

**City of Los Angeles**

**EMERGENCY OPERATIONS PLAN**



**MASS CARE AND SHELTERING  
ANNEX**

**TRADITIONAL SHELTERING  
APPENDIX**

May 2018

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## **APPENDIX DEVELOPMENT AND MAINTENANCE**

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

This Appendix 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 traditional sheltering.

This Appendix is developed to describe overall citywide response functions and capabilities. It is to be used by each department identified within this Appendix to develop their own standard operating procedures (SOPs) specific to their department in order to direct tactical operations. When developing SOPs, each department is to take into consideration how all of the activities identified in this plan 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 conflicts in the field response or support activities described in this Appendix, and/or identifies a conflict between their listed activities within this Appendix and how they relate to or support another department's listed activities, such conflict is to be immediately reported to the Emergency Management Department (EMD) Planning Division.

If at any time a department, agency, or stakeholder to this plan 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 EMD Planning Division.

The Appendix 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 Appendix will be conducted by departments and agencies identified within the Appendix, as well as any other departments or agencies necessary to participate in the review process. The EMD Planning Division will lead the review. Upon completion of such formal review, all corrections to the plan will be reflected within the Record of Changes.

## **APPROVAL AND IMPLEMENTATION**

This document is a Functional Support Appendix to the City EOP Mass Care and Sheltering Annex. It can serve as either a stand-alone plan or companion document to an applicable Functional Support Response Annex to the EOP. This Appendix was developed with input from 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, the document is presented 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.

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

This Appendix 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>.

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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 Annex** and **CBRN Annexes (Chemical, Biological, Radiological, and Nuclear)**.
- Functional Annexes include the **Evacuation Annex, Early Warning & Notifications Annex, Local Assistance Center Annex, Emergency Public Information Annex, Resettlement Processing Center Annex, Communications Annex, Mass Care & Sheltering Annex, and Logistics Annex**.
- Where reference is made to Shelter Selection, see Shelter Selection SOP and the list of the Los Angeles Department of Recreation and Parks (RAP) Facilities to be used for Traditional and Non-Traditional Sheltering.
- Where reference is made to Shelter Set-Up, see Shelter Set-Up SOP.
- Where reference is made to Shelter Activation, see Shelter Activation SOP.



- Where reference is made to Shelter Logistics, see Shelter Logistics SOP.
- All actions related to fulfilling the purpose of this Appendix 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 Appendix, 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 threatened or actual event within the City.

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

The sheltering operations described in this Appendix are designed to be scalable. The outlined procedures can be used during incidents requiring shelter support for a few displaced Angelenos up to a catastrophic event requiring support for large displaced populations throughout multiple locations.

The City of Los Angeles has a Memorandum of Understanding (MOU) with the American Red Cross Los Angeles Region (Red Cross) which outlines authorities, roles, and responsibilities for sheltering during a disaster. This MOU can be found on page 44, Section VI.

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

### **A. Purpose**

This Appendix details government’s responsibilities for the management of a traditional sheltering response. This Appendix can be used in conjunction with other appendixes, annexes, and plans designed for the protection of the population. Organizations, operational concepts, responsibilities, and procedures described in this annex are applicable to all locations and to all agencies, organizations, and personnel with sheltering support responsibilities within the City of Los Angeles.

The Appendix 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 procedures necessary for the rapid notification of City departments and the public in the event of a traditional shelter activation.
- Ensure consistency with Federal, State of California, the Los Angeles County Operational Area, and other local governments’ emergency response plans and operations.

### **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 Appendix 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 mass care and sheltering responsibilities
- City departments performing emergency services 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 California Department of Demographic Research Unit's "*E-1 Population Estimates for Cities, Counties, and the State*"<sup>2</sup>, 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.

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 disability<sup>3</sup>. The definitions for people with disabilities as well as others with access and functional needs are provided below:

### *People with Disabilities*

"Disability" in this context is a legal term rather than a medical one. It refers to a Federally protected class under the 1990 ADA. Nationally, people with disabilities make up about 20% of the population. To be in compliance with the law, emergency managers must apply the concepts of accessibility, inclusion, and nondiscrimination in providing services to the general public which includes communication of public information and warnings, transportation, mass care and sheltering, and evacuations.

### *Others with Access and Functional Needs*

"Others with Access and Functional Needs" is a broad definition that includes anyone who might have additional needs before, during, or after a disaster in accessing services. This includes individuals that may or may not meet the definitions of disability under existing civil rights laws, such as people with limited or no English language proficiency, individuals that are institutionalized, women in late-term pregnancy, or those with limited or no access to

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

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

transportation. With this broader definition, about 50% of the population is considered to have an access or functional need. Anyone with a disability has an access and functional need, but not everyone with an access and functional need has a disability.

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. 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.

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 Appendix 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 were current as of the approval of this Appendix. Before implementing this Appendix, confirm that the processes, procedures, and protocols are unchanged. If necessary, before implementing, modify the Appendix to reflect updated processes, procedures, and protocols.
- Only departments that have a role in sheltering and provide functional support are included in this Appendix. The departmental roles listed are limited to those applicable to traditional sheltering functions.
- In any disaster, primary consideration is given to the preservation of life, then incident stabilization, and property preservation. 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, Federal, and other local governments, as well as private organizations.

- The City Emergency Operations Center (EOC) may or may not be activated in support of an event or emergency. 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 Appendix 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 and require shelter and social services. Sheltering activities could be temporary 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 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 or in hotels/motels, the remainder will seek shelter in designated congregate care facilities. Case studies show that between 5% and 10% of the affected population will seek shelter. RAP is the lead City department for mass care and shelter operations in the City of Los Angeles and is responsible for staffing the Mass Care Branch Director position as well as the Shelter Operations Unit when the EOC is activated.
- All responses will be made in accordance with SEMS, which has been integrated with NIMS. SEMS practices used during multi-agency or multi-jurisdictional emergency response shall be followed.
- While the City of Los Angeles has primary responsibility for their jurisdiction, the American Red Cross Los Angeles Region will serve, where possible, as the primary support agency responsible for operating traditional emergency shelters.
- 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 Operational Area (OA) to coordinate with other local governments to support response or to request support when an incident outstrips the City's ability to respond.

- 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 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 impacted populations may 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.
- A percentage of the population seeking shelter will be people with disabilities and others with access and functional needs. Individuals may need assistance with activities of daily living such as:
  - Eating
  - Taking medication
  - Dressing and undressing
  - Transferring to and from a wheelchair or other mobility aid
  - Walking
  - Communicating
  - Stabilization
  - Bathing
  - Toileting
  - Wayfinding
- People in the affected population will likely seek to bring their household pets into shelters.
- Service animals are not household pets and must remain with the person to whom they are assigned. Note: There is a difference between “service animals” versus “pets” and “livestock.” Service animals must be allowed to remain with their owners and not separated as if they were pets or livestock. The ADA only recognizes dogs and miniature horses as service animals. In addition, according to the Fair Housing Act (FHAct) and Section 504 of the Rehabilitation Act (Section 504), people with disabilities may have emotional support animals. RAP has updated its policies to allow pets into shelters as long as they do not pose any inconvenience to shelter occupants.
- Livestock will be handled by Animal Services as part of their standard operating procedures.
- Mutual aid assistance from unaffected jurisdictions and from State and Federal emergency agencies will 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.
- Some residents who suffer some limited structural damage to their home following a major disaster will choose to remain on or near their property, but will still have needs and expectations for disaster assistance from the City of Los Angeles. Those needs may include temporary housing support until damage is repaired.
- Schools will be used as temporary shelter-in-place sites for the student population when schools are directly impacted by an incident/event during normal school hours.
- Some displaced residents will converge on public parks and open spaces as an alternative to using indoor mass care shelter due to distrust of building integrity in the event of an earthquake.



## II. CONCEPT OF OPERATIONS

RAP is the lead City department for mass care and shelter 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 (see Attachment A-2).

This Appendix addresses both standard operations and catastrophic events requiring mass sheltering support. In a smaller event, the Incident Commander in the field will contact Red Cross directly to coordinate sheltering. RAP will be notified only if the decision is made to open a City-owned shelter.

In the case of a major or catastrophic event, the EOC will be activated and the Mass Care Branch must be prepared to expand beyond standard operations. RAP is responsible for staffing both the Mass Care Branch Director and the Shelter Operations Unit seats in the City's EOC. The Mass Care Branch also includes positions representing and staffed by:

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

Other positions from key agencies can be assigned to support the Mass Care Branch as needed.

### 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>4</sup>

**Disability** – A physical or mental impairment that substantially 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,

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<sup>4</sup> Emergency Support Function #6 – Mass Care, Emergency Assistance, Temporary Housing, and Human Services Annex, May 2013.

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.<sup>5</sup>

**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>6</sup>

**Household Pet** – According to FEMA DAP 9253.19 “[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>7</sup>

**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>8</sup>

**Non-Traditional Shelter** – A location, generally in a large structure or open space shelter, where a significantly large number of disaster survivors can take refuge and be

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<sup>5</sup> Americans with Disabilities Act of 1990, as amended in 2008, Section 12102.

<sup>6</sup> FEMA, Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters, November 2010.

<sup>7</sup> FEMA 9523.19 Eligible Costs Related to Pet Evacuations & Sheltering.

<http://www.nationalmasscarestrategy.org/wp-content/uploads/2014/07/dap-9523-19-eligible-costs-related-to-pet-evacuations-and-sheltering.pdf>

<sup>8</sup> Emergency Support Function #6 – Mass Care, Emergency Assistance, Temporary Housing, and Human Services Annex, May 2013.

sheltered for short or longer periods of time. These locations require an expanded amount and diversity of internal infrastructure and support services.

**Service Animal** – Service animals are sometimes referred to as “assistance animals,” “support animals,” or “therapy animals.” To avoid confusion, only the term “service animal” is used in the City’s Emergency Operations Plan and Annexes.

- As defined by the ADA, 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, alerting people who are deaf or are 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 Department of Justice’s (DOJ) new rules limit the definition of “service animal” in the ADA to include only dogs and miniature horses. The new rules also define “service animal” to exclude emotional support animals.<sup>9</sup>
- This definition, however, does not apply to the FHAct or Section 504. Individuals with disabilities may have a service animal in addition to dogs and miniature horses, including emotional support animals, under the FHAct or Section 504.

In situations where both laws apply, housing providers, including emergency shelters, must meet the broader FHAct and/or Section 504 standard for reasonable accommodations which provides for the inclusion of any service animals in addition to dogs and miniature horses including emotional support animals that fall outside the ADA’s “service animal” definition. Service animals are not pets and will remain with their owners at all times.<sup>10</sup>

The “service animal” terminology in the City’s Emergency Operations Plan and Annexes is inclusive of the ADA’s definition and the FHAct and Section 504 standards of reasonable accommodations for animals that provide support to people with disabilities, as indicated above, to ensure that there is a clear understanding of obligations under the ADA, FHAct, and Section 504.

The City of Los Angeles recognizes the important role an Emotional Support Animal may contribute to its owner during and after a disaster. The City has determined that Emotional Support Animals will be considered the same as service animals and will be allowed to remain with their owners in City operated shelters, local assistance and evacuation centers.

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<sup>9</sup> 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).

<sup>10</sup> United States Department of Fair Housing and Urban Development, “Service Animals and Assistance Animals for People with Disabilities in Housing and HUD-Funded Program, 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).

**For a list of acronyms, see Attachment A-1**

## **B. Sheltering**

Sheltering includes identifying appropriate shelter sites, protocols for opening shelters, shelter operations, and demobilizing shelters.

### **1. Shelter Site Selection**

- RAP has identified City-owned shelter sites including recreation centers, childcare centers, and senior centers. For each site, there are primary and secondary contacts identified who can open the shelter.
- Red Cross has identified additional sheltering facilities and has agreements in place to provide sheltering services at those facilities. Secondary school facilities owned by the LAUSD are often considered as a primary site for sheltering when City-owned facilities are not available or are not appropriate to support the sheltering needs. Red Cross and LAUSD will keep the Mass Care Branch informed of impacts to facility operations including school hours, community, and sporting events that may impact shelter operations.

### **2. Shelter Surveying**

- Red Cross will conduct surveys of potential new sites using the Shelter Facility Survey Form from the Red Cross Shelter Operations Management Toolkit.
- In addition, the City of Los Angeles has completed the Department of Justice (DOJ) ADA Checklist for Emergency Shelters for all City owned facilities and maintains the data collected to support planning considerations when providing reasonable accommodations for people with disabilities and others with access and functional needs.
- For shelters operated by the City and supported by the Red Cross, or shelters operated by the Red Cross at City facilities, the City will advise the Red Cross on limitations to facilities, recommend appropriate accommodations, and will deploy temporary resources such as ramps and portable accessible restroom units to locations that do not have sufficient resources.
- The City will advise the Red Cross on the plan for completion of the DOJ ADA Checklist for Emergency Shelters when conducting sheltering operations at a facility not owned by the City of Los Angeles, or other facilities that have not been surveyed using the Checklist.
- Further details on shelter facility surveys including information regarding assigned roles and responsibilities to address accessibility limitations and meet ADA compliance are documented in RAP Facilities to be used for Traditional and Non-Traditional Sheltering SOP, developed by EMD, RAP and the Red Cross.

### 3. Shelter Agreements

- The Red Cross Los Angeles Region has a MOU with the City of Los Angeles to provide disaster relief assistance for all victims affected by disaster in the City of Los Angeles. Mass care assistance includes individual or congregate emergency shelters, fixed or mobile feeding operations, distribution of relief supplies, and disaster social services information.
- LAUSD has a facilities use agreement with the Red Cross to provide shelter and mass feeding at LAUSD secondary school facilities.  
In addition, the Red Cross has facility use agreements with local faith-based organizations (FBOs) and CBOs with facilities capable of providing sheltering.

### 4. Shelter Inventory

- Shelter sites potentially available for use in a disaster will be entered into the National Shelter System (NSS) by the Red Cross. The Red Cross provides shelter supplies and supply chain management to support shelter operations. In the event of large-scale disasters, the City may need to provide or coordinate the acquisition of additional supplies.
- An inventory of RAP shelter sites is maintained in the EOC Mass Care Branch for use during activations. The inventory identifies amenities available at each location as well as any pre-positioned Red Cross supplies on site.

### 5. Shelter Resources

Some specific equipment and supplies, including those necessary to provide FNSS are generally not stockpiled by Red Cross. Such needs will be requested through the Mass Care Branch as needs arise, as detailed in the Logistics Annex.

FNSS are those services that enable children and adults with or without disabilities and others with access and functional needs to maintain their usual level of independence in general population shelters. These services include:

- Reasonable modifications to policies, practices, and procedures
- Durable Medical Equipment (DME)
- Consumable Medical Supplies (CMS)
- Personal Assistance Services (PAS)
- Other goods and services as needed

EMD is responsible for acquiring and maintaining FNSS in coordination with other City departments and outside agencies. The FNSS Resource List also provides a list of contract and non-contract vendors that can provide FNSS resources to the City during an emergency. The EMD FNSS Resource SOP details EMD's process for supplying FNSS services through the assistance of other City departments and outside agencies.

## 6. Shelter Organization Support Structure

- Though agencies other than the Red Cross may open and operate shelters in the City of Los Angeles, the Red Cross EOC headquarters will serve as a coordinator of those facilities through the Red Cross partners and the Emergency Network Los Angeles (ENLA). Red Cross will enter population counts into NSS, communicate shelter population status, significant events, and logistic needs to the Mass Care Branch on behalf of those organizations.
- Each shelter will have a designated support team headed by a shelter manager. The organizational structure is flexible based on the scope, size, and specific shelter requirements and operations.
- The Red Cross will normally provide a shelter manager and shelter staff at all shelters within the City of Los Angeles. A RAP staff member will be present at all times at a City-owned site.
- Security for all shelter operations will be coordinated by the EOC through the Law Enforcement Branch. Security concerns and staffing plans at LAUSD facilities will be coordinated with and communicated to the LAUSD School Department Watch Commander.
- Facilities maintenance, sanitation support, and emergency repairs will be coordinated by the Red Cross with the facilities maintenance contact according to the agreement between Red Cross and the sheltering facility. Maintenance at City-owned facilities will be coordinated through the Mass Care Branch.

## 7. Shelter Activation

### a) EOC Level

- When activating shelters reference the Shelter Set-Up SOP, the Shelter Activation SOP, and the Shelter Logistics SOP.
- In the event of an incident or disaster triggers an EOC activation (Level 1, 2, or 3), the decision to open shelters is the responsibility of the Mass Care Branch Director in conjunction with the EOC Director. If the Mass Care Branch is not activated and/or the EOC is not activated, the decision to open shelters is the responsibility of the RAP Duty Officer in conjunction with EMD and the American Red Cross.
- In the event the EOC is operational, field resources that determine the need for an evacuation will contact the EOC and request a shelter be activated. This request will be made by the Field IC or their designee.
- When the EOC is not activated, field resources will request the activation of shelters through their DOC, and this request will be forwarded to RAP, EMD Duty Officer, and Red Cross.
- The Shelter Operations Unit will work with the Red Cross to determine the number of shelter sites needed as well as determine which facilities will be used as a shelter location.
- If the facility selected is a City-owned facility, RAP will make the proper arrangements to have RAP facility staff open and secure the facility

determined. Either the Los Angeles Police Department (LAPD) or the RAP Park Rangers will support staff and provide security.

- If the shelter facility being considered is a LAUSD High School or Middle School, the LAUSD Emergency Coordinator will be contacted if the LAUSD position in the EOC is not activated. If the LAUSD facility is the site selected, the LAUSD Emergency Coordinator will make the appropriate arrangements to have the facility opened and secured by LAUSD Police.
- If the facility being selected is a non-City/non-LAUSD facility, proper arrangements and notifications will be made in accordance with pre-established MOUs and/or in accordance with established Red Cross procedures.
- Once a shelter location has been determined, the EOC will close the loop through established lines of communication and inform the requesting field entity which facility will be used as a shelter location and the estimated time to have the facility open and operational.
- In catastrophic incidents, non-traditional sheltering will be implemented as needed. For more information, see the Non-Traditional Sheltering Appendix of the Mass Care and Sheltering Annex.

b) Field Level

- In events where the EOC is not activated and a Field Incident Command System organization is established, the decision to open a shelter is made by the Incident Commander (IC) if they feel a situation so warrants.
- Upon an LAFD IC determining that a shelter activation is warranted, they (or their designee) shall immediately contact the Red Cross Duty Officer
- In events where the EOC is not activated, the LAFD IC will notify the EMD Duty Officer and advise that a shelter request has been made.
- Upon an LAPD IC determining that a shelter activation is warranted, they (or their designee) shall immediately contact the EMD Duty Officer
- The IC will provide the location in which the evacuations are taking place, estimates of the potential number of disaster survivors displaced who may need to be sheltered, and the nature of the incident causing the evacuation, as per the SOP for Selecting Shelter Sites within LA City. City departments are not to determine a Shelter location on their own, or otherwise activate a Shelter without coordinating through RAP and Red Cross.
- The Red Cross and RAP representative will determine appropriate shelter location.
- If the facility selected is a City-owned facility, Red Cross will contact the Recreation and Parks Duty Officer at 213-833-8393 to make the proper arrangements to have Recreation and Parks facility staff open and secure the facility determined. Either the LAPD or the Park Rangers will support staff and provide security.
- If the shelter facility being considered is a Los Angeles Unified School District (LAUSD) High School or Middle School, the LAUSD Emergency Coordinator

will be contacted for LAUSD input in the decision. If the LAUSD facility is the site selected, the LAUSD Emergency Coordinator will make the appropriate arrangements to have the facility opened and secured by LAUSD Police.

- Once a shelter location has been determined, the EOC will close the loop and contact the IC (or designee) and inform the field units which facility will be used as a shelter location and the estimated time to have the facility open and operational.
- If the Red Cross has been requested to open a shelter facility by a City of Los Angeles Department, whenever possible, the Red Cross should attempt to notify the Recreation and Parks Duty Officer to advise them of an operational shelter for a City incident.
- The Recreation and Parks Duty Officer is required to make a courtesy notification to the Emergency Management Department (213-200-6414) whenever a shelter has been activated as a result of a City incident.

#### 8. Sheltering Cost Administration

- As a humanitarian organization, Red Cross provides services to disaster affected communities free of charge as a part of its standing mission. As such, resources provided by Red Cross in support of staffing, donations, basic shelter equipment, and food are generally not eligible for State or Federal reimbursement.
- When resources are requested by the ARC to support shelter operations or in support of operations outside of the standing ARC mission, RAP will be responsible for maintaining accounting and tracking of all other operational and financial records at all shelters for submission for reimbursement. This may include but is not limited to: public safety costs, durable medical equipment and consumable medical supplies, support to LAUSD state reimbursement requests, and all other costs directly associated with the operation.
- Recreation and Parks will be responsible for maintaining accounting and tracking of all other operational and financial records at City-owned shelters for submission for reimbursement.
- If the EOC is not activated, City departments that provide equipment or personnel to support shelter operations will make arrangements with Recreation and Parks to submit cost tracking documentation as soon as reasonably possible following the demobilization of shelter operations. If the EOC is activated, this information will be submitted to the Finance & Administration Section. It is the responsibility of each City department to track and maintain their own financial documentation.

#### 9. Activation of Agreements

- When City owned facilities are not available or are not selected to support the needs of the event, Red Cross will activate its sheltering agreements directly to open shelters. They will communicate with the point of contact identified on the Shelter Agreement to verify facility availability.



## 10. Prior to Opening of Shelters

To ensure safety and functionality, inspections and acquisition of resources will be performed prior to a shelter opening to the public.

### a) Building Inspections

- In the event of a disaster that may have affected the buildings' structural integrity, City of Los Angeles Department of Building and Safety inspectors will inspect each RAP shelter site before occupancy.
- RAP buildings must be inspected following 5.0 magnitude earthquakes
- LAUSD will contact its Maintenance and Operations staff to inspect school sites and verify structural integrity before occupancy according to school policy. LAUSD will communicate results of these facility inspections to the Mass Care Branch to ensure the public safety requirements and coordination with the Department of Building and Safety are completed.

### b) Activation of Resources and Staffing

- Recreation and Parks will assist the Red Cross as requested to ensure that adequate food supplies, equipment, and services are available to launch and sustain shelter operations.
- The Red Cross is the lead entity for staffing its shelters, and will initiate recruitment for shelter staff resources.
- In a catastrophic event, the Red Cross may be unable to respond within the normal 2 – 3-hour window. The EOC will be activated and the Mass Care Branch of the EOC will support sheltering resource management including staffing and resources.
- The Shelter Operations Unit Leader in conjunction with the Mass Care Branch Director will initiate a request through the Logistics Section for City personnel to staff shelters as Disaster Service Workers (DSWs).
- The Red Cross has pre-positioned resources at sites throughout the Los Angeles Operational Area; these resources may be available for immediate sheltering needs. The Shelter Operations Unit Leader will initiate a request through the Red Cross representative to utilize these resources.

### c) Establish Communications

- Each Shelter Manager has a communication link with either the RAP DOC (if a City-run shelter) or the Red Cross EOC headquarters (if an ARC-run shelter).
- When the EOC is activated, the Red Cross EOC headquarters will apprise the EOC of shelter status, twice daily population counts, significant events, and request for resources. This may be a direct link (via radio or phone) or may be a designated liaison at the EOC depending on size and scale of the overall incident.
- When the EOC is not activated, the Red Cross EOC will advise the RAP Duty Officer.

## 11. Shelter Operations

When the shelter is ready to open to the public, staff should be ready to receive and serve a displaced population representing a diverse cross-section of the community. Guidance and further information can be found in the RAP Shelter Handbook

### a) Coordination of Resources and Supplies

- The Shelter Manager will communicate resource requests for staff to support shelter operations which may include security, traffic control, medical health, mental health facilities maintenance, and environmental health.
- The Shelter Manager will communicate resource requests for supply and resupply to the RAP DOC and/or Red Cross EOC headquarters as needed. Requests may include shelter equipment, food and other consumables, durable medical equipment, consumable medical supplies, and accessibility equipment (ramps, etc.).
- The Shelter Manager will coordinate onsite installation of portable resources (e.g., portable toilets, sinks/hand-washing stations, showers), as needed, and/or storage of shelter supplies (e.g., feeding supplies, first aid supplies).

### b) Documentation and Record-Keeping Activities

- Recreation and Parks will be responsible for maintaining accounting and tracking of all operational and financial records for submission for reimbursement from the State and/or Federal government for RAP shelter operations.

### c) Establishment and Maintenance of Contact between Shelters, the RAP DOC, the Red Cross Emergency Operations Center (Red Cross EOC) and the EOC when the EOC is activated.

- RAP Shelter Managers will communicate with the RAP DOC, and ARC Shelter Managers will communicate with the ARC EOC.
- Shelter Managers will regularly report on:
  - Operational updates
  - Shelter occupancy
  - Quantity of served meals
  - Supply status and needs
  - Problems and/or issues
  - Specific resource requests, including FNSS resource requests to ensure equal access to services and to ensure that people with disabilities and others with access and functional needs are able to maintain their independence in the shelter setting.
- Shelter information will then be consolidated and provided to the Recreation and Parks Duty Officer if the EOC is not activated, or the Mass Care Branch Director in the EOC if the EOC is activated.

### d) Shelter Registration

- The intake and assessment of shelter residents will occur according to Red Cross guidelines and protocols at ARC shelter. City-run shelters will follow City intake and assessment guidelines and protocols. In the event Red Cross

is running the shelters, Red Cross will use two registration forms, the Health and Human Services (HHS) Initial Intake and Assessment Form and the American Red Cross Intake Form. In the event the City is running the shelters, shelter residents will be registered by shelter staff using the City of Los Angeles Shelter Registration Form and the Shelter Intake Form (Attachment A-3). If needed, the City of Los Angeles Shelter Accommodation Request Form (Attachment A-4) will be used.

e) Medical and Health Support Services

- The intake process will include assessing medical and mental health.
- The Red Cross provides basic medical and health support at shelters, including non-urgent care assessment, basic first aid and prescription filling. The scale of a disaster may impact the immediacy and breadth of these services. Needs that exceed the capacity of the shelter will be communicated to the RAP DOC and/or Red Cross EOC headquarters which in turn will communicate any needs to Mass Care Branch Director to request additional resources.
- The Shelter Manager will request additional resources from the RAP DOC and/or Red Cross EOC headquarters which will, in turn, communicate any needs to the Mass Care Branch Director to address sanitation concerns, communicable disease concerns, and shortfalls in first aid capability, and/or vector control, as needed.
- The Red Cross EOC headquarters will coordinate with the Mass Care Branch Director to request medical providers from the community as available to meet medical needs in the shelter. If the City is managing a shelter, the Mass Care Branch Director will coordinate services through L.A. County Department of Health Services.
- The Shelter Manager will establish a plan, according to Red Cross protocols, for assisting shelter residents with obtaining prescription refills, as needed and if possible.

f) Mental Health and Spiritual Care Support Services

- In addition to general shelter operations and medical services, mental health and spiritual care services may be provided to shelter occupants to ensure occupants are receiving access to the full range of services available after a disaster.
  - The Red Cross will provide basic mental and behavioral health support at shelters by activating qualified and credentialed mental health providers. Coordinating and providing for mental and behavioral health needs which exceed the capacity of shelter staff to meet, or which exceed Red Cross guidance and protocols, will be communicated to the Mass Care Branch through Red Cross EOC headquarters. The Mass Care Branch will coordinate with the Los Angeles County Department of Mental Health to provide for the needs of the shelter environment.

- The Emergency Network Los Angeles (ENLA) will facilitate the involvement of qualified and credentialed spiritual care support in shelters or provide referrals to appropriately qualified resources and coordinate with the Red Cross directly.
- g) Support Services to Shelters for Children and Adults with Disabilities and Others with Access and Functional Needs
  - The State of California and the City of Los Angeles have placed great emphasis on emergency planning for Children and Adults with Disabilities and Others with Access and Functional Needs, including the establishment of the California Governor’s Office of Emergency Services (Cal OES) Office for Access and Functional Needs (OAFN) and the LA City Department on Disability.

This Appendix ensures compliance with the Americans with Disabilities Act (ADA), the Architectural Barriers Act (ABA), the Uniform Federal Accessibility Standards (UFAS), A Guide to Disability Rights Laws of September 2005, Title II of the Americans with Disabilities Act Section 504 of the Rehabilitation Act of 1973, Unruh Civil Rights Act, California Civil Code Sections 54-55.2, California Government Code Section 11135-11138, and Title 24 Building Standards Code. This Appendix and the users of it shall at all times abide by the aforementioned laws and guidelines, whether stated in this Appendix specifically on the application of those laws and guidelines or not. All feeding personnel, security, and feeding site manager/supervisors should refer to these guidelines and laws for clarification in setting up a feeding site operation.

- Persons with Mobility Impairments
  - Shelter layout will have safe access to all aspects of the shelter, including layout, programs, services, and activities for people with mobility disabilities.
- Persons with Medical Needs
  - Disaster health and mental health workers review the Initial Intake and Assessment Tool completed at registration and conduct a health, functional, and access need. Resources such as essential pharmacy needs, Durable Medical Equipment and other Consumable Medical Supplies will be filled through the regular Logistics support processes available at a shelter.
- Persons with Speech Impairments, are Deaf, or are Hard of Hearing.
  - Signage throughout shelter facilities that provide guidance will be consistent with ADA guidelines.
  - Assistive Listening Devices, Sign Language Interpreters, communication by written notes or public message boards, and other services for persons with speech impairments, are deaf, or are hard of hearing will be provided.
- Persons who are Blind or have Low Vision

- Signage throughout shelter facilities that provide guidance will be consistent with ADA guidelines.
- Materials in Braille or large font text will be made available.
- Persons with Limited English Proficiency
  - The City of Los Angeles is a diverse community with several known languages spoken. Translators or materials in printed in the most common languages will be provided.
- Unaccompanied Minors
  - In emergency and disaster situations, children can become separated from their parents/guardians.
  - If an unaccompanied minor is discovered the Law Branch will be immediately notified to determine appropriate care procedures.
  - In a Red Cross shelter, Red Cross will assume temporary care and assign two Red Cross personnel to supervise the minor until care can be transferred to a law enforcement officer, a Los Angeles County Department of Children and Family Services (LACDCFS) representative, or emergency medical services in the event of injury.
  - The City will utilize the Red Cross *Safe and Well* system to support family reunification for the displaced population. This is a web-based system available at <http://www.redcross.org/safeandwell>.
- Additional Support for Children and Adults with Disabilities and Others with Access and Functional Needs
  - The City of Los Angeles in concert with the Red Cross maintain a cache of ADA compliant cots and will deploy to shelter sites.
  - The Mass Care Branch will coordinate the requests for resources to support people with disabilities and others with access and functional needs which may include:
    - Communication
      - Assign volunteers ahead of time to provide one-on-one assistance to residents who need help in providing and receiving effective communication throughout the sheltering process (e.g., completing forms).
      - Provide assisted communications devices to ensure that all communication devices including telephone, television, radio, and computers are accessible to people with access or functional needs.
      - Provide Braille, large and high contrast print, audio recording, or readers for people who are blind or low vision.
      - Provide qualified sign language or oral interpreters; augmentative communication devices; post messages in central locations; or have notepads, pens and pencils for people who are deaf, hard of hearing, or have a speech disability.

- Present information slowly, use simple language, and speak in short sentences for people who have a cognitive or intellectual disability.
- Medical
  - Durable medical equipment (DME), consumable medical supplies (CMS), and personal assistance service (PAS) will be provided.
- Independence
  - Equipment, Personal Assistance Services, Consumable Medical Services, access to transportation, and access to services and programs will be provide to maintain a person’s independence in performing activities of daily living.
- Safety and support
  - The shelter facility will be clear of any dangers and shelter layout will be accessible for people with disabilities and others with access and functional needs. Personal Assistance Services will be provided, as well as providing supervision for children.
- Transportation
  - Red Cross Shelter Managers will forward requests to the Red Cross EOC Headquarters who will, in turn, forward the request to the Mass Care Branch Director in the EOC.
  - Requests for FNSS for people with disabilities and others with access and functional needs in the shelter will be forwarded to the Red Cross EOC headquarters which will, in turn, be communicated to the Mass Care Branch Director in the EOC.

h) Case Management

Personal/Family disaster information will be collected at the shelter or at sites such as LACs. Red Cross and RAP staff utilizes human resources to assist residents in shelters throughout the sheltering support process—as transition to recovery occurs, emphasis on these support services increase. 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. During a declared event FEMA, through the VALs, will set up programs to assist the community recover through federal programs available. As transition to recovery occurs and shelters close and programs are reduced, dependence on accessing the federal programs may increase. Directing disaster victims to the 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.

i) Transition to Recovery

After the initial event, housing, feeding, bulk distribution, and disaster social systems will be engaged 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, federal Disaster Recovery Centers or other mass care venue, transition to recovery will need to be forefront in the activities of response personnel throughout the event.

- 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 CBOs, the Housing and Community Investment Department of Los Angeles (HCIDLA), the Red Cross, 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.
- 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 only will be addressed in this section addressing when and through which mechanism 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 through 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.
- Bulk Distribution Operations
  - Bulk distribution operations in an affected community will continue until they are deemed to be no longer needed. The determination to begin demobilization of bulk distribution operations will be coordinated in the EOC. Please see the Donations Management Appendix to the Logistics Annex for more information.

- Demobilization of Shelters
  - For details on the demobilization of City shelters, please refer to the RAP Sheltering Handbook.
  - 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 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.

## 12. Demobilization

- Shelters will remain open until the need for care and shelter operations has passed. This may extend past the time when evacuation operations and the EOC activation have ended. The RAP DOC and/or Red Cross will advise the Mass Care Branch when beginning close down procedures according to RAP Sheltering Handbook. .
- Planning for demobilization should begin with the opening of a shelter. The Mass Care Branch in the EOC will, in consultation with Shelter Managers, determine when it's appropriate to begin demobilization of a shelter operation. In the event the City EOC is activated, the Mass Care Branch will make determinations in consultation with the Shelter Operations Unit to the continued need for shelters, the potential future need for shelters and make any decisions as to the closing or demobilization of a shelter. (The Mass Care Branch should consult the EOC Operations Section Coordinator to determine if there is any potential future need for shelters based on the future potential of the incident).
- Shelter Staff shall work with the RAP DOC, ARC DOC, and/or the EOC to ensure that Shelter Residents are appropriately notified about the scheduled shelter closures. The Lead Public Information Officer, in coordination with the JIC/JIS (if activated), will develop and initiate a media plan for notification of shelter closures to the greater public and implement outreach through appropriate channels (press conference, traditional media outreach, social media, etc).
- Shelter Staff will identify and inventory surplus resources at a shelter location and return resources through regular logistics processes. Resources that can be assigned to other ongoing operations such as Mass Feeding or Bulk Distribution sites will be transferred instead.
- Shelter Staff will advise the Mass Care Branch of equipment damage and unsafe conditions and identify damage requiring immediate attention or isolation for further evaluation.
- The Shelter Manager will conduct a site assessment with facility owners/operators. See the City of Los Angeles – Shelter Facility Opening and Closing Inspection Sheet form in the Sheltering Handbook.



- Damage to facility will be addressed according to the Shelter Agreement between the Shelter Operator and facility owner.

### **C. Transportation**

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; addressing children and adults with disabilities and other access and functional needs, and other circumstances, and transportation back to their residences during recovery. All transportation management issues for a mass care event will need to be done in coordination with the Transportation Branch in the EOC.

#### **1. Transportation representation at the EOC**

- The Los Angeles Department of Transportation within the City EOC will be the first point of contact for any transportation needs identified for an operational period during an event. The Metropolitan Transportation Authority (MTA) will have a liaison at the City EOC and will be engaged when resource needs cannot be addressed by Los Angeles Department of Transportation (LADOT) resources alone. Regular assessment of transportation needs will be accomplished by the Transportation Branch in the City EOC, based on field information and addressed in the operational period action plan. The LADOT, MTA and other DOCs will be open and operate as the central data consolidating entities that will transmit information and coordinate with the Transportation Branch. Additionally, the MTA will have a seat at the Los Angeles County Emergency Operations Center (CEOC) if it is activated to assist with resource requests and other liaison activities.

#### **2. Non-urgent medical transportation at shelters**

- Displaced populations are a cross section of the community at large and will include people with pre-existing or emerging medical conditions that may require transportation to another facility, but do not require urgent emergency medical transportation.
- A significant population at shelters and related reception sites/safe areas are expected to have non-urgent medical transportation needs which will need to be accommodated. Examples may include: transportation of community members to/from doctor appointments; procuring needed medication; delivery to medical sites for planned dialysis sessions; transporting durable medical equipment.
- Los Angeles' Access Services will be an important asset for non-urgent medical transportation during an event. Access Services, a local public entity, is the Los Angeles County Consolidated Transportation Services Agency (CTSA) and administers the Los Angeles County Coordinated Paratransit Plan (Paratransit Plan) on behalf of the County's 43 public fixed route operators (i.e., bus and rail). Pursuant to the Paratransit Plan, Access facilitates the provision of

complementary ADA Paratransit services to certain persons with disabilities as required by 42 U.S.C. §12143 under the name “Access Paratransit.”

- The RAP DOC and/or the Mass Care Branch will work with the DOT DOC and the City EOC Transportation Branch to meet non-urgent medical transportation needs. During the course of sheltering operations, shelter staff and occupants may require transportation to and from shelter and other emergency response and recovery related facilities, such as Family Assistance Centers and Local Assistance Centers. Transportation will be arranged based on availability of resources and will be fully accessible to people with disabilities and others with access and functional needs. Shelter Staff will work with Shelter Residents, the RAP DOC, the DOT DOC, and/or the City EOC to coordinate and advertise transportation resources and strategies.

4. Involvement of voluntary and community based organizations

- The involvement of voluntary and community based organizations, including faith-based organizations, in disaster response efforts, including transportation and sheltering, will be coordinated either through the Red Cross or through the City’s Business Operations Center (BOC).

**D. Public Information**

Public information and messaging will be the responsibility of the JIC including specialized communication to particular communities—such as children and adults with disabilities and others with access and functional needs, additional languages and other requirements. Messaging coordination among key stakeholders will occur in the JIC, including between EMD, RAP, ARC, LAFD, and others based on the needs of the incident. Please refer to the Emergency Public Information Annex for more information.

Individuals in shelters will also be provided with messaging information regarding shelter operations and shelter resources. Shelter staff is responsible for information sharing in the shelter environment and identifying multiple communication strategies. Assistance in ensuring materials are fully accessible to all Shelter Residents can be acquired through the RAP DOC, ARC DOC, or City EOC. Auxiliary aids and services necessary to meet the communication needs of all persons in the shelter will be made available. All communication devices will be accessible to people with access or functional needs. Information support in a shelter includes:

- Sign language interpreter capability.
- Way-finding guidance for individuals who are blind or 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.

Communication with residents within the shelter will be handled in accordance with the *ADA Guidance – Inclusionary, Accessible Messaging and Effective Communication*.

#### **E. 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 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.

### III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

#### A. City Departments

##### 1. Aging, Department of (Aging)

- Determines availability of Los Angeles Department on Aging (DOA) staff for reassignments to alternate work locations as mandated by the Mayor's Office
- Assesses the situation at the Multi-Purpose Centers (MPCs) and other contracted agencies and advises the Mayor's Office on needs, concerns, and problems of older adults and their family caregivers.
- Alerts Emergency Alert Response Systems (EARS) contractor of emergency situation and requests they prepare for emergency procedures as defined by contract. NOTE: If EARS clients are relocated the EARS equipment would be out of range and therefore not in service. EARS devices and the EARS monitor equipment must be within a short distance from one another in order for equipment to function.
- Alerts the Mayor's Office regarding displaced seniors or senior needs at shelter sites. Follows directives for working with partner agencies to support the emergency procedures.
- Contacts meal contractors; assesses accessibility and functionality of meal preparation sites; determines availability; 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 need for additional meals. NOTE: Emergency Meals are currently in place in various parts of the City of Los Angeles to distribute as needed during an emergency.
- Coordinates with California State Department of Aging.
- Title V participants are to report in to their assigned agency to determine availability of resources and possible deployment to alternative work locations. Agencies will then report to the Dept of Aging on status of Title V participants.
- 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 older adults and family caregivers.

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

- With RAP, DOD, Red Cross, and the Mass Care Branch, determines needs at shelter sites for pets and service animals
- Provide mobile animal sheltering at a Traditional Shelter
- Provides assistance to those with service animals to reduce difficulties for persons and animals
- Maintains communication with RAP

- Notifies Department Public Relations Officer or PIO in the EOC of affected areas and where animals can be taken for temporary care and sheltering
- Provides a representative to the ICP/UC as required
- Reunify animals with owners
- Determines and requests animal medical and food needs at sites
- Works with the EOC and/or the JIC/JIS to inform all communities of available services. 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 Access and Functional Needs Unit Leader in the Mass Care Branch of the EOC.
- Provides field ADA Coordinators to assist in mass care operations.
- In coordination with the Red Cross and the Mass Care Branch, maintain and/or acquire FNSS.
- Coordinates with other City departments to address concerns or immediate needs of people 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.
- 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)

- EMD Duty Officer and Duty Team will obtain information from department sources.
- If the EOC is activated, EMD staff will be assigned to the Situation Analysis Unit of the Planning Section and is responsible for information gathering.
- Notify relevant stakeholders, including the Mayor, EOB members, and the LA County Office of Emergency Management (OEM) Operational Area of City EOC activation.
- If the EOC is not activated, the Duty Officer will collect and consolidate ongoing reconnaissance information from field units, the ICP and other available information sources. The Duty Officer will also make recommendation to the General Manager regarding EOC activation.

- Work with other departments to determine the scope of the incident and its impact on City functions and facilities, as well as its impact on mass feeding needs.
- Monitor, record, evaluate, and assess information obtained by LAFD and LAPD during initial size up to anticipate future emergency management needs of the departments.

Works with RAP to determine the need for and activates the Mass Care and Sheltering Annex and Traditional Sheltering Appendix.

- 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.
- Acts as the lead agency for recovery planning and operations and coordinates recovery efforts.

Coordinate the maintenance and acquisition of FNSS.

#### 5. Fire Department (LAFD)

- Coordinates the use of CERT volunteers to support American Red Cross shelter operations.
- As the situation warrants, assigns LA Fire EMS assets to larger disaster shelters.
- Initiate requests to open shelters in events where the EOC is not activated and a Field Incident Command System organization is established, if a situation so warrants.
- In the event County medical resources are impacted, makes EMS assets available to provide basic life support services (BLS) and advanced life support services (ALS) as needed.

#### 7. General Services, Department of (GSD)

- Will provide logistical support when materials are needed.
- Deploys building and maintenance personnel as necessary to ameliorate any plumbing, electrical, elevator, carpentry, roofing, locksmith, heating, and air-conditioning issues those facilities involved in shelter operations (except for proprietary department or recreation and parks facilities).
- Negotiates and administers leased buildings and land for potential shelters as needed when plan is active.
- 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. This includes generators.

#### 8. Housing and Community Investment Department of Los Angeles (HCIDLA)

- Provides information to the EOC and to the public related to housing issues.

- Serves as the Housing Unit Leader in the Mass Care Branch of the EOC.
9. Police Department, Los Angeles (LAPD)
- Determine the ingress/egress routes for emergency vehicles, evacuation buses, and evacuation routes at shelter locations.
  - Coordinate with Recreation and Parks for location of initial evacuation center.
  - Determine additional resources required, and location of Staging Area.
  - Identify a location and radio designation for the Incident Command Post.
  - Mobilizes law enforcement personnel and material resources to fulfill the police mission.
  - Coordinates with other law enforcement entities.
  - Conducts normal police functions to monitor crowd management and crowd control issues.
  - Responds to prioritized calls for police service.
  - In coordination with other safety and security officers(s) and security staff, ensures the safety and security of individuals in and around a shelter site.
10. Recreation and Parks, Department of (RAP)
- RAP serves as the lead department for 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 their designee serves as the Mass Care Branch Director when the EOC is activated.
  - Works with the ARC in designation and operation of shelters.
  - Operates RAP facilities and open spaces as shelter sites.
  - Activates facility point of contact to respond to the shelter activations of RAP facilities. Coordination is facilitated through the RAP Duty Officer or the RAP DOC if activated.
  - Activates department staff to initiate shelter activation and serve as initial intake workers as needed.
  - When the EOC is opened, requests ARC for the Operations Section, Mass Care Branch.
  - When the EOC is opened, requests LAUSD for the Operations Section, Mass Care Branch.
  - Coordinates with other departments and agencies (i.e., EMD, LAUSD, Fire, Law Enforcement, DOD, Animal Services) for support of mass care operations.
  - Requests LAPD for security at RAP shelter sites as needed.
  - Notifies RAP Executive Staff of sheltering operations.
  - Notifies and briefs IC, EMD Duty Officer, and other officials as necessary.
  - Provides shelter-in-place capability for RAP facilities if staff and patrons are unable to leave. In conjunction with Red Cross, estimates and requests needs for staff and patrons.

- Identifies evacuation sites, staging areas, field command posts, casualty collection points, etc., on park property as requested by the EOC, IC, or EMD Duty Officer.

#### 11. Transportation, Los Angeles Department of (LADOT)

- Provide traffic control at existing shelter facilities or temporary animal shelter sites.
- Through the Transportation Branch in the Operations Section of the EOC, coordinate the transportation of evacuated persons to shelter sites or other locations as requested by the EOC.
- Through the EOC, establish modes of transportation for shelter residents as needed.

### **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 an event requiring traditional sheltering.

1. Children and Family Services, Los Angeles County Department of (LACDCFS)
  - Primarily concerned with the safety and well-being of the children in its care, the department's employees, and displaced minors left unaccompanied as a result of a disaster.
  - At the request of the City's EOC, per RAP recommendation, the County deploys LACDCFS staff to 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.
2. Emergency Medical Services Agency, Los Angeles County (EMS Agency)
  - Ensure timely, compassionate, and quality emergency and disaster medical services.
  - Coordinate the County's emergency medical services system including hospitals, fire departments, and ambulance companies.
  - Report to the Los Angeles County Operational Area Emergency Operations Center and staff the operations section-health branch.
  - Provide an agency representative to the command post to liaise with onsite personnel.
  - Coordinate transport and distribution of injured victims/patients to the appropriate medical facility.



3. Health Services, Los Angeles County Department of (LACDHS)
  - Provides LACDHS representative to the CEOC.
  - Coordinates transportation of shelter residents to the appropriate medical facility as needed.
  
4. Mental Health, Los Angeles County Department of (LACDMH)
  - Coordinates all mental health response to the operational area 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 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 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)
  - Coordinates between all cities and the County.
  - Coordinates care issues, including care, shelter, and possible public health concerns.
  - Coordinates evacuation needs.
  - Coordinates with DPH on potential public health impacts on people and animals.
  - Coordinates with DPS on refuge areas and sheltering needs
  - Activates the County EOC to support larger-scale mass care and sheltering activities.
  - Coordinates requests for resources according to SEMS.

- Requests State support of sheltering efforts that grow beyond the capacity of the County to adequately handle.
6. Public Health, Los Angeles County Department of (LACDPH)
- Protect health, prevent disease, and promote the health and well-being for all persons in Los Angeles County
  - Is 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.
    - BioSense 2.0 Surveillance Capacity Project
      - A public health tool that provides public health practitioners with a picture of what is currently happening with any health condition in the country. The BioSense program works with state or local health departments that have agreed to share data from their own emergency department monitoring systems to collect data from civilian hospitals.
7. Public Social Services, Los Angeles County 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.
  - DPSS may be able to provide local government with shelter staff and support people with access and functional needs, where necessary.
  - In times of disaster, DPSS supplements local jurisdictional response, as directed by the California Department of Social Services and the Governor.
    - Use 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.<sup>11</sup>
    - Provides emergency shelter care services through providers that will facilitate short-term homes for children and youth who have suddenly been placed under the care of LACDCFS and urgently need interim shelter.
    - Provides emergency shelter care services that are readily available within a two-hour notice on a 24-hour/7-day a week basis, whereby necessities, such

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<sup>11</sup> 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>.

as meals, clothing, medical, dental care, and education support, will be provided.

- Provides emergency shelter care services that are intended for children (0 to 12 years), youth (13 to 17 years), sibling groups, or teen mothers and their infants, who have suddenly been placed under the care of LACDCFS and are in need of interim shelter.
- Supports DPSS, on request, in provision of emergency welfare 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.

### **C. State of California**

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. Those state departments are listed in the following, along with the services they are responsible for providing during a traditional sheltering event.

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, office and Boards of the California Health and Human Services Agency. The Department of Social Services is the lead agency for Mass Care and Sheltering (EF-6).

#### **1. California Governor's Office of Emergency Services (CalOES)**

- Coordinates, at the jurisdiction's request and when deemed appropriate, the establishment of a Disaster Recovery Center in lieu of a Local Assistance Center (LAC).
- May provide financial support for extraordinary eligible costs associated with LAC operations through the California Disaster Assistance Act.

#### **2. California National Guard**

- Provides support to local authorities for domestic disasters.
- Provides support for domestic civilian law enforcement agencies.
- Provides other designated support.

### **D. Federal Government**

Although the City of Los Angeles has no authority to assign responsibilities to Federal Departments, many federal departments have primary or support responsibility for providing certain services to the City of Los Angeles. FEMA is the lead Federal agency for Emergency Support Function (ESF) Six – Mass Care, Emergency Assistance, Housing, and Human Services. FEMA coordinates and leads Federal resources, as required, to support local and State governments in the execution of mass care services. When directed by

the President, FEMA services and ESF Six programs are implemented to assist individuals and households impacted by disasters.

**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 in the following, along with the services they are responsible for providing in the event of a traditional 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) as needed.
- Renders LAUSD facilities and open spaces as shelter sites if necessary.
- LAUSD Police provide security for LAUSD shelter sites.

2. Metropolitan Transportation Authority, Los Angeles County (MTA)

- Coordinates transportation providers in a major incident that would trigger activation of either the Los Angeles City or the Los Angeles County EOC.
- When requested through the Transportation Coordinator in the Logistics Section of the County EOC, provides buses for transportation of displaced residents from where they live to shelter sites.

**F. Non-Governmental Organizations (NGOs) and Additional Support**

Although the City of Los Angeles has no authority to assign responsibilities to outside organizations, many organizations have primary or support responsibility for providing certain services to the City of Los Angeles. Those organizations are listed in the following, along with the services they are responsible for providing in the event of a traditional 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 MOU between the Red Cross Los Angeles Region and the City of Los Angeles (See Attachment A-2)
- Provides no-cost shelter training to City and/or county employees.
- Staffs the Red Cross Unit in the Mass Care Branch of the EOC.

- Engages in cooperative mass care planning as part of the Care and Shelter subcommittee 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. In addition, the Red Cross will staff the American Red Cross in the Mass Care Branch in the EOC.
  - Provides mass care services including emergency shelters, fixed and mobile feeding sites, emergency and basic first aid, mental health support, disaster welfare information (DWI) services, assistance for other emergency needs, and disaster preparedness education and shelter operations training.
  - Supports jurisdictions in surveying potential shelter facilities.
  - Works cooperatively with the Los Angeles County Public Health and Mental Health departments to cross-train mental health and health services workers for emergency shelter operations.
  - Maintains agreements with 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, shelter supplies, etc).
  - Inventories and restocks any emergency supply caches at pre-designated shelter sites.
2. Emergency Network Los Angeles (ENLA)/Voluntary Organizations Active in Disaster (VOADs)
- Coordinates emergency assistance through NGOs within the Operational Area (e.g., faith-based organizations and community-based organizations)
  - May provide coordination of care and shelter services and agency representation at the City EOC.

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

This Traditional Sheltering Appendix may be activated when the Mayor proclaims 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 Annex's policies and procedures.

Some portions of this Appendix go into effect immediately following a traditional sheltering event. The remainder of this Appendix 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 will also activate their departmental sheltering plans.

## **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) FEMA Disaster Assistance Policy 9523.19. Eligible Costs Related to Pet Evacuations and Sheltering, 2007.  
<http://www.fema.gov/9500-series-policy-publications/952319-eligible-costs-related-pet-evacuations-sheltering>
  - f) Emergency Support Function (ESF #6, 8, 9, 11, and 14). January 2008.  
<http://www.fema.gov/national-preparedness-resource-library>
  - g) Americans with Disabilities Act of 1990, as amended.  
<http://www.ada.gov/pubs/ada.htm>
  - 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) 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 of Los Angeles
  - 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
  - b) County Code 2.63  
County Code 2.68  
<http://lacoa.org/PDF/NN/CountyCode268.pdf>

- c) Operational Area Emergency Response Plan  
<http://lacoa.org/PDF/OA%20ERP.pdf>
- 4. City of Los Angeles
  - 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

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[Quickfacts.census.gov/qfd/states/06/0644000.html](http://quickfacts.census.gov/qfd/states/06/0644000.html)).
2. *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), [Page B-6].
3. 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).
5. 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-1: ACRONYMS

Acronym	Full Name
ABA	Architectural Barriers Act
ACDC	Acute Communicable Disease Control
ADA	Americans With Disabilities Act
Aging	Department of Aging
ALS	Advanced Life Support
Animal Services	Department of Animal Services
BLS	Basic Life Support
Cal OES	California Governor's Office of Emergency Services
Caltrans	California Department of Transportation
CAO	Chief Administrative Officer
CBO	Community Based Organizations
CBRN	Chemical, Biological, Radiological, and Nuclear
CEOC	Los Angeles County Emergency Operations Center
CERT	Community Emergency Response Team
CHP	California Highway Patrol
City	City of Los Angeles
CMS	Consumable Medical Supplies
CPG	Comprehensive Preparedness Guide
CTSA	Los Angeles County Consolidated Transportation Services Agency
DAFN	Disabilities Access and Functional Needs Technical Specialist
DME	Durable Medical Equipment
DoD	Los Angeles Department on Disability
DOJ	United States Department of Justice
DPSS	Los Angeles County Department of Public Social Services
DRC	Disaster Recovery Center
DSW	Disaster Service Worker
DWI	Disaster Welfare Information
EARS	Emergency Alert Response System
EMAC	Emergency Management Assistance Compact
EMC	Emergency Management Committee
EMD	Emergency Management Department
EMS	Emergency Medical Services
EMS Agency	Los Angeles County Emergency Medical Services Agency
ENLA	Emergency Network Los Angeles
EOB	City of Los Angeles Emergency Operations Board
EOC	Emergency Operations Center
EOO	Emergency Operations Organization
EOP	Emergency Operations Plan

ESF	Emergency Support Function
FBO	Faith-Based Organizations
FEMA	Federal Emergency Management Agency
FHAct	Fair Housing Act
FNSS	Functional Needs Support Services
GIS	Geographic Information Systems
GSD	Department of General Services
HCIDLA	Housing and Community Investment Department of Los Angeles
HHS	United States Department of Health and Human Services
IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
JFO	Joint Field Office
JIC	Joint Information 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
LADCTD	Los Angeles Department of Convention and Tourism Development
LADOT	Los Angeles Department of Transportation
LAFD	Los Angeles Fire Department
LAPD	Los Angeles Police Department
LAUSD	Los Angeles Unified School District
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
MPC	Multi-Purpose Centers
MTA	Metropolitan Transit Authority
NGO	Non-Governmental Organization
NIMS	National Incident Management System
NSS	National Shelter System
OA	Los Angeles Operational Area
OAFN	California Governor's Office of Emergency Services Office for Access and Functional Needs
OEM	Los Angeles County Office of Emergency Management
PAS	Personal Assistance Services
PHERT	Public Health Emergency Response Team
PIO	Public Information Officer
PNP	Private Non-Profit Organizations
PTSD	Post Traumatic Stress Disorder
RAP	Department of Recreation and Parks
Red Cross	American Red Cross Los Angeles Region
Red Cross EOC	Red Cross Emergency Operations Center

SEMS	California Standardized Emergency Management System
SOP	Standard Operating Procedure
UC	Unified Command
UFAS	Uniform Federal Accessibility Standards
UHF	Ultra High Frequency
VAL	Voluntary Agency Liaisons
VOAD	Voluntary Organizations Active in Disaster

# ATTACHMENT A-2: CITY OF LOS ANGELES SHELTER INTAKE FORM

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

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## **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

City of Los Angeles Shelter Intake Form 8/7/14

**ATTACHMENT A-3:  
CITY OF LOS ANGELES SHELTER ACCOMODATION 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