

MAY 12, 2015



MASS CARE AND SHELTER PLAN

OPERATIONAL AREA ANNEX



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Santa Clara County Emergency Operational Area Council
Mass Care and Shelter Ad-hoc Committee
chaired by Jason Baker.

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Operational Area Cities

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MASS CARE AND SHELTER PLAN OPERATIONAL AREA ANNEX

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PREFACE AND MAINTENANCE



PREFACE AND MAINTENANCE

PREFACE

Mass care and shelter is an organized way of providing shelter, feeding, sleeping and sanitary accommodations for large numbers of people temporarily displaced from their residence by large-scale natural or man-made emergencies or disasters. This plan outlines policies and guidelines that will aid in addressing the need for temporary protective shelter and feeding of the general population affected by a large-scale emergency, major disaster, or precautionary evacuation. This plan is general in nature and written to augment existing checklists and standard operation procedures (SOPs) currently in place. It is the intent of this document to create a framework for preparations, response, and recovery within existing statutory obligations.

This plan does not apply to day-to-day small-scale emergencies. Typically, the local American Red Cross (Red Cross) Chapter is capable of responding to day-to-day emergencies that require sheltering, using their own resources.

MAINTENANCE AND REVISION HISTORY

This Mass Care and Shelter Plan serves as an annex to the County of Santa Clara Operational Area Emergency Operations Plan (OA EOP). This Mass Care and Shelter Plan is maintained by the County of Santa Clara Social Services Agency and will be reviewed and revised, as necessary every three (3) years.

The plan may also be updated after an exercise or changes in procedure, law, rules or regulations pertaining to mass care and shelter operations.

Revision Number	Revision Date	Section of Plan Revised	Revised by	Comments
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No. 2				
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PURPOSE, SCOPE, SITUATION, AND ASSUMPTIONS



PURPOSE, SCOPE, SITUATION AND ASSUMPTIONS

PURPOSE

This Mass Care and Shelter Plan is an annex to the County of Santa Clara Operational Area Emergency Operations Plan (OA EOP) and addresses the actions that will be taken at the operational area (OA) level to mitigate the impact of a major or catastrophic incident on the affected population. This plan describes the provisions to give displaced persons access to mass care when impacted by a disaster. As defined by the [National Response Framework \(NRF\) Emergency Support Function #6 \(ESF #6\)—Mass Care, Emergency Assistance, Housing and Human Services Annex](#) and [California Emergency Function 6 \(EF#6\) Care and Shelter Annex](#) mass care includes sheltering, feeding operations, bulk distribution of emergency items, and collecting and providing information on victims to family members. This Plan is a functional annex to the OA EOP and works in conjunction with other OA EOP functional annexes. It is also consistent with state emergency plans.

SCOPE

The Mass Care and Shelter Plan addresses mass care preparedness, response, and recovery activities during local and state emergencies, incidents of national significance, and presidentially declared emergencies or major disasters. This plan applies to all operational area public, private, and non-governmental organizations (NGOs) with operational responsibilities for mass care. This plan is designed to guide response in emergencies that require the mass care and shelter of affected and displaced individuals at a level that exceeds the established operating capabilities in their affected jurisdiction.

All activities are in accordance with the state Standardized Emergency Management System (SEMS), which has been integrated with the federal National Incident Management System (NIMS). SEMS practices used during multi-agency or multi-jurisdictional emergency management shall be followed. Local governments must use SEMS to be eligible for reimbursement of disaster-related costs.

Although not always explicitly stated in the plan, providing services to people with disabilities, and others with access and functional needs is implicit throughout the plan. There are specific places where access and functional needs are discussed separately, but these discussions do not imply that these topics are the only ones where these services are covered. Additionally, for all activities described in this plan the physical, behavioral, and mental health needs of responders will be monitored and addressed, as needed.



PURPOSE, SCOPE, SITUATION, AND ASSUMPTIONS

The overall objectives of mass care and shelter operations are to:

- Coordinate and provide food, shelter, emotional support, and other basic disaster-caused needs.
- Coordinate and provide service to reunite separated families or respond to inquiries from relatives and friends outside of the affected areas.

The effectiveness of the emergency response is largely predicated on the preparedness and resiliency of the community. This plan was developed in collaboration with stakeholders from operational area cities/towns, Collaborating Agencies Disaster Relief Effort (CADRE), NGOs, county departments, state agencies and departments, and the Red Cross. These stakeholders represent emergency management; fire service; social services; parks and recreation; public health; and access and functional needs service providers.

This plan supports a whole community approach. While disasters affect everyone, it is recognized that people with disabilities and others with access and functional needs may require more assistance than others to gain access to disaster relief services. All efforts will be made to support the needs of these groups.

SITUATION OVERVIEW

California law places primary responsibility for emergency mass care and shelter at the local jurisdiction level. The [California Health and Safety Code](#), the [California Emergency Services Act](#), and the [California Disaster and Civil Defense Master Mutual Aid Agreement](#) outline responsibilities, planning requirements, and resource commitments. As per the [California Health and Safety Code, Sections 34070–34072](#), local government is to provide or contract with recognized community organizations to make emergency or temporary shelter available for people displaced by a natural disaster or other emergency. California's State Emergency Plan and SEMS put local government at the first level of response for meeting the disaster needs of people in its jurisdiction. Local emergency ordinances outline local powers, roles, and responsibilities and provide for the development and adoption of local emergency plans.

Mass care support may be needed throughout the OA for both the direct and indirect impacts of an emergency or disaster.

Based on the County's [Local Hazard Mitigation Plan](#) there are several emergencies for which shelters may be required, and it is expected that large, heavily populated areas, or segments of an area, may need to be evacuated or relocated if a disaster occurs, creating a demand for mass care services.



- The OA is vulnerable to the following hazards: fire (urban/wildland); tsunami; earthquake; liquefaction; dam failure; flood; mudslides; severe weather; hazardous materials release; transportation, infrastructure and/or technology failures; civil unrest; pandemics and attacks using or potentially using chemical, biological, radiological, or nuclear weapons or explosives.
- The OA's population exceeds 1,862,000 residents and covers 1,290 square miles.¹
- There are an estimated 327,900 children ages 5-17 in school daily during the school year from mid-August to mid-June.
- Approximately 189,900 residents, or 10.2% of the OA population, are living at or below the poverty line.
- Approximately 379,000 residents, or 20.4% of the OA population, have limited English language proficiency.
- An estimated 63.5% of the OA populations have household pets.
- More than 141,000 people, or 7.7% of the population, have access and functional needs (AFN)². All mass care plans must comply with the Americans with Disabilities Act (ADA). Persons with access and functional needs must have access to mass care programs, services, and facilities.
- On a daily basis, there are approximately 209,000 commuters coming into Santa Clara County and 109,287 leaving the county for work.³

ASSUMPTIONS

This plan assumes the following conditions, circumstances, and/or actions that are anticipated to occur.

Local jurisdictions will provide shelter within their sphere of influence (addressing the needs of adjacent unincorporated areas). To supplement the Red Cross, the OA and its jurisdictions will provide trained staff and volunteers to manage and operate shelters. Local jurisdictions will be responsible for assuring the physical safety at shelters as deemed appropriate by that jurisdiction. In conjunction with the local jurisdiction, the Red Cross will serve as the primary support agency responsible for opening and operating shelter facilities, handling feeding operations; establishing emergency aid stations, and bulk distribution of emergency items; and collecting and providing information on displaced persons to family members. While it does not direct other NGOs, the American Red Cross takes the lead in integrating the efforts of many national NGOs that provide mass care services during response operations.

¹ <http://quickfacts.census.gov/qfd/states/06/06085.html>

² [U.S. Census Bureau 2011-2013 3-year American Community Survey-Disability Characteristics](http://www.census.gov/newsroom/press-releases/2013/cb13-r23.html)

³ <http://www.census.gov/newsroom/press-releases/2013/cb13-r23.html>



PURPOSE, SCOPE, SITUATION, AND ASSUMPTIONS

Neighborhood organizations and local groups, some without training, will emerge to provide care and shelter support independent of local government. NGOs, community-based organizations (CBOs), and faith-based organizations (FBOs) that normally respond to disaster situations will do so. In addition, CBOs that provide social services and serve populations with access and functional needs will initially be overwhelmed with requests for service.

The percentage of the affected population that seeks mass care and other resources is dependent on the size, scope, and nature of the incident. Local, state, and federal resources will be available and proportional to the situation's severity and the assistance needed. State and federal resources may not be available for minimally 3 days and possibly 7 days or more after a catastrophic incident. Local jurisdictions should plan on limited external resource assistance for up to 7 days.

Santa Clara County is planning that 186,000 or 10% of the county population has the potential of being displaced, and anticipates 18,600 of that group will seek public shelter.

For other services such as mass feeding and bulk distribution, need will depend upon the nature of the disaster. For significant earthquakes, Santa Clara County assumes the majority of the population could be without water and essential supplies.

Some residents who suffer structural damage to their home following a major disaster will choose to remain on their property, but will still have needs and expectations for disaster assistance from local government. Some of the affected population seeking shelter will have access and functional needs, and may need additional assistance. Individuals in need of additional assistance may include, but are not limited to the following:

- Seniors age 65 or older
- People who are medically fragile or dependent
- People with disabilities (including children)
- People who have limited English proficiency or are non-English speaking
- People who have limited mobility or hearing or vision impairment
- Unaccompanied minors
- Visitors, out-of-county commuters, and in-transit travelers
- People who are economically disadvantaged
- People who are homeless
- People with pets
- People with special dietary needs
- People with diverse religious practices
- People who need to register with a government agency
- Infants, toddlers, and school-aged children



To the extent required by law, service animals shall remain with their owner throughout every stage of disaster assistance. When a service animal is in a shelter, the animal's owner is responsible for its feeding, care, and supervision. Household pets will be treated as the law requires. Household pets are not allowed in Red Cross Shelters.

The Operational Area Emergency Operations Center (OA EOC) will be activated for an incident with a large mass care need. Consistent with the OA EOP, the OA EOC will support local governments and coordinate response efforts.

In a large-scale disaster, mass care activities will require an influx of resources from outside the area. A full complement of resources will be contingent on the scope and severity of the incident; impact to the transportation infrastructure; and ability to move resources and supplies into and within the affected area. It is understood that mutual aid from unaffected jurisdictions and from state and federal emergency agencies may be available.

Volunteers living in the local area may also be affected and unable to respond.

State, Federal, and Emergency Management Assistance Compact (EMAC) resources will be extremely limited the first few days due to high demand during a disaster in which there has been widespread damage to transportation infrastructure and access to recovery resources.

Some displaced residents will converge on public parks and open spaces as an alternative to using indoor mass care shelters due to distrust of building integrity.

Cities may open Local Assistance Centers (LACs) for local residents to go for disaster-assistance information. Coordination of LACs across jurisdictions could be required based on available resources.

Schools may be used as temporary shelter-in-place sites for the student population. If sheltering of the general population is conducted at the same site, the two populations will have separate operations and be in separate areas within the school campus.

Incidents in the region beyond the OA may cause regional residents to migrate to the OA in significant numbers.

Lastly, in a large-scale disaster, infrastructure will be affected, which will impact services at mass care operations. Some areas of the OA are more susceptible than others to different types of large-scale emergencies, incidents, and disasters (e.g., earthquake, flood, wildfire).



CONCEPT OF OPERATIONS



CONCEPT OF OPERATIONS

The Concept of Operations section explains the overall operational approach of the OA, and the structure of its mass care response operation. This section specifies the conditions under which mass care services will be provided and describes the methods that will be used to activate and manage mass care operations. Several factors must be considered when planning for a mass care operation. Among these are the characteristics of the hazard or threat; and the magnitude, location, duration, and impact on the local community. This section will cover the preparedness, response, and recovery phases of mass care.

The Public Welfare Branch of the OA EOC must be prepared to open when an incident has created the need for a mass care and shelter response. Local cities/towns have responsibility for mass care and shelter operations within their own jurisdictions. When the local jurisdictions' resources are exhausted and additional mass care and shelter resources are needed or if assistance is needed to continue existing sheltering operations, the local jurisdiction will notify the OA EOC of the need for additional mass care and shelter resources.

SHELTERING

This section outlines an overarching process to identify, prepare, staff, activate, operate, and close shelters. For the purpose of this plan, the term shelter refers to general population shelters. Any specialized shelters will be identified as such (i.e., medical needs shelter, household pet shelter).

This section describes preparedness activities and needs for opening and operating multiple shelters if a large scale or catastrophic disaster occurs, as well as the support system required for sheltering operations. The Red Cross Sheltering Handbook⁴ is designed to give shelter managers the information and background needed to effectively manage and facilitate a Red Cross shelter.

A) Preparedness

1) Shelter Site Selection

Identify local facilities that may potentially be used to shelter people in a disaster.

⁴ Access to the Red Cross Sheltering Handbook is available through your local Red Cross Office.



The Red Cross maintains a list of pre-identified potential shelter sites throughout Santa Clara County in the National Shelter System (NSS), a list of which is provided to the OA EOC on an annual basis.

Local jurisdictions may identify additional facilities to be used as shelters.

Shelter site inspections for access and functional needs items will be conducted with the Red Cross.

- a) Each jurisdiction will coordinate with the Red Cross for full shelter criteria and assessment.
- b) Types of potential shelter sites
 - Publicly owned facilities include schools, recreation centers, senior centers, auditoriums, fairgrounds, and stadiums.
 - Privately owned facilities include faith-based facilities (e.g., churches, synagogues, and temples), private schools, colleges and universities, recreation centers, community centers, and empty buildings (e.g., former grocery stores and department stores).
 - Consider including non-traditional shelters, as designated structures could be damaged or destroyed.

2) Shelter Survey

Work with the Red Cross to assure completion of a Shelter Facility Survey Form and CADRE Accessibility Checklist of potential shelter sites (See Appendix A).

- a) The OA utilizes Red Cross shelter guidance for shelter assessment and site selection.
- b) Sites will be inspected to meet ADA accessibility.
- c) Staff will be trained in the use of shelter survey tools.
- d) Other types of potential shelter sites (e.g. non-traditional and medical needs shelters) are addressed later in this plan or in other plans.
- e) Separate household pet shelters should be placed near the public shelters, if possible.

3) Shelter Agreements

A shelter agreement, combined with a Shelter Facility Survey (See Appendix A), is used to establish understanding and agreement of use between the owner of the facility and the local jurisdiction using it as a shelter. Typical components of an agreement include authorization procedures, access procedures, terms of use, length of use, return of facility, and a hold harmless clause.



4) Shelter Inventory

- a) The Red Cross will enter surveyed shelter sites that are potentially available for use in a disaster into the NSS database. Local jurisdictions may maintain an additional inventory of non-NSS shelters.
- b) In developing shelter inventories⁵, local jurisdictions may differentiate between primary and secondary shelter sites.
 - Primary shelter sites – Primary sites meet most of the criteria identified earlier in this section. They can handle large numbers of the affected population in shelters, and are accessible for people with access and functional needs. Primary sites will be utilized first when there is a need to open disaster shelters, thus a significant pool of primary sites is preferred.
 - Secondary shelter sites – Secondary sites do not meet all criteria, yet may be advantageous for neighborhood based sheltering and, with modification, can be ADA compliant.
- c) Medical needs shelter locations should be planned by Public Health near general population shelters. Medical-needs shelter planning is fully addressed in the Santa Clara County Public Health Department Medical Needs Shelter Plan.
- d) Maintain a list of locations that can accommodate household pet shelters near general population shelters.

5) Shelter Organization Support Structure

- a) Identify local jurisdiction employees who may be trained pre-event to serve as:
 - Shelter managers
 - Assistant shelter managers
 - Functional Assessment Service Teams (FAST) members
 - Behavioral/Mental health support workers
 - Managers of the overall mass care and shelter function.
- b) Set up organizational structure to address the required functions such as:
 - Management of shelter
 - Safety inspections
 - Registration and support of clients
 - Identification of resources for people with access and functional needs, including but not limited to:
 - Assisted communication devices

⁵ See Red Cross Shelter Map Appendix D



- Paratransit vehicles
- Identification of transportation routes and resources to support access to the shelter by the community
- c) Establish lines of communication and coordination with the appropriate EOC
- d) Establish media plan with Public Information Officer (PIO)
- 6) Train Shelter Support Teams
 - a) Contact the Red Cross to set up mass care partnership training prior to the disaster. Possible sources from which to recruit staff are:
 - Local jurisdiction employees with specialized skills needed to support shelter operations such as:
 - Bilingual employees
 - Employees with work or life experience working with and assessing the needs of people with disabilities and access and functional needs
 - Health professionals with current licenses
 - In cases in which schools become disaster shelters, school personnel may assist in their own facility.
 - b) Train local jurisdiction personnel, NGO staff, and volunteers in shelter operations and management.
 - c) Local jurisdictions should maintain a roster of employees and volunteers who are trained as mass care workers. Their contact and availability information should be routinely updated.
 - Local jurisdictions should ensure that all Disaster Service Workers (DSW) assigned to Red Cross shelters and involved in client contact have passed an appropriate level of background check
 - Emergency Volunteer Centers (EVC) may be used to provide staffing for shelter support activities
 - Volunteers/DSWs who do not have an appropriate level of background check can only work in restricted roles (e.g. roles without client contact)
 - d) Periodically, conduct exercises of the shelter plans and incorporate mass care objectives into exercise programs.
- 7) Housing Resources

Become familiar with housing resources and their capabilities (e.g., Housing and Urban Development (HUD), CADRE, hotels/motels)



8) Administrative Records

- a) Review of state and federal reimbursement policies and requirements should be made and taken into consideration in the development of mass care and shelter planning to ensure maximum cost reimbursement.
- b) Discussions should occur during planning phases to identify what types of administrative records will need to be shared with EOCs. Also, NGOs may have protocols that need to be considered.
- c) Shelter management staff shall maintain accurate administrative records, including personnel and labor hours; tracking of food, supplies, and repairs, and other expenses incurred by the emergency shelter operation.
- d) [Federal Emergency Management Agency Disaster Assistance Policy 9523.19 - Eligible Costs Related to Pet Evacuations and Sheltering](#) has a definition for “household pets” that determines allowable reimbursement costs for household pet sheltering.
- e) Federal assistance is outlined in the [Pets Evacuation and Transportation Standards \(PETS\) Act of 2006](#)

B) Response

The protocol for opening shelters includes identifying the need for shelters and opening them when typical resources may be limited. For detailed information, refer to the Red Cross Sheltering Handbook. All response activities follow the Incident Command Structure (ICS).

1) Sheltering Operations - Deciding to open a shelter

The decision by the local jurisdiction to open a shelter will vary based on the scope and size of the incident.

- Consult with the Red Cross and/or other appropriate mass care provider, if available
- Estimate shelter requirements
- Determine pre-identified shelters that are available for use
- Notify OA EOC or County of Santa Clara Office of Emergency Services (OES) Duty Officer of shelter location(s)/requirements
- Notify potential shelter staff of decision to open shelters
- Discuss shelter media needs with Public Information Officer (PIO)
- Ensure announcements on shelter sites, and related updates are provided to the public.
- Open designated shelters, when resourced to do so
- Re-evaluate ongoing sheltering needs as incident unfolds



2) Shelters Located in Neighboring Jurisdictions

- a) Sometimes the nearest shelter for residents of one jurisdiction will be located in an adjacent jurisdiction. The jurisdiction whose residents are being sheltered bears the primary responsibility for mass care and shelter operations.
- b) It is imperative that a liaison officer be assigned to the shelter from the responsible jurisdiction. This assignment will facilitate the flow of information and resource needs from the shelter to the responsible local jurisdiction.
- c) The responsible local jurisdiction may ask the providing jurisdiction to provide some or all of a particular shelter service. If the providing jurisdiction is unable to assist or can provide only a portion of the requested assistance, a resource request will be submitted to the OA EOC as soon as possible to allow the requirement to be fulfilled.

3) Request for Operational Area Shelter Support

- a) Local jurisdictions have responsibility for mass care and shelter operations within their own jurisdictions. When a local jurisdiction's resources are exhausted and additional mass care and shelter facilities are needed or assistance is needed to continue the existing sheltering operations, the local jurisdiction will notify the OA EOC of the need for additional mass care and shelter resources. The OA EOC will support and coordinate resources to the local jurisdictions.
- b) If a local jurisdiction determines the need to request assistance from the OA EOC, the jurisdiction should be prepared to provide the following information:
 - The incident type causing the evacuation/shelter
 - When the incident occurred
 - Where the incident is located
 - How long the population will be affected
 - Additional resources that may be needed to support the shelter
 - Number of people evacuated/displaced
 - Number of people requiring shelter
 - Existing shelter(s) and location(s)
 - Number of people in the shelter(s)
 - Any details regarding access and functional needs, to include service animals
 - Anticipated number of household pets



- c) The local jurisdiction is responsible for continual coordination of mass care and shelter services, even after the county provides support to the local jurisdiction.
- d) In the event of a major incident, when local jurisdictions exceed their resources and/or if multiple jurisdictions require sheltering resources, the OA EOC will take on a coordinating function.
- e) The OA EOC will coordinate with the local jurisdiction mass care lead(s) and the Red Cross and jointly determine shelters that should be opened based upon the current circumstances.

4) Non-conventional/Non-traditional sheltering

When traditional sheltering is unavailable, not feasible, or when the impact of the incident is of such magnitude that extended shelter operations are required, non-conventional/non-traditional shelters may become necessary (e.g., school dorm facilities, hotels, motels, churches, mega-shelters, open space shelters, cruise ships, and spontaneous community shelters).

5) Sheltering Cost Administration

The local jurisdiction is responsible for tracking their costs associated with sheltering, implementing administrative/reimbursement processes, and submitting required paperwork for any associated reimbursement opportunities. The Red Cross is responsible for tracking their own costs.

6) Shelter Operations – Before opening the shelter

a) Building Inspection

In a disaster that may have affected a shelter building's structural integrity, building and safety inspectors will inspect each shelter site before occupancy. If the disaster involves an earthquake – inspections may be necessary after any aftershocks.

b) Site Inspection

- Inspect the shelter site with the facility owners/operators. (see Appendix A for Facility/Shelter Opening and Closing Inspection Form)
- Implement additional inspection requirements as needed for non-conventional/non-traditional shelter sites.

c) Activate Personnel

- Volunteers and DSWs should be notified of pending assignment
- Local jurisdiction staff and volunteer DSWs need to be managed by the agencies deploying them



- Upon arrival at the shelter, local jurisdiction staff and volunteer DSWs will be managed by the agency operating the shelter.

d) Establish Communications

- Initiate processes to keep the OA EOC apprised of the status of open shelters and updated on occupancy levels.
- If accessible, use the Shelter Status Board in WebEOC to maintain status of shelters.
- Coordinate with the Public Information Officer (PIO) within the Management Section of the OA EOC to ensure that any needed public information is released about anticipated shelter operations.

7) Shelter Operations - Opening the Shelter

a) Coordinate Resources and Supplies

- Initiate request protocols with the coordinating entity for supply and resupply as needed.
- Activate documentation and record-keeping activities. Maintain accounting and tracking of all operational and financial records for submission for reimbursement.⁶

b) Activate Vendor Agreements

The OA EOC Public Welfare Branch will activate the sheltering agreement established with the Red Cross to open shelters. Verify facility availability with the point of contact identified on the Shelter Agreement.

c) Initiate Shelter Registration

Use of the American Red Cross Shelter Registration Form and Registration Intake Form (See Appendix A) is recommended.

Establish arrival points and reception, as appropriate. Some jurisdictions may operate reception sites for the intake and distribution of the affected population to shelters or other appropriate facilities.

d) Maintain Contact with the Local Jurisdiction EOC.

Maintain ongoing contact with the city EOC and/or OA EOC to report the following:

- Operational updates
- Shelter capacity and occupancy
- Access and Functional Needs

⁶ [FEMA Disaster Assistance Policy 9523.15 - Eligible Costs Related to Evacuations and Sheltering](#)



- Quantity of meals needed
 - Supply status and needs
 - Problems/issues
- e) Provide Medical and Physical Health Support Services
- Use triage processes at arrival points to assess medical and mental health needs.
 - Identify and screen displaced persons that may have been exposed to the hazards posed by the disaster. Refer as necessary to medical needs shelters.
 - Transport displaced persons needing care that cannot be provided at the general population shelter to appropriate treatment or medical facilities or areas designated by the OA EOC Medical/Health Branch.
 - The Red Cross provides medically trained personnel for Red Cross shelters.
 - Activate Medical Volunteer Disaster Responders (MVDR) for shelters through the OA EOC Medical/Health Branch.
 - Request the OA EOC Medical/Health Branch address sanitation and vector control concerns.
 - Request the OA OEC Medical/Health Branch address communicable disease concerns and shortfalls in meeting health needs.
 - Establish a plan for assisting with obtaining prescription refills, any necessary adaptive aids, and durable medical equipment, as needed and if possible.
- f) Provide Behavioral/Mental Health and Spiritual Care Support Services⁷
- Activate behavioral/mental health support resources for shelters, including qualified and credentialed mental health providers in shelters, or to which shelters can refer the displaced population for mental health issues through the OA EOC Medical/Health Branch.
- Incorporate spiritual care support resources for shelters, when available and requested by shelter clients, to include qualified spiritual care providers to which shelters can refer the displaced population.
- The Red Cross provides behavioral/mental health professionals and spiritual care staff for Red Cross shelters.
 - Activate MVDR for shelters through the OA EOC Medical Operations Branch.
- g) Provide Access and Functional Needs Support Services

⁷ State of California Mental/Behavioral Health Disaster Framework December 17, 2012.



- Provide assisted communications devices, translation, and/or interpretation support for shelters as needed through the OA EOC Public Welfare Branch, in coordination with the OA EOC Medical/Health Branch.
- Request specialized supplies and/or equipment through the OA EOC Public Welfare Branch for those with access and functional needs in the shelter.
- For persons who require transportation (e.g., to the shelter, from the shelter to medical and other appointments), transportation resources will be provided when available, including paratransit assistance for persons with access and functional needs.
- Service animals must remain with their person/handler to the extent required by law.

h) Internal Shelter Communications

It will be necessary to communicate in a variety of manners with the shelter population to keep them informed of the status of the disaster (e.g., availability of emergency childcare services, locations of local assistance centers, etc.). Additionally, it is important to include information they may need in order to return to their homes post-disaster.

i) Provide Companion Animals Sheltering

Activate animal sheltering resources to support co-location of companion animals through the OA EOC Animal Care Unit. For additional information, see the County of Santa Clara Emergency Operations Plan Animal in Disaster (AiD) Annex.

C) Recovery

1) Demobilization of Shelters

Shelters will remain open until residents can return to their pre-disaster living conditions or make other arrangements for housing. The demobilization process may include shelter consolidation for more efficient operations.

a) Determine and initiate triggers for demobilization such as:

- Decreased number of people requiring shelter
- Incident-related “all-clear”
- Lack of activity over several days

b) Local jurisdictions’ EOC should coordinate with the OA EOC Public Welfare Branch to determine when to close shelters.



- c) The jurisdiction that originally set up the shelter should be a part of the decision to demobilize the shelter.
 - d) Develop and initiate effective media plan for notification of closure and implement outreach through the PIO.
 - e) Ensure the OA EOC Public Welfare Branch coordinates with shelter management for status updates.
 - f) Local jurisdictions should identify any community resources and agencies that will be needed to ensure shelter population has alternate housing arrangements (e.g., NGOs, CBOs, and FBOs).
 - g) Consider interim housing needs. (See #2 below)
 - h) Implement a media plan identifying community resources aiding recovery through the PIO, coordinated with the city/county EOC.
- 2) Interim to Long-Term Housing⁸

OA and local jurisdictions will determine which agencies can support the affected population's housing needs. If there will be housing needs following demobilization, work with agencies in advance such as:

- City housing departments, if feasible and applicable
- Housing and Urban Development may provide rental assistance
- FEMA may provide interim rental and housing assistance
- Nonprofits such as Voluntary Organizations Acting in Disaster (VOAD)
- Other housing resources (e.g., hotels, motels, apartment complexes, local congregations, and trailer parks)

3) Logistics

- a) Develop and initiate processes to identify and inventory surplus resources; return surplus resources through regular logistics to the original resource provider (e.g., local, State, Federal).
- b) Develop and initiate processes to identify equipment damage and unsafe conditions; identify damage requiring immediate attention or isolation for further evaluation.
- c) Conduct a site assessment with facility owners/operators. See the Facility/Shelter Opening and Closing Inspection Form (See Appendix B).

4) Recovery Services

The affected population will need assistance in identifying where to go for services to meet their specific disaster recovery needs. Disaster relief organizations (e.g., the Red Cross, Salvation Army, and FEMA), along with other government, faith, and community-based relief programs, may all initiate

⁸ Specific guidance in this area is available from the [National Disaster Housing Strategy Resource Center](#).



recovery services for disaster victims. Local government should consult and initiate discussion with these organizations on recovery issues such as:

- a) Establishment of local assistance center to facilitate the coordination of available recovery services and programs
 - b) Distribution of resource lists
 - c) Provision of information and referral services
 - d) Convening public meetings
 - e) Establishment of hotlines
 - f) Long-Term Recovery committee/organization participation
- 5) Administrative Records

Shelter management shall organize administrative records, including personnel and labor hours; tracking of food, supplies, repairs; and other expenses incurred by the emergency shelter operation for cost reimbursement submission.

MASS FEEDING

A) Preparedness

1) Consider Demographics of Impacted Areas

- a) Census information and local data
- b) Specific dietary consideration
 - Access and functional needs related to self-feeding
 - Special dietary needs (allergies and food sensitivities)

Many allergies and sensitivity challenges can be solved by ensuring the meal plan has a vegetarian, gluten-free, peanut-free, or protein-free option. Although stock meals (e.g., stew, chili, and soup) are the easiest to prepare, they also are prohibitive to those with specific dietary needs.

- Older adults
- Cultural considerations
- Child-appropriate diets
- Infant-appropriate formulas and food
- Other specific dietary needs

2) Develop an Event Specific Mass Feeding Operations Plan

- a) Coordinate with the Red Cross and other food-providing NGOs for support services using Multi-Agency Coordination (MAC) processes.
- b) Develop a plan for fixed feeding sites, mobile feeding, and shelters.



- c) Include a plan for mobile and fixed kitchen sites
 - d) Consideration will be given to assuring that sites address persons with access and functional needs and dietary needs, as necessary.
- 3) Coordinate Logistics for Pre-positioned Resources, Supplies, and Equipment
- a) Pre-position resources at prospective shelter sites, or in accessible warehouses.
 - b) Coordinate with the Red Cross and other food-providing NGOs for resource supplies, based on availability by type (e.g., heater meals, prepared meals, etc.).
 - c) Coordinate with NGOs capable of providing fixed and mobile feeding sites, as well as, fixed and mobile kitchen sites. Establish a Memorandum of Understanding (MOU) or contract with those sites, as needed.
- 4) Administrative Records
- a) Review of state and federal reimbursement policies and requirements should be made and supported appropriately.
 - b) Discussions should occur during planning phases to identify what types of administrative records will need to be shared with EOCs. Also, NGOs may have protocols that need to be considered.

B) Response

Implement Mass Feeding Operations Plan.

- 1) Local jurisdictions have responsibility for mass feeding operations within their own jurisdictions. When the local jurisdiction's resources are exhausted and additional feeding operations are needed, or if assistance is needed to continue existing feeding operations, the local jurisdiction will notify the OA EOC of the need for additional feeding operations.
- 2) Coordinate with the Red Cross and other food-providing NGOs for support services.
- 3) Activate/initiate vendor agreements with local vendors, food outlets (e.g., fast food vendors, restaurants, and food suppliers).
- 4) Implement MOUs/contracts for mobile/fixed feeding sites and mobile/fixed kitchen sites.
- 5) Request OA EOC Logistics support for pre-positioned resources.



- 6) Coordinate with NGOs for access to a central mobile kitchen, onsite meal preparation, or supplier/vendor support. Activate MOUs or contracts with sites, as needed.
- 7) Phases of feeding operations
 - a) Immediate – Begins with incident impact and ends with the establishment of supported field kitchens
 - b) Sustained – Begins when field kitchens and temporary feeding sites are established, and ends when the regular infrastructure is re-established
 - c) Recovery – Begins when regular infrastructure is re-established. Programs like Disaster Supplemental Nutrition Assistance Program (D-SNAP), Disaster Food Stamp Program (DFSP) and other post-relief resources should be identified. The re-establishment of public feeding programs (e.g., food stamps, food banks, and local feeding charities) should be considered

C) Recovery

- 1) Track and provide information on restoration of community services.
- 2) Provide support to CBOs providing food services
- 3) Maintain accounting and tracking of all operational and financial records for reimbursement purposes.

BULK DISTRIBUTION

Local jurisdictions are primarily responsible for managing the distribution of humanitarian need commodities to members of the public when traditional supply chains are disrupted. To ensure effective and efficient distribution operations, government, nonprofit and private sector partners must work together to establish relevant procedures and policy in advance of an incident. Local jurisdictions are encouraged to find multiple methods for bulk distribution, which may include developing public/private partnerships.

A) Preparedness

In times of disaster, bulk distribution programs provide items essential to basic survival, health, and sanitation as quickly and equitably as possible to individuals affected by disaster. The items provided meet the specific, urgent needs of the recovering community. The methods of distribution can be coordinated with the Red Cross, NGOs, FBOs, CBOs, and existing businesses. Items are distributed via mobile delivery or at fixed sites and distribution efforts may be combined.



1) Distribution Methods

To support recovery, there are four types of distribution methods that may be used to distribute food, water, or other commodities. All four complement each other and provide expanded distribution coverage. Based on the severity of the incident, bulk distribution of emergency relief supplies may use a combination of the delivery methods described below:

- a) Mobile Delivery is a method that utilizes vehicles to drive to an affected area and provide commodities where the need is identified. Mobile delivery, when provided by Red Cross may include delivery of health and mental health services to the community.
- b) Direct Delivery refers to direct coordination with specific locations (e.g., a shelter, feeding site, or hospital) for the delivery of specific items and quantities.
- c) Commodity Points of Distribution (C-PODs), a federally typed resource, are centralized locations where humanitarian needs and recovery commodities are delivered. The public travels to the site to pick up the supplies. C-PODs are scalable to meet the needs of the affected population. Those C-PODs designed to meet greater capacities will require greater levels of resources. Further guidance on the management of a C-POD can be found in the [Bay Area Regional Logistics Program Point of Distribution Field Operations Guide February 2014](#)
- d) A fourth distribution method is the use of public/private partnerships that are pre-existing between local business and governments for the distribution of commodities using their own inventories and distribution systems.

2) Logistics Staging Area (LSA)

Work closely with the State and FEMA to identify LSAs.

- State and federal commodities are delivered in bulk to LSAs
- Commodities at LSAs are repacked for delivery to local C-POD locations
- LSAs require logistics handling capability for repackaging of bulk shipments to distribute to local C-POD locations

3) Distribution Locations

When direct delivery or C-PODs are selected as bulk distribution methods it will be necessary to identify appropriate fixed locations based on:

- Demographics and needs analysis
- Population density



- Accessible transportation routes
- Access to existing supply chains
- Damage assessments in the local area
- Ability of the location to handle the expected volume

4) Distribution Location Agreements

As potential distribution locations are identified, develop use agreements with the owner/operator of the locations.

5) Potential Distribution Location Inventory

Develop a comprehensive list of potential distribution locations capturing key information pertaining to the location:

- Physical address of location
- Contact information for the owner/operator of location
- Status of location use agreement

6) Staff Training

Identified support staff will benefit from pre-event training in roles they will likely fill in the bulk distribution operations during a large-scale disaster. Special consideration should be given to safety training for unfamiliar equipment staff may operate during a large-scale disaster. Additionally, identified support staff should have opportunities to participate in various levels of exercises up to and including full-scale exercises.

7) Administrative Records

Successful post-disaster cost reimbursement will require detailed records including the following:

- Staff hours worked
- Workers compensation claims
- Resource requests and deliveries
- Commodity distribution tracking
- Equipment and supply usage
- Traffic management plan

B) Response

Bulk distribution programs are designed to provide disaster victims with access to supplies and materials that are life sustaining (food and water), or support their recovery (cleanup supplies) at established sites or via mobile delivery. Distribution



programs support the ability of people to continue to shelter-in-place at home, versus evacuating to shelter sites. Distribution programs may be required when normal retail distribution systems have been disrupted.

1) Initiate Bulk Distribution

Bulk distribution programs are activated when it is determined by the local jurisdiction that one of the following triggers has been met:

- a) The infrastructure of regular supply routes to local vendors is severely hindered and other mass feeding strategies cannot meet the needs of the population or are not appropriate based on the precipitating incident.
- b) A visible need for non-life-sustaining commodities arises in the population, and this need cannot be met through existing mechanisms in the private or public sector.
- c) The percentage of the affected population is large enough to make bulk distribution the most reasonable method of service delivery.

Notify the OA EOC Public Welfare Branch of the decision to open a bulk distribution program.

2) Complete a Needs Assessment

Local jurisdictions perform a needs assessment to collect essential information relating to the disaster. Items to be issued during a bulk distribution operation will vary based on the type of disaster and the public need. Note that the locations used and the items distributed will likely need to be adjusted as the recovery progresses.

- What type of damage has occurred?
- Where are the people who need immediate help, and what do they need?
- How many people need which items (approximately)?
- What infrastructure is affected (are stores open, are they stocked with food, baby items, etc.)?
- What items of assistance do people need today, tomorrow and the following day?

3) Develop an Event Specific Bulk Distribution Plan

Local jurisdictions, in partnership with the Red Cross, determine distribution methods based on the size of their affected population's needs and the anticipated duration of the need for bulk distribution.

- Determine distribution locations using the predetermined potential distribution location inventory



- Activate/create location use agreements with owner/operators of determined locations
- Establish mobile distribution routes in conjunction with the OA EOC Transportation Unit

4) Determine Staffing Needs

Staffing levels vary with the size and complexity of the incident, and personnel may be provided by a number of various agencies and organizations.

5) Request for Operational Area Bulk Distribution Support

When the local jurisdiction's resources are exhausted, the OA EOC will coordinate and support local jurisdiction's resource needs.

- a) Provide the OA EOC Public Welfare Branch with a complete list of site locations, addresses, and operating hours
- b) The local jurisdiction will notify the OA EOC Logistics Section of the need for specific resources.
- c) The local EOC will work with the OA EOC Public Information Officer to develop a coordinated message to notify the public of bulk distribution programs and hours of operation.

6) Activate Event Specific Bulk Distribution Plan

In order to supplement the existing mass feeding operations, the local jurisdiction and the Red Cross, activates the event specific bulk distribution plan based on the local needs assessment.

- Obtain necessary facilities
- Acquire resources necessary to support chosen delivery methods
- Order and receive commodities for bulk distribution
- Incorporate any available stockpiles into commodity distribution
- Coordinate resupply of all commodities and resources as needed

7) Administrative Records

Bulk distribution management is responsible for tracking the following items in accordance with the local jurisdiction plan:

- Staff hours worked
- Resource requests and deliveries
- Distribution of commodities
- Equipment and supply usage



C) Recovery

When bulk distribution programs are activated, public access to life-sustaining commodities must be continually monitored. Support must be provided to assist the private and non-profit sectors in restoring community access to normal channels of distribution. The bulk distribution program should be scaled back or discontinued once access to normal retail outlets is restored (generally as soon as utilities and roads are reopened), so as not to inhibit economic recovery of the private sector.

Once access has been sufficiently restored and bulk distribution programs are no longer needed, public announcements are made and distribution programs are deactivated and demobilized considering the following:

- Refer any remaining customers to other operations, when possible
- Consolidate excess supplies and transport to locations still operating bulk distribution programs
- Notify the public of the close of operations
- Recover paperwork from the site
- Release staff, when appropriate

FAMILY REUNIFICATION

Family Reunification is a process by which families separated during a disaster are reunited. Unaccompanied minors are a special subset of family reunification and have specific rules and regulations. Reuniting children who are separated from their parents and evacuees separated from a required caregiver will be a priority.

A) Preparedness

Develop a plan to support family reunification for the affected population.

- 1) Develop support plans for unaccompanied minors and adults requiring care and/or supervision.
 - Include local school districts, after school care providers, private schools, adult day programs, youth athletic organizations, etc.
 - Include Social Services Agency Department of Family and Children's Services who has legal responsibility for unaccompanied minors during disasters, regardless of their area of residence.⁹

⁹ See the Santa Clara County Social Services Agency, Department of Family and Children's Services Care and Shelter of Unaccompanied Minors – January 2015.



CONCEPT OF OPERATIONS

- 2) Coordinate logistics for communication resources (e.g., telephone, internet) for shelters and LACs.
- 3) Coordinate a plan utilizing operational area transportation assets to return the displaced population to affected areas when those areas are deemed safe, as needed.

B) Response

Implement a plan to support family reunification for the affected population.

- 1) Advise all sheltering organizations and shelter support organizations of plans for reunification and available tools (e.g., [Red Cross's Safe and Well website](#)), resources, and/or processes available to the displaced population.
- 2) Coordinate use of operational area transportation assets for the return of the displaced population to affected areas when those areas are deemed safe, as needed.
- 3) Coordinate communication resources (e.g., telephone, internet).

C) Recovery

Maintain accounting and tracing of all operational and financial records for reimbursement purposes.



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ROLES AND RESPONSIBILITIES



ROLES AND RESPONSIBILITIES

OVERVIEW

Local Jurisdictions

Local jurisdiction refers to the cities and towns that are encompassed within the geographical borders of the County of Santa Clara. In the case of unincorporated areas, local jurisdiction refers to the county itself. Local jurisdictions participate in ongoing operational area planning and training.

The 15 cities and towns within the boundaries of the County of Santa Clara are responsible for the mass care and sheltering of their residents and the County of Santa Clara is responsible for the residents in the unincorporated areas of the county. The County has developed sphere of influence agreements with the OA cities/towns where pockets of unincorporated county fall within the jurisdiction's boundaries in these instances the cities/towns have agreed to provide mass care and shelter for unincorporated county areas.

In the event of an emergency, the affected jurisdiction(s) will have the following mass care and sheltering related responsibilities:

- Assess the situation and determine priorities for mass care and sheltering
- Submit requests for shelter facilities to the local jurisdiction or the Red Cross for Red Cross shelters. In the event that local shelter authorities are unable to provide such resources, either directly or through established agreements, the local jurisdiction will forward these requests to the OA EOC
- Communicate directly with the OA EOC
- Provide information and updates about the condition of their affected jurisdictions, including status reports on shelters, damaged areas, infrastructure damage, affected populations, , and other pertinent information
- Identify and provide basic human needs to the affected population

Santa Clara County Operational Area

As the lead agency in the OA, the County of Santa Clara is responsible for coordinating resources across the OA during a disaster. It is the primary point of contact for brokering resources among cities within the county and requesting state and federal resources when the need exceeds available resources at the local level. The OA EOC responds to requests with their own resources to the extent resources are available. The OA EOC either directs resources to the shelter in need or to a



nearby staging area, for distribution to a number of local shelters or directly to residents who need support but who choose not to use shelters.

In the event of a large-scale emergency or disaster, the OA EOC will have the following mass care and sheltering related responsibilities:

- Coordinate disaster response resource needs of local jurisdictions, including shelter and transportation, within the operational area
- Support local jurisdiction agencies to ensure that shelter and other mass care service sites have adequate support for security and sanitation systems (such as accessible portable toilets and hand washing stations)
- Fulfill requests for staff, equipment, and supplies to shelters in the operational area in support of Red Cross and local jurisdictions
- Provide adequate skilled physical and mental health staff to local shelters
- Inspect food handling and sanitation procedures at local shelters and fixed or mobile kitchen sites
- Coordinate local jurisdiction transportation and shelter needs relating to the affected population including those with access and functional needs and for medically fragile populations
- Ensure that those with access and functional needs have adequate support and resources
- Coordinate communications with the general public that is fully accessible (e.g., captioning, sign-language interpretation)

Some circumstances may exceed OA capabilities. When resources are fully deployed or expended and the OA cannot meet the needs from local jurisdiction shelters, the OA EOC will request those resources from the State.

The Red Cross is a partner with local jurisdictions in helping to fulfill government's legal responsibility of providing mass care and shelter for its citizens in a disaster. The partnership requires that government and the Red Cross work cooperatively during the preparedness phase to clarify roles and responsibilities. Government may also work in cooperation with other volunteer disaster assistance organizations to provide disaster relief. In a major disaster where there is widespread damage, the national resources of the Red Cross may not fully mobilize until a few days after the event.

The [Safe and Well Program](#) is a locator system for persons affected by a disaster, which provides information about disaster clients to family members outside the disaster area.



GENERAL ASSIGNMENTS

The following apply specifically to those stakeholders who play a primary part in mass care and sheltering operations in the OA EOC. All agencies/organizations assigned mass care and shelter duties are responsible for the following:

- Designate and train representatives of their agency to fill positions in the OA EOC Public Welfare Branch, and ensure that appropriate checklists and standard operating procedures (SOPs) are developed and maintained.
- Identify staffing requirements including assignments that meet the obligation to ensure access and functional needs are met in the response.
- Maintain notification procedures (e.g., contact lists) to ensure appropriately trained personnel are available for extended emergency duty in the OA EOC, as needed.
- Develop and maintain procedures for identification, location, commitment, deployment, and accountability of applicable agency emergency support resources.
- Provide personnel, equipment, and other assistance to support mass care and shelter response and recovery operations.
- Provide situational/operational information in accordance with existing procedures and/or as requested by the responsible agency.

OPERATIONAL AREA EMERGENCY OPERATIONS CENTER (OA EOC)

In response to situational need, the County of Santa Clara OES activates the OA EOC, coordinates with local jurisdictions, and when appropriate coordinates with State OES. Once activated, the OA EOC coordinates emergency response functions across the OA.

While this plan describes the OA EOC, similar roles exist in local jurisdiction EOCs and may need some modifications at the local jurisdiction level.

OA EOC Public Welfare Branch

The OA EOC Public Welfare Branch in collaboration with the Red Cross is responsible for coordination of mass care and shelter operations during incidents with impacts that exceed local jurisdictional capacity.

In support of local jurisdictions, the Red Cross opens and operates shelters, assisted by local jurisdictions or county staff. Independent shelters may also be opened throughout the community, some with city leadership and/or private parties. The shelters supported by the OA EOC Public Welfare Branch are expected to provide for mass care and shelter needs of all disaster victims including people with access and functional needs. Support for the latter group will be provided using Functional



Assessment Service Teams (FAST). Specific duties of the OA EOC Public Welfare Branch include:

- Identify, address, and track the mass care and shelter needs of the OA
- Coordinating with the Red Cross and other emergency welfare agencies to identify, establish, staff, maintain and close shelters, mass feeding sites, and bulk distribution sites
- Coordinating the deployment of FAST teams
- Working closely with the OA EOC Medical/Health Branch to assure medical, behavioral health, mental health, and public health services are available at shelters
- Coordinating with the PIO to communicate the shelter locations, mass feeding sites, and/or bulk distribution locations to the affected population
- Ensuring communication on mass care and shelter issues to the Social Services Agency’s (SSA) Department Operations Center (DOC) to support the needs of SSA’s vulnerable clientele
- Designate a Care and Shelter Unit Leader. This person will coordinate mass care and shelter planning and operations for the OA EOC
- The Care and Shelter Unit Leader may work closely with the Red Cross to:
 - Identify gaps in procedures and resources on mass care and sheltering planning
 - Identify and perform Shelter Facility Surveys
 - Compile and maintain an up-to-date list of designated shelters
 - It is helpful to have Memorandums of Understanding (MOU) with designated shelter sites to clarify terms of use. Work with the Red Cross to develop applicable agreements
 - Provide shelter training to local jurisdictions and supporting organizations that will staff (and possibly manage) shelters

Social Services Agency

The Social Services Agency (SSA) is the county agency typically activated for mass care and shelter in an emergency or disaster. SSA works in close collaboration with the Red Cross to ensure mass care and shelter services are responsive to the county’s operational needs. SSA assumes its emergency role when the OA EOC is activated or the Director of OES requests assistance.

The Director of SSA or their designee is the OA EOC Public Welfare Branch Director during a disaster and coordinates actions appropriate to the disaster situation.

The Public Welfare Branch director’s responsibilities include:



- Providing status reports to the OA EOC Operations Section Chief as applicable, including appropriate mass care and shelter information
- Processing requests from local jurisdictions for mass care and shelter resources and coordinating potential response actions of the member agencies and organizations

American Red Cross, Silicon Valley Chapter

By congressional Charter, the American Red Cross is tasked with activities for the purpose of mitigating human suffering caused by natural disasters and emergencies. The Red Cross provides liaisons to OA cities and the OA EOC Public Welfare Branch. The Red Cross is the primary support agency responsible for mass care and sheltering operations, shelter site identification, bulk distribution, disaster welfare information, and emotional support. The Red Cross mass care and shelter services include:

- Opening and operate shelters
- Providing food, shelter, health services, disaster mental health assistance, disaster spiritual care, disaster information, and bulk distribution of relief items
- Integrating community resources to enhance shelter and support services, and fill gaps in resource availability
- Providing fixed and mobile feeding sites
- Facilitating and supporting family reunification programs in Red Cross shelters
- Promoting public information sharing through its website
- Communicating with the Red Cross National Headquarters to begin coordinating larger response efforts as needed

In a disaster, the [Red Cross Safe & Well website](#) is available. It is a private and secure, easy-to-use online tool to help families and individuals notify loved ones that they are safe during an emergency. The site also allows people to update their status on Facebook & Twitter.

Santa Clara County Animal Care and Control

Santa Clara County Animal Care and Control provides temporary shelter for lost or stray animals and serves as the lead agency in coordinating animal services amongst other animal control departments and animal related services in Santa Clara County. Animal Care and Control is a part of the Santa Clara County Agriculture and Environmental Management Department.

The Animal Care Unit of the OA EOC Public Welfare Branch is staffed by Santa Clara County Department of Animal Care and Control or their designee. The Animal



Care Unit Leader will serve as the single point of contact on all animal issues in the Operational Area.

The OA EOC Animal Care Unit leader will be responsible for ensuring the following actions are taken:

- Establish communication with all affected agencies
- Maintain communication with city EOC Animal Care Coordinators
- Assign the opening of animal shelters as needed
- Deploy county mobile shelters, as needed
- Respond to requests from within the OA EOC and local jurisdictions
- Obtain support and supplies for animal shelters

School Liaison Unit

The school liaison in the OA EOC Public Welfare Branch coordinates communications with schools districts.

OA EOC Medical/Health Operations Branch

Requests for Public Health and Medical Health Services are made through the OA EOC Medical/Health Branch. The Medical/Health Branch manages Medical Volunteer Disaster Responders (MVDR).

OA EOC Law Branch

Requests for security and protective services are made through the OA EOC Law Branch of the Operations Section

OA EOC Public Works Branch

Information and support for damage assessment inspections and similar services to support shelter operations are accessed through the OA EOC Public Works Branch of the Operations Section.

COUNTY AGENCIES SUPPORTING MASS CARE AND SHELTER ACTIVITIES

[Santa Clara County Office of Education](#)

As required by State law, school sites may be utilized for shelter operations and as destination and pickup points. The identification of a school for use as a shelter will be determined by school officials and the responsible local jurisdiction for mass care and sheltering operations.



California Education Code, Section 32282 states “Establishing a procedure to allow a public agency, including the American Red Cross, to use school buildings, grounds, and equipment for mass care and welfare shelters during disasters or other emergencies affecting the public health and welfare. The school district or county office of education shall cooperate with the public agency in furnishing and maintaining the services as the school district or county office of education may deem necessary to meet the needs of the community.”

SUPPORTING SPECIAL DISTRICTS

Santa Clara Valley Transportation Authority

The Santa Clara Valley Transportation Authority (VTA) oversees the transportation system within Santa Clara County. Services provided by VTA include:

- Assisting local jurisdictions with transportation services for affected populations including pets, as allowed
- Coordinating post-disaster movement of human resources and supplies

SUPPORTING PRIVATE ORGANIZATIONS

Outreach, Inc.

Outreach, Inc. (Outreach) uses a paratransit system that integrates a database of clients; automated routing and scheduling software; GPS and Automated Vehicle Location; and a communications system. The database of registered clients including at-risk seniors, individuals with physical or mental disabilities, and individuals with language barriers is encrypted and available on an in-case-of-emergency basis to the OA EOC Planning Section. The database can provide specific information about clients for mass transportation and evacuation planning and operations.

Outreach has planned for disaster resiliency by locating key resources in regions of Santa Clara County with lower seismic risk and has established resilient communications systems for dispatch bases. During emergency conditions, Outreach will:

- Fulfill requests from the OA EOC Transportation Branch to provide emergency support for the movement of people with access and functional needs, including their caregiver/attendant, service animal, equipment, and supplies
- Provide detailed assessments of damage and the operational status of dispatch bases and equipment, and make temporary emergency repairs as needed



- Provide staff, communications, vehicles, and equipment to assist the OA during response and recovery operations as resources for the movement of individuals with access and functional needs
- Return paratransit services to normal levels as soon as possible following a disaster

Private Sector Organizations

Private-sector organizations may support construction, engineering, insurance, and real estate sectors:

- Work closely with local jurisdictions to provide essential services, such as water, power, communications, transportation, and medical care
- Play key roles in designing, producing, delivering, installing, and maintaining temporary or permanent housing and related critical infrastructure
- May provide resources and training for Santa Clara County Emergency Volunteer Centers (EVC)
- Identify ways to quickly repair or replace damaged or destroyed housing

Non-Government Organizations

Non-Government Organizations (NGOs) include churches, neighborhood health clinics, and food distribution agencies. These organizations may expand their normal services to meet increased needs after a disaster, either independently or in coordination with local, state, and federal efforts.

These local roles may include:

- Providing support for community recovery and displaced individuals and families
- Assisting the transition from mass care and sheltering operations to interim housing arrangements
- Managing donations
- Casework assistance
- Financial assistance
- Transportation assistance
- Emotional support
- Long-term community planning
- Supporting housing reconstruction



Collaborating Agencies Disaster Relief Effort (CADRE)

The Collaborating Agencies Disaster Relief Effort (CADRE) mission is to enhance disaster preparedness efforts and the capacity of community and faith-based organizations, government agencies and the private sector to provide coordinated response and recovery services to the community.

CADRE is registered and recognized by Northern California's State Chapter of Voluntary Organizations Active in Disaster (VOAD) as Santa Clara County's local VOAD.

When activated, the CADRE Network provides a centralized resource for the coordination of community services. CADRE uses its communication network to access and connect resources with people and organizations in need.

SUPPORTING STATE AGENCIES

California Office of Emergency Services (Cal OES)

Cal OES is responsible for the coordination of overall state agency response to large-scale disasters in support of local jurisdictions. The office is responsible for assuring the state's readiness to respond to and recover from all hazards – natural, manmade, war-caused emergencies and disasters – and for assisting local jurisdictions in their emergency preparedness, response, recovery, and hazard mitigation efforts.

California Department of Social Services (CDSS)

The California Department of Social Services (CDSS) is the lead agency for mass care and sheltering operations. The CDSS's operational activities include collecting and interpreting information from across the state. The CDSS DOC manages the implementation of the department's programs in the impacted areas. Programs may include housing assistance and financial support. CDSS staffs the Care and Shelter Branch in the State Operations Center (SOC) to coordinate response activities and interactions with other functional branches and state FAST teams.

The CDSS can request state agencies to provide relevant resources to support local and regional mass care and shelter, and interim housing operations. Additionally, it performs the following tasks:

- Lead the coordination of mass care and sheltering support for local jurisdictions, providing resources including staff to LAC, and coordinating with county health and human services agencies



- CDSS will work to coordinate the identification of sites on state-owned land that are suitable for shelters, feeding sites, and staging areas
- Coordinate delivery of supplies to the OA

The Disaster Services Bureau of the CDSS supports local emergency agencies in order to provide temporary shelter for those who cannot safely remain in their homes due to a disaster or emergency. Shelters are generally opened and operated by the Red Cross, assisted by local or county staff. Meals are provided at the shelters for disaster victims who have been able to remain in their homes, but are unable to prepare meals. The mass care and shelter disaster response function is delegated to the Disaster Services Bureau of the California Department of Social Services through an Administrative Order by Cal OES.

Once activated by Cal OES, Disaster Services Bureau staff assists in the mass care and shelter function by:

- Tracking shelter status
- Tracking feeding services
- Coordinating state resources
- Supporting the Red Cross in sheltering operations

The Disaster Services Bureau also assists in networking with and between counties. Additionally, the Bureau tracks resources needed for mass care and sheltering with other state agencies and coordinates with the Red Cross to assist in training for shelter operations. Bureau staff may deploy to the Regional Emergency Operations Centers (REOC) throughout the state at the request of Cal OES. Staff is augmented with trained members of the Volunteer Emergency Services Team (VEST).

VEST is comprised of approximately 100 employees from various state departments who have volunteered. Recruited, trained, and deployed by the California Department of Social Services, VEST members may be used in a variety of capacities including assisting at the REOCs to help coordinate mass care and shelter functions.

California Emergency Medical Services Authority

The California Emergency Medical Services Authority (EMSA) is a department of California Health and Human Services (CHHS), and has the following responsibilities:

- Lead agency responsible for coordinating California's medical response to disasters and provides medical resources to local jurisdictions in support of their local response.



- With the California Department of Public Health (CDPH), EMSA coordinates services for people with medical needs beyond those that can be handled in general population shelters.
- Provide technical assistance to local Emergency Medical Services (EMS) agencies.
- Support those with medically related access and functional needs within the shelters, including medication.
- Provide information on the medical requirements of shelters and the availability of medical facilities.
- Organize the evacuation of injured individuals to medical facilities outside the affected area.

California Department of Food and Agriculture

The California Department of Food and Agriculture (CDFA) is the lead State agency for animal related issues. Each county has a designated Animal Coordinator who oversees local jurisdiction activities to provide care and sheltering for companion animals. The County Animal Coordinator generates resource requests through the county's department of agriculture, which participates in EOC structure according to needs.

SUPPORTING FEDERAL AGENCIES

Federal Emergency Management Agency (FEMA)

The Federal Emergency Management Agency (FEMA) within The Department of Homeland Security (DHS) is the lead federal agency coordinating federal resources, to support local, tribal, state governments, and voluntary agencies in the performance of mass care, emergency assistance, housing, and human services missions.

When directed by the President, ESF #6 services and programs are implemented to assist individuals and households impacted by potential or actual disaster incidents. ESF #6 is organized into four primary functions: Mass Care, Emergency Assistance, Housing, and Human Services. ESF #8 supports ESF #6 by providing services, expertise, and guidance on the public health issues of the medical needs populations.



AUTHORITIES



AUTHORITIES

Emergency response, like all governmental action, is based on legal authority. The County of Santa Clara Operational Area Emergency Operations Plan Mass Care and Shelter Plan is a functional annex to the overall County of Santa Clara Operational Area Emergency Operation Plan (OA EOP), and follows state and federal guidelines.

FEDERAL

[Robert T. Stafford Disaster Relief and Emergency Assistance Act](#)

Robert T. Stafford Disaster Relief and Emergency Assistance Act, PL 100-707, signed into law November 23, 1988; amended the Disaster Relief Act of 1974, PL 93-288. This Act constitutes the statutory authority for most Federal disaster response activities especially as they pertain to FEMA and FEMA programs.

[Congressional Charter of the American Red Cross](#)

The American Red Cross is chartered to undertake activities for the purpose of mitigating human suffering caused by all natural disasters and emergencies.

[Homeland Security Act of 2002](#)

[Homeland Security Presidential Directive 5 \(HSPD-5\) \(February 28, 2003\)](#)

[Presidential Policy Directive / PPD-8: National Preparedness](#)

[Post-Katrina Emergency Management Reform Act \(PKEMRA\) of 2006](#)

[Pets Evacuation and Transportation Standards \(PETS\) Act of 2006](#)

PETS Act of 2006 amends the Stafford Act to authorize DHS/FEMA to use Federal funds to reimburse States for emergency management of services animals and pets, including evacuation, mass care/sheltering, and emergency veterinary services.

[Americans with Disabilities Act \(ADA\) of 1990, as amended](#)

[Section 504 of the Rehabilitation Act of 1973, as amended](#)

[Title VI of the Civil Rights Act](#)

[Public Law 920: Federal Civil Defense Act of 1950](#)



[Executive Order 13155, Improving Access to Services for Persons with Limited English Proficiency](#)

[Executive Order 13347, Individuals with Disabilities in Emergency Preparedness](#)

[National Incident Management System \(NIMS\), Department of Homeland Security, updated in May 2013](#)

[National Response Framework \(NRF\)](#)

National Response Framework sets forth roles and responsibilities of federal and certain non-federal entities after catastrophes overwhelm state and local government.

[Emergency Support Function #6 – Mass Care, Emergency Assistance, Temporary Housing](#)

Emergency Support Function (ESF) #6 – Mass Care, Emergency Assistance, Temporary Housing, and Human Services coordinates and provides life-sustaining resources, essential services, and statutory programs when the needs of disaster survivors exceed local, state, tribal, territorial, and insular area government capabilities.

[Emergency Support Function #8 – Public Health and Medical Services Annex](#)

Emergency Support Function (ESF) #8 – Public Health and Medical Services provides the mechanism for Federal assistance to supplement local, state, tribal, territorial, and insular area resources in response to a disaster, emergency, or incident that may lead to a public health, medical, behavioral, or human service emergency, including those that have international implications.

[Mass Evacuation Incident Annex to the National Response Framework, Department of Homeland Security, June 2008.](#)

STATE

[California Emergency Services Act \(Chapter 7 of Division 1 of Title 2 of the Government Code\)](#)

[California Disaster Assistance Act \(CDAA\)](#)

[California Disaster and Civil Defense Master Mutual Aid Agreement](#)



[Standardized Emergency Management System Regulations \(SEMS\) California Code of Regulations, Title 19, Division 2, Chapter 1](#)

[California Government Code, Title 1, Division 4, Chapter 8, Sections 3100, 3101, and 3102, and California Labor Code Section 3211.92](#)

Public Employees as Disaster Service Workers

[State of California Emergency Plan](#)

On June 23, 2009, Governor Arnold Schwarzenegger promulgated the 2009 edition of the State of California Emergency Plan. The plan outlines a state-level strategy to support local government efforts during a large-scale emergency. In accordance with the California Emergency Services Act, the State Emergency Plan describes:

[Emergency Function 6 – Care and Shelter Annex](#)

The Mass Care and Shelter (EF-6) function coordinates actions to assist responsible jurisdictions to meet the needs of victims displaced during an incident including food assistance, clothing, non-medical care and sheltering, family reunification and victim recovery.

[Emergency Function 8 – Public Health and Medical](#)

LOCAL

[Santa Clara County Operational Area Emergency Operations Plan](#)

[County of Santa Clara Ordinance Code– Division A8 – Civil Protection and Emergency Services](#)

The declared purposes of this division are to provide for the preparation and carrying out of plans for the protection of persons and property within the County of Santa Clara in the event of an emergency.



GLOSSARY



ACRONYMS

ADA	Americans with Disabilities Act
AFN	Access and Functional Needs
AiD	Animal in Disaster
CADRE	Collaborating Agencies Disaster Relief Effort
Cal OES	California Governor’s Office of Emergency Services
CBO	Community-Based Organization
CDAAC	California Disaster Assistance Act
CDFA	California Department of Food and Agriculture
CDPH	California Department of Public Health
CDSS	California Department of Social Services
CHHS	California Health and Human Services Agency
C-MIST	Communication, Medical, Independence, Supervision, and Transportation
C-POD	Commodity Point of Distribution
DFSP	Disaster Food Stamp Program
DHS	Department of Homeland Security
DOC	Department Operations Center
D-SNAP	Disaster Supplemental Nutrition Assistance Program
DSW	Disaster Service Worker
EF	Emergency Function
EMAC	Emergency Management Assistance Compact
EMS	Emergency Medical Services
EMSA	Emergency Medical Services Authority
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
ESF	Emergency Support Function
EVC	Emergency Volunteer Center
FAST	Functional Assessment Service Teams
FBO	Faith-Based Organization
FEMA	Federal Emergency Management Agency
GIS	Geographic Information System
HSPD	Homeland Security Presidential Directive
LAC	Local Assistance Center
LSA	Logistics Staging Area
MAC	Multi-Agency Coordination
MOU	Memorandum of Understanding
MVDR	Medical Volunteer Disaster Responder
NRF	National Response Framework
NGO	Non-governmental Organization
NIMS	National Incident Management System
NSS	National Shelter System
OA	Operational Area



GLOSSARY

OA EOC	Operational Area Emergency Operations Center
OA EOP	Operational Area Emergency Operations Plan
OES	Office of Emergency Services
PETS	Pets Evacuation and Transportation Standards Act
PKEMRA	Post-Katrina Emergency Management Reform Act
PIO	Public Information Officer
PL	Public Law
PNP	Private Non-Profit
PPD	Presidential Policy Directive
REOC	Regional Emergency Operations Center
SEMS	Standardized Emergency Management System
SOC	State Operations Center
SOP	Standard Operating Procedures
SSA	Social Services Agency
USACE	United States Army Corp of Engineers
VEST	Volunteer Emergency Services Team
VOAD	Voluntary Organizations Active in Disasters



DEFINITIONS

Access and Functional Needs (AFN): As defined by the National Response Framework (NRF) Access and Functional Needs may be present before, during, or after an incident in one of more areas and may include, but are not limited to, communication, medical care, maintaining independence, supervision, and transportation. For the purposes of emergency preparedness and response, “needs” are organized into five categories:

C-MIST Communications, Medical, Independence, Supervision, and Transportation

Communication: This category includes people who have limited or no ability to speak, see, hear, or understand. During an emergency, people with communication needs may not be able to hear announcements, see signs, understand messages, or verbalize their concerns.

Medical Care: People in this group require assistance in managing activities of daily living such as eating, dressing, grooming, transferring, and going to the toilet. It includes managing chronic, terminal, or contagious health conditions such as ongoing treatment and administration of medications, IV therapy, catheters, tube feeding, dialysis, oxygen, operating life-sustaining equipment. Early identification of these needs and intervention can avoid deterioration of health.

Maintaining Independence: Maintaining Independence includes people who are able to function independently if they have their assistive devices and/or equipment. Items consist of mobility aids (e.g., wheelchairs, walkers, canes, crutches), communication aids, medical equipment (e.g., catheters, oxygen, syringes, medications), and service animals. Individuals may become separated from their assistive equipment and/or animals in an emergency. Those at risk whose needs are recognized and restored early are able to maintain their independence and manage in mass shelters. Effectively meeting their functional needs prevents secondary complications.

Supervision: People with supervision needs may include those who have psychiatric conditions (e.g., dementia, Alzheimer, Schizophrenia, depression or severe mental illness), addiction problems, brain injury, or may become anxious due to transfer trauma. During an emergency, some people with mental illness may be able to function well while others require a more protected and supervised setting.

Transportation: Emergency response requires mobility and this category includes people who are unable to drive because of disability, age, temporary injury, poverty, addiction, legal restriction or have no access to a vehicle. Wheelchair accessible transportation may be necessary. Pre-planning evacuation needs helps prevent chaos during an emergency and many people can function independently once evacuated to safety.



Accessible: A facility is accessible if it has the legally required features and/or qualities that ensure entrance, participation, and usability of places, programs, services, and activities by individuals with a wide variety of disabilities.

Affected Population: Anyone who has been displaced, injured, or suffered some loss due to a disaster.

American Red Cross (Red Cross): The Red Cross is a humanitarian organization, led by volunteers, that provides relief to victims of disasters and helps people prevent, prepare for, and respond to emergencies. It does this through services that are consistent with its Congressional Charter and the Principles of the International Red Cross Movement.

Americans with Disabilities Act (ADA): The Americans with Disabilities Act prohibits discrimination against people with disabilities in employment, transportation, public accommodation, communications, and governmental activities. The ADA also establishes requirements for telecommunications relay services.

Annex: An annex is an addition to a document.

Appendix: Appendices provide relevant information already referenced in the guidance. Typically, this includes forms used or other necessary information.

Bulk Distribution: Bulk distribution is the distribution of emergency relief items (e.g., food, water, ice, sanitation supplies, and first-aid supplies) to individuals outside of government-supported shelters. These may include people who remain close to their damaged homes, as well as those who are in spontaneous shelters and may not be able to reach or willing to go to a general population shelter. The supplies are distributed through sites established within the affected area or via mobile distribution.

California Office of Emergency Services (Cal OES): California Governor's Office of Emergency Services.

Catastrophic Incident: A catastrophic incident is any natural or manmade incident, including terrorism, which produces severe and widespread damages of such a magnitude as to result in the requirement for significant resources from outside the affected area to provide the necessary response.

Civil Unrest: Civil unrest involves a disruption of the typical social order; it can involve a strike or protest, and it can be non-violent or involve violence. Riots and rebellions are both forms of civil unrest.

C-MIST: See Access and Functional Needs

Commodity: A commodity is food and non-food items distributed in bulk to the public.



Commodity Point of Distribution (C-POD): A centralized location where supplies are delivered and the public travels to the site to pick up the commodities (e.g., pre-packaged meals, water, tarps, ice, etc.).

Community-Based Organization (CBO): Non-profit organizations that operate within a single local community and constitute a subset of the wider group of NGOs. They are frequently run by volunteers and often self-funding. Some are formally incorporated with written charters and boards of directors, while others are much smaller and more informal.

Dam Failure: Partial or complete collapse of a dam causing downstream flooding.

Demobilize: When specific personnel or equipment is no longer needed, they are returned to the original dispatch location.

Disaster: A disaster is a sudden calamitous emergency incident bringing great damage, loss, or destruction.

Disaster Service Worker (DSW): The Disaster Service Worker program is a state-funded worker's compensation program for government employees and affiliated volunteers who provide services to protect the health and safety, and preserve the lives and property, of the people of California. Government-affiliated volunteers, including members of the public who spontaneously volunteer to assist during a disaster, may be registered as DSWs under California's Disaster Service Worker Volunteer Program.

Disaster Supplemental Nutrition Assistance Program (D-SNAP): The distribution of emergency SNAP benefits (i.e., a program through which eligible clients receive food products, rather than benefits intended for purchasing food) to victims of a presidentially declared major disaster. D-SNAP includes the Disaster Food Stamp Program (DFSP).

Durable Medical Equipment (DME): Certain medical equipment for use in the home, includes, but is not limited to, wheelchairs, canes, walkers, shower chairs, toilet chairs, raised toilet seats, oxygen equipment, nebulizer tubing and machines, and speech generating devices.

Emergency: Any occasion or instance that warrants action to save lives and to protect property, public health, and safety.

Emergency Medical Services (EMS): A service, providing out-of-hospital, acute medical care, transport to definitive care, and other medical transport to patients with illnesses and injuries, which prevent the patient from transporting themselves.

Emergency Operations: Actions taken during an emergency to protect life and property, care for the people affected, and restore essential community services.



Emergency Operations Center (EOC): A site from which government officials coordinate, monitor, and direct response activities during an emergency.

Emergency Operations Plan (EOP): A document that describes how people and property will be protected in disaster and disaster threat situations; details who is responsible for carrying out specific actions; identifies the personnel, equipment, facilities, supplies, and other resources available for use in the disaster; and outlines how all actions will be coordinated.

Emergency Response Agency: Any organization responding to an emergency or providing mutual aid support to such an organization whether in the field, at the scene of an incident, or to the operations center.

Emergency Support Function (ESF): A functional area of response activity established to facilitate the delivery of federal assistance during the immediate response phase of a disaster to save lives, protect property and public health, and to maintain public safety. ESFs represent those types of federal assistance, which the State will most likely need because of the impact of a catastrophic or significant disaster on its own resources and response capabilities, or because of the specialized or unique nature of the assistance required. ESF missions are designed to supplement state and local response efforts.

Evacuation: Organized and supervised dispersal of people from dangerous or potentially dangerous areas.

Evacuation Route: A road or series of roads used to move people away from an incident in a safe manner.

Evacuee: All persons removed or moving from areas threatened or struck by a disaster.

Faith-Based Organization (FBO): Commonly refers to organizations associated with a major religion. FBOs have played major roles in delivering a variety of services to the public, such as caring for the infirm and elderly, delivering humanitarian aid, or responding to disasters. FBOs may operate and be managed at local, national, or international levels.

Federal Emergency Management Agency (FEMA): The Federal Emergency Management Agency (FEMA) is the federal agency responsible for coordinating emergency planning, preparedness, risk reduction, response, and recovery. The agency works closely with state and local governments by funding emergency programs and providing technical guidance and training. These coordinated activities at the federal, state, and local levels ensure a broad-based emergency program to insure public safety and protect property.



Feeding: Providing food to the affected population and emergency workers through a combination of fixed sites, mobile feeding units, and bulk food distribution. Such operations will incorporate sound nutritional standards and will include provisions for meeting dietary requirements of those with special dietary needs, where possible.

Functional Assessment Service Team (FAST): A FAST consists of trained personnel ready to respond and deploy to disaster areas to work in shelters. FAST will work side by side with shelter personnel and other emergency response workers to assist in identifying and meeting access and functional needs so people can maintain their health, safety, and independence during disasters. The role of FAST is to assess individuals and facilitate the process of getting essential resources needed by those individuals in shelters. These may include durable medical equipment (DME), consumable medical supplies (CMS), prescribed medications, or a person to assist with essential activities of daily living.

Flood: A general and temporary condition of inundation of normally dry land areas from overflow of inland or tidal waters, unusual or rapid accumulation or runoff of surface waters, or mudslides/mudflows caused by accumulation of water.

Go-Kit: A kit that affected populations are encouraged to bring with them to the shelter and includes such items as blankets, a change of clothes, basic toiletries and prescription medications.

Hazard: Any source of danger or element of risk to people or property.

Hazardous Material: Any substance or material that when involved in an accident and released in sufficient quantities, poses a risk to people's health, safety, and/or property. These substances and materials include explosives, radioactive materials, flammable liquids or solids, combustible liquids or solids, poisons, oxidizers, toxins, and corrosive materials.

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

Household Pet Shelter: Any facility that provides disaster-related refuge to the household pets of evacuees. Examples include animal rescue shelters, humane societies, veterinary offices, boarding kennels, and breeder facilities.

Incident: An occurrence or event, either human-caused or by natural phenomena, that requires action by emergency response personnel to prevent or minimize loss of life or damage to property and/or natural resources.



Incident Command System (ICS): The Incident Command System (ICS) is a standardized emergency management concept designed to provide an integrated organizational structure for managing emergencies, and to enable coordinated emergency response across jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during emergencies. It is based on proven management tools that contribute to the strength and efficiency of the overall system.

Interim Housing: Any facility intended to provide living accommodations for an extended period. Interim housing can include single-family home, multi-family homes, apartments, and manufactured homes.

Limited English Proficiency: Persons who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.

Local Assistance Center (LAC): A site established by local government to provide disaster victims a “one-stop” access to local, state, and federal governmental agencies, private service organizations and certain representatives of the private sector.

Local Jurisdiction: Local jurisdiction refers to the cities, towns, school districts, and special districts that are encompassed within the geographical borders of the County of Santa Clara. In the case of unincorporated areas, local jurisdiction refers to the county itself.

Major Disaster: Any hurricane, tornado, storm, flood, high-water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, drought, fire, explosions, or other catastrophe which, in the determination of the President, causes damage of sufficient severity and magnitude to warrant assistance under the Federal Disaster Relief Act.

Mass Care and Shelter: The actions that are taken to feed and house the affected population from the effects of a disaster. Activities include providing temporary shelter, food, medical care, clothing, and other essential life support needs to those people that have been displaced from their homes because of a disaster or threatened disaster.

Meal-Ready-To-Eat/Heater Meal: Pre-packaged individual meal, some with internal chemical self-heating units, which can be stored for extended periods without refrigeration.

Memorandum of Understanding (MOU): A written agreement between disaster responder organizations to formalize the understanding that they will assist in the disaster response.



Mitigation: Pre-event planning and actions that aim to lessen the occurrence or effects of potential disaster.

Mobilization: The process and procedures used by organizations; federal, state and local for activating, assembling, and transporting resources that have been requested to respond to or support an incident.

Multi-Agency Coordination (MAC): The participation of government and other organizations involved at any level of the SEMS organization working together in a coordinated effort to facilitate decisions for overall emergency response activities, including the sharing of critical resources and the prioritization of incidents.

Multi-Jurisdiction Incident: An incident where multiple jurisdictions have a statutory responsibility. Under ICS, these incidents will be managed under Unified Command.

Mutual Aid: Is the voluntary aid and assistance by the provision of services and facilities, including but not limited to fire, police, medical and health, communication, transportation, and utilities. Mutual aid is intended to provide adequate resources, facilities, and other support to jurisdictions whenever their own resources prove to be inadequate to cope with a given situation.

Mutual Aid Agreement: Written agreement between agencies and/or jurisdictions in which they agree to assist one another upon request, by furnishing personnel and equipment.

Natural Disaster: Any hurricane, tornado, storm, flood, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, drought, fire, or other catastrophe which causes, or which may cause, substantial damage or injury to civilian property or persons.

National Incident Management System (NIMS): The National Incident Management System (NIMS) provides a comprehensive approach to emergency management for all hazards. NIMS integrates existing best practices into a consistent nationwide approach to domestic emergency management that is applicable to all jurisdictional levels (public and private) and across functional disciplines. NIMS is based on a balance of flexibility and standardization. NIMS is flexible, and allows government and private entities at all levels to work together to manage domestic emergencies, regardless of their cause, size, location, or complexity. NIMS also provides a set of standardized organizational structures.

National Response Framework: The National Response Framework (NRF) presents the guiding principles that enable all response partners to prepare for and provide a unified national response to disasters and emergencies – from the smallest incident to the largest catastrophe. The Framework establishes a comprehensive, national, all-hazards approach



to domestic incident response. The Framework documents the key response principles, roles, and structures that organize national response. It describes how communities, States, the Federal Government, and private-sector and non-governmental partners apply these principles for a coordinated, effective national response. And it describes special circumstances where the Federal Government exercises a larger role, including incidents where Federal interests are involved and catastrophic incidents where a State would require significant support. It allows first responders, decision makers, and supporting entities to provide a unified national response.

National Shelter System (NSS): A national database of shelters managed by FEMA and Red Cross. All shelters listed for the 12 counties of the San Francisco Bay Area region have statements of understanding with Red Cross to make the sites available as shelters if they are needed after an incident. All sites are inspected by Red Cross to ensure that they meet Red Cross standards for shelters. The database has information about each shelter, including the number of people it can support and details about utilities, bathroom facilities, and other features related to shelter operations.

Non-Governmental Organization (NGO): An entity with an association that is based on interests of its members, individuals, or institutions, and that is not created by a government, but may work cooperatively with government. Such organizations serve a public purpose, not a private benefit. Examples of NGOs include faith-based charity organizations and the Red Cross.

Non-Traditional Shelter: Large, sheltering facility, often those generally used for public assembly such as an arena, convention center, cruise ships, vacant building, stadiums or recreational fields, parking lots, beaches, campgrounds, farm land, or open lots.

Office of Emergency Services (OES): OES is the lead agency in fulfilling the County's responsibility under the California Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the CA Government Code) and also serves as the Operational Area Coordinator for County of Santa Clara under the Standardized Emergency Management System (CA Government Code 8605)

Operation Area (OA): A geographical area that encompasses all local governments within a county, including the county. The operational area serves as the coordination and communications link between the local government and the state. The operational area prioritizes resources and coordinates mutual aid among entities within the operational area. Each operational area is responsible for activating and operating an EOC.

Operational Area Emergency Operations Center (OA EOC): The physical location at which the coordination of information and resources to support operational area activities normally takes place.



Paratransit: The family of transportation services which falls between the single occupant automobile and fixed route transit. Examples of paratransit include taxis, carpools, vanpools, minibuses, demand-responsive bus services, and specialized bus services for the mobility impaired or transportation disadvantaged.

Plan: A document that describes the broad, overall jurisdictional response to potential extraordinary emergencies or disasters.

Preparedness: The range of deliberate, critical tasks and activities necessary to build, sustain, and improve operational capability. Preparedness is a continuous process involving efforts at all levels of government and between government and private-sector and non-governmental organizations to identify threats, determine vulnerabilities, and identify required resources. Preparedness is operationally focused on establishing guidelines, protocols, and standards for planning, training and exercises, personnel qualification and certification, equipment certifications and publication management.

Recovery: The long-term activities beyond the initial emergency response phase of disaster operations that focus on returning all systems in the community to a normal status or to reconstitute these systems to a new condition that is less vulnerable.

Resources: Personnel and equipment available, for assignment to incidents or to EOCs.

Response: Activities that address the direct effects of an incident; immediate actions to save lives, protect property.

Safe and Well Program: A website that is accessible 24 hours a day, seven days a week via www.redcross.org. People within a disaster area can register themselves and communicate information to their family members, letting them know of their well-being. Concerned family members who know a person's phone number (home, cell or work) or a complete home address can search for the messages posted by those who self-register.

Service Animal: The ADA defines a service animal as any guide dog, signal dog, or other animal individually trained to assist an individual with a disability, including but not limited to assisting individuals with impaired vision, hearing, or mobility; providing animal protection; or performing rescue work. Service animals are not pets and will remain with their owners at all times as allowed by law. If they meet this definition, animals are considered service animals under the ADA regardless of whether they have been licensed or certified by a local or State government.

Shelter: Facilities providing safe, sanitary, and secure refuge before, during, and after disaster incidents. (Note: This may also include some facilities that provide immediate necessary safe haven sheltering during an incident, but are not capable of ongoing operations once other options are available.) Shelters may include general population shelters, medical needs shelters, or household pet shelters.



Shelter Agreement: An agreement between a property owner/operator and an organization responsible for operating a mass care shelter facility that allows use of a physical location as a mass care and shelter site.

Shelter Capacity: In the National Shelter System (NSS) database, “shelter capacity” is based on allowing 40 square feet per person.

Shelter-In-Place: Shelter-in-place means to take immediate shelter where you are—at home, work, school, or in between, for example, during a hazardous materials incident when chemical or radiological contaminants are released into the environment.

Shelter Manager: An individual who provides for the internal organization, administration, and operation of a shelter facility.

Special District: A unit of local government (other than a city or county, with authority or responsibility to own, operate, or maintain a project (e.g., a water district).

Spontaneous Shelter: A spontaneous shelter is a site where people may gather and reside after an incident, but it is not supported by any organization.

Standardized Emergency Management System: The Standardized Emergency Management System (SEMS) is used to manage emergency response in California. SEMS consists of five hierarchical levels: field, local, Operational Area, regional, and State. SEMS incorporates the principles of the Incident Command System, the Master Mutual Aid Agreement, existing discipline-specific mutual aid agreements, the Operational Area concept, and multi-agency or interagency coordination and communication. Under SEMS, response activities are managed at the lowest possible organizational level.

Support Animal: State law defines emotional support animals as animals that assist a person with a psychiatric/emotional disability. Although not always as specifically trained as service animals, emotional support animals are still considered an essential aid to a person with a disability that allows them to function in their daily life; therefore, they are also exempt from restrictions regarding facility and transportation access.

Terrorism: The use of, or threatened use of criminal violence against civilians or civilian infrastructure to achieve political ends through fear and intimidation.

Tsunami: A large oceanic wave generated by earthquakes, submarine volcanic eruptions, or large submarine landslides in which sudden forces are applied to the water mass.

Unaccompanied Minor: Unaccompanied minors are those persons who are less than 18 years of age and not emancipated; separated from both parents and other relatives; and are not being cared for by any adult who by law or custom is responsible for doing so.



Volunteer Organizations Active in Disasters (VOAD): Established disaster relief organizations, which for the most part are faith-based and national in scope, yet play a major role in disaster recovery at the local level. Services include, but are not limited to:

- Repairing and replacing low-income housing
- Mass feeding services
- Home clean-up and repairs
- Facilities for in-kind disaster relief supplies
- Disaster child care
- Material resources such as blankets, health kits, and clean up kits
- Trauma, stress, grief, care for responders and affected population
- Shelter management
- Emergency sheltering of animals
- Clean-up and debris removal
- 2-1-1 information and referral



APPENDIX A – SHELTER SURVEY FORMS



SHELTER FACILITY SURVEY



Shelter Facility Survey

BASIC SHELTER INFORMATION

Site Name/ School District _____ NSS ID# _____ Date _____

Name of building _____ Building # _____ of _____

Phone # _____ Fax # _____ Website _____

Shelter address _____

Town/ City _____ County/ Parish _____ State _____ Zip Code _____

Mailing Address (if different) _____

Town/ City _____ County/ Parish _____ State _____ Zip Code _____

Agency operating shelter (check one) Red Cross FEMA DHS TSA SBC Other _____

Shelter agency type (check one) Red Cross managed Red Cross partner Red Cross supported Independent _____

Shelter type (check all that apply) Evacuation General Medical Other _____

General facility notes _____

Shelter Capacity

Use the calculations to calculate the capacity for sleeping space.

Total sq feet _____ Evacuation _____ usable sq ft + 20 sq ft/person = _____ person capacity

Sq feet usable for sleeping space _____ Post Impact _____ usable sq ft + 40 sq ft/person = _____ person capacity

_____ Other _____ usable sq ft + _____ sq ft/person = _____ person capacity

Geographic Information

Use major landmarks (e.g. highways, intersections, rivers, railroad crossings, etc.) that will be easily recognizable in a disaster. Latitude and longitude coordinates can be found at online web sites, using a global positioning system device, or will auto populate when the address is entered into the National Shelter System.

Latitude _____ Longitude _____ Elevation _____

In storm surge/evacuation Yes No Hurricane category or evacuation area _____ No Yes In flood plain Yes No year flood impact No

Directions to facility _____



Shelter Facility Survey

Point of Contact to *Authorize Use of Facility*

Name _____ Title _____ Phone # _____
 24 hour # _____ Fax # _____ Email _____
 Contact notes _____

Point of Contact to *Open Facility*

Name _____ Title _____ Phone # _____
 24 hour # _____ Fax # _____ Email _____
 Contact notes _____

Alternate Point of Contact

Name _____ Title _____ Phone # _____
 24 hour # _____ Fax # _____ Email _____
 Contact notes _____

Pet Shelter

Pet shelter space available on site Yes *answer questions below* No **nearest location** _____
 Separate ventilation system Yes No **Cement or tile floors with drains** Yes No **Outdoor space to relieve pets** Yes No
 Agency that will operate the pet shelter _____ Phone # _____ 24 hour # _____

ADDITIONAL INFORMATION

Shelter agreement signed Yes No **Date signed** _____ **Notes** _____
 Pre-designated shelter team assigned Yes **Team name** _____ No
 Current facility floor plans available Yes **Location of copies** _____ No
 International Association of Venue Managers (IAVM) facility Yes No
Use the [Standards for Selection of Hurricane Evacuation Shelters](#) to select hurricane evacuation shelters. In this document, you will find a planning process that involves many factors (e.g. technical information for storm surge and flood mapping). This process requires close coordination with local officials for technical information to make decisions about hurricane shelter suitability. Use the Facility Construction section to assist with determining whether this can be a hurricane evacuation shelter.
 Shelter can be a hurricane evacuation shelter Yes No **Notes** _____



Shelter Facility Survey

Survey Conductors *(List all who participated in the survey)*

Name	Title	Organization	Phone #
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

LIMITATIONS OF FACILITY USE

Check one This facility will be available for use at any time during the year This facility is only available for use during the time periods listed below This facility is not available for use during the time periods listed below

Dates (mm/dd/yyyy) Times (hh:mm) **Dates (mm/dd/yyyy) Times (hh:mm)**

From _____ AM PM From _____ AM PM

To _____ AM PM To _____ AM PM

List any recurring dates that the facility is not available (e.g. every sunday) _____

Areas of the facility that are restricted during use _____

FACILITY CONSTRUCTION & SAFETY

Facility Construction

Construction material Wood Masonry/Brick Pre-fab Bungalow Concrete Metal Trailer Pod Other _____

stories/floors _____ Notes _____

Elevator Yes No Location _____ Notes _____

Open roof-spans (see [Standards for Selection of Hurricane Evacuation Shelters](#) for current standards) Yes No Length _____

Windows in sleep area Yes No If yes, shatter protected Yes No If yes, protected with shutter Yes No

Fire & AED Safety

Some facilities may not meet fire codes based on building capacity. The questions below are a general reference. Contact your local fire department with questions or for more information.

Fire alarms & systems (check all that apply) Working smoke detectors Inspected fire alarm system Functional sprinkler system Functional direct fire department alert

Comments from fire department _____

AED(s) on site Yes No Location _____



Shelter Facility Survey

Facility Inspection Point of Contact

If requested, who would inspect this facility post-impact to determine it is safe to occupy?

Name _____ Title _____ Phone # _____

24 hour # _____ Fax # _____ Email _____

Contact notes _____

SANITATION, FEEDING & UTILITIES

Sanitation, Utilities & Power

The recommended ratio for toilet facilities is a minimum of 1 toilet for 20 people. The optimum scenario for showers is 1 shower for every 25 residents. Count all facilities that will be available to shelter residents and staff.

Showers available Yes # of showers _____ No Toilets available Yes # of toilets _____ No

Check all that apply Heating Electric Natural Gas Propane Fuel Oil Cooling Electric Natural Gas Propane

Check all that apply Cooking Electric Natural Gas Propane Water Municipal Well(s) Trapped

Self-sufficient power Yes Type _____ No

Note fuel requirements, generator capacity, facility areas supported by generator(s), and other relevant information.

Emergency generator on site Yes No Notes _____

Feeding

Food Prep (check all that apply) Warming oven kitchen Full service Central kitchen (delivery)

Food stock stored on site Yes # meal can be served _____ No Refrigeration units on site Yes # units _____ No

Seating capacity Cafeteria _____ Snack Bar _____ Other indoor seating _____ Total estimated seating capacity for eating _____

Notes on feeding _____

ACCESSIBILITY

See accompanying Shelter Facility Survey-Accessibility Instructions.

Facility Construction Facility built in 1993 or later, or extensively altered in 1992 or later. _____ Yes No

Parking Areas Parking available. _____ Yes No

Answer below if parking is available

Accessible parking space(s) Yes No Notes _____

Van accessible parking space(s) Yes No Notes _____

Drop-off/Loading Area Permanent drop-off area/loading zone with marked access aisle or space available to designate as temporary drop-off area/loading zone. _____ Yes No



Shelter Facility Survey

Facility Entrance

- Sidewalk connects parking area and any drop-off area to at least one facility entrance. Yes No
- Route from accessible parking spaces and any drop-off area/loading zone to at least one facility entrance has no steps or curbs without curb cuts. Yes No
- Where route crosses curb, curb cuts are at least 36" wide. Yes No
- Automatic doors or doors without knob hardware. Yes No
- Doorways at least 32" wide when door is open. Yes No
- Level landings on interior and exterior sides of entry door. Yes No
- No objects protrude from the side more than four inches into the route to the facility entrance. Yes No
- If the main facility entrance does not appear to be accessible, another entry is accessible. Yes No
- A sign identifies the location of the accessible entrance. Yes No

Routes to Service Delivery Areas

- A route without steps is available to access each service delivery area, as well as restrooms and showers or service can be provided in area that can be accessed by route with no steps. Yes No
- Using a yard stick held horizontally at your waist level, walk from the facility entrance to each service delivery area, as well as restrooms and showers. Except at doorways (which must be only 32" wide), no part of the route is less than 36" wide. Yes No
- Route has vertical clearance of at least 80". Yes No
- No objects protrude from the side more than 4" into the routes to the various service delivery areas. Yes No
- Automatic doors or doors without knob hardware. Yes No
- Doorways at least 32" wide when door is open along routes to each service. Yes No
- If a service delivery area is accessible only by elevator, there is back-up power for the elevator(s). Yes No

Ramps

- Ramps are at least 36" wide, have handrails on both sides 34"-38" above the ramp surface, and have level landings at least 60" long. Yes No
- If yes, type of ramp** Fixed Portable Not provided
- If ramps are longer than 30 feet, a level landing at least 60" long is provided every 30 feet. Yes No

Restrooms

- Area where person in a wheelchair can turn around (60-inch diameter circle or T-shape turn area). Yes No
- Doorways at least 32" wide when door is open. Yes No
- Doors without knob hardware. Yes No
- Toilet seat is 17"-19" high. Flush control is automatic or manual control on the open side of the toilet and no higher than 48". Yes No
- Toilet's centerline is 16"-18" from the nearest side wall. Yes No
- Stall at least 60" wide and 56" deep (wall-mounted toilet) or 59" deep for (floor mounted toilet). Yes No
- Space at least 9" high is provided beneath the front and one side of the stall. Yes No
- Appropriate grab bars. Yes No
- Toilet paper dispenser is within 36" of the rear wall. Yes No
- At least one accessible sink. Yes No



Shelter Facility Survey

Showers

Showers available. Yes No

Answer below if showers are available

At least one accessible shower stall with appropriate grab bars. Yes No

Stall type Transfer stall Roll-in shower Not provided

Shower seat 17"-19" high. If in transfer stall, seat is on the wall opposite the shower controls. If in roll-in shower, seat is on wall adjacent to the shower controls. Yes No

Hand-held shower spray with ability to mount at 48" (typically via a mount that can be adjusted along a fixed vertical bar), or alternatively a fixed shower head at 48". Yes No

Controls do not require tight grasping, pinching or twisting and are mounted 38"-48" high and no more than 18" from the front of the shower. Yes No

Eating areas

At least some tables have tops 28"-34" high and space underneath at least 27" high, 30" wide and 19" deep. Yes No

Serving line or counter no higher than 34". Yes No

Assessment

Relevant areas of the facility are accessible to people with disabilities without adjustments. Yes No

Facility has at least one accessible entrance and one accessible restroom, and otherwise is capable of being made accessible during a disaster with minor adjustments. Yes No

Facility would require extensive adjustments to be accessible during a disaster. Yes No

Adjustments for Accessibility (*Identify any adjustments or enhancements that should be made to make the relevant areas of the facility accessible during a disaster*) _____

OTHER CONSIDERATIONS

Additional Facilities & Space

Isolated care areas Yes No **Type of area** Rooms Shelter area Separate facility/area **Shelter registration area** Yes No

Laundry facilities Yes No **# of washers** _____ **# of dryers** _____ **Who can access the laundry facilities** Shelter workers Shelter residents

Special conditions or restrictions for laundry _____

Available Materials

One cot and two blankets per shelter resident is recommended. Note all available materials for shelter use in the notes section.

Cots available Yes No **# of cots** _____ **Location** _____

Blankets available Yes No **# of blankets** _____ **Location** _____

Children's supplies (e.g. cribs & changing table) Yes No **Chairs & tables available** Yes No **# of chairs** _____ **# of tables** _____

Notes _____



SHELTER ACCESSIBILITY CHECKLIST



**ACCESSIBILITY CHECKLIST
FOR DISASTER SHELTERS
ESSENTIAL ITEMS**

Facility Name: _____

Facility Address: _____

Facility Contact Person: _____

Facility Telephone: _____

Date of Site Survey: _____

Site Survey Completed By: _____

Name

Signature

Name

Signature

Name

Signature

**Adapted with permission from the "Accessibility Checklist for Disaster Shelters - Essential Items"
created by the City of San Jose in 2008*



This checklist does not cover all accessibility requirements included in the ADA Standards for Accessible Design or the California Building Code.

Failure to meet one or more of the following accessibility standards would not necessarily make a facility ineligible for use as a shelter as there may be temporary solutions to overcome any identified accessibility barriers.

People with disabilities should be able to arrive on the site, approach the building, and enter as freely as everyone else. At least one route of travel should be safe and accessible for everyone.

**Adapted with permission from the "Accessibility Checklist for Disaster Shelters - Essential Items" created by the City of San Jose in 2008*



Parking and Drop-Off Areas

Parking and Drop-Off Areas		Yes	No	Comments-No Findings	Location	Picture #
1.	Is there a drop-off area at least 20' long x 5' wide with a slope less than 2% (1:50) in all directions and curb ramps if there is a curb?					
2.	Are curb ramps at least 48" wide with a running slope less than 8.33% (1:12)? Note: Slope is given as a percentage or ratio of the height to the length. 1:12 means for every 12 inches along the base of the ramp, the height increases one inch. For an 8.33% or 1:12 maximum slope, at least one foot of ramp length is needed for each inch of height.					
3.	Are an adequate number of accessible parking spaces available that are at least 108" wide with a 60" wide access aisle and both 18' long? The table below gives the requirements for new construction and alterations: Total Spaces Accessible (One van accessible space is required for every eight regular accessible spaces) 1 to 25 1 space 26 to 50 2 spaces 51 to 75 3 spaces 76 to 100 4 spaces					
4.	Is there at least one van accessible space? If there are more than 8 accessible spaces provided one van accessible space for every 8 accessible spaces must be provided.					

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Parking and Drop-Off Areas

<u>Parking and Drop-Off Areas</u>		Yes	No	Comments-No Findings	Location	Picture #
5.	Are the van accessible spaces at least 108" wide and 18' long with an access aisle at least 96" wide and 18' long?					
6.	Do the access aisles connect directly to the accessible path to the accessible entrance?					
7.	Are the accessible spaces closest to the accessible entrance?					
8.	Are accessible spaces marked with the International Symbol of Accessibility?					
9.	Are there signs reading "Van Accessible" at van spaces?					
10.	Is the slope for accessible spaces and access aisles in any direction less than 2% (1:50)?					

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Path of Travel to Entrance

<u>Path of Travel to Entrance</u>		Yes	No	Comments-No Findings	Location	Picture #
11.	Is there a route that does not require the use of stairs or steps?					
12.	Where running slopes are greater than 5% (1:20), does the path meet the requirements for a ramp?					
13.	Are the running slopes of any ramps 8.33% (1:12) or less?					
14.	Are the cross slopes of any ramps 2% (1:50) or less?					
15.	Do all ramps longer than 6 feet have railings on both sides?					
16.	Are railings sturdy, and between 34 and 38 inches high?					
17.	Is the width between railings or curbs at least 48 inches?					
18.	Is there a 60" long level landing at the top and bottom of ramps and at changes in ramp direction?					
19.	If the ramp rises more than 30" is there an intermediate landing between the top and bottom landing?					
20.	Are there curbs or wheel guides on the sides of the ramp if the ramp has a "drop off"?					
21.	Is the route stable, firm and slip-resistant?					
22.	Is the route at least 48" wide?					

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Path of Travel to Entrance

Path of Travel to Entrance	Yes	No	Comments-No Findings	Location	Picture #
<p>23. Do protruding objects between 27" and 80 " above the surface protrude into the path of travel more than 4"?</p> <p>Note: In order to be detected using a cane, an object must be within 27" of the ground. Objects hanging or mounted overhead must be higher than 80" to provide clear head room. It is not necessary to remove objects that protrude less than 4" from the wall.</p>					
<p>24 Are there any changes in level in the path of travel that are higher than 1/2"?</p> <p>Note: Changes in level of a 1/4" can be vertical. Changes in level from 1/4" to 1/2" must be beveled. For changes in level higher than 1/2" they must meet the requirements for a ramp.</p>					

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Entrance

Entrance	Entrance		Comments-No Findings	Location	Picture #
	Yes	No			
<p>25. If there are stairs at the main entrance, is there also a ramp or lift, or is there an alternative accessible entrance? Note: Do not use a service entrance as the accessible entrance unless there is no other option.</p>					
<p>26. Do all inaccessible entrances have signs indicating the location of the nearest accessible entrance?</p>					
<p>27. Does the entrance door have at least a 32" clear opening (for a double door, at least one 32" leaf)?</p>					
<p>28. Is there at least 18" for interior doors, or 24" for exterior doors, of clear wall space on the pull side of the door, next to the handle? Note: A person using a wheelchair or crutches needs this space to get close enough to open the door.</p>					
<p>29. Is the door hardware between 30" and 44" above the floor and useable with a closed fist? Note: The "closed fist" test for handles and controls: Try opening the door or operating the control using only one hand, held in a fist. If you can do it, so can a person who has limited use of his or her hands.</p>					

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		Entrance		Comments-No Findings	Location	Picture #
		Yes	No			
30.	How much force is required to open doors? All doors other than fire doors should require no more than 5 lbs of pressure to open. Fire rated doors may have a maximum door pressure up to 15lbf. as determined by the appropriate administrative authority. A high door setting may require an automatic door opener or other compensating device. (CA Title 24 1133B.2.5)					
31.	Is the door threshold 1/2" high or less? Is the part of the threshold higher than 1/4" beveled?					
32	Is there clear space on each side of the door to allow a person using a wheelchair to move back or forward when they open the door? (48" pull side and 60" push side.)					

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Path of Travel to Interior Locations

Path of Travel to Interior Locations		Yes	No	Comments-No Findings	Location	Picture #
<p>Path of Travel to Interior Locations Ideally, the layout of the building should allow people with disabilities to obtain materials or services without assistance.</p>						
33.	Is there a path of travel at least 44" wide?					
34.	Do interior doors open at least 32" wide?					
35.	Do protruding objects between 27" and 80 " above the floor protrude into the path of travel more than 4"?					
36.	If an elevator or lift provides the only accessible route, is there a source of back-up power to operate the device for an extended period?					
37.	Where slopes are greater than 5% (1:20), does the path meet the requirements for a ramp (see questions concerning ramps in the previous section entitled "Path of Travel to Entrance")?					
38.	Can doors be opened with no more than 5 pounds of force or no more than 15 pounds of force if the door is a fire door?					
39.	Is the door hardware between 30" and 44" above the floor and usable with one hand closed in a fist?					
40.	Is there a 60" circle or "T-shaped" turnaround space for a wheelchair?					
41.	Are there any changes in level in the path of travel that are higher than 1/2"?					

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Restrooms - Mens

<u>Restrooms</u>			Comments-No Findings	Location	Picture #
	Yes	No			
M42. Is there a sign mounted on the wall adjacent to the door latch with raised letters and Braille?					
M43. Do restroom doors have appropriate signage centered 60" high on the door? (Women's - 12" diameter circle; Men's - 12" equilateral triangle; Unisex - 12" equilateral triangle superimposed on a 12" diameter circle)					
M44. Is the door to the restroom at least 32" wide with accessible hardware?					
M45. Is there a 60" circle or "T-shaped" turnaround space inside the restroom?					
M46. Is at least one toilet stall 60" wide provided with an out swinging door that has 48" of clear space in front of the toilet?					
M47. Does this stall have side and rear grab bars that are 33" -36" high?					
M48. Is the door to the toilet stall at least 32" wide?					
M49. Is the toilet seat 17" to 19" high?					
M50. Is there at least one sink with at least 29" of clearance under the front apron with the top rim no more than 34" above the floor?					
M51. Are the hot water and drain pipes insulated?					
M52. Is the faucet hardware usable with one hand without grasping or twisting?					

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Restrooms - Womens

<u>Restrooms</u>			Comments-No Findings	Location	Picture #
	Yes	No			
W42. Is there a sign mounted on the wall adjacent to the door latch with raised letters and Braille?					
W43. Do restroom doors have appropriate signage centered 60" high on the door? (Women's - 12" diameter circle; Men's - 12" equilateral triangle; Unisex - 12" equilateral triangle superimposed on a 12" diameter)					
W44. Is the door to the restroom at least 32" wide with accessible hardware?					
W45. Is there a 60" circle or "T-shaped" turnaround space inside the restroom?					
W46. Is at least one wide toilet stall 60" wide provided with an out swinging door that has 48" of clear space in front of the toilet?					
W47. Does this stall have side and rear grab bars that are 33" -36" high?					
W48. Is the door to the toilet stall at least 32" wide?					
W49. Is the toilet seat 17" to 19" high?					
W50. Is there at least one sink with at least 29" of clearance under the front apron with the top rim no more than 34" above the floor?					
W51. Are the hot water and drain pipes insulated?					
W52. Is the faucet hardware usable with one hand without grasping or twisting?					

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Showers

	Yes	No	Comments-No Findings	Location	Picture #
<p>Showers</p> <p>"For many emergency shelters, evacuees are not expected to use shower or bathing facilities due to the short period they may stay at the shelter. If planning for shelter operations includes offering shower or bathing facilities, then those facilities should be on an accessible route and checked for accessibility. For information on the requirements for accessible showers or bathtubs see the ADA Standards for Accessible Design which is available online at www.ada.gov." (DOJ ADA Emergency Shelter Checklist) or the California Building Code, 1115B.4.4 Accessible Showers and 1115B.4.5</p> <p>53. Is there at least one accessible roll-in shower at least 60" wide and 30" deep with a full opening along the long side OR at least 60" wide and 36" deep with an entrance opening of at least 36"?</p> <p>54. Is there a single-lever faucet control (40" high)?</p> <p>55. Is there a hand-held sprayer (mounting bracket no higher than 48")?</p> <p>56. Is there a folding seat adjacent to the faucet control and sprayer (18" high)?</p> <p>57. Are the grab bars 33" to 36" high and adjacent to and across from the folding seat?</p> <p>58. Is the hand-held sprayer hose at least 60" long?</p> <p>59. Is there an accessible path of travel from the public hallway to the shower?</p>					

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Summary

Issue	Question	Location	Findings/Comments	Photo
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APPENDIX B – SHELTER OPERATIONS FORMS



SHELTER REGISTRATION FORM

AMERICAN RED CROSS

SHELTER REGISTRATION FORM

Please print all sections

Incident / DR Number & Name: _____

Shelter Name: _____

Shelter City, County/Parish, State: _____

Family Name (Last Name):		Total family members registered: Total family members sheltered:
Pre-Disaster Address (City /State/Zip):	Post-Disaster Address (if different) (City/State/Zip):	Identification verified by (Record type of ID; if none, write none):
Home Phone:	Cell Phone/Other:	Primary Language: If primary language is not English, please list any family members who speak English.
Method of Transportation: If personal vehicle—plate #/State: (for security purposes only)		

INFORMATION ABOUT INDIVIDUAL FAMILY MEMBERS (for additional names, use back of page)

Name (Last, First)	Age	Gender (M/F)	Rm./Cot #	Arrival Date	Departure Date	Departing? Relocation address and phone

Are you required by law to register with any state or local government agency for any reason?
 Yes No If Yes, please ask to speak to the shelter manager immediately.

I acknowledge that I have read/been read and understand the Red Cross shelter rules and agree to abide by them.

Signature _____ Date: _____

CONFIDENTIALITY STATEMENT

American Red Cross generally will not share personal information that you have provided to them with others without your agreement. In some circumstances disclosure could be required by law or the Red Cross could determine that disclosure would protect the health or well-being of its clients, others, or the community, regardless of your preference.

Below, please initial if you agree to release information to other disaster relief, voluntary or non-profit organizations and/or governmental agencies providing disaster relief.

I agree to release my information to other disaster relief, voluntary or non-profit organizations _____

I agree to release my information to governmental agencies providing disaster relief _____

By signing here, I acknowledge that I have read the confidentiality statement and understand it.

Signature _____ Date: _____

Shelter Worker Signature _____

After registration, each family should go through the Shelter Initial Intake Form to determine if further assistance or accommodation is needed.

For Red Cross Use Only		Form 5972 Rev 02/07
Copy Distribution		
1. Shelter registration on-site file - Mass Care	2. Information Management (Data Entry)	3. Client (if requested)



FACILITY/SHELTER OPENING & CLOSING INSPECTION FORM



Facility/Shelter Opening & Closing Inspection

Name of Facility _____ Address _____

Name of Facility Rep and/or Operator _____ Phone # _____

Opening Inspection					
Areas to Inspect When Opening the Facility/Shelter (Check yes, no, not applicable (NA) or unknown (U). Specific areas needing correction and those responsible for making them should be noted under "Comments". Take pictures of pre-existing damages)					
Yes	No	NA	U	Comments	Areas to Inspect
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Are indoor and outdoor walking surfaces free of trip and fall hazards (e.g. uneven sidewalks, unprotected walkways, loose/missing tiles, wires, etc...)?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Are the routes to exits relatively straight and clear of obstructions (e.g. blocked, chained, obstructed)?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Are all emergency exits properly identified and secured, and there are at least two exits per floor?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Are illuminated exit and exit directional signs visible from all aisles?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Are all kitchen equipment and bathroom fixtures in working order?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Is there an emergency evacuation plan posted and an identified meeting place?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Are there guidelines for directing occupants to an identified assembly area away from the building once they reach the ground floor?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Are there any site specific hazards (e.g. hazardous chemicals and machinery)? If so, describe them.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Is the facility neat, clean and orderly?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Are the following utility systems in good working order: electricity, water, sewage system, HVAC?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Are fire extinguishers and smoke detectors present, inspected and properly serviced with current inspection tags?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		If power fails, is automatic emergency lighting available for exit routes, stairs and restrooms?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Is there a back-up power source?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Are first aid kits readily available and fully stocked? Where?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Will occupants of the building be notified that an emergency evacuation is necessary by a public address system or alarm?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Are floors and walls free of damage?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Is the parking area free of damage?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		SHELTER ONLY: Are there accessible parking spaces?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		SHELTER ONLY: Is there at least one entrance to the building accessible for people with mobility issues with signage identifying the location of the accessible entrance?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		SHELTER ONLY: Is there at least one accessible restroom?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		SHELTER ONLY: Are there routes without steps available to access service delivery areas, restrooms and showers? Can service be provided in an area that can be accessed by routes without steps?
Any Damage or Additional Comments					

American Red Cross					
Printed Name & Title		Signature		Date	
Facility Rep/Operator					
Printed Name & Title		Signature		Date	



Facility/Shelter Opening & Closing Inspection

Name of Facility _____ Address _____

Name of Facility Rep and/or Operator _____ Phone # _____

Closing Inspection

This is to certify that the above listed Facility controlled, owned or operated by the above listed Facility Rep and/or Operator was used temporarily by the American Red Cross DR# _____ as an emergency disaster facility from _____ to _____. This facility is hereby returned by the American Red Cross in satisfactory condition less the following listed deficiencies:

Please attach photos of deficiencies

American Red Cross
Printed Name & Title _____ Signature _____ Date _____

Facility Rep/Operator
Printed Name & Title _____ Signature _____ Date _____



UNACCOMPANIED MINOR FORM

American Red Cross Unaccompanied Minors Report Form			
Minor's Name last, first, nickname	Date of Birth	Gender	Phone Number, if known
Address, if known:			
Cell Phone Number, if any:		State ID/Driver's license#, if known	
Location where minor was found or separated from family:			
Parents/Guardians Name(s) and/or Identifying Information:			
Address and Phone Number, if different from minor:			

State/Local Agency Information:

Name of State/Local Agency:	
Name/Title and phone number of Contact at that Agency:	
Date/Time of Initial Agency Contact:	Response/Comments
Subsequent contacts:	

Shaded areas to be completed by HS/DMH personnel:

ARC Designated Responsible Party (licensure preferred):	DSHR # or other ID#:
Signature of Person Assuming Supervision of Minor:	Type of Identification and #:
Date/Time Supervision Assumed:	Contact Phone Number:

Transfer Plan:

Plan for Transfer of Supervision from ARC to other guardian/agency:	
Anticipated Date/Time of Transfer:	
Actual Date/Time of Transfer:	
Detailed Information Regarding Transfer of Minor (Place additional information on back of form):	
Signature of Person Assuming Responsibility for Minor	Type of Identification and #:



FEEDING DAILY ACTIVITY REPORT

MASS CARE FEEDING UNIT DAILY ACTIVITY REPORT

Report all feeding activity using this form.

Use this form to report the meals, snacks, and drinks served on an ERV, Fixed Kitchen Site, or in a Shelter.

Completed by:	Date:	Location:	DR #:
Count meals as served, if dropped to other agencies. Do NOT count meals dropped at ARC shelters; these are reported separately. Return this completed sheet to your supervisor daily, or as directed.			

FIRST MEAL	SECOND MEAL	THIRD MEAL
County: <input type="text"/>	County: <input type="text"/>	County: <input type="text"/>
Manager/Driver: <input type="text"/>	Manager/Driver: <input type="text"/>	Manager/Driver: <input type="text"/>
Other staff: <input type="text"/>	Other staff: <input type="text"/>	Other staff: <input type="text"/>
A) # meals prepared by kitchen: <input type="text"/>		
Clamshell count before serving: <input type="text"/>	Clamshell count before serving: <input type="text"/>	Clamshell count before serving: <input type="text"/>
Clamshell count after serving: <input type="text"/>	Clamshell count after serving: <input type="text"/>	Clamshell count after serving: <input type="text"/>
B) Subtract to get meals served: <input type="text"/>	B) Subtract to get meals served: <input type="text"/>	B) Subtract to get meals served: <input type="text"/>
Snack item count before serving: <input type="text"/>	Snack item count before run: <input type="text"/>	Snack item count before serving: <input type="text"/>
Snack item count after serving: <input type="text"/>	Snack item count after serving: <input type="text"/>	Snack item count after serving: <input type="text"/>
C) Subtract to get snacks served: <input type="text"/>	C) Subtract to get snacks served: <input type="text"/>	C) Subtract to get snacks served: <input type="text"/>
Cup count before serving: <input type="text"/>	Cup count before serving: <input type="text"/>	Cup count before serving: <input type="text"/>
Cup count after the serving: <input type="text"/>	Cup count after the serving: <input type="text"/>	Cup count after the serving: <input type="text"/>
D) Subtract to get drinks served: <input type="text"/>	D) Subtract to get drinks served: <input type="text"/>	D) Subtract to get drinks served: <input type="text"/>
Canned/bottled drink count before serving: <input type="text"/>	Canned/bottled drink count before serving: <input type="text"/>	Canned/bottled drink count before serving: <input type="text"/>
Canned/bottled drink count after serving: <input type="text"/>	Canned/bottled drink count after serving: <input type="text"/>	Canned/bottled drink count after serving: <input type="text"/>
E) Subtract to get can/bottled drinks served: <input type="text"/>	E) Subtract to get can/bottled drinks served: <input type="text"/>	E) Subtract to get can/bottled drinks served: <input type="text"/>

Determine the number of meals that need to be prepared for the next day for each meal serving. In the boxes below, include comments explaining the reasoning for any changes made to the adjusted number of meals for next day. (i.e. power is back - expect an increase in meals for Saturday)

F) Adjust number of meals for next day: <input type="text"/>	F) Adjust number of meals for next day: <input type="text"/>	F) Adjust number of meals for next day: <input type="text"/>
--	--	--

Radio or phone this information into your supervisor as soon as you are finished with the meal:	Consolidated Counts:				
		1st	2nd	3rd	Totals
	Snacks	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Meals	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	



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APPENDIX C – AMERICAN RED CROSS MEMORANDUM OF UNDERSTANDING



AMERICAN RED CROSS MEMORANDUM OF UNDERSTANDING



Cal E·M·A
CALIFORNIA EMERGENCY
MANAGEMENT AGENCY



American Red Cross

Memorandum of Understanding

Between

The American Red Cross

and

The California Emergency Management Agency



Memorandum of Understanding Between California Emergency Management Agency and American Red Cross

I. Purpose

The purpose of this Memorandum of Understanding ("MOU") is to define a working relationship between The American Red Cross (hereinafter "Red Cross") and The California Emergency Management Agency, in preparing for, responding to and recovering from disasters. California Department of Social Services is the lead for EF 6 at the state-level. This MOU provides the broad framework for cooperation and support between the Red Cross and the State of California in:

- Co-leading with CA DSS mass care activities under Emergency Function (EF) 6 at the state-level
- Assisting individuals and families who have been impacted by disaster
- Providing other humanitarian services
- Readiness and response activities, including planning, training, and human and material resource support, and
- Other services for which cooperation may be mutually beneficial

II. Parties

A. California Emergency Management Agency

1. The California Emergency Management Agency (Cal EMA) was established as part of the Governor’s Office on January 1, 2009 – created by Assembly Bill 38 (Nava), which merged the duties, powers, purposes, and responsibilities of the former Governor’s Office of Emergency Services with those of the Governor’s Office of Homeland Security. Article 5 of the California Emergency Services Act identifies the California Emergency Management Agency as state agency responsible for the state’s emergency and disaster response services for natural, technological, or manmade disasters and emergencies, including responsibility for activities necessary to prevent, respond to, recover from, and mitigate the effects of emergencies and disasters to people and property. It further declares that during a state of war emergency, a state of emergency, or a local emergency, the Secretary, California Emergency Management Agency, shall coordinate the emergency activities of all state agencies in connection with that emergency.
2. Key laws and other authorities:
 - California Emergency Services Act
 - California Disaster Assistance Act
 - California Code of Regulations, Title 19
 - State of California Emergency Plan



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B. American Red Cross

1. Services for people affected by disasters

Founded in 1881, the American Red Cross is the nation's premier emergency response organization. As part of a worldwide movement that offers neutral and impartial humanitarian care, the American Red Cross is the community-based organization that mobilizes people to aid victims of disasters with the aim of preventing and relieving suffering. The Red Cross provides disaster services without regard to race, color, national origin, religion, gender, age, disability, sexual orientation, citizenship or veteran status. It follows the Fundamental Principles of the International Red Cross and Red Crescent Movement. The Red Cross is closely integrated into community response efforts, including the efforts of federal, state and local government and non-government organizations. Our goal is to work with all partners to lead a well-integrated, effective and efficient response to every disaster.

The Red Cross provides disaster services pursuant to its Bylaws and other internal policies and procedures as well as its Congressional Charter (USC 36 §300101-300111). In the Charter, Congress authorized the Red Cross "to carry out a system of national and international relief in time of peace, and apply that system in mitigating the suffering caused by pestilence, famine, fire, floods, and other great national calamities, and to devise and carry out measures for preventing those calamities."

Following a disaster, whether natural or human-made, the Red Cross will provide some or all of the following services:

Food, Shelter and Emergency Supplies

During a disaster, our first priority is to ensure that people have a safe place to stay, food, and emergency supplies. Red Cross works with government and community partners to open shelters where residents will find comfort with a hot meal, recovery information, and a place to rest. For emergency workers and people returning to their homes, the Red Cross mobilizes emergency response vehicles from which disaster workers distribute food, water, and essential clean-up items that might not be immediately available in the community.

Welfare Information

Disasters often disrupt regular communication channels and can separate families. Through the Red Cross' nationwide network of chapters, family members may request welfare information regarding their loved ones. The Red Cross "Safe and Well" Web site enables people within a disaster area to let their families and friends outside of the affected region know that they are all right. Clients register on *Safe and Well* at www.redcross.org/safeandwell. During large-scale disasters, individuals without internet access can call 1-800-RED-CROSS to register.

Client Casework and Recovery Planning and Assistance

Red Cross provides individual client services through casework for people with disaster-related needs, with particular attention to those who have experienced significant damage or loss of their homes. This casework process helps the worker to assess the client's immediate needs, and connect the client with items, which may include referrals to local resources and/or financial assistance to meet those needs. The caseworker also engages the client in a brief planning



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process which can help identify action steps for the client to follow in the first few days or weeks after a disaster. Red Cross caseworkers protect client confidentiality and work closely with other organizations and groups to ensure clients have access to all available resources.

Disaster Health and Mental Health Services

After an emergency, injuries can ensue, essential prescription medicines lost, and the shock and stress of sudden loss can overwhelm a person’s normal coping skills. The Red Cross deploys licensed health and mental health professionals who are trained and equipped to provide assistance at the time of a disaster. Disaster health services professionals can provide emergency first aid and medical assessment, triage and replacement of emergency medications with item distribution, financial assistance or referrals to community partners. Disaster mental health professionals provide mental health assessments, crisis intervention and a sympathetic ear to those in need.

2. Services related to the National Response Framework

The American Red Cross is a co-lead for the mass care component of Emergency Support Function #6 of the National Response Framework. In this role, the Red Cross engages in a variety of activities to support states in their planning, coordinating and executing of mass care programs and strategies. The Red Cross also takes a leadership role in working with other non-governmental organizations and private companies that provide services during a disaster.

3. Aviation Disasters

The National Transportation Safety Board (NTSB), and a “designated independent nonprofit organization” have specific responsibilities for coordinating the emotional care and support of the families of passengers involved in aviation disasters. The NTSB, as part of its Federal Family Assistance Plan for Aviation Disasters and in accordance with the Aviation Disaster Family Assistance Act of 1996 (P.L. 104-264), has designated the Red Cross as the organization responsible for Family Care and Mental Health.

4. Organization

The American Red Cross is a single corporation, chartered by the United States Congress to provide humanitarian services. Its national headquarters, located in Washington, D.C., is responsible for implementing policies and procedures that govern Red Cross activities and provides administrative and technical oversight and guidance to the chartered units, which include chapters and blood services regions. Each chapter has certain authority and responsibility for carrying out Red Cross disaster preparedness and response activities, delivering local Red Cross services, and meeting corporate obligations within the territorial jurisdiction assigned to it. Each chapter is familiar with the hazards of the locality and surveys local resources for personnel, equipment, supplies, transportation, emergency communications, and facilities available for disaster relief. The chapter also formulates cooperative plans and procedures with local government agencies and private organizations for relief activities should a disaster occur.



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Through its nationwide organization, the Red Cross coordinates its total resources for use in large disasters. In order to provide these services, the Red Cross may call on the Federal, state or local government for assistance when voluntary contributions are not sufficient to meet community needs.

III. Cooperative Actions

The Red Cross and Cal EMA shall partner to carry out disaster preparedness and relief activities as follows:

1. Maintain close coordination, liaison, and support at all levels through meetings, training, exercises, and other means of communication. Include a representative of the other party in appropriate committees, planning groups and task forces formed to mitigate, prepare for, respond to, and recover from disasters and other emergencies. Develop joint Standard Operating Procedures for notification of disaster and emergency situations.
2. During disasters and emergencies, in cooperation with CDSS, share critical information on human needs and services provided, such as shelter data.
3. During a disaster or emergency situation the Red Cross will, at the request of the California Emergency Management Agency, provide liaison personnel to the Regional Emergency Operations Centers, State Operations Center, and Joint Field Office. The California Emergency Management Agency will provide work space and, whenever possible, access to necessary equipment. Access to Cal EMA disaster information management systems (ie, WebEOC) will be provided at all times.
4. In addition to existing agreements at the local and state level as coordinated by CDSS, the California Emergency Management Agency will, as needed, facilitate the use of state-owned facilities to augment shelters and service delivery capability.
5. In cooperation with CDSS, develop plans and secure resources to address needs and deliver disaster relief services to people with disabilities and/or functional and access needs, multilingual populations, and other populations with specific needs, in particular during care and shelter operations. During disasters, ensure appropriate coordination occurs with agencies and operations providing emergency animal care/animal shelter.
6. During times of disaster and readiness, the agencies shall keep the public informed of the parties' cooperative efforts through the public information offices of the Red Cross and the California Emergency Management Agency, as well as the Joint Information Center.
7. Jointly carry out activities that increase community, family and citizen preparedness within California, such as educational events, preparedness campaigns, and preparedness guidance using a whole community approach.
8. Ensure Red Cross capabilities and activities are closely coordinated with lead state agencies and other entities, and are integrated into the California Emergency Functions in accordance with the State Emergency Plan, including, but not limited to, EF 6 – Care and Shelter, EF – 8 Public Health and Medical, EF – 11 Food and Agriculture, and EF – 17 Volunteers and



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Donations Management.

9. Actively seek to determine other areas, projects, and services within the Red Cross and the California Emergency Management Agency where cooperation and support will be mutually beneficial with jointly defined goals and objectives.

IV. Periodic Review and Distribution

The parties will, on an annual basis, on or around the anniversary date of this MOU, jointly evaluate their progress in implementing this MOU and revise and develop new plans or goals as appropriate. This MOU shall be widely distributed within the Red Cross' and the California Emergency Management Agency departments and administrative offices.

V. Term and Termination.

This MOU is effective as of April 3, 2013. It expires on April 3, 2018. Six months prior to expiration, the parties will meet to review the progress and success of the cooperative effort. In connection with such review, the parties may decide to extend this MOU for an additional period not exceeding five years, and if so shall confirm this in a signed writing. This MOU may be terminated by written notification from either party to the other at any time and for any reason or for no reason.

VI. Miscellaneous

This MOU does not create a partnership or a joint venture and does not create any financial commitments from one party to the other. Neither party has the authority to bind the other to any obligation. It is not intended that this MOU be enforceable as a matter of law in any court or dispute resolution forum. The sole remedy for non-performance under this MOU shall be termination, with no damages or penalty. The use or display of the name, emblem, or trademarks of the American Red Cross or the California Emergency Management Agency will be in the case of defined projects and only with the prior express written consent of the other organization.

Signature page follows.



Memorandum of Understanding Between California Emergency Management Agency and American Red Cross

California Emergency Management Agency

The American Red Cross

By: Mark S. Ghilarducci
(Signature)

By: Lisa M. Bennett
(Signature)

Name: Mark S. Ghilarducci

Name: Lisa M. Bennett

Title: Secretary

Title: Area Director, West

Date: 4-3-13

Date: 4/3/13