

## Level II – Designated Care Shelter

### Description

Those requiring frequent or continuous surveillance for potentially life threatening conditions or require bedding or bathroom facilities not available in a congregate shelter.

### Examples

Incontinent persons or those requiring assistance with toileting; those with limited mobility who cannot sleep on a cot or transfer; or those with severe dementia.

*NOTE: Congregate Care sheltering is not ideal for the following individuals: Every effort should be made to place them in an appropriate (like-bed) facility. Only in extreme situations would Skilled Nursing Facilities be housed and cared for in a congregate care shelter serving as an Alternate Care Site. All decisions regarding relocation of a resident in a Skilled Nursing Facility must be approved through the Emergency Medical Services Department Operations Center.*

## Level III – Alternate Care Site

### Description

Those requiring skilled care, continuous observation, or special equipment and services usually found in a hospital.

### Examples

Those needing IV feeding or medication; those completely bedridden requiring total care; those with uncontrolled chronic or acute physical or mental conditions.

## Unique Populations

### Convicted Sex Offenders

The safety of all shelter residents and children is paramount. It is essential that parents/guardians provide oversight of their children at all times.

Pursuant to California Penal Code 3003.5 (b) "Notwithstanding any other provision of law, it is unlawful for any person for whom registration is required pursuant to Section 290 to reside within 2000 feet of any public or private school, or park where children regularly gather." An emergency temporary shelter is not a residence, and therefore the law does not apply. A convicted sex offender may temporarily reside at a school or facility in a park, provided the stay is provisional and not permanent.

Pursuant to the provisions of the California Emergency Services Act, during a locally proclaimed disaster, the County of San Diego has the ability to authorize functions or duties to be performed in order to provide emergency services to the residents of San Diego County.

Convicted sex offenders have the legal right to lodge at all mass care shelters without the need to divulge criminal record information. If the offender chooses to inform any authority, this information shall only be provided to the appropriate personnel. No information shall be publicly revealed.

When a convicted sex offender does disclose their status:

1. If only the Shelter Manager/workers are aware of the situation, confidentiality must be maintained and the person should remain in the shelter until they are able to return home, unless other actions are determined necessary by the Shelter Manager/Workers.
2. If other shelter residents are aware of the situation, the resident must be relocated to another facility for their safety.
3. Individual agencies may provide alternate housing at the agencies' expense as the situation warrants.

### **Pre-disaster Homeless Population**

Congregate care shelters are designed to assist residents displaced from their homes due to a disaster by providing for their disaster caused emergency needs.

Pre-disaster homeless populations may reside at a shelter and have their basic needs met, however, a shelter will not remain open only for the homeless population.

Every effort should be made to assist the pre-disaster homeless population with relocation and other assistance they may require.

The OA EOC will be able to assist in requesting resources from the homeless resources in San Diego County. These resources include, but are not limited to the Homeless Outreach Team, Interfaith Shelter Network, and St. Vincent de Paul Village. 211 San Diego is another resource to find available services for the pre-disaster homeless.

### **Unaccompanied Minors**

Mass care shelters shall provide food, shelter, and safety for those under the age of 17 that arrive at a shelter without their parents/guardians.

In order to ensure the health and safety of unaccompanied minors, they must reside in a separate but co-located area/room within the shelter where they shall be monitored and cared for by appropriate staff until they can be relocated with their parents.

If a child is unable to be reunited with their parents, the Law Enforcement Branch in the OA EOC should be contacted to request the Sheriff's Juvenile Investigators for assistance.

### **Language Barriers**

When a population is affected that is unable to communicate with the shelter team on site, there are various sources for translators: County of San Diego Department of Human Resources, 211 San Diego, American Red Cross, and Deaf Community Services for American Sign Language specifically.

### **III. Authorization**

#### **County of San Diego Health and Human Services Agency (HHSA)**

HHSA will be responsible for leading care and shelter operations.

Responsibilities are defined as follows:

1. During an emergency or proclaimed disaster, the Director of the County Health and Human Services Agency, or designee, shall report to the OA EOC and serve as the Care and Shelter Branch Coordinator.
2. The Care and Shelter Branch Coordinator shall:
3. Coordinate local government support for Care and Shelter Operations.
4. Coordinate resources and mutual aid requests for government agencies or departments.
5. During an EOC activation, HHSA shall:
  - A. Assist with communications as needed, to establish required communication between the OA EOC, American Red Cross Disaster Operations Center, and other locations.
  - B. Continue to provide essential public assistance services.
  - C. Provide trained personnel to mass care shelters as available and upon request.
  - D. Provide care for unaccompanied minors.
6. Ensure that an adequate number of HHSA personnel are trained in shelter operations.
7. Co-chair the Care and Shelter Subcommittee of the Unified Disaster Council.
8. Develop, maintain, and test Care and Shelter Operations plans for the Operational Area in conjunction with UDC Care and Shelter Subcommittee.

#### **Health and Human Services Agency, Public Health Nursing**

When requested by the American Red Cross/City operated shelters through the OA EOC Care and Shelter Branch and when resources are available:

1. Administer first aid following American Red Cross protocols for minor illness and injury and refer clients to a higher level of care when appropriate.
2. Perform health assessments of shelter residents who self identify with health problems and develop a plan to meet clients' immediate health needs.
3. Monitor persons identified with special health concerns such as chronic diseases and pregnancy.

4. Assist the shelter manager with maintaining the shelter in a manner that protects the clients from contracting communicable diseases common in group living situations.
5. Provide resources to crisis counseling services and provide support to clients.
6. Monitor food preparation and distribution to promote the protection from food-borne diseases in cooperation with Environmental Health.
7. Assist shelter residents with general health education and advice.
8. Assist shelter residents with replacing lost medications and medical devices.
9. Provide referrals to other local, county and State agencies that provide medical and social services.
10. Provide status reports to the Public Health Nurse Management representative at the Emergency Medical Services Departmental Operations Center or the HHS Department Operations Center.
11. Assist with requests for trained nurses, health care providers, social services, and supplies based on shelter needs and assessment to the Emergency Medical Services Departmental Operations Center.

In addition to above, the Public Health Nurse may perform the following additional duties in a County operated shelter:

1. Assist with the initial screening of evacuees as they come to the shelter and refer as needed
2. Filling the role of a Medical Manager to oversee the overall management of the medical services in the shelter.
3. Perform additional duties as assigned by the Chief Public Health Nurse or designee.

In addition to above, the Public Health Nurse may perform the following additional duties in the County Level II shelter working alongside Medical Reserve Corp:

1. Oversee and assist evacuees with Activities of Daily Living (ADLs).
2. Oversee and monitor evacuees with stable chronic medical conditions (such as obtaining vital signs and glucose levels).
3. Oversee and assist with coordination of care for evacuees to receive hospice care, home health, and other services.

### **Health and Human Services Agency, Behavioral Health Services**

Provide crisis counseling at sites as requested, per Annex M, Behavioral Health Operations, as available. Collaborate with community partners to extend required services as necessary.

### **County of San Diego, County Shelter Team Program**

1. The County Shelter Team Program is designed to augment the sheltering resources of the American Red Cross.
2. The County Shelter Team Program may administer Level I shelters once American Red Cross resources are exhausted.
3. The County Shelter Team Program will be the primary operators for Level II shelters.
4. Teams are made up of County employees from various departments that have been trained prior to a disaster in either Shelter Management or Shelter Operations. The medical services providers will be assigned through the Emergency Medical Services Department Operations Center.
5. For an average shelter accommodating 100-200 residents, teams are made up of one Shelter Manager and three to four Shelter workers per shift, and can be scaled up depending upon the size of the shelter.

### **American Red Cross, San Diego/Imperial Counties Chapter**

The American Red Cross (ARC), as mandated by Federal Law 36-USC-3 and reaffirmed in Public Law 93-288 (Federal Disaster Relief Act of 1974), provides disaster relief in peacetime and works cooperatively with state and local governments and other private relief organizations.

The American Red Cross (San Diego/ Imperial Counties Chapter) may open a maximum of 7 shelters (estimated population between 5,000 to 10,000 people) within the first 72 hours of an incident. These figures are dependent upon the facilities available during a given disaster and overall situational safety.

1. Prior to a disaster requiring congregate sheltering, the American Red Cross will assist in the following ways:
  - A. Assist in the development and maintenance of the Care and Shelter Annex to the Operational Area Emergency Plan in conjunction with HHS, OES, and the Care and Shelter Subcommittee of the Unified Disaster Council.
  - B. Provide mass care training to requesting government agencies, non-governmental agencies, and community based organizations.
2. During an emergency or when requested, provide:
  - A. Emergency lodging in congregate care facilities for disaster victims.
  - B. Food for persons in emergency congregate care facilities.
  - C. In a non-federally declared disaster, if funding exists and with the support of other disaster response agencies/organizations; a means to purchase new clothing, temporary housing, possible assistance with rent and security deposit, medication and health needs and occupational supplies.
  - D. In a federally declared disaster, with the approval from the National American Red Cross office; the local chapter will provide for the

emergency support needs (such as food, shelter, and medical services), and bulk distribution of mass care supplies as defined by the incidents' needs to support the efforts of government agencies.

- E. Physical Health Services: provide support to persons who have disaster-related or disaster-aggravated health needs. Assist clients in the procurement of prescribed medications lost in the disaster. Provide financial assistance as needed for medications and medical-related items. Provide minor first aid treatment of patients. Disaster Health workers do not provide treatment for pre-existing injuries or provide medical diagnosis.
- F. Crisis Counseling Services: provide emergency and preventive crisis counseling services to people affected by the disaster. This includes methods to cope with disasters, crisis intervention and referral services to meet behavioral health-related concerns. Disaster crisis counselors do not provide diagnosis, long term therapy, or prescribe/administer medications.
- G. Food for disaster workers if normal commercial feeding facilities are not available.
- H. Welfare Inquiry for family members and friends trying to relocate/reunite with people in the affected area. Individuals must register themselves and their families by calling or through the American Red Cross website. Typically, there is a 48-72 hour moratorium on requests in order for the American Red Cross to concentrate on the immediate needs of the disaster victims.
- I. Liaison personnel to the OA EOC and/or to the Incident Command Post. This position must possess:
  - 1. A thorough knowledge of the American Red Cross system and procedures.
  - 2. Understanding of the OA EOC and it's purpose.
  - 3. Familiarization with WebEOC.
  - 4. Ability to work within the established County protocols to meet the needs of the community.
  - 5. Ability to assist the Department of Animal Services with coordinating and management of animals brought to American Red Cross Shelters.
- J. Distribute appropriate bulk supplies as required by the needs of the affected community.
- K. During a disaster when local American Red Cross resources are exhausted, initiate mutual aid requests from neighboring American Red Cross Chapters and/or if needed, request assistance from National American Red Cross.

- L. Co-chair the Care and Shelter Subcommittee of the Unified Disaster Council.

### **Unified Disaster Council Care and Shelter Subcommittee**

Responsibilities of this subcommittee shall include the following:

1. Develop, maintain, and test Care and Shelter Operations plans for the Operational Area in conjunction with American Red Cross and the HHSA.
2. Delineate criterion and method of justification for activation of this Annex.
3. Review and update Care and Shelter Annex as needed.

### **County of San Diego, Office of Emergency Services (OES)**

As primary responsibilities, the OES shall:

1. Support the American Red Cross, HHSA, local municipalities, and School Districts in the coordination and planning activities of the Care and Shelter Subcommittee of the Unified Disaster Council.
2. Activate and manage the OA EOC.

### **Area Law Enforcement Coordinator**

Responsibilities of the Area Law Enforcement Coordinator are as follows:

1. Law Enforcement agencies will ensure that they coordinate with the Care and Shelter Branch of the OA EOC during a disaster, so as to ensure adequate locations for sheltering or temporary evacuation points are identified for residents that may be displaced from their homes. Whenever possible, coordination with the Care and Shelter Branch Coordinator should occur prior to evacuation of a given area.
2. Any time additional evacuations are ordered, Law Enforcement agencies should be in contact with the Care and Shelter Branch of the OA EOC.
3. Law Enforcement must confer with the Care and Shelter Branch of the OA EOC before announcing shelter facility locations.
4. Law Enforcement agencies will provide temporary security at shelter sites if theft or aggression issues become problematic. This is only temporary until alternate arrangements can be made for security at the site.

### **County of San Diego, Department of Animal Services**

The Department of Animal Services shall:

1. Coordinate with the Care and Shelter Branch in the OA EOC to ensure care for pets brought to shelters as required.

2. Provide referrals to evacuees for animal services and resources.
3. Assist with lost and found inquiries.

### **County of San Diego, Department of Human Resources**

The Department of Human Resources, Director shall appoint a Vulnerable Population Unit Leader to the OA EOC, who shall:

1. Ensure specialized services are provided as required for the vulnerable population groups including the aged and disabled.
2. Coordinate local government support for vulnerable populations at shelters.
3. Collaborate with the Care and Shelter Branch Coordinator to coordinate resources and requests for the vulnerable populations in shelters.

### **Emergency Medical Services Department Operations Center (EMS DOC)**

Emergency Medical Services (EMS) will be responsible for the activation of the Emergency Medical Services Department Operations Center (EMS DOC).

Upon this activation, the DOC will coordinate the following to support shelter operations:

1. The overall medical response to the specific event.
2. The dispatching of medical service providers to shelters as requested – either with the Medical Reserve Corps (MRC) members, Public Health Nurses (PHN), and others.
3. Dispatching the Disaster Rapid Assessment Team (DRAT)

### **County of San Diego, Medical Reserve Corps**

1. Upon the orders of the Public Health Officer, the Medical/Health Branch Manager at the OA EOC, or the EMS Duty Officer through the EMS DOC, will activate Medical Reserve Corps volunteers during an event in which local established clinical resources are exceeded.
2. These volunteers, as clinical disaster service workers, will provide medical support to shelters as needed and as available.

### **Disaster Rapid Assessment Team (DRAT)**

1. A DRAT is a designated unit of volunteer and County of San Diego health care professionals, trained to operate in a disaster situation as a coordinated team to assess potential/current shelters for the need of medical resources.
2. The intent and purpose of the DRAT will be to provide health intelligence for the EMS DOC regarding the need for medical staff, supplies and care at shelters that have been established or spontaneously opened during an evacuation event.

3. The DRAT will respond to events requiring sheltering. They will perform assessments at shelter sites for the medical needs. They will never be sent into a hot or warm zone, but may serve in a field situation.
4. DRATs will be made up of appropriate compositions of staff as needed, determined at the time of the disaster.
5. Specialized DRATs respond to just one type of incident, such as a mass evacuation of an acute care hospital or Skilled Nursing Facility where a specific specialty may be required. They will be called upon to respond in their area if needed after the general DRATs are deployed and have requested further assessment for that specific event.
6. A specialized DRAT will consist of the required health care or response personnel, such as Behavioral Health, Child Protective Services, or Aging and Independence Services.

### **San Diego County, Public School Districts**

Reference Section 40041.5 of the Education Code, concerning the granting of school facilities for "mass care and welfare shelters during disasters or other emergencies affecting the public health and welfare."

1. Collaborate with the OA EOC in the post-incident designation of facilities for use as Mass Care Shelters.
2. Enter into written agreements with the American Red Cross and the County of San Diego concerning the use of facilities and each year provide an updated 24-hour emergency contact for each facility.
3. Insure that building maintenance, and if required, food service personnel are provided in those facilities opened as Mass Care Shelters.

### **San Diego County Office of Education**

1. Assist School Districts in the development of Standard Operating Procedures to facilitate "furnishing and maintaining such services as the governing board may deem necessary to meet the needs of the community." (Reference: Section 40041.5, Education Code).
2. Annually provide two copies of the directory of schools and school districts in San Diego County to both the Office of Emergency Services and the local American Red Cross.

### **All Affected Agencies and Organizations**

Responsibilities of all other affected agencies and organizations are as follows, where appropriate:

1. Prepare Standard Operating Procedures (SOP) for response to Care and Shelter Operations, including a system for automatic personnel reporting and disaster assignment.

2. Train personnel and alternates.
3. Each city shall designate a representative for the Care and Shelter Subcommittee of the Unified Disaster Council. This representative should maintain an active involvement with the Care and Shelter Subcommittee of the Unified Disaster Council.

## **IV. Functions**

### **Activation and Termination**

Activation Conditions: This Annex is activated when a real or potential emergency or situation exists in which Mass Care is required.

#### **Activation Authority**

Activation of this Annex shall be by the direction of:

1. The County's Chief Administrative Officer (CAO), or designated Assistant CAO, in the capacity of Director of the Unincorporated area, or as Operational Area Coordinator of the Unified San Diego County Emergency Services Organization; or
2. The Director of HHSA, County of San Diego; or
3. The Director, San Diego County Office of Emergency Services (OES); or
4. The Incident Commander; or
5. The Emergency Services Director or the designee of any jurisdiction signatory to the Emergency Services Agreement; or
6. The Manager of Response, or designee, American Red Cross, San Diego/Imperial Counties Chapter.

#### **Termination**

Termination of this Annex shall take place once there is no longer a threat to community members, and all displaced residents are able to find alternate lodging. The care and shelter provider must indicate that there is no need for this Annex to remain activated.

## **V. Notification And Communication**

### **Notification**

Responsibility for notifying the American Red Cross of an incident requiring Shelter Operations rests with the Incident Commander/Scene Manager of the agency in charge at the scene of the incident. Procedures for alerting and notifying the American Red Cross should be incorporated into departmental Standard Operating Procedures. Each department with potential for being an Incident Commander/Scene Manager should establish procedures for notifying the American Red Cross during emergency and disaster situations.

Notification shall consist of access to the Incident/Scene Commander for current situation intelligence, including human resource and information needs and ongoing updates. This information should include incident type, Command Post locations, Incident Commander/Scene Commander's name, number of persons affected, estimated duration, communications frequencies in use and specific requests of American Red Cross. Notification can also be initiated by the Office of Emergency Services.

Should the American Red Cross be unable to respond, the Office of Emergency Services Staff

Duty Officer must be notified immediately to activate the County Shelter Team Program.

### **Communications**

Communications in support of Care and Shelter Operations are primarily determined by the available infrastructure (i.e. Land-line, Cellular phones, etc...). However, when these methods are not available, the use of Radio Amateur Civil Emergency Service (RACES) through the Sheriff's Department when available, could be dispatched to shelter facilities in order to relay information to the OA EOC. The alternate form of communications for the San Diego/Imperial Counties Chapter of the American Red Cross is a commercial trunk UHF radio system. The American Red Cross also works closely with the San Diego County RACES group by providing an amateur radio operator liaison to them. This relationship provides the American Red Cross a direct link to the OA EOC in the event of a major disaster resulting in communication outages.

## **VI. Administration Of Mass Care**

In coordination with the Care and Shelter Branch Coordinator or designee, the American Red Cross will determine where mass care facilities will be needed and which facilities are suitable.

The American Red Cross will initiate shelter openings, assign shelter staff, and request that the opening of American Red Cross shelters and mass feeding centers be announced through the Emergency Alert System (EAS) or other established public information channels.

### **First Aid and Health Services**

1. Medical services and basic emergency First Aid will be provided in all shelters either by American Red Cross Disaster Health Services, County of San Diego Public Health Nursing, or the County of San Diego Medical Reserve Corps.
2. The task of medical services in the shelters is to promote health, to prevent disease, to treat minor illnesses and injuries, and to refer for the care of the seriously ill and injured.
3. San Diego County HHSA, Behavioral Health Services will be available to provide crisis counseling at identified sites, if requested (refer to Annex M).

### **Resources and Support**

All requests for mass care assistance should be requested through the OA EOC Care and Shelter Branch Coordinator(s) as required. This could include requesting trained personnel, emergency services support, or assistance in securing supplies.

### **Records and Reports**

1. The American Red Cross is responsible for the maintenance of mass care records, specifically the Shelter Resident Registration form. Even in a County Shelter, the forms will be provided to the American Red Cross for safe keeping and to provide a quicker mechanism for follow-up.
2. As requested by the Care and Shelter Branch Coordinator, American Red Cross will share statistics on care and shelter operations which do not violate their client confidentiality requirements.

### **Closing Shelters**

Shelters will remain open until victims can return to their own homes, make their own arrangements for shelter, or until an alternate longer-term housing plan is implemented.

## **ATTACHMENT A**

### **SAN DIEGO COUNTY CARE AND SHELTER SUBCOMMITTEE OF THE UNIFIED DISASTER COUNCIL**

American Red Cross

County Health and Human Services Agency

County Office of Emergency Services

County Office of Education

County HHSA, Behavioral Health Services

County Fire Coordinator

County Law Coordinator

County HHSA, Public Health Services

City Care and Shelter Coordinators (18)

## ATTACHMENT B

### SAN DIEGO COUNTY CARE AND SHELTER COORDINATORS

City	Title of Designee
Carlsbad	*
Chula Vista	*
Coronado	*
County of San Diego	Director, Health and Human Services Agency
Del Mar	*
El Cajon *	
Encinitas	*
Escondido	Assistant Director, Community Services
Imperial Beach	*
La Mesa	*
Lemon Grove	*
National City	*
Oceanside	*
Poway	Assistant Director, Department of Community Services
City of San Diego	*
San Marcos	*
Santee	*
Solana Beach	*
Vista	*

**\*To be identified by the local Jurisdiction**

## **ATTACHMENT C**

### **UNDERSTANDING BETWEEN THE UNIFIED SAN DIEGO COUNTY EMERGENCY SERVICES ORGANIZATION AND THE SAN DIEGO COUNTY CHAPTER OF THE AMERICAN RED CROSS**

#### **Purpose**

This understanding defines the cooperative relationship existing between the San Diego County Chapter of the American Red Cross and the Unified San Diego County Emergency Services Organization in preparing for and dealing with disasters and other emergency situations. It is designed to implement, at a local level, those agreements reached at federal and state levels between the American Red Cross, the Defense Civil Preparedness Agency, and the State of California Office of Emergency Services.

#### **Recognition**

The San Diego County Chapter of the American Red Cross (hereinafter referred to as American Red Cross) recognizes the Unified San Diego County Emergency Services Organization as a special purpose body created by mutual agreement between and among the County of San Diego and the cities in the county, to perform extraordinary functions for both city and county governments in planning for and during the time of disaster.

The Unified San Diego County Emergency Services Organization recognizes American Red Cross as a volunteer disaster relief agency chartered by Congress through which the American people extend assistance to individuals and families affected by disaster. The American Red Cross does not assume responsibility for government functions but supports the work of government authorities in alleviating the results of disaster.

#### **Cooperation And Coordination**

American Red Cross and the Unified San Diego County Emergency Services Organization responsibilities in natural disasters have a close relationship. In order to achieve effective operations, avoid duplication of effort, and to ensure that all disaster needs are met, it is essential that the employment of all available resources be coordinated.

Therefore, it is agreed that:

1. Cooperative arrangements for planning, exchange of information and continuing liaison regarding preparedness for disaster operations will be maintained. Upon activation of the emergency plan, American Red Cross will provide liaison personnel at the Primary Decision Center, field operations center (assistance center), and such other disaster operational headquarters as may be designated.
2. During natural disasters, the American Red Cross will carry out its responsibilities in coordination with the Unified San Diego County Emergency Services Organization.

Special emphasis will be placed upon Mass Care Service with mutual selection, staffing and equipping of congregate care facilities. Additionally, American Red Cross will assist the Medical and Health Service, to the extent practicable, in the handling of mass casualties and the selection, staffing and equipping of Emergency Aid Stations.

3. Regardless of responsibility, whenever there is suffering and want from any cause, and basic human needs are not being met, American Red Cross will participate in community action in extending relief.
4. Although American Red Cross responsibilities in civil disturbance and war-caused disaster are clearly defined, American Red Cross will incorporate its activities, to the extent possible, and continue to serve as a component of the Unified San Diego County Emergency Services Organization with administrative and financial responsibility resting with the local government.

### Signatory

COUNTY OF SAN DIEGO

By: *William A. Nelson*  
Asst. Clerk of the Board of Supervisors

*Ralph K. Kraft*  
Disaster Chairman,  
San Diego County Chapter  
American Red Cross

APR 10 1979

Date approved

Approved by the Board of Supervisors of  
the County of San Diego

APR 10 1979 # 14

*Porter D. Cronson*  
Clerk of the Board of Supervisors

*A. L. Bailey*  
Chairman,  
San Diego County Chapter  
American Red Cross

APR 10 1979

Date approved

APPROVED AS TO FORM AND LEGALITY  
JUNTY COUNSEL

*David N. Brown*  
DEPUTY

## **ATTACHMENT D**

### **MEMORANDUM OF UNDERSTANDING BETWEEN THE AMERICAN NATIONAL RED CROSS AND THE STATE OF CALIFORNIA DEPARTMENT OF SOCIAL SERVICES**

#### **Purpose**

- A. To recognize the respective roles and responsibilities of the American National Red Cross (herein referred to as the ANRC) and the State of California Department of Social Services (herein referred to as the DSS) in disaster preparedness planning and operations for natural and war related disasters, nuclear accidents, other emergencies, and civil disorders;
- B. To serve as a basis for mutual understanding and collaboration by which the resources of the ANRC and the DSS can be most effectively brought to bear for the relief of all persons affected by the above-mentioned types of disasters;
- C. To reaffirm that the ANRC and the DSS will discharge their respective responsibilities as described in the State of California Emergency Plan and as the ANRC is mandated to do by Congressional Charter and described in the Statement of Operational Relationships between the ANRC and the California State Office of Emergency Services (herein referred to as the OES); and
- D. To recommend working relationships between American Red Cross chapters and county welfare departments.

#### **Legal Basis For Operational Relationships**

- A. The ANRC is mandated by Federal law as defined in 36 USC-5 to undertake activities for the purpose of mitigating the suffering caused by natural disasters and other emergencies. The ANRC does not have the power to surrender the mandate created by its charter. This responsibility has been restated in the Federal Disaster Relief Act of 1974 (Public Law 93-288) and is recognized in the Statement of Operational Relationships between the ANRC and the California Office of Emergency Services.
- B. DSS and state government responsibilities derive from the California Emergency Services Act, the California Emergency Plan and Administrative Order 79-35.

#### **Role Of The ANRC**

- A. In all natural disasters and other emergencies the ANRC provides relief assistance in accordance with its established policy, procedures, and guidelines and as described in the Statement of Operational Relationships between ANRC and OES.
- B. The ANRC response in disasters does not require a governmental declaration of any type. Regardless of the size of the disaster or the number of families

affected, all assistance will be provided on a uniform basis. All ANRC assistance to disaster victims is an outright gift. No payment is ever required or requested and no ANRC supplies are ever sold.

- C. In time of major disasters or other emergencies, ANRC recognizes DSS as a resource for staff whose skills are readily adaptable to ANRC relief assistance programs.
- D. ANRC will provide training for state and local DSS staff who may be assigned to ANRC operations.
- E. In time of disaster ANRC will provide transportation and maintenance to DSS staff assigned to ANRC operations when duties are performed away from their local jurisdiction.
- F. The ANRC may act for or in behalf of local, State or Federal government disaster assistance programs on a purchase of services or other mutually acceptable reimbursable basis.

### **Role Of The Department Of Social Services**

- A. The DSS recognizes that in time of natural disasters the ANRC has the primary responsibility for meeting urgent and emergency needs of disaster victims by providing food, clothing, shelter in congregate care or other facilities, welfare registration and inquiry, and other basic elements for human comfort and survival.
- B. DSS will coordinate the capability of all county welfare departments to respond to disasters of all types as outlined in state legislation and will coordinate support from other state agencies.
- C. DSS will continue to provide usual public assistance services during a disaster situation or a declared emergency.
- D. DSS will provide needed staff, as available, to assist ANRC in disaster operations. DSS staff may also be given time off to participate in ANRC training courses. Staff salaries and benefits will be provided by DSS in both preparedness training and operational assignments of DSS staff.
- E. The provision of Emergency Welfare Services falls within the authority of state supervised-county administered public Social Services. In the event of an officially declared state of emergency, and pursuant to the rules and regulations of the California Emergency Council, all state, regional and local government employees will become disaster workers; duties may include support of the American National American Red Cross.
- F. The DSS will work with the ANRC in time of disaster in the coordination of other private agencies.

### Administrative And Financial Controls

- A. It is basic ANRC policy that administrative and financial control of its disaster related services cannot be delegated or assumed by others (as per ARC 3000 Series). Individuals and organizations, including government, cannot represent ANRC without prior agreement with and approval by ANRC.

### Other Functional Understandings

- A. The ANRC has agreements with a number of United States Government agencies, including the U.S. Department of Defense, for the obtaining and shipment of essential equipment and personnel to supplement emergency operations.
- B. The ANRC may enter into contracts with public and private agencies, on a reimbursable basis, to provide ANRC support in rendering assistance to victims in emergency situations (e.g., Repatriation of Refugees).
- C. The ANRC will support, to the best of its ability, State and Federal efforts to alleviate suffering in war-caused disaster situations.

### Other Provisions

- A. This Memorandum of Understanding shall become effective on date of signature below and shall remain in effect until 30 days after either party gives notice to the other party that it desires to terminate or modify the agreement.
- B. This Memorandum of Understanding does not supersede or replace the existing Statement of Operational Relationships between ANRC and the OES dated October 26, 1979.

APPROVED October 27, 1982

  
\_\_\_\_\_  
Gilbert R. Tills, Manager  
Western Field Office, ANRC  
Burlingame, California

APPROVED October 18, 1982

  
\_\_\_\_\_  
Marion J. Woods, Director  
Department of Social Services  
State of California

## **ATTACHMENT E**

### **STATEMENT OF OPERATIONAL RELATIONSHIPS BETWEEN THE AMERICAN RED CROSS AND CALIFORNIA OFFICE OF EMERGENCY SERVICES (This statement supersedes all previous agreements.)**

#### **Purpose**

This statement will:

- A. Outline the natural disaster program of the American Red Cross and the Office of Emergency Services, which coordinates the emergency activities of all state agencies;
- B. Show the relationship between the Office of Emergency Services (OES) and the American Red Cross (ARC) in conducting these programs;
- C. Recommend working relationships between American Red Cross chapters and local emergency (civil defense and disaster) organizations\* for natural disasters; and
- D. Include an attachment defining ARC activities for war disaster and civil disturbance. (This information is treated separately because of distinct legal and operational differences.)

#### **Legal Basis For Operational Relationships**

- A. The OES, local government, and ARC are among the several agencies having statutory responsibilities in connection with natural disasters.
- B. American Red Cross responsibilities derive from Public Law 4 (33 Stats. 599).
- C. The OES and local government responsibilities derive from the California Emergency Services Act and related codes, ordinances, resolutions, agreements, and plans.
- D. Nothing contained in the California Emergency Services Act is construed to alter the ARC statutory obligations.

#### **Basis For Agreements Concerning Natural Disasters**

- A. ARC and OES responsibilities in natural disaster have a close relationship. Therefore, ARC Western Field Office and the American Red Cross California divisions and chapters will plan and act in unison with the OES, the emergency plans of the state and local governments, pertinent federal statutes, and this agreement.

**\*The term "civil defense" connotes government response to an emergency. References throughout this statement to state and local civil defense are synonymous with state and local governments.**

- B. This unified action denotes coordination between government and the American Red Cross but does not impose any administrative authority or fiscal control by government or its emergency organizations over the American Red Cross organizations, its policies, volunteers or employees.

### **American Red Cross Program In Natural Disaster**

In accordance with the foregoing statements, the ARC will provide and finance services to meet human needs in natural disaster. Specifically, these services, extended on a grant basis, are listed and explained in paragraphs A and B below

- A. In Non-Presidentially declared disasters the services consist of:
1. Emergency Congregate Care (frequently termed Mass Care) which includes the:
    - a. Provision of emergency lodging for disaster victims in public or private buildings available for congregate care occupancy.
    - b. Provision of food and clothing for persons in emergency congregate care facilities.
    - c. Provision of food for disaster workers if normal commercial feeding facilities are not available.
    - d. Provision of welfare inquiry service.
    - e. Provision of blood and blood derivatives to hospitals and clinics for treatment of persons ill or injured as a result of a disaster.
    - f. Provision of medical and nursing care in American Red Cross shelters and operational facilities.
  2. Emergency Individual Assistance, which is given on the basis of uniform guidelines and procedures to individuals and families having urgent and verified disaster-caused needs, and which include funding for:
    - a. Food and clothing for disaster victims on an individual basis.
    - b. Rental of temporary housing; comfort and toilet articles; fare for payment of commercial transportation or the operation of personally owned vehicles; cleaning and laundry supplies; and other basic necessities.
    - c. Minor emergency home repairs essential to making home habitable.
    - d. Essential items of household furnishings such as bedding, towels, linens, table and chairs, repair/replacement of stoves, refrigerators, washing machines, and mattresses, springs and bed frames.
    - e. Emergency medical assistance, such as replacement of eyeglasses, dentures, prescriptions, etc.
    - f. Essential occupational supplies and equipment.

3. Additional Assistance which is given after the emergency period, is based on individual application and is designed to help families or individuals effect part or all of their recovery when they lack sufficient resources (which include the ability to borrow from commercial or government agencies or arrange credit buying). This program, based on need, not loss, includes the following types of assistance:
  - a. Food, clothing and maintenance.
  - b. Construction, purchase or repair of owner-occupied homes.
  - c. Extended medical and nursing care.
  - d. Household furnishings.
  - e. Occupational supplies and equipment.
- B. In Presidentially declared major disasters - The American Red Cross programs may be modified according to the availability of certain government benefits. The potential modifications are as follows:
  1. During the emergency phase the federal disaster program of food stamps, unemployment insurance, mini home repairs, short-term rental and mortgage payments may be rapidly available, reducing to some extent the need for all Red Cross emergency assistance described in paragraph A,2 above.
  2. During the long-range recovery phase, the additional needs of disaster victims, described in paragraph A,3, may be met by state and federal disaster assistance programs provided by the Disaster Relief Act of 1974 (Public Law 93-288). The American Red Cross gives or augments additional assistance only when a victim's total recovery needs cannot be met through the combined resources of state and federal assistance programs.

### **State And Local Government Responsibilities In Natural Disasters**

State and local governments have inherent and statutory responsibilities in mitigating the effects of natural disaster. The more important of these responsibilities are as follows:

- A. Disseminating of danger warnings.
- B. Designation of dangerous areas.
- C. Ordered evacuation from endangered areas.
- D. Law enforcement.
- E. Fire suppression.
- F. Light and heavy rescue operations.
- G. Safeguards to public health and sanitation.
- H. Identification and disposition of the dead, including the operation of temporary morgues.
- I. Institutional care for the sick, aged, and orphaned.
- J. Repair and restoration of public facilities and buildings.

- K. Debris removal from public property.
- L. Salvage of unclaimed property.
- M. Arrangements with federal agencies for assistance under federal disaster relief programs.

### **Coordination Of Health, Medical And Welfare Programs**

- A. Public Health and Sanitation
  - 1. Government is responsible for public health and sanitation. Public health authorities should arrange health inspection and sanitation controls in American Red Cross shelters.
- B. Medical Care of Disaster Victims
  - 1. The primary responsibility for the care of ill and injured disaster victims is vested in local emergency organizations by reason of disaster ordinances and plans. The American Red Cross will supplement medical requirements when local resources and additional mutual aid resources are exhausted. The supplementation may be as follows:
    - a. The recruitment of nurses to augment hospital staffs.
    - b. The assignment of nurses to hospitals for individual bedside care of disaster victims.
    - c. The establishment of first-aid stations.
- C. Welfare Programs
  - 1. The American Red Cross considers tax source benefits provided by state and local welfare departments (and other state and federal agencies) for disaster victims as resources, and the American Red Cross will not duplicate or underwrite these programs.

### **Natural Disaster Operating Principles**

- A. Financing

An American Red Cross principle is that its administrative and fiscal controls are inseparable. Therefore, the American Red Cross does not assume costs for commitments made by other agencies or organizations.
- B. Personnel
  - 1. In some instances, individuals represent both government disaster organizations and American Red Cross Disaster Committees. Dual representation is inadvisable because of conflicting administrative and financial responsibilities.
  - 2. When the ARC is incorporated into the disaster plans of the state or local governments or is asked by them for a specific disaster assignment, the American Red Cross volunteers involved may be registered as disaster workers and thus become eligible for workmen's compensation benefits

authorized by the California Emergency Services Act.

C. Supply

1. The American Red Cross does not stockpile large quantities of supplies for disaster preparedness. Its requirements are met by purchase, rental, or borrowing. The American Red Cross will assume fiscal responsibility for loss, damage, or destruction of all equipment under its operational control, unless otherwise agreed to by the vendor of loaned or rented property.
2. The ARC has an agreement with the Department of Defense and the Coast Guard for obtaining military supplies, equipment and personnel to supplement its disaster activities and is financially liable for certain services, and for loss, damage, or destruction of borrowed material. Therefore any government or private agency request for military assistance, including air or surface transportation for accumulation of used clothing and other commodities, should not be channeled through the American Red Cross.

D. Communications and Liaison

1. The ARC will provide liaison personnel at OES state headquarters, affected mutual aid regional offices, and the civil defense and disaster operations headquarters of affected local governments, to the extent necessary to carry out the terms of this agreement.
2. The ARC will furnish or authorize the use of the communications necessary to effective liaison.

E. Disaster Declaration

The ARC response to disasters does not require a declaration of any type. Therefore American Red Cross divisions and chapters will act in numerous situations which constituted government may not consider sufficiently severe to proclaim the existence of a disaster. When minor disasters occur wherein only a few families are affected and the local chapter cannot finance relief costs, the National organization will provide funding for relief assistance.

Approved: Oct 26 1979

  
Gilbert R. Tills, Manager  
Western Field Office, ARC  
Burlingame, California

Approved: October 26, 1979

  
Alex R. Cunningham, Director  
Office of Emergency Services  
State of California

## **ATTACHMENT F**

### **MEGA-SHELTER OPERATIONS**

#### **Introduction**

Hurricane Katrina and the 2007 Southern California Firestorms have proven the significance of an infallible emergency plan for mass evacuations. In the event of a prolonged disaster, the government may need to activate and operate a mega-shelter. A mega-shelter is a major facility that is used to house thousands of evacuees from a major disaster area. Attachment F of Annex G is a standard operating procedure for the establishment and operation of a mega-shelter in San Diego County. It is a conglomeration of “best practices,” lessons learned, and standards from valuable resources such as the International Association of Assembly Managers (IAAM), the American Red Cross (ARC), and the 2007 Southern California Firestorms After-Action Report.

#### **Mega-Shelter Activation/Termination**

The selection and activation of a Mega-Shelter site is facilitated by the Activating Authority outlined in Annex G. All efforts should be taken to ensure that the facility meets safety, health, and security standards and/or indicators:

- Air-Conditioned
- Back-up Power Supply
- Adequate Restroom Facilities
- Adequate Area for Feeding Sheltered Population
- Located on Public Transportation Route
- Meet Americans with Disabilities Act Accessibility Guidelines

In the event of an earthquake, contact the following personnel for facility inspections:

- City’s Development/Engineering/Maintenance and Inspection Department of the designated facility’s jurisdiction
- County of San Diego Department of General Services

Within the San Diego County Operational Area are various facilities that could potentially be utilized as a mega-shelter. As planning continues, each facility will undergo a hazard-analysis inventory to determine its vulnerability to differing disasters. MOUs with the said facilities will be pursued at a later date. The following is a list of potential sites for a mega shelter facility within San Diego County:

San Diego Convention Center 111 W. Harbor Dr. San Diego, CA 92101

Petco Park 100 Park Blvd. San Diego, CA 92101

Qualcomm Stadium 9449 Friars Rd. San Diego, CA 92108

San Diego Sports Arena 3500 Sports Arena Blvd. San Diego, CA 92110

San Diego State University (Cox Arena) 5500 Canyon Crest Dr. San Diego, CA 92182  
 University of San Diego (Jenny Craig Pavilion) 5998 Alcala Park San Diego, CA 92110  
 University of California San Diego (RIMAC Arena) 9500 Gilman Dr. San Diego, CA 92093  
 Del Mar Fairgrounds 2260 Jimmy Durante Blvd. San Diego, CA 92014

The Activating Authority will coordinate the shelter contracts, liabilities, and reimbursements through the Operational Area Emergency Operations Center (EOC). Upon activation, a Shelter Manager will be appointed in which he/she will review the Shelter Manager Handbook located at the Operational Area EOC, and commence shelter operations.

**NOTE:** Termination of the mega-shelter operations will commence after the Activating Authority has officially secured from the disaster situation, and normal phase-down and deactivation operations have been completed.

### Organization

The functional organization structure of a mega-shelter operation is shown in Figure G.F. 1.

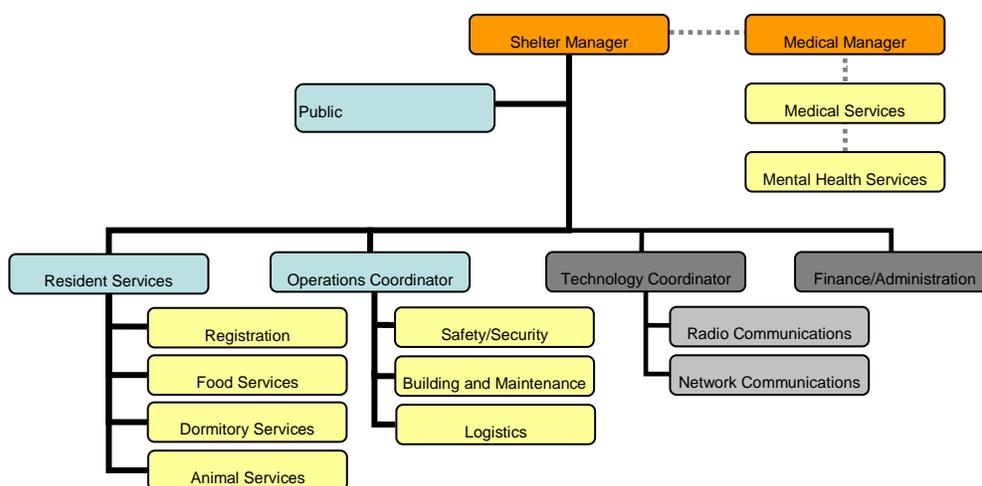


Figure G.F. 1

**Shelter Manager** – Responsible for overall operations at the mega-shelter. Will coordinate resources and services with the appointed directors and report to the Care and Shelter Coordinator at the Operational Area EOC. Shall be a San Diego County government representative.

**Medical Manager** – If activated, will be responsible for the coordination and operation of medical services. Will maintain communications and provide updates to the Shelter Manager. Shall be a representative from the San Diego County Health and Human Services Agency.

**Resident Services Coordinator** – Responsible for the coordination and operation of shelter resident services. Will report all updates to the Shelter Manager and maintain communications with appropriate directors. Shall be a San Diego County representative, or from the American Red Cross.

**Operations Coordinator** – Responsible for coordinating services vital to shelter operations.

Will report updates to the Shelter Manager and maintain communications with appropriate directors. Shall be a San Diego County government representative.

**Technology Coordinator** – If activated, will be responsible for the coordination and operation of technology services. Will report all updates to the Shelter Manager. Shall be a San Diego County Technology Office representative.

**Finance/Administration Coordinator** – If activated, will be responsible for finance and administration services. Will report updates and make requests through the Shelter Manager. Shall be a San Diego County government representative.

**Public Information/Relations Coordinator** – Responsible for establishing and maintaining effective relations with the public, the media, facility clients, shelter partners and shelter residents. Will report all updates to the Shelter Manager. Shall be a representative from the San Diego County Department of Media/Public Relations.

### **Mega-Shelter Operations**

#### **Registration Services**

The Resident Services Coordinator will coordinate assistance and oversee the following services:

1. Evacuee Registration – Registration shall be conducted at a dedicated entry point in order to maintain flow of operations. Different colored wristbands will be used to identify the resident's accessible areas.
2. Spontaneous Volunteer Registration – Registration, credentialing and tracking of all volunteers for mega-shelter operations shall be held at an alternate site to ensure proper credentialing procedures. A form of identification will be utilized to identify volunteers.

#### **Food Services**

The Resident Services Coordinator will coordinate assistance with the appropriate agencies to provide the following services:

**Kitchen Management** – Cook and prepare all meals for shelter residents and volunteers.

- All Kitchen units abide by local, State, and Federal sanitation codes.
- The projected food is forecasted within the initial 24-48 hours. Prepare only the quantity of food sufficient for immediate use.
- Food temperatures are kept within appropriate ranges to preserve their quality. Store and maintain food outside the temperature danger zone (TDZ) of 41° F and 135° F.
- Food or water from unapproved sources ARE NOT ACCEPTED.

**Catering Management** – Ensure that all food and beverages are served in a safe and efficient manner.

- All catering staff has received required training, including safe food handling, and possesses appropriate qualifications to deliver feeding services.
- A designated dining area is established. Food is not permitted outside the area.
- Require all residents to sanitize hands before entering the food service line.

**Beverage/Snacks Management** – Provide beverages and snacks for the facility to shelter residents, volunteers, and staff.

- Beverages and snacks should be available 24/7.
- Water quality must meet all applicable local, state, and federal sanitation standards.

**Nutrition Management** – Ensure that foods are consistent with individual needs and dietary recommendations of USDA Guidelines.

- Provide a daily diet of at least 2,000 calories with sufficient amounts of vitamins and nutrients.
- When able, strive to serve meals that meet the cultural and ethnic needs of the shelter population.
- Ensure that serving sizes for meals are 8 oz. entrées, 6 oz. side dishes and 6 oz. desserts, measured in volume. Establish standard meal service times. Avoid serving food after 8:00 pm.

### **Shelter Resident Services**

The Resident Services Coordinator will coordinate assistance with the appropriate agencies to provide the following services:

**Lodging** – The essential supplies to sustain life in a mega-shelter include:

- Cots/ air mattresses
- Pillows & Blankets
- First aid supplies
- Personal care products
- Sanitation supplies
- Hand/bath towels, antibacterial hand soap
- Diapers
- Baby food, infant formula
- Infant care products

**Laundry** – Coordinate with various agencies/organizations.

**Pet and Large Animal Services** – Shelter and feed animals for shelter residents.

- Plan and establish a safe but separate environment for pets at the mega-shelter. Household pets are not permitted to reside in the shelter.
- Service animals will be allowed into the shelter to assist their owners; however, the owner should be prepared to care for the animal.
- When necessary, identify a location, may be offsite, to house large animals.

**Provide Information** – Provide periodic briefings to shelter residents.

- When appropriate, provide access to media regarding situation of disaster.
- Schedule regular briefings, when possible have law enforcement/ fire officials available.

**Spiritual Care Services and Crisis Counseling** – Provide services and counseling.

- Spiritual care services and counseling should be provided at identified sites.

**Recreation** – Provide recreational activities.

- Board games, playing cards, books, and stuffed animals would be a welcome diversion for children.
- Family movies can be played on independently run screens.
- If the mega-shelter is expected to be open for more than a week, an entertainment schedule should be created.

**Social Services** – Provide information on local services, if available.

- Flyers should be readily available to provide the following information:
  - a. Job opportunities
  - b. Banking needs
  - c. Pharmacies and hospitals (for services not provided on-site)

**Transportation** – Provide information regarding possible transportation modes for evacuees to/from shelter facilities.

**Quality Control** – All personnel

It is the responsibility of all personnel to assess and report quality control issues that may be detrimental to the morale, welfare, or safety of shelter residents.

## **Public Information and Shelter Relations**

The Public Information/Relations Coordinator will coordinate with the appropriate agencies to provide the following services:

**Information flow** – Ensure accurate, timely information is provided to the Operational Area Emergency Operations Center, Joint Information Center.

**Public Relations** – Coordinate media events and coverage

The following information should be determined:

- A. Designated parking at the facility for all media vehicles
- B. Press conference area
- C. Spokesperson for the facility
- D. Press release writer for the facility
- E. Telephone policy for dealing with the media
- F. Drop-off location for special appearances
- G. Holding location for VIP's while awaiting PIO
- H. Communication plan to include facility, Red Cross, and FEMA
- I. Maintain communications with the Shelter Manager.

**Resident Relations** – Provide disaster recovery assistance to shelter residents

In coordination with the American Red Cross, FEMA and other shelter partners, provide shelter residents with information pertaining to temporary housing and other financial assistance programs.

Booths should be established that provide the following information to residents:

- A. The status of disaster and relief efforts
- B. List of repopulations as they occur
- C. Status of family members (if possible)
- D. Types of available assistance
- E. A general map of the facility
- F. Information on bus and trolley times
- G. A list of Frequently Asked Questions
- H. Announcements and Updates

**Shelter Partner Relations** – Coordinate resources/services from supporting agencies. Establish relations with the multiple nonprofit agencies and faith-based organizations to augment services for the mega-shelter operation.

## Medical Services

If activated, the Medical Manager will coordinate with the appropriate agencies to provide the following services:

**Assessment Team** – An assessment team will assess the medical conditions of evacuees to determine the priority of medical attention/services required.

**Medical Clinic** – Assess the need and coordinate personnel for the following medical services:

- A. Basic First Aid
- B. Primary care
- C. Nephrology
- D. OB/GYN
- E. Ear, Nose and Throat
- F. Pediatrics
- G. Optometry
- H. Orthopedics
- I. Psychology

Assess the need and coordinate the following medical staff:

- A. Physicians
- B. Mental Health Counselors
- C. Nurses
- D. Emergency Medical Technicians (BLS and ALS)
- E. Dentists
- F. Physicians Assistants
- G. Nurse Practitioners

**Medical Transportation** – Provide transportation for medical patients to surrounding hospitals and other care facilities.

**Morgue** – The San Diego County Medical Examiner will assess and facilitate the proper handling of deceased victims at the mega-shelter.

**Functional Needs** – The Resident Services Coordinator should coordinate with the medical staff on-site to provide the necessary other-than-medical-services for residents with functional needs.

### **Mental Health Services**

When needed, the Medical Manager will coordinate with the appropriate agency to provide crisis counseling at identified sites. If necessary, extended services can be collaborated with community partners.

### **Technology Services**

When activated, the Technology Coordinator will coordinate with the appropriate agencies to provide the following services:

**Radio Communications** – Provide radios and certified radio operators.

- Assign radio frequencies to designated talk groups.
- Identify and map locations of radio infrastructures to maintain continuity of communications.
- Assign and distribute radios to essential personnel.
- Ensure large inventory of spare radio batteries and harnesses for replenishment.

**Network Communications** – Provide computer and network services to mega-shelter facility

- Assess the resource compatibility with existing technology services
- Install and configure laptops, facsimile and scanning devices, printers, PDA's, pagers, and 3C video conferencing equipment as necessary.
- Provide network and data support to system operators.

**Telephone Banks/Internet Connection Centers/Message Centers** – Phone banks, internet connection centers, and a message board for should be established for shelter residents in order to allow communications with loved ones.

- Phone banks should be located in the dormitory area as well as in the services area.
- 24 phones/1,000 residents.
- Internet communication centers should be located in an area that can be locked.
- Message center should be a large wall, dry erase board, or chalk board, and in a central location near the dormitory.

## **Building Maintenance**

The Operations Coordinator will coordinate with the appropriate agencies to provide the following services:

**General Repairs** – Coordinate facility repairs with the facility manager/maintenance director.

### **Custodial Services**

Cleaning crews should be posted at each restroom using a ratio of one person for every eight toilets/urinals. Normal and customary cleaning schedules should be maintained.

Neoprene rubber gloves and tongs that are 12 inches long should be distributed for protection. Anti-bacterial soap should be distributed throughout the facility.

Custodians and housekeepers should be trained to handle trash cautiously to make sure that they protect themselves against hazards such as needles, blood, stool, and vomit.

Every four hours, cleaning crews should clean the following surfaces in each restroom:

- A. Walls, up to 8 ft. high
- B. Partitions
- C. Doors and knobs
- D. Counters and face bowls
- E. Mirrors
- F. Floors, including around and in back of toilets and urinals
- G. Trash cans and Diaper bins, cleaned inside and out after each change
- H. Urinals and Toilets
- I. Diaper changing stations
- J. Hand towel surfaces
- K. Faucets
- L. Showers

The following areas, throughout the facility, should be cleaned at least once a day:

- A. Hand rails, including escalators
- B. Door knobs and panic hardware throughout
- C. Water fountains
- D. Public telephones
- E. Walls, up to eight feet high
- F. Resident living areas
- G. Computer keyboards
- H. Floors and steps
- I. Exterior sidewalks near the facility

## **Security Services**

The Operations Coordinator will coordinate with the appropriate agencies to provide the following services:

### **Dormitory Security**

Foot patrols to increase visibility should be used to prevent any criminal activity in both the perimeter and the interior of the facility.

Shower times should be extended to 24/7 if necessary to provide convenient access to residents. Security should include a staff member(s) near the designated shower area(s).

A procedure for residents to make complaints about misconduct of all types should be established. Law enforcement officials should be notified of such activities immediately.

### **External/Perimeter Security**

Security posts should be in the outermost areas of the facility, including areas designated for parking, reception, and triage.

Posts should be at all entrances to the facility. An aggressive screening process should be employed utilizing the devices necessary to detect prohibited items.

All doorways leading into the facility that are not declared to be access points should be manned to ensure re-direction through the authorized security checkpoints.

Devices such as bicycle barricades can be used to facilitate an orderly queue of evacuees and assist in processing large numbers of people.

A secured area designated for smoking should allow persons to flow back into the facility without re-screening. Barriers may be used to keep this area secure.

Exceptions to the access rule should be made for facility employees, ARC employees, volunteers, medical staff, etc.

At the authorized access points, a sign listing all of the shelter rules including but not limited to prohibited items, reentry times, and applicable policies should be displayed to encourage compliance. In some cases, signs may need to be in other languages.

### **Traffic and Parking Operations**

The Traffic Coordinator should develop a traffic/parking plan so that traffic, parking, and security are organized, safe, and efficient.

Parking should be predetermined for the following working agencies:

- A. Facility Staff
- B. American Red Cross Staff
- C. City/County/Government Officials
- D. Medical Staff

Items to be taken into consideration: delivery locations, media traffic and parking, and emergency response accessibility.

### **Inventory Control**

The Operations Coordinator will coordinate with the appropriate agencies to ensure the following:

Designate a Distribution/Receiving Center (parking lot, or secured area)

- A. Site should be able to be locked or fenced off to establish a security zone
- B. Should be away from arterial entry points
- C. Establish shift supervisors to control/oversee bulk inventory
- D. Pre-position assets for ease of inventory and accessibility
- E. Create a list of fork lift operators, drivers, laborers

Determine the need and priority of bulk items.

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Unified San Diego  
County Emergency  
Services Organization  
And  
County Of San Diego

Operational Area  
Emergency Plan

ANNEX H

Environmental Health Operations

October 2010

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# **Unified San Diego County Emergency Services Organization**

## **ANNEX H**

### **Environmental Health Operations**

#### **ACKNOWLEDGEMENTS**

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San Diego County Office of Emergency Services

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## **ANNEX H ENVIRONMENTAL HEALTH OPERATIONS**

### **I. General**

The Environmental Health Operations Annex to the San Diego County Operational Area Emergency Plan describes the basic concepts, policies and procedures for providing environmental health services in the event of a disaster. This Annex serves as the unifying environmental health document for the County of San Diego and the cities in the County as authorized by the Emergency Services Agreement.

Note: This Annex is not applicable for incidents at the San Onofre Nuclear Generating Station (SONGS). For all events at SONGS, refer to the San Diego County Nuclear Power Plant Emergency Response Plan.

#### **Purpose**

To establish emergency environmental health operations, assign responsibilities, and provide actions and responses to environmental health problems associated with disasters.

#### **Goal and Objectives**

The overall goal of environmental health operations during a disaster is to:

Minimize loss of life and human suffering, prevent disease, and promote optimum health by controlling environmental factors.

The overall objectives of environmental health operations during a disaster are to:

1. Provide leadership and guidance in all environmental health-related incidents.
2. Provide environmental health protection measures.
3. Provide guidance in food handling, mass feeding and sanitation in emergency facilities.
4. Inspect and advise on general sanitation matters.
5. Coordinate environmental health-related activities among other local public and private response agencies and groups.
6. Assist with damage assessments.

#### **Concept of Operations**

There are three levels of Emergency Operational Center (EOC) activation during a disaster. These levels are based on the nature and severity of the situation and the availability of resources. These three levels are described in the Basic Plan.

## **Plan Activation and Termination**

Activation and termination of this Annex shall be by the direction of (1) the County's Chief Administrative Officer (CAO) in that capacity, or as Emergency Services Coordinator of the Unified San Diego County Emergency Services Organization; or (2) a designated Assistant CAO; or (3) the Director, Office of Emergency Services or designated representative; or (4) the Director, Department of Environmental Health or designated representative.

Upon activation, the DEH Director determines the extent of environmental health services needed for response to the disaster and activates the DEH Departmental Operations Center (DOC). The DEH-DOC will coordinate all environmental activities for DEH and relay the activities to the Operational Area EOC (OAEOC) environmental health desk.

## **II. Organization**

### **Operational Area EOC**

The San Diego County EOC serves as the OA EOC and performs the same function as the city EOCs, with the Chief Administrative Officer (CAO) serving as Director of Emergency Services. The CAO also functions as the Emergency Services Coordinator for the Operational Area.

The Operational Area EOC is located at the County Operations Center, and is used as the central point for resource acquisition and allocation, as well as coordination. The Environmental Health Section of the EOC is normally activated when the EOC is activated at a level 2 or 3. It is staffed by pre-designated environmental health personnel who will coordinate the environmental health response for the Operational Area. The EOC environmental health staff serve as advisors to the Emergency Services Coordinator, the Management Section, coordinate all activities with the DOC, and make decisions about resource allocation, priorities and other public environmental health matters.

1. Emergency Services Coordinator – Directs or coordinates the Emergency Services Organization and the emergency management program. In a disaster located entirely within the County unincorporated area, the CAO is the Director of emergency operations. In a disaster involving more than one jurisdiction, the CAO serves as the Coordinator of emergency operations.
2. Director, Department of Environmental Health (DEH) – Reports to the CAO and is primarily responsible for providing and coordinating the provision of countywide environmental health and sanitation services. The Director of DEH, identifies environmental health problems, and coordinates activities with public works agencies, fire departments, and utilities (sewage, water, etc.). The Director advises the Emergency Services Coordinator of the need for mutual aid.
3. Assistant Director, Department of Environmental Health (DEH) – Reports to the Director of Environmental Health and is primarily responsible for coordinating the oversight of environmental health services. The Assistant Director acts for the Director when necessary, identifies environmental health problems, and directs and

coordinates the Division Chiefs in resource allocation and service delivery. Additionally, the Assistant Director coordinates activities with public works agencies, public health, fire departments, and other public service providers.

### **City Emergency Operations Centers (EOC)**

Each city has a central facility designated as an EOC. From the EOC, disaster operations are directed or coordinated. It is activated when a disaster occurs and is staffed by city employees from departments with emergency responsibilities, as well as liaison representatives from other agencies and jurisdictions. City EOC's communicate/coordinate their actions with the OAEOC during disasters.

City plans may call for an environmental health liaison representative to be present when their EOC is activated. In each city, the Mayor, City Manager or their designee is designated as Director of Emergency Services by ordinance and directs or delegates emergency operations from the EOC.

### **DEH Departmental Operations Center (DOC)**

The Department of Environmental Health Departmental Operations Center (DEH-DOC) supports the OAEOC. The DEH-DOC is staffed based on the level of emergency. The staff at the DEH-DOC have the following roles or responsibilities:

#### **Management section - DOC Manager.**

- A. To activate the DEH-DOC at the direction of the Director of Environmental Health and oversee all activities of the DEH-DOC to ensure environmental priorities are being addressed and completed.
- B. Provide briefing to the DEH-DOC.
- C. Communicate with the OAEOC environmental health duty desk.

#### **Public Information Officer (PIO)**

- A. Formulate and release approved information about the incident that could be released to the news media and other agencies.
- B. Works in conjunction with the Joint Information Center operating through the OAEOC.

#### **Safety Officer**

- A. To develop and recommend measures for assuring personnel safety, accountability and to assess and/or anticipate hazardous and unsafe situations.
- B. Responsible for developing DEH safety plans specific to the disaster.

#### **Operations Section Chief**

- A. Supervise the environmental assessment teams to ensure the operational objectives are achieved.

**Planning Section Chief**

- A. Collection, evaluation, dissemination and use of information about the development of the incident and status of resources. Information is needed to understand the current situation, predict probable course of incident events, prepare alternative strategies and control operations for the incident.

**Situation Status**

- A. Monitor the information about the development of the incident and status of resources.

**Geographic Information Systems (GIS)**

- A. Generate situation maps for planning and operations use.

**Logistics Section Chief**

- A. Manage those units responsible for power, equipment, facilities and personal needs in support of the incident and DOC needs.
- B. Coordinates activities and resource requests with the Logistics section of the OAEOC.

**Finance Section Chief**

- A. All financial and cost analysis aspects of the disaster, payments and the reimbursement efforts.
- B. Issue activity codes to track payroll records of DEH staff operating in support of the emergency.

### **III. Roles And Responsibilities**

#### **San Diego County Department of Environmental Health**

1. Writes and updates the Environmental Health Annex H and any other emergency environmental health plans and procedures.
2. Coordinates environmental health disaster operations within the Operational Area.
3. Develops and maintains a capability for identifying environmental health resources within the Operational Area.
4. Coordinates all environmental health related activities among other local public and private response agencies or groups, as well as state and federal agencies.
5. Requests and responds to requests from the Regional Disaster Medical Health Coordinator and the Health and Human Services Agency (HHSA) DOC for disaster assistance.

## Environmental Health

1. All Divisions
  - A. Prepare Standard Operating Procedures (SOPs) and functional checklists for environmental health response to a disaster, including a system for automatic reporting of pre-designated personnel to assigned disaster posts. This information is maintained in the DEH Disaster Preparedness Plan (DPP).
  - B. Train personnel and alternates.
2. Community Health Division
  - A. Vector Control Program
    1. Establishes methods and procedures for vector control activities to include the control of flies, mosquitoes, human body pests, and ectoparasites.
    2. Develops and supervises methods and procedures for control of rodents.
    3. Coordinates disposal/removal of dead animal activities with Animal Control services to minimize vectors such as flies ectoparasites and rodents.
    4. Conducts surveys and surveillance to determine the potential for vector-borne disease transmission and control measures needed to prevent and control vectors.
  - B. Vector Borne Disease Laboratory
    1. Test submitted specimens for vector-borne zoonotic diseases.
    2. Communicate diagnostic test result information to vector control and public health staff.
    3. Implement animal quarantine when necessary to control animal reservoirs of zoonotic diseases.
    4. Develop disease prevention recommendations and strategies as they pertain to animal vectors and animal disease reservoirs.
    5. Assist with the coordination of the safe disposal of contagious animals and vectors.
    6. Train staff in biology, risks and personal protection from new and emerging vector-borne pathogens.
  - C. Radiological Health Program
    1. The Senior Radiological Health Physicist coordinates actions with the California Radiological Health Branch (RHB).
    2. Advises on radioactive contamination of the environment and the population.

3. Assists with the coordination of radiation monitoring teams as well as decontamination activities.
4. Advises on control measures and recovery efforts from radiological incidents.
5. Advises the DEH Director of the need for administration of potassium iodide (KI) or other radiation preventative measures for emergency workers. The Director relays those recommendations to the County Public Health Officer.

**NOTE:** Appendix II discusses emergency response to various radiological incidents.

D. Occupational Health Program

1. Assist in the evaluation of County facilities for safe occupancy following a disaster.
2. Assist the Department of General Services with ventilation issues in County buildings during/following a disaster.
3. Conduct air monitoring (for asbestos, lead, mold, smoke/dust etc.) as needed.
4. Provide recommendations to County employees regarding personal protective equipment.
5. Provide health and safety training to County employees.
6. Assist Department of Human Resources with worker's compensation claims investigations relating to the disaster.
7. Assist Departments with employee protection issues for pandemic and other biological hazards.

E. Solid Waste Local Enforcement Agency (LEA)

1. Approves emergency waiver requirements of State standards and permit conditions for solid waste operators to accept disaster-related solid waste.
2. Processes and issues approvals for temporary Emergency Transfer/Processing Operations and Emergency Construction and Demolition/Inert Debris Processing Operations.
3. Monitors the storage, handling, and disposal of solid waste within the LEA's jurisdiction.
4. Inspects the disposal of special wastes, such as food waste generated from mass feeding centers and quarantines, and human waste generated from lack of sanitary facilities. The proper collection and disposal of human waste from emergency toilet facilities may have to be disposed of at sanitary landfills or specially prepared and selected sites, including excavations or fill and cover sites if the sewer treatment facilities are not in operation.

5. Monitors the potential migration of landfill gas due to damaged gas control systems or emergency construction activities adjacent to landfills.

### 3. Food and Housing Division

- A. Provides information on food, pool, and housing safety including the salvaging and protection of perishable foods under emergency conditions.
- B. Conducts food-borne and water-borne illness outbreak investigations in coordination with HHSA.
- C. Inspects and advises on general food safety for impacted permitted food facilities, mass feeding centers, and temporary emergency shelters, including damaged and spoiled food, and food from approved sources.
- D. Assists with conducting assessments of emergency shelters and advises on health and safety hazards related to food, sanitation, and housing.
- E. Assists building departments with the damage assessment of permitted multi-family dwelling units in areas where DEH is the housing authority.
- F. Conducts damage assessments to identify impacted public swimming pools that may pose an imminent safety threat.
- G. Provides guidance to permitted food facilities, mass feeding centers, and emergency shelters that may be impacted by boil water orders, power outages, and water outages.

### 4. Hazardous Materials Division

- A. Conducts damage assessments to identify any hazardous materials, including biological substances released at permitted facilities due to a natural disaster.
- B. Evaluates the risks that the hazardous substances may pose to the general public and environment if released.
- C. Advises on mitigation measures necessary to modify or reduce adverse conditions effecting public or environmental health.
- D. Coordinates environmental health mitigation and response activities with other public and private response organizations. Federal funding for clean-up. Reporting and funding for clean-up. Reporting and access to state and federal funding/stabilization
- E. Provides assessment of underground storage tank systems to determine the integrity of the systems after a natural disaster.
- F. Coordinates a joint response within the operational area to mitigate and control chemical, biological and radiological emergencies.

## 5. Land & Water Quality Division

### A. General

1. Determines the risks and hazards for the disposal of sewage where the public may come in contact or where it may contaminate drinking water supplies.
2. Establishes quarantine areas in the event of sewage contamination.
3. Evaluates sources of water for use as a potable water supply. Issues boiled water orders as needed for compromised small water systems.
4. Confirms the sanitary transportation and treatment of water to be used as a potable water supply and verifies that the water is potable prior to consumption.
5. Coordinates the provision of temporary measures for the collection of and the sanitary disposal of human waste and other refuse.
6. Assists building departments with the damage assessment of residential family dwelling units in county unincorporated areas.
7. Enforces Health and Safety code with regards to substandard housing within the Unincorporated County and contract cities.

### B. Site Assessment

1. Conducts environmental surveys to determine the extent of releases from underground storage tanks and other chemical contamination sources.
2. Evaluates the risks posed to public health and water resources from hazardous substance releases.
3. Advises on mitigation measures necessary to mitigate hazardous substance releases from abandoned or contaminated sites.
4. Coordinates site assessment and mitigation activities with other public agencies and private entities.

### **Office of Emergency Services (OES)**

1. Assists with environmental health disaster planning and training.
2. Coordinates, through the Logistics Section, efforts to obtain resources both within the county and out of the county, including supplies and logistical support.
3. Requests and obtains, via the Logistics Section, military assistance in accordance with established protocols and procedures.
4. Activates, manages, and staffs the Operational Area EOC.
5. Assists with recovery efforts, particularly in obtaining state and federal reimbursement funds.

### **State (see Attachment A)**

1. Responds to requests for resources from the Operational Area.
2. The Director, State Department of Health Services, serves as the State Director of Public Health and has the overall responsibility of coordinating statewide disaster environmental health operations and support requirements.

### **Federal (see Attachment B)**

1. Public Health Service
  - A. Assists state and local communities in taking protective and remedial measures for ensuring sanitary food and potable water supplies; adequate sanitary systems; rodent, insect, and pest control; care of sick and injured; and control of communicable disease.
  - B. Assigns professional and technical personnel to augment state and local forces.
2. Food and Drug Administration
  - A. Works with state and local governments in establishing environmental health controls through the decontamination or condemnation of contaminated food and drugs.

## **IV. Functions**

### **Food Safety**

Due to damage to restaurants, grocery stores, and residences, mass feeding centers and/or emergency shelters will be used to maximum capacity. Some food facilities may attempt to continue to operate following an emergency. Maintaining food safety at these facilities will be a high priority. Several aspects of food safety will require monitoring to prevent the food-borne illnesses. These functions may include:

1. Providing guidance on food safety.
2. Surveying the food delivery system to prevent food contamination or spoilage.
3. Conducting inspections as needed to ensure food is prepared and served in a manner to minimize the risks of food-borne illnesses.
4. Monitoring and investigation of feeding centers and shelters for illnesses and outbreaks.

5. Advising permitted and non permitted food facilities on required food safety modifications
6. Providing assistance to food facilities with continuing to operate under emergency conditions will be advised of any required food safety as needed.

### **Sanitation**

Several aspects of waste disposal and solid waste management will need supervision to prevent the spread of disease. These may include:

1. Inspection of pumping trucks used to remove liquid wastes.
2. Inspection of sewage disposal units including community trench latrines, pit privies, and mobile latrines or chemical toilets.
3. Inspections of organic and inorganic waste at mass feeding and care facilities
4. Inspection to ensure proper disposal of collected waste in an approved landfill or by burial, incineration or open dumping as a last resort.

### **Vector Control**

Vectors are organisms that transmit disease or cause annoyance. Vectors are present in virtually every environment, and at times are involved in the transmission of serious diseases, particularly under crowded or poor sanitary conditions. Vector Control Program functions during disasters may include:

1. Mapping of vector sources to determine the extent of infestations, potential for disease occurrence, level of nuisance to be eliminated, and amount of damage to be expected.
2. Identification, control and elimination of mosquito and fly breeding sources and rodent and cockroach infestations.
3. Implementation of a vector awareness education program to enhance public cooperation.

### **Vector-Borne Disease Diagnosis**

During a disaster, the Vector-Borne Disease Diagnostic Laboratory conducts the following functions as necessary:

1. Test insect vectors and animal disease reservoirs for zoonotic pathogens.
2. Implement or develop new diagnostic tests for emerging vector borne diseases.

3. Monitor status of emerging and reemerging vector borne diseases at local, state, federal and international levels.
4. Coordinate diagnostic responses with appropriate local, state and federal agencies (Public Health, Centers for Disease Control and Prevention).
5. Assist with epidemiologic investigation of vector borne disease outbreaks in vectors, animals or people.

### **Emergency Water Supply**

During emergency conditions, most major water districts have emergency and mutual aid agreements to try to supply water to the most critical needs. Where potable water sources may be limited, Environmental Health functions to:

1. Provide proper health and disinfection information when alternate water resources are used, such as trucked-in water, use of agricultural wells, streams, pools and ponds.
2. Provide proper health and disinfection information for potable water sources at Field Treatment Sites, mass feeding and housing and shelter areas.
3. Assist the Public Health Laboratory by sampling water supplies to test for the presence of Coliform bacteria or other suspected contaminants.

### **Hazardous Materials Division**

The Hazardous Materials Division (HMD) of the Department of Environmental Health is trained and equipped to respond to hazardous materials incidents associated with a chemical, biological or radiological emergency. Through an agreement between the Unified Disaster Council members, HMD and the City of San Diego Fire-Rescue Department, the Joint Hazardous Incident Response Team (HIRT) was formed to provide a regional response program, serving the San Diego County Operational Area.

Upon activation, a responding unit will proceed to the incident site and coordinate with other on-site agencies under the operations section.

HMD will assist the designated Incident Commander as requested and will provide the following services as needed:

1. Conduct environmental surveys to identify the hazardous materials and wastes.
2. Continuously monitor the status of the incident to determine the population at risk, the effect on environmentally sensitive areas, and the impact to economically sensitive areas.
3. Conduct field sampling to determine the extent of contamination in soil, water, or air.
4. Conduct on-site screening for identification of chemical unknowns.

5. When feasible, mitigate and stabilize a hazardous materials release to protect the health and safety of the population around the incident.
6. Provide laboratory analysis of unidentified hazardous materials that may adversely affect individuals, the general public, or the environment, on an as needed basis.
7. Provide health and safety information to all response agencies and act as an on-site safety officer as necessary.
8. Assist the Incident Commander in determining the necessity for area evacuation and/or post incident site entry.
9. Make recommendations to the Incident Commander and other private or public response agencies concerning methods to be used in spill control, cleanup and site restoration.
10. Evaluate the adequacy of final site clean up and help coordinate the removal of the hazardous materials.
11. As necessary, assist the Incident Commander in obtaining outside financial aid and other resources from State and/or Federal agencies to help in any environmental cleanup in the absence of a responsible party.
12. Provide technical information concerning the characteristics of released or spilled substances to the medical and other response agencies having need of such information.

**NOTE:** Responses to a significant oil spill impacting, or with the potential to impact, the San Diego Operational Area are addressed in the San Diego County Operational Area Oil Spill Contingency Element of the Area Hazardous Materials Plan.

### **Land and Water Quality Division**

The Land & Water Quality Division (LWQD) of the Department of Environmental Health regulates water and wastewater issues, mobile home parks, substandard housing, monitoring and drinking water wells, and onsite wastewater disposal systems. In the event of an emergency, LWQD staff will be able to expedite the review of emergency plans for the repair or reconstruction of private drinking water wells, small water system wells and onsite wastewater disposal systems.

LWQD will assist other departments and divisions in the following ways:

1. Provide technical information concerning the characteristics of released or spilled substances from underground storage tanks and other facilities containing hazardous substances and evaluate remediation strategies and the final site cleanup.
2. Expedite the review of plans for the repair of onsite wastewater disposal systems and drinking and monitoring wells.
3. Assist in the inspection of mobile home parks in the unincorporated areas and contract cities for safety and habitability.

4. Assist with conducting environmental surveys of permitted and un-permitted establishments for releases of hazardous substances, septic wastes, and non-potable drinking water supplies.
5. Assist in the inspection of tenant occupied structures to determine if substandard conditions exist.

### **Radiological Health Protection**

During a disaster involving a radiological (nuclear) incident the DEH-HMD's Incident Response Team (HIRT) and the CHD Senior Health Physicist will coordinate with the County of San Diego's Public Health Officer and assist as follows:

1. Monitoring radiological exposure and environmental contamination.
2. Coordinate with other local, state, and federal monitoring teams
3. Decontamination of personnel and property
4. Advise on the need to administer potassium iodide (KI) or other radioactive preventative measures.

**NOTE:** Additional information regarding the response to radiological incidents is found in Appendix II.

### **Local Enforcement Agency**

The County of San Diego, Solid Waste Local Enforcement Agency (LEA) regulates solid waste issues in the County before and after disasters that impact solid waste handling and disposal. The California Department of Resources Recycling and Recovery can/has adopted regulations for the LEA to provide the following:

1. Maximize the availability of handling, processing, transportation, storage, and disposal capacity through the period of increased need during emergencies.
2. Provide trained staff to monitor any potential public health and safety issues related to the migration of landfill gas.
3. Coordinate issues and environmental concerns related to solid waste and disposal sites with other regulatory agencies, the operator/owners, and the community. These issues may include odors, noise, dust, extended operating hours and changes in permitted tonnages at disposal sites and transfer stations, site security, vectors, and landfill gas.
4. Investigate and monitor solid waste issues in the general community related to commercial storage and illegal solid waste facilities and operations.

### **Occupational Health Section**

1. Assists the Department of General Services in the evaluation of County facilities for safe occupancy following a disaster,
2. Assesses ventilation issues in County buildings,
3. Conducts air sampling for asbestos, lead, mold, smoke and dust, etc. as necessary,
4. Provide recommendations to County employees regarding personal protective equipment,
5. Assist the Department of Human Resources with worker's compensation claim investigations relating to the disaster,
6. Assist other Departments of the County of San Diego with employee protection issues for pandemic and other biological hazards.

### **Resources**

The Department of Environmental Health develops and maintains a capability for identifying specific resources that are helpful to DEH within the Operational Area. Additionally, the Department of Environmental Health, through the Logistics Section of the Operational Area EOC, is responsible for the procurement, allocation and distribution of all environmental resources required to support environmental health operations.

Environmental Health Disaster Preparedness Plan (EHDP) includes information, Standard Operating Procedures and checklists to facilitate a disaster environmental health response. The following information is included in the plan:

- Notification and Recall Lists of Environmental Health Personnel
- Environmental Health Emergency Telephone Numbers
- Designated Amateur Radio Operators
- Hazardous Material Haulers and other Emergency Transportation Resources
- Septic Tank Pumps
- Emergency Chemical Toilet and Portable Restroom Suppliers
- Location of Emergency Water Supplies
- National Guard Resources (Public Health specific)
- Water Purveyors
- List of Analytical Laboratories
- Pesticide Emergencies Reference List
- Miscellaneous Support Agencies
- Chemical and Biological Sampling Devices

For Radiological Health Protection, the following information is available:

- Members of Radiation Monitoring Teams
- Location of Field Monitoring Equipment
- Location of Potassium Iodide and Issue Log Sheets
- Hospitals with capability to handle ill or injured patients contaminated with radioactive material (coordinated with the Health and Humans Services Administration of the County of San Diego)

**NOTE:** The EHDPP is maintained by the Department's Disaster Coordinator with the assistance of the Division Chiefs. The Plan can be accessed in the DEH s: drive

## **ATTACHMENT A**

### **STATE RESPONSIBILITIES**

The Director, State Department of Public Health, serves as State Director of Public Health and will have the overall responsibility for coordinating statewide disaster environmental health operations and support.

The following state agencies have varied capabilities and responsibilities for providing support to environmental health disaster operations.

Department of Health Services (DHS) or Department of Public Health (CDPH)

DHS is primarily responsible, under the State Director of Public Health, for the administration and coordination of a statewide disaster environmental health program. This includes coordinating, supervising, and assisting those essential services required to do the following.

1. Assure availability of safe drinking water.
2. Prevent and control communicable disease.
3. Provide technical assistance in the safe operation of sewage collection, treatment, and disposal systems.
4. Assure prevention and control of vectors, including flies, mosquitoes, and rodents.
5. Assure observance of health aspects in management of solid waste disposal, including proper disposal of dead animals and human remains.
6. Assure safe management of hazardous wastes, including handling, transportation, and disposal.
7. Ensure safety of emergency supplies of food and other products.
8. Ensure rapid restoration or replacement of facilities for processing, storing, and distributing food, and other products.
9. Rapidly establish measures to mitigate damage to environmental health from radiological accidents, including providing technical assistance, safety criteria for recovery, re-occupancy, and rehabilitation of contaminated areas.
10. Provide support to the California Air Resources Board in carrying out the public health aspects of the California Air Pollution Emergency Plan.

Department of Food and Agriculture

1. Administers programs for the control and eradication of diseases, pests or chemicals affecting animals, poultry or crops.
2. Provides information on the protection of human and animal food from contamination by harmful residues or chemicals.

#### California Environmental Protection Agency - Air Resources Board

1. Develops plans to prevent substantial endangerment to the health of persons by anticipating and preventing or abating air pollution emergencies.
2. Coordinates the execution of air pollution emergency plans with OAEOC and Regional Air Pollution Control Districts, State OES and other public agencies.
3. Coordinates the monitoring of air quality and issues bulletins consistent with public safety as required by the Department of Health Services.

#### California Environmental Protection Agency - State Water Resources Control Board

1. Ensures safe operation of sewage collection, treatment, and disposal systems.
2. Provides water quality advice and support in emergency operations.

#### California Department of Resources Recycling and Recovery (CalRecycle) [formally known as California Integrated Waste Management Board]

1. Ensures proper disposal of solid wastes.
2. Adopted regulations for LEA's to provide maximum availability for the proper disposal of solid waste during emergencies.

## **ATTACHMENT B**

### **FEDERAL RESPONSIBILITIES**

The Department of Health and Human Services, operating under its own statutory authority or following a Presidential Declaration of an EMERGENCY, may provide disaster environmental health services.

#### **Public Health Service**

Has the primary federal responsibility for activities associated with health hazards resulting from emergencies and will:

- Assist state and local communities in taking protective and remedial measures for ensuring sanitary food and potable water supplies; adequate sanitary systems; rodent, insect, and pest control; care of sick and injured; and control of communicable disease.
- Assign professional and technical personnel to augment state and local forces.

#### **Food and Drug Administration**

Works with state and local governments in establishing public health controls through the decontamination, recall, or condemnation of contaminated food and drugs.

#### **Policies and Procedures**

1. If local resources (both public and private) are inadequate to cope with the situation(s), required support will be requested through the Operational Area EOC to the appropriate California Emergency Management Agency (CalEMA) Mutual Aid Regional Emergency Operations Center (REOC). If the requirement cannot be met through resources available within the counties in the Region, the REOC staff or Director will request assistance from the State Operations Center (SOC) in Sacramento who will then forward the request to the California Department of Public Health for assistance.
2. The provision of Federal resources prior to a Presidential emergency declaration, under the authorization of the Robert T. Stafford Disaster Relief and Emergency Assistance Act 42 U.S.C. §5191-5193 (The Stafford Act), is justified where prompt action is essential for the protection of life and property. After a Presidential declaration is made, and upon instructions from the Director, Region IX, Federal Emergency Management Agency, Federal agencies will make their resources available to support local and state emergency public health and sanitation efforts.

## APPENDIX I-1

### DEPARTMENT OF ENVIRONMENTAL HEALTH GENERAL EMERGENCY ACTION CHECKLIST RESPONSE TO A MAJOR EARTHQUAKE

<b><u>Action</u></b>	<b><u>Responsibility</u></b>
Conduct field survey to detect damage to water and sewage systems.	DEH
Locate and check status of potable water sources	DEH
<b>IF LITTLE OR NO DAMAGE IS REPORTED, PREPARE TO SUPPORT MORE HEAVILY DAMAGED JURISDICTIONS.</b>	
<b>IF EXTENSIVE DAMAGE IS REPORTED, TAKE THE FOLLOWING ACTIONS AS REQUIRED (Water, Sewage, Food, Housing, others</b>	
Assist in the development of emergency community water supplies.	Land & Water Quality (LWQD)
Provide technical information on water disinfection and storage of water supplies.	LWQD
Coordinate with Logistics and Finance after water has been purchased to test and confirm the water is potable.	LWQD
Supervise the development of new and repaired water systems.	LWQD
Conduct field survey to detect damage to onsite wastewater disposal and sanitary sewer systems.	LWQD
Direct and advise on the use of emergency chemical toilets, portable restrooms and other temporary facilities for the disposal of human wastes.	LWQD
Direct and advise the public on the proper collection and disposal of human wastes from chemical toilets, portable restrooms, latrines, emergency toilet facilities and private homes.	LWQD
Supervise the development of mass housing and sewage disposal facilities.	LWQD

Provide sanitation inspection services in emergency facilities.	LWQD
Conduct inspections to ensure the proper collection and disposal for human waste for mass housing and feeding facilities.	LWQD/FHD
Provide information on food, pool, and housing safety under emergency conditions.	FHD
Conduct food-borne and water-borne illness outbreak investigations in coordination with Health and Human Services Agency (HHS). (Note: HHS is misspelled as HHSA in the original document)	FHD
Inspect and advise on general food safety, for impacted permitted food facilities, mass feeding centers, and temporary emergency shelters.	FHD
Assist with conducting assessments of emergency shelters and advise on health and safety hazards related to food, sanitation, and housing.	FHD
Assist the building departments with the damage assessment of permitted multi-family dwelling units in areas where DEH is the housing authority.	FHD
Conduct damage assessments to identify impacted public swimming pools that may pose an imminent safety threat.	FHD
Provide guidance to permitted food facilities, mass feeding centers, and emergency shelters that may be impacted by boil water orders, power outages, and water outages.	FHD
Provide information on the salvaging and protection of perishable foods under emergency conditions.	FHD/LWQD
Provide mutual aid when requested.	DEH
Establish methods and procedures for control of flies, mosquitoes, human body pests, and ectoparasites.	CHD
Develop and supervise methods and procedures for control of rodents.	CHD

Conduct surveys and surveillance to determine densities, species, distribution, disease-bearing, and control measures needed to prevent/control vectors.	CHD
Supervise disposal of radioactive waste.	CHD/HMD
Supervise radiological monitoring and decontamination (if required) of evacuees housed in emergency shelters and incoming patients in medical centers.	CHD/HMD
Assess risk to public health and safety and the environment from releases of hazardous materials.	CHD/HMD
Assess risk to public health and water resources from sewage releases.	LWQD
Assess risk to the public health and water resources from damage to public and private potable water supply wells and distribution systems.	LWQD
Coordinate risk assessment activities with other responsible agencies.	HMD
Assess risk to public health and water resources from hazardous material releases.	LWQD
Coordinate site assessment and mitigation activities with other agencies and private entities.	LWQD
Approve waiver requirements based on emergency regulations adopted by the California Department of Resources Recycling and Recovery.	CHD
Review the handling and acceptance of solid waste with solid waste haulers and disposal site operators.	CHD
Monitor the storage, handling and disposal of solid waste.	CHD
Monitor the potential migration of landfill gas.	CHD
Inspect the collection, storage, land disposal of all garbage and refuse.	CHD

Assist County Departments performing damage assessments with health and safety issues (e.g., personal protective equipment [PPE], asbestos, lead, sampling, etc.). CHD

Assist Department of General Services with issues at County buildings. CHD

## APPENDIX I-2

### DEPARTMENT OF ENVIRONMENTAL HEALTH EMERGENCY ACTION CHECKLIST RESPONSE TO A HAZARDOUS MATERIALS INCIDENT

<u>Action</u>	<u>Responsibility</u>
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Coordinate with the Medical Examiner, on health problems associated with the disposition and decontamination of the dead.	HMD
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#### PRELIMINARY ASSESSMENT

Conduct environmental surveys to identify the hazardous materials released. Determine the population at risk and characterize the degree of hazard.	HMD
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Determine if specialized monitoring and survey equipment is necessary to assess the risk.	HMD
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Provide information acquired during surveys to monitor the fate of the release.	HMD
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Provide risk assessment information to other agencies involved in chemical incidents.	HMD
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#### EVALUATION/RISK ASSESSMENT

Evaluate the risks that the hazardous substances pose to the general public and/or environment.	HMD
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Continually monitor the migration of contaminants released during chemical emergency.	HMD
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Determine any populations at risk.	HMD
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Determine the impact to environmentally sensitive areas (i.e., endangered species and ecosystems).	HMD
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Determine the impact to economically sensitive areas.	HMD
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**SAFETY/CONTROL**

Make recommendations for control actions to modify or reduce impact. HMD

Provide information on cleanup techniques and resources. HMD

Can act as "site safety officer" during chemical emergencies. HMD

Make recommendations for cleanup, restoration methods, and disposal of hazardous wastes. HMD

Potentially mitigate the release to stabilize the scene and protect the public and environmental health and safety. HMD

**COORDINATION**

Coordinate public health mitigation and response activities with other public and private response organizations. HMD

**APPENDIX I-3**  
**DEPARTMENT OF ENVIRONMENTAL HEALTH EMERGENCY ACTION CHECKLIST**  
**RESPONSE TO IMMINENT/ACTUAL FLOODING**

**Flooding Expected**

<b><u>Action</u></b>	<b><u>Responsibility</u></b>
Determine potential health hazards and establish standards for control.	DEH
Coordinates actions necessary to mitigate potential sewage releases caused by flood waters.	LWQD
Issue standby orders for self-contained chemical toilets or portable restrooms. When flooding may cause human waste disposal systems to become inoperable.	LWQD
Provides guidance and inspection of permitted food facilities, mass feeding centers, and emergency shelters.	FHD
Enlist additional personnel to handle increased vector control problems.	CHD
Identify buildings that contain hazardous materials.	HMD
Advise on mitigation and control measures. Take environmental samples to determine extent of contamination.	HMD

**Flooding Occurs**

Conduct survey to detect water and sewage system damage.	LWQD
Locate and check status of potable water sources.	LWQD
Provide guidance for the disinfection of transported water. Direct and advise on the use of chemical toilets and other temporary facilities for the disposal of human waste.	LWQD
Cordon off areas where sewage effluent is present.	LWQD
Coordinate mosquito and other vector control operations.	LWQD

Advise on mitigation control and clean-up measures.	DEH
Survey underground storage tank sites to determine if tanks have floated and if releases have occurred.	LWQD
Assess risk to public health and water resources from hazardous materials releases.	HMD
Coordinate site assessment and mitigation activities with other public agencies and private entities.	LWQD
Survey landfills and evaluate damage.	CHD
Survey transfer stations and evaluate damage.	CHD
Monitor the storage, handling and disposal of solid waste.	CHD
Provides information on the salvaging and protection of perishable foods under emergency conditions.	FHD
Inspects and advises on general sanitation matters, such as food safety and sewage disposal for impacted permitted food facilities, mass feeding centers, and temporary emergency shelters.	FHD
Conducts surveys to identify impacted public swimming pools that may pose a safety threat.	FHD
Assists building departments with the damage assessment of permitted multi-family dwelling units in areas where DEH is the housing authority.	FHD
Conducts foodborne and waterborne illness outbreak investigations in coordination with Health and Human Services Agency (HHSA).	FHD
Assist County Departments performing damage assessments with health and safety issues (e.g., personal protective equipment [PPE], mold, sampling, etc.).	CHD
Assist Department of General Services with County facilities (e.g., moisture mapping, mold, indoor air quality, decontamination)	CHD

**APPENDIX I-4**  
**DEPARTMENT OF ENVIRONMENTAL HEALTH EMERGENCY ACTION CHECKLIST**  
**RESPONSE TO IMMINENT/ACTUAL DAM FAILURE**

**Dam Failure Imminent**

<b><u>Action</u></b>	<b><u>Responsibility</u></b>
Coordinate actions necessary to mitigate potential sewage back-up caused by flood waters.	LWQD
Direct and advise on the use of chemical toilets and other temporary facilities for the disposal of human wastes.	LWQD
Provide guidance and inspect permitted food facilities, mass feeding centers, and emergency shelters.	FHD
Identify additional resources to handle increased vector control problems.	CHD
Enlist additional personnel to handle increased vector control problems.	CHD
Conduct surveys to determine adverse impact to facilities handling, storing, or disposing of hazardous materials.	HMD
Advise on mitigation, control, and clean-up measures involving hazardous material releases.	HMD

**Dam Failure Occurs**

Coordinate survey to detect water and subsurface sewage system damage.	LWQD
Provide damage assessment of potable water sources and Provide guidance on the disinfection of water source prior to consumption.	LWQD
Direct and advise on the use of chemical toilets and other temporary facilities for the disposal of human wastes.	LWQD
Provide information on food, pool, and housing safety under emergency conditions.	FHD
Inspect and advise on general food safety, for impacted permitted food facilities, mass feeding centers, and temporary emergency shelters	FHD

Assist with conducting assessments of emergency shelters and advises on health and safety hazards related to food, sanitation, and housing.	FHD
Assist building departments with the damage assessment of permitted multi-family dwelling units in areas where DEH is the housing authority.	FHD
Conduct damage assessments to identify impacted public swimming pools that may pose an imminent safety threat.	FHD
Provide guidance to permitted food facilities, mass feeding centers, and emergency shelters that may be impacted by boil water orders, power outages, and water outages.	FHD
Provide information on the salvaging and protection of perishable foods under emergency conditions.	FHD
Cordon off areas where sewage effluent is present.	LWQD
Provide mosquito and other vector control.	CHD
Advise on mitigation, control, and clean-up measures.	DEH
Conduct surveys to determine adverse impact to facilities handling, storing, or disposing of hazardous materials.	HMD
Survey underground storage tank sites to determine if tanks have floated and if releases have occurred.	LWQD
Assess risk to public health and water resources from hazardous materials releases.	HMD/LWQD
Coordinate site assessment and mitigation activities with other public agencies and private entities.	LWQD
Assist County Departments performing damage assessments with health and safety issues (e.g., personal protective equipment [PPE], mold, sampling etc.)	CHD

**APPENDIX I-5  
DEPARTMENT OF ENVIRONMENTAL HEALTH  
EMERGENCY ACTION CHECKLIST  
RESPONSE TO IMMINENT/ACTUAL FIRE**

<b><u>Action</u></b>	<b><u>Responsibility</u></b>
Determine potential health hazards and establish standards for control.	DEH
Initiate actions to accommodate potential sewage releases caused by fire impacting collection, treatment, and disposal facilities.	LWQD
Direct and advise on the use of chemical toilets and other temporary facilities for the disposal of human wastes.	LWQD
Provide food safety guidance and inspection for mass feeding centers	FHD
Enlist additional personnel to handle increased vector control problems.	CHD
Identify buildings that contain hazardous materials.	HMD
Advise on mitigation and control measures. Take environmental samples to determine extent of contamination.	HMD
<b>FIRE IMPACTS POPULATED AREAS</b>	
Conduct field survey to detect damage to sewage collection and disposal systems.	LWQD
Provide damage assessment of potable water sources and provide guidance on the disinfection of water sources prior to consumption.	LWQD
Provide guidance drink ability of water in the area.	LWQD
Direct and advise on the use of chemical toilets and other temporary facilities for the disposal of human wastes.	LWQD

Provide information on food, pool, and housing safety under emergency conditions.	FHD
Inspect and advise on general food safety, for impacted permitted food facilities, mass feeding centers, and temporary emergency shelters.	FHD
Assist with conducting assessments of emergency shelters and advise on health and safety hazards related to food, pools, and housing.	FHD
Assist building departments with the damage assessment of permitted multi-family dwelling units in areas where DEH is the housing authority.	FHD
Conduct damage assessments to identify impacted public swimming pools that may pose an imminent safety threat.	FHD
Provide guidance to permitted food facilities, mass feeding centers, and emergency shelters that may be impacted by boil water orders, power outages, and water outages.	FHD/LWQD
Provide information on the salvaging and protection of perishable foods under emergency conditions.	FHD
Cordon off areas contaminated with sewage.	LWQD
Coordinate mosquito and other vector control operations.	CHD
Advise on mitigation control and clean-up measures.	HMD
Survey above and underground storage tank sites to determine if tanks have been impacted and if releases have occurred.	LWQD
Assess risk to public health and water resources from hazardous materials releases.	LWQD
Coordinate site assessment and mitigation activities with other public agencies and private entities.	HMD

Survey landfills and evaluate damage.	CHD
Survey transfer stations and evaluate damage.	CHD
Monitor the storage, handling and disposal of solid waste.	CHD
Assist County Departments performing damage assessments with health and safety issues (e.g., personal protective equipment [PPE], asbestos, lead, dust, air sampling etc.),	CHD
Assist Department of General Services with County facilities (e.g., indoor air quality, ventilation issues)	CHD

## APPENDIX I-6

### DEPARTMENT OF ENVIRONMENTAL HEALTH EMERGENCY ACTION CHECKLIST RADIOLOGICAL INCIDENT

<b><u>Action</u></b>	<b><u>Responsibility</u></b>
Ensure that operations are conducted from an upwind position.	Senior Health Physicist (SHP)
Determine the magnitude of the incident and establish perimeter to prevent spread of contamination.	HMD/(SHP)
Identify spilled or leaked substance. This would include locating shipping papers and placards and contacting, as required.	HMD/(SHP)
Take necessary steps to protect or save human life.	HMD/(SHP)
Establish perimeter controls to keep the public a safe distance from the scene.	HMD/(SHP)
Identify radioactive element involved in incident. Evaluate the radiological component of the hazard.	HMD/(SHP)
Re-evaluate perimeters as the radioactive element is identified and/or environmental conditions change.	HMD/(SHP)
Assist medical personnel in identifying, isolating and removing contaminated or injured persons from the scene.	HMD/(SHP)
Take action to contain and/or prevent the spread of the material.	HMD/(SHP)
Ensure proper notifications have been made.	HMD/(SHP)
Recommend evacuation or shelter in place as appropriate.	HMD/(SHP)
Maintain radiological exposure records on all emergency personnel.	HMD/(SHP)
Coordinate clean-up activities of private radioactive materials companies with Radiological Health Branch (RHB)	HMD/(SHP)

Advise Public Information Officer of specific radiological information that should be given to the public. HMD/(SHP)

## **APPENDIX II**

### **DEPARTMENT OF ENVIRONMENTAL HEALTH RADIOLOGICAL PROTECTION**

#### **I. General**

##### **Introduction**

This appendix establishes the basic operational concepts, responsibilities and techniques to support governmental efforts to save lives and minimize exposure to radiation in the event of a radioactive materials emergency. These emergencies may involve transportation accidents, industrial/medical facility accidents, Naval Nuclear Propulsion Program (NNPP) facilities or vessels\*, or an incident at the San Onofre Nuclear Generating Station.

The basic capabilities required for response to a radiological emergency are:

- A. Utilizing a radiation monitoring system to detect, measure and report radiation dose and exposure rates.
- B. Trained staff to receive, analyze, and evaluate information provided by the monitoring teams.

##### **Objectives**

1. To establish organizational responsibilities and prescribe those actions required to provide timely and coordinated protective actions to minimize the loss of life and human suffering.
2. Provide a system for monitoring, reporting, processing and analyzing radiological data.
3. Provide technical support to implement radiological countermeasures and situation analysis.
4. Provide a system for receipt and dissemination of information required for effective response and recovery operations.
5. Provide a basis on which local jurisdictions can establish coordinated and supporting plans and Standard Operating Procedures (SOPs).

\* See Appendix II-3 for more specific information on NNPP facility and vessel response.

### **Authorities and References**

1. Federal Radiological Emergency Response Plan.
2. California Emergency Services Act.
3. California Emergency Plan.
4. California Health and Safety Code
  - A. Control of Radioactive Contamination of the Environment (Division 20, Chapter 7, Sections 25600 - 25610).
  - B. Transportation of Radioactive Materials Division 20, Chapter 7.3, Sections 25650 - 25654).
  - C. Radiation Control Law (Division 20, Chapter 7.6, Sections 25800 - 25876).
5. California Administrative Code Title 17.
6. California Master Mutual Aid Agreement.
7. County of San Diego Emergency Services Ordinance No. 8183 dated December 15, 1992.
8. County of San Diego Resolution Adopting the California Master Mutual Aid Agreement, dated December 11, 1950.
9. NUREG - 0654/Rep 1, Criteria for Preparation and Evaluation of Radiological Response Plans and Preparations in Support of Fixed Site Nuclear Power Plants.
10. NUREG - 0610, Draft Emergency Action Level Guidelines for Nuclear Power Plants.
11. Agreement between the State of California and the Nuclear Regulatory Commission (NRC) pursuant to Section 274 of the Atomic Energy Act of 1954, as amended.
12. San Diego County Nuclear Power Station Emergency Response Plan
13. Commander Submarine Force U.S. Pacific Fleet Representative, West Coast Procedures for the Notification of the State of California in Support of the Radiological Emergency Plan for Naval Nuclear Propulsion Plants in the San Diego Area.
14. CPG 1-7 Guide for Increasing Local Government Civil Defense Readiness during Periods of International Crisis.
15. State of California Nuclear Blackmail Plan.

### **Coordination with Other Jurisdictions and Agencies**

Although the response for radiological emergencies is addressed in various emergency plans, the basic policies and procedures for emergency operations remain unchanged from those used in response to other emergencies or disasters. In most cases, the responsibilities assigned in this annex fall within the normal purview of the organization(s) to which these assignments are made.

## II. Concept Of Operations

Preparation for coping with a radiological emergency is a joint cooperative effort by local and state government, federal agencies and private organizations. Each organization or agency must define its role, prepare plans and procedures, train personnel, conduct exercises and develop and maintain the appropriate resources in order to ensure the capability to effectively coordinate with other agencies and to provide effective response to the emergency.

During the normal day-to-day operating mode, emphasis is placed on:

1. Developing plans, standard operating procedures (SOPs) and emergency checklists.
2. Training of Radiological Officers, Radiological Monitors and the Radiological Response Team. The Radiological Response Team for the San Diego County Operational Area is the Hazardous Incident Response Team (HIRT).
3. Identification of radiological threats or hazards.
4. Maintaining calibrated monitoring equipment.
5. Maintaining a supply of radiological survey instruments. This is accomplished by County OES and DEH.
6. Maintaining current list of facilities licensed to store and use radioactive materials.
7. Assist with isotope verification when a radiological source is detected by any responders (e.g. HIRT or the Small Vessel Project)
8. Developing and conducting drills and exercises for emergency personnel (both tabletop and functional exercises).

### Emergency Response Phase

This phase begins with the threat of a release of radioactive material either from an incident at the San Onofre Nuclear Generating Station, a terrorist threat involving nuclear or radioactive materials, or other events such as major fires threatening facilities with large inventories of radioactive materials. Smaller incidents, such as those that may arise from transportation accidents, will usually be handled by DEH/HMD normal response procedures but may require full or partial implementation of this plan. Actions required during this phase may include:

1. Activating the Operational Area and local EOCs.
2. Reviewing/updating plans, SOPs and checklists.
3. Testing/inventory of equipment, supplies and facilities.
4. Distributing equipment to monitoring teams.
5. Dissemination of radiological protection guidance.
6. Providing radiological protection information to the public.
7. Assigning radiological monitors as necessary.

8. Activating medical care facilities, first aid stations, etc.
9. Activating emergency communications systems such as Radio Amateur Civil Emergency Service (RACES) and the Emergency Alert System (EAS).
10. Mobilization and pre-positioning of personnel and equipment.

## **Recovery Phase**

### **Early Recovery**

This phase continues the assessment of radiological hazards to determine if they are a threat to life or health. Detect exposure hazards, hazards from water sources and the food chain must be identified. Decontamination of critical facilities will be undertaken or coordinated.

### **Final Recovery**

The objective is to restore the environment to a safe radiation level as quickly as possible. All areas will be carefully monitored to determine the degree of contamination with appropriate actions taken to reclaim such areas for human habitation and crop protection as soon as possible.

## **Activation**

The Emergency Services Coordinator, or his/her designated representative (as outlined in the basic portion of Annex H), may direct this appendix be activated upon receiving information of an actual or potential radiological emergency in the Operational Area.

Upon activation, the Operational Area Radiological Officer (RO) will:

1. Receive, collate and assess data from the radiological monitoring teams.
2. Forward all radiological data, operational information and situation intelligence summaries to the Southern Regional State Operations Center (REOC).
3. Maintain dose and exposure records for emergency response personnel within the unincorporated area.
4. Ensure response personnel read their personal dosimetry equipment at appropriate intervals and in no case less frequently than once an hour.
5. Establish and maintain coordination with local government Radiological Officers, the Senior Radiological Health Physicist, and appropriate private agencies.
6. Advise senior decision-makers on the radiological situation.
7. Coordinate information with the Operational Area Public Information Officer (PIO) and the Joint Information Center (JIC).
8. Provide an Operational Area-wide overview of the radiological situation to officials and the public.

Radiological Monitoring Teams - Operate the radiological monitoring instruments and report the data. Each team consists of a minimum of two trained monitors.

1. Radiological monitors will be assigned as required.
2. Teams will assist or conduct the decontamination of personnel and property.

Emergency response personnel will not be permitted to receive radiation doses exceeding EPA protective action guides (PAGs) without the approval of the County Health Officer.

Emergency workers who may be exposed to high levels of radioactive iodine will be directed by the County Health Officer to take Potassium Iodide (KI). The purpose for administering KI is to limit the uptake of radioactive iodine by the thyroid. KI should not be issued to the general population since other methods will be employed to limit their dose.

Local Radiological Officers will perform those functions listed under the Operational Area Radiological Officer for their respective jurisdictions.

### **Deactivation**

This Appendix will be deactivated at the discretion of the Emergency Services Coordinator or his/her designated representative.

## **III. Organization And Responsibilities**

The Operational Area will respond to a radiological emergency as outlined in this plan and the Standard Operating Procedures (SOPs) for all-hazards emergency response. The San Diego County Nuclear Power Plant Emergency Response Plan (SDCNPPERP) will be used for events at the San Onofre Nuclear Generating Station.

### **Local Governments**

The Emergency Services Director for each jurisdiction has ultimate responsibility for direction and control of that jurisdiction's response actions.

Each jurisdiction is responsible for:

1. Planning for the safety of employees and the protection of property in the event of a radiological emergency.
2. Coordinating plans and actions with other jurisdictions and agencies within the Operational Area.
3. Maintaining SOPs and call lists.
4. Training personnel assigned to emergency tasks.
5. Participating in drills and exercises.
6. Preparing damage and loss survey reports.

## **IV. Supporting Organizations And Responsibilities**

### **State Agencies**

1. California Emergency Management Agency (CALEMA)
  - A. Provide radiological training.
  - B. Organize and staff the State Dose Assessment Center.
  - C. Manage state radiological fallout and monitoring system.
  - D. Disseminate radiological intelligence.
  - E. Evaluate monitoring data and advise those concerned.
  - F. Act as liaison between Federal and local government.
  - G. Provide technical guidance.
  - H. Coordinate radiological recovery operations.
  - I. Coordinate state agency assistance to local governments.
  - J. Maintain the State Nuclear Power Plant Emergency Plan.
  - K. Monitor and evaluate data, then advise those concerned.
2. CALEMA Southern Region Staff
  - A. Function as an intermediate coordinating level (Regional EOC) between the Operational Area and the State Operations Center (SOC).
  - B. Compile and transmit operational information and situation intelligence summaries to the SOC and Operational Areas.
3. Other State agencies that have responsibilities during a radiological emergency response are:
  - A. Department of Public Health, Radiologic Health Branch
  - B. Emergency Medical Services Authority
  - C. California Highway Patrol
  - D. California Department of Transportation (CalTrans)
  - E. Department of Justice
  - F. Department of Forestry and Fire Protection (Cal Fire)
  - G. National Guard
  - H. Department of Fish and Game (DFG)

### **Federal Agencies**

1. Federal Emergency Management Agency (FEMA): Coordinate Federal response actions and agencies.

2. **Other Federal Agencies:** May assist by providing support or services as requested by State or Local governments.

## **APPENDIX II-1**

### **RADIOLOGICAL PROTECTION FIXED NUCLEAR POWER STATION EMERGENCY RESPONSE PLAN**

#### **PURPOSE**

To develop and maintain a response capability to adequately safeguard life and property in the event of an incident at the San Onofre Nuclear Generating Station (SONGS).

#### **CONCEPT OF OPERATIONS**

The nature of the threat posed by SONGS coupled with the requirements of NUREG 0654 and those imposed by the Inter-jurisdictional Planning Committee dictate that a separate plan for this emergency be developed and maintained. The current plan for such an emergency is the San Diego County Nuclear Power Plant Emergency Response Plan adopted February 1982. That plan by reference is made a part hereof.

## APPENDIX II-2

### RADIOLOGICAL PROTECTION NUCLEAR TERRORIST EMERGENCY RESPONSE PLAN

#### PURPOSE

To develop and maintain a response capability to minimize the threat to public safety caused by a terrorist action involving nuclear weapons or radiological material.

#### BACKGROUND

##### General

Terrorist activities around the world continue to increase in sophistication. More ominously, terrorist attacks appear to be aimed towards maximizing damage and publicity rather than the accomplishment of political goals. When this is combined with the fact that weapons grade nuclear material is becoming increasingly more common, the possibility of a terrorist act involving radiological and lower grade radioactive material nuclear weapons also increases.

##### Scenario

The scenario for a nuclear threat could begin with the theft of radiological material that would pose a health threat. Federal, state or local governments may be notified of the presence of a nuclear weapon by the terrorist organization.

##### Credibility

The credibility of the threat would depend on knowledge of any previous theft of radiological material or nuclear weapon and any knowledge of the nature of the terrorist group. The most important information required is an assessment of the ability of the terrorists to successfully detonate the weapon or radiological dispersion device (RDD). The FBI, Department of Defense (DoD), DOE, and other federal agencies assisted by state and local law enforcement organizations would perform evaluation of the situation.

#### CONCEPT OF OPERATIONS

##### Activation

Upon receipt of information of a radiological threat by a terrorist group, the Emergency Services Coordinator, or his/her designated representative, may proclaim a Local Emergency for the San Diego County Operational Area and activate the Operational Area EOC. Once a Local Emergency is proclaimed the Emergency Services Coordinator may request the Proclamation of a State of Emergency from the Governor.

Upon activation of the Operational Area EOC, radiological resources within the Operational Area will be mobilized to respond to the threat. The CalEMA will be notified through the CalEMA Southern Region.

### **Deactivation**

This Appendix will be deactivated at the discretion of the Emergency Services Coordinator or his/her designated representative.

### **Response**

The nature of the response would depend on:

- A. Nature of the threat. It is possible that the terrorists may threaten to detonate the device if any public protective measures are taken.
- B. Size of the threatened population and the length of time available for evacuation.
- C. Size and type of weapon.

Protective measures may take two forms:

- A. Evacuation of the population at risk.
- B. Sheltering actions.

The situation will determine the best course of action. If the weapon is located in a heavily populated area and there is little time before the threatened detonation, evacuation may not be possible. In this case, protective, sheltering actions would be called for.

### **Effects of Detonation**

The overall impact of the detonation of a single nuclear or RDD device would be devastating to the immediate area. However, the infrastructure of the Operational Area would remain intact, allowing for rapid rescue and decontamination actions.

All responders entering the Exclusion Zone around the blast area are to wear respiratory protection to protect themselves from airborne particles. This can include but is not limited to SCBA, CBRN certified respirators or even N95 rated Air Purifying Respirators.

Responders need to take appropriate protective actions by adhering to the principles of time, distance and shielding. Personal monitors should be used to measure their exposure to the radiation for the duration of the responses using appropriate equipment. Exposure to radiation should be maintained at less than 10 REM for the duration of the incident unless life saving efforts are underway. Then a one time maximum exposure level of 50 REM can be taken provided the responders are trained, not pregnant, and voluntarily responding according to the specific exposure level above.

While the immediate response actions would center around rescue and decontamination operations, equally important will be those activities aimed at preventing contamination of the water or food chain in outlying areas. Long range responses will include long term medical care and screening of survivors and emergency response personnel who have received exposure to radiation.

These activities may/will require federal and state resources.

**APPENDIX II-3**  
**RADIOLOGICAL PROTECTION**  
**RADIOLOGICAL EMERGENCY ONBOARD A NAVAL NUCLEAR PROPULSION PROGRAM**  
**FACILITY OR VESSEL IN SAN DIEGO**  
**(Unclassified Protocols)**

**PURPOSE**

This document provides information about the Naval Nuclear Propulsion Program (NNPP) facilities and vessels located in the County of San Diego. It provides ready reference for NNPP related radiological emergencies that could occur at NNPP radiological work facilities, on nuclear powered vessels, or off-site transportation accidents that might have an impact on the public health and safety of San Diego citizens.

**BACKGROUND**

**General**

Although the likelihood of a radiological emergency occurring in NNPP facilities or vessels is extremely remote, prudence dictates that provisions be made to deal with such an occurrence. At any given time there may be one or more nuclear powered aircraft carriers or submarines in port in San Diego.

It is the policy of the NNPP to ensure that state or local officials are notified of occurrences that might cause concern. Such occurrences will not necessarily be classified as unusual events, alerts or emergencies.

**Naval Nuclear Propulsion Program Areas of Planning Attention**

Emergency Planning Zones (EPZs) established by NUREG-0654/FEMA-REP-1 are not applicable to naval nuclear propulsion plants. Because of differences in the design and operation of naval nuclear propulsion plants when compared to commercial nuclear power plants, the exposure to the public would be localized and not severe in the highly unlikely event of a release of radioactivity from a vessel. To assist State and local authorities in assessing the need for any preplanning in the vicinity of naval facilities where nuclear-powered vessels are berthed, the NNPP has designated Areas of Planning Attention (APAs). The APAs extend 0.5-mile around every location where nuclear powered vessels are normally berthed (i.e., from the actual dock or pier—not the Federal Property Boundary). The 0.5-mile distance is based on detailed, conservative analysis of worst-case and highly unlikely, but credible scenarios—the actual radius of the impacted downwind area will most likely be smaller.

For Naval Base Point Loma and Naval Air Station North Island, the APAs do not extend onto public land areas outside the Federal Property Boundary. (See maps attached as Figures 1 through 3 of this Appendix) State and local government officials are responsible for making Protective Action Decisions and implementing appropriate protective measures to protect persons within their jurisdictions, but outside of the affected facility Federal Property Boundary.

### **Classification/Emergency Action Levels**

The NNPP uses the four classes of Emergency Action Levels (EALs) specified in NUREG-0654/FEMA-REP-1. While the NNPP uses the same four classes as commercial nuclear power plants, the NNPP's methodology for establishing the EALs is different. The Nuclear Regulatory Commission (NRC) and Federal Emergency Management Agency (FEMA) guidance for establishing EALs contained in NUREG-0654/FEMA-REP-1 is primarily based on plant or site conditions (e.g., loss of offsite power, loss of one or more fission product barriers). Because of the differences in the design and operation of NNPP nuclear propulsion plants, the NRC/FEMA guidance is not applicable to NNPP nuclear propulsion plants.

The NNPP EALs are normally classified based on a conservative estimate of total radiation exposure to a hypothetical member of the public located near the Federal Property Boundary (or nearest downwind public location not on Federal Property) in terms of dose to the whole body (i.e., Total Effective Dose Equivalent (TEDE)) or dose to the thyroid (Committed Dose Equivalent (CDE)) during the plume phase. The NNPP used the Protective Action Guides (PAGs) specified by the Environmental Protection Agency (EPA), in EPA 400-R-92-001 of October 1991, to establish the General Emergency threshold doses (1 Rem TEDE, 5 Rem CDE thyroid). The dose thresholds for the lower tier event classes (Site Emergency, Alert, and Unusual Event) were then established using fractions of the EPA PAGs.

Event Classification*	Radiation Dose*	Radioiodine Dose*
Unusual Event	<0.01 Rem	<0.05 Rem
Alert	>0.01 to <0.1 Rem	>0.05 to <0.5 Rem
Site Emergency	>0.1 to <1.0 Rem	>0.5 to <5.0 Rem
General Emergency	>1.0 Rem	>5.0 Rem

\*Normally based on exposure levels of a hypothetical person located at the Federal Property Boundary or the nearest downwind public location not on Federal Property.

The dose estimates are made using actual field survey data taken near the Federal Property Boundary and a two-hour release is assumed if the duration of the release is unknown. Since field survey data will not be immediately available, the NNPP will normally assign an event classification of "Alert" if an event involves actual or potential for reactor core damage and there is an actual or potential for a release of radioactivity to the environment. An event that involves the actual or potential degradation of the level of safety of the plant will be initially classified as an "Alert". Based on detailed, conservative analysis of worst-case and highly unlikely, but credible scenarios, NNPP events are not expected to exceed an "Alert" event category. No action by civil authorities or the public is required for these events.

An initial event classification of "Unusual Event" will be normally assigned if a reactor core is not involved (e.g., facility fire involving radioactive materials), and a release of radioactivity to the environment has occurred with potential for measurable dose to a hypothetical member of the public near the Federal Property Boundary. Classification levels do not apply to radiologically insignificant discharges, such as valve leakage or process piping joint leakage, involving a small volume of liquid into a large body of water. Other Navy reporting processes will report this type of discharge to the appropriate civil officials at the time of the event if warranted.

**Class: UNUSUAL EVENT**

Description: Unusual events are in progress, or have occurred, which indicate a potential degradation of the level of safety of the plant. No releases of radioactive material requiring offsite response are expected unless further degradation of safety systems occurs. If minor releases of radioactivity off-site do occur, releases are expected to result in whole body radiation exposures of <0.01 REM or thyroid exposures of <0.05 REM at the Federal Property Boundary (or nearest downwind public location not on Federal Property).

**Class: ALERT**

Description: Events are in progress, or have occurred, which involve an actual or potential substantial degradation of the level of safety of the plant. Any releases are expected to be limited to small fractions of the EPA PAG exposure levels near the Federal Property Boundary (or nearest downwind public location not on Federal Property). Radioactivity releases are expected to result in whole body radiation exposures of >0.01 to <0.10 REM or thyroid exposures of >0.05 to <0.50 REM at the Federal Property Boundary (or nearest downwind public location not on Federal Property).

**Class: SITE EMERGENCY**

Description: Events are in progress, or have occurred, which involve actual or likely major failures of plant functions needed for protection of the public. Any releases are not expected to exceed EPA PAG exposure levels beyond the Federal Property Boundary. Releases are expected to result in whole body radiation exposures of >0.1 to <1.0 Rem or thyroid exposures of >0.5 to <5 Rem at the Federal Property Boundary.

**Class: GENERAL EMERGENCY**

Description: Events are in progress, or have occurred, which involve actual or imminent substantial core degradation or melting with potential for loss of containment integrity. Releases can be expected to exceed EPA PAG exposure levels near the Federal Property Boundary. Releases are expected to result in whole body radiation exposures >1.0 REM or thyroid exposures of >5.0 REM at the Federal Property Boundary.

**Recovery, Relocation, and Re-entry**

The Recovery, Relocation and Re-entry Phase will begin when the NNPP Emergency Control Center terminates the Alert, Site Emergency or General Emergency Phase or when events at the site have been downgraded and conditions stabilized. Off-site radiological monitoring, assessment, and environmental sampling will be continued until terminated by the State Radiation Safety Officer and State Dose Assessment Center (SDAC) officials or when missions have been completed. State and local government officials will continue to take actions deemed necessary to provide for the safety and economic well being of the population and to return impacted areas to normalcy.

## CONCEPT OF OPERATIONS

### **Notification**

Area Commanders of NNPP facilities use a two-tiered approach for accident notification. The Area Commander (Commander Submarine Force, U.S. Pacific Fleet Representative West Coast (COMSUBPACREP West Coast)) will immediately notify State and local officials via a Heads-Up phone call whenever any of the four levels of radiological emergencies occur. The Heads-Up phone call is executed within 10 minutes of manning the NNPP Area Commander Emergency Control Center via established notification procedures using the following precedence: the affected city, the non-affected city, the County of San Diego, and the State of California. During the Heads-Up notification call, the NNPP Area Commander will request the above agencies to dial into a conference circuit to provide updated information and coordinate response efforts. The NNPP Area Commander will then provide each agency a formal written notification within approximately 30 minutes after the Emergency Control Center is staffed using the NNPP Civil Authority Notification Form.

For more information on response to a Naval Nuclear Propulsion Program radiological emergency, refer to the State of California Naval Nuclear Propulsion Program Facilities and Vessels. Naval Nuclear Propulsion Program Facilities and Vessels is a supporting document to the California Radiological Emergency Preparedness (CalREP) Plan that provides information about NNPP facilities and vessels for ready reference to NNPP related radiological emergencies.

### **Specific Response Actions**

This document and the Operational Area EOC Standard Operating Procedures (SOPs) for all-hazards emergency response including the San Diego Operational Area Hazardous Materials Incident Response Team Standard Operating Guidelines will guide the Operational Area's response to an event involving a NNPP facility or vessel. The standard notification procedure contained in the EOC SOPs will be instituted when activating this appendix.

Upon verification of an Unusual Event, the County OES Staff Duty Officer (SDO) will notify the Director, County OES and the other operations officers, as appropriate. County OES will coordinate with the cities of Coronado and San Diego, or others as necessary.

Upon verification of an Alert, the Operational Area EOC will be partially activated in accordance with the EOC SOPs. The following actions should be given priority.

Notify the City of San Diego Fire Communications Center. Request that Hazardous Incident Response Team (HIRT) Radiological Monitoring teams be mobilized. Specific response locations will be provided at the time of the notification since events may vary.

Notify the City of Oceanside and request the Radiological Monitoring (RadMon) Teams be placed on standby. If the situation warrants, the RadMon teams may be requested to stage at the Operational Area EOC to facilitate their use in a timely manner.

Notify the cities of Coronado (Police/Fire Communications) and San Diego, or others as necessary.

Notify the County Health Officer and the Department of Environmental Health and request the County Health Officer and Health Physicist report to the Operational Area EOC.

All other notifications will be made in accordance with the standard notification procedure contained in the SOPs.

Upon verification of a Site Emergency or General Emergency the Operational Area EOC will be fully activated in accordance with the SOPs.

### **Activation**

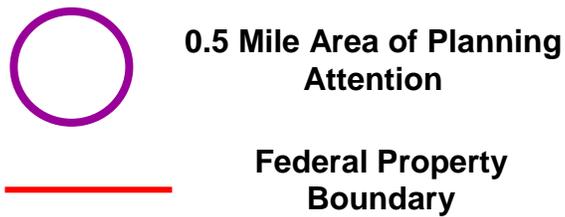
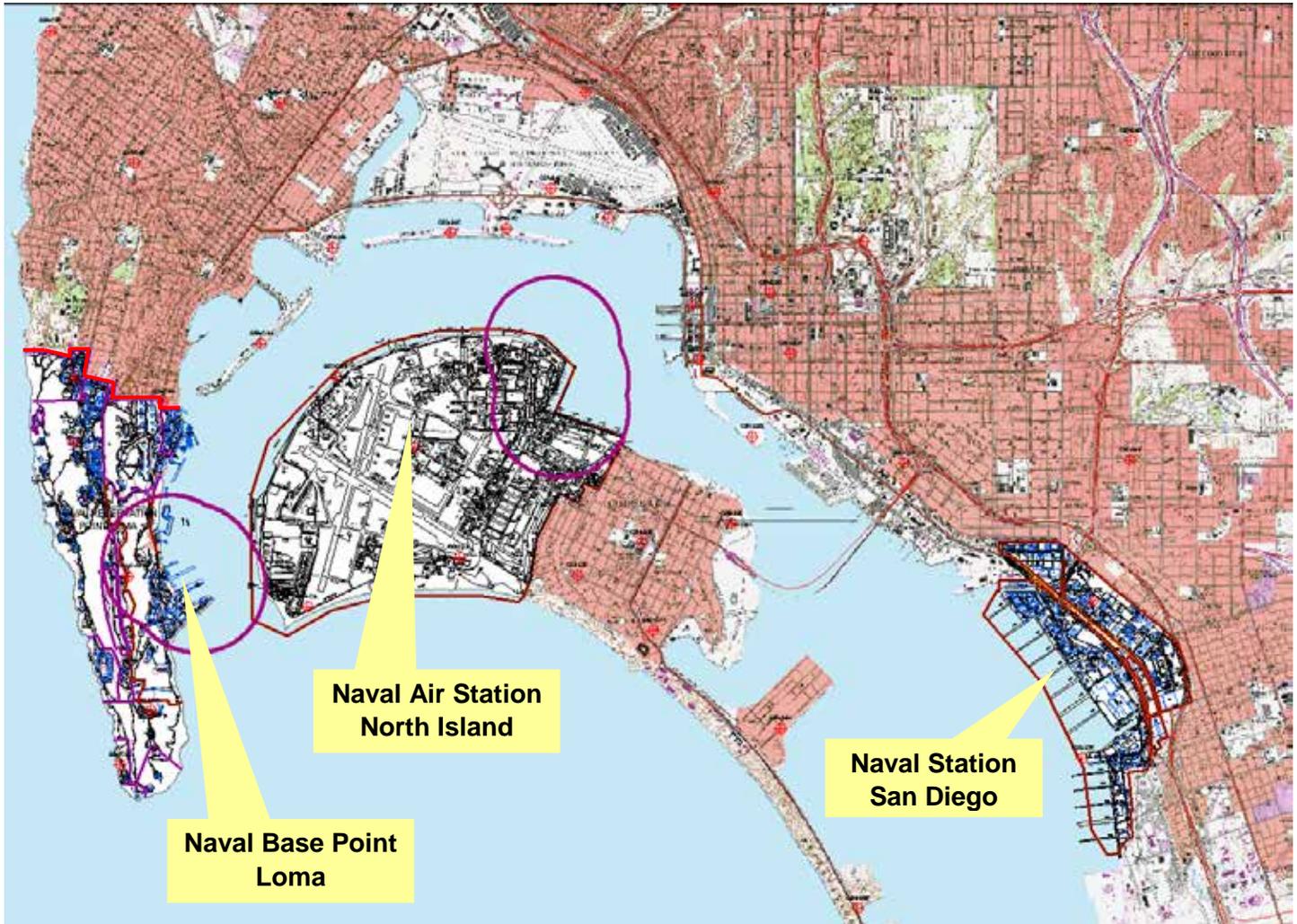
This appendix shall be activated by the Emergency Services Coordinator, his/her designated representative, or the County OES Director, whenever the County has verified an incident onboard a NNPP facility or vessel which has a classification of Alert or higher.

If the County OES SDO believes the situation requires it, he/she may begin notification prior to receiving authorization to activate the Operational Area EOC.

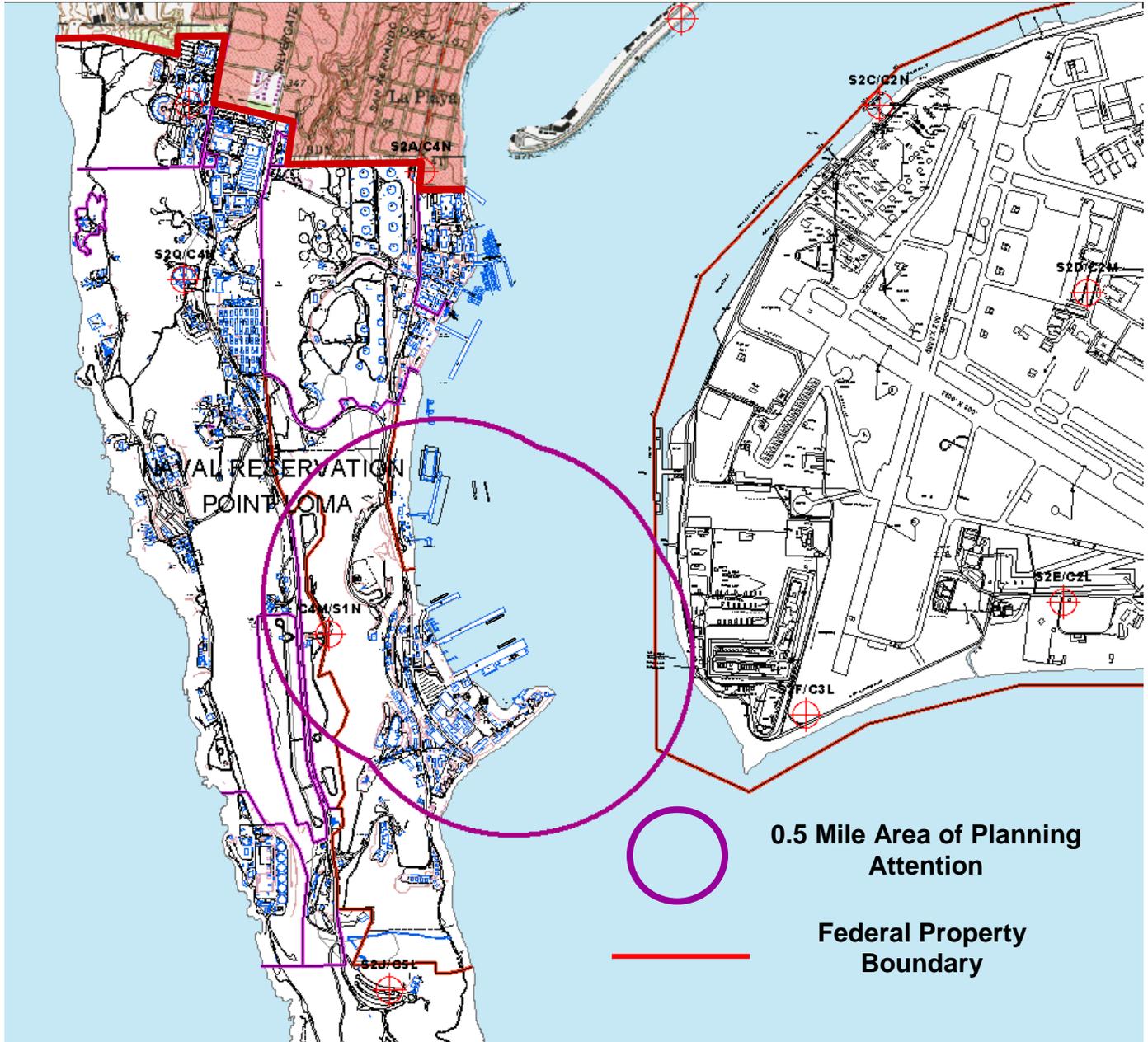
### **Deactivation**

This appendix shall be deactivated when the NNPP Emergency Control Center terminates the Event Category or when events at the site have been downgraded and conditions stabilized. Off-site radiological monitoring, assessment, and environmental sampling will be continued until terminated by the State's Radiological Health Branch and SDAC officials or when missions have been completed. State and local government officials will continue to take actions deemed necessary to provide for the safety and economic well being of the population and to return impacted areas to normalcy.

**Annex H, Appendix II-3 - Figure 1  
Naval Nuclear Propulsion Program  
San Diego Areas of Planning Attention**



**Annex H, Appendix II-3 - Figure 2  
Naval Nuclear Propulsion Program  
Naval Base Point Loma, CA  
Area of Planning Attention**



**Limiting Distance to Federal Property  
Boundary  
North Pier – 1.12 miles**

**Annex H, Appendix II-3 - Figure 3  
Naval Nuclear Propulsion Program  
Naval Air Station North Island, CA  
Area of Planning Attention**



**0.5 Mile Area of Planning  
Attention**

**Limiting Distance to Federal Property  
Boundary  
LM Berth – 0.5 Miles**



**Federal Property  
Boundary**

## APPENDIX II-4

### RADIOLOGICAL PROTECTION EMERGENCY ACTION CHECKLIST FOR RADIOLOGICAL RESPONSE MAJOR EARTHQUAKE

<b><u>Action</u></b>	<b><u>Responsibility</u></b>
If little/no damage reported, prepare to support and assist more heavily damaged jurisdictions.	Director, OES
<b>If extensive damage reported, take the following actions:</b>	
Verify reports.	OES SDO
Determine if any damage reports involve radiological material.	All Radiological Officers
Alert radiological monitoring personnel of any reported radiological incidents.	All Radiological Officers
Dispatch monitor team(s) to survey and report damage.	All Radiological Officers
Provide protective actions as required for each incident.	All Radiological Officers
Ensure radiological exposure records properly maintained for RadMon personnel.	All Radiological Officers
Keep responders informed of areas threatened by radiological hazards.	All Radiological Officers
Determine current and forecasted wind conditions and predict the winds affect on dispersion of radioactive particles.	All Radiological Officers
Ensure priority given to life-saving actions.	Incident Commander
Establish safe access controls to damaged/contaminated areas and assist people to safe areas.	Incident Commander
Recommend evacuation, if necessary.	All Radiological Officers
Obtain transportation, supplies and equipment needed for response teams.	All Radiological Officers
Provide radiation monitors for areas without qualified personnel.	All Radiological Officers

## APPENDIX II-5

### RADIOLOGICAL PROTECTION EMERGENCY ACTION CHECKLIST FOR RADIOLOGICAL RESPONSE HAZARDOUS MATERIALS INCIDENT

<b><u>Action</u></b>	<b><u>Responsibility</u></b>
Ensure that operations are conducted from an upwind position.	Incident Commander
Determine the magnitude of the incident and establish perimeter to prevent spread of contamination.	Incident Commander
Identify spilled or leaked substance. This would include locating shipping papers and placards.	Incident Commander
Take steps necessary to protect or save human life.	Incident Commander
Establish perimeter controls to keep the public a safe distance from the scene.	Incident Commander
Assure all responders within Exclusion Zone are wearing appropriate Respiratory Protection if airborne particulate release	Incident Commander
Reevaluate perimeters as the radioactive element is identified and/or environmental conditions change.	All Radiological Officers
Assist medical personnel in identifying, isolating and removing contaminated or injured persons from the scene.	RadMon Team
Take action to contain and/or prevent the spread of the material.	Incident Commander
Ensure OES has been notified.	Incident Commander
Recommend evacuation, if necessary.	All Radiological Officers
Maintain radiological exposure records on all personnel.	All Radiological Officers
Coordinate clean-up activities of private radioactive materials companies with RHB.	All Radiological Officers
Advise Public Information Officer and JIC of specific radiological information that should be given to the public.	Incident Commander/Radiological Officers

## APPENDIX II-6

### RADIOLOGICAL PROTECTION EMERGENCY ACTION CHECKLIST FOR RADIOLOGICAL RESPONSE IMMINENT/ACTUAL FLOODING

#### Flooding Expected

<u>Action</u>	<u>Responsibility</u>
Establish liaison with EOC and provide technical support.	All Radiological Officers
Prepare to relocate radiological equipment from flood plain.	All Radiological Officers
Provide monitoring support for flood fighting activities.	All Radiological Officers
Contact Radiological Health Branch to ascertain if any licensed facility has problems requiring attention.	Op Area Radiological Officers
Stand by to provide support as the situation develops.	All Radiological Officers
Provide advice to licensees on how to protect their facilities.	All Radiological Officers

#### Flooding Occurs

Provide monitoring support for rescue operations if required.	All Radiological Officers
Provide support on damage assessment teams.	All Radiological Officers
Report situation and support requirements to REOC Southern Region via Operational Area EOC.	All Radiological Officers

## APPENDIX II-7

### RADIOLOGICAL PROTECTION EMERGENCY ACTION CHECKLIST FOR RADIOLOGICAL RESPONSE IMMINENT/ACTUAL DAM FAILURE

#### Dam Failure Imminent

<u>Action</u>	<u>Responsibility</u>
Prepare to relocate any radiological equipment in inundation areas.	All Radiological Officers
Provide monitoring support, if needed, to workers in inundation areas.	All Radiological Officers
Establish liaison with, and provide technical support to, the EOC.	All Radiological Officers
Provide advice to licensees on how to protect their facilities and secure their material.	All Radiological Officers
Stand by to provide support as the situation develops.	All Radiological Officers

#### Dam Failure Occurs

Stand by to provide support:	All Radiological Officers
Monitoring for rescue operations	All Radiological Officers
Support for damage assessment teams	All Radiological Officers
Report on situation and requirements to REOC Southern Region via Operational Area EOC.	All Radiological Officers

Unified San Diego  
County Emergency  
Services Organization  
And  
County Of San Diego

Operational Area  
Emergency Plan

**ANNEX I**

Communications And Warning Systems

October 2010

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# **Unified San Diego County Emergency Services Organization**

## **ANNEX I**

### **Communications And Warning Systems**

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## **ANNEX I COMMUNICATIONS AND WARNING SYSTEMS**

### **I. General**

Essential to all organizations is an effective communications capability to support their daily operations. In a disaster, these communications systems become critical. The magnitude of a particular emergency situation will determine the degree to which communications systems are utilized.

The San Diego County Operational Area has 19 jurisdictions, numerous Special Districts and many military facilities which support a number of communications systems. In addition to wired and cellular telephones, the Operational Area has developed robust interagency and interoperable wireless voice and data communications capabilities.

Most of the jurisdictions in the San Diego County Operational Area operate in the 800 MHz spectrum. The majority of these agencies operate on the San Diego County – Imperial County Regional Communications System (RCS), a voice network which provides a coordinated communications capability for the San Diego County Operational Area.

Many Fire and support agencies also operate on 150 MHz (VHF High Band) spectrum to facilitate voice Fire communications under the California Master Mutual Aid Agreement.

In addition to an effective communications capability, government must have an effective means to provide warning alerts to the population impacted or at risk as the result of an emergency. There are two Operational Area alert and warning systems designed to provide our citizens with emergency warning information. These systems are the Emergency Alert System (EAS) and the AlertSanDiego system.

### **II. Purpose**

The purpose of this Annex is to address the communications systems and the Alert and Warning systems that are currently in place in the San Diego County Operational Area. This Annex will be updated as new systems are developed.

### **III. Types Of Communications Systems**

The County of San Diego and most of the jurisdictions within the County have joined the San Diego County – Imperial County Regional Communications System (RCS). This network provides voice communications coverage over the entire San Diego County Operational Area utilizing trunked 800 MHz frequencies, and provides individual agency and system-wide common talk groups to all participating agencies. The RCS network also provides access to conventional mutual aid / interoperability frequencies that can be used to communicate with non-member agencies when there is a need to coordinate information and / or operations.

The City of San Diego operates a separate 800 MHz public safety trunked radio network serving the City's Fire and Rescue, Law Enforcement, and Emergency Medical Services voice communications operations. In addition, the City network supports the safety voice communications needs of the San Diego Unified School District and the San Diego Community College District.

Military facilities within San Diego County are served by UHF trunked networks. Non-military Federal agency and many State agency voice operations are typically in the VHF (30 – 300 MHz) and UHF (300 – 500 MHz) spectrum using conventional communications networks. Some Tribal safety communications are conducted on the RCS, while others operate in the VHF and UHF bands.

The San Diego Operational Area has developed a data communications capability (the Regional Command and Control Communications [3Cs] Network) to remove much of the operational coordination communications load from the field voice communications networks.

The Operational Area has established varying levels of interoperability among the voice communication networks within the County. The San Diego Urban Area Tactical Interoperable Communications (TIC) Plan has been developed and is maintained by the Interoperable Communications Committee. The TIC Plan documents the interoperable communications resources available within the San Diego County Operational Area, including which agency controls each resource, and what rules of use or operational procedures exist for the activation and deactivation of each resource.

## **IV. Functional Element Communications**

The communications systems available to the various functional elements within the Operational Area are as follows.

### **Operational Area Direction and Control Communications**

Emergency Management Direction and Control communications between the Operational Area Emergency Operations Center (EOC), County departmental and jurisdictional EOCs, and Incident Command Posts within the San Diego Operational Area are conducted using a mix of systems and technologies, including:

#### **Regional Command and Control Communications Network**

The Regional Command and Control Communications (3Cs) Network is a dedicated high speed private data microwave and fiber communications network interconnecting EOCs, Public Safety Answering Points and other key decision making facilities in the San Diego Operational Area. The 3Cs Network is equipped to support video teleconferencing, transmission of video signals from the region's airborne public safety operations platforms, digital telephone services, Geographic Information Systems data, and WebEOC data, among other applications. 3Cs Network endpoints and services are listed in **Attachment I-A**.

### **Regional Communications System (RCS)**

The San Diego County – Imperial County Regional Communications System provides four dedicated talk groups under the control of the Operational Area EOC for use as needed for Direction and Control communications.

### **Radio Amateur Civil Emergency Services (RACES)**

The Radio Amateur Civil Emergency Services (RACES) provides redundant voice and low-speed data communications circuits to EOCs and other key decision making facilities as needed.

## **Fire and Rescue Communications**

The majority of the fire agencies in the San Diego County Operational Area use the RCS and the City of San Diego's 800 MHz systems for day-to-day fire and EMS response operations. A unified 800 MHz fire communications fleet map has been developed and programmed into every Fire and Rescue user radio on the RCS and the City networks. This unified fleet map provides command, tactical and support channel resources for incident operations, while allowing apparatus to move within the county and operate with any other 800 MHz-based agency as needed.

A large area of rural San Diego County is undeveloped wild land for which fire protection is the responsibility of the State or Federal fire protection agencies. These agencies primarily operate in the VHF Hi-Band spectrum, but they also have 800 MHz capabilities in dispatch and their field units.

The State Fire and Rescue Mutual Aid system primarily operates mutual aid incidents on the VHF-Hi-Band spectrum. The majority of local agency resources that would participate in wild land or mutual aid operations are equipped with VHF Hi-Band voice radios.

Unified fleet map, Fire and Rescue agency Mutual Aid Zone and agency Dispatch center assignments and contact information are listed in the San Diego Urban Area Tactical Interoperable Communications (TIC) Plan, **Attachment I-B**.

In an incident where mutual aid has been requested, the responsible Dispatch center will inform responding resources what the command frequency will be - either 800 MHz or VHF. Command vehicles have 800 MHz (trunked and conventional) and VHF capabilities. Talk groups within the unified fleet map have been established on 800MHz for the purpose of on-scene and enroute coordination, and are grouped by dispatch center / response area of the County. Assignments will be given to the incoming command units on a compatible frequency with the Incident Commander, and then passed to the other members of the strike team on their identified frequency or talk group.

Due to the complex nature of communications and the varied systems and networks in place, it is imperative that a qualified Communications Unit Leader (COML) be assigned to the incident and/or to the Operational Area Coordinator's office. The persons filling this position must have knowledge and an understanding of all radio systems used by the Fire Service within the County, including but not limited to the RCS, CalEMA and CDF networks, USFS, BLM and BIA communications resources.

When the Operational Area Emergency Operations Center has been activated, each incident-based COML needs to communicate on a regular basis with the Communications Unit Coordinator in the

OA EOC to ensure that incident operations are not in conflict with other incidents using frequency resources within the County.

### **Law Enforcement Communications**

The majority of the Law Enforcement agencies in the San Diego County Operational Area use the RCS and/or the City of San Diego's 800 MHz systems for day-to-day response operations. The California Highway Patrol primarily uses VHF Low Band, but the El Cajon Area Office of the CHP uses the RCS as their primary system and the low band frequencies as backup. Other State and Federal law enforcement operations take place on VHF Hi-Band and UHF frequencies.

While different types of radios and frequencies are used, the Operational Area has established varying levels of interoperability among the voice communication networks within the County. Mutual Aid fleet map, Law Enforcement agency Mutual Aid Zone and agency Dispatch center assignments and contact information are listed in the San Diego Urban Area Tactical Interoperable Communications (TIC) Plan, **Attachment I-B**.

### **Emergency Medical Services (EMS) Communications System**

The San Diego County Operational Area does not have established communications capabilities for the National UHF EMS radio frequencies in the 462 MHz band.

The Operational Area EMS Radio System is a component of both the RCS and the City of San Diego's 800 MHz networks. All ambulances and hospitals are using 800 MHz radios for communications. The Base hospitals are contacted by incoming EMTs and Paramedics directly.

There are currently seven Base Hospitals in the County. These Base Hospitals are:

1. Tri-City Medical Center
2. Sharp Grossmont Hospital
3. Scripps Mercy Hospital and Medical Center
4. Palomar Medical Center
5. Scripps Memorial Hospital - La Jolla
6. Sharp Memorial Hospital
7. U.C.S.D. Medical Center

In the event of a disaster, the facilitating Base Hospital for the affected area is responsible for gathering patient bed availability information from the satellite receiving hospitals.

## County Government Communications System

Various agencies of County Government utilize voice radio communications in the furtherance of their duties. These agencies operate on the RCS and have been assigned their own talk groups. Countywide and mutual aid talk groups provide the ability for these agencies to talk to each other and with other RCS using agencies. When required, these agencies coordinate via the Sheriff's Communications Center (Station M). Some of the County agencies which are on this system include:

- A. Medical Examiner
- B. Parks and Recreation
- C. Environmental Health
- D. Public Works
- E. Probation
- F. Animal Control
- G. Humane Society
- H. Office of Emergency Services

## Amateur Radio

There are volunteer Amateur Radio Operators in San Diego County who devote many hours to supporting and improving the communications capabilities of all of our emergency services. RACES and ARES operate across jurisdictional borders in San Diego County. There are also local jurisdiction radio groups that support communication efforts during disasters.

### **Radio Amateur Civil Emergency Services (RACES)**

RACES is supported by the County Office of Emergency Services and the Sheriff's Department Wireless Services Division. These volunteers have registered with the County as Disaster Service Workers, and have trained to provide communications and other services to Emergency Management, Fire and Rescue, Law Enforcement and other Public Safety agencies as requested when other normal communications systems need to be augmented or replaced. They also have established radio stations in each city to provide communications between that city and the Operational Area EOC.

RACES volunteers have the ability to obtain a great deal of information for local government even when other communications systems are unavailable. Their ability to communicate over a long distance is vital in the absence of primary communications links.

Operational Area RACES network operations and procedures are covered in the Unified San Diego County Radio Amateur Civil Emergency Services Plan, **Attachment I-C**.

The services of RACES can be requested through the Sheriff's Communications Center or the Office of Emergency Services.

### **Amateur Radio Emergency Service (ARES)**

ARES is an organization under the auspices of the American Radio Relay League (ARRL), the national association of Amateur Radio Operators. ARES members volunteer their services primarily to agencies involved in health and welfare activities. ARES works closely with the County's EMS agency, the American Red Cross, and the Salvation Army, and provides emergency communications to all of the area hospitals.

ARES can be requested through the Sheriff's Communications Center or the County EMS.

## **V. Operational Area Alert And Warning**

Emergency information, advice, and action instructions are given to the public by various media. The Emergency Alert System (EAS), AlertSanDiego and mobile loudspeakers are the primary media. Other available media are bulletins, handbills, and the press. The Office of Emergency Services maintains pre-scripted, hazard-specific warning messages for high impact events which require time sensitive warnings.

### **Emergency Alert System (EAS)**

#### **General**

The State of California has been divided into "EAS Operational Areas" for the purpose of disseminating emergency information. The San Diego EAS Operational Area encompasses the entire County. Under Federal guidelines, local EAS operational plans are written by the broadcast community. Two radio stations, KOGO (600 AM) the LP-1 and KLSB (1360 AM) the LP-2 have emergency generators and have volunteered to be the local primary stations for the San Diego County Operational Area. Other radio and television stations continue to operate as conditions permit.

All radio and television stations in San Diego County along with all cable TV providers will be broadcasting emergency public information in the event of an activation of the EAS. The system is designed so that all of the radio, TV and cable stations/systems monitor the LP-1 and LP-2 stations and forward the information to their listeners and viewers.

The San Diego EAS Operational Area Plan is **Attachment I-D**.

#### **Users**

Most of the EAS broadcasts will originate at the National Weather Service facility in Rancho Bernardo. The Office of Emergency Services is also authorized to activate the EAS. Any jurisdiction in the San Diego County Operational Area can contact the Office of Emergency Services to activate the system in the event of the need to notify its citizen of the need to evacuate or to provide them with emergency information.

## **AlertSanDiego**

In 2006, the County of San Diego implemented the AlertSanDiego (ASD) communications system. ASD is currently available throughout the San Diego Region. ASD enables emergency dispatchers to call residents, via a reverse 911 callout system, and alert them to emergency actions which may need to be taken. ASD combines GIS mapping technologies with 9-1-1 calling data in an easy-to-use interface. The system, which is hosted by Twenty First Century Communications Inc., has the capability of making thousands of calls per hour by using automated calling technology. The Office of Emergency Services, incorporated cities, or Sheriff's Communications Center are responsible for the activation of ASD.

AlertSanDiego has limitations which include:

1. Phone lines and power must be working for residents to receive call and/or messages. If residents have registered their cell phone through AlertSanDiego, then it is still possible for them to receive messages.
2. Cell phone or private branch exchange (PBX- most businesses have their phones hooked up to a PBX) numbers are not in the database and those residents will not receive the call, unless they have registered their cell phones through AlertSanDiego.
3. If residents are still on a dial-up internet connection or subscribe to call blocking services, they will not receive the call, unless they are registered through AlertSanDiego.

## **VI. Federal And State Alert And Warning**

This warning system is the means for relaying to the public, notice from the Federal, State or local government of impending or actual disaster or attack. Appropriate responses and the most effective use of warning information may be limited by the amount of time available.

### **Actions**

Warning actions are characterized by requiring high priority for a short period of time, the use of mass media systems for passing warning to the public, the small number of workers necessary to operate the system, the demand for fast activation of the system on short notice, and the need to maintain readiness to repeat all actions in the event of successive alerts or attacks.

The California Warning System (CALWAS), a component of the National Warning System (NAWAS) sends out warning information, which is received at the Sheriff's Communication Center and relayed to the Office of Emergency Services. The public is then warned by means of the Emergency Alert System (EAS) and any other means, including mobile loudspeakers.

Alternate means of warning are via the California Law Enforcement Telecommunications System (CLETS), public safety radio systems, and the Radio Amateur Civil Emergency Services (RACES) network.

Notice of warning is also broadcast from the various county and city communications centers to special facilities (schools, hospitals, fire stations, utility stations, etc.). Key workers of emergency organizations may be alerted by telephone or radio. The EAS and the AlertSanDiego systems are expected to provide coverage for a large part of the population.

### **Types Warning**

#### **Attack Warning**

A warning that an actual attack against this country has been detected.

#### **Fallout Warning**

A warning of radiation hazards resulting from a nuclear cause.

### **Warning Information**

Authorized EAS stations will broadcast warning information as requested under the EAS Operational Area Agreement.

The California Emergency Management Agency (Cal EMA) operates the Emergency Digital Information Service. The EDIS delivers official local and state-wide information about emergencies and disasters to government agencies, the public and news media in California.

#### **War Emergency**

Emergency Services authorities will route war emergency warnings via designated EAS program entry points to the media.

#### **Peacetime Emergencies**

Warning of an extraordinary peacetime emergency may be received by local government over the California Law Enforcement Telecommunications System (CLETS), public safety radio systems, NAWAS, and/or other means.

## **VII. Other Communications Capabilities**

#### **OASIS**

OASIS is an acronym for Operational Area Satellite Information System. It is a State of California owned satellite system which has been set up at the Operational Area EOC. OASIS provides the EOC with several phone lines for voice and data.

#### **Cellular Telephones**

Most, if not all agencies have cellular phone capabilities. All agencies should have cellular phone numbers for all of their staff who have cellular phones, and the cellular phone numbers for their closest jurisdiction.

## VIII. EOC Communications Systems

The communications systems installed in or controlled from the Operational Area Emergency Operations Center (EOC) support the field activities of the emergency organization. Other communications systems provide links to nearby jurisdictions and to higher levels of the statewide emergency organization. The communications systems in the EOC include the radio systems licensed to the County. Such radio systems are augmented, in an emergency, by radio systems licensed to other governmental agencies, to private industry, and to individuals. During a State of War emergency, privately owned radio systems, equipment, and facilities, subject to approval of the licensee, will generally be used to support field activities of the emergency services not already linked directly to the EOC.

The Communications Unit is a technical support position in the Logistics Section which provides communications for the management of emergency operations. Messages sent outside the EOC are handled by operators assigned to the communications section. The County communications operation is under command of the Sheriff.

The Sheriff's Wireless Services Division provides staff to make provisions for additional equipment in addition to maintaining communications equipment. The operations personnel assess their communications requirements and advise the Communications Unit Leader. Procurement of communications resources and services will be managed by the County Technology Office, in consultation with and on advice from the resources group.

A listing of the communications networks available in the Operational Area EOC is found in **Attachment I-E**.

## IX. Mobile Communications And Command Vehicles

In the event the Operational Area EOC or a jurisdictional EOC must be relocated, the County has two mobile communications and command vehicles ("ECHO III" and "RACES 1") available to support EOC communications operations. These vehicles are maintained by the Sheriff's Department Wireless Services Division and are operated by volunteers the County's RACES Unit. These vehicles are also available to support incident operations as necessary.

To support incident-based management and operations, there is an extensive inventory of Mobile Command Vehicles owned by the various jurisdictions in the San Diego Operational Area. These vehicles are listed in the TIC Plan, **Attachment I-B**.

## **ATTACHMENTS:**

### **I-A: Regional Command and Control Communications (3Cs) network**

*(Under Initial Development)*

### **I-B: San Diego Urban Area Tactical Interoperable Communications Plan**

*(2006 Edition under revision by the ICC)*

### **I-C: Unified San Diego County Operational Area Radio Amateur Civil Emergency Services Plan**

*(2001 Edition under revision by RACES Staff)*

### **I-D: San Diego EAS Operational Area Plan**

*(Insert current edition of EAS Plan)*

### **I-E: San Diego Operational Area EOC Communications Systems Overview**

*(Wireless Services is updating list in 2006 Annex I)*

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ANNEX J

Construction And Engineering Operations

October 2010

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# **Unified San Diego County Emergency Services Organization**

## **ANNEX J**

### **Construction And Engineering Operations**

#### **ACKNOWLEDGEMENTS**

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San Diego County Office of Emergency Services

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## **ANNEX J**

### **CONSTRUCTION AND ENGINEERING OPERATIONS**

#### **I. General**

##### **Introduction**

This Annex is created and intended to be an integral part of the San Diego County Operational Area Emergency Plan. In addition, it identifies the implementation procedures for mutual aid and other support.

Construction and Engineering Operations is structured to provide public works and engineering-related support for the changing requirements of domestic incident management to include preparedness, prevention, response, recovery, and mitigation actions. Activities within the scope of this function include conducting pre and post-incident assessment of public works and infrastructure; executing emergency contract support for life-saving and life-sustaining services; providing technical assistance to include engineering expertise, construction management, and contracting and real estate services; providing emergency repair of damaged infrastructure and critical facilities; and implementation of the Associated General Contractors Emergency Services Mobilization Program (AGCESMP) *to be developed*.

The construction and engineering operations section of Annex J describes the basic concepts in coordinating and organizing the capabilities and resources of local government to facilitate the delivery of services, technical assistance, engineering expertise, construction management, and other support to prevent, prepare for, respond to, and/or recover from an incident of extreme significance. While local agencies have individual construction and engineering responsibilities, Annex J serves as a unifying document in the event of a major disaster.

##### **Intent**

No single community or agency has the ability or resources sufficient to cope with any and all emergencies for which a potential exists. This plan is designed to meet the anticipated needs of local agencies and to access the resources of other agencies to meet the needs of emergency incidents. Agencies that are members of the Unified Emergency Services Organization have agreed to assist each other with resources, if they are available, provided their own recovery operations are not compromised. In addition, some special districts have signed Mutual Aid agreements with other districts throughout Southern California. The State of California Fire and Rescue Emergency Mutual Aid Plan has been signed by most, if not all, cities within the State.

##### **Purpose**

This Annex establishes the organizational responsibilities and prescribes actions and procedures required for the provision of restorative services and Mutual Aid during a disaster or extreme emergency within the San Diego County Operational Area.

1. Coordination and support of infrastructure risk and vulnerability assessments.
2. Provide the basis for the coordination of operations for Public Works Agencies and other

- special districts within the San Diego Operational Area.
3. Provide assistance in the monitoring and stabilization of damaged structures and the demolition of structures designated as immediate hazards to public health and safety.
  4. Coordinate and provide structural specialists expertise to support inspection of mass care facilities and urban search and rescue operations. This is in conjunction with Annex B.
  5. Execution of emergency contracting support for life-saving and life-sustaining services, to include providing potable water, ice, emergency power, and other emergency commodities and services. This may be in conjunction with other Annex activations.
  6. Managing, monitoring, and/or providing technical advice in the clearance, removal, and disposal of contaminated and uncontaminated debris from public property. This may include waste sampling, classification, packaging, transportation, treatment, demolition, and disposal of contaminated debris and soil. This shall be general debris/rubble and only performed to support clearing roads or public property.
  7. Providing emergency repair of damaged infrastructure and critical public facilities. This may include but is not limited to:
    - A. Transportation systems - roads, bridges, airports, railway and shipping systems.
    - B. Environmental systems - waterways, habitats, coastal erosion and landslides.
    - C. Domestic utilities - water, electrical, natural gas, and sewer systems.
    - D. Structural systems - foundation, building components and contents.
  8. Restoration of critical navigation, flood control, and other water infrastructure systems.

### **Planning Basis**

1. No community has resources sufficient to cope with any and all emergencies for which potential exists.
2. Construction and Engineering coordinators must preplan emergency operations to ensure efficient utilization of available resources.
3. Basic to California's emergency planning is a statewide system of mutual aid in which each local jurisdiction relies first upon its own resources.
4. Agencies that are members of the Unified Emergency Services Organization have agreed to assist each other with resources if they are available.
5. The California Disaster and Civil Defense Master Mutual Aid Agreement between the State of California, each of its counties and those incorporated cities and special districts signatory thereto:
  - A. Creates a formal structure for provision of mutual aid.
  - B. Provides that no party shall be required to unreasonably deplete its own resources in furnishing mutual aid.

- C. Provides that the responsible local official in whose jurisdiction(s) an incident occurs requiring mutual aid shall remain in charge at such incident including the direction of personnel and equipment provided through mutual aid plans pursuant to the agreement.
6. Per the Standardized Emergency Management System (SEMS), Mutual Aid requests from jurisdictions and Special Districts within the Operational Area must be sent to the Operational Area Emergency Operations Center (OA EOC). The Logistics Section at the OA EOC will coordinate requests for mutual aid and will keep track of who needs what and where assets have been sent. The Logistics Section coordinates and forwards the requests to other jurisdictions, or the State Office of Emergency Services.
  7. When the Mutual Aid assets are ordered, the requester will provide a staging area where the resources will be sent, and a point of contact. It is the responsibility of the requesting jurisdiction to provide any additional logistical support, i.e., food, water, fuel and sleeping accommodations, for the additional resources.
  8. The state is divided into six mutual aid regions to facilitate the coordination of mutual aid. San Diego County is located in Mutual Aid Region VI. Through this system, Cal EMA is informed of conditions in each geographic and organizational area of the state and is informed of the occurrence of an imminent threat of disaster.
  9. In addition to Public Works resources, this plan includes both public and private agencies with support capability and/or emergency responsibility.
  10. Certain types of resources may be considered outside the mutual aid agreement by the responding agency and therefore may be subject to a pre-established agreement, which may be available only on a reimbursement basis.
  11. This plan, as part of the San Diego County Operational Area Plan, should be distributed to and discussed with management, command, operational, and support level personnel within each jurisdiction.
  12. This plan must be continuously reviewed, revised when necessary, and tested to encompass change and refinement consistent with experience gained through disaster operations and training, and changes in resource availability.

### **Activation and Termination**

Activation and termination of this Annex shall be by the direction of:

1. The County Chief Administrative Officer (CAO) as the Area Coordinator of the Unified San Diego County Emergency Services Organization.
2. A designated Deputy CAO.
3. The Director, Office of Emergency Services or a designated representative.
4. The Director, Department of Public Works.

Activation normally occurs based on: Notification by OES that the scope of an emergency will exceed local resources; a disaster which by its nature or severity automatically initiates activation of

the plan; and/or a public media announcement that a disaster has occurred and that all personnel are to report to their disaster assignments.

Deactivation is normally accomplished by a phase-down procedure and a return to normal, pre-disaster operations. Operations then revert to activities for reconstituting local government activities, as needed and as directed by the Unified Disaster Council in accordance with standing policies and unified agreements.

## **II. Organization And Responsibilities**

### **Organization**

Most cities in the San Diego County Operational Area have Public Works Departments. In the event of a major emergency or disaster, the Director(s) of Public Works in the affected jurisdiction(s) will coordinate the implementation of this Annex. In unincorporated areas of the county, this responsibility falls upon the County Public Works Director. In many instances because of size and complexity of the incident, some agencies/jurisdictions may not have the personnel to fill all the positions at the EOC as shown at the Operational Area level. This may require the assistance of all affected and non-affected agencies and Special Districts for additional resources.

### **Responsibilities of Local Agency**

Activities include but are not limited to the following:

1. Reasonably exhaust local resources before calling for outside assistance.
2. Render the maximum practicable assistance to all emergency stricken communities, under provisions of the San Diego County Mutual Aid Plan.
3. Provide for receiving and disseminating information, data and directives.
4. Maintain a call-back list of primary response personnel.
5. Coordinate and conduct necessary training to adequately perform functions and responsibilities during emergencies.
6. Provide department personnel to staff the Local Emergency Operations Center (EOC).
7. Provide department personnel to staff the Local Joint Information Center (JIC).
8. Coordinate all interdepartmental contacts with other Deputy Directors.
9. Coordinate with OA EOC Director.
10. Develop and maintain current records of road and flood conditions throughout their jurisdiction.
11. Provide engineering and public service work. Tasks (where applicable):
  - A. Restore, maintain and operate essential services within their jurisdiction:
    - i. Roads and bridges and/or traffic control devices

- ii. Storm drainage facilities
  - iii. Wastewater disposal plants, trunk sewers and laterals
  - iv. Airport facilities
  - v. Rural transportation facilities
- B. Repair, modify and/or construct emergency facilities and housing:
- i. Bridges
  - ii. Alternate road access
  - iii. Alternate airport landing strips
  - iv. Temporary solid waste collection areas
  - v. Temporary wastewater transmission lines
  - vi. Temporary housing
12. Provide engineering expertise and equipment to assist in search and rescue Operations. Additional personnel for engineering assistance will be drawn from other public and private sectors.
13. Maintain an inventory of heavy equipment and equipment operators. Additional equipment and personnel may be drawn from other public and private sectors.
14. Manage and coordinate contracted transportation vehicles and facilities.
15. Maintain an inventory of resources and provide for procurement and allocation of transportation resources.

### **Responsibilities of County Public Works Administrator**

The County Deputy Director of Public Works/Transportation Division has the primary responsibility to respond for the department in the event of an emergency. During disaster conditions, the Deputy Director shall:

1. Reasonably exhaust county resources before calling for outside assistance.
2. Render the maximum practicable assistance to all emergency stricken communities, under provisions of the San Diego County Mutual Aid Plan.
3. Provide for receiving and disseminating information, data and directives.
4. Maintain a callback list of primary response personnel.
5. Coordinate and conduct necessary training to adequately perform functions and responsibilities during emergencies.
6. Provide department personnel to staff the Operational Area Emergency Operations Center (OA EOC).
7. Provide department personnel to staff the County Joint Information Center (JIC).
8. Coordinate all interdepartmental contacts with other Deputy Directors.

9. Coordinate with city EOCs.
10. Develop and maintain current records of road and flood conditions throughout their jurisdiction.
11. Provide engineering and public service work.  
Tasks (where applicable):
  - A. Restore, maintain and operate essential services within their jurisdiction:
    - i. Roads and bridges and/or traffic control devices
    - ii. Storm drainage facilities
    - iii. Wastewater disposal plants, trunk sewers and laterals
    - iv. Airport facilities
    - v. Rural transportation facilities
  - B. Repair, modify and/or construct emergency facilities and housing:
    - i. Bridges
    - ii. Alternate road access
    - iii. Alternate airport landing strips
    - iv. Temporary solid waste collection areas
    - v. Temporary wastewater transmission lines
    - vi. Temporary housing
12. Provide engineering expertise and equipment to assist in search and rescue operations. Additional personnel for engineering assistance will be drawn from other public and private sectors.
13. Maintain an inventory of heavy equipment and equipment operators. Additional equipment and personnel may be drawn from other public and private sectors.
14. Manage and coordinate contracted transportation vehicles and facilities.
15. Maintain an inventory of resources and provide for procurement and allocation of transportation resources.

The County may initiate the Associated General Contractors Emergency Services Mobilization Program (AGCESMP *to be developed*), which, through the assistance of the construction industry, will maintain an inventory of resources and provide an option for procurement and allocation of heavy construction equipment and necessary equipment operators. The AGCESMP is a plan for rapid mobilization of construction manpower and equipment in the event of a disaster, at current rates.

### **California Department of Transportation (CalTrans)**

Dispatch field crews accordingly to assist the California Highway Patrol, other emergency

responders, and the public with State highway closures, signage, and/or clearance activities in an effort to maintain and/or restore the State highway transportation network to safe and normal operating conditions.

The Caltrans Emergency Operations Center will be activated and staffed accordingly to provide centralized coordination, communication, command, and control of emergency operations and the management of resources. This would include monitoring and providing status of state highways within the region, communicating damage reports, and initiating emergency contracts where appropriate for repairs on the State highway system.

### **San Diego Gas and Electric (SDG&E)**

Provide initial and updated SDG&E damage assessments to include: number of gas and electric outages, areas impacted and number of customers affected, overall estimated restoration time as well as estimated restoration times for each outage, workforce status including use of mutual assistance crews and any critical operational issues or conditions.

Initiate and coordinate SDG&E requests for assistance from the region via the Operational Area EOC.

### **San Diego County Water Authority**

In an emergency in which the county's water supply or quality is affected, the Water Authority and its member agencies, DEH, CDPH, County Public Health Officer, and OES will act in concert to:

- Conduct damage assessments and provide situation status
- Restore water systems and supply
- Ensure the quality of the water
- Determine need for supplemental drinking water
- Provide public notifications on the safety of the water

**For additional information on Water Operations, see Appendix W.**

### III. Policies And Procedural Guidelines

The following general procedures have been developed to provide guidance in the implementation of Annex J:

#### Emergency Work Station

All Public Works Agency personnel should have a designated emergency workstation. This will generally be the station they normally report to during regular work hours unless a different emergency workstation has been previously assigned.

#### Alternate Emergency Work Station

In the event that Public Works' normal or emergency work stations are inoperable as a result of the disaster, or staff cannot get to their normal or emergency work stations, the following is a guide used by County DPW for reporting to alternative stations:

<b>Regular or Emergency Work Station</b>	<b>Alternate Work Station</b>
Co. Operations Center-San Diego	Div. I Headquarters-Jamacha
Div. I Headquarters-Jamacha	Co. Operations Center, San Diego
Div. II HQ San Marcos	Ramona Road Maintenance Station
Maintenance Stations Countywide	Appropriate Division HQ
Wastewater Division-Kearny Mesa	Wastewater Operations/Spring Valley
Gillespie Field El Cajon	Ramona Airport
Palomar Airport Carlsbad	Ramona Airport
Ramona Airport	Gillespie Field, El Cajon

#### Reporting Procedures during Plan Activation

Unless assigned to an emergency station, personnel will report to their regular workstation. When assigned to an emergency workstation prior to the emergency, or if telephone communications are disrupted, personnel will report in person to their workstation.

#### Operational Area

The Operational Area covered under this Annex is the entire county and all cities. The County Department of Public Works' responsibilities are within the unincorporated areas of San Diego

County. When requested by proper authority, mutual aid services within incorporated cities and adjacent counties can be provided.

### **Departmental Operations Centers (DOC's)**

All Public Works Agencies should designate alternate locations for their Departmental Operations Centers (DOCs) in the event that the primary location is inoperable. For example, the County Department of Public Works is headquartered at the County Operations Center in Kearney Mesa. In the event this facility was damaged to the extent that it could not serve as a DOC, the DOC would be located at Division I Headquarters in Spring Valley, as first choice, and then to Division II Headquarters in San Marcos, as second choice.

## **IV. Supporting Organizations And Responsibilities**

### **Departments of General Services**

1. Provide vehicles as needed.
2. Provide vehicle maintenance, repair and fueling services.
3. Provide architects, engineers, electricians and plumbers.
4. Provide communications support in the form of personnel and/or equipment.

### **Parks and Recreation Departments**

1. Provide miscellaneous construction equipment and operators.

### **Land Use Departments**

1. Provide structural engineers and building inspectors for damage assessment activities, as well as for recovery efforts.
2. Provide geologists for technical support.
3. Acquire water resources.

### **Construction Industry**

1. Respond to requests for heavy equipment and labor in accordance with the AGCESMP (to be developed).
2. Provide structural engineers and building inspectors for damage assessment activities, as well as for recovery efforts.

### **Transportation Industry**

1. Provide ground and rail transportation, including operators, for emergency transportation and evacuation.
2. Provide additional vehicular support.

#### **A. Fire and Life Safety Department**

1. Respond to requests for rescue and treatment following Annex B and the California State Mutual Aid Plan.
2. Provide emergency structural stabilization and hazard abatement for damage assessment activities, as well as for recovery efforts.

## **APPENDIX W**

### **WATER OPERATIONS**

#### **INTRODUCTION**

The Water Sector in San Diego County consists of public departments, public agencies, private companies, tribal governments, and other individual suppliers of water to the San Diego region's population. Water is imported into the county by the San Diego County Water Authority (Water Authority) providing approximately 90-percent of the county's water through wholesale transportation and distribution to its 24 member agencies. The 24 member agencies deliver water to approximately 97-percent of the county's population and are made up of six cities, one military reservation, one authority representing a city and an irrigation district, two irrigation districts, and 14 water districts. Approximately 174 small water systems serve 3-percent of the population, principally located in the unincorporated areas of San Diego County. The owners and operators of small and large water systems have a responsibility to consumers to provide a safe and reliable supply of water.

#### **AUTHORITIES**

The principal federal law that ensures safe drinking water for the public is the *Safe Drinking Water Act* (SDWA). The Environmental Protection Agency (EPA) sets the standards for drinking water quality and oversees all states to ensure that the standards are met. EPA delegated implementation of the SDWA to California. The California SDWA is contained in the *Health and Safety Code*, which also contains the statutory responsibilities and requirements defined for the California Department of Public Health, Drinking Water Program. The Drinking Water Program and any regulations developed must be equal to or more stringent than the federal program. The regulations are contained in *Title 22 California Code of Regulations*. The Drinking Water Program's District Engineer is the regional representative of the primacy agency for all water suppliers in the county. Through the Local Primacy Agreement issued to the County of San Diego, the Department of Environmental Health regulates small water systems with 199 or less service connections (California Safe Drinking Water Act, Article 1, Section 116330).

#### **OBJECTIVES**

The primary objective of the Water Sector in an emergency is to maintain or restore water systems function in order to deliver a safe and reliable water supply. Functional objectives of the Water Sector are:

- A. Provide situational awareness to the Operational Area Emergency Operations Center (OA EOC).
- B. Coordinate drinking water safety and environmental health issues with the appropriate regulatory agencies.
- C. Facilitate the use of mutual aid agreements in restoring water systems.

## **ORGANIZATIONS AND RESPONSIBILITIES**

In an emergency, the roles and responsibilities are as follows. A diagram of the Water Sector is shown in Attachment A.

### **A. California Department of Public Health, Drinking Water Program, San Diego District Office (CDPH)**

CDPH is the primacy agency for all California water systems. CDPH staff act as disaster service workers in response to natural disasters and emergencies. The primary role for CDPH staff from the onset of an incident is to conduct water system damage assessments and determine the necessity of issuing water quality advisories. Water system assessments are performed by contacting water system personnel by phone, e-mail, or other available forms of communication and by obtaining water system status reported through the Water Authority. In addition, field survey teams can be dispatched to affected public water systems and integrate into the local emergency operations center established for the incident. In these instances, CDPH staff report as a CDPH representative and technical specialist. CDPH staff coordinates with the San Diego District Engineer, Regional Engineer, San Diego County Department of Environmental Health and water systems on water supply and water quality issues. CDPH staff work with public water systems during restoration operations to determine appropriate actions to be taken for the lifting of water quality advisories. **Only CDPH, or its delegate for small water systems (DEH), can lift a water quality advisory.**

### **B. San Diego County Department of Environmental Health (DEH)**

CDPH has delegated authority to DEH as the primacy agency for small public water systems. Small water systems are defined as those having more than 5 and fewer than 200 connections. Small water systems supply water to approximately 3-percent of the population and typically use groundwater wells as a source of water. A map of the small public water systems is shown in Attachment B. DEH staff act as disaster service workers in response to natural disasters. The Land and Water Quality Division is responsible for monitoring the small water systems, responding to small water systems, and providing assistance in an emergency. The Land and Water Quality Division conducts water system damage assessments through field survey teams and coordinates assistance for its regulated water systems through the department's Operational Center and County Emergency Operations Center. See Annex H Environmental Health Operations for more information.

### **C. San Diego County Water Authority**

The Water Authority, a wholesale water agency, purchases both treated and untreated water from Metropolitan Water District of Southern California and delivers the water to 24 member agencies through a system of pipelines and facilities. Each member agency then delivers water directly to consumers through its own retail distribution system. A map of the 24 member agencies is shown in Attachment D. More information about the Water Authority and its member agencies is available at [www.sdcwa.org](http://www.sdcwa.org) and on the individual member agency websites.

In an emergency, the primary responsibility of the Water Authority and the member agencies is water system restoration in order to deliver a safe and reliable water supply. The Water Authority sends a representative to the OA EOC to assume the Water Unit Liaison position under the Construction and Engineering Branch. The Water Unit Liaison provides situational awareness and coordination for the Water Sector and the OA EOC.

### **D. San Diego County Health and Human Services Agency (HHSA), Public Health Services (PHS)**

Specific roles and responsibilities of Public Health Services include:

- A. Public Health Officer: In accordance with state water quality regulations will assist in enforcing water restrictions; may impose a higher level of restriction than regulations require if deemed to be protective of the public health
- B. Public Health Laboratory: Bacteriological testing of drinking water for potability, environmental testing, especially food, water and sewage.

See Annex E Public Health Operations for more information.

### **CONCEPT OF OPERATIONS**

In an emergency in which the county's water supply or quality is affected, the Water Authority and its member agencies, DEH, CDPH, County Public Health Officer, and OES will act in concert to:

- Conduct damage assessments and provide situation status
- Restore water systems and supply
- Ensure the quality of the water
- Determine need for supplemental drinking water
- Provide public notifications on the safety of the water

### **WATER SUPPLY**

Up to 90-percent of the region's water is imported from the Colorado River and Northern California by a single supplier, the Metropolitan Water District of Southern California (Metropolitan). The water is delivered by the Water Authority through two aqueducts containing five large-diameter pipelines. The pipelines have a maximum capacity to carry 925 million gallons a day and bring both treated and untreated water into San Diego County. The remaining 10-percent comes from local water sources including groundwater, local surface water, recycled water, seawater desalination and conservation. Water is stored in reservoirs located throughout the county. When the raising of San Vicente Dam by 117-feet is completed, there will be over 700,000 acre feet of surface water storage in 25 reservoirs owned by 12 agencies.

As of April 2010, 174 small water systems serve a population of approximately 26,000 in rural north and east areas of the county. These water systems service residences, schools, workplaces, businesses, restaurants, recreational vehicle parks, and county parks.

Available supply in an emergency is dependent upon many factors. Most small water systems have a single source of supply and minimal water storage capacity that may last one to two days. Water Authority member agencies have the ability to remain off the aqueduct for a ten-day period through storage, conservation, and other means. The Water Authority's Emergency Storage Project (ESP) is system of reservoirs, interconnected pipelines, and pumping stations. ESP is planned to supply enough water for two-months, if there is no water from Metropolitan, and up to six months, if there is some water available from Metropolitan. Metropolitan plans for a six-month emergency water

storage supply. As water systems are being restored, strategies for supplying water to the population may include establishing temporary connections, rerouting water, conservation, and distribution of bottled water.

### **1. Treated and Untreated Water**

The Water Authority purchases treated and untreated water from Metropolitan for delivery to its member agencies. The untreated water is either processed by the Water Authority at its Twin Oaks Valley Water Treatment Plant or sold to agencies with their own reservoirs and treatment facilities. All treated water served in San Diego County meets or exceeds rigorous state and federal water quality regulations. Water Authority member agencies that own and operate water treatment plants within the county are:

City of Escondido – joint ownership with Vista Irrigation District  
Helix Water District  
City of Oceanside  
Olivenhain Municipal Water District  
Pendleton Military Reservation  
City of Poway  
Ramona Municipal Water District  
City of San Diego  
Santa Fe Irrigation District – joint ownership with San Dieguito Water District  
Sweetwater Authority (operating for South Bay Irrigation District and National City)  
Yuima Municipal Water District

### **2. Public Notifications**

Public water systems, CDPH Drinking Water Division, DEH, and the County's Public Health Officer can independently or jointly issue water quality advisories. However, it is the public water system's and the small water system's responsibility to make public notifications to their consumers in accordance with their emergency response and/or emergency notification plan. Notices are delivered door to door, signposted, announced by the media, and through public notification systems such as AlertSanDiego.

Following public notification of a water quality advisory, a series of laboratory tests and evaluation will be conducted. Lifting the water quality advisory is the sole responsibility of the CDPH, Drinking Water Division or its delegate for small public water systems (DEH). Once the water quality advisory is lifted, then the public water system makes the public notification in a similar manner to the original public notification.

### **3. Drinking Water Distribution**

In the event of an insufficient water supply due to a water quality advisory or outage, a drinking water distribution plan coordinated by the OA EOC will be implemented. Water agencies will provide information about the affected service area to the OA EOC. Close coordination between the San Diego County Public Health Officer, the CDPH, Drinking Water Program, District Engineer, DEH, and the OA EOC are crucial to the safety and health of the public when distributing drinking water. Guidance for distribution of emergency drinking water is located in the California Emergency Management Agency publication *Multi-Agency Response Guidance for Emergency Drinking Water Procurement & Distribution*.

## **B. WATER SECTOR MUTUAL AID AGREEMENTS**

In non-emergency times, water suppliers operate as independent entities. During emergencies, each entity continues to operate independently until it determines that outside resources are necessary. Depending upon the extent of the incident, the entity may request mutual aid through established mutual aid agreements or through the OA EOC. Requests and coordination of resources will first be made at the local level, and when necessary, requests will be forwarded to the Regional Emergency Operations Center (REOC) located in Los Alamitos and then to the State Operations Center's (SOC) Business and Utility Operations Center (BUOC).

The Water Sector maintains several mutual aid/assistance agreements that can be activated in an emergency when water related resources are exhausted or nearing exhaustion. These agreements are generally used to obtain materials, equipment, and personnel required for system restoration.

### **1. California Water/Wastewater Agency Response Network (CalWARN)**

Signatories to the CalWARN agreement (members) can request resources from other CalWARN members. CalWARN is a standard omnibus mutual assistance agreement consistent with other statewide mutual aid programs, the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS).

This statewide mutual aid agreement provides a contractual relationship under which public and private water agencies can share resources such as equipment, materials, and staff during emergencies at the discretion of each participating agency. The agreement also provides liability and workers compensation protection and includes repayment provisions for agencies that choose to loan resources. Access [www.calwarn.org](http://www.calwarn.org) to see which agencies participate in WARN and to request resources. The Water Authority and other participating water agencies in San Diego County are listed on the Southern OES Region VI section of the map of California. The core of the WARN website is its emergency equipment database that matches utility resources to a member's needs during an emergency. A member can locate emergency equipment such as pumps, generators, chlorinators, excavators, and trained personnel such as treatment plant operators.

Requests for emergency assistance under the agreement are directed to the appropriate designated official(s) from the list of participating water and wastewater agencies. There is no requirement for issuance of a state of emergency by the Governor before making requests for assistance.

### **2. The Metropolitan Water District of Southern California Member Agencies Response System (MARS)**

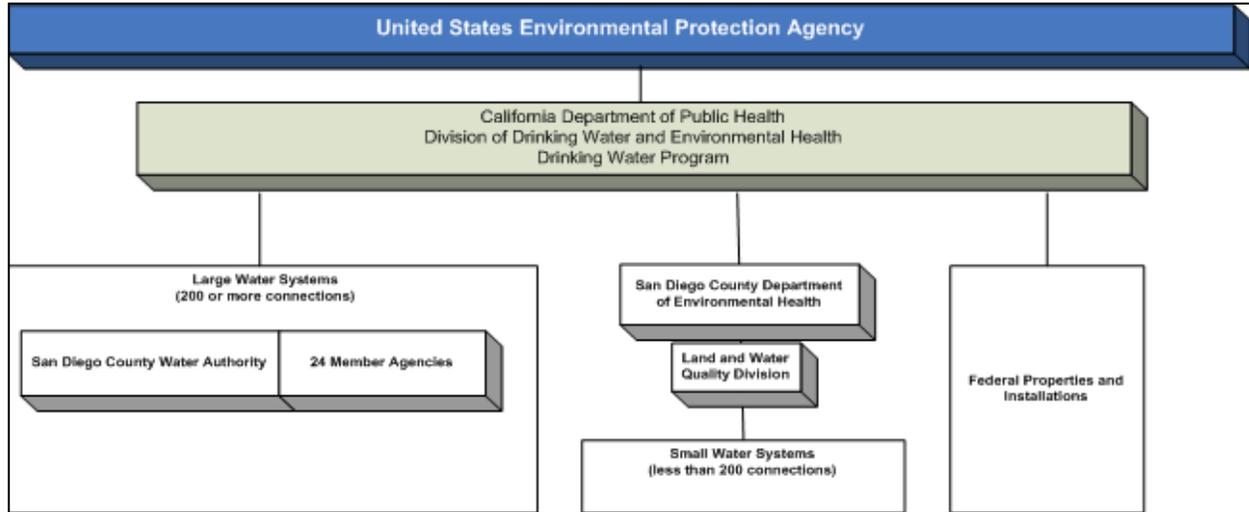
The Water Authority entered into the Metropolitan Water District of Southern California Member Agency Response System Indemnification Agreement with certain other Metropolitan Water District of Southern California agencies. This agreement has a mutual aid component in addition to an alternate means of communication in emergencies component. Make requests directly to MWD and the participating agencies when it is determined that needs may not or cannot be met within San Diego County. Requests may be made over the Member Agency Response System (MARS), or by phone, fax, and email. It is important to determine, when the request is made, whether reimbursement is expected from the borrowing agency.

### **3. Mutual Aid Agreement Providing for Emergency Assistance among the Member Agencies**

In 1992 the Water Authority established a mutual aid agreement among its member agencies. The Mutual Aid Agreement Providing for Emergency Assistance Among the Member Agencies of the San Diego County Water Authority provides for the interchange of materials, facilities, services, equipment, and personnel to cope with problems that may arise in the event of an emergency. This agreement was renewed in 2002. The agreement outlines when and how each member agency will voluntarily aid and assist each other. Assistance may be given when the member agency's resources are exhausted or about to be exhausted. The Water Authority, in cooperation with the member agencies, maintains an inventory list of resources in WebEOC. Attachment D Mutual Aid Matrix shows the participation of Water Sector entities in the water-related mutual aid agreements.

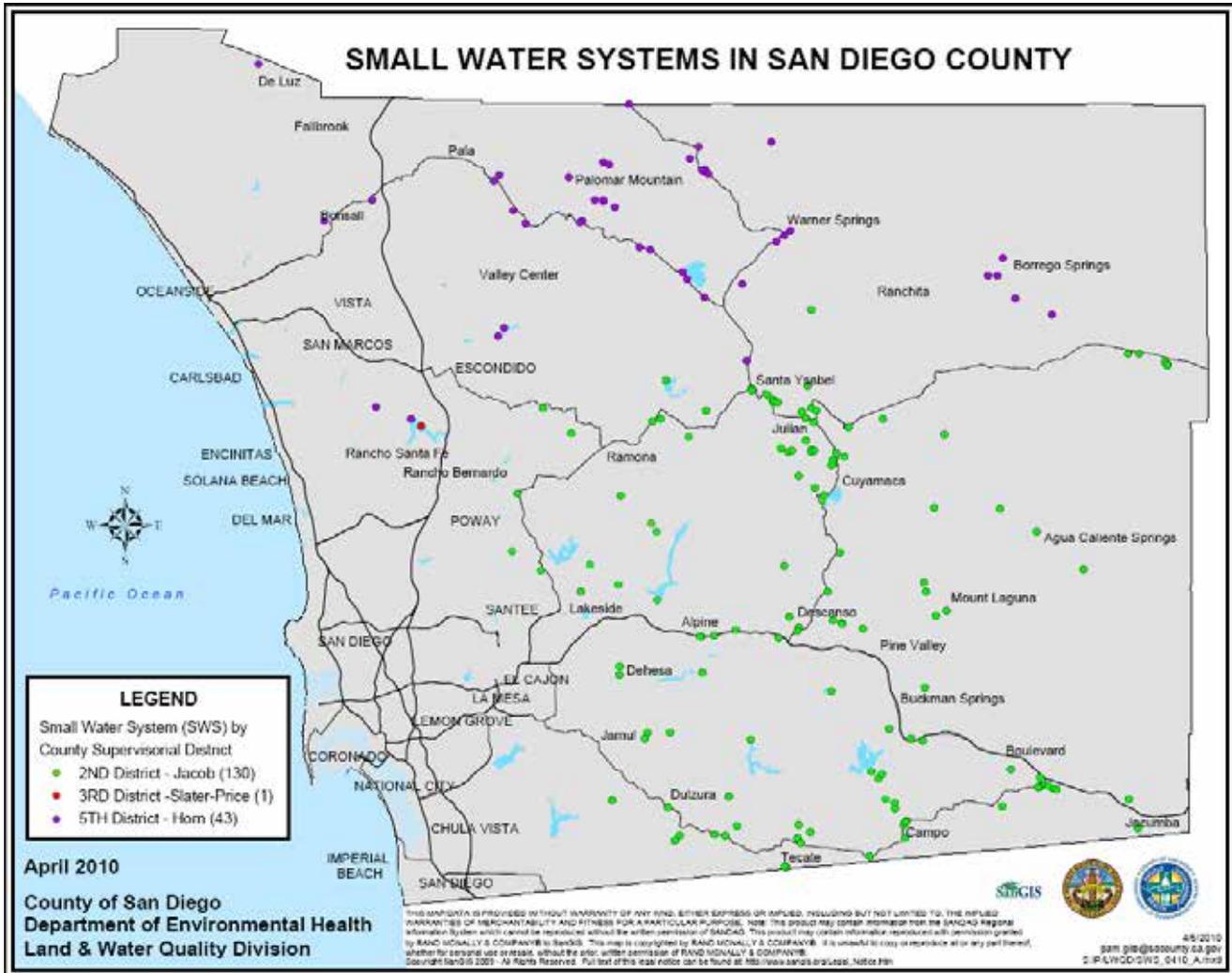
## ATTACHMENT A

### WATER SECTOR



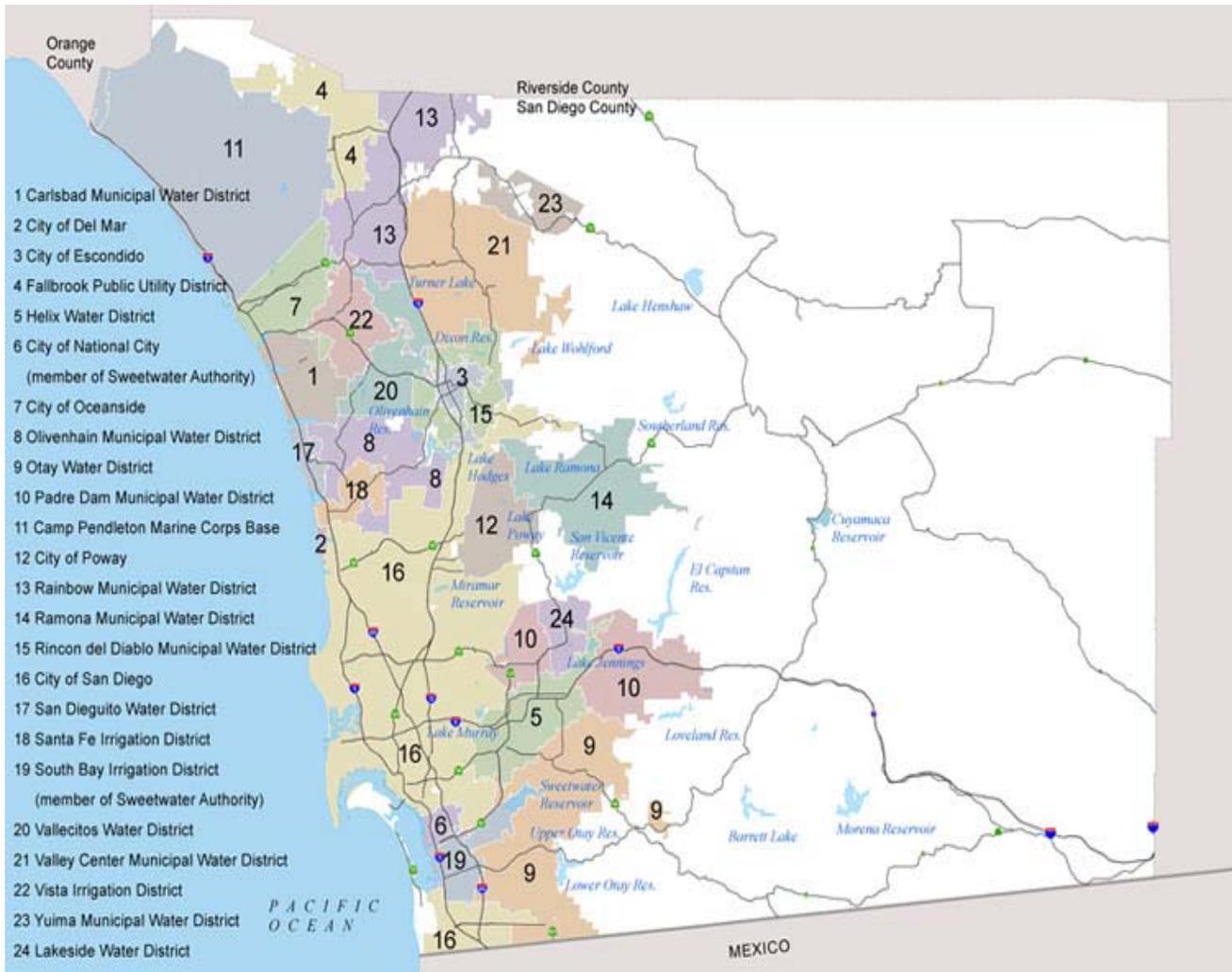
## ATTACHMENT B

### SMALL PUBLIC WATER SYSTEMS



## ATTACHMENT C

### SAN DIEGO COUNTY WATER AUTHORITY MEMBER AGENCIES



A member of the San Diego County Board of Supervisors also serves as a representative to the Water Authority board of directors.

## ATTACHMENT D

### MUTUAL AID MATRIX

Agency	Member Agency Agreement w/ Water Authority	Cal WARN	MARS (Metropolitan Water District of Southern California)	Other
San Diego County Water Authority	Y	Y	Y	
Carlsbad Municipal Water District	Y			
Del Mar, City of	Y			
Escondido, City of	Y			
Fallbrook Public Utility District	Y			
Helix Water District	Y	Y		*
Lakeside Water District				*
Oceanside, City of	Y			
Olivenhain Municipal Water District	Y			
Otay Water District	Y			*
Padre Dam Municipal Water District	Y	Y		*
Camp Pendleton Marine Corps Base				
Poway, City of	Y			
Rainbow Municipal Water District	Y	Y		
Ramona Municipal Water District	Y	Y		
Rincon del Diablo Municipal Water District	Y	Y		
San Diego, City of	Y			
San Dieguito Water District	Y	Y		
Santa Fe Irrigation District	Y			
Sweetwater Authority for the City of National City and South Bay Irrigation District	Y	Y		*
Vallecitos Water District	Y	Y		
Valley Center Municipal Water District	Y			
Vista Irrigation District	Y	Y		
Yuima Municipal Water District	Y	Y		

Current as of January 2010

\*Shared services with Padre, Helix, Otay, Sweetwater, and Lakeside

Unified San Diego  
County Emergency  
Services Organization  
And  
County Of San Diego

Operational Area  
Emergency Plan

**ANNEX K**

Logistics

October 2010

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## **Unified San Diego County Emergency Services Organization**

### **ANNEX K**

#### **Logistics**

#### **ACKNOWLEDGEMENTS**

##### **Department of Purchasing and Contracting**

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## **ANNEX K LOGISTICS**

### **I. General**

The Logistics Annex to the Operational Area Emergency Plan introduces the basic concepts, policies and procedures for providing and/or coordinating the provision of services, personnel, equipment and supplies to support operations associated with natural disasters and technological perils and incidents, within the San Diego County Operational Area. It describes the governmental organizations responsible for providing such logistics (facilities, supply/procurement, personnel, transportation, equipment, and utilities) and the elements of the private sector that normally offer commodities and services. The Unified Disaster Council of the Unified San Diego County Emergency Services Organization and the Unified San Diego County Emergency Services Agreement between and among the County of San Diego and the cities in the County, provide for a county-wide emergency services program and support the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS).

This Annex is intended to be a model for the county, cities and special districts to use in their emergency plans, with the realization that a city or special district may not have the personnel to fill all of the positions that will be filled at the Operational Area level.

#### **Objectives**

The overall objectives of logistics operations are:

1. Implement emergency logistics functions through pre-designated assignments from the Policy Group.
2. Procure and allocate essential resources (personnel, services and material) to support emergency operations.
3. Oversee the distribution and inventory of food stocks and other essential supplies for emergency subsistence.
4. Procure and allocate required transportation, fuel and like-equipment resources.
5. Maintain communications systems, potable water systems, electrical, sanitation, and other utility systems and services. If required, coordinate the emergency restoration of disrupted private services with public utilities.
6. Acquire supplies for care and shelter facilities, local assistance centers, multipurpose staging areas and fixed or mobile clinical and medical facilities.
7. Establish control of resources in a manner compatible with the Operational Area Emergency Plan, under the direction or coordination of the County Chief Administrative Officer (CAO) through the Operational Area Emergency Operations Center (EOC) staff.
8. Provide accountability of resources requested and expended for emergency and disaster events.

### **Activation and Termination**

Activation and termination of this Annex occurs at the direction of the County's Chief Administrative Officer (CAO), as the Operational Area Coordinator of the Unified San Diego County Emergency Services Organization,

Activation of this Annex at the Operational Area Level normally occurs based on notification by OES that the scope of an emergency will exceed the area's resources; a disaster which by its nature or severity automatically initiates activation of the Plan; and/or an announcement that a disaster has occurred and that all personnel are to report to their disaster assignments.

### **Concept of Operations**

This Annex applies primarily to major or potentially life-threatening or property loss situations which can result in demands upon the Unified Organization that exceed the capabilities of local resources, and possibly the Operational Area's resources.

Detailed operational concepts and emergency actions associated with various types of emergencies are provided in Appendix K, Hazard Specific Checklists. Listings of local resources, support, and services are provided in the Operational Area Resources Directory and reflect the FEMA/NIMS Integration Center Resource Typing Definitions.

Policies and procedures for the various logistics functions during emergencies are provided below.

Counties, cities and special districts are responsible for the receipt and local distribution of vital resources and the implementation of control procedures, to ensure that basic human needs are met. They also use locally prescribed procurement, contracting, and claim procedures, in order that documentation required for the ultimate payment of emergency costs can be accomplished and incurred expenses can be reimbursed.

## **II. Organization And Responsibilities**

The organization described in this Annex covers all levels of disaster management from the cities and special districts to the county-operated Operational Area EOC, to the state and federal level. The Basic Plan networks all agencies involved in support of the emergency with their respective roles, to provide for an effective emergency response system to handle all types of disasters.

### **Operational Area - San Diego County**

The San Diego County Chief Administrative Officer (CAO) coordinates the Emergency Services Organization and the County emergency management program. In a disaster located entirely within the County unincorporated area, the CAO directs emergency services and operations. In a disaster involving one or more jurisdictions, or special districts, the CAO serves as the Coordinator of Emergency Services. The Operational Area Logistics Coordinator in the Operational Area EOC serves at the direction of the CAO via the EOC Director.

The Operational Area Logistics Coordinator has the overall responsibility for coordinating countywide Logistics operations and provides relevant information and submits all requests for support to other jurisdictions in the Operational Area, or to the Regional Logistics Coordinator at the California Emergency Management Agency (Cal EMA) Regional EOC at Los Alamitos.

### **Mutual Aid Region**

The Mutual Aid Region Logistics Coordinators, who function under the direction of the California Emergency Management Agency (Cal E M A) Regional Administrator, are selected by representatives of the designated state agencies and are responsible for coordinating appropriate resources and/or support activities. (Assignments depend on regional availability of State agency representatives.) The Coordinators have the overall responsibility for coordinating operations within their areas. All relevant information and requests for support are submitted to the appropriate State Resource Coordinators.

### **State**

The Secretary of the California Emergency Management Agency or a designated representative, has overall responsibility for coordinating state-wide Logistics operations and requirements.

### **Federal**

During emergencies, certain federal agencies can provide Logistics to state and local governments under separate statutory authorities. Following a Presidential declaration of an Emergency or Major Disaster, assistance provided by federal agencies is coordinated by the designated Federal Coordinating Officer.

### **Private Sector**

#### **Transportation Industries**

Transportation industries function under their own management and operate their systems and facilities to provide the maximum possible service within their capabilities and to fill essential needs as specified by federal, state, and local government authorities. This includes responsibility for continuity of management, protection of personnel and facilities, conservation of supplies, restoration of damaged lines and terminals, rerouting, expansion or improvement of operations, and the securing of necessary personnel, materials, and services.

#### **Utility Companies**

The utility companies, in mutual support of each other and the state and local governments, have provided a representative working in Cal EMA to manage its Utilities Division. The Division has developed the State of California Utilities Emergency Plan, which provides for electric, gas, and water coordinators at the Mutual Aid Region and State levels. The Coordinators, who are representatives of the various utility organizations, provide a channel for mutual aid and other support as required. The Utilities Emergency Plan will be utilized during major emergencies. Additionally, the local utilities have assigned positions, telephones and radio communications links within the Operational Area EOC.

### **Heavy Construction Industries**

Heavy construction industries function under their own management and operate their systems and facilities to provide the maximum possible service within their capabilities and to fill essential needs as specified by federal, state, and local government authorities. This includes responsibility to furnish materials, operate equipment, and supply skilled personnel as long as necessary through the direction of civil and military authorities in charge of disaster relief.

## **III. The Logistics Section – Organization And Responsibilities**

The Logistics Section coordinates the procurement and provision of emergency resources for the Operational Area. It is one of five functional sections that is operational when the Operational Area EOC is fully activated. It is staffed by a Section Chief and pre-designated emergency personnel, and may be augmented by representatives from private industry, military and charitable organizations. This section also provides additional advisors to the CAO, who provide expert advice on resource allocation, distribution, priorities, expenditures and related logistical matters.

### **Logistics Section Chief**

The Logistics Section Chief (provided by the Office of Emergency Services) directs the Logistics Section and is responsible for providing facilities, services and material in support of an emergency or disaster. The Logistics Section Chief participates in the development of the EOC Action Plan. This Section Chief activates and supervises the units of the Logistics Section during EOC operations. He/she has the overall responsibility for coordinating Operational Area Logistics operations and provides information and submits requests for support to the Mutual Aid Region Logistics Coordinator and to the State.

### **Communications Unit**

The Communications Unit Leader, under the direction of the Logistics Section Chief, is responsible for developing plans for the effective use of communications equipment and facilities; installing and testing of communications equipment; coordinating with the Incident Communications Center; the distribution of communications to incident personnel; and the maintenance and repair of communications equipment.

The Communications Unit Leader is provided by the Sheriff's Wireless Services Division. The Communications Unit Leader is responsible for providing and maintaining radio and wireless data communications in support of ongoing operations. During emergencies, the Communications Unit Leader is responsible for restoring failed communications links, and for providing additional communications services as required to facilitate recovery efforts. Radio communications are part of the Sheriff's Wireless Services Division. All repairs to wireless systems within the EOC are handled by them.

Included among the Communications Unit's responsibilities are to:

1. Ensure radio resources and services are provided to EOC staff as required.
2. Ensure that a communications link is established within the EOC.
3. Provide management and coordination of County-controlled radio frequency resources assigned to field incidents and their Incident Communications Centers

### **Information Technology (IT) Unit**

The IT Unit Leader is provided by the County Technology Office. This IT Unit Leader position is also responsible for acting as liaison between the EOC and the County Technology Office for the request and acquisition of telecommunication and computer services required to support emergency assistance centers as dictated by the EOC Policy Group.

Included among the IT Unit's responsibilities are to:

1. Ensure telephone and computer resources and services are provided to EOC staff as required.
2. Determine the specific computer requirements for all EOC positions.
3. Ensure network access for all EOC staff, including access to emergency information management software.
4. Ensure requests for telecommunications and computer services are expedited to the appropriate parties for execution as required.

### **Transportation Unit**

The Transportation Unit Leader is provided by the Department of General Services, and is responsible for the transportation of personnel, equipment, supplies and subsistence stocks and the transportation of fuels, energy systems and equipment for emergency operations. The Unit Leader is also responsible for transportation routing and scheduling, and the work assignments for transportation support during EOC operations. This unit is also responsible for the direct servicing, repair, and fueling of all transportation apparatus and equipment, as well as, providing special transportation and support vehicle services, and maintaining records of transportation equipment use and service.

Included among the Transportation Unit's responsibilities are

1. Process transportation requests, to include all modes of transportation including ground, rail, air, and sea.
2. Determine the number of buses and other transportation resources available to support an evacuation.
3. Contact County Office of Education and School Districts to determine availability of buses and drivers.
4. Coordinate maintenance and repair of primary tactical equipment vehicles and mobile support equipment.

5. Manage the operation of a transportation pool which can be used for transporting personnel from one location to another.
6. Coordinate with fuel suppliers to establish distribution priorities.
7. Develop a Transportation Plan which identifies routes of ingress and egress, thus facilitating the movement of response personnel, the affected population and shipment of resources and material.
8. Identify alternate routes when primary routes are impassable.
9. Utilize emergency information management software for the Operational Area's formal resource tracking system.

### **Facilities Unit**

The Facilities Unit Leader is responsible for the activation and maintenance of facilities that are utilized during emergency operations. The Facilities Unit Leader is provided by the Department of General Services. He/she ensures that proper sheltering, housing and personal sanitation facilities are maintained for emergency operations facilities, including the EOC. The Facilities Unit is responsible for safeguards at those facilities operated by the County, cities, and/or special districts in response to the emergency, to protect personnel and property from injury, damage or loss.

The Facilities Unit is also responsible for identifying facilities available to be used in the emergency response as staging areas, warehouses, distribution centers, collection points, alternate worksites for government employees, etc.

### **Supply Unit**

The Supply Unit Leader is responsible for administering purchases, requisitions, contracts and funding allocations, including cost-sharing agreements between functional organizations (special districts, cities and/or county departments). The Supply/Procurement Unit Leader is provided by the Department of Purchasing and Contracting. The Unit Leader reports to the Logistics Section Chief.

In coordination with the Finance Section of the OA EOC, the Supply Unit's responsibilities include:

1. Purchase requisition control and recording
2. Purchase order control and recording
3. Inter-governmental purchasing control
4. Emergency purchasing/renting procedures/instructions
5. Emergency purchasing administration for unified and mutual aid
6. Contract, credit card and purchase bidding control
7. Cost/price data processing
8. Claims and negotiations
9. Special purchasing drafts, exchanges and lending control
10. Fiscal and financial estimating

11. Cost-price estimating
12. Maintain a list of stand-by contracts for emergency use.
13. Maintain a current resource directory and inventory for necessary supplies, equipment and services based on the FEMA/NIMS Integration Center Resource Types.
14. Coordinate the location and support of staging areas, support facilities, and additional resources as necessary with the Facilities and Personnel Units.
15. Coordinate the locations of collection points and sorting areas for donations via Volunteer San Diego and San Diego 211 information line.
16. Utilize emergency information management software for the Operational Area's formal resource tracking system.

This unit is also responsible for ordering or requisitioning equipment, supplies and services (which includes food and water as required); receiving, storing provisions, supplies and equipment to support emergency and EOC operations; and managing its inventories.

### **EOC Support Unit**

The EOC Support Unit Leader is provided by the Department of Human Resources and is responsible for managing the Message/Status Boards, coordinating Message Center communications into and out of the EOC and providing general support to EOC staff.

Included among the EOC Support Unit's responsibilities are to:

1. Ensure adequate supplies are available in the EOC.
2. Coordinate Message Center activities and monitor communications locations without assigned personnel (i.e., fax machines).
3. Ensure that incoming phone lines are staffed and calls are answered and messages are recorded.
4. Survey the need for, and coordinate the provision of support staff to the OA EOC with the Personnel Unit.
5. Provide assistance in the coordination of meals for EOC Staff.
6. Facilitate requests for EOC equipment and supplies where possible, such as position guides, emergency plans, telephone directories, message forms and activity logs.
7. Assist the Documentation Unit in collecting, organizing and filing EOC documentation.

### **Personnel Unit**

The Personnel Unit Leader, is provided by the Department of Human Resources, and is responsible for registering labor forces, insuring them under the appropriate workers compensation agreements, and keeping employment records. All non-governmental volunteers should be registered as

Disaster Service Workers by the Office of Emergency Services. The Office of Emergency Services maintains a database of registered Disaster Service Workers.

Included among the Personnel Unit's responsibilities are

1. Provide personnel resources as requested in support of EOC and field operations.
2. Develop and maintain the EOC Organizational Chart,, which includes creating a current phone list and inserting the name of the County employee working in each position at the time of EOC activation, using templates for the phone lists pre-loaded into the WebEOC system.
3. Identify back-up and relief personnel for Branch Coordinator, Unit Leader and Support Staff positions as requested by the EOC Director or Section Chiefs.
4. Coordinate with the Security Officer to assist in the verification of reporting personnel.
5. Insert action word If temporary workers or individuals with specialized skills need to be obtained, contact private personnel providers.
6. Request state assistance... In the event of staffing shortfalls and upon request by the EOC Director, request State assistance via the Emergency Managers Mutual Aid System (EMMA) or the Emergency Management Assistance Compact (EMAC).
7. Coordinate spontaneous volunteers in coordination with the Volunteer Unit Leader in the OA EOC Operations Section.
8. Coordinate the requests for and assignments of Disaster Service Workers and other trained volunteers.

## **ATTACHMENT A**

### **STATE RESOURCES AND CAPABILITIES**

The state agencies listed below have varied capabilities and responsibilities for providing, or coordinating the provision of, Logistic services:

#### **Supply Procurement**

Principal:

Department of General Services (Office Procedure), or Department of Food and Agriculture, Department of Fish and Game (Food), Energy Commission, Department of Conservation (Fuel).

#### **Personnel**

Principal:

Employment Development Department

Support:

Department of Correction, Education, and Forestry; Military Department; Personnel Board; California Youth Authority; University of California: Community Colleges

#### **Transportation**

Principal:

Department of Transportation

Support:

California Highway Patrol; California Maritime Academy; Department of General Services (Fleet Administration Division), Department of Motor Vehicles, Transportation, Public Utilities Commission

#### **Utilities**

Principal:

California Emergency Management Agency (Utilities Division)

Support:

Energy Commission; Department of Water Resources; Public Utilities Commission

Unified San Diego  
County Emergency  
Services Organization  
And  
County Of San Diego

Operational Area  
Emergency Plan

ANNEX L

Emergency Public Information

October 2010

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## **Unified San Diego County Emergency Services Organization**

### **ANNEX L**

#### **Emergency Public Information Plan**

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## **ANNEX L**

### **EMERGENCY PUBLIC INFORMATION**

#### **I. General**

##### **Purpose and Scope**

A vital part of the Unified Emergency Services Organization's responsibility during an emergency or disaster is providing the public with accurate information and instructions. The Office of Emergency Services (OES) and the Operational Area Media Team work closely with the news media to accomplish this task. This Annex is designed to provide a framework for the most efficient, accurate, and complete dissemination of information. It provides for the conduct and coordination of public information activities and establishes a mutual understanding of responsibilities, functions, and operations.

The procedures, as outlined, are used in the event of any type of emergency or disaster. Some examples are fire, earthquake, flooding, hazardous materials incident, and terrorism.

This Annex is used in an emergency situation at the San Onofre Nuclear Generating Station, as well, in combination with Inter-jurisdictional Procedure (IP) #6 and Standard Operating Procedure (SOP) #6 of the County's Nuclear Power Plant Emergency Response Plan. The two documents include specialized procedures for public information in an incident at San Onofre Generating Station.

##### **Policies and Guidelines**

1. Information is disseminated according to the following policies:
  - A. The public has the right and need to know lifesaving and other important information related to emergencies or disasters as soon as it is available.
  - B. The news media plays a key role in assisting OES in disseminating emergency or disaster-related information to the public. Representatives of the news media are, therefore, treated with the respect warranted by that role.
2. The following guidelines are in effect:
  - A. Operational Area disaster-related information is collected and disseminated through the Operational Area Emergency Operations Center (EOC).
  - B. The Operational Area Media Team members process emergency information and decide what should be published in news releases and/or videos to be distributed via the San Diego County Emergency Homepage Web site, social media sites, or to create speaking points for news conferences. Spokespersons for each outside agency should speak within that agency's jurisdiction to avoid giving conflicting information to the public. All County departments will speak in a coordinated fashion within the EOC and field JICs (Joint Information Centers) and will

collaborate with outside agencies.

- C. The County Media Team generally disseminates information about areas within the County's jurisdiction only, but makes referrals to, and coordinates with, other jurisdictions. This communication will be coordinated through the responding jurisdiction's PIO or a representative present at the EOC. In addition, other agency's Web sites can be linked to the San Diego County Emergency Homepage Web site.
- D. The County Media Team initiates and responds to local and national news media, providing information at regular and frequent press briefings as information becomes available. Questions from news media representatives are answered completely and truthfully to the extent possible from information available.
- E. Only information verified by the appropriate EOC County Media Team or agency personnel is disseminated.
- F. For more detailed information, refer to a condensed version of the County Communications Office Emergency Communications Plan (Attachment H), which is regularly updated.
- G. Refer to Attachment I for County Social Media Policy for PIOs/County Employees During an Emergency/Disaster.

## **II. Operational Area Media Team**

- A. The County Media Team is comprised of public information personnel, who assist with disseminating emergency public information during emergencies.
- B. The County Communications Office Director or Assistant Director serve as coordinators of the Team.
- C. PIOs from responding jurisdictions should be considered as members of the County Media Team at the discretion of the Director.
- D. The Media Team is activated at the request of the Chief Administrative Officer (CAO) or the Director of OES, and the discretion of the Director of the County Communications Office (CCO). Depending on the severity of the incident, the CCO Director will contact the Assistant Director and County Television Network manager.
- E. The Assistant Director will contact the County Media Team to staff the EOC, taking into consideration the severity and expected duration of the emergency. For a major incident, this will include SD County Emergency Website Editors, Board of Supervisors (BOS) liaison, and at least two or more County PIOs, in addition to the Director and Assistant Director.
- F. The primary role of the County Media Team is to compile and disseminate information to the public via the news media, through updates/news releases posted on the San Diego County Emergency Homepage Web site and official

County Web site, as well as various social media sites. The role also includes coordinating news conferences.

### **III. Responsibilities Of The Operational Area Media Team**

- A. Schedule regular and frequent briefings for news media representatives in the Media Briefing Room of the EOC. Also, brief Board of Supervisors and their staff as well as other visiting officials or ensure that a County Chief Administrative Officer Staff Officer handle those duties.
- B. Respond to questions as Operational Area spokespersons and arrange for interviews with local and regional subject matter experts.
- C. Write and distribute press releases to the media. Runners at the EOC will distribute news releases to EOC personnel including 2-1-1 San Diego staff who will answer public inquiry phone lines.
- D. Refer the media to the appropriate spokesperson within an agency or jurisdiction for information regarding activity within that entity's area of responsibility.
- E. Monitor Web EOC, news reports (broadcast, print or online), also including social media sites and blogs and take action to correct any inaccurate information being reported. There are seven television sets in the JIC room, which will be used for monitoring purposes.
- F. When necessary, maintain liaison with the Cal EMA PIO, the San Onofre Nuclear Generating Station (SONGS) Emergency News Center, the Federal Emergency Management Agency (FEMA) PIO and/or any other public information operations that are activated.
- G. Notify the news media of any changes in the status of the EOC.
- H. Monitor media reports and information coming from 2-1-1 San Diego operators to indicate the degree to which the public is taking appropriate action and relay this information to the EOC. Send out corrections to the media when necessary. Staff from 2-1-1 San Diego will relay rumors and other information/questions to the County Media Team. The County Media Team will attempt to verify or answer these rumors, information or questions. The Team will then relay this information to the public via press release, news conference, interviews, SD County Emergency Homepage Web site, and to the 2-1-1 San Diego staff. Calls will be monitored for trends and passed to the Team for appropriate action.
- I. Each County Media Team shift will write a summary of the newest "facts and figures" to print and leave on the next shift's desk so they will immediately be up to speed upon arrival.

## IV. Operation

The County Media Team staffs the Operational Area EOC or Joint Information Center (JIC) when necessary. Team members must be in contact with each other quickly to determine each person's mobility and ability to access the County Web network. It is possible that some team members will work from remote locations because they cannot get to the EOC. A few Media Team members have VPN access to update Web sites from home.

In some situations, a Team member will be sent to the incident command center to acquire up-to-date information for the EOC Operational Area Media Team. This Team member would not be authorized to speak to the media unless specifically directed to do so by the CCO Director or JIC Manager.

### **Joint Information Center (JIC)**

A JIC is a physical location where public information staff representing all agencies and organizations involved in emergencies/disasters can coordinate and disseminate timely, accurate, easy-to-understand information to the public. For certain incidents the OA EOC will host the JIC in a side room connected to the EOC. The JIC can accommodate PIOs from additional agencies and organizations directly participating in the emergency in order to ensure multi-agency and multi-jurisdiction coordination of all messages to be provided to the public.

The CCO Director will consult with the responding agency's PIOs to determine if an alternate or secondary JIC is needed. When deciding if an alternate JIC is necessary the following should be taken into account: safety, proximity to incident or incident command, access to electricity, internet connectivity, and cell service. Participants at an alternate JIC, including the media, must have access to the most current information.

When necessary, Operational Area Media Team coverage of the EOC is set up on a basis of two 12-hour shifts per day. The members are divided into Team 1 (Shift 1) and Team 2 (Shift

### **The CCO Assistant Director will coordinate staffing.**

The JIC Room, in the EOC, is headquarters for the Operational Area/County Media Team. The materials and supplies listed in Attachment A are stored at this location.

## V. Dissemination Of Information

- A. The County Media Team and OES staff will use a variety of methods of disseminating emergency information. The Media Team will work to get news coverage utilizing news conferences, news releases, videos and social media Web sites. Web EOC is an internal tool for gathering information for dissemination to the public and media. It will also be used to keep copies of news releases.
- B. The County Television Network (CTN) will show continuous Info Guide Pages of relevant emergency information in between airing live news conferences or other

emergency programming. Videos and live news conferences will be provided online through various Web sites.

- C. The County Media Team will contact Orange County or Los Angeles County radio stations if local stations in San Diego are off the air due to power failure.
- D. The San Diego County Emergency Homepage Web site will be a one-stop information source on issues such as road closures, evacuation center locations, event chronology, news releases and links to other agencies throughout the region. This Web site will be an information source for the news media, the public and the staff working the 2-1-1 San Diego. Social media sites as well as video uploads will also be available. Links on all social media sites, official County page and Emergency Web sites will all point back to each other.
- E. The County Media Team will also help write or edit special projects such as newspaper supplements, leaflets distributed by volunteers, or public safety bullhorn messages broadcast by emergency personnel.
- F. Emergency Alert System (EAS): In some emergencies, the Emergency Alert System (EAS) is a viable means of communication; however, because of the system's limitations there are many circumstances where it would not be appropriate to use.
  - 1. The EAS radio equipment is located at the EOC.
  - 2. It provides a communication link to the primary EAS stations:  
KOGO 600 kHz and KLSD 1360 kHz.
  - 3. It is operated by personnel at both local radio stations.
  - 4. The primary stations, in turn, relay the information to the other radio and television stations and, therefore, to the public.
  - 5. Sample EAS messages are kept by OES and on file in the EOC. San Onofre messages are included in the Nuclear Power Plant Emergency Response Plan as well. Public health advisories are included in the samples. Each message should instruct viewers or listeners to go to the San Diego County Emergency Homepage Web site for more information and/or to continue to monitor local media.
  - 6. The EAS messages are selected by designated staff of OES at the direction of the Sheriff or at the request of other public safety agencies. Messages are approved by JIC, and then broadcast over the EAS radio. The CCO Director or County Media Team may assist in writing messages as needed.
- G. Community Emergency Notification System (CENS):

In 2006, the County of San Diego implemented the AlertSanDiego (ASD) communications system. ASD is currently available throughout the San Diego Region. ASD enables emergency dispatchers to call residents, via a reverse 911 callout system, and alert them to emergency actions which may need to be taken. ASD combines GIS mapping technologies with 9-1-1 calling data in an easy-to-use interface. The system, which is hosted by Twenty First Century Communications Inc., has the capability of making thousands of calls per hour by

using automated calling technology. The Office of Emergency Services, incorporated cities, or Sheriff's Communications Center are responsible for the activation of ASD.

AlertSanDiego has limitations which include:

1. Phone lines must be working for residents to receive calls and/or messages. If residents have registered their cell phone through AlertSanDiego, then it is still possible for them to receive messages.
  2. Cell phones are not in the database and those residents will not receive the call, unless they have registered their cell phones through AlertSanDiego.
  3. If residents are on a dial-up internet connection, currently using the phone, or subscribe to call blocking services, unless they are registered through AlertSanDiego, they will not receive the call.
- H. A list of County PIO's who speak Spanish is kept in the CCO Emergency Communication Plan.
- I. A list of bilingual County employees is kept at the EOC. These employees may be called upon during a disaster to assist with translating and interpreting services.

## **VI. Rumor Control**

2-1-1 San Diego and the Office of Emergency Services have entered into a Memorandum of Understanding dated September 2009 (See Attachment G). In a disaster scenario, 2-1-1 San Diego's primary role will be to maximize access to community resources by responding via telephone and Internet to non-life threatening requests for information, including but not limited to: general assistance, referrals to shelters, local assistance center locations, mental health resources, food banks, etc. 2-1-1 San Diego has phone specialists who are bilingual in Spanish and have access to other languages through an interpreter service. 2-1-1 San Diego also has Telephone Text (TTY) capabilities for the hearing impaired.

Once the EOC is activated, 2-1-1 San Diego will serve as support to the EOC by providing Public Information and Rumor Control. 2-1-1 San Diego will actively seek new and updated information on the emergency/disaster, and disseminate such information to agencies, community-based organizations, the countywide disaster response and recovery network, and the general public in accordance with the public information guidelines within the EOC.

## **ATTACHMENT A**

### **MATERIAL AND SUPPLIES**

#### **THE MEDIA**

In order to facilitate the gathering and dissemination of disaster information, the following items are kept at the Operational Area EOC for news media representatives:

- A. Adequate working space in the PIO Room separate from that of EOC staff.
- B. Desk space, bulletin boards, etc.

#### **REFERENCE MATERIALS**

The following reference materials are permanently available in the Operational Area EOC and are regularly updated by the OES staff:

- A. County of San Diego office telephone directory.
- B. Telephone books, including the North County and suburban editions.
- C. List of emergency telephone numbers.
- D. List of referral numbers, comprised of officials in other jurisdictions.
- E. List of County officials with key roles in emergencies, description of those roles, titles, and phone numbers.
- F. Copies of the Operational Area Emergency Plan.
- G. List of translators.
- H. List of local news outlets and contact info.
- I. Web EOC Login info.

#### **EQUIPMENT**

The following equipment is permanently available in the EOC for use by the Operational Area Media Team and Media representatives.

- A. Computer and printers
- B. Adequate telephone lines, LAN drops and instruments
- C. Paper, note pads, pens
- D. Television monitors, computers and radio available for monitoring news reports
- E. Fax machines
- F. Copy machines

## **ATTACHMENT B**

### **CALIFORNIA EMERGENCY PUBLIC INFORMATION SYSTEM**

The California Emergency Public Information System includes city, Operational Area,,Cal EMA) Mutual Aid Region, State and Federal PIOs and public information representatives from private agencies. The scope of the emergency will determine how many levels of the system become actively involved in Emergency Public Information (EPI) releases.

City and Operational Area/County PIOs will release EPI locally and will provide status information to PIOs at the next higher level of government. They should coordinate in advance with the public information representatives of local private agencies such as the Red Cross, Salvation Army, and utility companies, so that mutual needs may be fulfilled during emergencies.

When the Cal EMA Emergency Public Information Organization at the State Operations Center (SOC) in Sacramento is activated, PIOs will be assigned to the affected Cal EMA Mutual Aid Region(s) to gather information from local jurisdictions and provide it to the Cal EMA PIO. Mutual Aid Region PIOs may reply to media calls, and will relay information from the state and federal level to local PIOs.

The Cal EMA PIO will summarize the disaster situation for the media and report on state agency response activities. The Cal EMA PIO will also establish statewide Emergency Alert System (EAS) programming, keep the Federal Emergency Management Agency (FEMA) PIO informed of developments, and provide EPI Staff support to local jurisdictions on request. The Cal EMA PIO will coordinate news releases pertaining to a particular jurisdiction with that jurisdictional PIO *prior* to dissemination to the news media. When prior coordination is not feasible, the local PIO will be informed at the earliest possible opportunity.

The FEMA PIO will provide information on federal response efforts and federal assistance programs and may provide EPI Staff support to the State on request. The federal government determines nationwide EAS programming.

## ATTACHMENT C

### Operational Area Emergency Operations Center



## ATTACHMENT D

### MEDIA ACCESS REGULATIONS

The following are extracts from Government Codes and Regulations relating to the granting of access to the media to closed or restricted areas during incidents and disasters:

#### California Penal Code

#### **Section 409.5 Power of peace officers to close areas during emergencies; Entering or remaining within area as misdemeanor; Exception as to newspaper representatives, etc.**

- A. Whenever a menace to the public health or safety is created by a calamity such as flood, storm, fire, earthquake, explosion, accident or other disaster, officers of the California Highway Patrol, California State Police, police departments or sheriff's office, any officer or employee of the Department of Forestry designated a peace officer by subdivision (f) of Section 830.3 and any officer or employee of the Department of Parks and Recreation designated a peace officer by subdivision (l) of Section 830.3, may close the area where the menace exists for the duration thereof by means of ropes, markers or guards to any and all persons not authorized by such officer to enter or remain within the closed area. If such a calamity creates an immediate menace to the public health, the local health officer may close the area where the menace exists pursuant to the conditions which are set forth above in this section.
- B. Officers of the California Highway Patrol, California State Police, police departments, or sheriff's office or officers of the Department of Forestry designated as peace officers by subdivision (f) of Section 830.3 may close the immediate area surrounding any emergency field command post or any other command post activated for the purpose of abating any calamity enumerated in this section or any riot or other civil disturbance to any and all unauthorized persons pursuant to the conditions which are set forth in this section whether or not such field command post or other command post is located near to the actual calamity or riot or other civil disturbance.
- C. Any unauthorized person who willfully and knowingly enters an area closed pursuant to subdivision (a) or (b) and who willfully remains within such area after receiving notice to evacuate or leave shall be guilty of a misdemeanor.
- D. Nothing in this section shall prevent a duly authorized representative of any news service, newspaper, or radio or television station or network from entering the areas closed pursuant to this section.

## ATTACHMENT E

### Federal Aviation Regulations Subpart B - Flight Rules Section 91.137\* Temporary Flight Restrictions

- A. (Whenever the Administrator determines it to be necessary in order to prevent an unsafe congestion of sight-seeing aircraft above an incident or event which may generate a high degree of public interest, or to provide a safe environment for the operation of disaster relief aircraft, a Notice to Airmen will be issued designating an area within which temporary flight restrictions apply.
- B. When a Notice to Airmen has been issued under this section, no person may operate an aircraft within the designated area unless:
1. That aircraft is participating in disaster relief activities and is being operated under the direction of the agency responsible for relief activities;
  2. That aircraft is being operated to or from an airport within the area and is operated so as not to hamper or endanger relief activities;
  3. That operation is specifically authorized under an IFR ATC clearance;
  4. VFR flight around or above the area is impracticable due to weather, terrain, or other considerations, prior notice is given to the Air Traffic Service facility specified in the Notice to Airmen, and en route operation through the area is conducted so as not to hamper or endanger relief activities; or,
  5. That aircraft is carrying properly accredited news representatives, or persons on official business concerning the incident or event which generated the issuance of the Notice to Airmen; the operation is conducted in accordance with 91.79 of this chapter; the operation is conducted above the altitudes being used by relief aircraft unless otherwise authorized by the agency responsible for relief activities; and further, in connection with this type of operation, prior to entering the area the operator has filed with the Air Traffic Service facility specified in the Notice to Airmen a flight plan that includes the following information:
    - i. Aircraft identification, type and color.
    - ii. Radio communications frequencies to be used.
    - iii. Proposed times of entry and exit of the designated area.
    - iv. Name of news media or purpose of flight.
    - v. Any other information deemed necessary by ATC.

**\* To activate Section 91.137, contact the FAA Regional Operations Center @ (310) 725-3300.**

## ATTACHMENT F

### EMERGENCY PUBLIC INFORMATION PRIORITIES

#### Lifesaving/Health Preservation Instructions

- A. What to do (and why).
- B. What not to do (and why).
- C. Information (for parents) on status and actions of schools (if in session).
- D. Hazardous/contaminated/congested areas to avoid.
- E. Curfews.
- F. Road, bridge, freeway overpass, and dam conditions, and alternate routes to take.
- G. Evacuation:
  - Routes
  - Instructions (including what to do if vehicle breaks down).
  - Arrangements for persons without transportation.
- H. Shelter Location
- I. Location of mass care/medical/coroner facilities, food, safe water. Status of hospitals.
- J. First aid information or health precautions (e.g., for those with respiratory problems).
- K. Pet/Animal shelter location
- L. Emphasize 2-1-1 San Diego. 9-1-1 should only be used for lifesaving emergencies Stress to out-of-area media that people should NOT telephone into the area. Lines must be kept open for emergency calls.
- M. Instructions/precautions about utility use, sanitation, how to turn off utilities.
- N. Essential services available--hospitals, grocery stores, banks, pharmacies, etc.
- O. Weather hazards (if appropriate).

#### Emergency Status Information

- A. Media hotline numbers, which are various County PIO cell phones. Leaving voicemail message greeting to announce shift changes and correct number to call. Utilize 2-1-1 San Diego for all public phone calls.
- B. San Diego County Emergency Homepage: [www.sdcountyemergency.com](http://www.sdcountyemergency.com). Also, County Twitter and Facebook pages. Focus is still County Emergency Page for most info.

- C. Description of the emergency situation, including number of deaths and injuries, property damage, persons displaced.
- D. Description of government and private response efforts (mass care, medical, search and rescue, emergency repair, debris clearance, fire/flood fighting, etc.).
- E. List of priorities in summary form on a "nice to know" rather than "vital to know and act upon" basis.
- F. Status of Local Proclamation, Governor's Proclamation and Presidential Declaration.
- G. Where residents should report/call to volunteer.
- H. Internal component/County Employees: Also, information internally for County employees going to work.
- I. How people in other areas can obtain information about relatives/friends in the disaster area. Coordinate with Red Cross on release of this information. Refer public to 2-1-1 so they can contact Red Cross and/or post Red Cross phone number on various Web sites.

#### **Other Useful Information**

- A. Usually this type of information will be released in the Post-Emergency Period because of lack of time and other priorities during other phases.
- B. State/Federal assistance available.
- C. LACs (Local Assistance Centers) opening and closing dates/times/locations
- D. Historical events of this nature.
- E. Charts/photographs/statistics from past events.
- F. Human interest stories.
- G. Acts of heroism.
- H. Historical value of property damaged/destroyed.

## **ATTACHMENT G**

### **MEMORANDUM OF UNDERSTANDING Between 2-1-1 San Diego and San Diego County Office of Emergency Services**

#### **Background**

In July 2000, the Federal Communications Commission dedicated the 2-1-1 dial code to the exclusive use of community information and referral services (I&R). In February 2003, the California Public Utilities Commission (CPUC) issued rules for 2-1-1 services in each county in the State of California. INFO LINE of San Diego County has been designated as the regional provider for the county of San Diego, and introduced 2-1-1 services, effective January 1, 2005.

Accordingly, INFO LINE of San Diego County doing business as (dba) 2-1-1 San Diego, as the regional provider of information and referral services, has developed an emergency operations plan, which is based on the California Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), and is integrated into the emergency planning and response processes of the San Diego County Operational Area.

The San Diego County Office of Emergency Services (OES) has overall disaster planning responsibility for the San Diego County Operational Area and is the lead agency for disaster preparedness and coordination. OES is also responsible for activating the Emergency Operations Center (EOC), which is the centralized control and coordination point for emergency operations and decision-making for the operational area. Activating the EOC, and its corresponding functional responsibilities, are clearly described in the San Diego County Operational Area Emergency Plan and follow the guidelines of SEMS and NIMS.

#### **PURPOSE:**

- A. To recognize the respective roles and responsibilities of 2-1-1 San Diego and of the San Diego County Office of Emergency Services in disaster preparedness, planning and operations for natural disaster, nuclear accidents, civil disorder, terrorism, or other emergencies;
- B. To serve as the basis for mutual understanding and collaboration by which resources of 2-1-1 and OES can be most effectively deployed to assist the citizens of San Diego County in the event of a disaster

#### **Role Of 2-1-1 San Diego**

In a disaster scenario, 2-1-1's primary role will be to maximize access to community resources by responding to non-life threatening requests for information, including but not limited to: disaster-related emergency public information, general assistance, referrals to shelters, local assistance center locations, lost and found, mental health resources, food banks, etc.

2-1-1 will serve as support to the EOC by providing Public Information, Rumor Control, and Trend Analysis (tracking of community unmet needs).

2-1-1 will also actively seek new and updated information, and disseminate such information to agencies, community-based organizations, the countywide disaster response and recovery network, and the general public in accordance with the public information guidelines within the EOC, and as outlined in Annex L – Emergency Public Information.

### **Scope Of Agreement**

Both agencies recognize the importance of obtaining and disseminating accurate information to all citizens in the San Diego County Operational Area. Further, it is recognized by OES that 2-1-1 has a telecommunications and information systems infrastructure that could be heavily inundated by calls and inquiries for help and assistance, once a disaster is in process. Therefore, 2-1-1 can serve as a major EOC resource for communicating information to callers, which can reduce duplication of effort and public anxiety, while also improving volunteer management, and the strategic deployment of resources to the areas most impacted by the event(s).

1. Emergency Operations Center seat assignment;
2. Integration of 2-1-1 into the operational area plan; and
3. Reimbursement of disaster-related expenses
4. Assignment of a County designated location for use as a “Virtual Call Center” for overflow calls into the 2-1-1 system
5. Assignment of county employees as surge staff
6. Local Assistance Center (LAC) support

#### **1) Emergency Operations Center seat assignment:**

- A. OES agrees to create a seat for 2-1-1 within the Emergency Public Information Section of the EOC, including a workstation and associated equipment and supplies required to fully execute the agency’s emergency operations functional responsibilities;
- B. OES agrees to notify the designated 2-1-1 representative once the EOC has been activated at a sufficient level to require the need for Rumor Control or Public Information, using the usual and customary communication pathways;
- C. OES agrees to provide advance copies of all media releases to 2-1-1 prior to release so that 2-1-1 telephone specialists can be prepared for the resulting increased public inquiries;
- D. 2-1-1 - agrees to assign one staff member, designated as the Disaster PIO or Liaison, who will be fully trained and available to perform the public information duties required in the EOC; if one cannot be assigned, OES will provide a Liaison to 2-1-1;
- E. OES will provide a Liaison to be positioned at the 2-1-1 facility;
- F. 2-1-1 will supply OES with the necessary contact information for the designee and will ensure that the contact information is current and up-to-date at all times;
- G. When OES requests 2-1-1 assistance and the designee is seated in the EOC,

the designee will maintain contact and liaison with 2-1-1 Emergency Management Team to receive updated information on the status of agencies, and to disseminate “EOC approved” information only; and

- H. 2-1-1 will also provide the EOC with information on developing trends in requests for information so that common concerns can be addressed by media releases.

**2) Integration of 2-1-1 into OES’ San Diego County Operational Area Emergency Plan:**

- A. OES agrees to include the roles and responsibilities of 2-1-1 into the operational area plan, including the seat assignment and functional responsibilities into Annex L, and a signed copy of this MOU as an attachment to the plan;
- B. OES agrees to include 2-1-1 or its designee in table top or other disaster preparation planning exercises; and
- C. Similarly, 2-1-1 agrees to integrate this MOU and the associated functional responsibilities into its EOP, including a signed copy of this MOU as an attachment to its plan.

**3) Reimbursement of disaster-related expenses:**

- A. **Disaster Preparedness Activities.** It is understood that OES contract #529660 is a disaster preparedness contract designed to reimburse 2-1-1 for allowable disaster preparedness activities that they conduct during the contract period.
- B. **Disaster Response Activities.** In addition to reimbursement under contract #529660 for preparedness activities, 2-1-1 may also be eligible for reimbursement during a federally declared emergency. Response-related expenditures need to be pre-approved and authorized by OES after the first 24 hours. Refer to Code of Federal Regulations 44 for cost documentation, audit and record retention requirements. Additional resource requests during a disaster response will need to be requested through the Logistics Chief and reviewed by an Operations Chief and approved by the Finance Officer on Duty per ICS and NIMS protocol. 2-1-1 agrees to collect and deliver to OES documentation as specified by OES to facilitate and assist OES in obtaining FEMA reimbursement for all allowable 2-1-1 costs associated with their response to a declared emergency.

**4) Assignment of a County designated location for use as a “Virtual Call Center” for overflow calls into the 2-1-1 system:**

- A. OES agrees to provide a County designated location for use as a “Virtual Call Center” for overflow calls into the 2-1-1 system; and
- B. OES agrees that management and staffing of the overflow center remains with 2-1-1 San Diego.

**5) Assignment of county employees as surge staff:**

- A. OES agrees to assign county employees to emergency duty with 2-1-1 as Disaster Service Worker (DSW) assignments;

- B. 2-1-1 agrees to provide disaster training to designated county employees and to maintain and provide to the county records of training, practice and duty as DSW in a manner specified by the county; and
- C. 2-1-1 agrees to provide suitable working space to county DSW assignees including workstations, computers and telephone equipment.

**6) Local Assistance Center (LAC) support:**

2-1-1 agrees to provide support for Local Assistance Centers following a disaster. Minimum support for LAC operations will be via a dedicated telephone or telephones located at each LAC that are connected to 2-1-1 San Diego's main inquiry queue.

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levels of support may be provided as negotiated between 2-1-1 San Diego and OES based on available resources and public need.

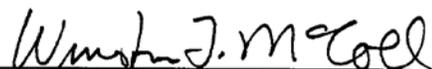
This agreement may be terminated upon mutual consent at any time. Additionally, either party may terminate this agreement following 6 months notice to the other party. This agreement is hereby executed by the following authorized signatories:

**For 2-1-1 San Diego:**

  
\_\_\_\_\_  
John Ohanian, Chief Executive Officer

9/25/09  
\_\_\_\_\_  
Date

**For County of San Diego – Purchasing and Contracting:**

  
\_\_\_\_\_  
Winston McColl, Director

9/5/2009  
\_\_\_\_\_  
Date

## **ATTACHMENT H**

### **County of San Diego County Communications Office Emergency Communications Plan**

#### **Introduction**

The County Communications Office (CCO) Emergency Communications Plan is our roadmap for response during any County disaster or emergency. Because disasters are always unplanned and require a unique response, this plan must be flexible and quickly adaptable. Be prepared for changes, and use your best judgment when the plan doesn't make sense under the circumstances and/or your supervisors are unavailable.

Part of the mission of the CCO is "to ensure that information moves quickly and accurately to the public, employees and news organizations." During an emergency, this quick and accurate flow of information becomes critical. Therefore, all employees of the CCO are considered essential personnel during an emergency.

#### **What to Do When an Emergency Occurs**

##### **Prepare to go to work immediately.**

When an emergency situation occurs, all CCO staff should prepare to report to work immediately, unless your family or home is threatened. It is important that all CCO personnel have a family emergency plan that you can go to work knowing your family is safe.

##### **Contact your supervisor.**

During an emergency, communication with staff is crucial. After you have been assured that your family is safe, call your direct supervisor if you have not already been called. Do not wait to be called. A disaster may shut down some phone services, so be prepared to try more than one phone number. Keep your CCO phone list nearby at all times.

Your supervisor will assign your duties. CCO staff who have been issued cell phones are expected to have these items with them at all times. Keep an extra battery and charger close, perhaps in your purse or car.

If you cannot reach your supervisor, try to call one of the other managers.

##### **Report to your designated location.**

When you have an assignment from your supervisor, report for duty as soon as possible. If you cannot reach any supervisor, and you have a designated location or responsibility to assume, report there immediately.

If you can't get to work, let someone know as soon as possible. Coordinate working from home on your laptop if possible.

## CTN – Roles and Responsibilities

During an emergency, the first priority for CTN is to air County news conferences and upload video to social media sites and the Emergency Web site. Secondly we will shoot full stories, known as packages. Some CTN staff have pre-assigned positions. Descriptions of the position duties are as follows:

**Supervisor/Assignment Editor:** This person handles overall responsibilities for CTN programming; acts as assignment editor to send crews into the field and maintains communication with them. The Supervisor will also be in charge of determining the content of the CTN crawl and making sure it is working and kept up to date. This person concentrates on “the big picture” and makes all programming decisions and acts as CTN’s liaison with the CCO Director or department’s management team. Lead Producer/Reporter or Assistant Director serves as back-ups for this position.

**Lead Producer/Reporter:** Under direction of the supervisor, the lead producer/reporter should report to the CAC and will be responsible for producing news conferences that will air live or are taped for later broadcast. This person may cover a news conference or start producing stories with a photographer.

**Social Media Liaison:** Uploads videos to Emergency Web site and social media sites and/or provides video in correct format to County Media team to disseminate.

**Engineer:** The Engineer will be responsible for all technical aspects of CTN’s operation and should report to the CAC. Under the direction of the CTN Supervisor, the Engineer will make sure CTN stays on the air for any live or taped broadcasts, and perform needed repairs and adjustments. The Engineer may also be called upon to handle directing or technical duties inside the control room during any emergency Board of Supervisors meetings in which regular staff is not available.

**Photographer 1 & 2:** These persons immediately head to any central command area – whether it is the EOC or other location. These photographers will shoot any news conferences at the command post, at an outlying incident command post, and/or may be called upon to go live/direct-to-cable.

**Photographers 3, 4, 5:** These photographers will contact their supervisor for their assignments. Unless needed elsewhere, they will take cameras and go into the field to gather images for CTN productions.

**CAC Videographer:** This person will perform duties as assigned and will likely be called upon to handle directing or technical duties inside the control room during any emergency Board of Supervisors meetings in which regular staff is not available. This person could also be called upon to direct or run technical elements for emergency Board of Supervisors in other locations if CAC facilities are somehow incapacitated.

**Editors 1, 2:** Editors handle all editing duties for incoming video. They may assemble packages, VO-SOT’s or produce stills for InfoGuide.

**Graphic Designer:** This person is responsible for all CTN graphic elements. This person must quickly assemble InfoGuide stills and assemble all relevant graphics for programming.

### **Communications – Roles and Responsibilities**

The primary job of the Communication Specialists (CS) and other Public Information Officers (PIO) staff is to make emergency information available to the public as soon as possible.

#### **EOC Activation**

When the EOC is activated, the CCO Director will be notified by the Director of the Office of Emergency Services or the CAO. Depending on the severity of the incident, the CCO Director will contact the Assistant Director and CTN manager.

The Assistant Director will contact the Communication Manager and/or Communication Specialists to staff the EOC, taking into consideration the severity and expected duration of the emergency. For a major incident, this will include the CCO Emergency Web Site Editors, Board of Supervisor (BOS) liaison, and at least two or more CSs in addition to the Director and Assistant Director, depending on the severity and size of the incident.

When the OES Director contacts the CCO Director to advise of EOC activation and need for media support, OES staff will contact County IT and the CTO's Office to provide to deploy 1-2 web people and a possible on-call CTO person. If the CCO Director and Assistant Director later decide that a web person is not needed for the particular incident, they will call the designated CTO contact and advise that the Web person is not needed. CTO staff will contact the County IT provider to cancel the request for Web support. If for any reason, County IT provider web staff have been deployed but do not show up, CCO should contact the designated CTO staff for assistance.

As the incident progresses, a work schedule will be created by the Director or Assistant Director. This EOC staffing schedule may also include those who can provide support functions, such as administrative, clerical or graphic assistance.

The CS team will take their assigned laptop computers to the EOC. A desktop computer, phones and a fax machine in the EOC are assigned for CCO use. Laptops are kept in car or at home for emergency use.

### **Assignments During an Emergency**

#### **Board and/or Elected Official Liaison**

One CCO staff member or County PIO may be assigned to facilitate information flow to all Board offices. This employee may also be called upon to handle other elected officials with business at the EOC or involved in the emergency. The BOS liaison will stay in contact with BOS staff from all five districts to ensure the Supervisors are aware of breaking news events. The liaison or OES PIO may also assist with the Chair's speaking points in preparation for a news conference.

### **Lead PIO**

Usually the Director or Assistant Director will have ultimate responsibility for all PIO-related duties. This person will direct and coordinate all aspects of the communication with the media and the public. Also, the lead PIO will coordinate communications with other governmental agencies.

### **Field JIC/Off-Site Command Post**

It may be necessary to assign a PIO to an outside incident command center managed by a lead agency, i.e. Gillespie Field CDF Command Center during the October 2003 fires. This PIO would relay the most recent information for use at the EOC. This assignment may be staffed 24/7.

### **Field PIO**

During some emergencies, it may be necessary to assign a PIO to an incident command center in the field. The Director or Assistant Director will determine the necessity for one or more Field PIOs.

### **Web Content Editor**

This PIO is charged with creating and maintaining the County Emergency Homepage Web site, which will be a one-stop information source on issues such as road closures, evacuation center locations, event chronology and will be an information source for 2-1-1 San Diego. This PIO may also assist/coordinate social media site content.

### **New Release PIO/Writers**

This PIO will be assigned to the EOC to gather and confirm information, and to write news releases and scripts for news conferences. There may be two or more people in this position.

### **Communication within the EOC**

CSs will receive up-to-date information from EOC briefings, situation status ("sit-stat") reports, and situation boards. One PIO will be stationed in the EOC situation room during periods of rapidly changing events. This PIO would have access to up-to-the-minute information via Web EOC software. Additional PIO staff will work in the staff area directly behind the situation room.

While on duty at the EOC, all CCO personnel and PIO staff will complete activity logs per OES policy.

Before leaving the EOC at the end of shift, hard-copy notes of the shift's events that are not included on the Web site chronology should be printed and attached to a designated clipboard. The notes should contain significant press inquiries, FAQ's from rumor control, notations of who spoke during media briefings and their talking points, any issues of particular import for the speakers, relevant phone numbers or any information that will be helpful in bringing the relief PIO up to speed. These notes should be made contemporaneously during the shift.

Copies of any press releases issued are to be kept on the JIC Board posted in chronological order and each release is numbered. Releases can also be found on the Emergency Web site and Web EOC.

### **Press Releases and News Conferences**

CCO will advise the CAO and EOC Director on the frequency and content of media briefings/press conferences.

The PIO will ensure that notes for all speakers at a news conference are comprehensive and non-duplicative, and may have to coordinate elected officials' talking points too. Speaking notes will be approved by the Director or Assistant Director.

Speaking points for non-elected County executive staff may be prepared by the subject-matter expert staff, such as the Public Health Officer, the Medical Examiner, or managers from the Departments of Environmental Health, Animal Services, Air Quality, or others. Sometimes it will fall to the PIO on duty or OES PIO at the EOC to prepare these bullets.

PIO staff will coordinate with the Chair's staff on speaking points when he or she is participating in an EOC news conference.

PIO's at the EOC will edit and distribute news releases written by County subject matter experts and help keep the County executive staff, CCO Director and Assistant Director current on breaking news.

During an emergency, many press releases can be issued in one day. Releases during an emergency should bear the date and time of the release.

Releases must be approved by Director or Assistant Director. In the absence of the CCO Director or Assistant Director approval should be sought by the ranking CAO staff (CAO, ACAO, DCAO, CAO Chief of Staff, etc.)

### **Media Monitoring**

CCO staff will monitor local media including websites, television, newspapers, radio news shows, blogs and social media sites and 2-1-1 San Diego.

### **Rumor Control**

If misinformation is noted in media broadcast, print or Web, it should be reported to the Director or Assistant Director who will decide whether to seek a correction. If neither is available, the PIO will seek input from the ranking representative of the CAO.

### **Web site**

Web support technicians from the County IT provider are dispatched automatically to the EOC when the EOC is activated. The technician reports to the Director or Assistant Director upon arrival. An on-call CTO person may be required as well.

The CCO Emergency Web Editor will put updated information onto the emergency website, including news releases, and will work with County IT provider to ensure that the emergency page can be linked from the County homepage. The Editor will also check to make sure links to other agencies are working correctly.

The Emergency Web Editors will also manage the chronological log of events for the Web site.

He or she will keep track of significant events and get the information posted on the site.

The Emergency Web Editor will get approval for information/news releases from the CCO team before posting to the site.

### **Public Inquiry**

CCO and PIO staff will not handle calls from the general public, but will help provide information to 2-1-1 San Diego. Much of what the 2-1-1 San Diego will need, however should be posted on the Web site.

The 2-1-1 liaison who is assigned to work in the JIC with the CCO team, will work with the volunteers who are answering the County hotline to find out which questions are most frequently asked and attempt to get those answers on the Emergency Web site. The volunteers who answer the County hotline will use the Emergency Web site as a reference, as will the media and public. (Marisa – what is the County hotline? Is it something at 211? I don't know of any other County hotline like this.)

### **Spanish-language Media**

CCO recognizes that it is desirable to provide on-camera interviews to the Spanish-language media in Spanish and will recruit Spanish-speaking PIOs when necessary.

## **Continuous Improvement**

The CCO will participate in drills, both in conjunction with the County's Office of Emergency Services and on its own. The Department's performance will be evaluated following drills in order to continuously improve and hone its emergency communications plan. Many new ways of communicating are developing rapidly, including using various social media sites, video and interactive maps. CCO intends to be flexible to utilize all methods and tools of communicating with the public and the media during an emergency.

## **ATTACHMENT I**

### **County of San Diego County Communications Office Social Media Policy for PIOs/County Employees During an Emergency/Disaster**

#### **Social Media Policy for County PIOs/County Employees during an emergency/disaster upon activation of EOC**

All County PIOs are required to get permission from someone with the County Media Team at the JIC, (located in the EOC) before using all social media (i.e. Facebook or Twitter) for any emergency message. The County must coordinate its message and speak with one voice to ensure consistency and credibility.

All County employees should use caution when using all social media during an emergency to communicate with the public and/or media. Communicating with the public and/or media could have unintended consequences and/or liability which could interfere with the County Media Team's ability to ensure accurate and consistent information is received by the media and the public.

Unified San Diego  
County Emergency  
Services Organization  
And  
County Of San Diego

Operational Area  
Emergency Plan

ANNEX M

Behavioral Health Operations

October 2010

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## **Unified San Diego County Emergency Services Organization**

### **ANNEX M**

#### **Behavioral Health Operations**

#### **ACKNOWLEDGEMENTS**

##### **San Diego County Health & Human Services Agency (HHSA)**

Nick Machione, HHSA, Director  
Jennifer Schaffer, HHSA, Behavioral Health Deputy Director  
Marshall Lewis, M.D., HHSA, Behavioral Health Clinical Director  
Alfredo Aguirre, HHSA, Mental Health Deputy Director  
Susan Bower, HHSA, Alcohol & Drug Deputy Director  
Candace Milow, Chief, Behavioral Health Administration  
Sabrena Marshall, HHSA, Behavioral Health Services

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Donna Faller, Program Manager, City of San Diego Office of Homeland Security  
Scott Hansen, Emergency Preparedness Coordinator, San Marcos Fire Department  
Joe Urban, Emergency Preparedness Coordinator, Oceanside Fire Department  
Chief Dave Hanneman, Chula Vista Fire Department  
Deputy Chief Richard Mattick, Santee Fire Department

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Marisa Balmer, Emergency Services Coordinator, Office of Emergency Services

##### **Edited and Printed**

San Diego County Office of Emergency Services

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## **ANNEX M BEHAVIORAL HEALTH OPERATIONS**

### **I. General**

#### **Goals and Strategies**

The Behavioral Health Annex to the San Diego County Operational Area Emergency Plan describes the basic concepts, policies, and procedures for providing a coordinated behavioral health response to any disaster. This Annex serves as the unifying behavioral health document for the County of San Diego and the cities of the County, as authorized by the Emergency Services Agreement.

#### **Purpose**

To establish a disaster behavioral health response system and define responsibilities and actions required ensuring an efficient and effective use of behavioral health resources during a disaster.

#### **Plan Activation and Termination**

Activation and termination of this Annex shall be by the direction of: (1) the County's Chief Administrative Officer (CAO) in that capacity, or as Area Coordinator of the Unified San Diego County Emergency Services Organization; or (2) a designated Assistant CAO; or (3) the Director, Office of Emergency Services or designated representative; or (4) the Directors, Behavioral Health Services or designated representative. Upon activation, the Deputy Director, Behavioral Health Services, will determine the extent of behavioral health services needed for the disaster and notify the appropriate parties. The overall goal of the Behavioral Health Annex is to minimize:

- Loss of life
- Human suffering
- Emotional aftermath
- Subsequent disability

by ensuring timely and coordinated behavioral health assistance in time of emergency.

The strategies to accomplish this goal are to:

1. Coordinate the utilization of behavioral health facilities and the procurement, allocation, and distribution of behavioral health personnel, supplies, and other resources.
2. Develop a system for County, Administrative Services Organization (ASO), and contracted behavioral health staff to provide emergency behavioral health intervention services for disaster victims, emergency response personnel and the community in general.

3. Provide a system for receiving and disseminating behavioral health information necessary for effective response to and recovery from a major disaster.

### **Disaster Response Levels**

There are three (3) levels of disaster response. For the purpose of this annex, a behavioral health disaster applies primarily to a major emergency situation or potential crisis situation creating sufficient casualties or victims to necessitate a reorganization of day-to-day behavioral health operations, which includes three levels of emergency response.

<b>Disaster Levels</b>	<b>Examples</b>
Level 1	Local suicide(s), celebrity suicide, unusual acts of violence with extensive media coverage.
Level 2	Local mass shooting, local airplane crash.
Level 3	Natural disaster such as an earthquake or terrorist incident with national coverage.

The Behavioral Health Disaster Response is based on the nature and severity of the situation and the availability of resources.

## **II. Organization**

The Office of Emergency Services (OES) is key to successful response and recovery operations. With centralized decision making, personnel and other resources can be more effectively utilized. The EOC Director insures all tasks are accomplished with little or no duplication of effort and with highest probability of success.

### **City Emergency Operations Center (EOC)**

Each city has a central facility designated as an EOC. From the EOC, disaster operations are directed or coordinated. When EOC is activated, it is staffed by city employees from departments with emergency responsibilities, as well as liaison representatives from other agencies and jurisdictions. In each city, the Mayor, City Manager or their designee is designated as Director of Emergency Services, by ordinance, and directs or delegate emergency operations from the EOC.

### **Operational Area Emergency Operations Center (EOC)**

The County EOC serves as the Operational Area (EOC). The Operational Area EOC serves the same function as the City's EOC. The EOC (for the unincorporated areas) has the additional responsibilities of coordinating response activities throughout the entire Operational Area. The Chief Administrative Officer (CAO) serves as the Director of the Emergency Services for the unincorporated areas and as Coordinator of Emergency Services for the entire Operational Area.

The Operational Area EOC is located at the County Operations Center in Kearny Mesa and is used as the central point for resource acquisition and allocation, as well as coordination. The Behavioral Health Section of the OA EOC (Attachment 1) is normally activated when the EOC is fully activated. It is staffed by pre-designated behavioral health personnel who coordinate, plan and evaluate the behavioral health response for the Operational Area. The EOC behavioral health staff serves as advisors to the CAO and makes decisions about resource allocation and priorities, and other behavioral health matters.

**Director of Emergency Services** – directs, or coordinates, the Emergency Services Organization and the emergency management program.

**Director, Health and Human Services** – reports to the CAO and is responsible for the overall management of all disaster health services to include Emergency Medical Services, Public Health Services, Environmental Health Services, and Behavioral Health Services.

**The County of San Diego Behavioral Health Services Director** – reports to the Director, HHS and is responsible for all long-range logistics planning and policy decisions for behavioral health services within the County.

**San Diego County Behavioral Health Services (SDBHS) Disaster Coordinator** – reports to the Deputy Director, Behavioral Health Services and is primarily responsible for coordinating the provision of behavioral health services in the County. The Coordinator and designated administrative staff determine the need for behavioral health services and coordinate resource allocation. Additionally, the Coordinator works closely with medical, health, care and shelter operations, the ASO, other counties, community organizations and volunteers to coordinate activities.

### **HHS Departmental Operations Center (DOC)**

The Standardized Emergency Management System (SEMS) dictates the establishment of an Operational Area for response to an emergency situation. The Operational Area is considered the area that encompasses the unincorporated areas of San Diego County and the 18 incorporated cities. For all health related issues the County of San Diego, Health and Human Services Agency, Public Health Services is the lead agency within this Operational Area. The County Public Health Officer will make Operational Area public health decisions.

Once the magnitude of the crisis warrants, the Public Health Officer or Director of Emergency Services may request the activation of the County Emergency Operations Center (EOC) or the Departmental Operations Center (DOC) through the County Office of Emergency Services (OES), Duty Officer. The Emergency Medical Services (EMS) Duty Officer or EOC staff may activate the Multi-Casualty Plan, Annex D, of the County Emergency Services Organization Operational Area Emergency Plan (County Emergency Plan). Depending on the scope of the event, potential responders may include local, state and/or federal emergency/disaster, public health, law enforcement and health agencies.

Upon request by the EOC, staff at the HHS DOC can assist with support needed for a variety of public health functions in an emergency situation. The DOC also handles supply/resource

availability, tracking and mutual aid request. The EOC representatives shall relay information regarding availability of resources to EOC Management.

### **III. Roles And Responsibilities**

#### **Behavioral Health Services (Directors or Designee)**

1. Responsible for updating this Behavioral Health Annex and other emergency behavioral health plans and procedures, as needed.
2. Coordinates, plans and evaluates disaster behavioral health operations within the County.
3. Coordinates the procurement and allocation of behavioral health resources required to support disaster operations.
4. Develops and maintains a capability for identifying behavioral health resources within the County.
5. Coordinates all County-operated and contracted behavioral health-related activities among other local and private response agencies or groups, as well as state and federal agencies.
6. Coordinates requests and responses to requests with State Office of Emergency Services (OES) Region VI Disaster Medical Coordinator via County Emergency Medical Services (EMS).
7. Report to the EOC or send representative.
8. Designate behavioral health disaster coordinator.
9. Coordinates with jurisdiction PIO for the issuance of appropriate behavioral health messages.

#### **Behavioral Health Executive Team (Directors, Assistant Deputy Directors, Hospital Administrator, Clinical Director)**

1. Upon notification that a disaster has occurred, the disaster coordinator and disaster response leads meet with behavioral health director to plan appropriate next steps.
2. Clinical Director advises and consults on clinical issues related to the disaster.

#### **County of San Diego, Behavioral Health Services, Disaster Coordinator**

1. Responsible under the authority of the Director, Behavioral Health Services, for the overall coordination and implementation of this Annex.
2. Coordinates behavioral health related activities among local public and private response agencies or groups with designated administrative staff.
3. Establishes pre-disaster response linkages with other agencies such as American

Red Cross (ARC), law enforcement, law enforcement crisis counseling staff, fire departments, Voluntary Organizations Active in Disasters (VOAD), Psychological and Psychiatric Associations, and other community partners including members of the Health Care Association.

- A. Inform them of County of San Diego, Behavioral Health Operations Disaster Annex.
  - B. Disseminate printed information on psychological effects and management of disaster.
  - C. Participate in disaster exercises.
  - D. Inform community that spontaneous volunteers will be processed through the Volunteer San Diego spontaneous processing center in a large event.
  - E. Work with Medical Reserve Corps to register licensed Behavioral Health Workers, if requested.
4. Works with the ASO and 211 San Diego to assure emergency referral service lines are sufficiently staffed to support disaster behavioral health operations.
  5. Develops and maintains an inventory of all available trained staff and supplies.
  6. Develops a network of behavioral health workers to include County staff and staff from other agencies, and private practitioners. These behavioral health workers will work with behavioral health staff in planning and providing behavioral health outreach services during and after a disaster in the field or in mass care shelters. Creates and maintains roster of Behavioral Health personnel.
  7. Develops and coordinates disaster activities such as data collection for behavioral health disaster relief funding, outreach, and follow-up programs.
  8. Assures briefings and debriefings of response team(s) occur.
  9. Prepares Behavioral Health post-disaster summary report to include an evaluation of behavioral health activities and recommendations.
  10. Maintains list of County Behavioral Health alternate work sites.
  11. Maintains linkage with the State Department of Mental Health, Disaster Coordinator.
  12. Establishes a field response, if requested.
  13. Provides staff to an assistance center if requested.
  14. Arranges for support during next of kin notification, if requested.

Behavioral Health Services, Disaster Response Team and Site Leads.

BHS will provide BHS Disaster Response Team comprised of County and contracted staff who have been trained in disaster response. Team membership may fluctuate due to staff availability. In addition, a Site Lead will be established at each Local Assistance Center or other County-designated assistance site. Site leads will manage set up and organization of the counseling services area, provide site-specific supervision of the BHS disaster response team, and facilitate essential communications. Other responsibilities for Site Leads include:

- Provide on-site orientation and oversight of BHS disaster response team members assigned to assist in disaster response and recovery
- Manage required site statistics
- Liaise with Assistance Center Manager and managers of other services
- Facilitate communication between LAC and BHS Administration
- Provide daily briefings to BHS Disaster Coordinator and the on-site BHS disaster response team members
- Assure protocols are being followed
- Make recommendations for alterations in service provision as needed

**Note:** Counseling services for First Responders are frequently available through each responder's organization. BHS counseling and referral services may also be accessed via a request to OES.

#### **Administrative Services Organization (ASO) Telephone Access and Crisis Line (24-7 hour 365-day access and crisis intervention services)**

1. Provides emergency telephone counseling and referral to disaster victims seeking psychological services. The ASO to provide feedback information to the Disaster Coordinator, Behavioral Health Services, as appropriate, including the number of calls, type of calls received and trends.
2. Acts as an entry point to the behavioral health system for persons seeking help.
3. Reports identified needs in the community for additional disaster-related services, to the SDBHS Disaster Coordinator. Advise the County of San Diego, Behavioral Health Services of critical events.
4. The ASO and 24-hour Access & Crisis Line to provide alert information to the Disaster Coordinator, Behavioral Health Services, as appropriate.
5. Works with BHS Disaster Coordinator to identify ASO staff to assist with disaster response as needed.
6. Works with BHS Disaster Coordinator to identify individual practitioners as needed.

#### **All County of San Diego, Behavioral Health Services Programs**

1. Prepare Standard Operating Procedures (SOPs) and functional checklists for behavioral health response to a disaster, including a system for automatic reporting of pre-designated personnel to assigned disaster posts.
2. Train personnel and alternates.
3. Maintain accurate and complete records of all disaster related activities concerning personnel timekeeping, mission tasking and resource expenditures during the period of any incident that may become eligible for future reimbursement.

### **Hospital Administrator - San Diego County Psychiatric Hospital**

1. Activates hospital disaster plans.
2. Keeps the SDBHS Disaster Coordinator informed of the general status of San Diego County Psychiatric Hospital and resource needs.
3. As able, contributes available staff and resources to meet the larger behavioral health needs in the community.

### **The County of San Diego, Behavioral Health Services Staff**

1. Under California Government Code, Title I, Section 3100, all government employees are Disaster Service Workers who can be called upon in an emergency: "All public employees are hereby declared to be Disaster Service Workers subject to such disaster service activities as may be assigned to them by their superiors or by law."
2. Be familiar with the contents of this Annex.
3. Possess a valid County Identification Card, professional license, and other preparedness items as necessary.
4. See to the safety of themselves and their families in a disaster and then be prepared to fulfill their responsibility to the County.
5. Be available for callback. Monitor television and radio stations to keep informed of the situation.
6. Use discretion in reporting to regular work-stations (i.e., road damage, other impending hazards).

## **IV. Functions**

### **Behavioral Health Programs Response**

There are a variety of Behavioral Health facilities. During a disaster, the facility management takes the following types of actions:

1. Activates facility/program disaster plan.
2. Assesses the degree of damage to the facility.
3. Determines staffing needs and implements call-back procedures, if necessary.
4. Establishes a communication link between the facility and the Behavioral Health Disaster Coordinator.
5. If necessary, reorganizes program operations to support County response.

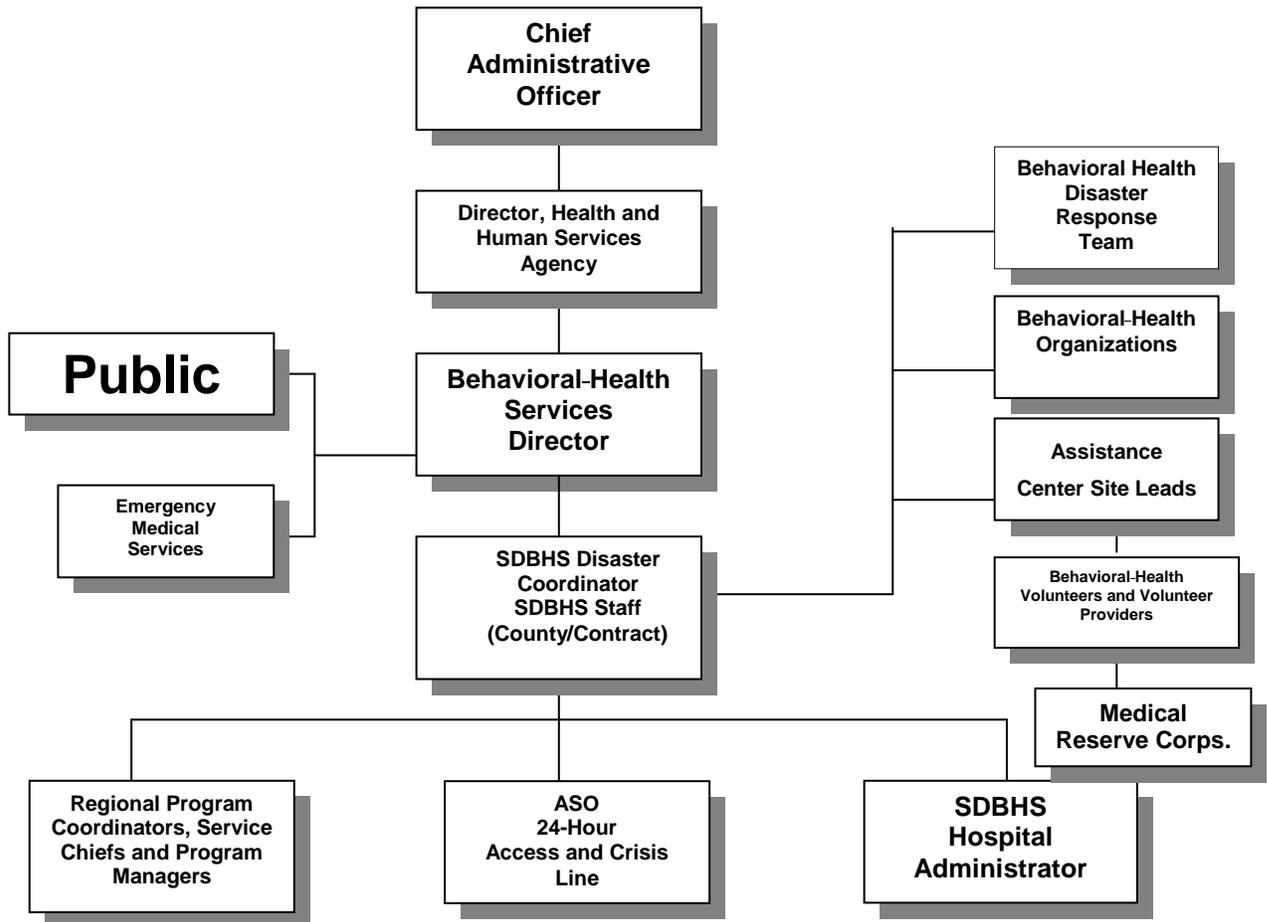
### **Information and Education**

Dissemination of information and education in the aftermath of a disaster with victims, emergency responders, and the community at large is accomplished in three ways:

1. Disaster Coordinator working with administrative leads and media staff assures the broadcasting of information about the immediate availability of behavioral health services using PSAs (Public Service Announcements) and other available resources.
2. SDBHS will cooperate with the OES and the Disaster Media Team to get public service messages to the media concerning the types of behavioral health services available and the location of these services as well as educational information to help victims.
3. Disaster Coordinator working with administrative leads assures the establishment of an “information line” available for people to inquire about what specific behavioral health services are available and other details.
4. The Emergency Alert System (EAS), radio, television, newspapers and the Internet are mechanisms by which disaster information is disseminated to the public. Posters, flyers, and other printed messages can also be used at disaster sites, emergency shelters and facilities.
5. Behavioral Health Services will help staff crisis phones, when necessary.

## Attachment 1

### Behavioral Health Disaster Operations



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Unified San Diego  
County Emergency  
Services Organization  
And  
County Of San Diego

Operational Area  
Emergency Plan

ANNEX O  
Animal Services

October 2010

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Unified San Diego County Emergency Services Organization

**ANNEX O**

**Animal Services**

**ACKNOWLEDGEMENTS**

**Animal Control Task Force**

County of San Diego Department of Animal Services  
San Diego Humane Society and S.P.C.A  
Escondido Humane Society  
Coronado Animal Shelter  
El Cajon Animal Control  
County Veterinarian  
La Mesa Animal Control  
Department of Fish and Game  
Rancho Coastal Humane Society  
Helen Woodward Animal Care Center  
Chula Vista Animal Care Facility  
Veterinary Medical Association

**Operational Area Plan Review Committee**

Deputy Chief Dismas Abelman, Solana Beach Fire Department  
Donna Faller, Program Manager, City of San Diego Office of Homeland Security  
Scott Hansen, Emergency Preparedness Coordinator, San Marcos Fire Department  
Joe Urban, Emergency Preparedness Coordinator, Oceanside Fire Department  
Chief Dave Hanneman, Chula Vista Fire Department  
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San Diego County Office of Emergency Services

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## **ANNEX O ANIMAL SERVICES**

### **I. General**

The San Diego Operational Area Emergency Plan Animal Services Annex describes the basic concepts, policies, and procedures for providing a coordinated animal control response to any disaster. This Annex serves as the unifying document for the emergency plans of the County, Cities, and animal care and control agencies. The Animal Control Mutual Aid Agreement, among and between the County of San Diego and the Cities in the County, provides for an Operational Area-wide animal control program.

#### **Purpose**

To establish organizational responsibilities and general policies and procedures for the care and control of animals during natural and man-made disasters.

#### **Goals and Objectives**

The overall goals of animal control operations are:

1. Protect the health and safety of the community.
2. Provide for the immediate care, control, and safety of animals.
3. Minimize animal suffering, loss of life, and potential disability by ensuring a timely and coordinated assistance.
4. Provide for the care of animals brought to shelters or housed at staging areas and evacuation sites.
5. Provide a system for returning animals to their owners after the event.

The objectives of this Annex are:

1. Describe the animal control response system to implement this Annex, concept of operations, and organization.
2. Establish procedures for activating and deactivating this Annex.
3. Provide for the management of animal control services, facilities, activities, and resources.
4. Provide a framework on which the County, cities, and other supporting agencies can develop support plans and standard operating procedures.

#### **Concept of Operations**

For the purposes of this Annex, an animal services disaster applies primarily to a major situation or potential situation, creating sufficient animal-related problems to exceed the capabilities of

the local animal control agency.

### **Activation**

The activation of this Annex shall be at the request of the local animal control agency and initiated by the Director of the County of San Diego Department of Animal Services or designee.

### **Termination**

Termination of this annex shall take place after the announcement to secure from the disaster situation and normal phase-down and deactivation operations have been completed, and the local animal control agency indicates no further need for this Annex to be activated.

## **II. Organization**

The operations described in this Annex address all levels of disaster management from the scene to shelters. The plan provides a network of all agencies involved in animal control and care, and their respective roles, for an effective animal control system.

### **At the Scene**

At the scene, the responsibility for animal care and control belongs to the respective animal control agency for the affected area of the County. As the incident overwhelms the initial responding animal control agency, that agency would expand operational procedures and activate the Annex.

### **EOC**

#### **City EOCs**

Each city has a central facility designated as an Emergency Operations Center (EOC). From the EOC, disaster operations are directed or coordinated. It is activated when a disaster occurs and is staffed by city employees with emergency responsibilities, as well as liaison representatives from other agencies and jurisdictions. City plans may call for an animal control representative to be present when the EOC is activated. In each city, the city manager is designated as Director of Emergency Services, by ordinance, and directs emergency operations from the EOC.

#### **Operational Area/County EOC**

The Operational Area/County EOC serves the same function as the City EOCs with the Chief Administrative Officer serving as Director of Emergency Services for the unincorporated areas of the County, and Coordinator of Emergency Services for the Operational Area.

The Animal Services section of the EOC is normally activated when the EOC is fully activated. It is staffed by a representative of the County of San Diego Department of Animal Services, who will make decisions about resource allocation, priorities, and will coordinate the animal control response for the County.

**Chief Administrative Officer (CAO)** – directs or coordinates, the Emergency Services Organization and the Emergency Management Program. In a major emergency or disaster located entirely within the County unincorporated area, the CAO directs emergency operations. In a disaster involving more than one jurisdiction, the CAO serves as the Coordinator of emergency operations.

**Director, County Department of Animal Services (or designee)** – reports to the CAO and is responsible for directing emergency animal control operations within the unincorporated area of the County and contract cities, and is responsible for coordinating emergency operations if one or more jurisdictions are involved. Additionally, the Director of the Department of Animal Services, or designee, maintains active liaison with fire, law enforcement, other animal control agencies, and public and private shelter representatives.

### **III. Roles And Responsibilities**

#### **All Affected Agencies**

1. Prepare and Maintain Standard Operating Procedures (SOPs) and functional checklists for animal control response to a disaster or emergency, including a system for automatic reporting of pre-designated personnel to assigned disaster posts.
2. Train personnel and alternates.
3. Maintain an active liaison with the County of San Diego Department of Animal Services.

#### **County of San Diego Department of Animal Services (DAS)**

1. Maintain, and exercise the Animal Services Annex.
2. Maintain a system to identify and track animals received during a disaster.
3. Maintain criteria establishing County-wide holding time and euthanasia standards for implementation during a disaster.
4. Maintain and update [M8]the Animal Services Annex and Mutual Aid Agreement.
5. Direct disaster animal control operations within the unincorporated areas of the County of San Diego, and its contract cities.
6. Coordinate the procurement and allocation of resources requested by cities to support disaster animal control operations.
7. Assist with the coordination of training and plan development exercises with other animal related agencies.
8. Respond to requests for aid to other regions.
9. Assist in the development of a resource directory for animal control.
10. Maintain liaison with the coordinators of other emergency functions such as fire and rescue, law enforcement, health, and care and shelter.

11. Maintain liaison with the Red Cross, volunteer agencies, and other representatives within the County. Provide staffing to assist with animal related issues within these groups.
12. Coordinate the transportation of animals to animal care facilities within its jurisdiction and to other areas as requested.

### **San Diego Humane Society and Society for Prevention of Cruelty to Animals) (SDHS)**

1. Assist in recovery and rescue of animals.
2. Coordinate recovery and rescue with Animal Rescue Reserves (ARR) and the DAS.
3. May provide available resources, such as temporary corrals for large animals.
4. Assist with the coordination of training and plan development exercises with other animal related agencies.
5. Maintain an active liaison to DAS
6. Maintain an active liaison with the Law Enforcement Mounted Units of the El Cajon Police Department, San Diego Sheriff's Department, and United States Border Patrol [M10]

### **Public Animal Control Agencies**

1. Direct disaster operations within their jurisdictions.
2. Coordinate the transportation of animals to animal care facilities within their jurisdiction.
3. Request and respond to requests for mutual aid within the County.
4. Maintain liaison with the coordinators of other emergency functions such as fire and rescue, law enforcement, health, and care and shelter.
5. Maintain liaison with volunteer agencies within the County.
6. Maintain liaison with the DAS.

### **Law Enforcement Mounted Units**

1. Assist with coordinating mutual aid when local resources are exhausted.
2. Provide available resources as resources become available.
3. Assist in recovery and rescue of animals.
4. Provide liaison to the DAS and San Diego Humane Society and SPCA.

### **Non-Government Organizations (NGO's)**

1. Assist with coordinating mutual aid when local resources are exhausted.
2. Provide available resources as resources become available.
3. Assist in recovery and rescue of animals.
4. Provide liaison to the DAS.

### **Private Animal Care Shelters**

1. Provide care for animals.
2. Assist in sheltering of animals.
3. May provide available resources.
4. Provide liaison to the DAS.

### **Veterinary Medical Association**

1. Coordinate provision of emergency shelters for animals, as available.
2. Coordinate private veterinary medical services to provide triage and necessary medical care for the animals rescued.
3. Provide liaison to the DAS.

### **Zoological Society**

1. Provide expertise and resources to handle and care for exotic animals.
2. Request, and respond to requests for assistance.

### **State Fish and Game and Other Wildlife Organizations**

1. Provide assistance with wildlife.
2. Provide liaison to the DAS.

### **Office of Emergency Services (OES)**

1. Provide liaison to the DAS.
2. Assist in obtaining necessary resources.
3. Assist with communications, as necessary.

**American Red Cross (ARC)**

1. Provide liaison to the DAS.
2. Assist the DAS with coordinating and providing care and management of animals brought to Red Cross Mass Care Shelters.

## IV. Functions

### Notification

**Alert** - Standby Mode - When a jurisdiction has information indicating that this Annex may need to be activated, that jurisdiction will contact the County of San Diego Department of Animal Services (DAS). It is not necessary to make a commitment of resources at this time; however, it is the time to start planning and preparing an appropriate response.

**Activate** - When the need to activate this Annex is confirmed, the affected jurisdiction will notify their law enforcement agency, and they will contact the County of San Diego Department of Animal Services. Pertinent information such as the nature of the emergency, the location, the type of animals involved, and the anticipated number of animals should be provided. The DAS will make the following notifications:

- A. Notify the closest County of San Diego Animal Services unit to respond to the scene and report directly to the animal control authority on scene, or law enforcement representative, to provide direct communications between the scene and the DAS.
- B. Notify animal shelters in the area of the incident.
- C. Notify all other agencies as needed, which may include:
  - 1. San Diego Humane Society & SPCA and Animal Rescue Reserve
  - 2. Other Public Animal Control Agencies
  - 3. Law Enforcement Mounted Units
  - 4. Non-Government Organizations
  - 5. Private Animal Care Shelters
  - 6. Veterinary Medical Association
  - 7. Zoological Society
  - 8. State Fish and Game
  - 9. Office of Emergency Services
  - 10. American Red Cross
  - 11. Humane Society of the United States

### Communications

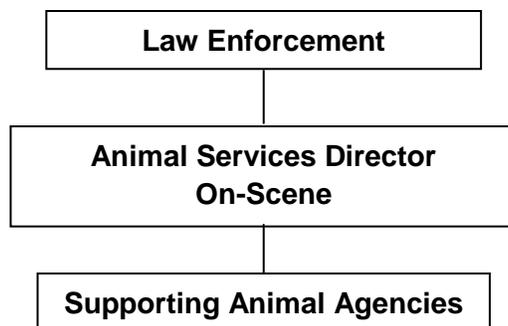
There may be common radio frequencies or talk-groups on the 800 MHz radio system for use by animal control agencies. For example, there is a radio channel for communications between the DAS and the SDHS. The Regional Communications System (RCS) has several mutual aid talk-groups, which could be used if the agencies are all on the 800 MHz system.

The County of San Diego Department of Animal Services has the responsibility of providing

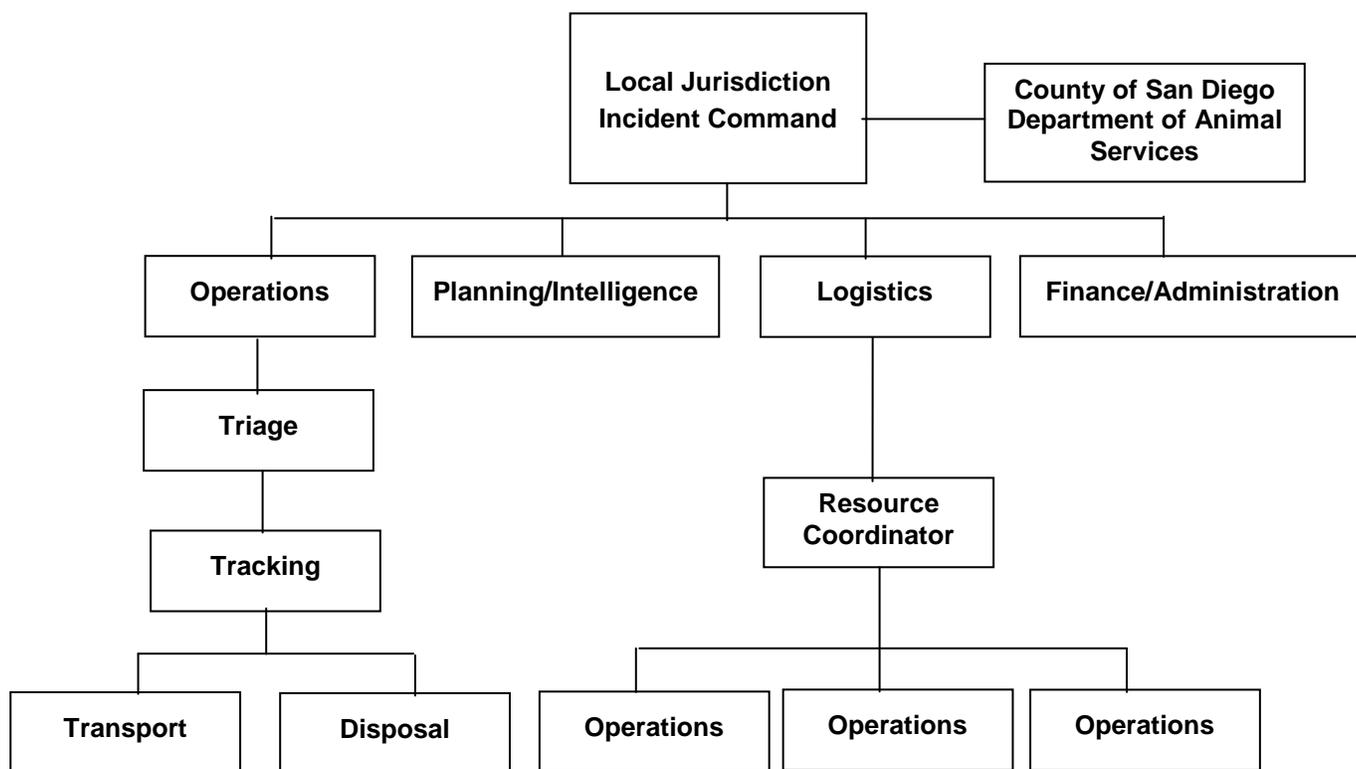
communications capability to the animal control authority on scene. Once the DAS has been notified of the need to activate this Annex, an Animal Control Officer from the DAS will be dispatched directly to the scene so that the officer's vehicle radio can be used to speak to the DAS Communications Center.

### Incident Command

#### OVERALL COMMAND STRUCTURE



#### ORGANIZATIONAL STRUCTURE WITHIN AN INCIDENT



## **Triage**

Triage is the process of sorting animals for emergency care, euthanasia, transportation, impoundment and disposal. The DAS veterinary or their designee has overall responsibility of coordinating triage management.

1. Primary triage is the first sorting of animals in the field to determine which animals are evacuated to secondary triage areas.
2. Secondary triage is the second phase of sorting animals, and is performed in the triage treatment area. At this time, an animal's primary triage category may change. Stabilizing treatment may be initiated while awaiting transportation; however, transport should not be delayed for treatment.
3. When euthanasia is deemed necessary by the DAS veterinary staff or designee, the animal will be promptly euthanized.

## **Transportation**

The coordination of transportation from the scene to operational animal facilities is the responsibility of the Local Jurisdiction Incident Command.

The Coordinator will assess the situation and determine the type and number of the transportation vehicles needed. This information will be relayed by the Local Jurisdiction Incident Command to the County of San Diego Department of Animal Services Dispatch Center.

The DAS Dispatch Center will:

1. Contact the closest providers,
2. Assist the duty Lieutenant or designee with arrangements for transportation, and
3. Advise the Coordinator of estimated time of arrival, and relay other essential information.

## **Medical Treatment**

Animal control agencies will coordinate the emergency treatment of animals within their care and jurisdiction and provide continued medical care through the event.

## **Sheltering of Animals at Human Mass Care Shelters**

### **Mass Care Shelters**

The American Red Cross or the shelter management personnel will be contacted by the County of San Diego Department of Animal Services or the City animal control agency within three hours after the opening of the facility. The DAS will advise and assist the manager in handling and caring for animals at the shelter until transportation can be arranged.

All animals will be picked up in the field, collected, and transported to shelters (which will be

determined at the time of the incident). These animals will be tracked and cared for until picked up by their owners or until other arrangements have been made. As an alternative, the DAS may provide temporary enclosures for those animals whose owners are present and willing to take full responsibility for their animals while at the Mass Care Shelter. The DAS will assist with providing food and water for the animals as needed.

### **Care of Animals Left in Evacuated Areas**

The DAS and the local animal control agency will coordinate for the care and feeding of any animals left within the evacuated areas.

### **Dead Animals**

In order to reduce the chance of the spread of disease and protect the public health, it is essential that local jurisdictions be responsible for coordinating the pick up and removal of dead animals.

## APPENDIX O-1

### ANIMAL SERVICES ANNEX EMERGENCY ACTION CHECKLIST RESPONSE TO A MAJOR EARTHQUAKE

<b><u>Action</u></b>	<b><u>Responsibility</u></b>
Determine condition and capacity of shelters; request shelters to activate Disaster Plans.	DAS (Department of Animal Services)
Determine availability and condition of animal supplies; take appropriate action to maintain inventories or resupply.	All Agencies
<b>IF THERE ARE ONLY A FEW OR NO PUBLIC OR CITIZEN CASUALTIES, PREPARE TO SUPPORT MORE HEAVILY DAMAGED JURISDICTIONS.</b>	
<b>IF THERE IS EXTENSIVE DAMAGE AND A LARGE NUMBER OF CASUALTIES IN THE PUBLIC SECTOR, TAKE THE FOLLOWING ACTIONS AS APPROPRIATE.</b>	
Assign Animal Services liaison to Emergency Operation Center (EOC), if activated.	DAS
Take action to expand shelter capacity.	All Shelters
Augment personnel.	All Agencies
Obtain emergency supplies and specialized equipment.	All Shelters
Activate plans to obtain supplementary services such as public information, records, reports, etc.	DAS
Activate plan to impound animals.	Each Animal Control Agency
Inform the Emergency Public Information Officer of current information for dissemination to the public.	All Affected Agencies
Provide Field medical care, including Triage, near or in affected areas.	All Responding Agencies
Determine number and location of animals that require hospitalization.	Incident Command
Determine transportation needs and capabilities.	Incident Command
Have units dispatched to pick up injured animals.	Incident Command/DAS

Assign animals to shelters to maximize use of our facilities.	Incident Command
Determine availability and location of Animal Control personnel.	Incident Command/DAS
Assign personnel to shelter facilities as required.	Each Animal Control Agency
Request assistance from Regional or Cal EMA through OES.	Incident Command/DAS
Obtain State mutual aid and resources.	OES
Inventory and determine need for euthanasia and vet supplies.	Incident Command/DAS
Periodically poll Red Cross Shelters for animal care needs.	Each Animal Control Agency
Notify DAS when shelter capacity is reached.	Each affected animal shelter
Store food and water for shelter facilities.	Each Animal Control Agency

## APPENDIX O-2

### EMERGENCY ACTION CHECKLIST RESPONSE TO HAZARDOUS MATERIALS INCIDENT

<b><u>Action</u></b>	<b><u>Responsibility</u></b>
Assist with evacuation or shelter in place of potentially affected areas if appropriate.	Incident Command
Establish contact with the DAS. Assign Animal Services Liaison to Emergency Operational Center (EOC), if activated.	Incident Command
Determine need for and perform euthanasia.	Incident Command
Removal of animal bodies.	Incident Command/HazMat
Inform the Emergency Public Information Office of current information for public dissemination.	Incident Command/HazMat
Evaluation of animals for decontamination.	Incident Command/HazMat

## APPENDIX O-3

### EMERGENCY ACTION CHECKLIST RESPONSE TO IMMINENT/ACTUAL FLOODING

#### Flooding Expected

<u>Action</u>	<u>Responsibility</u>
Identify animal care facilities subject to flooding and prepare to relocate animals.	Each Animal Control Agency
Designate facilities to handle the veterinary needs of flood victims.	Each Animal Control Agency
Store water and food for shelter facilities.	Each Shelter
Place Animal Control personnel on stand by status.	Each Animal Control Agency
Establish contact with the DAS. Assign Animal Services Liaison to Emergency Operational Center (EOC), if activated.	Incident Command
Plan for alternate communications.	DAS
Begin evacuation of animal control facilities, as necessary.	Incident Command
Coordinate animal evacuation with Law Enforcement Movement Coordinator.	Incident Command

#### Flooding Occurs

Evaluate flood-prone animal care facilities.	Each Facility
Initiate alternate communications, if needed.	DAS
Request assistance from Cal EMA.	Incident Command/ OES
Activate Animal Services Annex, as required.	Incident Command/ DAS

## APPENDIX O-4

### EMERGENCY ACTION SHECKLIST RESPONSE TO IMMINENT/ACTUAL DAM FAILURE

#### Dam Failure Imminent

<u>Action</u>	<u>Responsibility</u>
Put Animal Control personnel on standby.	Each affected Animal Control Agency
Identify animal care facilities subject to inundation.	Each affected Animal Control Agency
Evacuate animals from facility, if necessary.	Each Animal Control Agency
Plan for alternate communications.	DAS
Establish contact with the DAS. Assign Animal Services liaison to Emergency Operation Center (EOC), if activated.	Incident Command
Coordinate animal evacuation with the Law Enforcement Coordinator.	Incident Command
Store water and food for shelter facilities.	Each Animal Control Agency

#### Dam Failure Occurs

Mobilize animal care personnel.	All Agencies
Evacuate Flood prone shelter facilities.	Each Animal Control Agency
Initiate alternate communications, if needed.	DAS
Request assistance from Cal EMA, as necessary.	Incident Command/OES

## APPENDIX O-5

### EMERGENCY ACTION CHECKLIST RESPONSE TO IMMINENT/ACTUAL FIRE

#### Fire Imminent

<u>Action</u>	<u>Responsibility</u>
Identify animal care facilities that may be threatened, and prepare to relocate animals.	Each Animal Control Agency
Designate facilities to handle the veterinary needs of fire victims.	Each Animal Control Agency
Put Animal Control personnel on stand-by status.	Each Shelter
Establish contact with the DAS. Assign Animal Services liaison to Emergency Operation Center (EOC), if activated.	Incident Command
Plan for alternate communications.	DAS
Begin evacuations for animal facilities, as necessary.	Incident Command
Coordinate animal evacuation with Law Enforcement Movement Coordinator.	Incident Command
Notify the DAS when shelter capacity is reached.	Each affected Animal Shelter

#### Fire Occurs

Mobilize animal care personnel.	All Agencies
Evacuate fire-prone animal care facilities as needed	Each Facility
Initiate alternate communications, if needed.	Each Facility
Activate Animal Services Annex, as required.	Incident Command/ DAS
Request assistance from Cal EMA.	Incident Command/ OES

## APPENDIX O-6

### EMERGENCY ACTION CHECKLIST RESPONSE TO OIL SPILL

<b><u>Action</u></b>	<b><u>Responsibility</u></b>
Identify facilities that can be used for the cleaning and treatment of birds and other affected wildlife.	DAS
Assist the California Department of Fish and Game, as requested.	DAS
Establish contact with the DAS. Assign Animal Services liaison to Emergency Operation Center (EOC), if activated.	Incident Command

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Unified San Diego  
County Emergency  
Services Organization  
And  
County Of San Diego

Operational Area  
Emergency Plan

ANNEX P

Terrorism

October 2010

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## **Unified San Diego County Emergency Services Organization**

### **ANNEX P**

#### **Terrorism**

#### **ACKNOWLEDGEMENTS**

##### **Terrorism Task Force**

##### **Operational Area Plan Review Committee**

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## **ANNEX P TERRORISM**

### **I. General**

The San Diego County Operational Area developed a Terrorist Incident Emergency Response Protocol which is intended for use by law enforcement and other first responder agencies. The Office of Emergency Services (OES) maintains this Protocol which is classified as “For Official Use Only.”

The Terrorism Protocol describes the countywide collective initial actions that will be taken to prevent or mitigate the effects of a threatened or actual terrorist attack against any jurisdiction within the county. It does not replace the County’s or any jurisdiction’s emergency plans or procedures; rather, it augments existing documents to assist in coordinating the initial planning and response efforts.

The Protocol defines the command and control structures for responding to specific types of Weapons of Mass Destruction (WMD) attacks, provides the actions needed to respond to all phases of a terrorist attack, and identifies the critical response tasks and implementation steps necessary to mitigate an attack. The Protocol includes two appendices, Terrorism Response Matrix and Critical Task Implementation Steps that incorporate critical response tasks and implementation steps.

#### **Scope**

The Terrorism Protocol only addresses the coordination efforts expected of jurisdictions within the County of San Diego. It does not alter or supplant existing plans, Standard Operating Procedures (SOPs), roles and responsibilities listed under the National Incident Management System (NIMS), the San Diego Operational Area Emergency Plan, or the documents that direct the emergency actions of the individual jurisdictions. This Protocol is not intended to usurp the authority or prerogatives of local jurisdictions.

#### **Readiness Condition Activities**

The County OES has defined three phases of readiness conditions and a fourth phase of response actions that correlate with the Operational Area Emergency Plan and the Operational Area Emergency Operations Center activities and Standard Operating Procedures. The three readiness conditions are:

1. Preparedness
2. Increased Readiness
3. Alert

## **Response Actions**

Response actions are the initial activities that occur for a terrorist attack within the county. These are used as a guide until the Incident Action Plan for the first operational period is developed and implemented.

Movement between readiness conditions may not be progressive as changing circumstances may require skipping to a more proactive readiness condition based on intelligence and actual events. Certain actions in the readiness conditions correlate to the Homeland Security Advisory System (HSAS) Conditions. Additionally, the above phases can cross HSAS condition boundaries. The decision to initiate activities for the County OES within any of these readiness conditions will be made by the Director, OES, or his/her designee in response to conditions or intelligence within the Operational Area, the region, state and/or the nation. The actions in the readiness/response phases and related activities are described in the Terrorism Protocol.

## **II. CONCEPT OF OPERATIONS**

The Terrorist Incident Emergency Protocol addresses actions to be taken during a response to a terrorism event. Activities are described for the three readiness phases as well as the initial response phase.

Each phase is related to the Homeland Security Advisory Levels and has specific intelligence and warning indicators and triggers. Different actions are defined for county and city governments.

The Protocol contains a matrix that outlines the roles of the multitude of agencies involved in a response to a terrorist attack. This helps to ensure a coordinated response among the different disciplines and provides an understanding of their roles and how they relate to the other responding agencies.

The final portion of the Protocol lists those Critical Tasks identified by the Department of Homeland Security. The tasks address the host of functions necessary for readiness postures to terrorist threats and for the initial response to attacks. Functions include investigation, detection, identification, health/hazard assessments; monitoring, sampling and surveying operations; alert and mobilization of EOC staff; protective actions, emergency public information; etc. The Protocol provides a detailed breakdown of the steps required for each task/function.

Unified San Diego  
County Emergency  
Services Organization  
And  
County Of San Diego

Operational Area  
Emergency Plan

ANNEX Q

Evacuation

October 2010

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# **Unified San Diego County Emergency Services Organization**

## **ANNEX Q**

### **Evacuation**

#### **ACKNOWLEDGEMENTS**

##### **Operational Area Plan Review Committee**

Deputy Chief Dismas Abelman, Solana Beach Fire Department  
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## **Annex Q Evacuation**

### **I. General**

This San Diego County Operational Area (OA) Evacuation Annex is intended to be used as a template for the development of other jurisdictional evacuation plans and will support or supplement the evacuation plans prepared and maintained by each local jurisdiction. This Annex outlines strategies, procedures, recommendations, and organizational structures that can be used to implement a coordinated evacuation effort in the San Diego OA. In addition, this Annex provides general estimates on the number of residents within each jurisdiction of the OA that may potentially be impacted by specific hazards and need to evacuate, the number of residents that may require sheltering or transportation assistance, and the estimated number of pets that may need to be accommodated in an evacuation effort to assist in decision making processes. This Annex also provides hazard specific considerations, general evacuation transportation routes and capacities, countywide shelter capacities, resources available locally and through mutual aid, and special needs considerations.

The development of this Evacuation Annex was initiated through the establishment of an Evacuation Steering Committee, consisting of various jurisdictions, agencies, and disciplines in the OA. The Committee was instrumental in developing an Evacuation Planning Workshop that was conducted by San Diego County Office of Emergency Services (OES) on September 28th, 2006. Nearly 80 representatives from local, State, and Federal agencies, as well as those from OA jurisdictions attended and participated in this workshop. The purpose of the workshop was to determine the overall scope and assumptions of the OA Evacuation Annex, identify current and past evacuation planning efforts, identify evacuation planning needs, prioritize planning issues, and propose plan development recommendations.

To further define and evaluate strategies and considerations associated with this Annex, six Steering Committee meetings were conducted subsequent to the workshop, and the decisions, concepts, and strategies developed from these meetings are incorporated into this Annex.

This Evacuation Annex provides a framework for the County of San Diego to coordinate and respond to a Level II (moderate) evacuation scenario. For the purposes of this Annex, a Level II evacuation is defined as an evacuation effort that impacts two or more communities within the OA, where the evacuation distance between the impacted site and the “safe zone” generally does not exceed 30 miles, and the evacuation efforts generally do not extend beyond the OA boundaries. Although this Annex focuses on a Level II evacuation effort, additional considerations for a Level III (catastrophic) evacuation scenario are provided in Appendix A.

### **Command and Control**

Any large-scale response to an incident, including those resulting in the evacuation of more than two impacted communities, will need to be coordinated through the OA Emergency Operations Center (EOC) operating under a Unified Command. The Coordinator of Emergency Services will coordinate the overall multi-jurisdictional evacuation effort and the OA Law Enforcement Coordinator will be responsible for coordinating OA-wide evacuation activities. This coordination

will be accomplished in the OA EOC with the involved jurisdictional EOCs and the Sheriff's Department Operations Center. Evacuation operations in the field will be conducted by law enforcement agencies, highway/road/street departments, and public and private transportation providers.

In addition, it is critical that jurisdictional EOCs coordinate evacuation efforts with the OA EOC to ensure potential conflicts are conciliated. This may involve phasing community evacuation efforts or the allocation of critical resources.

### **Communications**

Inter-jurisdictional and inter-agency coordination will be conducted through the Incident Command Posts, OA EOC, San Diego County Medical Operations Center, jurisdictional EOCs and Department Operations Centers utilizing available communications equipment and infrastructure. Situational awareness will be supported through data-sharing systems such as WebEOC to expedite the transfer of information regarding the status of the incident. Activation, coordination, and use of the Joint Information Center will be initiated as soon as possible following an incident. The OA Joint Information Center will function to coordinate information to the media. All information released to the public regarding the incident will be cleared by Public Information Officers in the Joint Information Center. Real-time informational updates regarding evacuation routes, evacuation points, shelter capacities, and other essential information will be provided to evacuees en-route through emergency radio stations, 5-1-1 (Nationwide Travel Information), and Changeable Message Signs. All communication efforts will follow the protocols established under the San Diego Urban Area Tactical Interoperable Communications Plan and Annex I, Communications, of the Operational Area Emergency Plan.

### **Transportation**

The primary mode of transportation that will be used during jurisdictional evacuation efforts will be privately owned automobiles. The OA will use available resources, Memorandums of Understanding and Agreement (MOUs/MOAs) with public and private transportation agencies, and mutual aid to procure, coordinate, and provide adequate means of transportation for those people that do not own or have access to automobiles, have disabilities which limit their transportation options, or have other special needs.

Primary evacuation routes consist of the major interstates, highways, and prime arterials within San Diego County. Local jurisdictions will work with the OA EOC, law enforcement officials, California Department of Transportation (Caltrans), California Highway Patrol (CHP), Public Works, and other applicable agencies/departments to identify evacuation points and transportation routes. In addition, transportation points will be identified to collect and transport people without transportation resources to evacuation points.

It is critical that modes of available transportation are identified that can help evacuate people with disabilities during an emergency. Transportation needs to be made available that can accommodate personnel in wheelchairs, scooters, or other mobility aids. Some potential options can be the use of lift-equipped school buses or vans. People that are blind or have poor vision will also need additional assistance because they can no longer rely on their traditional

orientation and navigation methods. Buses will most likely be the primary resources used to evacuate special needs populations. Each bus can accommodate two wheelchairs. It is also essential that local jurisdictions establish and maintain working relationships with public and private agencies that serve the transportation-dependent populations.

### **Sheltering Considerations**

Local jurisdictions will work with law enforcement agencies to identify and establish evacuation points. These evacuation points will serve as temporary safe zones for evacuees and will provide basic needs such as food, water, and restrooms. Some evacuation points may be converted into shelter locations if necessary. Care and shelter operational procedures are outlined in Annex G of the Operational Area Emergency Plan.

All shelters should be Americans with Disabilities Act compliant throughout the facility to ensure persons with disabilities can access all amenities. All potential shelter sites should be assessed for parking, accessibility, and restroom accommodations to determine if these sites are compliant with the Americans with Disabilities Act.

### **Care and Protection of Animals**

The Pets Evacuation and Transportation Standards Act of 2006 amends the Stafford Act, and requires evacuation plans to take into account the needs of individuals with household pets and service animals, prior to, during, and following a major disaster or emergency.

The San Diego County Department of Animal Services has plans in place to transport and shelter pets in a disaster under Annex O of the Operational Area Emergency Plan including the Animal Control Mutual Aid Agreement. Animal Control Officers, the San Diego Humane Society, and private animal care shelters will assist in the rescue, transport, and sheltering of small and large animals. MOUs need to be formalized with other agencies/organizations, especially for the transportation of large animals, such as horses. In addition, potential volunteer resources and private groups should be identified and tracked in WebEOC. Only non-emergency resources and personnel, such as public and private animal services agencies, will be used to rescue and transport animals during an evacuation effort.

It is assumed that residents that have their own means of transportation will evacuate with their small household pets. Residents that do not have access to vehicles will need to secure their pets in cages or carriers as they arrive at the transportation points. Animal Control Officers will work with animal services agencies and volunteers to develop an animal tracking methodology. If these residents do not have the required cages or carriers, they will be asked to secure their animals in their homes. This strategy places responsibility upon individual owners and will require a public education component that informs the public that carriers, cages, or trailers will be required for pet evacuations and recommends that pet owners microchip their animals for identification purposes. It is recognized that owners may refuse to evacuate their homes if they are required to leave their pets behind. Individual jurisdictions will need to identify strategies to address pet evacuations.

## II. Introduction

The devastation caused by Hurricane Katrina, in 2005, has elevated the importance of evacuation planning as a key element of emergency management. Accordingly, there is an increasing recognition across the United States of the need for formal plans on how to evacuate communities and areas that have been or are likely to be stricken by disasters. Moreover, in 2006, Congress issued H.R. 2360, Department of Homeland Security Appropriations Act, which states, in part that; *“It is imperative all States and Urban Area Security Initiative grantees ensure there are sufficient resources devoted to putting in place plans for the complete evacuation of residents, including special needs groups in hospitals and nursing homes, or residents without access to transportation, in advance of and after such an event, as well as plans for sustenance of evacuees.”*

Evacuation is a process by which people are moved from a place where there is immediate or anticipated danger to a place of safety, offered appropriate temporary shelter facilities, and when the threat to safety is gone, enabled to return to their normal activities, or to make suitable alternative arrangements.

Although the San Diego County Operational Area (OA) has never faced an area-wide evacuation, analysis of County hazard profiles indicates that an evacuation effort involving thousands of individuals and impacting multiple communities is highly possible. For example, the October 2003 Southern California Firestorm wildfires became the largest firestorm in California’s history, forcing thousands of people from the OA to evacuate to temporary shelters.

A large scale evacuation is a complex, multi-jurisdictional effort that requires coordination between many disciplines, agencies, and organizations. It is also only one element of the larger disaster and incident response effort. Emergency services and other public safety organizations play key roles in ensuring that an evacuation is effective, efficient, and safe. In order to establish a framework for implementing a well-coordinated evacuation in the OA, the San Diego County Office of Emergency Services (OES) has developed this Evacuation Annex as an Annex to the Operational Area Emergency Plan.

### Purpose

This OA Evacuation Annex is intended to be used as a template for the development of other jurisdictional evacuation plans and will support or supplement the evacuation plans prepared and maintained by each local jurisdiction. This Annex outlines strategies, procedures, recommendations, and organizational structures that can be used to implement a coordinated evacuation effort in the San Diego OA. In addition, this Annex provides general estimates on the number of residents within each jurisdiction of the OA that may potentially be impacted by specific hazards and need to evacuate, the number of residents that may require sheltering or transportation assistance, and the estimated number of pets that may need to be accommodated in an evacuation effort to assist in decision making processes. This Annex also provides hazard specific considerations, general evacuation transportation routes and capacities, county-wide shelter capacities, resources available locally and through mutual aid, and special needs considerations.

## Methodology

The development of this Evacuation Annex was initiated through the establishment of an Evacuation Steering Committee, consisting of various jurisdictions, agencies, and disciplines in the OA. The Committee was instrumental in developing an Evacuation Planning Workshop that was conducted by San Diego County OES on September 28th, 2006. Nearly 80 representatives from local, State, and Federal agencies, as well as those from OA jurisdictions attended and participated in this workshop. The purpose of the workshop was to determine the overall scope and assumptions of the OA Evacuation Annex, identify current and past evacuation planning efforts, identify evacuation planning needs, prioritize planning issues, and propose plan development recommendations.

The overall goals of the workshop were to:

- Ensure that evacuation activities are effectively coordinated within the OA;
- Ensure stakeholder consensus and support of the county-wide and cross-jurisdictional evacuation planning concepts;
- Identify considerations and challenges of special needs populations;
- Encourage cross-jurisdictional and cross-agency collaboration;
- Achieve agreement regarding appropriate evacuation and shelter-in-place strategies, tactics, and triggers; and
- Ensure that effective evacuation communication processes and procedures are in place to coordinate multi-jurisdictional evacuations.

To further define and evaluate strategies and considerations associated with this Annex, six Steering Committee meetings have been conducted and the decisions, concepts, and strategies developed from these meetings are incorporated into this Annex. The Steering Committee consisted of the following agencies:

- San Diego/Imperial Counties Chapter, American Red Cross
- County of San Diego Health and Human Services Agency
- City of San Diego Office of Homeland Security
- Coronado Fire Department
- San Diego City Fire & Rescue
- County of San Diego OES
- San Diego Sheriff
- San Diego City Police

In addition, existing evacuation plans have been researched to identify evacuation best practices and lessons learned, determine the major components of a comprehensive evacuation plan, and analyze and evaluate current practices and strategies. An important document that was reviewed in this process was the *Catastrophic Hurricane Evacuation Plan Evaluation: A Report to Congress* published by the U.S. Department of Transportation in cooperation with the

U.S. Department of Homeland Security on June 1, 2006. This report provided review criteria and recommendations for evacuation plans based on lessons learned from Hurricane Katrina.

*State and Local Guide 101: Guide for All-hazard Emergency Operations Planning*, was also used to develop the overall structure and content of this Annex. *Attachment E – Evacuation of this Guide*, provides an overview of recommended situations, assumptions, and concepts and that should be considered in the development of an evacuation plan.

## **Situation and Assumptions**

### **Situation**

The OA is exposed to many hazards, all of which have the potential for disrupting communities, causing damage, and producing casualties. Dam failure, earthquake, flooding, tsunami, wildfire, and terrorism were identified by San Diego OES as the most plausible hazards to affect San Diego; all of which may require an evacuation of several communities within the OA. Table 1-1, on the following page, outlines the six hazards which may require an evacuation in the OA and the jurisdictions which are most likely to be affected by these hazards.

### **Assumptions**

The following assumptions were established in development of this Annex:

- This Annex was developed for a Level II (moderate scale) evacuation scenario and will be activated when two or more communities within the OA are impacted by an evacuation. Additional considerations for a Level III (catastrophic) evacuation scenario are provided in Appendix A.
- For the purposes of this Annex, the evacuation distance between the impacted site and the “safe zone” generally does not exceed 30 miles, and the evacuation efforts generally do not extend beyond the OA boundaries.
- The OA has adopted the National Incident Management System and Standardized Emergency Management System and will follow the National Incident Management System and Standardized Emergency Management System principles and structures for evacuation-related activities.

**Table 1-1**  
**Major Hazards in the OA Potentially Requiring an Evacuation**

	<b>Dam Failure</b>	<b>Earthquake</b>	<b>Flood (100 Year)</b>	<b>Tsunami</b>	<b>Wildfire/ Structure Fire (High Risk Probability)</b>	<b>Terrorism</b>
Carlsbad	X	X	X	X	X	X
Chula Vista	X	X	X	X	X	X
Coronado		X	X	X		X
Del Mar	X	X	X	X	X	X
El Cajon	X	X	X		X	X
Encinitas	X	X	X	X	X	X
Escondido	X	X	X		X	X
Imperial Beach	X	X	X	X		X
La Mesa	X	X	X		X	X
Lemon Grove		X	X			X
National City	X	X	X	X		X
Oceanside	X	X	X	X	X	X
Poway	X	X	X		X	X
San Diego	X	X	X	X	X	X
San Marcos	X	X	X		X	X
Santee	X	X	X		X	X
Solana Beach	X	X	X	X		X
Vista	X	X	X		X	X
Unincorporated San Diego County	X	X	X	X	X	X

Adapted from the *Multi-Jurisdictional Hazard Mitigation Plan, San Diego County, CA, March 2004*

- Due to the San Diego OA hazard profile, most incidents requiring an evacuation are likely to happen with little or no warning.
- The OA will request and coordinate regional resources under the California Master Mutual Aid Agreement.
- Local jurisdictional plans will be consistent with the assumptions identified in the County of San Diego OA Evacuation Annex.
- If activated, this Annex will complement other jurisdictional evacuation plans and the jurisdictional evacuation plans will be consistent with the OA Evacuation Annex.
- Law Enforcement agencies will be the primary agency for evacuation activities with other agencies playing supporting roles.
- The OA Emergency Operations Center (EOC) will coordinate regional evacuation efforts.
- A decision to evacuate will be made at the local jurisdiction level with regional collaboration considerations.
- Terrorist incidents, as opposed to natural disasters, can occur at any location within the San Diego OA and there is no way to precisely estimate the potential number of individuals affected prior to such an incident.
- Ground and air transportation routes will generally be the primary means of evacuation in the San Diego OA. Over-water evacuations may be considered on an individual basis by each jurisdiction.
- Major ground transportation corridors in the San Diego OA will be used as primary evacuation routes during an evacuation effort.
- The San Diego OA should generally plan on not receiving Federal Emergency Management Agency (FEMA) assistance for possibly as long as 96 hours after an incident.
- Major ground transportation infrastructure within the San Diego OA will remain largely intact following an incident.
- Most people at risk will evacuate when officials recommend that they do so.
- In most emergency situations, the majority of evacuees (80 percent) will seek shelter with relatives or friends or in commercial accommodations rather than in public shelter facilities. Approximately 20 percent of evacuees will require public shelter assistance. These numbers are based on *State and Local Guide 101*. Table 1-2, provides estimates for individuals in each of the OA jurisdictions who will be potentially exposed to major hazards and may require public shelter assistance.
- Some individuals will refuse to evacuate, regardless of the threat.
- Most evacuees will use their personal vehicles to evacuate; transportation

will need to be provided to evacuees without access to personal vehicles.

- According to the U.S. Census Bureau's 2003 estimates (the latest available), 7% of households in San Diego metropolitan statistical area do not have access to a car, truck, or van for private use. Individuals in these households will require transportation assistance. In addition, a number of special needs populations will require transportation assistance.
- The decision to evacuate or shelter-in-place will be made based on the specifics of the incident. Factors such as characteristics of the populations affected, capacity to move or shelter people, roadway conditions, health and safety issues, and the duration of sheltering will be instrumental in making the decision to evacuate or to shelter-in-place.
- Naturally-occurring and man-made outbreaks of infectious disease will require only a small scale evacuation (e.g., several buildings)

**Table 1-2**  
**Individuals in OA Potentially Exposed to Major Hazards and May Require Public Shelter Assistance**

	City of Carlsbad	City of Chula Vista	City of Coronado	City of Del Mar	City of El Cajon	City of Encinitas	City of Escondido	City of Imperial Beach	City of La Mesa	City of Lemon Grove	City of National City	City of Oceanside	City of Poway	City of San Diego	City of San Marcos	City of Santee	City of Solana Beach	City of Vista	Unincorporated County of San Diego
<b>Dam Failure</b>																			
Exposed Population	4,324	13,083	0	1,814	969	1,016	86,360	4,897	1,337	0	1,895	29,816	2,527	135,234	1,584	44,595	665	772	38,004
Shelter Estimates	865	2,617	0	363	194	203	17,272	979	267	0	379	5,963	505	27,047	317	8,919	133	154	7,601
<b>Earthquake</b>																			
Exposed Population	77,889	173,491	24,189	4,389	94,531	58,015	133,666	26,849	53,856	26,114	54,081	160,421	48,054	1,223,503	63,000	52,439	12,766	89,926	410,798
Shelter Estimates	15,578	34,698	4,838	878	18,906	11,603	26,733	5,370	10,771	5,223	10,816	32,084	9,611	244,701	12,600	10,488	2,553	17,985	82,160
<b>Flood (100 Year)</b>																			
Exposed Population	3,439	6,112	1,469	1,032	3,562	1,398	11,304	1,347	29	280	2,702	16,487	3,986	49,530	2,751	3,286	594	4,113	19,807
Shelter Estimates	688	1,222	294	206	712	280	2,261	269	6	56	540	3,297	797	9,906	550	657	119	823	3,961
<b>Tsunami</b>																			
Exposed Population	1,162	802	26,000**	1,021	0	704	0	72	0	0	258	1,506	0	25,578	0	0	521	0	533
Shelter Estimates	232	160	5,200	204	0	141	0	14	0	0	52	301	0	5,116	0	0	104	0	107
<b>Wildfire/Structure Fire (High Risk Probability)</b>																			
Exposed Population	3,302	1,208	0	43	41	1,068	2,332	0	326	0	0	1,942	4,826	16,351	4,598	3,007	0	852	16,015
Shelter Estimates	660	242	0	9	8	214	466	0	65	0	0	388	965	3,270	920	601	0	170	3,203

Adapted from the *Multi-Jurisdictional Hazard Mitigation Plan, San Diego County, CA, March 2004*

\* Based on the assumption that 20 percent of exposed population will require a public shelter (per State and Local Guide 101), \*\*Based on numbers obtained from www.coronadovisitorcenter.com

## Authorities

Planning and response considerations associated with evacuation procedures are complex and must account for existing local, State, and Federal legislation and plans. This OA Evacuation Annex is intended to be used as a template for the development of other jurisdictional evacuation plans and will support or supplement the evacuation plans prepared and maintained by each local jurisdiction. The following statutes and plans are applicable to this Annex:

### Federal

1. National Incident Management System
2. 42 U.S.C. §§ 5121-5206 The Robert T. Stafford Disaster Relief and Emergency Assistance Act, P.L. 93-288, as amended – Provides means by which the federal government may supplement state and local resources in major disasters or emergencies where those state and local resources have been or will be overwhelmed.
3. 5 U.S.C. 5709, 5725, 5922, 5923 – Federal employees and their dependents may receive assistance if they must be evacuated.
4. 6 U.S.C. 317 – The role of FEMA includes evacuating disaster victims.
5. 15 U.S.C. 7301, 7307-7308 – National Construction Safety Teams must evaluate technical aspects of evacuation procedures and recommend research.
6. 42 U.S.C. 5195a – Emergency preparedness activities include non-military civilian evacuation and evacuation of personnel during hazards.
7. 42 U.S.C. 7403(f)(2) – Computer models for evacuation must be periodically evaluated and improved.
8. 42 U.S.C. 9601(23) – Temporary housing and evacuation of threatened persons are to be included in the scope of hazardous substance removal.
9. 42 U.S.C. 11003 – Emergency plans completed by local emergency planning committees (LEPCs) must include evacuation plans.
10. 42 U.S.C. 11004(b)(2) – Owners of facilities where a hazardous chemical release occurs must provide information on precautions to be taken, including evacuation.
11. 46 U.S.C. 70104(b) – Secretary of Transportation must establish incident response plans for facilities and vessels that include evacuation procedures.
12. P.L. 108-458, §7305, 118 Stat. 3848 – Congressional finding made that private and public sector emergency preparedness activities should include an evacuation plan.
13. H.R. 3 (109<sup>th</sup> Congress) Sec. 1304 (a) Signed by President George W. Bush on August 10, 2005 – Evacuation routes may be included as components of the National Highway System under the high priority corridor designations.
14. National Response Plan – Sets forth the roles and responsibilities of federal and certain non-federal entities after catastrophes overwhelm state and local governments.
15. 44 CFR Part 206 – federal disaster relief regulations

16. H.R. 3858 (109<sup>th</sup> Congress) - To amend the Robert T. Stafford Disaster Relief and Emergency Assistance Act to ensure that State and local emergency preparedness operational plans address the needs of individuals with household pets and service animals following a major disaster or emergency.

**State**

1. California Constitution
2. Standardized Emergency Management System
3. California Code of Regulations, Title 19, Chapters 1 through 6, including:
  - A. Chapter 1, Standardized Emergency Management System
  - B. Chapter 2, Sub-chapter 1, Individual Family Grant Program  
Chapter 2, Sub-chapter 2, Hazardous Substances Emergency Response Training  
Chapter 2, Sub-chapter 3, Disaster Service Worker Volunteer Program  
Chapter 2, Sub-chapter 4, Dam Inundation Mapping Procedures Regulations
  - C. Chapter 3, Conflict of Interest  
Chapter 4, Hazardous Materials, RRIRP  
Chapter 4.5, Hazardous Materials, California Accidental Release Prevention Program
  - D. Chapter 5, State Assistance for Fire Equipment Act
  - E. Chapter 6, Disaster Assistance Act Regulations
4. California Department of Water Resources – Flood Fighting: California Water Code, Section 128
5. California Master Mutual Aid Agreement
6. California Fire Service and Rescue Emergency Mutual Aid Plan
7. California Law Enforcement Mutual Aid Plan
8. California Coroners Mutual Aid Plan
9. California Animal Response Emergency System – Organizes and coordinates the response of state agencies in assisting local government and volunteer organizations to address the needs of animals during disasters.
10. Section 8606 of the California Government Code – Requires the OES to enter into a Memorandum of Understanding (MOU) with the California Department of Agriculture to incorporate California Animal Response Emergency System program into their emergency planning.
11. Penal Code §§409, 409.5, 409.6
12. California Emergency Services Act, 2006

### **Local**

1. Unified San Diego County Emergency Services Organization, Fifth Amended Emergency Services Agreement, 2005
2. County of San Diego Emergency Services Ordinance No. 8183, dated December 15, 2002
3. Unified San Diego County Emergency Services Organization, Operational Area Emergency Plan
4. San Diego County Mutual Aid Agreement
5. Public Works Mutual Aid Plan
6. County of San Diego Disaster Debris Recycling and Handling Plan
7. County of San Diego Re-Entry Protocol, September 2004
8. San Diego County Nuclear Power Plant Emergency Response Plan
9. Tactical Interoperable Communications Plan San Diego Urban Area
10. San Diego County Multi-Jurisdictional Hazard Mitigation Plan, March 2004
11. San Diego County Animal Control Mutual Aid Agreement

## **III. Concept of Operations**

### **Overview**

The Evacuation Annex will follow basic protocols set forth in the Operational Area Emergency Plan and the California Master Mutual Aid Agreement that dictate who is responsible for an evacuation effort and how regional resources will be requested and coordinated. The overall objectives of emergency evacuation operations and notifications are to:

1. Expedite the movement of persons from hazardous areas;
2. Institute access control measures to prevent unauthorized persons from entering vacated, or partially vacated areas;
3. Provide for evacuation to appropriate transportation points, evacuation points, and shelters;
4. Provide adequate means of transportation for persons with disabilities, the elderly, other persons with special needs, and persons without vehicles;
5. Provide for the procurement, allocation, and use of necessary transportation and law enforcement resources by means of mutual aid or other agreements;
6. Control evacuation traffic;
7. Account for the needs of individuals with household pets and service animals prior to, during, and following a major disaster or emergency;
8. Provide initial notification, ongoing, and re-entry communications to the public through the Joint Information Center; and
9. Assure the safe re-entry of the evacuated persons.

This Evacuation Annex provides a framework for the County of San Diego to coordinate and respond to a Level II (moderate) evacuation scenario. For the purposes of this Annex, a Level II evacuation is defined as an evacuation effort that impacts two or more communities within the OA, where the evacuation distance between the impacted site and the “safe zone” generally does not exceed 30 miles, and the evacuation efforts generally do not extend beyond the OA boundaries.

Although this Annex focuses on a Level II evacuation effort, additional considerations for a Level III (catastrophic) evacuation scenario are provided in Appendix A.

### **Hazard Profiles**

As a result of the Evacuation Workshop, it was determined that the OA Evacuation Annex would focus on and provide hazard specific information and considerations for six potential scenarios. These incidents were determined to be the most likely hazards that would require the evacuation of multiple communities with the OA and include:

- A. Dam Failure
- B. Earthquake
- C. Flood (100 Year)
- D. Tsunami
- E. Wildfire/Structural Fire
- F. Terrorism

The 2004 San Diego County Multi-Jurisdiction Hazard Mitigation Plan was used in the development of this Annex to identify the number of people that would potentially be impacted by these hazards and may require shelter assistance in each jurisdiction.

The San Diego County Nuclear Power Plant Emergency Response Plan was also reviewed to understand the procedures that have been established to respond to an emergency at the San Onofre Nuclear Generating Station. The assessment of this Annex indicated that a response to this type of emergency would require a Level I (minor) or Level II (moderate) evacuation effort, due to the fact that there are no residents, schools, or special populations in San Diego County within the identified Emergency Planning Zone (defined as a 10 mile radius of plume exposure). This Annex determined that the only population that would be affected would be those in transit on Interstate-5, non-essential plant workers, and people at the San Onofre State Beach. It is assumed that all of these affected groups would have their own means of transportation. In addition, members of the United States Marine Corps residing on Marine Corps Base Camp Pendleton and their families would follow the directions provided by Camp Pendleton authorities.

### **National Policy Guidance**

In order to enhance the Nation’s emergency preparedness, the President has issued a series of national policy statements called Homeland Security Presidential Directives. The Homeland Security Presidential Directives mandated the development of new national planning documents to provide a detailed framework for local, State, and Federal agencies to prepare and respond to major disasters and events, including evacuations.

Homeland Security Presidential Directive-5 Domestic Incident Management was established to enhance the capability of all levels of government across the Nation to work together efficiently and effectively using a national approach to domestic incident management. This policy mandated the Department of Homeland Security to create the National Incident Management System and National Response Plan.

The National Incident Management System and Standardized Emergency Management System are based on the Incident Command System which is a management system designed to provide a structure for response to any emergency, large or small, and the Multi-Agency Coordination System. Incident Command System is used nationally by many emergency services organizations, and has been in operation for about 20 years.

The National Incident Management System and Standardized Emergency Management System provide a template for an integrated all-hazards approach to incident management. Use of the template enables federal, state, and local governments, as well as private-sector entities, to work together effectively and efficiently to prevent, prepare for, respond to, and recover from actual or potential domestic incidents regardless of cause, size, or complexity.

### **Decision to Evacuate**

Local jurisdictions will generally make the determination on whether to evacuate communities prior to, during, or following an incident on a case-by-case basis. The decision to evacuate will depend entirely upon the nature, scope, and severity of the emergency; the number of people affected; and what actions are necessary to protect the public. In certain circumstances, the County OA may make recommendations on whether a jurisdiction should evacuate and will help coordinate the evacuation effort. However, the OA Evacuation Annex is automatically activated when an incident occurs requiring an evacuation effort that impacts two or more communities within the OA. Activation and termination of this Annex shall be at the direction of:

- A. The County's Chief Administrative Officer in that capacity, or as the OA Coordinator of the Unified San Diego County Emergency Services/Organization;
- B. A designated Assistant Chief Administrative Officer /Deputy Chief Administrative Officer; or
- C. The Director of County OES or a designated representative.

The local governing body, or whomever the local governing body has authorized to issue an evacuation order, is primarily responsible for ordering an evacuation. This authorization can be in the form of an ordinance, resolution, or order that the local governing body has enacted.

The decision on whether to evacuate or shelter-in-place must be carefully considered with the timing and nature of the incident. An evacuation effort involves an organized and supervised effort to relocate people from an area of danger to a safe location. Although evacuation is an effective means of moving people out of a dangerous area, due to its complexity and the stress it puts upon the population, it is considered as a last resort option. Sheltering-in-place is the practice of going or remaining indoors during or following an emergency event. This procedure is recommended if there is little time for the public to react to an incident and it is safer for the public to stay indoors for a short time period rather than travel outdoors. Sheltering-in-place may be a more effective protection measure than an evacuation, especially following a chemical,

radiological, or biological incident. Sheltering-in-place also has many advantages because it can be implemented immediately, allows people to remain in their familiar surroundings, and provides individuals with everyday necessities such as the telephone, radio, television, food, and clothing. However, the amount of time people can stay sheltered-in-place is dependant upon availability of food, water, medical care, utilities, and access to accurate and reliable information.

Sheltering-in-place is the preferred method of protection for people that are not directly impacted or in the direct path of a hazard. This will reduce congestion and transportation demand on the major transportation routes for those that have been directed to evacuate by Police or Fire personnel. See Appendix B for specific sheltering-in-place instructions.

### **Legal Considerations**

Evacuation orders should be issued when there is a clear and immediate threat to the health and safety of the population and it is determined that evacuation is the best option for protection. Evacuation orders should be described as mandatory to promote public cooperation. However, law enforcement will not use force to remove any person who remains within the affected area when directed to evacuate. Annex C of the Operational Area Emergency Plan describes that in 2005, the Chief Legal Counsel for the Sheriff maintained an opinion based on case law that Penal Code Section 409.5 does not authorize forcible or mandatory evacuations. The Chief Legal Counsel stated “without a specific legislative amendment to Penal Code Section 409.5, it would be improper to infer statutory authority to forcibly evacuate people who do not wish to be evacuated, unless their presence in the closed area, resulted from an entry made after the area was closed pursuant to 409.5(a) or 409.5(b).”

Emergency responders should clearly inform people that failure to evacuate may result in serious physical injury or death and that future opportunities to evacuate may not exist. Law enforcement will document the location of people that refuse to evacuate or have these people sign waivers. Once a local jurisdiction orders a mandatory evacuation, it is critical that public information dissemination, transportation, sheltering resources, and security and protection of private property are provided to a level where the public feels evacuation is more desirable than staying behind.

### **Command and Control**

Basic command and control of a multi-jurisdictional evacuation effort in the OA will follow the provisions outlined in the Operational Area Emergency Plan and the California Master Mutual Aid Agreement, as with any emergency or disaster. All jurisdictions within the OA will operate according to the National Incident Management System and Standardized Emergency Management System, and respond utilizing the Incident Command System.

Response to an emergency or disaster is managed at the lowest level possible. Accordingly, local governments have the primary responsibility for evacuation preparedness and response activities and must develop individual evacuation plans or annexes in coordination with their respective Emergency Operation Plans (EOPs). The Standardized Emergency Management System, National Incident Management System, and Incident Command System dictate that response to any incident is initiated by local resources. If the event escalates beyond the

capability of the local jurisdiction or expands to affect multiple jurisdictions, then State, and possibly Federal resources will be requested through the Mutual Aid System and under the National Response Plan.

Any large-scale response to an incident, including those resulting in the evacuation of more than two impacted communities, will need to be coordinated through the OA EOC operating under a Unified Command. The Coordinator of Emergency Services will coordinate the overall multi-jurisdictional evacuation effort and the OA Law Enforcement Coordinator will be responsible for coordinating OA-wide evacuation activities. This coordination will be accomplished in the OA EOC with the involved jurisdictional EOCs and the Sheriff's Department Operations Center. Evacuation operations in the field will be conducted by law enforcement agencies, highway/road/street departments, and public and private transportation providers.

### **Communications**

Inter-jurisdictional and inter-agency coordination will be conducted through the Incident Command Posts, OA EOC, San Diego County Medical Operations Center, jurisdictional EOCs and Department Operations Centers utilizing available communications equipment and infrastructure. Situational awareness will be supported through data-sharing systems such as WebEOC to expedite the transfer of information regarding the status of the incident. Activation, coordination, and use of the Joint Information Center will be initiated as soon as possible following an incident. The OA Joint Information Center will function to coordinate information to the media. All information released to the public regarding the incident will be cleared by Public Information Officers in the Joint Information Center. Real-time informational updates regarding evacuation routes, evacuation points, shelter capacities, and other essential information will be provided to evacuees en-route through emergency radio stations, 5-1-1, and Caltrans Changeable Message Signs.

All communication efforts will follow the protocols established under the San Diego Urban Area Tactical Interoperable Communications Plan and Annex I of the Operational Area Emergency Plan. Re-entry into the impacted communities will follow the procedures outlined in the County of San Diego Re-Entry Protocol. See Section 3 for a more detailed analysis of communication considerations.

### **Transportation Requirements**

The primary mode of transportation that will be used during jurisdictional evacuation efforts will be privately owned automobiles. The OA will use available resources, Memorandums of Understanding and Agreement (MOUs/MOAs) with public and private transportation agencies, and mutual aid to procure, coordinate, and provide adequate means of transportation for those people that do not own or have access to automobiles, have disabilities which limit their transportation options, or have other special needs.

Primary evacuation routes consist of the major interstates, highways, and prime arterials within San Diego County. Local jurisdictions will work with the OA EOC, law enforcement officials, California Department of Transportation (Caltrans), California Highway Patrol (CHP), Public Works, and other applicable agencies/departments to identify evacuation points and

transportation routes. In addition, transportation points will be identified to collect and transport people without transportation resources to evacuation points.

The following major interstates and highways within San Diego County were identified as the primary transportation routes for an evacuation effort:

Interstate 5	Route 75
Interstate 8	Route 76
Interstate 15	Route 78
Interstate 805	Route 94
Route 52	Route 125
Route 54	Route 163
Route 56	Route 905
Route 67	

For more detailed information on transportation strategies, traffic control, transportation resources, and evacuation routes see Section 4.

### **Evacuation Points and Sheltering**

Local jurisdictions will work with law enforcement agencies to identify and establish evacuation points. These evacuation points will serve as temporary safe zones for evacuees and will provide basic needs such as food, water, and restrooms. Some evacuation points may be converted into shelter locations if necessary. Care and shelter operational procedures are outlined in Annex G of the Operational Area Emergency Plan.

Transportation points will also be identified to collect and transport people without transportation resources to evacuation points. These points should be large, well known sites such as shopping centers, libraries, and schools.

### **Special Needs Populations**

The evacuation of individuals who have special needs or are vulnerable pose many difficult challenges with respect to notification, evacuation, emergency transportation, sheltering requirements, and information dissemination.

For the purposes of this Annex, special needs populations include at-risk populations and are defined as people who are elderly; people with disabilities and other medical conditions; people with limited English proficiency; people with hearing and sight impairments; people who are in institutions; and people without access to private vehicles. Locating personnel with special needs is one of the most challenging aspects of this Annex.

Due to liability concerns and the effort required to maintain databases, it was determined that self identification is not an acceptable solution for pre-identifying special needs populations in the San Diego OA for notification purposes. Reverse 9-1-1 and the Community Emergency Response Teams (CERTs) are the best means available for notifying these populations during an evacuation effort.

The traditional types of notification methods may not meet the requirements of personnel who are blind or have poor vision or are deaf or hard of hearing. Notification procedures must include multiple types of methodologies to ensure all segments of the population are provided with the required information. Specific forms of notification can include telephone, television messages with open captioning or sign language, auto-dialed teletypewriter messages, text messages, or email.

It is critical that modes of available transportation are identified that can accommodate people with disabilities during an evacuation. Transportation that can accommodate personnel in wheelchairs, scooters, or other mobility aids needs to be made available. Some potential options can be the use of lift-equipped school buses or vans.

All shelters should be Americans with Disabilities Act compliant throughout the facility to ensure persons with disabilities can access all amenities. All potential shelter sites should be assessed for parking, accessibility, and restroom accommodations to determine if these sites are compliant with the Americans with Disabilities Act.

### **Care and Protection of Animals**

The Pets Evacuation and Transportation Standards Act of 2006 amends the Stafford Act, and requires evacuation plans to take into account the needs of individuals with household pets and service animals, prior to, during, and following a major disaster or emergency.

The San Diego County Department of Animal Services has plans in place to transport and shelter pets in a disaster under Annex O of the Operational Area Emergency Plan including the Animal Control Mutual Aid Agreement. Animal Control Officers, the San Diego Humane Society, and private animal care shelters will assist in the rescue, transport, and sheltering of small and large animals. MOUs need to be formalized with other agencies/organizations, especially for the transportation of large animals, such as horses. In addition, potential volunteer resources and private groups should be identified and tracked in WebEOC. Only non-emergency resources and personnel, such as public and private animal services agencies, will be used to rescue and transport animals during an evacuation effort.

### **Roles and Responsibilities**

The roles and responsibilities of local, County, State, and Federal governments in an evacuation effort are summarized in the following sections. Refer to the Operational Area Emergency Plan for additional information related to County OA emergency management operations. In addition, departments and agencies assigned responsibilities in this Annex are accountable for developing and maintaining Standard Operating Procedures (SOPs) which cover those responsibilities.

## **Local Jurisdictions**

Each incorporated jurisdiction is responsible for developing an evacuation plan or annex as part of their EOP. The decision to order an evacuation will be made by the Incident Commander at the local level based on situational reports. Impacted jurisdictions will be responsible for activating their EOC during an incident and for communicating and coordinating resources with

the OA EOC. If two or more communities are impacted by an evacuation effort, then incident response will be coordinated through the OA EOC under a Unified Command.

## **County**

Annex C of the Operational Area Emergency Plan describes the roles and responsibilities assigned to County Departments during an evacuation effort. The Coordinator of Emergency Services will coordinate an overall multi-jurisdictional evacuation effort. In general, the various County Departments will help coordinate evacuation efforts for the incorporated areas and will direct and conduct evacuation operations for the unincorporated areas of the County of San Diego.

During an evacuation effort, the designated County Evacuation Coordinator is the Sheriff. The Evacuation Coordinator will be assisted by other law enforcement and support agencies. Evacuation operations will be conducted by the County of San Diego Sheriff's Department, Fire and Rescue, County Health and Human Services Agency, Department of Animal Services, Department of Planning and Land Use, Department of Environmental Health, Department of General Services, Department of Public Works, Department of Agriculture, Weights, and Measures, and the Department of Parks and Recreation.

The OA Law Enforcement Coordinator is responsible for coordinating transportation resources and operations on a countywide basis. This coordination will be accomplished in the OA EOC with the involved City EOCs, Department Operations Centers, and the Sheriff's Department Operations Center.

Specific County roles and responsibilities are described below.

### **Office of Emergency Services**

1. Responsible for the development, maintenance, and testing of the OA Evacuation Annex.
2. Coordinate evacuation efforts with local jurisdictions that may be affected by the evacuation.
3. Direct and coordinate resources in support of evacuation efforts.
4. Approve release of warnings, instructions, and other emergency public information related to the evacuation effort.
5. Report situation and damage assessments to the Governor's OES.
6. Maintain expenditure records to facilitate reimbursement.
7. Coordinate and maintain files of all initial assessment reports.
8. Coordinate the development of after-action reports.

### **Sheriff's Department/Law Enforcement**

1. Provide evacuation notification and advisory to unsafe areas.
2. Identify transportation and evacuation points.
3. Coordinate relocation of people to safe areas with other agencies.

4. Search vacated areas to ensure that all people have received warnings.
5. Provide initial field situation reports and updates from field units and Aerial Support to Regional Enforcement Agencies.
6. Contact the American Red Cross for potential and confirmed evacuation and shelter needs of displaced population.
7. Coordinate the provision of transportation resources to special needs populations.
8. Provide traffic control measures for evacuation effort.
9. Provide law enforcement and crowd control measures at transportation points, evacuation points and mass care facilities.
10. Provide security and access control to vacated areas.
11. Request mutual aid assistance from the OA or Regional Law Enforcement Coordinator.
12. Establish traffic control and other measures to permit re-entry into the impacted communities as dictated by the County of San Diego Re-Entry Protocol.

#### **Fire and Rescue Operations**

1. Assist with evacuation efforts and medical response.
2. Coordinate rescue operations.
3. Provide fire protection and search and rescue in the vacated areas.
4. Support public safety in evacuation execution.

#### **County Health and Human Services Agency**

1. Assist the American Red Cross in providing mass care.
2. Ensure specialized services are provided as required for special needs population groups including the aged and those with disabilities.
3. Assist the American Red Cross in coordination with the Logistics Section of the OA EOC to ensure the transportation of evacuees to and from shelters.
4. Provide care for unaccompanied minors until County shelters are established.
5. Inspect shelters for food safety and sanitation conditions.

#### **Department of Animal Services**

1. Direct emergency animal control operations during a disaster within the unincorporated areas and contracted jurisdictions.
2. Coordinate emergency animal control operations during a disaster if more than one jurisdiction is impacted.
3. Develop and implement a system to identify and track animals received during a disaster.
4. Coordinate the transportation of animals to animal care facilities as requested.

### **Department of Planning and Land Use**

1. Work with the Fire Department to conduct damage assessment.
2. Conduct safety assessments and coordinate with FEMA and Cal EMA Damage Assessment Teams.
3. Deem structures safe to re-enter.

### **Department of Environmental Health**

1. Evaluate County facilities for re-occupancy after an emergency, including ventilation systems.
2. Perform health hazard evaluations and provide recommendations to Departments regarding disaster-related issues (including asbestos, lead, mold, etc).
3. Perform drinking water testing.

### **Department of General Services**

1. Inspect and report on the status of communications sites and regional/county facilities.
2. Provide support to OES for the set up of Assistance Centers (Local, Family and Disaster) if located in County owned facilities or in the unincorporated areas.
3. Provide generators for County owned facilities.

### **Department of Public Works**

1. Inspect and report on county roads.
2. Inspect and report on drainage/flood control facilities.
3. Inspect and report on County water and wastewater facilities and other county facilities.
4. At the direction of law enforcement, open and close county roads.
5. Direct debris removal and recycling in the unincorporated areas.
6. Maintain the ALERT Flood Warning System.
7. Perform shelter inspections prior to occupancy.

### **Department of Agriculture, Weights, and Measures**

1. Assist in interagency operations and public information.
2. Assist in Geographic Information Systems (GIS)/Mapping and web pages.
3. Assist in resource ordering and damage assessment.

### **Department of Parks and Recreation**

1. Department of Parks and Recreation may be able to provide use of park space for temporary housing in time of a disaster.

2. All County parks will be available for the evacuated public and large animals at the request of law enforcement.
3. All County parks and community centers will be available for temporary fire recovery centers and programs as requested.

### **State Agencies**

A designated member of the CHP will function as the Cal EMA Mutual Aid Region Movement Coordinator and will coordinate traffic control operations on a region-wide basis. The Movement Coordinator will be assisted by a representative of Caltrans, who will function as the Mutual Aid Region Transportation Coordinator. These coordinators will work between the OA and the State in coordination of resources.

State agencies which may be involved in an evacuation effort include Cal EMA, Caltrans, and CHP.

#### **California Emergency Management Agency**

1. Coordinate State and Federal resources to aid in disaster recovery for individuals, families, certain private non-profit organizations, local and state government.
2. Coordinate requests for State and Federal emergency declarations.
3. Participate in damage assessments.
4. Provide environmental/historical, engineering and technical assistance.
5. Administer State and Federal Public Assistance and hazard mitigation grants, including payment and processing.
6. Provide program oversight of other state-administered disaster recovery.
7. Lead community relations elements in times of disaster.
8. Coordinate the establishment of Joint Field Offices, Disaster Resource Centers, and Local Assistance Centers.

#### **California Department of Transportation**

1. Provide reports and estimates on state roads, highways and freeways, including all overpasses, underpasses and bridges.
2. Establish and implement long-term closures for detouring and channelization of traffic.
3. Activate Changeable Message Signs to inform motorists of changes in road conditions ahead.

#### **California Highway Patrol**

1. Provide initial reports on damage to roads, highways and freeways.
2. Coordinate with Caltrans and local jurisdictions as applicable to barricade or secure unsafe sections of roadway.

3. Assist emergency vehicles and equipment in entering or leaving hazardous areas.
4. Monitor truck traffic to ensure safe transport of debris during debris removal and demolition operations.
5. Coordinate the Interstate traffic during the evacuation.
6. Coordinate re-entry of displaced populations per the County's Re-Entry Protocol.

### **Federal**

The overall responsibility for evacuation rests with local government. However, when local capabilities are no longer sufficient to deal with the incident response, local government, through the OA, will request assistance from the State. If State resources are insufficient, the Governor will request assistance from the Federal Government. The President may declare a major disaster and the National Response Plan, including the Catastrophic Incident Annex may be activated.

Emergency Support Functions provide the structure for coordinating Federal interagency support for Incidents of National Significance. The Emergency Support Function structure includes mechanisms used to provide Federal support to local, State, tribal governments, or to Federal departments and agencies, both for declared disasters and emergencies under the Stafford Act and for non-Stafford Act incidents. Emergency Support Functions are groupings of government and certain private-sector capabilities into an organizational structure to provide the support, resources, program implementation, and services that are required to save lives, protect property and the environment, restore essential services and critical infrastructure, and help victims and communities return to normal, when feasible, following domestic incidents. Per the National Response Plan, each Emergency Support Function has an identified Emergency Support Function coordinator as well as primary and secondary support agencies.

Evacuation efforts by local and State governments would be supported under several Emergency Support Functions, including Emergency Support Function #1 – Transportation, Emergency Support Function #2 – Communication, Emergency Support Function #3 – Public Works and Engineering, Emergency Support Function #3 – Emergency Management, Emergency Support Function #6 – Mass Care, Housing, and Human Services, Emergency Support Function #8 – Public Health and Medical Services, and Emergency Support Function #9 – Urban Search and Rescue.

### **Community Based Organizations and Private Agency Resources**

#### **A. American Red Cross**

The American Red Cross was chartered by Congress to be the leading disaster relief organization in the United States. The American Red Cross assumes the role of providing food, shelter, emergency first aid, disaster welfare information, and bulk distribution of emergency relief items. The organization also serves as a support agency for public health and medical services by providing blood, mental health services, and disaster health services, among other support functions. The American Red Cross also feeds emergency workers, handles inquiries from

concerned family members outside the disaster area, provides blood and blood products to disaster victims, provides assistance in locating missing persons, and helps those affected by disaster to access other available resources. The American Red Cross will also work with the San Diego County Health and Human Services Agency in providing mass care.

B. Public and Private Animal Care Agencies

The San Diego Humane Society, Zoological Society, Veterinary Medical Association, Public Animal Control agencies, and private animal care shelters can provide assistance in animal control operations during an evacuation effort which include:

- Assist in the recovery and rescue of animals.
- Provide temporary corrals or trailers for large animals.
- Coordinate the provision of emergency shelters for animals.

C. Utility Agencies

San Diego Gas and Electric (SDG&E), the San Diego County Water Authority, AT&T, and other utility agencies will play vital roles following an incident by assessing utility damage, setting guidelines and priorities for utility restoration, coordinating with local and State governments, and assessing the need for mutual aid assistance.

D. Goodwill Industries

Goodwill Industries will work with OES to coordinate the mobilization and management of spontaneous donations that are made by the public following a disaster.

E. Salvation Army

The Salvation Army may provide recovery assistance through its donations management, mobile feeding, emergency shelter, applicant registration, collection and distribution of clothing and supplies, counseling, and language interpretation.

F. Volunteers

Members of the community will likely show up at the impacted area, evacuation and transportation points, and shelters to volunteer their time and resources to assist in the evacuation effort. Although these people have the best intentions, they can sometimes impede the response progress. It is critical that jurisdictions establish and implement spontaneous volunteer management plans to ensure the efficient and effective use of volunteers. All Spontaneous Volunteer coordination in the OA will be directed through Volunteer San Diego.

G. 2-1-1 Informational Line

2-1-1 is the new national dialing code for free, 24-hour community, health and disaster information. Like 9-1-1 for emergency service, 2-1-1 has been set aside by the Federal Communications Commission for the public to easily access

community information. Callers receive personalized information from a live phone specialist who can answer questions about a variety of nonprofit services and agencies. In times of disaster, 2-1-1 can be mobilized as a central point for disseminating public information. After the danger has passed, 2-1-1 helps victims secure recovery assistance.

H. **Businesses**

Following an incident, a number of businesses are likely to donate large, uniform quantities of products and supplies. These products and supplies will be managed and distributed in the OA based on the greatest needs. In addition, businesses will be instrumental in restoring infrastructure and facilitating economic recovery in San Diego County.

## **IV. Communications**

Effective, interoperable, reliable, timely, and redundant communications and information management are essential to a successful evacuation effort. Communications considerations include the initial evacuation notification to the public, inter-jurisdictional and intra-agency communication, situation report updates, real-time communication updates to evacuees, and communications with special needs populations.

All communication efforts will follow the protocols established under the San Diego Urban Area Tactical Interoperable Communications Plan and Annex I of the Operational Area Emergency Plan.

### **Public Notification and Communications**

Effective and informative notification to the public will be vital to convincing them that they should evacuate or shelter-in-place. The public must understand why they need to evacuate or shelter-in-place, how long they will need to do so, the location of transportation and evacuation points, the time required for evacuations, the availability of shelters, what they should take with them, how their pets will be accommodated, how they should secure their homes, and the security that will be provided when they are away from their homes. If the event happens during the weekday and school children are being evacuated, parents will need timely information on where to pick up their children. Notification methods will include the Emergency Alert System, use of the local media through television and radio, internet, and Reverse 9-1-1. The majority of evacuation advisories will be based on a non-notice or short notice incident. Without proper information, people may evacuate towards a hazard, putting them in greater danger, or may evacuate unnecessarily and create additional congestion on identified evacuation routes.

In the event of a no-notice or short-notice incident that will require an evacuation effort, the media will most likely be the first to notify the public. The Joint Information Center will not be functional and will not be able to provide information to the media or the public until the OA EOC is activated.

It is also important to note that certain methods of communicating with the public may not be

available following an incident, including television and the internet. In the event of a total loss of television or internet connectivity, the County has the ability to override AM/FM radio bands. KOGO 600AM and KLSD 1360 AM radio stations will function as the primary and secondary local radio stations that broadcast emergency information to the public.

### **Initial Notification**

Effective initial communication to the public will enhance the efficiency of the overall evacuation and reduce the associated mental and physical strains. The public is often confused by evacuation information and unable to make informed decisions on evacuations. Some people will not know if they are in a hazardous area, will evacuate unnecessarily, or may not know when to respond to an order of evacuation. The initial public notification shall provide basic information to residents including:

1. Whether residents should evacuate or shelter-in-place.
2. The areas that need to be evacuated, with reference to known geographic features.
3. Why and when residents should evacuate.
4. The time required for evacuation efforts.
5. The designated transportation and evacuation points and evacuation routes.
6. Available transportation options.
7. What residents should take from their homes.
8. How long the evacuation is expected to last.
9. How pets will be accommodated.
10. Security plans that are in place to protect residential property.
11. When informational updates will be made available.
12. Other information deemed appropriate and required before residents evacuate.

For people that will be relying on transportation points, it is important that these people are informed about when transportation services will begin and end, transportation point locations, frequency of pick-ups, travel destinations (evacuation points), and what to bring with them (see Appendix C).

Available communication tools/capabilities which may be used to notify the general public about the need to evacuate or shelter-in-place include:

1. Emergency Alert System
2. Community Emergency Notification System
3. Reverse 9-1-1
4. 2-1-1
5. Emergency websites
6. Television including County Television Network
7. Radio

8. Public address systems
9. Helicopters equipped with bullhorns
10. Low power local radios
11. Police cruisers equipped with bullhorns
12. Door to door notification
13. Changeable Message Signs

### **Communicating with Special Needs Populations**

The traditional types of notification methods may not meet the requirements of those with special needs, such as those who are blind, have poor vision, are deaf or are hard of hearing. Notification procedures will be tailored to each special need group, employing multiple methodologies to ensure that all segments of the population are provided with the necessary information. Generally, Reverse 9-1-1 and CERT will be the primary means of contacting special needs populations. Other forms of notification that are effective can include telephone, television messages with open captioning or sign language, auto-dialed teletypewriter messages, text messages, email, or direct door-to-door notification , or special programs such as Project Care “You are not alone.”

Local jurisdictions should also establish relationships with public and private agencies that provide home-based care provision services or work with special needs populations.

### **Evacuation Informational Updates**

The public must be provided coordinated, frequent, and accurate information during an evacuation effort. Real-time updates must be communicated to evacuees that include the location of transportation and evacuation points; evacuation routes; road and area closures; the availability of hotels, food, fuel, medical and other essential services; traffic conditions; and shelter capacities. Other essential information to be conveyed to the public includes the security measures that are being implemented, weather conditions, and any changes to evacuation plans.

Real-time informational updates will be provided to evacuees en-route through emergency radio stations, television, websites, 2-1-1 and 5-1-1 informational lines, and highway Changeable Message Signs. It is also recommended that local jurisdictions consider posting signs along major evacuation transportation corridors that provide information about emergency numbers or radio stations that can be used during an emergency.

The Joint Information Center is responsible for providing informational updates to the public and to the media. Depending on the duration of the evacuation, communication methods may vary from the onset of the evacuation to the conclusion of the evacuation. Therefore, it is important that the public understands how they can continue to access informational updates for the duration of the incident.

## **Inter-Jurisdictional and Inter-Agency Communications**

Inter-jurisdictional and inter-agency coordination will be conducted through the Incident Command Posts, OA EOC, San Diego County Medical Operations Center, and jurisdictional EOCs and Department Operations Centers utilizing available communication equipment and infrastructure and using established procedures (See Annex I of the Operational Area Emergency Plan). Agency liaisons will also be present in the OA EOC and in impacted jurisdictional EOCs to facilitate communication between agency operation centers. Situational awareness will be supported through data-sharing systems such as WebEOC to expedite the transfer of information regarding the status of the incident. Emergency managers must be able to make informed decisions based on changing risks, resources, and capabilities throughout the execution of the evacuation effort. The identification of operational adjustments and alternative evacuation routes based on traffic monitoring, infrastructure damage, and other information must effectively communicated to all affected jurisdictions, agencies, and the public. Effective and efficient communication is essential for information sharing and status updates to all affected jurisdictions. In addition, it is critical that jurisdictional EOCs coordinate evacuation efforts with the OA EOC to ensure potential conflicts are conciliated. This may involve phasing community evacuation efforts or the allocation of critical resources.

Multiple techniques and systems exist in San Diego County to facilitate the necessary region-wide communication. These interoperable resources, the agencies that control each of these resources, and the protocols and procedures for activating these resources are provided in the San Diego Urban Area Tactical Interoperable Communications Plan.

### **Communication Contingency Plans**

In the event of total devastation to all local electronic communications, the Joint Information Center will contact Orange County or Los Angeles County radio stations to broadcast emergency information to the general public in stricken areas.

Radio Amateur Civil Emergency Service (RACES) has the ability to obtain a great deal of information for local governments even when other communications systems are unavailable. The Radio Amateur Civil Emergency Service will be heavily relied upon to relay information from the incident site to the EOC.

### **Additional Sources of Information**

Additional sources of information that may be available during an evacuation effort include:

- San Diego County Emergency Homepage: <http://www.sdcountyemergency.com>
- County of San Diego OES Website: <http://www.readysandiego.org>
- American Red Cross Website: [www.sdarc.org](http://www.sdarc.org) or (858) 309-1200
- Nationwide Travel Information phone number: 5-1-1
- Nationwide Disaster Information: 2-1-1
- Traffic Information Website: [www.sigalert.com](http://www.sigalert.com)
- California Organization of Transportation website: [www.dot.ca.gov](http://www.dot.ca.gov)

## **Hazard-Specific Considerations**

### **Dam Failure:**

A dam failure incident would involve a short-notice evacuation effort and all available means of communicating warnings to the public would need to be utilized as quickly as possible. There would be little time to obtain the necessary personnel and equipment to warn the public, therefore it is essential that jurisdictions that may be impacted by dam inundation hazards, have a plan to quickly carry out communication efforts with limited resources.

The OA has site-specific dam evacuation plans for the major dams/reservoirs in San Diego County.

### **Earthquake:**

An earthquake incident would occur with out any notice and may cause power outages or damage to certain communication resources. In these circumstances, back-up communication resources may need to be used.

Additional information on earthquake faults can be found in the OA Emergency Plan's Basic Plan Section, or from the United States Geological Survey website at [www.usgs.gov](http://www.usgs.gov).

### **Flood (100 Year):**

Communication of approaching storms and associated precipitation could allow some initial pre-incident preparation and planning (i.e. purchase of sandbags, etc).

The public must be informed that they should not attempt to drive through water on a road. Most vehicles can be swept away by less than two feet of moving water.

The public should also be informed to avoid walking through floodwaters. People can be swept away by as little as two-inches of moving water.

### **Tsunami:**

A tsunami incident would involve a short-notice evacuation effort. All available means of quickly communicating warnings and instructions to the public would need to be utilized. This would include use of lifeguards to evacuate beaches, moving vehicles with speakers and sirens, and helicopters with bullhorns as potential communication strategies.

### **Wildfire/Structural Fire:**

Wildfires may travel large distances relatively fast and quickly develop into emergency situations. In these situations, advanced warning should be communicated to the public as soon as possible. Information should include preparedness actions such as securing property, assembling disaster supplies, refueling vehicles, and the identification of evacuation routes. Emergency responders must be prepared to make evacuation announcements via bullhorns, loudspeakers, or via door-to-door notification process as soon as the situation necessitates.

Special facilities such as correctional facilities, nursing homes, and hospitals that may be impacted should be contacted and requested to review and be prepared to implement their evacuation plans.

### **Terrorism:**

An act of terrorism is intended to disrupt a community's way of life through violence and physiological fear. Effective, relevant, and timely information will be critical in easing the public's fear following a terrorist incident.

At times, the best response to protect public safety from certain biological or chemical terrorist attacks will be to shelter-in-place. Information and directions on whether the public should evacuate or shelter-on-place must be adequately conveyed during the initial public notification.

Advanced notice may be available for certain terrorist attacks. These types of incidents will be handled on a case-by-case basis and the decision to communicate an evacuation order will be made at the local level through the Incident Commander.

## **V. Transportation**

### **Modes of Transportation**

The primary mode of transportation that will be used during jurisdictional evacuation efforts will be privately owned automobiles. However, it is critical that evacuation plans identify and provide other safe modes of transportation for those people that cannot evacuate by private vehicle and for special needs populations. The County is developing MOUs/MOAs with the Metropolitan Transit System and the North County Transit District for the use of buses, trolleys, and rail resources and the provision of bus drivers, light rail transit operators, and paratransit operators. Agreements with private school and charter bus companies will also be pursued. In addition, the County will work on establishing and maintaining working relationships with partner organizations including advocacy organizations, agencies that serve the transportation-dependent populations, and faith and community based organizations. All available transportation resources will be included in the WebEOC tracking system database.

The OA will use available resources, MOUs/MOAs with public and private transportation agencies, and mutual aid to procure, coordinate, and provide adequate means of transportation for those people that do not own or have access to automobiles, have disabilities which limit their transportation options, or have other special needs.

### **Transportation Points**

Local jurisdictions will work with law enforcement agencies to identify and establish transportation points. Transportation points will function to collect and transport people without transportation resources to evacuation points. The estimated number of people in each jurisdiction within the OA that will require transportation assistance for each potential hazard is presented in Table 4-1.

These points should be large, well known sites such as shopping centers, libraries, and schools. The overall number and location of evacuation points should be based on the population that needs to be accommodated and with the understanding that evacuees will reach these points

by foot. Law enforcement personnel should ensure these points are well marked through the use of signs or other forms of identification. It is critical that people are informed of their destinations prior to using provided public transportation.

### **Transportation Coordination**

Staging areas will be established to first stage and then obtain control over transportation resources in support of transportation point operations. Strike Teams/Task Forces can then be used to coordinate these resources effectively. The assigned leader of the Strike Team/Task Force will be responsible for coordinating these resources and will have the ability to communicate with command and control of the evacuation and each of the drivers. It is critical that control over transportation resources is maintained, especially after evacuees are dropped off at the evacuation points, and drivers must be re-routed to other transportation points.

Law enforcement escorts can also be used to provide force protection and maintain control over transportation resources. Law enforcement vehicles can maintain communications with authorities via radio. These escorts can therefore be used to coordinate real-time information on road conditions, evacuation and transportation points, and other critical information.

Overall evacuation routes need to be coordinated across jurisdictional boundaries. There may be a need for sustained inter-jurisdictional coordination between evacuated communities and host communities along or near the evacuation routes.

### **Evacuation Routes and Capacities**

Primary evacuation routes consist of the major interstates, highways, and prime arterials within San Diego County. Local jurisdictions will work with the OA EOC, law enforcement officials, Caltrans, CHP, Department of Public Works, and other applicable agencies/departments to identify evacuation points and transportation routes. In addition, transportation points will be identified to collect and transport those people without transportation resources to evacuation points.

#### **Evacuation Route Determination**

It will be necessary to identify evacuation points before evacuation routes are announced to the public. Evacuation routes will be determined based on the location and extent of the incident and will include as many pre-designated transportation routes as possible. Important roadway characteristics and factors that should be considered when selecting an evacuation route include:

1. Shortest route to the designated destination areas;
2. Maximum capacity;
3. Ability to increase capacity and traffic flow using traffic control strategies;
4. Maximum number of lanes that provide continuous flow through the evacuation area;
5. Availability of infrastructure to disseminate real-time conditions and messages to evacuees en-route, such as Changeable Message Signs; and
6. Minimal number of potentially hazardous points and bottlenecks, such as bridges, tunnels, lane reductions, etc.

Traffic conditions must be monitored along evacuation routes and operational adjustments should be made as necessary to maximize throughput. These adjustments may include the identification of alternative evacuation routes.

**Table 4-1**  
**Estimated Number of People That Will Require Transportation Assistance**

	City of Carlsbad	City of Chula Vista	City of Coronado	City of Del Mar	City of El Cajon	City of Encinitas	City of Escondido	City of Imperial Beach	City of La Mesa	City of Lemon Grove	City of National City	City of Oceanside	City of Poway	City of San Diego	City of San Marcos	City of Santee	City of Solana Beach	City of Vista	Unincorporated County of San Diego
<b>Dam Failure</b>																			
Exposed Population	4,324	13,083	0	1,814	969	1,016	86,360	4,897	1,337	0	1,895	29,816	2,527	135,234	1,584	44,595	665	772	38,004
Assistance Estimate	302	915	0	127	68	71	6,045	343	94	0	133	2,087	177	9,466	111	3,121	47	54	2,660
<b>Earthquake</b>																			
Exposed Population	77,889	173,491	24,189	4,389	94,531	58,015	133,666	26,849	53,856	26,114	54,081	160,421	48,054	1,223,503	63,000	52,439	12,766	89,926	410,798
Assistance Estimate	5,452	12,144	1,693	307	6,617	4,061	9,356	1,879	3,770	1,828	3,786	11,229	3,364	85,645	4,410	367	893	6295	28,756
<b>Flood (100 Year)</b>																			
Exposed Population	3,439	6,112	1,469	1,032	3,562	1,398	11,304	1,347	29	280	2,702	16,487	3,986	49,530	2,751	3,286	594	4,113	19,807
Assistance Estimate	240	427	102	72	249	98	791	94	2	20	189	1,154	279	3,467	193	230	42	288	1,386
<b>Tsunami</b>																			
Exposed Population	1,162	802	26,000	1,021	0	704	0	72	0	0	258	1,506	0	25,578	0	0	521	0	533
Assistance Estimate	81	56	1,820	72	0	49	0	5	0	0	18	105	0	1,790	0	0	36	0	37
<b>Wildfire/Structure Fire (High Risk Probability)</b>																			
Exposed Population	3,302	1,208	0	43	41	1,068	2,332	0	326	0	0	1,942	4,826	16,351	4,598	3,007	0	852	16,015
Assistance Estimate	231	85	0	3	3	75	163	0	23	0	0	136	338	430	321	210	0	60	1,121

### **Average Daily Traffic**

Traffic volume data can provide useful information to emergency managers when determining evacuation routes and durations. Table 4-2 presents the average weekday traffic counts for interstates and highways in the OA. These traffic counts represent the recorded two-way, highest averaged 24-hour daily traffic volumes that were collected along numerous segments of each roadway in 2005.

**Table 4-2**  
**Highest Average Weekday Traffic Volumes in San Diego County**

<b>Interstate/ Highway</b>	<b>Highest Average Weekday Traffic Volumes</b>
Interstate 5	274,000
Interstate 8	328,700
Interstate 15	316,200
Interstate 805	259,300
Route 52	128,100
Route 54	124,900
Route 56	71,700
Route 67	96,800
Route 75	82,900
Route 76	54,300
Route 78	160,200
Route 94	188,000
Route 125	170,600
Route 163	256,800
Route 905	69,400

Source: Caltrans

### **Roadway Capacity**

Roadway capacity represents the maximum number of vehicles that can reasonably be accommodated on an evacuation route. Roadway capacity is measured in vehicles per hour. Roadway capacities can fluctuate based on the number of available lanes, number of traffic signals, construction activity, accidents, and obstructions. Each roadway classification has a different capacity, with freeways and highways having the highest capacities. Based on Highway Capacity Manual guidelines, and using peak numbers, the average freeway can accommodate 2,200 vehicles per hour per lane, at a speed of 30 miles per hour (mph).

Approximate roadway capacities were determined for San Diego County highways, interstates, and prime arterials, using San Diego Association of Governments data (see Appendix D). These numbers reflect the AM peak hourly capacity numbers for the worst case segment of each roadway.

### **Determination of Evacuation Times**

The length of time it will take for an area to evacuate can be determined by dividing the number of vehicles that need to evacuate by the total roadway capacity. This formula is provided below:

$$\text{Evacuation Time} = \frac{\left( \frac{\text{Evacuation Population}}{\text{Average Vehicle Occupancy}} \right)}{\text{Roadway Capacity}}$$

Using the at-risk jurisdictional population data for each hazard, estimated roadway capacities, and an average occupancy of 1.5 persons per vehicle, this formula can be used to estimate evacuation times.

#### Sample Calculations

Evacuation time for the exposed population in the City of Santee during a wildfire using the SR-52 WB as an evacuation route:

$$\text{Evacuation Time} = \frac{\left[ \frac{3,007 \text{ (exposed population from Table 4-1)}}{1.5 \text{ (average vehicle occupancy)}} \right]}{3600 \text{ vph (capacity for SR-52 WB from Appendix D)}}$$

$$\text{Evacuation Time} = \frac{2,004.67}{3,600 \text{ vph}}$$

Evacuation Time = 0.56 hours or approximately 34 minutes to evacuate the exposed population in the City of Santee using the SR-52 WB during a wildfire.

### **Transportation Strategies**

There are many transportation strategies that are available that can be implemented during an evacuation effort to enhance traffic flow and reduce the overall evacuation time. These

strategies include contra-flow, traffic signal coordination, closure of off and on-ramps, Intelligent Transportation System, segregation of pedestrian and vehicle traffic, exclusive bus routes, phased evacuation, phased release of parking facilities, use of designated markings, road barriers, and use of the San Diego Freeway Patrol Service.

### **Contra-Flow Operations**

Contra-flow is a tactic in which one or more lanes of a roadway are reversed to allow for an increase of traffic flow in one direction. Contra-flow can be implemented for highway and arterial roadways, however, the unsignalized, divided, and access-controlled configurations of highways make these roadways ideal for contra-flow operations. An important consideration in the development of contra-flow plans is the identification of inception and termination points for the corridor. Congestion at these points can significantly reduce the effectiveness of these operations. Effective implementation of these plans includes the deployment of appropriate signage, signals, and barriers as well as the use of CHP and law enforcement personnel. For safety considerations, contra-flow operations should only be performed during daylight hours. In addition, an emergency return lane must also be designated.

If contra-flow operations are used in San Diego County in an evacuation effort, it will be implemented for only small segments of roadways. Each jurisdiction will have the option to use contra-flow on their local roadways; however, the use of contra-flow on the highways will be determined by the OA EOC and County Sheriffs Department, and coordinated with CHP and Caltrans.

### **Traffic Signal Coordination and Timing**

Traffic signal coordination and timing plans are intended to maximize traffic flow in the outbound direction during an evacuation effort. Depending on the extent of the evacuation, coordination may be necessary both locally and regionally to re-time the traffic signal systems. Additionally, it is important to identify the number of non-programmed signals along the evacuation routes. These signals can be plugged into non-centrally programmed traffic signal boxes which will then generate flashing yellow and red lights to help manage traffic.

Individual jurisdictions should determine whether local traffic signals can be controlled from a central location as well as the availability and capability of back-up power sources.

### **Closure of On and Off-Ramps**

Closure of outbound on-ramps on designated evacuation routes will reduce congestion on these roadways resulting from traffic originating at intermediate locations between evacuation origins and destinations. In addition to reducing congestion, closure of outbound on-ramps will also help eliminate entrance queuing. Closure of off-ramps will ensure evacuees remain on designated evacuation routes. These tactics will require coordinated efforts between CHP, Caltrans, local jurisdictions, and other emergency personnel to place and staff barricades at the tops of such ramps throughout the evacuation route.

### **Intelligent Transportation Systems**

Intelligent Transportation Systems include a broad range of technologically based tools that enable transportation and emergency managers to monitor traffic conditions, respond to capacity-reducing events, and provide real-time road conditions. San Diego is equipped with

numerous forms of Intelligent Transportation Systems technologies including roadway electronic surveillance, automatic vehicle location, Changeable Message Signs, and Highway Advisory Radio. These types of technologies provide real-time information to the San Diego Transportation Management Center. The San Diego Transportation Management Center integrates Caltrans Traffic Operations, Caltrans Maintenance, and CHP Communications into a unified, co-located communication and command center. The Transportation Management Center functions to provide communications, surveillance, and computer infrastructure required for coordinated transportation management. Using Intelligent Transportation Systems technologies, the Transportation Management Center can quickly detect, verify, and respond to incidents, such as recommending a different evacuation route due to congestion. Table 4-3 provides a list of Intelligent Transportation Systems technologies that are available in San Diego.

**Table 4-3  
 San Diego Intelligent Transportation Systems Deployment (2005)**

<b>Freeway Management</b>	Reported	Total	Percent
Miles under electronic surveillance	238	292	82%
Ramps controlled by ramp meter	277	670	41%
Miles under lane control	30	292	10%
Number of Dynamic Messaging Signs	40	N/A**	N/A**
Miles covered by Highway Advisory Radio	4	292	1%
<b>Incident Management</b>			
Freeway miles under incident detection algorithms	NR*	292	N/A**
Freeway miles under free cell phone call to a dedicated number	NR*	292	N/A**
Freeway miles covered by surveillance cameras (CCTV)	66	292	23%
Freeway miles covered by service patrols	226	292	77%
Arterial miles under incident detection algorithms	0	1137	0%
Arterial miles under free cell phone call to a dedicated number	0	1137	0%
Arterial miles covered by surveillance cameras (CCTV)	5	1137	0%
Arterial miles covered by service patrols	0	1137	0%
<b>Arterial Management</b>			
Signalized intersections covered by electronic surveillance	940	2726	34%
Signalized intersections under centralized or closed loop control	1794	2726	66%
Number of Dynamic Messaging Signs	12	N/A**	N/A**
Arterial miles covered by Highway Advisory Radio	24	1137	2%
<b>Transit Management</b>			
Fixed route buses equipped with Automatic Vehicle Location	238	677	35%
Fixed route buses with electronic real-time monitoring of system components	498	677	74%
Demand responsive vehicles that operate under Computer Aided Dispatch	0	0	0%
Bus stops with electronic display of dynamic traveler information to the public	6	5330	0%
<b>Highway Rail Intersections</b>			
Highway rail intersections under electronic surveillance	12	55	22%
<b>Emergency Management</b>			
Vehicles under Computer Aided Dispatch	1466	1598	92%
Vehicles equipped with on-board navigation capabilities	639	1598	40%
<b>*NR=No Response, **N/A=Not Applicable</b>			

Source: U.S. Department of Transportation Intelligent Transportation Systems Joint Program Office

### **Segregation of Pedestrian and Vehicle Traffic**

This strategy will designate certain urban roadways as pedestrian only. This will provide separation between vehicles and pedestrians during an evacuation, thus reducing confusion and increasing the efficiency and safety of the evacuation. Some short-notice incidents such as a tsunami emergency, would involve an immediate evacuation on foot versus by vehicle. Resources required to accomplish successful implementation of vehicle/pedestrian separation on evacuation routes will include appropriate signage, signals, barriers; and deployment of emergency management personnel and communications equipment.

### **Exclusive Bus Routes**

This strategy involves the designation of certain lanes within an evacuation route exclusively for buses or other large capacity or high occupancy vehicles. Exclusive bus routes may also be established along alternative evacuation routes. The implementation of this strategy will help support and expedite transportation point operations and can greatly increase the number of people that can be evacuated within a set period of time. This strategy will require coordination between the OA EOC, affected local jurisdictions, law enforcement agencies, and Caltrans.

### **Phased Evacuation**

The purpose of a phased evacuation is to reduce congestion and transportation demand on designated evacuation routes by controlling access to evacuation routes in stages and sections. This strategy can also be used to prioritize the evacuation of certain communities that are in proximity to the immediate danger. A phased evacuation effort will need to be enforced by law enforcement agencies and coordinated with the OA EOC and affected jurisdictions.

### **Phased Release of Parking Facilities**

The coordinated release of vehicles from parking facilities will reduce the number of vehicles on evacuation routes. To implement this strategy, parking facilities will be inventoried and categorized according to size, location, or other relevant factors. Additionally, public resources will be allocated to coordinate logistics and to enforce compliance with phased release protocol. This tactic may cause evacuees to use public transportation rather than privately owned vehicles.

### **Use of Designated Markings**

Designated markings and signs will play a key role in accomplishing a safe and efficient evacuation. Signs, flags, and other markings can be used to provide guidance and information to evacuees en-route.

### **Road Barriers**

Road barriers will be used in conjunction with other transportation strategies to ensure evacuees remain on designated evacuation routes or are blocked from entering closed areas.

### **San Diego Freeway Patrol Service**

Caltrans, CHP, and the San Diego Association of Governments operate the San Diego Freeway Patrol Service which can be used during an evacuation effort to provide services to disabled vehicles including changing tires, jump-starting vehicles, providing gas, or towing vehicles. The Freeway Patrol Service has a fleet of 25 tow trucks and seven light-duty pickup trucks.

### **Communication Considerations**

It is essential that accurate and timely information is provided to evacuees en-route during an evacuation effort. Evacuees must be provided real-time information updates regarding road conditions, evacuation routes, availability of shelters, evacuation times, and other vital information. Travel and evacuation information can be provided through 5-1-1 and 2-1-1 telephone systems, emergency broadcast radio, and dynamic messaging signs, such as Changeable Message Signs. It is also recommended that local jurisdictions consider posting signs along major evacuation transportation corridors that provide information about emergency numbers or radio stations that can be used during an emergency. KOGO 600AM and KLSD 1360 AM radio stations will function as the primary and secondary local radio stations that broadcast emergency information to the public.

If evacuation of public schools is required, students will normally be transported on school buses to other schools outside the risk area. It is essential that the public is provided timely information on where parents can pick up their children and the security procedures that are in place to ensure their protection. In addition, it is assumed that transportation arrangements can be made with hotels/motels for the evacuation of tourists.

### **Evacuation of Special Needs Populations**

It is critical that modes of available transportation are identified that can help evacuate people with disabilities during an emergency. Transportation that can accommodate personnel in wheelchairs, scooters, or other mobility aids needs to be made available. Some potential options can be the use of lift-equipped school buses or vans. People that are blind or have poor vision will also need additional assistance because they can no longer rely on their traditional orientation and navigation methods. Buses will most likely be the primary resources used to evacuate special needs populations. Each bus can accommodate two wheelchairs. It is also essential that local jurisdictions establish and maintain working relationships with public and private agencies that serve the transportation-dependent populations.

County Health and Human Services Agency determined that there are approximately 25,000 non-ambulatory people in the San Diego region who live at home and will potentially require transportation assistance during an evacuation effort, there are approximately 20,000 people in the region who require in-home support, 700 of which are considered to be on the more critical list. County OES also has a list of licensed care and in-home support facilities in the region. Local jurisdictions will need to evaluate how many of these people live within their boundaries. It is also important to note that many of the special needs populations will not be able to reach the designated transportation points. Jurisdictions must identify how these situations will be handled and the types of vehicles and equipment that will be required.

Specialized facilities such as hospitals, nursing homes, and correctional facilities are required to have their own respective evacuation plans and procedures that will be followed during an incident. Jurisdictions in the OA must ensure that the MOUs/MOAs and private transportation contracts established by jurisdictions are not duplicated and don't rely on the same exact transportation resources as other jurisdictions and organizations.

In addition, people that are rescued following an incident will also have to be transported to evacuation points.

### **Evacuation of Animals**

Ensuring for the transportation, care, and sheltering of animals is an important factor in evacuation planning. Many people will refuse to evacuate their homes if they cannot take their pets with them. It is estimated that up to 25 percent of pet owners will completely fail to evacuate because of their animals. Furthermore, about 30-50 percent of pet owners will leave pets behind; and approximately 50-70 percent of those individuals who leave animals behind, will attempt to re-enter an evacuated site to rescue their animals. Therefore, it is imperative that evacuation plans address pet evacuation and sheltering procedures to protect both human and animal health and safety.

Due to the lessons learned from Hurricane Katrina, the Pets Evacuation and Transportation Standards Act of 2006 was established which amends the Stafford Act, and requires evacuation plans to take into account the needs of individuals with household pets and service animals, prior to, during, and following a major disaster or emergency.

The County Department of Animal Services has plans in place to transport and shelter pets in a disaster under Annex O of the Operational Area Emergency Plan including the Animal Control Mutual Aid Agreement. Animal Control Officers, San Diego Humane Society, and private animal care shelters will assist in the rescue, transport, and sheltering of small and large animals. Only non-emergency resources and personnel, such as public and private animal services agencies, will be used to rescue and transport animals during an evacuation effort.

It is assumed that residents that have their own means of transportation will evacuate with their small household pets. Residents that do not have access to vehicles will need to secure their pets in cages or carriers as they arrive at the transportation points. Animal Control Officers will work with animal services agencies and volunteers to develop an animal tracking methodology. If these residents do not have the required cages or carriers, they will be asked to secure their animals in their homes. This strategy places responsibility upon individual owners and will require a public education component that informs the public that carriers, cages, or trailers will be required for pet evacuations and recommends that pet owners microchip their animals for identification purposes. It is recognized that owners may refuse to evacuate their homes if they are required to leave their pets behind. Individual jurisdictions will need to identify strategies to address pet evacuations.

Jurisdictions must not assume that owners will have their own means of transporting large animals, such as trailers. The Humane Society and County Animal Services will provide support with the transportation of large animals. MOUs need to be formalized with other agencies/organizations for the transportation of large animals, such as horses. In addition, potential volunteer resources and private groups should be identified and tracked in WebEOC. Jurisdictions can also:

- A. Provide pet owners information of nearby kennels, animal shelters, and veterinary clinics that may be able to be temporary shelter pets.

**B. Set up temporary pet shelters at fairgrounds, parks, and other similar facilities.**

If local resources become overwhelmed during the disaster response, the OA EOC will request assistance through the Regional EOC from the California Department of Food and Agriculture, the lead agency for California Animal Response Emergency System. If necessary, the California Department of Food and Agriculture will coordinate requests for Federal assistance.

The California Animal Response Emergency System participants will activate and respond to animal rescue, emergency care and shelter, veterinary care, and general assistance for animals, at or near the facilities sheltering and caring for people.

**Pet Estimates**

The scope of animals addressed in the plan is based upon the California Animal Response Emergency System definition. The California Animal Response Emergency System defines “animals” as “*commercial livestock, companion animals, exotic pets, and restricted species*” and further defines these terms as follows:

**Livestock:** Any cattle, sheep, swine, goat, or any horse, mule, or other equine whether live or dead.

**Pet Animal:** Any household animal including, but not limited to, cats, dogs, or other carnivores whether or not for public exhibition.

**Restricted Species:** Any animal requiring a license or permit from the Department of Fish and Game.

**Service Animals:** Animals specifically trained to guide, signal, or assist people with disabilities or special needs.

Based on U.S. standards and formulas provided by the California County Animal Disaster Preparedness and Response Guide (January 1999), OA pet estimates are provided in Table 4-4 below.

**Table 4-4  
 OA Pet Estimates**

	Households with Pets (%)	Average Number of Animals per Household	San Diego Pet Estimates*
<b>Dogs</b>	31.6	1.69	594,497
<b>Cats</b>	27.3	2.19	665,553
<b>Birds</b>	4.6	2.74	140,309
<b>Other pets</b>	10.7	N/A	12,113
<b>Total</b>	N/A	N/A	1,457,056

\* Based on a household estimate of 1,113,207

To provide further information on potential pet evacuation requirements, Table 4-5 on the following page provides estimates for the number of animals in selected jurisdictions within the San Diego OA.

Some additional information related to animal evacuations includes the following:

1. Approximately 3,000 large animals (horses and livestock) were rescued by Animal Services during the Cedar Fires in 2003.
2. Approximately 27,000 cows exist in San Diego County (2005 data).
3. The San Diego Zoo and Wild Animal Park are home to approximately 7,000 rare and endangered animals.
4. Disposing of dead animals requires additional considerations due to the fact that as carcasses decompose, materials are released that can contaminate the environment or cause diseases.

**Table 4-5  
 Pets Estimates by Jurisdiction**

	<b># of Households*</b>	<b>Dogs</b>	<b>Cats</b>	<b>Birds</b>	<b>Other pets</b>
<b>Carlsbad</b>	36,709	19,604	21,947	4,627	495
<b>Chula Vista</b>	71,438	38,151	42,711	9,004	963
<b>Coronado</b>	10,861	5,756	6,516	1,412	109
<b>Del Mar</b>	2,128	1,136	1,272	268	228
<b>El Cajon</b>	32,220	17,207	19,263	4,061	3,448
<b>Encinitas</b>	22,830	12,192	13,649	2,877	2,443
<b>Escondido</b>	43,599	23,284	26,067	5,495	4,665
<b>Imperial Beach</b>	9,272	4,952	5,543	1,169	992
<b>La Mesa</b>	24,186	12,916	14,460	3,048	2,588
<b>Lemon Grove</b>	8,559	4,571	5,117	1,079	916
<b>National City</b>	15,018	8,020	8,979	1,893	1,607
<b>Oceanside</b>	58,608	31,299	35,040	7,387	6,271
<b>Poway</b>	15,467	8,260	9,247	1,949	1,655
<b>San Diego</b>	466,579	249,172	278,954	58,808	49,924
<b>San Marcos</b>	24,573	13,123	14,691	3,097	2,629
<b>Santee</b>	18,470	9,864	11,043	2,328	1,976
<b>Solana Beach</b>	5,673	3,030	3,392	715	607
<b>Vista</b>	28,066	14,988	16,780	3,537	3,003

\* Household estimates for Carlsbad, Chula Vista, El Cajon, Escondido, Oceanside, San Diego, San Marcos, and Vista are based on 2005 U.S. Census Bureau estimates of number of households. Household estimates for Del Mar, Encinitas, Imperial Beach, La Mesa, Lemon Grove, National City, Poway, Santee, and Solana Beach are based on 2000 U.S. Census Bureau estimates of number of households (the latest data available). Household and pet estimates for Coronado were provided by the City of Coronado Fire Department.

## **Hazard-Specific Considerations**

Figures 4-1 through 4-5 illustrate the major hazards addressed in this Annex and the primary evacuation routes that should be used for an evacuation effort. Hazard specific transportation considerations for each hazard are provided below.

### **Dam Failure:**

Due to the short-notice of a dam inundation incident, evacuation of the public to areas of safety may best be conducted by foot.

Sections of the identified primary evacuation routes may become inundated with water and washed out (see Figures 4-1A and B). Emergency personnel will need to access the feasibility of these roads to determine if alternative evacuation routes need to be identified.

### **Earthquake:**

An earthquake incident has the potential to cause considerable damage to transportation infrastructure. Emergency response personnel, in coordination with Public Works, will need to assess damage to bridges, overpasses, elevated roadways, utility lines, and roadways before safe evacuation routes can be identified and relayed to the public.

An earthquake incident has the potential to significantly impair San Diego's regional transportation system, requiring major evacuation route diversions, and implementation of numerous transportation management and operational strategies and technologies (see Figure 4-2).

A major earthquake along the Rose Canyon fault would potentially shut down Lindbergh Field (San Diego International Airport). Montgomery and Brown Fields would have limited capabilities to support the delivery of supplies and materials from outside of the OA. MCAS Miramar could be utilized to coordinate federal/state support, if necessary.

### **Flood (100 Year):**

The public must be informed that they should not attempt to drive through moving flood water on roadways. Most vehicles can be swept away by less than two feet of moving water.

The public should also be informed to avoid walking through floodwaters. People can be swept away by as little as two-inches of moving water.

Due to the ubiquitous geographic locations of flood hazards in San Diego County, as well as the nature of flooding to exacerbate quickly, based on a fast rising flood hazard, the public may be advised to evacuate to higher ground by foot, if it is more efficient than by vehicle.

Sections of the identified primary evacuations routes may become inundated with water and washed out (see Figures 4-3A and B). Emergency personnel will need to access the feasibility of these roads to determine if alternative evacuation routes need to be identified.

There is a possibility that flooding may trap people within danger zones. Emergency personnel will need to rescue these people using boats or helicopters. Zodiacs and flat-bottom bass boats

are the best resources to use for flood rescue. Some of the cities within the OA have River Rescue Teams, including:

- A. City of San Diego
- B. City of Del Mar
- C. City of Encinitas
- D. City of Oceanside
- E. City of Chula Vista

Some of the cities within the OA have Swiftwater Rescue Teams, as well.

**Tsunami:**

Based on traffic conditions and the short-notice of a tsunami incident, the most efficient way to conduct an evacuation effort may be by foot. Evacuees need to evacuate two miles inland from the coast or 100 feet above sea level to reach a safe zone.

Sections of the primary evacuations routes may become inundated with water and washed out (see Figure 4-4). Emergency personnel will need to access the feasibility of these roads to determine if alternative evacuation routes need to be identified.

**Wildfire/Structural Fire:**

Although the majority of wildfire hazards are located in the eastern section of the county, this area only represents a small portion of the overall population (see Figures 4-5A and B).

Routes 67, 76, 78, and 79 are some of the primary evacuation routes for east county populations. It is important to note that these roadways decrease in lanes in certain segments, resulting in a reduction in traffic capacity, and leading to potential bottle necking and an increased evacuation time.

Smoke from large wildfires can significantly reduce visibility over a wide area, resulting in reduced speed limits, roadway closures, and evacuation route diversions. Poor visibility may also require the use of pilot cars to direct traffic.

**Terrorism:**

Based on the type of terrorist event, emergency responders may need to conduct a damage assessment of transportation infrastructure.

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Figure 4-1B

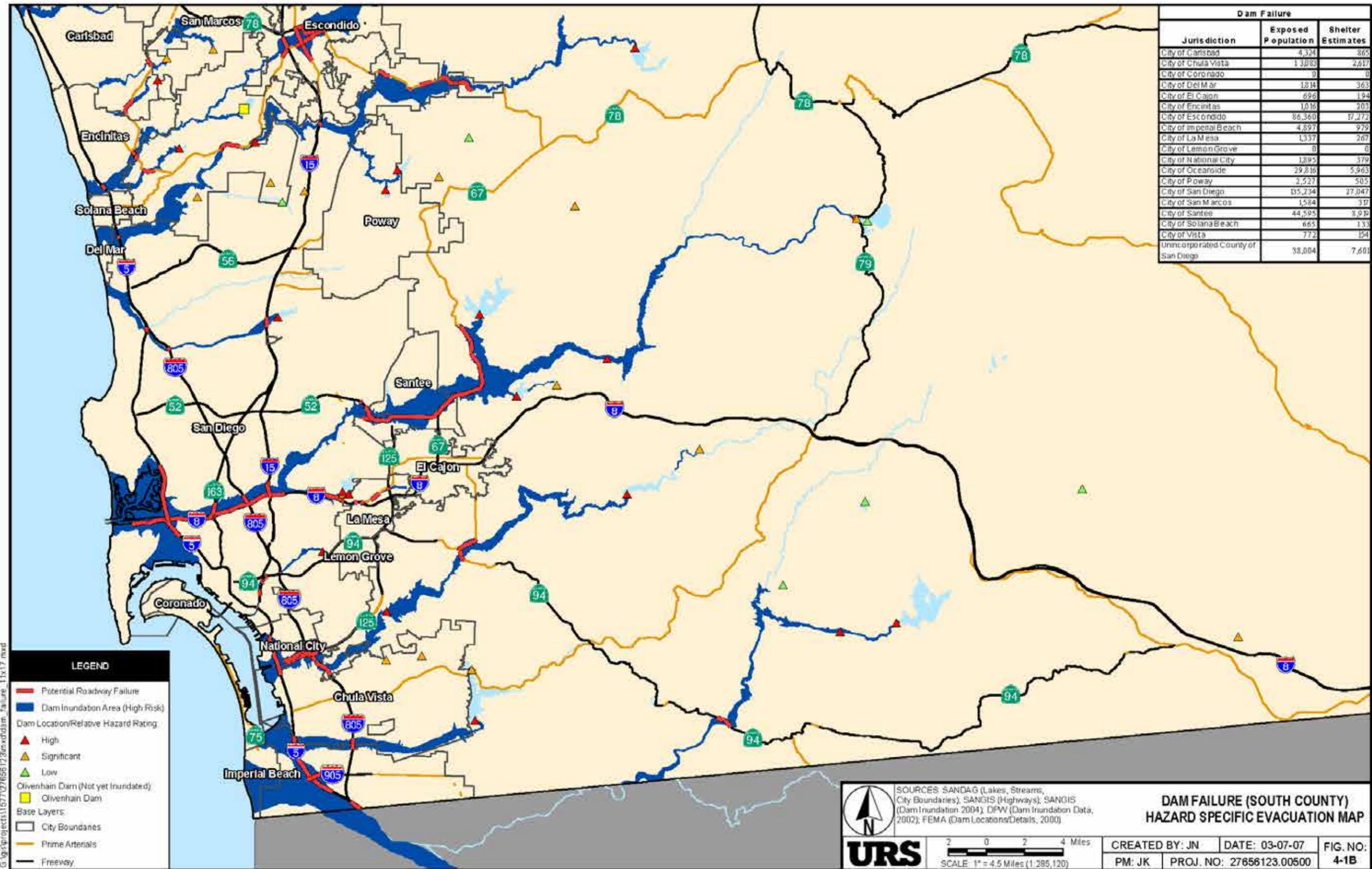


Figure 4-2

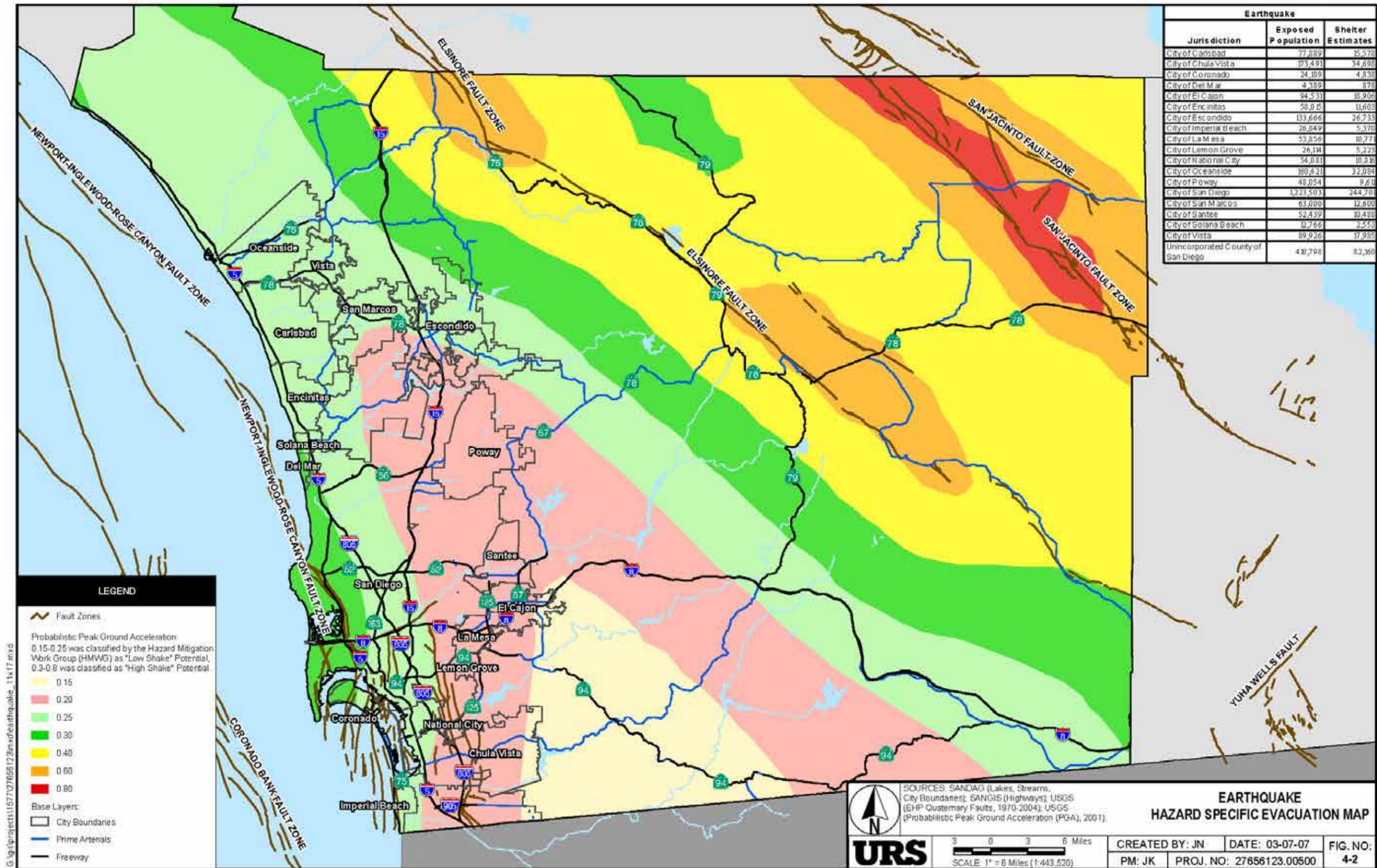
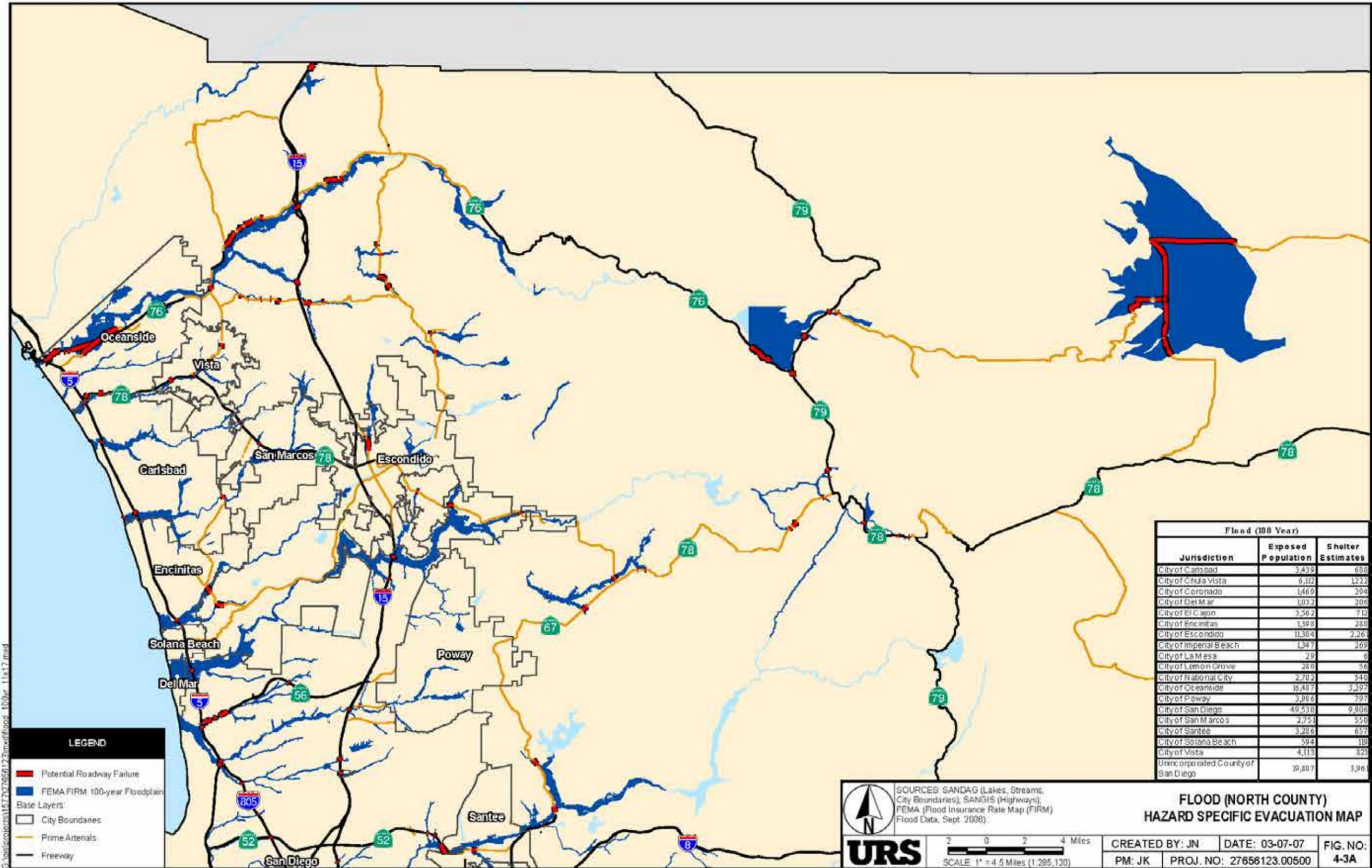


Figure 4-3A



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Figure 4-3B

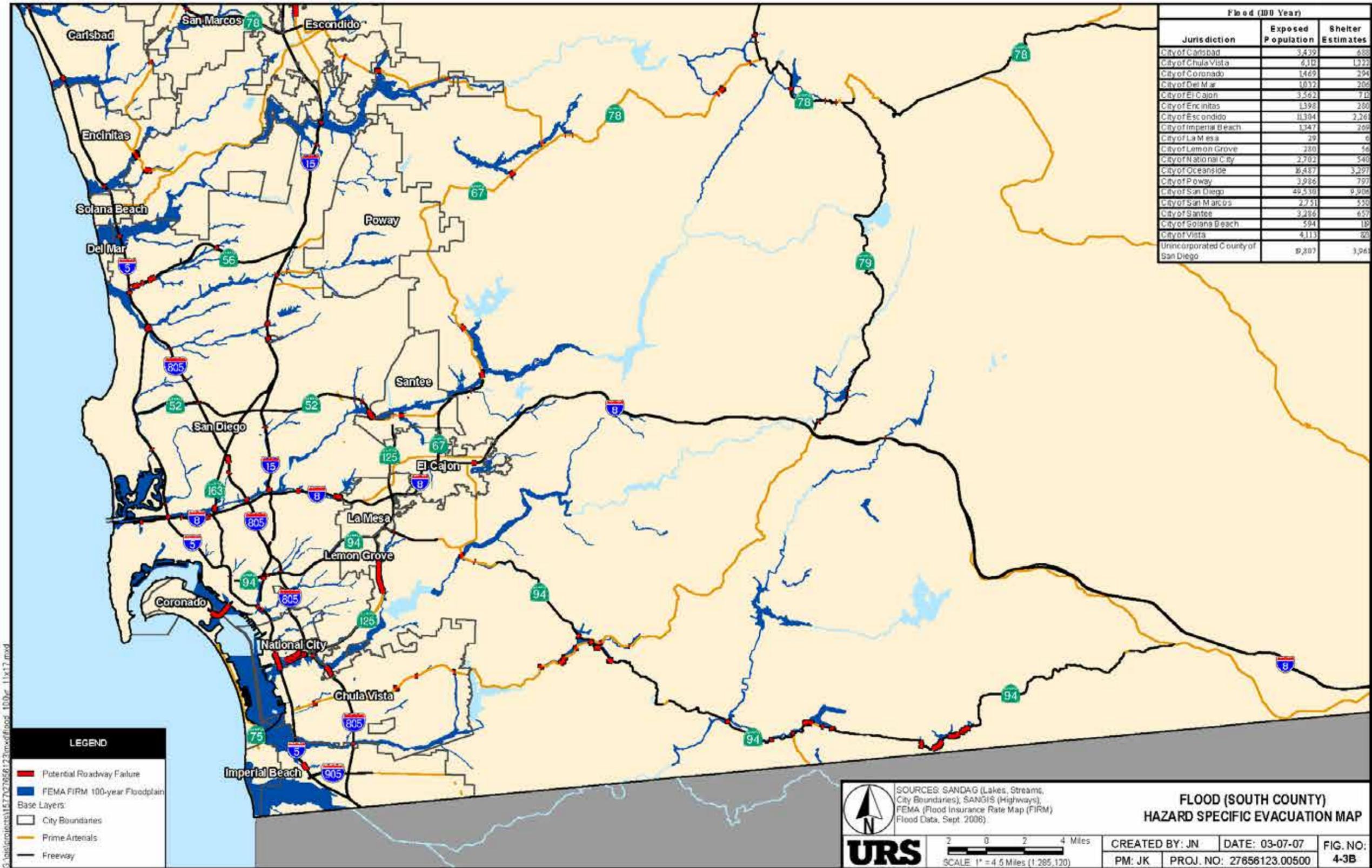
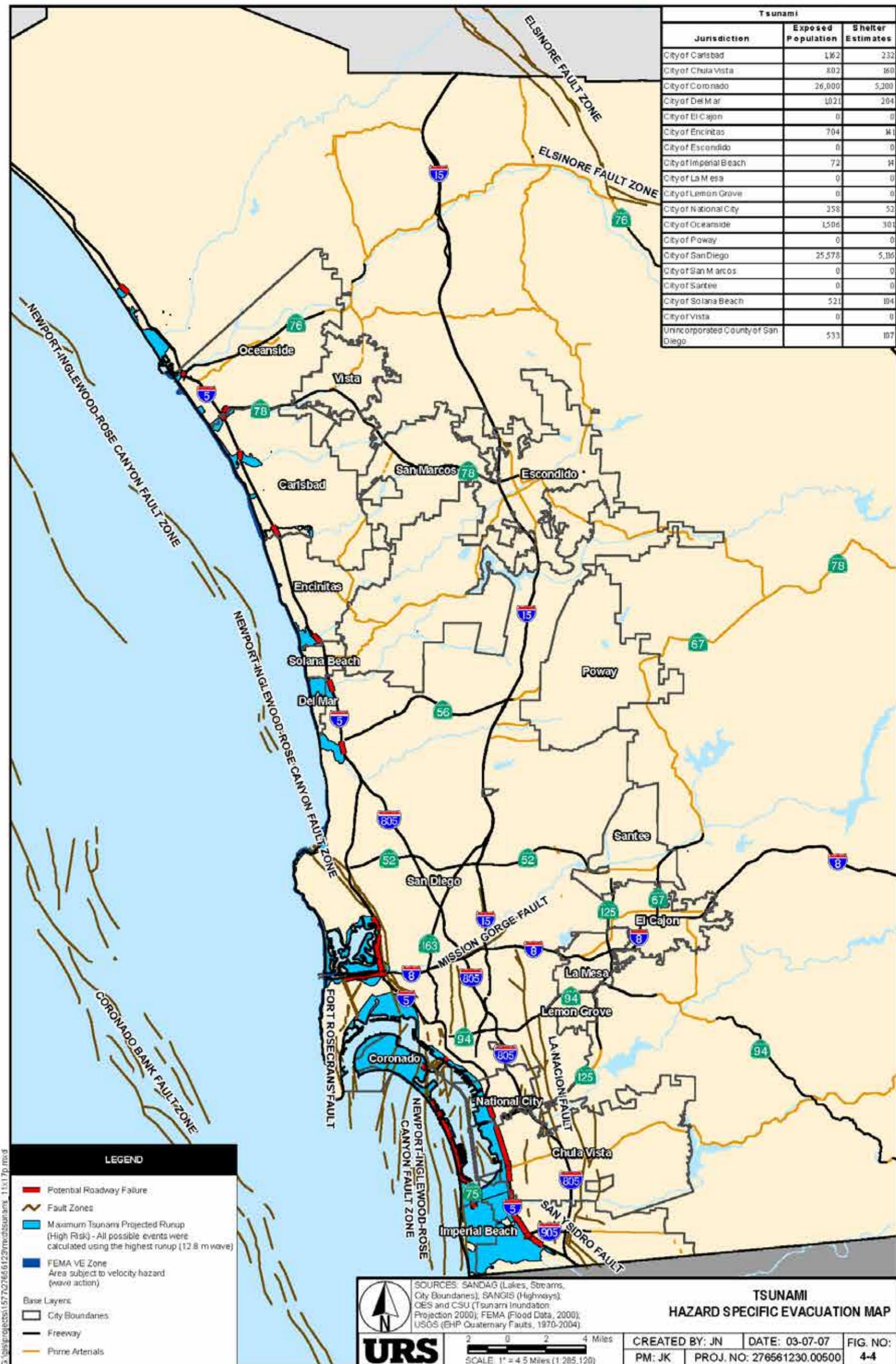


Figure 4-4



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Figure 4-5A

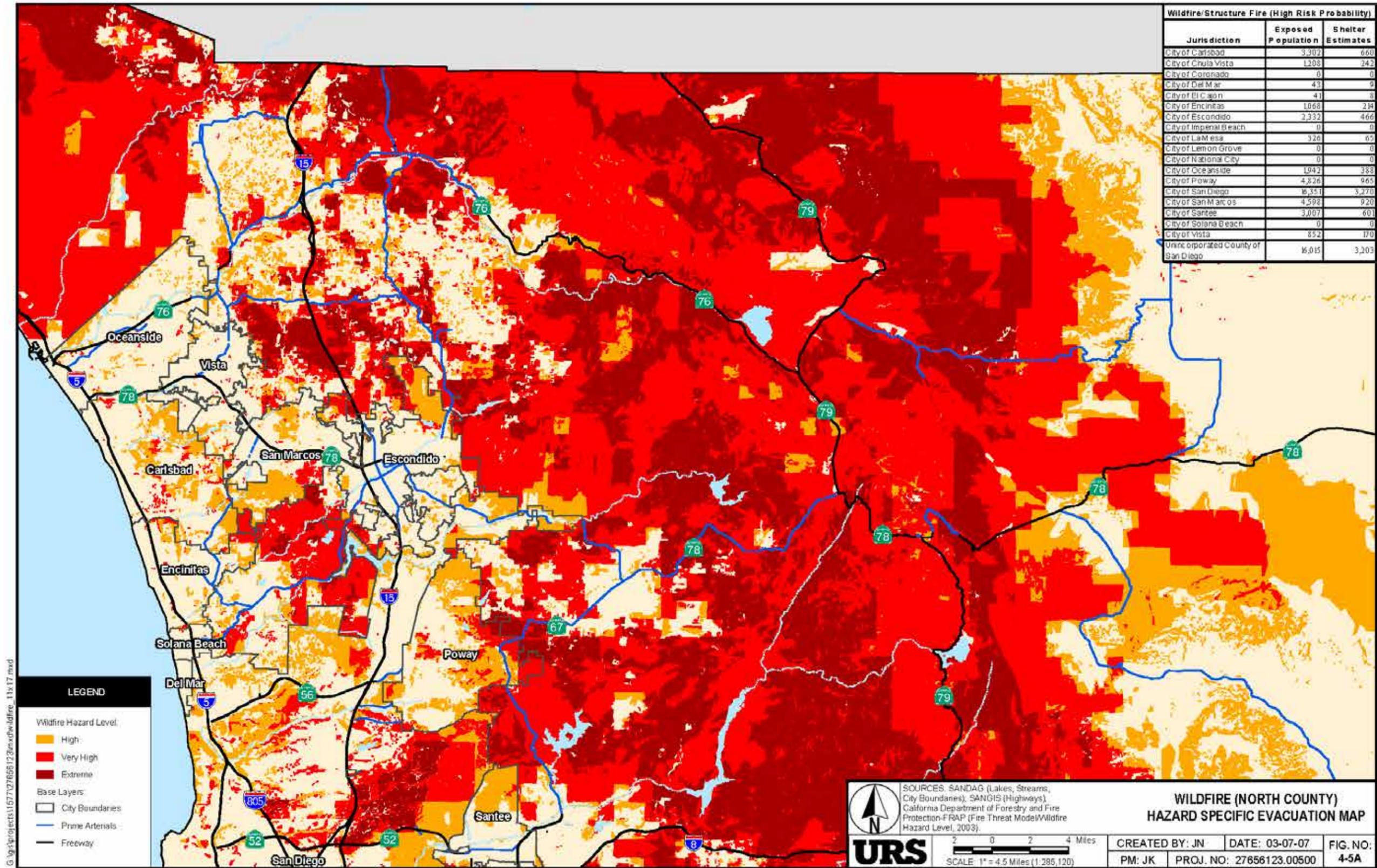
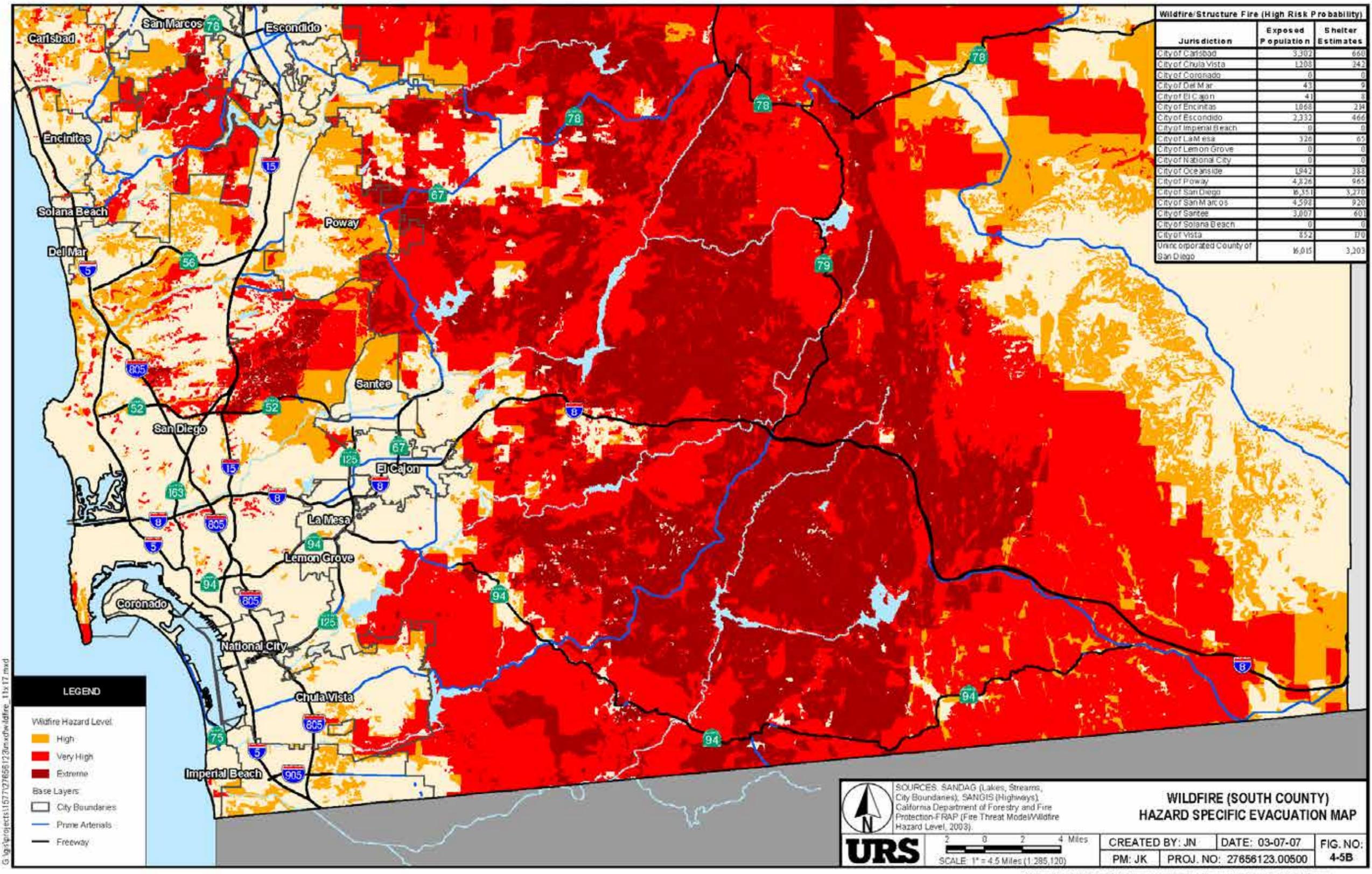


Figure 4-5B



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## **VI. Sheltering Considerations**

Shelter will initially be provided to evacuees through the establishment of evacuation points. These evacuation points will serve as temporary safe zones for evacuees and will provide basic needs such as food, water, and restrooms.

In the event that it is determined that mass care is required, Annex G: Care and Shelter Operations of the Operational Area Emergency Plan will be activated. The American Red Cross will provide the bulk of mass care facilities. The American Red Cross has MOAs established with approximately 670 sites within the OA for shelters. With mutual aid, the American Red Cross can provide shelter to approximately 70,000 people in San Diego County. Some evacuation points may also be converted into shelter locations if necessary.

Shelters must be able to meet the basic needs for their designated maximum capacity. This includes but is not limited to:

- Restrooms>Showers
- Beds/Cots
- Food/Water
- Blankets
- Toiletries
- First Aid

Evacuees will not be permitted to enter shelters if they are carrying weapons, illegal drugs, or alcohol.

During a disaster, all County of San Diego employees are considered to be Disaster Service Workers and may be asked to fulfill duties outside the scope of their normal job functions. In order to augment the resources of the American Red Cross, the County has implemented the County Shelter Team Program. This Program will utilize County employees as Disaster Service Workers to fulfill the need of sheltering the residents in San Diego County when needed. County OES has trained County employees in sheltering procedures to be part of the County Shelter Team Program. This Program will be implemented when the resources of the San Diego/Imperial Counties Chapter of the American Red Cross are exhausted, or a population that requires services that general population shelters cannot provide, require sheltering.

Jurisdictions should also consider establishing specific shelters for Disaster Service Workers and their families so these responders can concentrate on their work and not have to worry about family members.

### **Special Needs Populations Sheltering**

There are no shelters in San Diego County that are designated explicitly for special needs populations. Per Annex G of the Operational Area Emergency Plan, the Director of Health and Human Services will serve as the Care and Shelter Branch Coordinator in the OA EOC and will

ensure that specialized services are provided as required to special needs populations. Shelters will need to accommodate people that require medications, especially certain types of insulin that require refrigeration, and for people who rely on life-support systems or other devices that require power to operate. These shelters must be equipped with back-up generators for power supply and have refrigeration capabilities.

All shelters should be Americans with Disabilities Act compliant throughout the facility to ensure that persons with disabilities can access all amenities. All potential shelter sites should be assessed for parking, accessibility, and restroom accommodations to determine if these sites are Americans with Disabilities Act compliant.

County OES has developed specific sheltering/medical and transportation plans for unaccompanied minors, medically fragile individuals, and those that require additional assistance that can not be provided at general shelters.

### **Animal Sheltering**

Procedures to shelter animals in a disaster are outlined under Annex O of the Operational Area Emergency Plan. The County Department of Animal Services is the lead agency in a disaster of any kind involving animals. Animal Control Officers, San Diego Humane Society, and private animal care shelters will assist in the sheltering of small and large animals. Animal Services has three animal shelters located in Carlsbad, San Diego, and Bonita. Animals will be either accommodated at each shelter as they arrive on site or relocated to alternate shelters. Service animals are not considered pets and will be accommodated at general shelters.

Animal Services will also coordinate the procurement and dissemination of animal feed and supplies to the sheltered animals. Jurisdictions should work with local and regional agencies to identify shelter and confinement resources, animal food and water sources, and supplies.

The American Red Cross has an MOU with the City of San Diego Humane Society for support with animal sheltering. American Red Cross plans to use this MOU to establish similar MOUs within other jurisdictions as well as with County Animal Services.

### **Regional Shelter Capacities**

Table 5-1 illustrates potential American Red Cross shelter capacities by zip code within the OA. These shelters only represent potential sites that may be activated during an evacuation. During an emergency, it is probable that other unofficial shelters will be activated by faith-based organizations and other public and private agencies. Jurisdictions should recommend that residents work with authorities to identify shelter locations.

In a large event, spontaneous or non-traditional shelters are likely to appear in the OA. Spontaneous shelters are sites that are not requested or physically supported by the American Red Cross, OA, or local jurisdictions. Moreover, the OA may not be aware that these shelters are in operation. The spontaneous shelters may be operated by volunteer organizations that may not be known to response agencies or formally established. The shelter organizations can manage and equip the shelter on their own or may request support from the OA and the

American Red Cross. When a spontaneous shelter receives operational support from the American Red Cross or the OA, it becomes a government-sanctioned shelter. As such, it must follow the guidance and information needs of the OA, including adherence to operating policies and procedures, providing standardized services, and submitting daily status reports.