

# City of Los Angeles

## EMERGENCY OPERATIONS PLAN



### LOCAL ASSISTANCE CENTER

### Functional Specific Annex

September 2020



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## APPROVAL AND IMPLEMENTATION PAGE

This document is a Functional Support Annex to the City of Los Angeles EOP. It serves as either a stand-alone plan or companion document to an applicable Hazard Specific Response Annex to the EOP. The document was developed with input from all applicable City of Los Angeles departments and allied stakeholders. Upon completion, it is reviewed by the City's Emergency Management Committee (EMC). When approved by the EMC, it presents the Annex to the Emergency Operations Board (EOB) with a recommendation for approval. Upon review and approval by the EOB, the Annex goes to the Mayor of the City of Los Angeles with a recommendation to approve and forward to the City Council for adoption.

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

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

## ANNEX DEVELOPMENT AND MAINTENANCE

This Annex is developed in support of the City of Los Angeles Emergency Operations Plan (EOP) to facilitate response to incidents requiring the activation of a Local Assistance Center.

This Annex is developed in cooperation and with input from the City departments with primary response or support activities, as well as input from appropriate non-City agencies with identified activities related to public assistance following a significant incident.

This Appendix is developed to describe the overall citywide response functions and capabilities, and is used by each department identified within this Appendix to develop their own standardized operating procedures (SOPs) specifically for their department to address operation needs. When developing SOPs, each department will take into consideration all of 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 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 or identifies a conflict in how their field response or support activities are performed in comparison to what is 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 – Planning Division.

This Appendix is a living document and will be reviewed biennially by city departments and agencies that are identified within this Appendix. The biennial review process will be led by the Emergency Management Department – Planning Division. Updates to the plan may occur prior to the biennial review if new guidelines or directives are established, after a disaster or emergency, or if there is an operational error in the document. In addition, if 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 Emergency Management Department (EMD) – Planning Division.



## 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 are 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 evacuate, see the **Evacuation Annex**.
- Where reference is made about 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 Annex (including the Chemical, Biological, Radiological, and Nuclear Appendices)**.
- All actions related to fulfilling the purpose of this Annex will adhere to the City of Los Angeles Citywide American with Disabilities Act (ADA) guides, documents, and checklists.
- Where City departments have tasks assigned relative to this Annex, please refer to that specific department's SOP.

## BACKGROUND

A Local Assistance Center (LAC) is a facility at which individuals, families, and businesses can access disaster assistance programs and services from a variety of sources. LACs are generally opened three (3) to five (5) days after the initial onset of a disaster or significant emergency and provide a centralized location for services and resource referrals for any unmet needs.

LAC operations are scalable and can be staffed by a limited number of personnel for a short period of time or by a large number of personnel for a long period of time. A LAC that is set up in response to a federally-declared disaster will require participation and coordination with Federal, State, County, and City agencies, as well as Non-Governmental Organizations (NGOs), Community-Based Organizations (CBOs), Private Non-Profit organizations (PNPs), and privately-owned public utility providers that have a role in disaster recovery. Private-for-profit businesses, such as retail sales and other vendors that charge for services, are prohibited from participating in a LAC. While vendors can provide valuable services in the wake of a disaster, such vendor participation will not be conducted within the LAC. This prohibition mitigates the perception that the City is endorsing those vendors. Role descriptions for potential service providers can be found in Attachment B.

Each department represented in this Annex has identified key “Pre-Event, “Activation,” “Mobilization,” “Operations” and “Demobilization” tasks that are outlined in detail in the Concept of Operations section.

# I. PURPOSE, SCOPE, SITUATION AND ASSUMPTIONS

## A. Purpose

This Annex details the City of Los Angeles responsibilities for LAC operations. This Annex can be used in conjunction with other 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 tsunami response.

The Annex has been developed to meet the following objectives:

- Provide a concept of operations and identify roles and responsibilities for each appropriate department within the City of Los Angeles.
- Define communication, coordination and procedures for notification and response of City departments, participating agencies, and the public in the event of a LAC activation.
- Identify actions that can realistically be accomplished within a few hours or a few days to mobilize and operate a LAC.
- Ensure consistency with Federal, State of California, the Los Angeles County Operational Area, and other supporting agencies' LAC guidelines.
- Ensure compliance with Federal and State laws pertaining to emergency management and for people with disabilities and others with access and functional needs.

## B. Scope

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

- City Departments with disaster recovery functions.
- City Departments that primarily support departments with disaster recovery functions.
- Federal, State, and County agencies with disaster recovery functions.
- NGOs, CBOs and PNPs with disaster recovery functions.

It is important to note that while Federal, State, County, and NGOs lie within the scope of this Annex, the City of Los Angeles does not have formal authority to deploy or direct members of these organizations. While the processes in this Annex involve several organizations, participation by these organizations is considered at-will and at the discretion of each organization. Participation by State agencies is coordinated by the California Governor's Office of Emergency Services (Cal OES). Participation by County agencies and other NGOs, CBOs and PNPs is coordinated by the Los Angeles County

Office of Emergency Management. Participation by City departments is coordinated by the Emergency Management Department (EMD).

## 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 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 2019 population estimate for the City of Los Angeles is 4,040,079. This is approximately 8,112 persons per square mile.

The City of Los Angeles is one of the most diverse cities in the world. Angelinos speak nearly 200 languages and are part of many different religious and belief systems. Community members who live, work, and play in Los Angeles include people 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

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<sup>2</sup> California Department of Finance, E-1 Population Estimates for Cities, Counties, and the State, January 1, 2018 and 2019

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

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 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 continues to develop, update and/or maintain MOU's, MOA's, 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 Annex was created to integrate the concepts and structure defined by the National Incident Management System (NIMS), the California Standardized Emergency Management System (SEMS), and the National Incident Command System (ICS).

- All City, state, and federal processes, procedures, and protocols reflected or referenced in this document were current as of the date of approval of this Annex.

Before implementing this Annex, confirm that the processes, procedures, and protocols are unchanged. If necessary, before implementing, modify the Annex to reflect updated processes, procedures, and protocols.

- Only departments that have a response role or a role closely supporting the response to a LAC operation event will be included in this document. The departmental roles listed are limited to those applicable to the event.
- In any disaster, primary consideration is given to the preservation of life, 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 and Federal government, other local governments and private organizations.
- Activating the EOC is dependent on the scope and scale of the incident.
- Electronic communications utilizing information technology systems will be compliant with Section 508 of the Rehabilitation Act.
- All printed public education material produced to support this Annex for distribution to the general public shall be available in accessible formats.
- Residents could be displaced; requiring shelter and welfare needs. Sheltering activities could be short term or long term depending on the severity of the incident.
- Communications infrastructure could be damaged; causing disruption in land-line telephone, cellular telephone, radio, microwave, computer and other communication services. Re-establishment of communications infrastructure will be critical.

## II. CONCEPT OF OPERATIONS

### 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.

**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, 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.

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

### B. Pre-Event

City departments, with a pre-designated role, will be prepared to deploy to a LAC within 24 hours of receiving a LAC activation notice. Each department shall be familiar with their own Department Emergency Plan SOPs and their role in a LAC. Departments shall also keep on hand information about the disaster recovery services available from their department for distribution to the public at the LAC.

Potential LAC facilities have been selected based on their ability to provide an accessible and safe environment for the people in the affected community and is within reasonable driving/walking distance.

The list of potential facility locations can be viewed in Attachment C, which EMD will use as a guide during the selection process.

### C. Event

Activation of a LAC goes through five (5) phases: activation, deployment, mobilization, operational and demobilization. A brief overview is described below:

| <b>Phase</b>      | <b>Description</b>  |
|-------------------|---|
| 1. Activation     | Decision is made to activate LAC(s) and Oversight Team is formed.   |
| 2. Deployment     | EMD notifies City departments that LAC will be opened and that they are requested to participate by providing information/services to clientele.        |
| 3. Mobilization   | LAC facility is acquired, agencies that will participate are determined/coordinated, LAC staff is identified, and facility is set up to receive clients |
| 4. Operational    | LAC facility is opened to the public, and services are provided to clients  |
| 5. Demobilization | LAC is closed and facility is returned to its normal function   |

### D. Activation

During the aftermath of a disaster, LACs will be opened to service individuals, family members, and business owners, with the following:

1. Guidance on disaster recovery,
2. Housing assistance and rental resource information,
3. Case resolution and referral services,
4. Status of applications being processed by FEMA, Small Business Administration (SBA), and/or State applications,
5. Information and referral services for the recovery needs for people with disabilities and others with access and functional needs,
6. Hazard Mitigation (HM) reconstruction information,
7. FEMA tele-registration, and
8. Assistance with vital records replacement.

### E. Notification & Mobilization

A LAC Oversight Team will be formed to prepare for the LAC opening. The team will be comprised of representatives from:

- EMD (will function as the Oversight Team Leader)
- General Services Department
- Department of Recreation and Parks
- Information Technology Agency

- Department on Disability
- External agencies with a major role in LAC operations

The LAC Oversight team will:

- Be led by EMD and will designate the LAC Director.
- Meet to discuss details of activating a LAC.
- Determine number of LACs to be opened (dependent on scope and scale).
- Determine the locations/sites for each LAC.
- Determine timeline for opening the LAC.
- Coordinate with the EOC to coordinate a public awareness campaign to ensure the LAC location(s) shall be widely publicized through traditional and social media.
- Ensure coordination between the Los Angeles County Office of Emergency Management (OEM) and Cal OES.

#### **F. Deployment**

During the Deployment Phase, the EMD will serve as the LAC Director and will:

- Notify all designated City Departments and other participating agencies (NGOs/FBOs/CBOs/PNPs) that are participants in a LAC operation.
- Notification will provide location, timeline, mobilization/opening requirements (LAC should be operational within 48-96 hours of notification).
- Coordinate logistical support to stand up the LAC.
- Coordinate with City and County Emergency Operations Centers (EOCs) to contact state and federal agencies participating in the LAC.

For disasters occurring within the City of Los Angeles, the City will provide the physical location and logistical support for LACs within its jurisdiction. LACs will operate at facilities controlled by the City, as opposed to private-for-profit businesses or other facilities not owned and operated by the City.

#### **G. Facility**

The LAC Oversight Team, with the assistance of OEM and Cal OES, will determine the location, and standard operating hours of LACs based on the following factors:

- The number of people in the general impacted area,
- The number of impacted areas in the City,
- The accessibility of the facility,
- The estimated number of impacted households, infrastructure, and services
- The distance between impacted areas to limit traveling time between assistance centers, and
- The location of LACs in adjacent jurisdictions.

The LAC oversight team will include a representative from the Department of Disability (DoD) or their designee who will ensure the facility, LAC set up and offered programs and services are accessible for people with disabilities and others with access and

functional needs. The size of the LAC facility will depend on the number of people the LAC will serve and the number of participating agencies. Each agency’s booth, to be referred to as “service provider” booth through the remainder of the document, shall have adequate space for a table and seating for agency staff and clientele, as well as any supplies they might need to store at their booth.

The oversight team will ensure the location is in close in proximity to public transportation. Additionally, the facility shall have a staff break room and a meeting room with space for up to 30 people for planning meetings or briefings. Each LAC will have clearly marked entrances and exits, comply with fire/life safety regulations, and will be accessible to people with disabilities and others with access and functional needs.

1. Setup

The LAC configuration will be determined by the LAC Director, based on the design of the facility being used (see Attachment I for a sample configuration). The LAC Director will coordinate with the DoD representative to ensure that the set up meets ADA requirements. While LAC configuration is flexible, the following stations are required:

| <b>Facility Station/Component</b> | <b>Purpose</b>   |
|-----------------------------------|--|
| Reception Area                    | <p>This station is to be located directly in front of the entrance. Those working at the reception area are to greet incoming persons, provide orientation to the facility, sign-in the client upon entry, and sign-out after the client has met with service providers.</p> <p>Check-In: This station is where LAC clients will sign into the LAC (using Sign-In Form, Attachment F, and the Intake Form, Attachment G). After the client has completed and turned in the forms, they are to be directed to the Agency Interview Waiting Area.</p> <p>Check-Out: This station is where LAC clients will</p> |

|                               |  |
|-------------------------------|--|
|                               | return their completed Intake Form and sign out.   |
| Agency Interview Waiting Area | This area is for LAC clients to wait to be called by the appropriate agency.   |
| Service Provider Booths       | Each agency will have their own booth/table at the LAC, with Wi-Fi access. Agencies will be responsible for bringing their own equipment (e.g., laptop) (See Attachment B for a list of potential participants that may require a table at the LAC). |
| Tele-Registration Area        | This station will have several computers available for LAC clients to fill out any additional online forms.  |
| Power Station (optional)      | This station will provide power strips that clients may be able to use to charge their personal items.   |
| Information Board             | The board will be used to post pertinent recovery information, as determined by the LAC Director, for incoming and/or outgoing LAC clients.  |

## 2. Donations

The LAC is a centralized location which provides service and resource referrals for unmet needs, assistance and guidance following a disaster or catastrophic event. It will not act as designated location for the distribution or acceptance of donated items and will not accept volunteers or donations. Convergent volunteers will be directed to the BeMorePrepared (see the City of Los Angeles Volunteer Management Appendix.) To learn more about the process in which the City accepts and distributes donated items, see the City of Los Angeles Donations Management Appendix.

## 3. Staffing

Once a LAC facility is identified and ready for operation, the LAC Director will begin assigning staff to the LAC. (Note: All of the staff positions may be filled by any City Agency as requested.)

| <b>Position</b>                | <b>Role</b>   |
|--------------------------------|---|
| LAC Director                   | Coordinates the activation and demobilization processes with the Oversight Team.  |
| Operations Section Coordinator | Maintains daily operations of the facility, contracted services and security operations.  |
| Public Information Officer     | Works with the media to inform the public of LAC location, hours, etc. This role may also work with EOC Public Information Officers if the EOC is still activated.  |
| Safety Officer                 | Develops the Site Safety Plan for the facility.   |
| Logistics Section Coordinator  | Coordinates the acquisition of supplies & equipment, establishing security operations, and managing IT functions.   |
| Planning Section Coordinator   | Develops and implements meeting schedules between the Operations, Logistics, Safety, and Public Information Officers to provide updates to the LAC Director.  |
| ADA Coordinator                | Advises operations on configuration of a LAC for physical accessibility, ensures appropriate signage in accessible formats, ensures program access and the provision of auxiliary aids and services for effective communication, and ensures that the information on the information board is accessible in appropriate formats for people with disabilities and others with access and functional needs. |
| Other Staff                    | Additional staff such as Community Emergency Response Team (CERT) Volunteers through the City of Los Angeles Fire Department may be used to fulfill support staff duties.   |

## **H. Operations**

The Operational Phase of a LAC begins once the LAC is opened to the public. Primary operational responsibility at the LAC lies with the LAC Director.

Representatives serving in the LAC organizational structure play a number of key roles in LAC operation (see Organization and Assignment of Responsibilities on page 18) and ensure the LAC functions to meet the needs of the clients. Service providers offering recovery services to the public will staff booths at which the public can access

information and recovery resources provided by the departments. Departments with recovery roles that do not operate and staff a booth at the LAC can provide pamphlets or other information of services at a general booth. Whenever possible, departments with disaster recovery responsibilities shall staff a booth at the LAC.

## 1. Client Operations

### a) Reception

- As clients arrive, they will be welcomed to the facility by a Greeter, who will direct them to the Reception Area. The Staff Check-In Specialist is responsible for signing in each client (one signature per household). Each client will receive the following:
  - LAC layout map,
  - Information brochures,
  - Overview of the LAC process,
  - Client Intake Form (See Attachment G)
  - List of service providers and a description of the recovery resources
- Clients will present the Intake Form to each service provider they visit at the LAC. A Staff Check-in Specialist will work with the ADA Coordinator and/or LAC Director to meet the needs of people with disabilities and others with access and functional needs, who may require assistance with checking in. Assistance may consist of mobility assistance, wayfinding through the check in process, interpretive services, auxiliary aids, and other communication accommodations.
- Clients will be directed to the Agency Interview Waiting Area to complete the LAC registration process. If the client has not yet registered with FEMA, he or she will be directed to the Tele-Registration area. This area will have telephones available for FEMA tele-registration. (Note: Regular telephones will be hearing aid compatible, have hand-set amplifiers and TTYs will be available.) Clients who have pre-registered with FEMA are able to bypass the tele-registration center.
- Once the client has met with applicable service providers, upon exiting the LAC, they will sign-out with the Check-Out Specialist and turn in their Intake Form. The Check-In and Check-Out Specialists will turn in all registration documentation to the Planning Officer at the end of each day.

### b) Service Provider Booth Visits

- After signing in the Reception Area, the Reception Staff will instruct the clients to visit with all applicable agency representatives. Each service provider will have their own booth to visit with clients. When there is an abundance of clients at a particular booth, the agency representative will ask clients to wait in the Agency Interview Waiting Area to be called. If an individual has difficulty standing or sitting for extended periods of time, the Reception staff will coordinate assistance through ADA Coordinator or LAC Director to provide individual with accommodations for access to programs and services.

## 2. Staff Operations

Service provider booths will be staffed by representatives from each respective agency. Staffing procedures will be at the discretion of the agency, but agencies must keep their department booth staffed during operating hours. If agency representatives have questions or issues, they will direct them to the LAC Director.

Meetings with the service providers will be conducted daily to ensure that unmet disaster recovery needs are being addressed, that trends are being identified, and gaps and/or deficiencies are being corrected. The LAC Director will hold daily briefings with all service providers, either before or after LAC operating hours, to report and discuss ongoing issues, pending items, corrective actions, operational issues and daily communication.

LAC Management will make routine (e.g., bi-hourly, etc.) rounds to participating agencies to communicate and address concerns, operational issues and provide statistical updates.

### a) Security and Facility Services

- Facility service and security service providers will depend on the facility housing the LAC. Facility services (e.g., facility access, maintenance, etc.) shall be handled by the hosting facility staff, if possible.
- If the LAC host facility already has security staff, these staff shall be used during LAC operations as well. Security will be coordinated by Security Team in the Logistics Section of the LAC organization structure. The location of the LAC facility will determine which law enforcement will be requested to provide security first.

### b) Media Operations

- All media inquiries will be directed to and handled by the LAC Public Information Officer (PIO) in coordination the EOC Information and Public Affairs Section. In the absence of the LAC PIO, media inquiries shall be directed to the LAC Director. The LAC PIO will regularly provide information to the media about LAC locations, operating hours, services available, and the closing dates of the LAC. The process for disseminating this information can be found in the City of Los Angeles Emergency Public Information Annex.
- The LAC PIO will also facilitate visits from elected officials, VIPs, and the local media. Inside the LAC facility, for privacy of the clientele, conversations between clients and agency representatives will not be filmed without the client's written permission. Clients will be not filmed, from the face up, without their written permission. Media interviews will be limited to those approved and coordinated by the LAC PIO for the confidentiality of the clients receiving assistance. Furthermore, media personnel must be escorted at all times while in the LAC facility.

### 3. Video Remote Interpreting

Staff in the reception area will also be responsible for ensuring Video Remote Interpreting is available upon request. The LAC will use VRI via a laptop with web cameras to provide sign language or spoken language interpreting services to bridge communication barriers between clients and staff. A sign will be posted at the entrance indicating that VRI is available at this site. If a client needs to reach an interpreter, reception staff will use the VRI User Guide to accommodate their request (See Attachment H).

## I. Demobilization

During the demobilization phase, LAC operations cease and the LAC facility is returned to its normal function. This phase includes closeout meetings, facility clean-up, and the return of borrowed resources.

The LAC Director plans for the demobilization to begin well before the actual closing of the LAC. The LAC closing date and time will be made in conjunction with the agencies staffing the LAC. The public shall be made aware of the LAC closing date well in advance.

The LAC Director is responsible for planning and activating the demobilization section of this document. The LAC Director will coordinate with LAC Oversight Team, participating agencies, and policymakers to decide on a closing date for LAC. Upon notification from the LAC coordinating agencies, the LAC Oversight Team will alert all agency representatives to cease operations. Functional activities include:

- Notification to all service providers of LAC demobilization.
- Return of all contracted supplies, furniture and equipment to appropriate agencies.
- Initialization of facility clean-up.
- Inventory equipment.
- Cancelling LAC-specific contracts.
- Coordinating walk through with property manager to return site to pre-incident condition.
- Ensuring facility owner is satisfied with condition of facility post-LAC operation through written agreement.
- Conducting final debriefing session with all LAC participants, including a review of operational pros and cons.
- Preparing and distributing a LAC event summary report to all participating agencies documenting successful operational procedures and any issues requiring resolution before a future LAC operation.

Demobilization at a LAC facility occurs either when agencies are no longer operating from the LAC location or upon their relocation to another facility. After demobilization, the facility is restored and returned to its pre-existing function.

**J. LAC Service Providers**

The number and type of LAC service providers present at the facility is dependent upon the type of disaster declaration. Local proclamation requires participation from City and County agencies only. State proclamations will involve participation from City, County and State agencies. Presidential declarations will involve participation from City, County, State and Federal agencies.

**K. Transition to Disaster Recovery Center (DRC)**

As the LAC is transitioned to a DRC and/or demobilized, City departments will refer to the Recovery Annex as well as Departmental Emergency Plans for long-term recovery guidance. Once converted to a DRC, the EMD no longer has authority over facility operations. City departments providing a recovery service will continue to receive inquiries and requests for information and assistance well after the demobilization of the LAC.

In some cases, FEMA or the SBA may wish to continue their own operations after the need for local service information has concluded. In this situation, LACs will transition to FEMA-operated Disaster Recovery Centers (DRCs) and/or SBA Disaster Loan Outreach Centers (DLOCs). Once the transition is completed, FEMA staff will take over the day to day operations at the DRC and Small Business Administration (SBA) staff at the DLOC.

Designated City staff will meet with FEMA and/or SBA representatives to transfer operations and sign agreements completing the transition. City departments and State agencies may continue to staff the location as long as the DRC/DLOC is open and resources are needed. City departments may leave material and contact information in lieu of staffing the site.

Some LAC staff may continue to work at the site, while other City staff will be demobilized after the transition is complete.

**Figure 1. List of LAC Service Providers**

| City of Los Angeles   | County  | State  | Federal   | Non-Governmental and/or Voluntary   |
|---|---|--|---|---|
| <ul style="list-style-type: none"> <li>•Building and Safety, Los Angeles Department of (LADBS)</li> <li>•Economic and Workforce Development Department (EWDD)</li> <li>•City Council Districts</li> <li>•Disability, Department on (DoD)</li> <li>•Housing and Community Investment, Department of Los Angeles (HCIDLA)</li> <li>•Mayor</li> <li>•Water and Power, Los Angeles Department of (LADWP)</li> <li>•Aging, Department of</li> <li>•Animal Services, Department of</li> <li>•Others, as needed</li> </ul> | <ul style="list-style-type: none"> <li>•Assessors Office</li> <li>•Community &amp; Senior Services, Department of (LACSS)</li> <li>•Public Health, Department of (LACDPH)</li> <li>•Mental Health, Department of (LACDMH)</li> <li>•Public Health, Department of (LACDPH)</li> <li>•Public Social Services, Department of (LACDPSS)</li> <li>•Registrar-Recorder</li> <li>•Supervisorial Districts</li> <li>•Others, as needed</li> </ul> | <ul style="list-style-type: none"> <li>•Assembly Districts</li> <li>•California Department of Insurance (CDI)</li> <li>•California Veteran Affairs (Cal Vet)</li> <li>•Contractors State License Board</li> <li>•Consumer Affairs, Department of (DCA)</li> <li>•Employment Development Department (EDD)</li> <li>•Franchise Tax Board (FTB)</li> <li>•Housing &amp; Community Development</li> <li>•Mental Health, Department of (DMH)</li> <li>•Motor Vehicles, Department of (DMV)</li> <li>•Senate Districts</li> <li>•Social Services, Department of (DSS)</li> <li>•Others, as needed</li> </ul> | <ul style="list-style-type: none"> <li>•Federal Emergency Management Agency (FEMA)</li> <li>•Housing and Urban Development, Department of (HUD)</li> <li>•Internal Revenue Service (IRS)</li> <li>•Small Business Administration (SBA)</li> <li>•Social Security Administration (SSA)</li> <li>•United States Post Office</li> <li>•Veteran Affairs (VA)</li> <li>•Others, as needed</li> </ul> | <ul style="list-style-type: none"> <li>•The American Red Cross</li> <li>•Animal Rescues</li> <li>•Apartment Associations</li> <li>•Board of Realtors</li> <li>•Community Recovery Team Inc.</li> <li>•Community Development Council</li> <li>•Chamber of Commerce</li> <li>•Emergency Network Los Angeles (ENLA)</li> <li>•Faith-based Organizations</li> <li>•Information and Referral Service Agencies</li> <li>•Insurance Companies</li> <li>•Local Food Distribution Centers</li> <li>•Neighborhood Legal Services</li> <li>•The Tzu Chi Foundation, USA</li> <li>•Utility companies</li> <li>•Others, as needed</li> </ul> |

**L. Documentation and Time-Keeping**

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

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

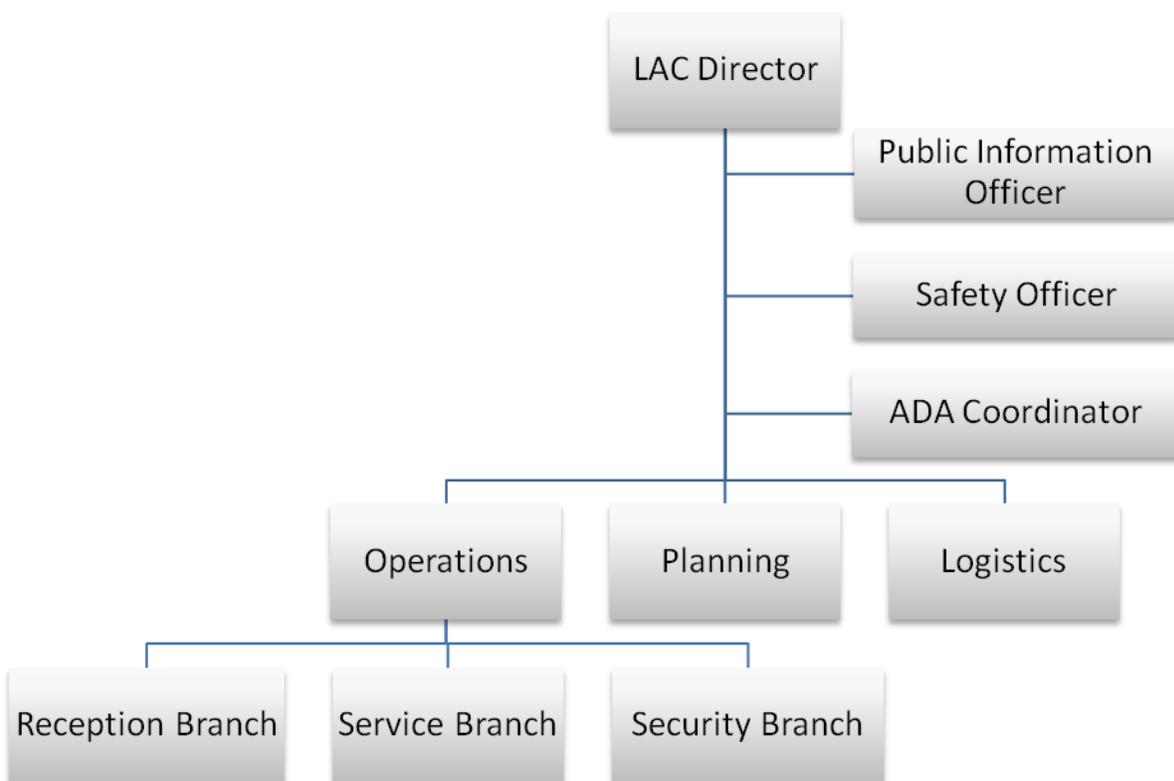
Each City Department, proprietary and Council controlled, operates their respective accounting practices within the guidelines of the Mayor's Executive Directives, the California Natural Disaster Assistance Act and the Federal Code of Regulations Title 44 of the Stafford Act to maximize potential reimbursement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

### III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

#### A. Organization

This Annex includes a suggested LAC organizational structure (see Figure 2., below). However, depending on the size and scope of the incident, some functions may be combined.

Figure 2. LAC Organizational Structure



Note: The Logistics Section may be physically housed at the EOC or the GSD Department Operations Center.

The staffing of each position will be determined by the LAC Director, or if designated, the Operations Coordinator. A summary of the duties to be performed in the various sections are as follows:

#### 1. LAC Director

- Ensures all LAC facilities meet current fire/life safety regulations (e.g., exits, certificate of occupancy, extinguishing equipment, etc.).

- Assigns, or designates the Operations Section Coordinator to assign, staff positions in the ICS structure.
  - Works with Operations Section Coordinator and Planning Section Coordinator to develop staff schedules.
  - Consults with the ADA Coordinator on accessibility issues as they relate to LAC operations.
  - Coordinates with the ADA Coordinator to ensure effective communication for people with disabilities and others with access and functional needs.
  - Coordinates with the ADA Coordinator to ensure people with disabilities and others with access and functional needs have equal access to all programs, services and activities at the LAC.
  - Establishes communications with participating service providers and organizes participation.
  - Regularly updates the Oversight Team on any significant development at the LAC(s).
  - Coordinates the activation and demobilization processes with the Oversight Team.
  - Upon LAC conversion to a DRC, informs the oncoming host agency that they are required to provide support services and information resources for people with disabilities and others with access and functional needs.
2. Public Information Officer
- Informs LAC Director of all positive or negative situations that could become newsworthy.
  - Maintains and communicates media updates on the LAC to the LAC Director.
  - Coordinates with the ADA Coordinator to ensure Sign Language Interpreters are provided for press conferences.
  - Assists the media in covering LAC activity.
  - Assists in the coordination of VIP visits to the facility, as requested by the LAC Director.
  - Posts LAC locations and operating hours on a daily basis.
  - Manages all internal and external EMD Just-In-Time (EMD JIT) communications.
3. Safety Officer
- Develops and recommends measures to the LAC Director for assuring personnel health and safety and to assess and/or anticipate hazardous and unsafe situations.
  - Develops the Site Safety Plan, reviews the Incident Action Plan for safety implications, and provides timely, complete, specific, and accurate assessment of hazards and required controls.
4. Americans with Disabilities Act (ADA) Coordinator
- Advises the Operations Section Lead on the configuration of the LAC to ensure:

- Physical accessibility
- The provision of effective and accessible communication, program access and physical access.
- Telephones are accessible for people with disabilities and others with access and functional needs, (i.e., Regular telephones will be hearing aid compatible, have hand-set amplifiers and TTYs.)
- Provides auxiliary aids and services for effective communication. Posts applicable accessibility information to the information board (e.g. “Just Ask” flyer).
- Upon conversion of the LAC to a DRC, will provide technical assistance to the DRC host organization the form of transition briefs and assistance related to people with disabilities and others with access and functional need.

#### 5. Operations Section Coordinator

- Updates LAC Director at planning meetings.
- Assumes management of operations in the absence of the LAC Director.
- Maintains daily operations of the facility, contracted services and security operations.
- Monitors traffic control and parking issues.
- Ensures adequate seating is available for inside and outside lines.
- Ensures adequate directional and informational signage to assist in directing traffic flow. This includes developing signage for each service provider booth.
- Works with the ADA Coordinator for the physical access to the LAC and the program access within the LAC.
- Ensures that all purchases are coordinated and approved by the LAC Director.
- Ensures that employee reports and volunteer work hours are being recorded and documented (for compensation purposes).
- Manages and staffs, as necessary, the Reception and Services Branches.
  - Reception Branch
    - Greets incoming clientele as they enter the facility, acclimating them to the process of meeting with service providers.
    - Instructs clientele to sign in on the Client “Sign-In Sheet “and fill in “Client Intake Form”; process forms as requested by the Operations Section Coordinator.
    - Develops and updates LAC layout map, information board, brochures, and list of participating agencies to give to clients.
    - Alerts the Operations Section Coordinator of wait times.
  - Services Branch
    - Consists of all service providers in the LAC.
    - Each service provider will have an agency representative present, assisting clients at their respective booth.

6. Planning Section Coordinator

- Facilitates meeting between facility owner and LAC staff before opening to share contact information, identify issues with the site, reporting processes, communication plan and contingency planning.
- Develops and implements meeting schedules between the Operations, Logistics, Safety, and Public Information Officers to provide updates to the LAC Director.
- Collects, drafts and submits statistical data and forms necessary to report to the LAC Director, when needed.
- Develops demobilization plans with LAC Director.
- Leads the development of post-LAC activation critique (see Attachment K) and submits to the EMD General Manager within 7 days of the LAC deactivation.

7. Logistics Section Coordinator

- Coordinates logistical support requests for the LAC operation.

**B. City of Los Angeles**

City and/or County government officials are responsible for assessing the need for and the establishment of a LAC. If local government seeks state financial support of the center, implementation of a LAC shall be in coordination with Cal OES, as appropriate. The City or Operational Area is responsible for coordinating the participation of local government, volunteers, non-government organizations (NGOs), community based-organizations (CBOs) and private non-profit (PNPs) organizations, as appropriate. The following provides a summary of services provided by the City departments:

1. Disability, Department on (DoD)

- Serves on the LAC Oversight Team.
- Provides staffing for the ADA Coordinator position at the LAC.
- Advises LAC Oversight team on required resources and services for people with disabilities.
- Ensure accessible formats for messaging are utilized and people with disabilities are provided equal access to programs, services and activities.

2. Emergency Management Department (EMD)

- Contacts all City departments when LAC is activated.
- Maintains list of pre-identified LAC facilities.
- General Manager or designee to serve on the Oversight Team and assign the LAC Director.
- Maintains information sharing situation updates with the Oversight Team.
- Coordinates the provision of Assistive Technology Cache as listed in Attachment M.
- Note: Activation of the City of Los Angeles EOC is not necessarily automatic or necessary with all LAC activations.

3. General Services, Department of (GSD)
  - Staffs the Logistics Section Coordinator position in the EOC.
  - Coordinates any LAC logistical support requests from the Logistics Section Coordinator position in the EOC, or from the GSD Department Operations Center.
  - Works with ADA Coordinator to remedy barriers to the physical access and the path of travel to the LAC.
  
4. Information Technology Agency (ITA)
  - Serves on the Communications Team, in the Logistics Section, as the IT Team Leader.
  - Assesses ITA requirements at selected LACs, and working with Recreation and Parks (RAP) IT personnel, makes the necessary arrangements to fulfill those requirements.
  - Working with RAP IT staff, equips LACs with secure, wireless connection, as resources allow.
  - Maintains IT functions at the facility during operating hours.
  - Disseminates information via Channel 35 and 3-1-1 as provided by EOC Public Information Officer.
  
5. Police Department, Los Angeles (LAPD)
  - Serves on the Security Team, in the operations branch, if requested, by the LAC Director to identify and mitigate any potential security threats, patrol the facility perimeter and maintain order within the building.
  
6. Recreation and Parks, Department of (RAP)
  - Maintains LAC facilities both pre and post-emergency.
  - Provides facility management for LAC activations at RAP facilities
  - Assists ITA, where necessary, in setting up technical infrastructure to support a LAC operation.

**C. 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 incidents requiring the activation of a Local Assistance Center.

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

Los Angeles County OEM coordinates participation of County departments in City-managed LACs, and other non-City participants if multiple LACs are established. A

listing of County departments that might participate in a LAC is provided in Attachment B.

The LAC Oversight Team may include Los Angeles County OEM and Cal OES in order to determine the appropriate number of LACs to be established based on disaster-specific criteria such as:

- Number of people in the general impact area.
- Number of impacted areas in the Operational Area
- Estimated number of impacted households, infrastructure, and services.
- Distance between LACs in the impact areas.

#### **D. State**

Although the City of Los Angeles has no authority to assign responsibilities to State of California departments, many state departments have primary or support responsible 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 in the event of a terrorism incident.

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

Cal OES coordinates the participation of state and federal agencies in a LAC. A listing of state and federal agencies that might participate in a LAC is provided in Attachment B.

The LAC Oversight Team may include Los Angeles County OEM and Cal OES in order to determine the appropriate number of LACs to be established based on disaster-specific criteria such as:

- Number of people in the general impact area.
- Number of impacted areas in the region.
- Estimated impact on households, infrastructure and services.
- Distance between LACs in the impact areas.

Additionally, Cal OES is responsible for the following:

- Coordinating, at the jurisdiction's request, and when deemed appropriate, the establishment a Disaster Recovery Center (DRC) in lieu of a LAC.
- Providing financial support for extraordinary eligible costs associated with LAC operations when authorized by the California Disaster Assistance Act (CDAA).
  - In order to implement CDAA, the Governor must proclaim a State of Emergency that includes the impacted jurisdiction(s).

#### **E. Other**

LAC Directors shall use caution when permitting other entities to serve inside a LAC. While selected entities, such as utility, phone, cable companies, etc., can provide valuable services to its customers, and are often invited to participate in a LAC, other

private-for-profit businesses and vendors shall not participate. Using caution will guard local, state, federal, and participating agencies from the perception of endorsing such entities. Insurance companies may be provided space outside of a LAC for the sole purpose of providing claim services to their policy holders. The decision to include any private-for-profit businesses will be made through the LAC Oversight Team.

## IV. DIRECTION, CONTROL, AND COORDINATION

This Local Assistance Center Annex may be activated when the Mayor proclaims a local emergency, or if there is an automatic activation. An automatic activation follows a disaster or event that the City has identified, in advance, as one that requires an immediate response. Disasters requiring automatic activation are those events that pose an immediate threat to public safety.

Some portions of this Annex, such as the initial response, go into effect immediately following incidents that require the activation of Local Assistance Centers. The remainder of this Annex is only activated when the incident grows in scope to a point where activation of the EOC is warranted. Activation of the EOC is not necessarily automatic or necessary with all incidents that require the activation of Local Assistance Centers.

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

The City of Los Angeles Local Assistance Center Annex and the overall EOP will be coordinated with the surrounding Southern California Operational Area Emergency Operations Plans/Emergency Response Plans (“EOPs/ERPs”). This integration will require horizontal and vertical coordination. Team collaboration and decision-making approaches in the Annex define the required organizational coordination, approaches to prioritization and decision/action processes and how they used.

Direction, control, coordination and management of Local Assistance Centers, within the City of Los Angeles, will be conducted from the City of Los Angeles EOC or other location as designated by LAC Oversight Team. Activation of the EOC is not automatic or necessary when LACs are operating. If the EOC is still activated due to initial response efforts, the EOC will support coordination efforts for the LAC. The LAC Director will work with the Mass Care Branch of the EOC to coordinate resources for the LAC.

## 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 document internal administrative procedures for requesting, fulfilling and tracking internal resource requests. 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 Office of the Chief Administrative Officer, 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.

### A. Documentation and Timekeeping

Time tracking and documentation are essential within the LAC. Documentation of time and resources for the LAC shall begin as soon as the decision is made to open a LAC.

LAC staff will use ICS Form 214 for time tracking and documentation and submit this form to the LAC Director at the end of their shift, on a daily basis. LAC staff representing external entities or departments with their own policies and procedures for documentation shall also keep track of their time according to those standards.

As individuals seeking assistance come through and register at the LAC, participant data must be properly collected, documented, and reported to the appropriate personnel. This information will be collected through the Intake Form (Attachment G). This information is also important to facilitate the decision making process and to ensure timely, accurate information in public announcements and reports. Proper documentation is the responsibility of all staff and participating agencies.

City departments shall follow their department's policies and procedures for documentation and retention of information. The LAC Director will inform all participating agencies of any daily statistics needed and submission requirements.

## VI. AGREEMENTS AND UNDERSTANDINGS

### A. Memorandum of Understanding between American Red Cross Los Angeles Region and the City of Los Angeles

*Memorandum of Understanding*

*between*

*American Red Cross Los Angeles Region and*

*The City of Los Angeles*



## I. Parties and Purpose

This Memorandum of Understanding ("MOU" or "Agreement") is hereby entered into between the American Red Cross, Los Angeles Region ("Red Cross") and the City of Los Angeles ("City," hereafter "Party" or "Parties"). Its purpose is to document the understanding and relationship between the Parties, and provide a broad framework for cooperation between the Parties in:

- Rendering assistance and service to survivors of disaster, so as to meet the disaster-caused emergency needs of the residents and guests of the City;
- Readiness and response activities, including planning, training, and human and logistical resource support; and
- Other activities which may be mutually beneficial.

## II. Independence of Operations

Each Party to this MOU will maintain its own identity in providing service. Each Party is separately responsible for establishing its own policies and financing its own activities.

## III. Methods of Cooperation

Per the United States Department of Homeland Security, National Response Plan (January 2016), the Red Cross is a supporting agency to the mass care functions of Emergency Support Function (ESF) #6. While it does not direct other Non-Governmental Organizations (NGOs), the Red Cross takes the lead in integrating the efforts of the national NGOs that provide mass care services during response operations.

The City of Los Angeles, recognizing this role, desires to maintain a harmonious and cooperative relationship with the Red Cross in providing disaster relief services to the entire community affected by a disaster occurring within the City of Los Angeles. In order that the resources of the Red Cross and the City may be coordinated and used to the fullest advantage in rendering disaster relief, the Parties agree to the following points. Additionally, upon further written agreement of the Parties, these points may be elaborated upon further under separate annexes to this Agreement.

1. The Red Cross shall have a standing role in the City's Emergency Operations Center ("EOC") upon activation of the EOC at levels II and III, which include the participation of other City departments and outside agencies. This role shall exist in the Mass Care Branch of the Operations Section. The Red Cross representative(s) shall report directly to the EOC to work in the American Red Cross Unit of the Mass Care Branch as the Red Cross Agency Representative. In certain situations, the Red Cross may be invited by the City to perform other roles within the EOC.
2. As described in the City of Los Angeles, Emergency Operations Plan, the Department of Recreation and Parks ("RAP"), as the EOC Operations Section/Mass Care Branch Director, will contact the Red Cross whom will work with EMD, Department on Disabilities ("DOD"), Los Angeles Unified School District ("LAUSD"), and RAP to select suitable and accessible shelter site(s) in the City for people requiring emergency shelter.

2.1 EMD will work with DOD to ensure facility accessibility.

3. The Red Cross will be notified to provide an Agency Representative for any incident in which the City is supporting mass care functions. The Agency Representative will act on behalf of the Red Cross within an Incident Command or EOC structure. The Agency Representative will initially report to the Liaison Officer, either at the Command Post or at the City EOC.
4. The City will, as appropriate, be invited to participate in the Red Cross Region EOC or District EOC(s) activation as an Agency Representative, or to participate in any field operations structure under the control of the Red Cross.
5. The City will invite the Red Cross to attend all post-EOC Activation After-Action Report meetings for Level II and II EOC activations, and/or to provide input for inclusion in any After-Action Report documents for incidents in which the Red Cross participated.
6. The Red Cross will provide training, as necessary, to any City agency or employee to ensure they correctly understand the roles, responsibilities, and limitations of Red Cross disaster relief services.
7. The City will provide internal training to its employees to ensure they understand the roles and responsibilities of the City in support of shelter operations.
8. Pursuant to the California Disaster Services Worker (DSW) Act, civilian employees may be reassigned as DSWs to assist with duties associated with mass care, sheltering and other support functions during the aftermath of any local disaster. The parties mutually agree that the assignment of City employees as DSWs will be based on the operational needs of the City. DSW assignments may include performing duties at mass care locations where Red Cross has staff assigned. DSWs may be tasked to work along with Red Cross staff to assist with functions such as mass care sheltering, feeding, bulk distribution, assigning volunteers to assignments, warehouse activities, etc.
9. The Red Cross will provide City access to Red Cross mass care, shelter training and preparedness activities that will prepare City employees with basic knowledge and skills in sheltering and other Red Cross support functions in order to best prepare employees whose facilities are or may be used to support mass care or, who may serve as DSW workers, as described above. The City and the Red Cross will jointly promote the training for City employees through the DSW webpage and through individual departments. Shelter training will be required for RAP staff, as identified by the RAP General Manager or designee.
10. The City will provide training to Red Cross staff in EOC Operations Section roles and responsibilities.
11. The Red Cross and the City will work collaboratively to stock and stage durable medical equipment and consumable medical supplies in Red Cross trailers and/or other portable containers for deployment during shelter activations. Locations of trailers and portable containers will be mutually agreed upon by the Red Cross and the City. The Parties will coordinate an annual inspection of the trailers and containers, including the rotation of limited shelf-life items.

12. Pursuant to a separate written agreement between the Parties, the City may make available to the Red Cross certain City facilities for the Red Cross to use to pre-stage disaster relief supplies.
13. Pursuant to a separate written agreement between the Parties, the City may make available, at its sole discretion, to the Red Cross certain City facilities for the Red Cross to use to support its preparedness activities (e.g., training, community events, forums, outreach fairs, etc.).
14. The City and the Red Cross will mutually ensure that disaster relief operations within the City are equally accessible to people with disabilities and others with access and functional needs.
15. The City and the Red Cross shall work together to ensure the most accurate information regarding services, processes and points of contact is available in all City and Red Cross disaster plans and procedures.
16. Recognizing that the Los Angeles Department of Water and Power (LADWP) has extensive resources within the Counties of Inyo and Mono, the City and Red Cross will work cooperatively to develop plans for the potential use of City resources to support its preparedness infrastructure and for disaster relief operations in those counties. This is at the sole discretion of the City and is dependent upon any direct impacts to the city or its infrastructure at the time of the request.
17. Close liaison will be maintained between the Red Cross and the City by conference calls, meetings, telephone, facsimile, electronic messaging, and other means. Each Party will share current information regarding disasters, disaster declarations, and changes in regulations, legislation and protocols related to disaster relief.
18. The City agrees to supply the Red Cross with lists of City Emergency Management Coordinators and related staff on a monthly basis. The Red Cross agrees to supply the City with local Chapter contact information including work, cell and home phone numbers, and e-mail information.
19. The Red Cross and the City will participate in one another's disaster exercises, as appropriate.
20. The Red Cross and the City will work together to provide mitigation and community disaster education within the City. Cooperative efforts could include distributing preparedness education materials to targeted populations within the community (in accordance with the provisions of Section IV(a) of this Agreement), or requesting that local residents be encouraged to take part in pre-disaster planning and work with the local Chapter. The City and the Red Cross will ensure all materials are made available in accessible formats for people with disabilities and others with access and functional needs.
21. Both City employees and Red Cross workers will work cooperatively at the scene of a disaster and in the disaster recovery, within the scope of their respective roles and duties, and approved policies and procedures.

22. Pursuant to a separate written agreement between the Parties, the Red Cross and the City will collaborate and support the City's efforts towards preparing the community to be more resilient in the face of a disaster.
23. The Red Cross and the City will actively seek to determine other areas or services within their respective organizations where cooperation and support will be mutually beneficial and may amend this Agreement accordingly to include those additional areas or services.

#### **IV. General**

1. Both Parties agree not to use or display any trademarks of the other without first receiving express written permission to do so; however, the use of the trademarks of the other Party is permitted for internal meeting notes and plans that are not publicly distributed and used during the normal course of business related to the purpose of this MOU. If either Party desires to use the intellectual property of the other, the "requesting party" should submit the proposed promotional/marketing materials, press releases, website displays or otherwise proposed use of the trademarks to the "owning Party" for review in advance of dissemination or publication.
2. The Red Cross and the City will keep the public informed of their cooperative efforts.
3. The Red Cross and the City agree to widely distribute this MOU within their respective agencies and administrative offices of each organization and urge full cooperation.
4. The Red Cross and the City will allocate responsibility for any shared expenses in writing in advance of any commitment. In the absence of any such written agreement, each Party shall bear its own costs and expenses exclusively.
5. The City agrees to adhere to *Attachment B - the Principles of Conduct for the International Red Cross and Red Crescent Movement and NGOs in Disaster Response Programs* as it applies to disaster-caused situations in the USA.

#### **V. Periodic Review and Analysis**

Representatives of the Red Cross and the City will jointly evaluate their progress in implementing this MOU on an annual basis, and revise and develop new plans or goals as appropriate.

#### **VI. Term and Termination**

This MOU is effective September 1, 2017, and expires June 1, 2020. Six months prior to termination, the Parties shall meet to review the progress and success of this MOU and determine whether it shall be extended for an additional three (3) years. In no event shall any single extension of this MOU be for a term exceeding three (3) years.

This Agreement may be terminated by either Party at any time, without cause, with said termination becoming effective fourteen (14) days following receipt of written notice of such termination.

**VII. Miscellaneous**

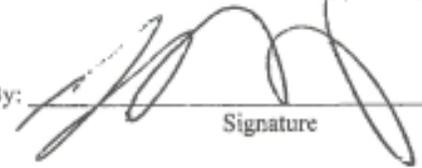
Neither Party to this MOU has the authority to act on behalf of the other Party or bind the other Party to any obligation. This MOU is not intended to be enforceable in any court of law or dispute resolution forum. The sole remedy for non-performance under this MOU shall be termination, with no damages or penalty.

**VIII. Signatures**

We, the undersigned, do hereby consent to this MOU and hereby agree by its terms and conditions.

**American Red Cross, Los Angeles Region**

**City of Los Angeles**

By:  \_\_\_\_\_  
Signature

By:  \_\_\_\_\_  
Signature

Name: Jarrett Barrios

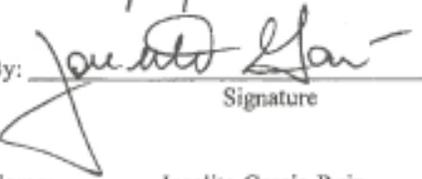
Name: Eric Garcetti

Title: Chief Executive Officer

Title: Mayor

Date: 8/15/17

Date: AUG 29 2017

By:  \_\_\_\_\_  
Signature

By:  \_\_\_\_\_  
Signature

Name: Joselito Garcia-Ruiz

Name: Aram Sahakian

Title: Regional Disaster Program Office  
Disaster Cycle Services

Title: General Manager, Emergency  
Management Department

Date: 8/15/2017

Date: 8-22-2017

## ATTACHMENT A

### Organization Contact Information

#### Primary Points of Contact

The primary points of contact in each organization will be responsible for the implementation of the MOU in their respective organizations, coordinating activities between organizations, and responding to questions regarding this MOU. In the event that the primary point of contact is no longer able to serve, a new contact will be designated and the other organization informed of the change.

NOTE: When Attachment A is updated, the revised attachment is inserted in the MOU. The MOU *does not* need to be signed again.

#### Relationship Manager Contact\*

| American Red Cross Los Angeles Region |                                | The City of Los Angeles |                                     |
|---------------------------------------|--------------------------------|-------------------------|-------------------------------------|
| Contact                               | Scott Underwood                | Contact                 | Carol Parks                         |
| Title                                 | Director, Functions Activities | Title                   | Emergency Management Coordinator II |
| Office phone                          | 310-477-2569                   | Office phone            | 213-484-4800                        |
| Mobile                                | 310-869-7826                   | Mobile                  | 213-280-1324                        |
| e-mail                                | Scott.Underwood@redcross.org   | e-mail                  | carol.parks@lacity.org              |

\*The Relationship Manager is the person that works with the partner organization in developing and executing the MOU.

#### Operational Contact\*\*

| American Red Cross Los Angeles Region |                | The City of Los Angeles |                           |
|---------------------------------------|----------------|-------------------------|---------------------------|
| Contact                               |                | Contact                 |                           |
| Title                                 | Duty Officer   | Title                   | Duty Officer              |
| Office phone                          | (800) 675-5799 | Office phone            |                           |
| Mobile                                |                | Mobile                  | (213) 200-6414            |
| e-mail                                |                | e-mail                  | emddutyofficer@lacity.org |

\*\*The Operational Contact is the person each organization will call to initiate the disaster response activities as defined in the MOU.

#### Organization Information

| American Red Cross Los Angeles Region |  | The City of Los Angeles |  |
|---------------------------------------|--|-------------------------|--|
| Department                            | Disaster Cycle Services                  | Department              | Emergency Management Department  |
| Address                               | 11355 Ohio Ave.<br>Los Angeles, CA 90025 | Address                 | Administrative Offices<br>200 N. Spring Street, room 1533<br>Los Angeles, CA 90012 |
| e-mail                                |  | e-mail                  |  |
| Website                               | www.redcross.org                         | Website                 | www.emergency.lacity.org   |

## ATTACHMENT B

### Principles of Conduct for The International Red Cross and Red Crescent Movement and NGOs in Disaster Response Programs

#### Principle Commitments:

1. The Humanitarian imperative comes first.
2. Aid is given regardless of the race, creed or nationality of the recipients and without adverse distinction of any kind. Aid priorities are calculated on the basis of need alone.
3. Aid will not be used to further a particular political or religious standpoint.
4. We shall endeavor not to act as instruments of government foreign policy.
5. We shall respect culture and custom.
6. We shall attempt to build disaster response on local capacities.
7. Ways shall be found to involve program beneficiaries in the management of relief aid.
8. Relief aid must strive to reduce future vulnerabilities to disaster as well as meeting basic needs.
9. We hold ourselves accountable to both those we seek to assist and those from whom we accept resources.
10. In our information, publicity and advertising activities, we shall recognize disaster victims as dignified human beings, not hopeless objects.

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More information about the code of conduct can be found at <http://www.ifrc.org/en/publications-and-reports/code-of-conduct>

#### **The Code Register**

The International Federation keeps a public record of all the humanitarian organizations that become signatories of the code. The contact details of each organization are verified.

Humanitarian organizations wishing to become a signatory to the code should download and complete the registration form

## VII. AUTHORITIES AND REFERENCES

### A. Authorities

#### 1. Federal

- a) The Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended. [https://www.fema.gov/media-library-data/1582133514823-be4368438bd042e3b60f5cec6b377d17/Stafford\\_June\\_2019\\_508.pdf](https://www.fema.gov/media-library-data/1582133514823-be4368438bd042e3b60f5cec6b377d17/Stafford_June_2019_508.pdf)
- b) Homeland Security Presidential Directive-5 (HSPD-5). <http://www.gpo.gov/fdsys/pkg/PPP-2003-book1/pdf/PPP-2003-book1-doc-pg229.pdf>
- c) National Incident Management System. Department of Homeland Security. December 2017. [https://www.fema.gov/media-library-data/1508151197225-ced8c60378c3936adb92c1a3ee6f6564/FINAL\\_NIMS\\_2017.pdf](https://www.fema.gov/media-library-data/1508151197225-ced8c60378c3936adb92c1a3ee6f6564/FINAL_NIMS_2017.pdf)
- d) National Response Framework. Department of Homeland Security. January 2019. [https://www.fema.gov/media-library-data/15828255901942f000855d442fc3c9f18547d1468990d/NRF\\_FINALApproved\\_508\\_2011028v1040.pdf](https://www.fema.gov/media-library-data/15828255901942f000855d442fc3c9f18547d1468990d/NRF_FINALApproved_508_2011028v1040.pdf)
- e) Americans with Disabilities Act of 1990, as amended. <http://www.ada.gov/pubs/ada.htm>
- f) Rehabilitation Act of 1973, Sections 504 and 508

#### 2. State of California

- a) California Constitution. <http://law.justia.com/california/constitution/>
- a) California Emergency Services Act, 2015.
- b) <http://www.caloes.ca.gov/LegalAffairsSite/Documents/Cal%20OES%20Yellow%20Book.pdf>
- c) California Code of Regulations, Title 19, Chapters 1 through 6, including:
  - i. Chapter 1, Standardized Emergency Management System. <http://www.caloes.ca.gov/PlanningPreparednessSite/Documents/12%20SEM%20Guidelines%20Complete.pdf>
  - ii. Chapter 6, Disaster Assistance Act Regulations. <http://www.caloes.ca.gov/PlanningPreparednessSite/Documents/02%20California%20Code%20of%20Regulations%202900q.pdf>

- d) California State Emergency Plan.  
<http://caloes.ca.gov/PlanningPreparednessSite/Documents/2017%20SEP%20Executive%20Summary.pdf>
- 3. Los Angeles County
  - a) Operational Area Emergency Response Plan. <http://lacoa.org/oaerp.htm>
  - b) County Code 2.68. <http://lacoa.org/PDF/NN/CountyCode268.pdf>
- 4. City of Los Angeles
  - a) City Emergency Operations Plan
  - b) Administrative Code, Division 8, Chapter 3  
[http://www.amlegal.com/nxt/gateway.dll/California/laac/administrativecode?f=templates\\$fn=default.htm\\$3.0\\$vid=amlegal:losangeles\\_ca\\_mc](http://www.amlegal.com/nxt/gateway.dll/California/laac/administrativecode?f=templates$fn=default.htm$3.0$vid=amlegal:losangeles_ca_mc)

**B. References**

1. Los Angeles Department of Public Health, "Adult Disability in Los Angeles County." LA Health. Sept. 2006.
2. Kailes, J. and Enders, A. in "Moving Beyond 'Special Needs' A Function-Based Framework for Emergency Management Planning," Journal of Disability Policy Studies, Vol./No. 44/207, pp. 230-237.

## ATTACHMENT A: ACRONYMS

| Acronym         | Full Name   |
|-----------------|---|
| A               | Americans With Disabilities Act                       |
| Aging           | Department of Aging                                   |
| Animal Services | Department of Animal Services                         |
| Cal OES         | California Governor's Office of Emergency Services    |
| Cal Vet         | California Veteran Affairs                            |
| CBO             | Community Based Organizations                         |
| CDA             | California Disaster Assistance Act                    |
| CDI             | California Department of Insurance                    |
| CERT            | Community Emergency Response Team                     |
| City            | City of Los Angeles                                   |
| CPG             | Comprehensive Preparedness Guide                      |
| DCA             | California Department of Consumer Affairs             |
| DLOC            | Disaster Loan Outreach Center                         |
| DMH             | California Department of Mental Health                |
| DMV             | California Department of Motor Vehicles               |
| DoD             | Los Angeles Department on Disability                  |
| DRC             | Disaster Recovery Center                              |
| DSS             | California Department of Social Services              |
| EDD             | California Employment Development Department          |
| EMD             | Emergency Management Department                       |
| EMD JIT         | Emergency Management Department Just-In-Time Training |
| 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                             |

| <b>Acronym</b> | <b>Full Name</b>   |
|----------------|--|
| ERP            | Emergency Response Program                                     |
| EWDD           | Economic and Workforce Development Department                  |
| FBO            | Faith-Based Organizations                                      |
| FEMA           | Federal Emergency Management Agency                            |
| FNSS           | Functional Needs Support Services                              |
| FTB            | California Franchise Tax Board                                 |
| GSD            | Department of General Services                                 |
| HCIDLA         | Los Angeles Housing Community Investment Department            |
| HM             | Hazard Mitigation  |
| HUD            | U.S. Department of Housing and Urban Development               |
| ICS            | Incident Command System  |
| IRS            | United States Internal Revenue Service                         |
| IT             | Information Technology   |
| ITA            | Information Technology Agency                                  |
| LAC            | Local Assistance Center  |
| LACCSS         | Los Angeles County Department of Community and Senior Services |
| LACDMH         | Los Angeles County Department of Mental Health                 |
| LACDPH         | Los Angeles County Department of Public Health                 |
| LACDPSS        | Los Angeles County Department of Public Social Services        |
| LADBS          | Los Angeles Department of Building and Safety                  |
| LADWP          | Los Angeles Department of Water and Power                      |
| LAPD           | Los Angeles Police Department                                  |
| MOA            | Memoranda of Agreement   |
| MOU            | Memoranda of Understanding                                     |
| NGO            | Non-Governmental Organization                                  |
| NIMS           | National Incident Management System                            |
| OEM            | Los Angeles County Office of Emergency Management              |
| PIO            | Public Information Officer                                     |
| PNP            | Private Non-Profit Organizations                               |

| <b>Acronym</b> | <b>Full Name</b>                                    |
|----------------|---|
| RAP            | Department of Recreation and Parks                  |
| Red Cross      | American Red Cross Los Angeles Region               |
| SBA            | Small Business Administration                       |
| SEMS           | California Standardized Emergency Management System |
| SOP            | Standard Operating Procedure                        |
| SSA            | United States Social Security Administration        |
| TTY            | Telephone Typewriter                                |
| VA             | United States Department of Veterans Affairs        |
| VIP            | Very Important Person                               |

## ATTACHMENT B: SERVICE PROVIDERS

### City

| <b>Department/Agency</b>  | <b>Responsibilities</b>  |
|---|--|
| Los Angeles Department of Building and Safety Department (LADBS)    | Provides information regarding permits and safety assessments.   |
| Economic & Workforce Development Department                         | Provides information on workforce development for individuals and economic development for business owners.  |
| City Council Districts  | Provides access to resources provided by Council District representatives.   |
| Department on Disability (DoD)                                      | Assists people with disabilities. Staffs a service provider booth and provides information and referral services for the specific recovery needs for people with disabilities and others with access and functional needs.               |
| Housing and Community Investment Department of Los Angeles (HCIDLA) | Provides tenant rights information, referrals for housing recovery funds, information regarding safety assessments for multi-residential buildings.  |
| Mayor's Office  | Provides access to constituent services provided by the Mayor of the City.   |
| Department of Animal Services (Animal Services)                     | Assists in replacing animal documentation, i.e., proof of rabies information and/or micro-chipping, and animal licenses. Also, provides animal shelter location information.   |
| Department of Aging (Aging)   | Provides appropriate information and referrals on applicable/available department services. Assist older adults and their family caregivers with onsite service locations, facilities' needs, and form completion on an as-needed basis. |
| Los Angeles Department of Water and Power (LADWP)                   | Provides assistance with closing accounts, billing, transferring service, establishing new service, and referrals.   |

**County**

| <b>Department/Agency</b>                          | <b>Responsibilities</b>  |
|---|--|
| Assessor's Office                                 | Provides Information about property assessments.   |
| Community & Senior Services                       | Provides a multitude of support services.  |
| Health Services, Los Angeles Department of        | Provides access to and information on the Los Angeles County Public Health System.   |
| Mental Health, Los Angeles Department of          | Provides counseling services, referrals.   |
| Public Health, Los Angeles Department of          | Provides information and resources for public and environmental health services.   |
| Public Social Services, Los Angeles Department of | Provides information on benefits and services to low-income residents, such as housing assistance, health insurance, food benefits, and financial assistance and advocacy. |
| Registrar-Recorder/County Clerk                   | Assists in locating legal documents which determine ownership of real property along with birth, death and marriage records  |
| Supervisory Districts                             | Provides access to resources provided by the County Board of Supervisors.  |

**State**

| <b>Department/Agency</b>                 | <b>Responsibilities</b>   |
|--|---|
| California Department of Insurance (CDI) | Provides assistance on claim handling delays, additional living experiences, disputes, etc.                         |
| California Veterans Affairs (CAL VET)    | Provides assistance to CAL VET loan holders that have suffered damages.   |
| Contractors State License Board          | Verifies contractor licenses, investigates complaints, and provides information about hiring a licensed contractor. |
| Consumer Affairs, Department of (DCA)    | Provides referral services for a variety of programs to assist California consumers.                                |

|   |  |
|---|--|
| Employment Development Department (EDD) | Administers the federal Disaster Unemployment Assistance Program when implemented and regular unemployment assistance. Also provides job services through EDD one-stop centers and EDD workforce services. |
| Franchise Tax Board (FTB)               | Provides guidance in obtaining tax relief for casualty losses.   |
| Housing & Community Development         | Assists with mobile home registration and titling.   |
| Mental Health, Department of (DMH)      | Coordinates the implementation of crisis counseling programs through the local mental health offices.  |
| Motor Vehicles, Department of (DMV)     | Assists with document replacement – driver’s license, vehicle registration, titles.  |
| Social Services, Department of (DSS)    | Administers the State Supplemental Grant Program (SSGP), which provides grant funds to individuals and households unable to meet disaster related necessary expenses and serious needs.                    |

**Federal**

| <b>Department/Agency</b>                     | <b>Responsibilities</b>   |
|--|---|
| Federal Emergency Management Agency (FEMA)   | Provides grants to individuals and households for housing or other uninsured needs such as personal property, medical, dental, and transportation expenses. |
| Housing and Urban Development, Department of | Identifies transitional HUD housing for displaced families.   |
| Internal Revenue Service (IRS)               | Provides information on casualty, disaster, and theft loss and other questions regarding federal income and payroll taxes.                                  |
| United States Post Office                    | Provides assistance in receiving and re-routing mail.   |
| Small Business                               | Provides low-interest loans to individuals for personal and or real   |

|                                      |  |
|--------------------------------------|--|
| Administration (SBA)                 | estate property damaged or destroyed. Also provides low-interest loans to businesses and private non-profit organizations to repair or replace damaged or destroyed real estate, machinery or equipment, inventory, other business assets or economic injury disaster loans to help meet working capital needs caused by the disaster. |
| Social Security Administration (SSA) | Provides assistance in social security card/records replacement, and disability, death and survivor benefits.  |
| Veterans Affairs (VA)                | Provides guidance in obtaining VA death benefits, pensions, insurance settlements and adjustments to VA-insured home mortgage owners.  |

#### **NGOs, FBOs, CBOs, and PNPs**

| <b>Department/Agency</b>   | <b>Responsibilities</b>  |
|--|--|
| The American Red Cross   | Provides assistance with emergency needs, including food, shelter, medical prescriptions, and clothing.  |
| Animal Rescues: Society for the Prevention of Cruelty to Animals (SPCA), California Animal Response Emergency System (CARES) | Locates and/or provides shelters for animals, lost and found for pets, etc.  |
| Apartment Associations   | Provide listings of available apartments.  |
| Board of Realtors  | Provides listings of available rentals and other housing resources.  |
| Community Recovery Team, Inc   | Coordinates and collaborates services of non-profit, community-based organizations, faith-based organizations and governmental agencies active in disaster recovery, operating in San Diego. |

| <b>Department/Agency</b>  | <b>Responsibilities</b>   |
|---|---|
| Community Development Council   | Provides information regarding planned construction, rebuilding, clean-up and selection of design professionals.  |
| Disability Service Providers (Independent centers, regional centers, deaf service agencies, blind service agencies, etc.) | Provides assistance on an as needed basis to people with disabilities and others with access and functional needs. If there is a large need for the services from a specific provider, DoD will ensure their presence at the LAC. |
| Chamber of Commerce   | Provides information regarding consumer fraud awareness, legal assistance, insurance, and financial institutions.   |
| Emergency Network Los Angeles (ENLA)  | Coordinates various volunteer organizations with disaster recovery and community assistance capabilities.   |
| Faith-Based Organizations (Churches, temples, other places of worship, etc.)  | Provide spiritual support and assists in navigating community/neighborhood resources that are available.  |
| Information and Referral Service Agencies (County 211, City 311)  | Provide information regarding housing, replacement of personal property, financial assistance for rental expenses, and listings of short- and long-term rentals.  |
| Insurance companies   | Provides insurance claims assistance.   |
| Local Food Distribution Centers   | Provide emergency food through voluntary resources as well as through organized agencies.   |

| <b>Department/Agency</b>    | <b>Responsibilities</b>  |
|-----------------------------|--|
| Neighborhood Legal Services | Provide free legal services to low-income residents.   |
| The Tzu Chi Foundation, USA | Provides emergency disaster relief, charitable and financial services.                                       |
| Utilities                   | Provide assistance closing accounts, billing, transferring service, establishing new service, and referrals. |

## ATTACHMENT C: POTENTIAL LAC FACILITIES

| <b>Date Assessed</b> | <b>Facility Rating</b> | <b>Facility Information</b>     |                         |             |       | <b>Police Bureau</b> |
|----------------------|------------------------|---------------------------------|-------------------------|-------------|-------|----------------------|
| Date Assessed        | Facility Rating        | Facility Name                   | Street Address          | City        | Zip   | Police Bureau        |
| 2/18/2014            | A                      | Brandford Recreation Center     | 13306 Branford Street   | Pacoima     | 91331 | Valley               |
| 2/12/2014            | A                      | Baldwin Hills Recreation Center | 5401 Highlight Place    | Los Angeles | 90016 | South                |
| 2/18/2014            | A                      | Balboa Recreation Center        | 17015 Burbank Boulevard | Encino      | 91316 | Valley               |
| 2/13/2014            | A                      | Cheviot Hills Recreation Center | 2551 Motor Avenue       | Los Angeles | 90064 | West                 |
| 1/7/2014             | A                      | Denker Recreation Center        | 1550 W. 35th Place      | Los Angeles | 90018 | South                |

| Date Assessed | Facility Rating | Facility Information                           |                                |               |       | Police Bureau |
|---------------|-----------------|--|--------------------------------|---------------|-------|---------------|
| 1/28/2014     | A               | Anderson Recreation Center<br>(at Expo Center) | 3980 Bill Robertson Lane       | Los Angeles   | 90037 | South         |
| 2/4/2014      | A               | Granada Hills Recreation Center                | 16730 Chatsworth Street        | Granada Hills | 91344 | Valley        |
| 2/21/2014     | A               | Green Meadows Recreation Center                | 431 E 89th Street              | Los Angeles   | 90003 | South         |
| 6/20/2014     | A               | Laces Recreation Center                        | 5931 W. 18th Street            | Los Angeles   | 90035 | West          |
| 1/7/2014      | A               | Lafayette Recreation Center                    | 625 South Lafayette Park Place | Los Angeles   | 90026 | West          |
| 2/6/2014      | A               | Lakeview Terrace Recreation Center             | 11075 Foothill Drive           | Sylmar        | 91342 | Valley        |
| 2/4/2014      | A               | Lanark Recreation Center                       | 21816 Lanark Street            | Canoga Park   | 91304 | Valley        |

| Date Assessed | Facility Rating | Facility Information                     |                          |                   |       | Police Bureau |
|---------------|-----------------|--|--------------------------|-------------------|-------|---------------|
| 12/17/2014    | A               | Lincoln Heights Senior Center            | 2303 Workman Street      | Los Angeles       | 90031 | Central       |
| 7/25/2013     | A               | Martin Luther King Jr. Recreation Center | 3916 S Western Avenue    | Los Angeles       | 90062 | South         |
| 2/11/2014     | A               | North Hollywood Recreation Center        | 11430 Chandler Boulevard | North Hollywood   | 91601 | Valley        |
| 3/6/2014      | A               | Palisades Recreation Center              | 851 Alma Real Drive      | Pacific Palisades | 90272 | West          |
| 2/14/2014     | A               | Pan Pacific Recreation Center            | 7600 Beverly Boulevard   | Los Angeles       | 90036 | West          |
| 1/30/2013     | A               | Peck Park Recreation Center              | 560 N Western Avenue     | San Pedro         | 90732 | South         |
| 2/7/2014      | A               | Queen Anne Recreation Center             | 1240 West Boulevard      | Los Angeles       | 90019 | West          |

| Date Assessed | Facility Rating | Facility Information                 |                           |               |       | Police Bureau |
|---------------|-----------------|--------------------------------------|---------------------------|---------------|-------|---------------|
| 6/16/2014     | A               | Rancho Cienega Sports Complex Center | 5001 Rodeo Road           | Los Angeles   | 90016 | South         |
| 2/6/2014      | A               | Sepulveda Recreation Center          | 8825 Kester Avenue        | Panorama City | 91402 | Valley        |
| 1/30/2014     | A               | Slauson Multipurpose Center          | 5306 South Compton Avenue | Los Angeles   | 90011 | Central       |
| 6/20/2014     | A               | Stoner Recreation Center             | 1835 Stoner Avenue        | Los Angeles   | 90025 | West          |
| 2/7/2014      | A               | Trinity Recreation Center            | 2415 Trinity Street       | Los Angeles   | 90011 | Central       |
| 1/30/2014     | A               | Westchester Recreation Center        | 7000 W. Manchester Avenue | Los Angeles   | 90045 | West          |
| 2/13/2014     | A               | Westwood Recreation Center           | 1350 Sepulveda Boulevard  | Los Angeles   | 90025 | West          |

| Date Assessed | Facility Rating | Facility Information                                   |                          |               |       | Police Bureau |
|---------------|-----------------|--|--------------------------|---------------|-------|---------------|
|               |                 |  |                          |               |       |               |
| 2/20/2014     | A               | Wilmington Recreation Center                           | 325 N Neptune Avenue     | Wilmington    | 90744 | South         |
| 2/14/2014     | A               | Yosemite Recreation Center                             | 1840 Yosemite Drive      | Los Angeles   | 90041 | Central       |
| 6/17/2014     | A               | Ahmanson Senior Citizen Center (at Expo park)          | 3990 Bill Robertson Lane | Los Angeles   | 90037 | South         |
| 6/20/2014     | A               | Andres & Maria Cardenas Recreation Center              | 14740 Blythe Street      | Panorama City | 91402 | Valley        |
| 6/24/2014     | A               | Delano Recreation Center                               | 15100 Erwin Street       | Van Nuys      | 91411 | Valley        |
| 7/2/2014      | A               | Robert M. Wilkinson Multipurpose Senior Citizen Center | 8956 Vanalden Avenue     | Northridge    | 91324 | Valley        |
| 6/23/2014     | A               | Sherman Oaks East Valley Adult Center                  | 5056 Van Nuys Boulevard  | Sherman Oaks  | 91243 | Valley        |

| Date Assessed | Facility Rating | Facility Information                   |                             |             |       | Police Bureau |
|---------------|-----------------|--|-----------------------------|-------------|-------|---------------|
| 6/20/2014     | A               | Ross Snyder Recreation Center          | 1501 E. 41st Street         | Los Angeles | 90011 | Central       |
| 6/16/2014     | A               | Lake Street Community Center           | 227 North Lake Street       | Los Angeles | 90026 | Central       |
| 6/19/2014     | A               | South Los Angeles Sports Activity Ctr. | 7020 S. Figueroa Street     | Los Angeles | 90003 | South         |
| 6/19/2014     | A               | Cabrillo Beach Bath House              | 3800 Stephen M. White Drive | San Pedro   | 90731 | South         |
| 2/14/2014     | A               | Pan Pacific Recreation Center          | 7600 Beverly Boulevard      | Los Angeles | 90036 | West          |
| 6/20/2014     | A               | Fred Roberts Recreation Center         | 4700 Honduras Street        | Los Angeles | 90011 | Central       |
| 6/20/2014     | A               | East Wilmington Greenbelt              | 522 Sanford Street          | Wilmington  | 90744 | South         |

| Date Assessed | Facility Rating | Facility Information              |                           |             |       | Police Bureau |
|---------------|-----------------|-----------------------------------|---------------------------|-------------|-------|---------------|
| 6/17/2014     | A               | Las Palmas Senior Center          | 1820 N. Las Palmas Avenue | Los Angeles | 90028 | West          |
| 7/31/2014     | A               | Wilmington Senior Citizen Center  | 1371 N. Eubank Avenue     | Wilmington  | 90744 | South         |
| 6/20/2014     | A               | Culver Slauson Recreation Center  | 5072 S. Slauson Avenue    | Culver City | 90230 | West          |
| 2/11/2014     | A               | Poinsetta Recreation Center       | 7341 Willoughby Avenue    | Los Angeles | 90046 | West          |
| 6/19/2014     | A               | Imperial Courts Recreation Center | 2250 W. 114th Street      | Los Angeles | 90059 | South         |
| 6/19/2014     | A               | Jordan Downs Recreation Center    | 9900 Grape Street         | Los Angeles | 90002 | South         |
| 6/19/2014     | A               | Van Ness Recreation Center        | 5720 2nd Avenue           | Los Angeles | 90043 | South         |

| Date Assessed | Facility Rating | Facility Information            |                        |                   |       | Police Bureau |
|---------------|-----------------|---------------------------------|------------------------|-------------------|-------|---------------|
| 6/17/2014     | A               | Glassell Senior Center          | 3750 Verdugo Road      | Los Angeles       | 90065 | Central       |
| 2/7/2014      | B               | Chevy Chase Recreation Center   | 4165 Chevy Chase Drive | Los Angeles       | 90039 | Central       |
|               | B               | Palisades Recreation Center     | 851 Alma Real Drive    | Pacific Palisades | 90272 | West          |
| 6/19/2014     | B               | Rustic Canyon Recreation Center | 601 Latimer Road       | Santa Monica      | 90402 | West          |
| 12/18/2013    | B               | Alpine Recreation Center        | 817 Yale Street        | Los Angeles       | 90012 | Central       |
| 7/26/2013     | B               | Bellevue Recreation Center      | 826 Lucile Avenue      | Los Angeles       | 90026 | Central       |
| 11/9/2013     | B               | Central Recreation Center       | 1357 E. 22nd Street    | Los Angeles       | 90011 | Central       |

| Date Assessed | Facility Rating | Facility Information                          |                             |             |       | Police Bureau |
|---------------|-----------------|---|-----------------------------|-------------|-------|---------------|
| 2/7/2014      | B               | Cypress Recreation Center                     | 2630 Pepper Avenue          | Los Angeles | 90065 | Central       |
| 2/18/2014     | B               | David M. Gonzales (Pacoima) Recreation Center | 10943 Herrick Avenue        | Los Angeles | 91331 | Valley        |
| 1/18/2014     | B               | El Sereno Recreation Center                   | 4721 Klamath Street         | Los Angeles | 90032 | Central       |
| 2/14/2014     | B               | Harvard Recreation Center                     | 1535 West 62nd Street       | Los Angeles | 90047 | South         |
| 12/14/2013    | B               | Hazard Recreation Center                      | 2230 Norfolk Street         | Los Angeles | 90033 | Central       |
| 1/9/2014      | B               | Lou Costello Recreation Center                | 3141 East Olympic Boulevard | Los Angeles | 90023 | Central       |
| 11/9/2013     | B               | Mar Vista Recreation Center                   | 11430 Woodbine Street       | Los Angeles | 90066 | West          |

| Date Assessed | Facility Rating | Facility Information                      |                       |                 |       | Police Bureau |
|---------------|-----------------|---|-----------------------|-----------------|-------|---------------|
| 6/20/2014     | B               | Oakwood Recreation Center                 | 767 California Avenue | Venice          | 90291 | West          |
| 6/20/2014     | B               | Palms Recreation Center                   | 2950 Overland Avenue  | Los Angeles     | 90064 | West          |
| 2/4/2014      | B               | Panorama Recreation Center                | 8600 Hazeltine Avenue | Los Angeles     | 91402 | Valley        |
| 2/6/2014      | B               | Penmar Recreation Center                  | 1341 Lake Street      | Venice          | 90291 | West          |
| 3/5/2014      | B               | Valley Plaza Recreation Center            | 12240 Archwood Street | North Hollywood | 91606 | Valley        |
| 2/6/2014      | B               | Van Nuys Recreation Center                | 14301 Vanowen Street  | Van Nuys        | 91405 | Valley        |
| 1/18/2014     | B               | Van Nuys - Sherman Oaks Recreation Center | 14201 Huston Street   | Sherman Oaks    | 91423 | Valley        |

| Date Assessed | Facility Rating | Facility Information                |                         |                  |       | Police Bureau |
|---------------|-----------------|-------------------------------------|-------------------------|------------------|-------|---------------|
| 3/6/2014      | B               | Woodland Hills Recreation Center    | 5858 Shoup Avenue       | Woodland Hills   | 91367 | Valley        |
| 6/19/2014     | B               | Algin Sutton Recreation Center      | 8800 S. Hoover Street   | Los Angeles      | 90044 | South         |
| 6/20/2014     | B               | Hubert Humphrey Recreation Center   | 12560 Filmore Street    | Lakeview Terrace | 91331 | Valley        |
| 6/23/2014     | B               | Reseda Recreation Center            | 18411 Victory Boulevard | Reseda           | 91335 | Valley        |
| 6/23/2014     | B               | Studio City Recreation Center       | 12621 Rye Street        | Studio City      | 91604 | Valley        |
| 6/20/2014     | B               | Victory- Vineland Recreation Center | 11117 Victory Boulevard | North Hollywood  | 91606 | Valley        |
| 6/20/2014     | B               | Vineyard Recreation Center          | 2942 Vineyard Avenue    | Los Angeles      | 90016 | South         |

| Date Assessed | Facility Rating | Facility Information                           |                          |             |       | Police Bureau |
|---------------|-----------------|--|--------------------------|-------------|-------|---------------|
| 6/21/2014     | B               | Barry White (South Park )<br>Recreation Center | 345 E. 51st Street       | Los Angeles | 90011 | Central       |
| 6/20/2014     | B               | Harbor City Recreation Center                  | 24901 Frampton Avenue    | Harbor City | 90710 | South         |
| 6/13/2014     | B               | Pecan Recreation Center                        | 145 S. Pecan Street      | Los Angeles | 90033 | Central       |
| 7/16/2014     | B               | Anderson Recreation Center<br>(at Expo Center) | 3980 Bill Robertson Lane | Los Angeles | 90037 | South         |
| 6/19/2014     | B               | William Nickerson Recreation<br>Center         | 11251 Compton Avenue     | Los Angeles | 90059 | South         |
| 6/17/2014     | B               | Yucca Community Center                         | 6671 Yucca Street        | Los Angeles | 90028 | West          |
| 6/21/2014     | B               | Gilbert Lindsay Recreation<br>Center           | 425 E. 42nd Place        | Los Angeles | 90011 | Central       |

| Date Assessed | Facility Rating | Facility Information             |                               |             |       | Police Bureau |
|---------------|-----------------|----------------------------------|-------------------------------|-------------|-------|---------------|
| 6/19/2014     | B               | Jim Gillian Recreation Center    | 4000 S. La Brea Avenue        | Los Angeles | 90008 | South         |
| 6/19/2014     | B               | Loren Miller Recreation Center   | 2717 Halldale Avenue          | Los Angeles | 90018 | South         |
| 6/19/2014     | B               | Rosecrans Recreation Center      | 840 W. 149th Street           | Gardena     | 90247 | South         |
| 6/16/2014     | B               | Hoover Recreation Center         | 1010 W. 25th Street           | Los Angeles | 90007 | South         |
| 6/20/2014     | B               | Mount Carmel Recreation Center   | 830 W. 90th Street            | Los Angeles | 90044 | South         |
| 6/20/2014     | B               | Ritchie Valens Recreation Center | 10736 Laurel Canyon Boulevard | Pacoima     | 91331 | Valley        |
| 6/19/2014     | B               | Saint Andrews Recreation Center  | 8701 St. Andrews Place        | Los Angeles | 90047 | South         |

| Date Assessed | Facility Rating | Facility Information              |                          |                 |       | Police Bureau |
|---------------|-----------------|-----------------------------------|--------------------------|-----------------|-------|---------------|
| 6/16/2014     | B               | Hollywood Recreation Center       | 1122 Cole Avenue         | Los Angeles     | 90038 | West          |
| 6/23/2014     | B               | North Hollywood Recreation Center | 11430 Chandler Boulevard | North Hollywood | 91601 | Valley        |
| 6/20/2014     | B               | Shadow Ranch Recreation Center    | 22633 Vanowen Street     | Canoga Park     | 91307 | Valley        |
| 7/21/2014     | B               | Sunland Senior Citizen Center     | 8640 Fenwick Street      | Sunland         | 91040 | Valley        |
| 7/24/2014     | B               | Van Nuys Multipurpose Center      | 6514 Sylmar Avenue       | Van Nuys        | 91401 | Valley        |

## ATTACHMENT D: MOBILIZATION CHECKLIST

| FACILITY                 |   |
|--------------------------|---|
| <input type="checkbox"/> | Verify facility is not in the disaster impacted area and is in close proximity to individuals and families affected by the disaster.                                  |
| <input type="checkbox"/> | Verify that the facility can allocate space for all participating agencies.   |
| <input type="checkbox"/> | Ensure compliance with all safety regulations, codes and building requirements  |
| <input type="checkbox"/> | Coordinate continued efforts with the Oversight Team.   |
| <input type="checkbox"/> | Coordinate to ensure compliance with expense authorizations.  |
| <input type="checkbox"/> | Ensure that facility can do without regularly scheduled activities for the duration of activation and that facility will not be shared.                               |
| <input type="checkbox"/> | Ensure that facility allows convenient access to public transportation (e.g., highways, main thoroughfares, mass transit), if possible.                               |
| <input type="checkbox"/> | Establish contracts with property managers.   |
| <input type="checkbox"/> | Communicate with ITA representative regarding site location and needs.  |
| <input type="checkbox"/> | Fiscal matters are in accordance with accounting standards and the City's policies and procedures.  |
| <input type="checkbox"/> | Follow Sample Floor Plan ( <i>Attachment H</i> ) for facility set up  |
| <input type="checkbox"/> | Ensure reception, exit, and service provider booths are equipped with necessary supplies – pens, paper, files, etc. See <i>Attachment I</i> for a sample supply list. |
| <input type="checkbox"/> | Ensure facilities are physically accessible, including meetings, breakout rooms, and staff break room.  |

## ATTACHMENT E: EXPANDED ORGANIZATIONAL STRUCTURE

| POSITION  | No. Needed | NAME/AGENCY                 |
|---|------------|-----------------------------|
| LAC Director  | 1          |                             |
| Public Information Officer (PIO)  | 1          |                             |
| ADA Coordinator   | 1          |                             |
| Safety Officer  | 1          |                             |
| <b>OPERATIONS SECTION</b>   |            |                             |
| Operations Section Coordinator  | 1          |                             |
| <b>Reception Branch</b>   |            |                             |
| Greeter   | 1          |                             |
| Staff Check-in Specialist   | 1          |                             |
| Staff Check-out Specialist  | 1          |                             |
| <b>Services Branch</b>  |            |                             |
| County agencies   |            |                             |
| State agencies  |            |                             |
| Federal agencies  |            |                             |
| Community-Based Organization, Faith-Based Organizations, and Non-Profit Organizations |            |                             |
| <b>Security Team</b>  |            |                             |
| Site Security Group Sup   | 1          | LA Police Department        |
| Interior Security Team Leader   | 1-2        | LA Police Department        |
| Security Officers (Exterior)  |            | LA Police Department        |
| Security Officers (Interior)  |            | LA Police Department        |
| <b>LOGISTICS SECTION</b>  |            |                             |
| Logistics Section Coordinator   | 1          | General Services Department |
| <b>Communications Team</b>  |            |                             |
| IT Team Leader  | 1-3        | ITA                         |
| <b>Ordering Team</b>  |            |                             |
| Supply  |            | General Service Department  |
| <b>PLANNING SECTION</b>   |            |                             |
| Planning Section Coordinator  |            |                             |



# ATTACHMENT G: CITY OF LOS ANGELES LOCAL ASSISTANCE CENTER CLIENT INTAKE FORM



## CITY OF LOS ANGELES LOCAL ASSISTANCE CENTER CLIENT INTAKE FORM



(To be presented to each LAC Service Provider.)

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

|               |    |    |      |                  |    |    |      |
|---------------|----|----|------|------------------|----|----|------|
| Today's Date: | MM | DD | YYYY | Evacuation Date: | MM | DD | YYYY |
|---------------|----|----|------|------------------|----|----|------|

Is this your initial visit?     Yes     No

Did you pre-register with FEMA using their "800" number or online?     Yes     No

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

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

Residential Address: \_\_\_\_\_  
(No PO Boxes)

City: \_\_\_\_\_ Zip Code: \_\_\_\_\_ Phone: \_\_\_\_\_

|  |  |
|--|--|
| How many people are in your household? |  |
| How many pets are in your household?   |  |

What are the primary language(s) spoken in the home? \_\_\_\_\_

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

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

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

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

Business Address: \_\_\_\_\_

Business City: \_\_\_\_\_ Zip Code: \_\_\_\_\_ Phone: \_\_\_\_\_

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

---

**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 LAC Director or designee*

*If NO, continue the registration process.*

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

*Contact LAC Director or designee for additional support when needed*

3. Does anyone in the group need immediate medical attention? Yes  No

4. Is there anything a member of the group needs right now to stay healthy while in the LAC? Yes  No

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

5. Does anyone in the group have a disability, or other condition with which he or she needs assistance? Yes  No

6. Does anyone in the group have any daily health and/or medical needs, such as medication, equipment or supplies, etc., that he or she needs help getting? Yes  No

7. Does anyone in the group use a service animal (i.e. dog or miniature horse)? Yes  No

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

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

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

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

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

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

c. Personal assistant/caregiver contact information:

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

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

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

Yes  No

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

# ATTACHMENT I: CITY OF LOS ANGELES LOCAL ASSISTANCE CENTER ACCOMMODATION REQUEST FORM



## City of Los Angeles Local Assistance Center (LAC) Accommodation Request Form

Name of LAC Client: \_\_\_\_\_

LAC Client Mobile Phone Number: \_\_\_\_\_

Text: YES  NO  Videophone: YES  NO

LAC Client Email: \_\_\_\_\_

Facility Name:

Facility Address:

Name of Requestor:

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

Email of Requestor:

Date and Time of Request:

Date and Time Service is Requested (if applicable):

Delivery Location (if other than facility address):

Accommodation(s) requested:

Assistance with reading and/or filling out forms

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

-----

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

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

Staff Name: \_\_\_\_\_ Phone # \_\_\_\_\_

Original filed with LAC Director's Toolkit: \_\_\_\_\_

(Signature/Date/Time)

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

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

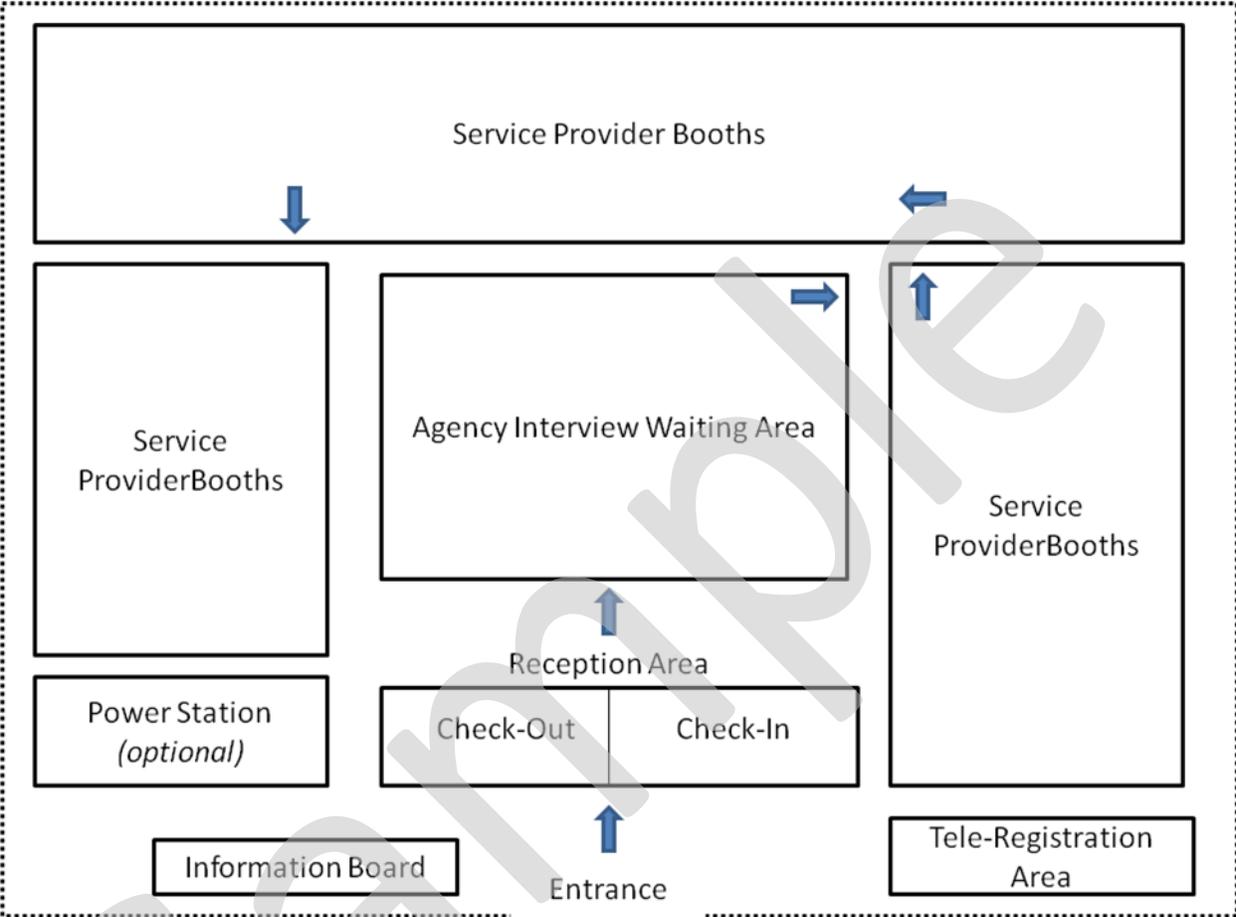
\_\_\_\_\_  
*(Signature/Date/Time)*

**Resource received and provided to LAC Client:**

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

Sample

ATTACHMENT J: SAMPLE FLOOR PLAN



## ATTACHMENT K: LOCAL ASSISTANCE CENTER EQUIPMENT LIST

### Essential Supplies

| Type                           | Quantity (minimum)   | Quantity (recommended)       | Provided By   |
|--------------------------------|--|------------------------------|---------------|
| Chairs                         | 75   | 100                          | Rec and Parks |
| Clipboard                      | 1  | 2                            |               |
| Desk Trays                     | 1 set  |                              |               |
| Duct Tape                      | 1 roll   |                              |               |
| Easel Paper                    | 1 pad  | 1 pad                        |               |
| Easel Stands                   | 1 stand  | 2 stands                     |               |
| Erasers                        | 6  | 6                            |               |
| Extension Cords                | 5  | 1 per service provider booth | ITA           |
| Forms (LAC)                    | 1  |                              |               |
| Laptops                        | 10   | 10                           | ITA           |
| Marking Pens                   | 1 box (multicolored if possible)   | 1 box                        |               |
| Masking Tape                   | 1 roll   |                              |               |
| Message Pads                   | 2  |                              |               |
| Paper (Pads)                   | 1  | 5                            |               |
| Paper Clips                    | 2 boxes  | 4 boxes                      |               |
| Pens                           | 1 box  | 10 boxes                     |               |
| Pencils                        | 1 pack   | 5 packs                      |               |
| Pencil Sharpener(Non-electric) | 1  | 3                            |               |
| Power Strips                   | 5  | 10                           | ITA           |
| Rubber Bands                   | 2 boxes  |                              |               |
| Sealing Tape                   | 1 roll   |                              |               |
| Scissors                       | 1  |                              |               |
| Sheet Protectors               | 1 pack   |                              |               |
| Shredder                       | 1  |                              |               |
| Signs                          | 1 set (Participant signs service provider booths, directional, informational etc.) |                              |               |
| Staplers                       | 1  | 5                            |               |
| Staples                        | 2 boxes  | 10 boxes                     |               |
| Sticky Notes                   | 12 (Various Sizes)   |                              |               |
| Tables                         | 25   | 30                           | Rec and Parks |
| Tape Dispenser and tape        | 2  | 4                            |               |

|                       |    |    |     |
|-----------------------|----|----|-----|
| Telephones with lines | 10 | 10 | ITA |
| Three Hole Punch      | 1  | 2  |     |

### Recommended Supplies

| Type                                  | Quantity (minimum)        | Quantity (recommended) | Provided By |
|---------------------------------------|---------------------------|------------------------|-------------|
| All in one printer/fax/scanner/copier | 2                         | 4                      | ITA         |
| Batteries (Double AA)                 | 1 pack                    | 1 pack                 |             |
| Caution Tape                          | 1 roll                    | 1 pack                 |             |
| Envelopes (Catalog)                   | 1 box                     | 1 box                  |             |
| Envelopes (Plain)                     | 1 box                     | 1 box                  |             |
| Hand Truck                            | 1                         |                        |             |
| Labels                                | 1 pack                    |                        |             |
| Labeler/Tape                          | (Includes ¼, ½, 1" tapes) |                        |             |
| Laptop Computers                      | (minimum)                 |                        |             |
| Paper (Plain)                         | 1 box (5000 sheets)       |                        |             |
| Mask (respirator)                     | 1 box                     |                        |             |
| Push Pins                             | 1 pack                    | 1 pack                 |             |
| Rope/Chord                            | 1 pack (Optional)         |                        |             |
| Trash Cans                            | 2                         | 4                      |             |
| White Out                             | 1 bottle                  | 4 bottles              |             |

# ATTACHMENT L: POST LOCAL ASSISTANCE CENTER ACTIVATION CRITIQUE TEMPLATE

[ENTER NAME OF INCIDENT}  
**LOCAL ASSISTANCE CENTER CRITIQUE**  
[ENTER DATE OF LAC ACTIVATION]

Please answer the following questions in an effort to help us make the coordination and operation of the LAC more efficient.

Name of Service Provider:

City   County   State   Federal   NGOs   FBO   CBO   PNP

Date(s) and hours worked:

Number of clients assisted:

Busiest hours of operation:

Were there any City, County, State, Federal, NGOs, FBOs, CBOs, and PNPs that should have been represented at the LAC?

Other observations:

Suggestions for future LAC activations:

Please list supplies or other materials (including information) that would have been helpful to have while staffing the LAC:

# If you need:



ASL Interpreter

Large  
Print

Materials In Large Print



Materials in Braille



Assistive Listening Device



TTY



Someone to explain

# JUST ASK!



FEMA

# ATTACHMENT N: ASSISTIVE TECHNOLOGY CACHE

The City of Los Angeles Emergency Management Department (EMD) has developed and implemented a Deployable Shelter Cache Program to support Mass Care and Sheltering Operations during a large-scale emergency. As such, it maintains ten (10) individual supply caches, each of which contains the following items relevant to making LACs accessible to those with disabilities and others with access and functional needs.

| <b>PRODUCT DESCRIPTION/ CATEGORY</b>  |
|---|
| <b>Durable Medical Equipment</b>  |
| Canes, Quad(1ea-Small Base; 1ea-Large Base; 1ea-Bariatric)  |
| Canes, White  |
| Crutches, Adult   |
| Crutches, (Pediatric) Youth   |
| Dressing Aid Sticks   |
| Iv Pole 5 Castor  |
| Walker, Dual Release(1ea-Standard W/Wheels; 1ea-Heavy Duty W/Wheels; 1ea-Bariatric W/Out Wheels; 1ea-Standard W/Out Wheels) |
| Wheelchair Ramp with Railings, Portable (1ea -6')   |
| Wheelchair Transfer Boards  |
| Wheelchairs, Adult(1 - Standard 18"; 2- 20", 2ea W/Footrests; 1ea Elevating Leg Rest Attachments)                           |
| Wheelchairs, Adult Extra Large (To 450 Lb Capacity; 1ea W/Footrest)   |
| Wheelchairs, Pediatric (1ea-W/Footrest)   |
| Wedge (Comfort Wedge, Separate From Bariatric Wedges)   |
| Ropak 4548 Storage Container Lid  |

|  |
|--|
| Ropak 5648 Storage Container Lid   |
| Ropak 4548 Storage Containers  |
| Ropak 5648 Storage Containers  |
| Door knob lever extenders (2 per order)  |
| <b>Assistive Technology for communication low hearing support</b>  |
| Visual Language Translator for Disaster Assistance and Medical Assistance w/10 Languages and cover customization for the EMD |
| Duett communicator w/headphones and earbuds  |
| Neck loop  |
| Caption Telephone Service  |
| TTY Equipment  |
| 10X Hand held whiteboards  |
| 12X dry erase markers  |
| Restaurant style vibrating paging system with 5 pagers to notify individuals of announcements or critical information.       |
| Personal listening amplifiers  |
| In-Line Telephone amplifiers   |
| Portable telephone amplifiers  |
| <b>Assistive technology for low vision support</b>   |
| MH4LED- 4X (12D) Hand-Held Illuminated Magnifier- \$33.00 (catalog price)  |
| MH5LED-5X (16D) Hand-Held Illuminated Magnifier- \$33.00 (catalog price)   |
| Description: 4x12 Walters Monocular-   |
| 6x16 Walters Monocular   |

Amber Wrap sunglasses (Cocoons or NOIR)

Noir- Wrap Around 10% Amber, IR.

Noir- Wrap Around 16% Amber-

Cocoons Low Vision Aviator (XL) - Soft Touch Black Frame - Polaré Hazelnut Filters

Life Gear Mini Max LED Flashlight with Red Tail Emergency Flasher