to a point where activation of the 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 RPS activation plans.

A. RPC Leadership

The City of Los Angeles EMD will function as the lead coordinator for all phases of the resettlement processing: activation, mobilization, deployment, operations and demobilization. To carry out this function, the City of Los Angeles EMD will coordinate with the following City Departments and non-City agencies:

- Department on Disability
- Department of Recreation and Parks
- Department of Transportation
- American Red Cross
- Los Angeles County Office of Emergency Management
- Others, as needed

B. RPC Staffing

When the City of Los Angeles EMD finalizes the location of the RPC/Shelter facility, the RPC Director will be assigned. The RPC Director is responsible for overall coordination of evacuee reception and processing and is the on-site RPC point of contact to the RPC City of Los Angeles EMD. If applicable, the RPC Director may hold regular briefings (e.g., hourly, daily, etc.) with the RPC staff to report and discuss ongoing issues, pending items, corrective actions, operational issues, and daily communication.

As applicable, the RPC organizational structure follows a modified Incident Command System (ICS) design (see Table 3 below for a list of roles and functions needed to staff RPCs). Some positions or functions may not be necessary or essential in every RPC activation. The list of functions is scalable, and will be adapted to fit the needs and capabilities of each event, jurisdiction, and specific to the RPC needs at the time of the request from the impact area. Attachment C depicts a potential structure for the organization and management of an RPC.

Staffing procedures will be at the discretion of the agency, but agencies must staff availability during the operational period(s). If agency representatives have questions or issues, they will be directed to the RPC Director. Individual departments and non-City agencies will staff roles and positions with consideration to:

- Staffing levels needed
- Staff availability
- Personnel types
- Specialty training or experience
- Required certifications and training
- Administrative requirements (e.g., overtime pay and reimbursement)
- The RPC Manager will confirm that each staff member has received the EMD Just-In-Time (EMD JIT) training for DSW’s and volunteers.

Table 3: RPC Staff Positions

Position	City Department Staffing	Responsibilities
RPC Director	EMD	Oversees the activation and demobilization processes on behalf of the City of Los Angeles EMD
Operations Coordinator	EMD	Manages daily operations of Evacuee Reception Site, RPC, contracted services, and site safety/security operations. Oversees the process for ensuring the availability of FNSS resources.
ADA Compliance Officer	DOD	Monitors that programs and services available at the Evacuee Reception Site are inclusive of and accessible to people with disabilities
Logistics Coordinator	GSD	Coordinates the acquisition of supplies & equipment, establishing security operations to support the Evacuee Reception Site and the RPC

Reception Site Liaison	Mayor's Office (CRT)	Provides support staff for greeting incoming evacuees, assisting with evacuees as they transition through evacuee reception and process (e.g., accompanying evacuees to the RPC/Shelter, and providing immediate on-scene crisis intervention, emotional support, and referrals as needed.)
RPC Liaison	LAFD (CERT)	Provides support staff for handling incoming evacuee registration and intake processing at the RPC
Shelter Transition Liaison	American Red Cross	Collects registration information from the RPC Liaison and coordinates the transition process from the RPC to the Shelter Facility with the Operations Coordinator

C. RPC Services

1. Evacuee Tracking

For tracking throughout resettlement, identifying information is collected from incoming evacuees. The type of information collected will depend on the tracking system of the impacted area jurisdiction (e.g., evacuees are identified by name, phone number, FEMA number, or another unique identifier), and tracking functions (e.g., tracking of personal possessions, durable medical equipment, family members, and household pets, and reunification of unaccompanied minors and dependent adults with guardians or caregivers). All RPC tracking operations will represent an extension of the impacted area jurisdiction tracking system.

2. Evacuee Reception Site

If evacuees arrive at a fixed arrival point (e.g., airport, train station, port or bus station), and/or evacuees are not able to ingress at the RPC/Shelter location, an Evacuee Reception Site will be identified to gather all incoming evacuees for transport to the RPC/Shelter. Evacuee Reception Site greeters will cross-check passenger or evacuee manifests to account for all expected evacuees who are transported to the RPC/Shelter. The reconciled manifest is faxed or scanned and emailed to the RPC to anticipate evacuee arrival.

3. Transportation

The Department of Transportation will coordinate transportation services based on information provided by the impact area to the City of Los Angeles EMD for all incoming evacuees needing transportation from a fixed arrival point including

accessible transportation for people with disabilities and others with access and functional needs.

4. Processing and Shelter Registration

Although the RPC is designed to be co-located with the Shelter, incoming evacuees must first pass through a RPC upon arrival before entering the Shelter.

The City of Los Angeles RPC Intake Form will be used to collect information evacuees (see Attachment B). This information will be submitted in conjunction with information received from responding jurisdictions (i.e., assigned tracking numbers, FEMA numbers, etc.) to the Shelter Transition Liaison.

Once incoming evacuees are processed through the RPC, they may enter the shelter and begin shelter registration procedures as described in the Traditional Sheltering Appendix to the Mass Care and Sheltering Annex, or they may leave the facility through private transportation.

5. Crisis Response

The Mayor's Office CRT will assist with RPC operations as incoming evacuees arrive. The CRT is primarily responsible for greeting incoming evacuees to the City (this includes accompanying them from a fixed site arrival point to the RPC), and on an as needed basis, provide immediate on-scene crisis intervention, emotional support, and referrals. Public and mental health services will be provided by the County of Los Angeles Department of Public Health and Department of Mental Health, respectively, within normal shelter operations.

6. Medical Health and Mental Health

Upon arrival, if any incoming evacuee requires emergency medical assistance of any kind, 9-1-1 will be called and the evacuee will be transported to a medical facility. All other non-emergency medical, health and mental health needs are included in the Health and Medical Appendix., See Mass Care and Sheltering Annex for additional information.

7. Social Services

Social services are offered through the sheltering operations, and are not within the scope of RPC functions. See the Traditional Sheltering Appendix to the Mass Care and Sheltering Annex for additional information.

8. Animal Services

Service animals remain with their owners at all times during the resettlement process.

Accommodation for household pets during an evacuation, as required by the Pets Evacuation and Transportation Standards (PETS) Act of 2006,⁶ will be reasonably provided at RPCs and throughout the resettlement process. Information regarding household pets is contained in the Small Animal Support Appendix to the Mass Care and Sheltering Annex.

D. RPC Facility Coordination

Once incoming evacuees complete their initial check-in at the Evacuee Reception Site, they will go to the RPC for registration and confirmation of arrival; collection of basic evacuee tracking information, as requested by impact area responding jurisdiction; and initial assessment of client needs (i.e., emergency medical treatment).

1. Site Selection

RPCs are co-located with shelter facilities. A designated area of the shelter will be dedicated for purposes of processing the incoming evacuees.

The choice of venue will be based on the anticipated throughput of people, point of arrival, available shelter facilities, and client needs (if they should need credentialed medical care in a medical facility or shelter). Location of point of arrival, the Evacuee Reception Site, and the RPC/Shelter will be at the discretion of the City of Los Angeles EMD and participating City departments, as necessary.

RPC/Shelters are of sufficient size and designed to support the anticipated throughput of incoming evacuees. Multiple RPC/Shelters in different locations may be required to accommodate incoming evacuees from a variety of modes of transportation.

The following considerations will be addressed when selecting the location(s) of the RPC/Shelter(s):

a) General

- Availability of facilities at point of arrival and shelters
- Availability of staffing appropriate to support facility size and design
- Current level of readiness and time required for facility to be operational
- Overview of building and site type needs
- Required actions (e.g. inspections, MOUs, facility use agreements, and lease agreements)

⁶ FEMA Disaster Assistance Policy 9523.19 defines household pets as, “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 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. FEMA will only reimburse jurisdictions under a Presidential disaster declaration for animal services that meet these criteria.

- Capability to co-locate both functions of resettlement processing and sheltering
- b) Geographic Location
- Proximity to anticipated point of arrival
 - Proximity to accessible modes of transportation available to disaster survivors after check-out
 - Geography (e.g. population density, physical accessibility)
- c) Exterior Site Features
- Ingress and egress capabilities
 - Traffic flow design, transport parking needs, and embarkation and debarkation plans
 - Security and access control (ability to establish a perimeter)
 - Parking for staff
 - Availability of designated parking for people with disabilities
 - Accessible sidewalk connecting the parking area and any drop off/public transportation area to the walkway leading to the building.
 - Covered and uncovered areas (for operations where evacuees may be outdoors for any length of time)
- d) Interior Site Features
- Size (e.g. usable square footage)
 - Structural floor plan (e.g. open space, multiple rooms, hallways, and multi-story; if outdoor, ground surfacing and hills)
 - Multiple rooms or ability to partition space
 - Accessible restroom facilities in quantities appropriate to anticipated population capacity numbers
 - Area to accommodate household pet operations, if necessary
 - Accessible route for people with disabilities and others with access and functional needs from the entrance to all programs, services, and activities areas.
 - Power and backup power
 - Structural integrity and building safety inspection (pre-event and ongoing)
 - Perimeter (e.g. fencing and security)
 - Adequate space for agency booths including a table and seating for agency staff and clientele, as well as any supplies they might need to store at their booth

2. Site Set Up, Design and Layout

While RPC/Shelter configuration is flexible, site set up, design and layout is contingent upon the number of incoming evacuees and their point of arrival. The following table provides an overview of the resettlement processing structure.

Table 4: Resettlement Processing Structure

Service	Purpose
Evacuee Reception	This site is located at the point of arrival of incoming evacuees, regardless of mode of transportation. Assigned City staff working at the Evacuee Reception Site will greet incoming evacuees, complete a sign-in roster of all evacuees upon entry, and provide information on what to expect at the RPC/Shelter. Incoming evacuees will be directed to a waiting area or to mode of transportation to take them to the Processing Center and shelter. The greeter(s) will remain with the group at the Evacuee Reception Site to ensure evacuees are transported to the RPC/Shelter.
Resettlement Processing	Upon arrival at the RPC/Shelter, incoming evacuees will complete the evacuee registration and processing and referred to the shelter for respite, assessment and referral services.
Sheltering	To respect the mental and physical strain of evacuation, evacuees are given access to an emergency shelter for respite while waiting for processing and/or determining personal transportation, and/or temporary or long-term housing arrangements.

Note: Information for accommodation for people with disabilities and others with access and functional needs can be found in the RPC SOP.

E. RPC Communications

Any media inquiries related to incoming evacuees and the RPC/Shelter activities will be handled in accordance with the policies and procedures as outlined in the Emergency Public Information Annex.

All other direct communications will be directly with incoming evacuees who are being served, departments and allied agencies with a role in RPC functions, impact area jurisdictions, and Federal, State and County agencies, as applicable.

1. Evacuee Communications

Both written and spoken communications with evacuees at RPCs will be available in multiple formats, as needed. This includes multi-lingual formats and formats for persons with disabilities and others with access and functional needs. This will be achieved as outlined in DOD citywide guidance documents.

2. Communication Phases

RPC-related communications are based on the following:

- EMD receives notification from FEMA, Cal OES, Los Angeles County Office of Emergency Management, or the Mayor's Office that will be receiving evacuees from outside Los Angeles.
- EMD collects basic information from sending jurisdiction, including manifest of evacuees.
- The City of Los Angeles EMD coordinates the evacuee reception site, RPC/Shelter location(s).
- EMD notifies all departments and agencies with a role in the RPC of RPC activation.
- EMD provides sending jurisdiction with reconciled evacuee manifest to confirm receipt of evacuees.

3. Accessibility

The RPC Director in conjunction with the ADA Compliance Coordinator will ensure the needs are met for persons with disabilities and others with access and functional needs. The Assistive Technology Cache will be automatically deployed upon activation of an RPC. Translation services (including American Sign Language), CART services, signage, auditory announcements, and, where necessary, direct one-on-one assistance will be provided at Reception Site and the RPC/Shelter. Communication inside these locations will be accessible to people with disabilities and others with access and functional needs, in alternate formats, and/or in various languages, as requested. Some of the following methods will be used to disseminate information:

- Megaphones, loudspeakers or PA system
- Printed handouts, including large text and braille
- Signage and pictograms
- Projected computer screens
- Interpreters

4. Public Safety

Ensuring the safety and security of evacuees and shelter personnel is essential. Local law enforcement agencies (e.g., Los Angeles Police Department (LAPD) Recreation and Parks (RAP) Department Park Rangers, Los Angeles World Airport Police, Port of Los Angeles Police, and private or contract security are responsible for ensuring the safety and security of individuals in and around a shelter site. This includes incoming evacuees and RPC staff.

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 of 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-5). <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
 - d) National Response Framework. Department of Homeland Security. January 2008. <http://www.fema.gov/pdf/emergency/nrf/nrf-core.pdf>
 - e) Americans with Disabilities Act of 1990, as amended. <http://www.ada.gov/pubs/ada.htm>
2. State of California
 - 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 State Emergency Plan. <http://www.calema.ca.gov/PlanningandPreparedness/Pages/State-Emergency-Plan.aspx>
3. County of Los Angles
 - a) Operational Area Emergency Response Plan <http://lacoa.org/PDF/OA%20ERP.pdf>

4. City of Los Angeles
 - a) City of Los Angeles Emergency Operations Plan
 - b) City of Los Angeles Mass Care and Sheltering Annex
 - c) City of Los Angeles Logistics Annex

B. References

1. Los Angeles (City) State & County QuickFacts.
[Quickfacts.census.gov/qfd/states/06/0644000.html](https://quickfacts.census.gov/qfd/states/06/0644000.html)
2. Los Angeles Department of Public Health, "Adult Disability in Los Angeles County." LA Health. Sept. 2006.
3. 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. 230-237.

ATTACHMENT A: ACRONYMS

Acronym	Full Name
ADA	Americans with Disabilities Act
Aging	Department of Aging
Animal Services	Department of Animal Services
Cal OES	California Governor's Office of Emergency Services
CAO	Chief Administrative Officer
CERT	Community Emergency Response Team
CPG	Comprehensive Preparedness Guide
CRT	Mayor's Crisis Response Team
DAP	Disaster Assistance Policy
DOC	Department Operations Center
DOD	Department on Disability
EMD	Emergency Management Department
EOB	City of Los Angeles Emergency Operations Board
EOC	Emergency Operations Center
EOO	Emergency Operations Organization
EOP	Emergency Operations Plan
EPI	Emergency Public Information
FEMA	Federal Emergency Management Agency
FNSS	Functional Needs Support Services
GSD	Department of General Services
ICS	Incident Command System
ITA	Information Technology Agency
LACDMH	Los Angeles County Department of Mental Health
LADOT	Los Angeles Department of Transportation
LAFD	Los Angeles Fire Department
LAPD	Los Angeles Police Department
LAWA	Los Angeles World Airport
NGO	Non-Governmental Organization
NIMS	National Incident Management System
OEM	Los Angeles County Office of Emergency Management
POLA	Port of Los Angeles
POLAPD	Port of Los Angeles Police Department
Red Cross	American Red Cross Los Angeles Region
RPC	Resettlement and Processing Center
SEMS	California Standardized Emergency Management System
SOP	Standard Operating Procedure

ATTACHMENT B: CITY OF LOS ANGELES RESETTLEMENT PROCESSING CENTER INTAKE FORM



CITY OF LOS ANGELES RESETTLEMENT PROCESSING CENTER INTAKE FORM



Today's Date:	MM	DD	YYYY	Evacuation Date:	MM	DD	YYYY
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Would you like to request reasonable accommodation? Yes No

If yes, do you need assistance to fill out the "Reasonable Accommodation and Auxiliary Aids and Services Request Form" to request reasonable accommodation? Yes No

Have you registered with FEMA using their "800" number or online? Yes No

If yes, what is your FEMA number? _____

Male: ___ / Female: ___

First Name: _____ Last Name: _____

Most Recent Residential Address (No PO Boxes): _____

City: _____ State: _____ Zip Code: _____

Current Phone: () _____ Cell?
 Yes
 No

How many people in your household?	
Are all household members present and/or accounted for?	
If no, how many people are unaccounted for?	
How many children are in your household?	
How many pets are in your household?	



**CITY OF LOS ANGELES
RESETTLEMENT PROCESSING CENTER
INTAKE FORM**



Do you have any family or friends in Los Angeles? Yes No

Was your home damaged? Yes No I Don't Know

What is your occupation? _____

Are you self-employed? Yes No

If self-employed, was your business damaged? Yes No I Don't Know

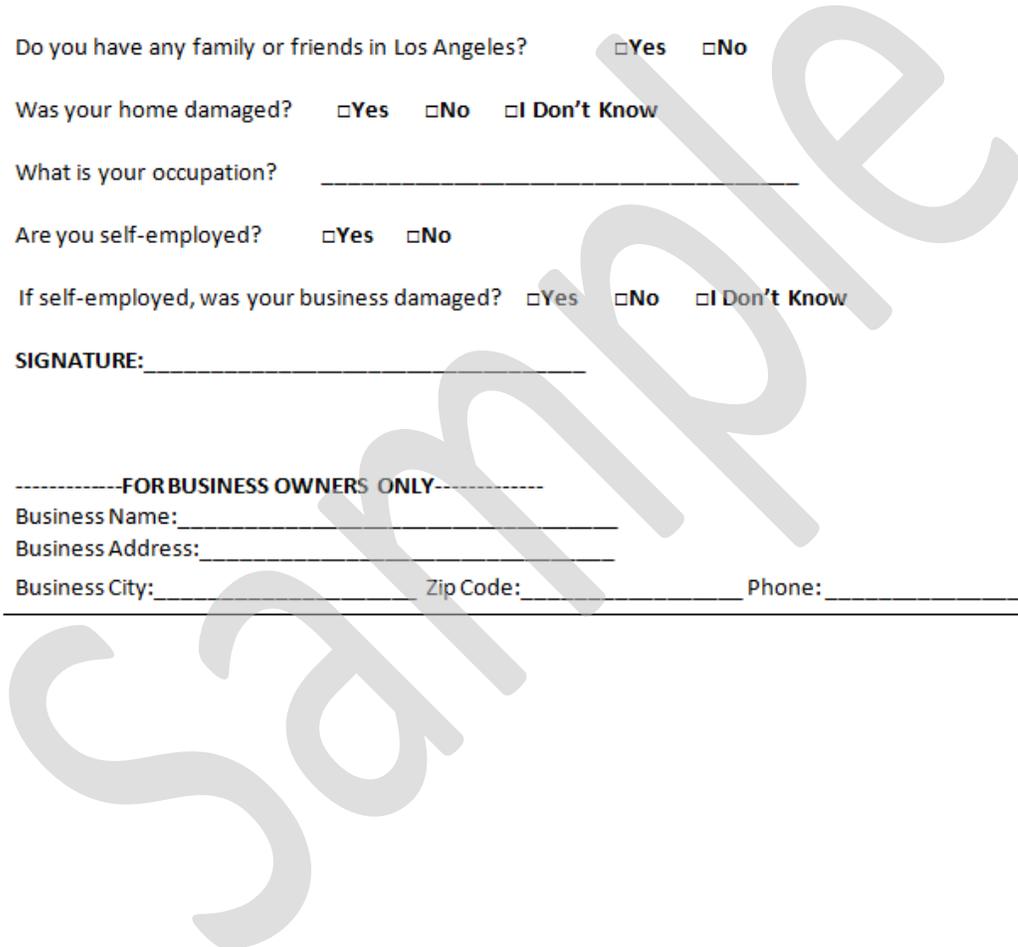
SIGNATURE: _____

-----**FOR BUSINESS OWNERS ONLY**-----

Business Name: _____

Business Address: _____

Business City: _____ Zip Code: _____ Phone: _____



These are yes/no observations and questions to support registration staff in identifying and obtaining assistance and supplies for RPC evacuees.

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 RPC Director 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 RPC, acknowledge his or her need and offer assistance.

Contact RPC Director 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 RPC? Yes No

If No, is there anything needed within the next 6 to 8 hours to stay healthy while in the RPC? 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 RPC Accommodation Request Form.

**ATTACHMENT C: CITY OF LOS ANGELES
RESETTLEMENT PROCESSING CENTER ACCOMODATION REQUEST FORM**



**City of Los Angeles Resettlement Processing Center (RPC)
Accommodation Request Form**

Name of RPC Evacuee: _____

RPC Evacuee Mobile Phone Number: _____

Text: YES NO Videophone: YES NO

RPC Evacuee 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
 - 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: _____

 RPC Location: _____

Date: _____ Time: _____

Staff Name: _____ Phone # _____

Original filed with RPC Director's Toolkit: _____

 (Signature/Date/Time)

RPC Logistics Coordinator (in the RPC) 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 (RPC evacuee) the RPC Logistics Coordinator will notate this form and will indicate the same on the 213RR and will file in the RPC Director's Toolkit along with the original.

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

(Signature/Date/Time)

Resource received and provided to LAC Client:

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

Sample

ATTACHMENT D: RPC ORGANIZATIONAL CHART

