Emergency Operations Plan Summary



Operational Area Emergency Operations Plan

SEPTEMBER 2022

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

TABLE OF CONTENTS

Executive Summary

Basic Plan

Annex A

Annex B

Annex C

Annex D

Annex E

Annex F

Annex G

Annex H

Annex I

Annex J

Annex K

Annex L

Annex M

Annex O

Annex P

Annex Q

BACKGROUND

The San Diego County Operational Area (OA) was formed in the 1960's to assist all of the cities and the County in developing emergency plans, exercising those plans, developing Mutual Aid capabilities between jurisdictions and, in general, establishing relationships that would improve communications between jurisdictions and agencies. The OA consists of the County and all jurisdictions within the county.

The Operational Area (OA) Emergency Operations Plan (EOP) is for use by the County and all of the cities within the county to respond to major emergencies and disasters. It describes the roles and responsibilities of all county departments (including many city departments), and the relationship between the County and its departments and the jurisdictions within the county.

The Cities are encouraged to adopt the OA EOP as their own, with modifications as appropriate for their city. The Plan is subject to update every four years by the Office of Emergency Services (OES) and the Unified Disaster Council (UDC) of the Unified San Diego County Emergency Services Organization.

Since 1965 San Diego County has had 44 federal disaster declarations, half of them attributed to fires.

THE BASIC PLAN

The Basic Plan portion of the OA EOP contains information on the OA and lists all of the hazards that our county is susceptible to. Those hazards include but are not limited to:

- Earthquake
- Flooding
- Drought
- Dam Failure
- Nuclear-related incidents
- Water, Gas or Energy Shortage
- Terrorism
- Tsunami
- Wildland Fire
- Urban Fire
- Transportation Accidents
- Hazardous materials incidents
- Landslides

The County of San Diego and the cities within the county have continued to coordinate emergency management services and disaster response activities. The cities within the County are dues paying members of the Unified San Diego County Emergency Services Organization.

OVERVIEW

The OA consists of 19 jurisdictions that range in population from several thousand to over 1,000,000, with a total estimated population over 3.3 million. To foster a regional approach, the cities and County joined together in 1961 to form an OA and entered into a Joint Powers Authority (JPA). The JPA establishes procedures and protocols for assisting one another in the event of a disaster or major emergency exceeding the capabilities of any single jurisdiction.

An OA is defined as a County and each of its political jurisdictions, including special districts. The UDC is the policy making body for the Unified Organization, and OES is staff to the UDC.

The OA EOP was developed in accordance with the State mandated Standardized Emergency Management System (SEMS) and the Federal mandated National Incident Management System (NIMS). SEMS and NIMS are based on the Incident Command System and the Multiple Agency Coordination System, both of which have been used by first responders and emergency managers for years.

The OA EOP is designed to be used by individual jurisdictions within the OA for the development of their own emergency plans. In some cases, with minor modifications as appropriate, the OA EOP can be used as the basis for city plans.

PURPOSE

The OA EOP describes a comprehensive emergency management system which provides for a planned response to disaster situations associated with natural disasters, technological incidents, terrorism and nuclear-related incidents. It delineates operational concepts relating to various emergency situations, identifies components of the Emergency Management Organization, and describes the overall responsibilities for protecting life and property and assuring the overall wellbeing of the population. The plan also identifies the sources of outside support which might be provided (through mutual aid and specific statutory authorities) by other jurisdictions, state and federal agencies and the private sector.

The plan cites authorities and references to support the plan and has five objectives:

1. To provide a system for the effective management of emergency situations.
2. To identify lines of authority and relationships.
3. To assign tasks and responsibilities.
4. To ensure adequate maintenance of facilities, services and resources.
5. To provide a framework for adequate resources for recovery operations.

THE ANNEXES

The Plan is complete with 16 functional annexes. These annexes are:

Annex A Emergency Management

Annex B Fire and Rescue Mutual Aid Operations

Annex C Law Enforcement Mutual Aid Operations

Annex D Mass-Casualty Incident Operations

Annex E Public Health Operations

Annex F Department of the Chief Medical Examiner Operations

Annex G Care and Shelter Operations

Annex H Environmental Health Operations

Annex I Communications and Warning Systems

Annex J Construction and Engineering Operations

Annex K Logistics

Annex L Emergency Public Information Plan

Annex M Behavioral Health Operations

Annex N (Not Assigned)

Annex O Animal Services

Annex P Terrorism

Annex Q Evacuation

ANNEX A – EMERGENCY MANAGEMENT



The Emergency Management Annex describes the OA Emergency Operations Center (EOC) and the positions and activities within the OA EOC. It states that if a disaster occurs in the unincorporated area of the county, the County of San Diego Chief Administrative Officer (CAO) will **direct the emergency** as the Director of Emergency Services. If the disaster or emergency occurs in more than one jurisdiction, the CAO will serve as the Coordinator of Emergency Services and will **coordinate resources**. The coordination or direction will be carried out at the Operational Area EOC.

The EOC is divided into six sections:

1. Policy
2. Operations
3. Planning/Intelligence
4. Logistics
5. Finance/Administration

Under NIMS, the sections are designed to be flexible and scalable for any incident, and the OA EOC has been modified to suit the needs of the OA. The OA EOC closely mirrors the Incident Command System with minor modifications as necessary. Communications between the field, the OA EOC, and jurisdictional EOCs occurs bilaterally and vertically between established reporting structures and levels of government.

Annex A also outlines the priorities for emergency management and describes how the OA EOC supports the OA response, including the information sharing process which is critical to effective incident management.

Annex A also discusses local Proclamations of Emergency and contains sample proclamations of emergency for both cities and the County.

ANNEX B – FIRE AND RESCUE MUTUAL AID OPERATIONS



Annex B is devoted to Fire and Rescue Operations. Most fires can be handled by the first responding agency and there are a number of mutual aid agreements, both written and unwritten between fire agencies. Some of the agreements even call for Automatic Aid, meaning that when a first alarm is given, a neighboring fire agency is sent at the same time or instead of the primary agency.

Any fire agency can request assistance from other fire agencies throughout the county simply by requesting those assets through the Zone Coordinator to the OA Fire and Rescue Coordinator. The Zone Coordinator will work with the OA Fire and Rescue Coordinator to request needed resources and prepared to receive and utilize the mutual aid provided.

The OA Fire and Rescue Coordinator is responsible for coordination of all fire and rescue resources within the OA on major mutual aid operations and evaluates requests for assistance from local agencies and determines the resources from the OA which provide the timeliest assistance and initiates appropriate aid. Not only can the OA Fire and Rescue

Coordinator request strike teams and other resources from fire agencies within the OA, but can make requests for resources from fire agencies throughout the State of California.

ANNEX C – LAW ENFORCEMENT MUTUAL AID OPERATIONS



Decorative Image

The Law Enforcement Mutual Aid Operations Annex addresses the many different local, state, federal and tribal law enforcement entities that work together to provide security to the region during normal operations as well as during times of disaster. The annex also addresses the mechanism for coordinating these agencies into a collaborative response when law enforcement mutual aid is required in the OA. It also describes the use of military forces for mutual aid.

Requesting and activating law enforcement mutual aid is the responsibility of the San Diego County Sheriff's Department as the OA Law Enforcement Mutual Aid Coordinator. The Sheriff serves as the OA Law Enforcement Coordinator, and if the Sheriff determines there are insufficient resources within the OA, they will contact the Regional Law Enforcement Mutual Aid Coordinator (Region VI).

The Sheriff is the director of law enforcement activities for the unincorporated areas of San Diego County, and those cities that have contracted with the Sheriff for law enforcement. The Sheriff is the Mutual Aid Coordinator for law enforcement resources in the incorporated cities.

When mutual aid is activated, supporting agencies will respond to a central law enforcement staging area for assignment. In general, law enforcement will assist with such activities as law enforcement, evacuations, traffic control/direction, scene security, search and rescue operations (if appropriately trained) and a variety of activities that fall within the purview of a law enforcement officer.

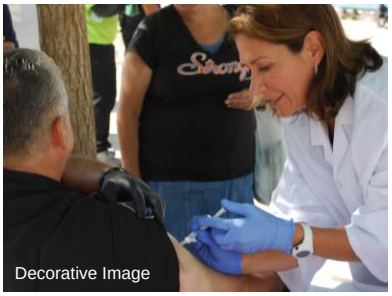
ANNEX D – MASS-CASUALTY INCIDENT OPERATIONS


Decorative Image

Annex D is the annex that is exercised and used most often. It is routinely used in traffic accidents with more than five injuries and is used in exercises throughout the year by all of the hospitals to meet accreditation requirements. County Health and Human Services Agency (HHSA), Emergency Medical Services (EMS), and the Public Health Preparedness and Response (PHPR) Branch are responsible for the update and revisions to Annex D.

Annex D identifies the system of Base Hospitals, trauma facilities and satellite hospitals in the OA. It also defines the role of paramedics, emergency medical technicians, hospital personnel, law enforcement, fire and hazardous materials specialists, among others during mass casualty incidents. It defines communications links between the field, the hospitals, and the Public Health (PH) Departmental Operations Center (DOC), commonly known as the Medical Operations Center [MOC]. It also describes the National Disaster Medical System (NDMS) which can be activated in the event of a major emergency where the number of injured exceeds local capabilities.

ANNEX E – PUBLIC HEALTH OPERATIONS


Decorative Image

The Public Health Operations Annex describes the basic concepts, policies and procedures for providing public health services in the event of any emergency or disaster. Organizationally, public health services are provided under the coordination of the Health and Human Services Agency (HHSA), Public Health Services (PHS). This annex serves as the unifying public health document for the San Diego County Operational Area (OA).

Annex E describes how HHSA and the Land Use Environmental Group (LUEG) are responsible for health, medical and environmental mitigation of impact or potential impact resulting from a Public Health emergency or disaster.

The primary missions of Public Health Operations include preventative health measures and communicable disease control. These activities align with the operations listed under the State of California Emergency Support Function (ESF) - 8 and Federal Emergency Support Function (ESF) - 8 in response to a public health and/or medical disaster, or potential incident requiring a communication and coordination with State and Federal response agencies.

ANNEX F – DEPARTMENT OF THE CHIEF MEDICAL EXAMINER OPERATIONS



Decorative Image

Annex F defines the actions, roles, and expectations necessary to provide a coordinated response to incidents resulting in mass fatalities in San Diego County.

This annex defines the role of the Department of the Chief Medical Examiner during and following a disaster, and discusses statewide Mutual Aid. The San Diego County Department of the Chief Medical Examiner is the agency responsible for investigating deaths primarily resulting from sudden and unexpected causes, and certifying the cause and manner of such deaths, in accordance with California Government Code Section 27491, and Health and Safety Code Section 102850. With that responsibility, the Medical Examiner also has a role in identifying victims of mass fatality incidences, and in storage of human remains until final disposition can be made.

When activated, the Medical Examiner will modify daily operations to meet the requirements of the emergency: temporarily expand the capacity to store human remains, property and evidence, and to temporarily expand communication capabilities, especially concerning communicating with the next-of-kin of victims. The Medical Examiner will maintain usual operations, expanding in the necessary areas, with assistance from outside agencies, including use of the California Coroner's Mutual Aid Agreement and the US Department of Health and Human Services' Disaster Mortuary Operations Response Teams (DMORT).

ANNEX G – CARE AND SHELTER OPERATIONS

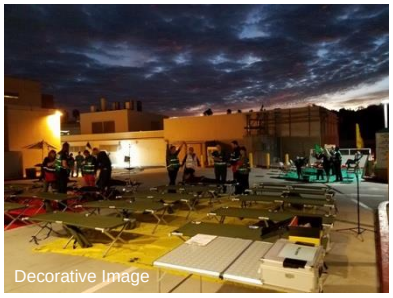


Annex G defines the collective and individual responsibilities of County and/or City governments and non-governmental agencies responding to or acting in support of mass care and shelter operations.

County HHSA, in coordination with the American Red Cross (ARC), is the lead agency for coordinating care and shelter; however, in San Diego County, mass care services may be provided by a combination of any one of the following agencies: ARC, County of San Diego, local governments and/or faith-based organizations.

This annex describes the roles and responsibilities of each agency/organization identified as having a role in mass care and shelter, and describe the response relationships between each agency/organization. This annex addresses the various populations who may need mass care and sheltering assistance and identifies how these individuals will be provided for.

ANNEX H – ENVIRONMENTAL HEALTH OPERATIONS



Annex H provides for a coordinated Environmental Health response to actual or potential public and environmental health problems associated with disasters.

Environmental Health Operations include appropriate actions to prepare for, respond to, and recover from a threat to public health, welfare, or the environment caused by actual or potential natural disasters and/or acts of terrorism. Appropriate general actions include, but are not limited to: actions to prevent, minimize, or mitigate a hazardous materials release; efforts to ensure food, pool, and housing safety to the community; develop methods and procedures to prevent vector borne disease transmission; to ensure a safe and sanitary potable water supply; and to determine actions to contain and prevent contamination to the groundwater of wastewater releases.

This annex describes the roles and responsibilities of the Department of Environmental Health and its subdivisions, and support of State and Federal agencies.

ANNEX I – COMMUNICATIONS AND WARNING SYSTEMS



This annex addresses communications and Alert and Warning systems that are currently utilized in the Operational Area. The OA has 19 jurisdictions (18 incorporated cities and one unincorporated area), numerous special districts and many military facilities which support a number of communications systems. In addition to common carrier communications (wired and cellular) networks, the OA has developed robust interagency and interoperable wireless voice and data communications capabilities.

The County of San Diego and most of the jurisdictions within the OA participate in the Regional Communications System (RCS). This 800 MHz public safety trunked radio network provides voice communications coverage over the entire OA. The RCS network 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.

This annex also addresses the role of the Sheriff's Department Communications Division Services division in providing communications support and services to the OA EOC.

ANNEX J – CONSTRUCTION AND ENGINEERING OPERATIONS

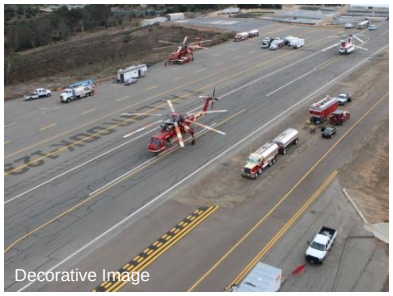

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This annex defines the role of public works departments at the County and city levels. This annex is structured to provide public works and engineering-related support for the changing requirements of incident management to include preparedness, response, recovery, and mitigation actions.

Activities within the scope of this function include conducting post-incident assessments 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; and providing emergency repair of damaged public infrastructure and critical facilities.

This annex also describes the general guidelines for other key external support agencies when responding to various emergencies outside of the direct control of the County.

ANNEX K – LOGISTICS


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Annex K describes the functions carried out within the Logistics Section of the OA EOC, including the requesting and procurement of resources, and donations management as well as the roles and responsibilities of Logistics Section personnel.

Additionally, this annex addresses internal and external coordination of resource support, and logistical mutual aid from State and Federal partners.

ANNEX L – EMERGENCY PUBLIC INFORMATION PLAN



Annex L describes the method for providing the most efficient, accurate, and complete dissemination of public information. It describes the role of the Operational Area Media Team as the lead for conducting public information operations from the OA EOC.

This annex also addresses the OA need for coordinated information among all jurisdictions, agencies, and organizations.

This annex describes the roles and responsibilities of the members of the Operational Area Media Team, their role in the OA Joint Information Center (JIC), and the communications tools available to public information officers.

ANNEX M – BEHAVIORAL HEALTH OPERATIONS


Decorative Image

This annex describes the role of the Behavioral Health Division of HHSA during emergencies. Behavioral Health Services (BHS) are provided to mitigate the effects of acute and longer-term threats to the mental health of the population and to maintain the mental health and safety of responders. Services may include crisis counseling, psychological first aid, and other services to relieve mental health and/or substance abuse problems caused or aggravated by a disaster or its aftermath.

This annex addresses the roles and responsibilities of County Behavioral Health personnel in the field and at the OA EOC. BHS personnel provide support and assistance to both disaster workers and people in shelters.

ANNEX N

Annex N is not assigned at this time.

ANNEX O – ANIMAL SERVICES


Decorative Image

This annex describes the emergency operations role of the County of San Diego Department of Animal Services (DAS) and the other animal control and animal care agencies in the OA. 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.

This annex provides for the management and coordination of animal control activities, including but not limited to the planning, evacuation, sheltering and reunification of animals and owners in San Diego County during any natural and/or human-caused disaster.

ANNEX P – TERRORISM


Decorative Image

This annex provides a summary of the Terrorist Incident Emergency Response Protocol. This protocol defines the framework for developing and sustaining a comprehensive and integrated approach addressing terrorism in the OA. It is a blueprint for the development of OA efforts for responding to and combating terrorism, with special emphasis on terrorist acts employing weapons of mass destruction (WMD) such as nuclear, biological or chemical (NBC) terrorism in addition to conventional weapons (explosives), as well as complex coordinated attacks.

ANNEX Q – EVACUATION


Decorative Image

The 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 OA Evacuation Annex describes how emergency managers cooperate and implement evacuations of residents and their pets. This annex outlines strategies, procedures, recommendations and organizational structures that can be used to implement a coordinated evacuation effort in the OA.

BASIC PLAN



Decorative Image

Operational Area Emergency Operations Plan

SEPTEMBER 2022

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

ACKNOWLEDGEMENTS

Staff and Principal Planners

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Emergency Services Coordinator
Office of Emergency Services

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The Unified Disaster Council adopted this revision of the Operational Area Emergency Operations Plan in June 2022 and was approved by the County of San Diego Board of Supervisors in August 2022. The Unified Disaster Council has referred this Operational Area Emergency Operations Plan to their member jurisdictions with a recommendation that each member agency adopt this plan as their jurisdictional Emergency Plan, with minor modifications as appropriate.

PROMULGATION

This document is the revised Unified San Diego County Emergency Services Organization and County of San Diego Operational Area Emergency Operations Plan (OA EOP) for the San Diego County Operational Area (OA). This plan supersedes any previous plan(s) promulgated for this purpose. It provides a framework for the County of San Diego to use in performing emergency functions before, during, and after an emergency event, natural disaster or technological incident. This OA EOP supports the National Incident Management System (NIMS) and the Standardized Emergency Management System (SEMS). The County shall work together with State, Federal, and local agencies to effectively and efficiently prevent, prepare for, respond to, and recover from incidents regardless of cause, size, or complexity. The OA EOP supports the overall mission of the Unified San Diego County Emergency Services Organization and the Unified Disaster Council (UDC) endorses and promulgates this document as the Unified San Diego County Emergency Services Organization and County of San Diego OA EOP.

The County of San Diego Office of Emergency Services (OES) is responsible for the development and maintenance of the OA EOP. This plan is intended to be in accordance with all existing Federal, State and local statutes. All Federal, State, and local laws supersede the policies and procedures listed in this plan. It will be tested, revised, and updated as required. All recipients are requested to advise OES regarding recommendations for improvement.

The revised OA EOP for the San Diego County OA has been reviewed and is hereby approved.

PLAN CONCURRENCE

The following members of the Unified Disaster Council concur with the content of the revised (2022) County of San Diego Operational Area Emergency Operations Plan. As needed, revisions will be submitted to the County of San Diego Office of Emergency Services. Signed:

Jeff Toney Jeff Toney (Jul 29, 2022 16:16 PDT)	07/29/2022
County of San Diego	Date Signed
Kimberly Young Kimberly Young (Aug 9, 2022 08:38 PDT)	08/09/2022
City of Carlsbad	Date Signed
	07/19/2022
City of Chula Vista	Date Signed
mike blood (Jul 21, 2022 11:06 PDT)	07/21/2022
City of Coronado	Date Signed
Michael J. Stein (Jul 29, 2022 14:26 PDT)	07/29/2022
City of Del Mar	Date Signed
Steven Swaney Steven Swaney (Jul 29, 2022 11:12 PDT)	07/29/2022
City of El Cajon	Date Signed
Michael J. Stein (Jul 29, 2022 14:26 PDT)	07/29/2022
City of Encinitas	Date Signed
	07/25/2022
City of Escondido	Date Signed
John French	07/19/2022
City of Imperial Beach	Date Signed
Ray Sweeney Ray Sweeney (Jul 19, 2022 16:37 PDT)	07/19/2022
City of La Mesa	Date Signed
Steven Swaney Steven Swaney (Jul 29, 2022 11:12 PDT)	07/29/2022
City of Lemon Grove	Date Signed
Jose Tellez Jose Tellez (Aug 1, 2022 08:25 PDT)	08/01/2022
City of National City	Date Signed

Rick Robinson (Jul 19, 2022 22:14 PDT) 07/19/2022

City of Oceanside Date Signed

Jeff Chumbley (Jul 29, 2022 14:36 PDT) 07/29/2022

City of Poway Date Signed

Colin Stowell (Jul 20, 2022 09:39 PDT) 07/20/2022

City of San Diego Date Signed

Dan Barron (Jul 19, 2022 16:49 PDT) 07/19/2022

City of San Marcos Date Signed

John Garlow (Jul 19, 2022 16:28 PDT) 07/19/2022

City of Santee Date Signed

Michael J. Stein (Jul 29, 2022 14:26 PDT) 07/29/2022

City of Solana Beach Date Signed

Ned Vander Pol (Jul 19, 2022 16:28 PDT) 07/19/2022

City of Vista Date Signed

RECORD OF DISTRIBUTION

The County of San Diego Office of Emergency Services (OES) prepares, coordinates, publishes, and distributes the Operational Area Emergency Operations Plan (OA EOP) and any revisions made to it. The OA EOP is distributed to the County departments/agencies, incorporated cities, and special districts/other organizations in the Operational Area identified in **Table 2**. The EOP is also available upon request to other external organizations, some of which are also identified in **Table 2**.

TABLE 2

OA EOP Distribution

County Departments/Agencies	Incorporated Cities	Special Districts/Other Organizations
Agriculture, Weights and Measures	City of Carlsbad	American Red Cross
Aging & Independence Services	City of Chula Vista	Air Pollution Control District
Animal Services	City of Coronado	California Department of Transportation
Behavioral Health Services	City of Del Mar	California Office of Emergency Services
Chief Administrative Office	City of El Cajon	California Highway Patrol
Communications Office	City of Encinitas	Humane Society
County Counsel	City of Escondido	North County Transit District
District Attorney	City of Imperial Beach	Salvation Army
Diversity & Inclusion	City of La Mesa	San Diego Association of Governments
Emergency Services	City of Lemon Grove	San Diego Gas & Electric
Environmental Health and Quality	City of National City	San Diego Law Enforcement Coordination Center
Fire	City of Oceanside	San Diego Metropolitan Transit System
General Services	City of Poway	San Diego Regional Evacuation Planning Committee
Health & Human Services Agency	City of San Diego	San Diego County Access and Functional Needs Working Group
Housing and Community Development	City of San Marcos	San Diego County Fire Chiefs Association
Human Resources	City of Santee	San Diego County Office of Education
Library	City of Solana Beach	San Diego County Water Authority
Medical Care Services Division	City of Vista	2-1-1 San Diego
Medical Examiner		Port of San Diego
Parks and Recreation		San Diego International Airport
Planning & Development Services		
Probation		
Public Defender		
Public Health		
Public Works		
Purchasing and Contracting		
Registrar of Voters		
Sheriff		
Strategy and Intergovernmental Affairs		
Technology Office		

In addition to the OA EOP recipients listed in **Table 2**, the OA EOP can also be accessed on the County of San Diego OES web page.

APPROVAL AND IMPLEMENTATION

The County of San Diego has a commitment for the safety of its residents. Their safety and security depend upon the continuation of public services before, during, and after an emergency/disaster.

The Unified San Diego County Emergency Services Organizations' Unified Disaster Council (UDC) and the County of San Diego Office of Emergency Services (OES) are mandated by federal, state, and local laws to ensure that mitigation efforts are enhanced, preparedness is encouraged, responsiveness is assured, and recovery is achieved efficiently and effectively, before, during, and after man-made or natural disasters (i.e., wildland fires, earthquakes, terrorism, tsunamis, chemical spills, floods etc.) which may occur within the OA.

One of the primary responsibilities of OES is to develop an OA emergency management plan, update the plan and maintain a record of changes. This plan should address, to the extent possible, all emergency response functions of local governmental departments, agencies, public officials, and other public and private organizations during emergencies/disasters.

This plan was developed with the cooperation of County departments and agencies such as law enforcement, fire, healthcare facilities, and public works. These organizations play a pivotal and functional role in responding to emergencies/disasters.

The OA EOP was developed using FEMA's Comprehensive Preparedness Guide Volume 2.0. The OA EOP consists of a basic plan, its attachments, and 16 functional annexes.

THE BASIC PLAN CONTAINS THE FOLLOWING:

- **Purpose and scope of the plan**
- **Description of hazards in the OA**
- **Planning assumptions**
- **Concept of operations for emergency activities in the OA**
- **Description of the emergency management organization and responsibilities**
- **Direction, control, and coordination**
- **Information collection, analysis, and dissemination methods**
- **Communication methods**
- **Continuity of operations**
- **Administration, finance, logistics**
- **Plan maintenance and authorities and references**

The OA EOPs' supporting functional annexes describe the emergency functions of the responding agencies and organizations. A complete list of these functions can be found on page 3 of the Executive Summary.

EXECUTIVE SUMMARY

The San Diego County Operational Area Emergency Operations Plan (OA EOP) describes a comprehensive emergency management system which provides for a planned response to disaster situations associated with natural disasters, technological incidents, terrorism, and nuclear-related incidents. It delineates operational concepts relating to various emergency situations, identifies components of the Emergency Management Organization, and describes the overall responsibilities for protecting life and property and assuring the overall well being of the population.

TABLE OF CONTENTS

General	6
Concept of Operations and Activation of Mutual Aid	17
Organization and Assignment of Responsibilities	19
Direction, Control, or Coordination	33
Information Collection and Dissemination	34
Communications	35
Administration, Finance and Logistics	35
Plan Development and Maintenance	37
Authorities and References	37
Attachments	39

GENERAL

Saving lives and the protection of life, the environment, and property are the primary goals of governmental public safety agencies. Emergency plans provide the basis for response and recovery operations. The success of these plans depends largely, in part, on the collaboration of the agencies and jurisdictions responsible for the development and maintenance of these plans. The formation of an emergency organization, policies, and roles and responsibilities are essential aspects of all effective emergency plans.

In the early 1960s, all San Diego the Cities and the County formed a Joint Powers Agreement (JPA) which established the Unified San Diego County Emergency Services Organization. The Unified Disaster Council (UDC) is the governing body of the Unified Organization and is comprised of the Chairperson of the San Diego County Board of Supervisors (BOS), who serves as the chair of the council, and representatives from the 18 incorporated Cities. The County of San Diego Office of Emergency Services (OES) serves as staff to the UDC. In this capacity, OES is a liaison between the incorporated Cities, State of California Governor's Office of Emergency Services (Cal OES) and the Federal Emergency Management Agency (FEMA), as well as other nongovernmental agencies.

Utilizing the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS), regional emergency planning has been a comprehensive approach to prepare and plan for all-hazards, disasters and emergencies. In recent history, events such as the Boston Marathon Bombings in 2013, the Pacific Southwest

Event of 2011 (blackout), the San Diego County Firestorms of 2017, 2014, 2007, and 2003, Hurricanes (Harvey, Irma, Sandy, Katrina, et al.), the destruction of the World Trade Center on September 11, 2001, the ongoing threat of home-grown violent extremists, and many other events throughout the world, have demonstrated the need for preparedness. OES is the agency charged with ensuring the county is prepared for all hazards and emergencies and has developed the Operational Area Emergency Operations Plan (OA EOP) to serve as a comprehensive, multi-hazard plan intended to be read and understood before an emergency. It is designed to include the San Diego County Operational Area (OA) as a part of the statewide emergency management system.

In 2004, the Homeland Security Presidential Directive (HSPD)-5, directed the United States Department of Homeland Security to develop and administer NIMS in order to provide a comprehensive national approach to incident management. NIMS unifies Federal, State, territorial, tribal, and local lines of government into one coordinated effort. On September 15, 2005, the Unified Emergency Services Organization issued a resolution adopting NIMS into the emergency management system.

The NIMS released in the fall of 2017 supersedes the December 2008 version of NIMS. The basic purpose, scope and principles of the document remain unchanged. The refreshed version:

- Retains key concepts from the 2004 and 2008 versions.
- Reflects and incorporates policy updates.
- Clarifies processes and terminology for qualifying, certifying and credentialing incident personnel.
- Clarifies that NIMS is more than just the Incident Command System (ICS), and that it applies to all incident personnel.
- Explains the relationship among the ICS, Emergency Operations Centers (EOC), and senior leaders/policy groups.
- Describes functions and terminology for staff in EOCs.

Homeland Security Presidential Directive (HSPD)-5 also directed the development of the National Response Framework (NRF). Table 1 provides an outline of the Emergency Support Functions (ESF) of the NRF and the corresponding functional annexes of the OA EOP.

TABLE 1

Comparison Chart of the National Response Framework and the San Diego County Operational Area Emergency Operations Plan

National Response Framework Emergency Support Function (ESF)		San Diego County Operational Area Emergency Plan Corresponding Functional Annex	
#1	Transportation	Q	Evacuation
#2	Communications	I	Communications and Warning Systems
		L	Emergency Public Information Plan
#3	Public Works and Engineering	J	Construction and Engineering Operations
#4	Firefighting	B	Fire and Rescue Mutual Aid Operations
#5	Information and Planning	A	Emergency Management
#6	Mass Care, Emergency Assistance, Temporary Housing, and Human Services	G	Care and Shelter Operations
#7	Logistics	K	Logistics
#8	Public Health and Medical Services	D	Mass-Casualty Incident Operations
		E	Public Health Operations
		F	Department of the Chief Medical Examiner Operations
		M	Behavioral Health Operations
		O	Animal Services
#9	Search and Rescue	B	Fire and Rescue Mutual Aid Operations
#10	Oil and Hazardous Materials Response	H	Environmental Health Operations
		SAP*	Hazardous Materials Plan (including Oil Spill Element)
#11	Agriculture and Natural Resources	E	Public Health Operations
		O	Animal Services
#12	Energy	SAP*	Operational Area Energy Resiliency Plan
#13	Public Safety and Security	C	Law Enforcement Mutual Aid Operations
#14	Cross-Sector Business and Infrastructure	SAP*	Recovery Plan
		SAP*	Reunification Plan
#15	External Affairs	L	Emergency Public Information

*San Diego County Stand-Alone Plan

Representatives of the jurisdictions and agencies in the Operational Area with responsibilities reviewed this OA EOP. The UDC has referred this OA EOP to the member jurisdictions with a

recommendation that each member agency adopt this plan as their jurisdictional emergency plan, with minor modifications as appropriate, or to ensure that their existing emergency plan is consistent with the OA EOP.

PURPOSE

The OA EOP describes a comprehensive emergency management system which provides for a planned response to any emergency associated with natural disasters, technological incidents, terrorism and nuclear-related incidents. It delineates operational concepts relating to various emergencies, identifies components of a comprehensive emergency management system and describes the overall responsibilities for protecting life and property, and assuring the overall wellbeing of the population. The plan also identifies sources of outside support, which might be provided (through mutual aid and specific statutory authorities) by other jurisdictions, state and federal agencies, and the private sector.

Every jurisdiction and special district in the operational area shall have an individual EOP. The OA EOP will support or supplement the plan for each local government.

The plan is supported by functional annexes that focus on missions (i.e., communications, damage assessment). These annexes describe the operational actions, roles, and responsibilities of departments, agencies, and supporting organizations of a particular function. The plan is complete with 16 functional annexes (Annex N has been replaced by the stand-alone Recovery Plan):

ANNEX A EMERGENCY MANAGEMENT

ANNEX B FIRE AND RESCUE MUTUAL AID OPERATIONS

ANNEX C LAW ENFORCEMENT MUTUAL AID OPERATIONS

ANNEX D MASS-CASUALTY INCIDENT OPERATIONS

ANNEX E PUBLIC HEALTH OPERATIONS

ANNEX F DEPARTMENT OF THE CHIEF MEDICAL EXAMINER OPERATIONS

ANNEX G CARE AND SHELTER OPERATIONS

ANNEX H ENVIRONMENTAL HEALTH OPERATIONS

ANNEX I COMMUNICATIONS AND WARNING SYSTEMS

ANNEX J CONSTRUCTION AND ENGINEERING OPERATIONS

ANNEX K LOGISTICS

ANNEX L EMERGENCY PUBLIC INFORMATION PLAN

ANNEX M BEHAVIORAL HEALTH OPERATIONS

ANNEX N (NOT ASSIGNED)

ANNEX O ANIMAL SERVICES

ANNEX P TERRORISM

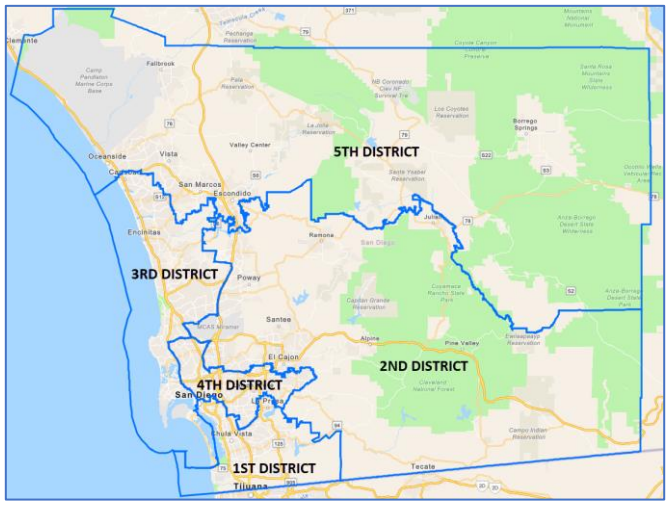
ANNEX Q EVACUATION

In addition, there are stand-alone emergency plans that are referenced in one or more of the above annexes. Some of these plans are listed below. They are, by reference, a part of this plan.

- Commodities Donations Management Plan
- Continuity of Government (COG)
- Continuity of Operations (COOP)
- Energy Resilience Plan
- Excessive Heat Plan
- Financial Donations Management Plan
- Mental Health Plans County
- OA Multi-Agency Feeding Plan
- Operational Area Radio Amateur Civil Emergency Service Plan
- Point of Distribution (POD)
- Recovery Plan
- Resource Management and Logistics Plan
- Reunification Plan
- SD Urban Area Regional Strategic Technology Plan
- Volunteer Management Plan
- Stockpile and Mass Prophylaxis Plan
- Training and Exercise Plan
- Tactical Interoperable Communications Plan

SCOPE

The OA EOP applies to any extraordinary emergency associated with any hazard, natural or human caused, which may affect the OA and result in a planned, coordinated response by multiple agencies or jurisdictions. The OA EOP establishes an emergency organization and defines responsibilities for all agencies and individuals, public and private, having roles in emergency preparedness, response, recovery and/or mitigation in the OA. The OA EOP is designed to be compliant with SEMS and NIMS.



The “Operational Area” consists of the county and each of the political subdivisions including special districts, and Cities. The “county” is defined as the unincorporated areas of the region, including special districts. “Local” is defined as the individual cities in San Diego County.

During multi-jurisdictional emergencies, each jurisdiction and special district is responsible for conducting and managing emergencies within its boundaries. The Operational Area Coordinator (OAC) serves as the primary focal point for

coordination of mutual aid, assistance, and information between jurisdictions and special districts. The OAC is elected by the UDC and is currently the County's Chief Administrative Officer (CAO).

This OA EOP has been developed to provide guidance for the San Diego County OA based on the following objectives:

- Provide a system for the effective management of emergencies, including describing how people (unaccompanied minors, individuals with disabilities and others with access and functional needs (AFN), and individuals with limited English-speaking proficiency) and property are protected.
- Identify lines of authority and relationships.
- Assign tasks and responsibilities.
- Ensure adequate maintenance of facilities, services, and resources.
- Provide a framework for adequate resources for recovery operations.



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SITUATION

No single jurisdiction or agency has the capability and resources to address all disasters or major emergencies. The Unified San Diego County Office of Emergency Services was established for the purpose of providing and addressing disaster related problems on a regional basis.

The OA (located between Orange and Riverside Counties on the north and Mexico on the south, and between Imperial County to the east and the Pacific Ocean on the west), occupies the extreme southwest corner of both California and the continental United States.

The OA is approximately 4,261 square miles in area and varies in terrain from coastal to mountainous to desert. The United States Census Bureau lists the County's 2016 population estimate at 3,317,749.

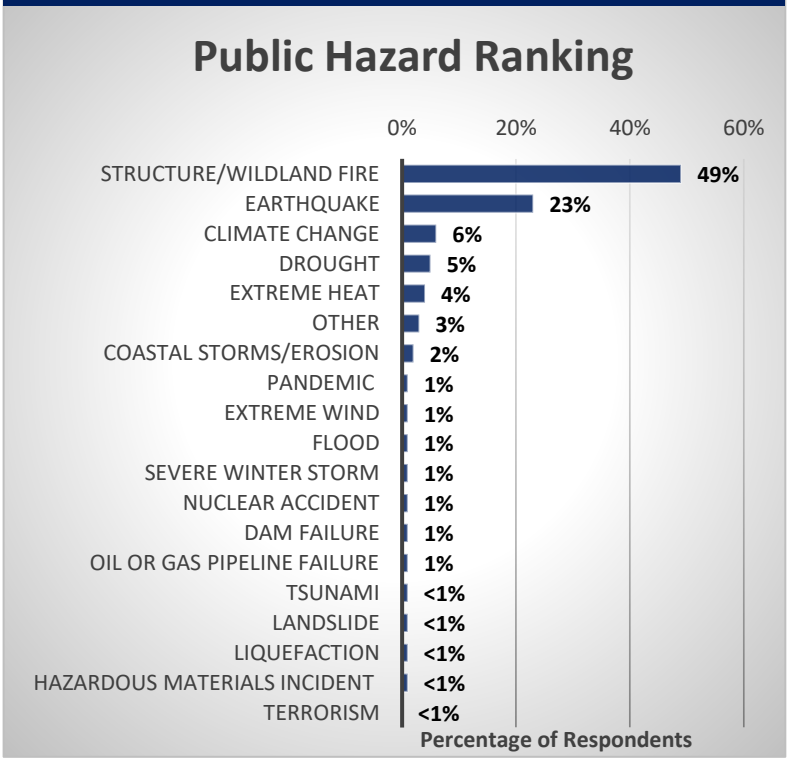
HAZARD ASSESSMENT

San Diego has a Mediterranean climate with mild, sunny winters with occasional rain, and warm rainless summers. A mountain barrier crosses north to south through the eastern half of the OA, separating desert to the east and semi-arid coastal plains to the west. The highlands on the coastal side of the barrier are a significant source of water, feeding the streams that descend their seaward slopes.

The OA is exposed to many hazards, all of which have the potential for disrupting communities, causing damage, and creating casualties. Possible natural hazards include earthquakes, floods, tsunamis, wildland fires, landslides, droughts, hurricanes, tropical storms and freezes. There is also the threat of terrorism or war related incidents such as a nuclear, biological, chemical, or conventional attacks. Other emergencies could develop from a hazardous materials incident, conflagration, water or air pollution, major transportation accident, water, gas or energy shortage, or civil disorder. Since 1966 there have been 48 federal disaster declarations in California[1] (28 fires, 9 floods, 5 severe storms, 2 severe freezes, 1 hurricane (evacuation from Katrina), 2 pandemics, and 1 severe coastal storm). Out of those 48 disasters, 45 qualified for various FEMA Public Assistance Programs and 20 received support from FEMA's Individual Assistance/Households Program.

In an effort to begin the process of hazard analysis for the OA, and to supply emergency managers with a basic understanding of these hazards, hazard summaries have been included. (See Attachment 2, Hazards)

In a 2022 survey, 49% of respondents said structure/wildland fire is the highest threat to their neighborhood.



In light of the OA's susceptibility and vulnerability to natural disasters and other hazards, continued emphasis will be placed on emergency planning, training of full time auxiliary and reserve personnel, public awareness and education, and assuring the adequacy and availability of sufficient resources to cope with such emergencies. The UDC and member jurisdictions are involved in ongoing public education programs. The programs focus on the need of individuals to be knowledgeable about the nature of disasters and proper responses to those disasters. They also encourage the public to make the necessary preparations for disasters and emergencies.

[1] Federal Emergency Management Agency (FEMA), OpenFEMA Dataset: Disaster Declarations Summaries – v2. Retrieved from https://www.fema.gov/openfema-data-page/disaster-declarations-summaries-v2 on March 31, 2022. This product uses the FEMA OpenFEMA API, but is not endorsed by FEMA. The Federal Government or FEMA cannot vouch for the data or analyses derived from these data after the data have been retrieved from the Agency's website(s).

HAZARD MITIGATION AND CONTROL

Emphasis is placed on mitigation measures to reduce losses from disasters, including the development and enforcement of appropriate land use, design, and construction regulations.

The Cities' planning departments and the County Department of Planning &Development Services have enforced earthquake building code standards for many years. Additionally, all projects requesting subdivisions are typically required to include an environmental impact report, which provides site-specific information on existing natural hazards and other environmental concerns. Upon intake of all building permits and development projects, land use planners review the project site's topographic location (i.e., slope analysis), and proximity to a floodplain.

The land use elements of the Cities' and County's general plans are the primary policy bases which direct the physical development of the incorporated and unincorporated areas of the OA. They designate coastal beach, bluff areas, and floodplain as environmentally constrained areas, thus requiring a thorough environmental review and implementation of appropriate measures to mitigate any adverse impacts. Additionally, the "rural" back country is subject to limitations of 4- 8- 20-acre parcel sizes in order to minimize degradation of watersheds, natural slopes, groundwater supplies, wildland fire safety and floodplain.

The OA's member jurisdictions' zoning ordinances and the Uniform Building Code support mitigation efforts through the enforcement of fire codes, earthquake standards, and requirements for water conservation devices. County subdivision regulations reduce the risk of fire, in that these regulations can be means of securing water systems of adequate size and pressure for firefighting. They also ensure that there are adequate roadway widths for emergency vehicle access, including maneuverability of fire trucks.

In 2021, the County and all of the jurisdictions in the County revised the San Diego County Multi-Jurisdictional Hazard Mitigation Plan (MJHMP). The purpose of the Plan is to enhance public awareness and understanding, create a decision tool for management, promote compliance with State and Federal program requirements, enhance OA policies for hazard mitigation capability, provide inter-jurisdictional coordination of mitigation-related programming, and to achieve regulatory compliance. The updated MJHMP is anticipated to be adopted by all participating jurisdictions in 2023.



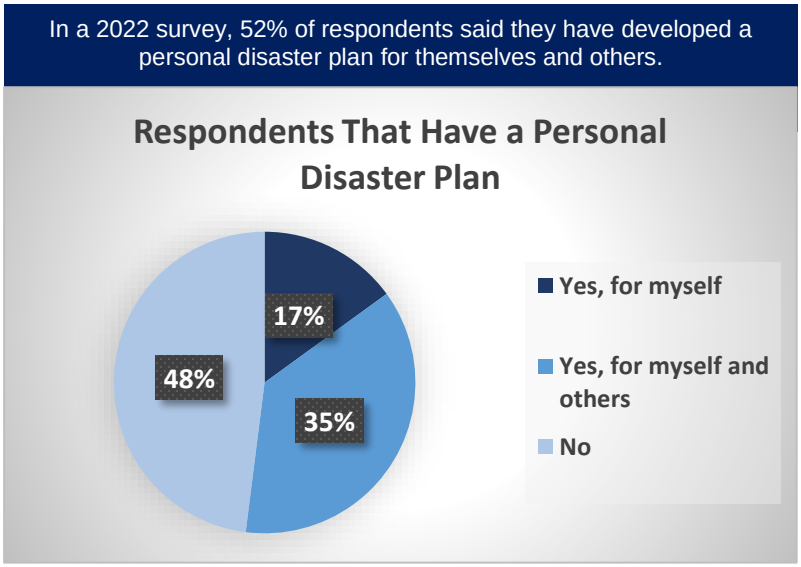
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PLANNING ASSUMPTIONS

The following assumptions apply to this plan:

- Emergency management activities are accomplished using SEMS and NIMS.
- Emergency response is best coordinated at the lowest level of government involved in the emergency.
- Local authorities maintain operational control and responsibility for emergency management activities within their jurisdiction, unless otherwise superseded by statute or agreement.
- Mutual Aid is requested when needed and provided as available.
- Mitigation activities conducted prior to the occurrence of a disaster result in a potential reduction in loss of life, injuries, and damage.
- Supporting plans and procedures are updated and maintained by responsible parties.

WHOLE COMMUNITY APPROACH



The San Diego Operational Area develops and updates emergency plans in accordance with local, state, and federal policies and guidance. The Federal Emergency Management Agency (FEMA) provides a strategic framework to guide all members of the emergency management community as they determine how to integrate the Whole Community Approach and related concepts into their daily practices. FEMA's guidance and this plan are not intended to be all-encompassing or offer specific actions that require adoption of certain protocols. Instead, the Whole Community Approach is acknowledged as a general process by which the public, emergency management representatives, organizational and community leaders, tribal partners, and government officials can understand and assess the needs of their respective communities, then determine the best ways to organize and strengthen resources, capacities, and interests. The Whole Community Approach, overall, is intended to increase individual preparedness, prompt engagement with vital community partners, and enhance community resiliency and security. More information about this approach and other concepts can be located on FEMA's website (www.FEMA.gov).

Community resiliency within emergency management consists of three key factors:

1. The ability of first responder agencies (i.e., fire, law, emergency medical services) to divert from their day-to-day operations to the emergency effectively and efficiently.
2. The strength and inclusivity of the emergency management system and organizations within the region, to include the Emergency Operations Center (EOC), mass notification systems, emergency public information systems, etc.

3. The civil preparedness of the region's people, businesses, and community organizations.

Enhancing all three of these factors constantly focuses the Operational Area on improving the region's resiliency. Emergency response effectiveness also largely depends on the preparedness and resiliency of the collective communities within a region. Different types of communities exist including, but not limited to, communities of place, interests, beliefs, and circumstances, which can exist geographically and virtually (i.e., online gatherings/forums, etc.). While multiple factors can contribute to community resilience and effective emergency management resources and outcomes, FEMA recommends three principles to establish a Whole Community Approach:

1. **Understand and meet the actual needs of the whole community.**
2. **Engage and empower all parts of the community.** Specific details about the County of San Diego OES's efforts to prepare communities and individuals to take action in the event of an emergency or disaster are included in the Public Outreach Plan.
3. **Strengthen what works well in communities.**
   A deep understanding of the unique and diverse needs of a population (including demographics, values, norms, community structures, networks, relationships, and experiences) is crucial for emergency managers to best ascertain the population's real-life safety needs and motivation to participate in preparation and mitigation activities prior to an emergency event. A Whole Community Approach towards building community resilience requires finding ways to support and strengthen the relationships, institutions, structures, assets, and networks that already exist, work well in communities, and address issues that are important to community members. Engaging the whole community and empowering local action in this manner will best position all stakeholders to plan for/meet the actual needs of a community and strengthen local capacity/resilience to recover from threats and hazards.

This plan was developed in alignment with the Whole Community Approach through collaboration with and guidance from representatives of the California Governor's Office of Emergency Services (Cal OES), Cal OES' Office of Access and Functional Needs (OAFN), County departments/agencies, OA City departments, special districts, law enforcement, fire services, emergency management, people with access and functional needs, tribal community liaisons, business and industry partners, and various other public and private stakeholders.

Prior to finalization of the 2022 plan update, a community engagement survey was conducted by the County of San Diego OES to help support region-wide resilience and personal disaster preparedness. The survey was created in multiple languages and advertised by the County of San Diego Communications Office, on the County of San Diego OES website, and social media accounts. In addition to the online survey, a public forum was held to share survey results. The public's input was incorporated into the plan update.

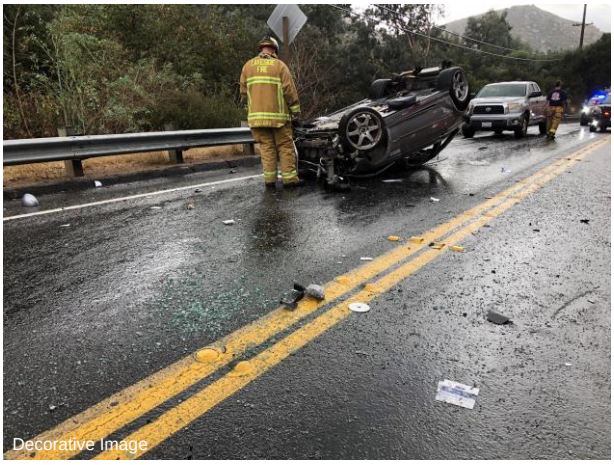
INCLUSIVE EMERGENCY MANAGEMENT PRACTICES

The San Diego Operational Area is committed to achieving and fostering a Whole Community emergency management system that is fully inclusive of all individuals. Individual differences include, but are not limited to, ability, access and functional needs, age, life experience, military/veteran status, race, ethnicity, socio-economic class, marital status, parental status, gender/gender expression, sexual orientation, national origin, and religion. Through the integration of community-based organizations, service providers, government programs, and individuals with disabilities, and others with access and functional needs into the planning

process, meaningful partnerships are developed and leveraged. These partnerships help enable the region to create, support, and sustain an inclusive emergency management system.

In the San Diego Operational Area, all programs, services, and activities provided to people during emergency events, to the maximum extent feasible, will be inclusive of all individuals. The following items are examples of inclusive service delivery and support:

- Accessible transportation
- Assistance animals
- Dietary restrictions and needs
- Assistive equipment and services
- Accessible public messaging
- Evacuation assistance
- Restoration of essential services
- Language translation and interpretation services
- Service delivery site Americans with Disabilities Act (ADA) of 1990 compliance


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The San Diego Operational Area partners with a broad network of trusted community organizations and agencies (i.e., churches, non-profit organizations, refugee resettlement organizations) called the “Partner Relay” to accomplish inclusive practices through sharing emergency information with communities that may have limited English proficiency.

In addition to observing inclusive preparation, mitigation and response practices, the San Diego Operational Area also incorporates existing and new local, state and federal laws that govern emergency planning and response efforts. Examples of the San Diego Operational Area’s compliance with federal laws that prohibit discrimination on the basis of disability within emergency management programs include this plan’s incorporation of:

- Americans with Disabilities Act of 1990
- Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988
- Individuals with Disabilities Education Act of 1975
- Post-Katrina Emergency Management Reform Act of 2006
- Rehabilitation Act of 1973
- Fair Housing Act Amendments of 1988
- Architectural Barriers Act of 1968
- Telecommunications Act of 1996

Additionally, the San Diego Operational Area complies with California Government Code § 8593.3, which requires government agencies to integrate planning for the needs of individuals with access and functional needs into emergency operations plans. Code § 8593.3 compliance also includes planning for individuals who have:

- Developmental or intellectual disabilities
- Physical disabilities
- Chronic conditions
- Injuries

- Limited English proficiency or people who do not speak English
- Low-income,

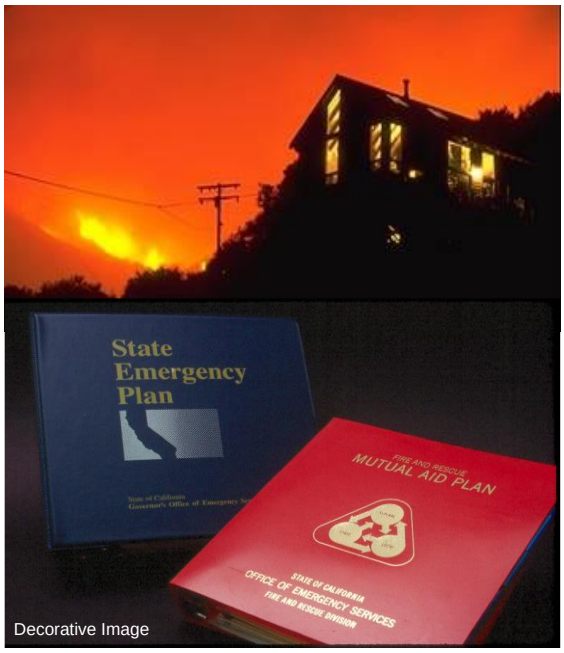
and individuals who are:

- Older adults
- Children
- Pregnant
- Living in institutionalized settings,

and individuals who are experiencing:

- Homelessness
- Transportation disadvantaged, including, but not limited to, people who are dependent on public transit.

CONCEPT OF OPERATIONS



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It is the responsibility of government to undertake an ongoing comprehensive approach to emergency management in order to mitigate the effects of hazardous events. Local government has the primary responsibility for preparedness and response activities within its jurisdiction. When an emergency exceeds the local government's capability to respond, assistance is requested from other local jurisdictions, and State and Federal governments. In any case, incident command and response operations remain with the local jurisdiction.

All jurisdictions within the OA operate under the SEMS and NIMS. SEMS and NIMS are based on the Incident Command System (ICS) and the Multi-Agency Coordination System (MACS), which are management systems designed to provide a structure for response to any emergency, large or small. ICS is the basis for both SEMS and NIMS, has been in operation for about 20 years. The OA EOP is based on SEMS and NIMS and the concept that the emergency function of an agency will generally parallel its normal function. Those day-to-day activities, which do not contribute directly to the emergency operation, may need to be suspended for the duration of the emergency.

Specific operational concepts, including the emergency response actions of the various agencies, are reflected in the annexes to this plan.

Fully activated, SEMS consists of the emergency management systems of all local jurisdictions (including special districts), OAs (county-wide), Cal OES Mutual Aid Regions (two or more counties) and State Government. Local jurisdictions would be responsible for

directing and/or coordinating emergency operations, with the other levels being responsible for coordinating with and/or providing support to the local jurisdictions.

SEMS consists of five organizational levels, which are activated as necessary: field response, local government, operational area, region, and State (Chart 1).

CHART 1

The Five SEMS Organizational Levels

State	Statewide resource coordination integrated with federal agencies.
Regional	Manages and coordinates information and resources among operational areas.
Operational Area	Manages and/or coordinates information, resources, and priorities among all local governments within the boundary of a county.
Local	Manages and/or coordinates information, resources, and priorities within its jurisdiction.
Field	Commands on-scene information, resources, and priorities.

The State of California Emergency Plan identifies three levels of emergencies used to categorize the response. These same levels are used by the OA and are common to all functional annexes:

ACTIVATION LEVEL	CONDITIONS / DEFINITION
LEVEL 1	Catastrophic disaster which requires comprehensive state-level response and/or assistance
LEVEL 2	Large-scale disaster requiring high amount of state involvement
LEVEL 3	Small to moderate disaster / pre-planned event
Normal Operations / Monitoring	♦ Duty Officer Status ♦ Steady State Operations ♦ OES maintains situational awareness

The County of San Diego staff has the overall responsibility to provide an effective emergency response in the unincorporated areas of the County. The OA uses SEMS and NIMS for incident management. These emergency management systems provide not only for the on-scene management of an incident, but also for the coordination of response activities between the jurisdictions.

GENERAL

The structure of the emergency organization is based on the following principles:

- Compatibility with the structure of governmental and private organizations.
- Clear lines of authority and channels of communication.
- Simplified functional structure.
- Incorporation into the emergency organization of all available personnel resources having disaster capabilities.
- Formation of special purpose units to perform those activities peculiar to major emergencies.

A major emergency can change the working relationships between government and industry and among government agencies. For example:

- Consolidation of several departments under a single chief, even though such departments normally work independently.
- Formation of special purpose units (situation intelligence, emergency information, management, and radiological defense) to perform functions not normally required. Personnel assigned to such units may be detached from their regular employment when the units are activated.
- Formation of multiple agencies or multiple jurisdiction commands to facilitate the response to an emergency.

Changes in the emergency organization as designed may be required for an effective response to specific incidents.

COORDINATOR OF EMERGENCY SERVICES

The Coordinator of Emergency Services (Coordinator) for the Unified San Diego County Emergency Services Organization also functions as the Vice-Chairperson of the Organization. The Coordinator is elected by the members of the Unified San Diego County Emergency Services Organization from among the County Chief Administrative Officer (CAO), City Managers, or Chief Administrator of any participating agency.

Two additional persons may be selected from the staff of the Coordinator, or from the above group, to act as first and second alternates in the absence or inability of the Coordinator to serve, in which event such alternates shall have all the powers and authorities of the Coordinator. The second alternate shall only be empowered to exercise the powers and authorities of the Coordinator if the Coordinator and first alternate are absent or otherwise unable to serve.

LINE OF SUCCESSION

It is incumbent upon all levels of government to establish a line of succession of authority in the event that current officers are unable to carry out their responsibilities. For example, the CAO for the County is the Director of Emergency Services for the unincorporated area of the County. If the CAO is unable to serve in that capacity, and has not designated an Acting CAO, individuals who hold permanent appointments to the following positions automatically serve as Acting CAO and Director of Emergency Services in the order shown below (Ordinance 31.103). That person shall continue to serve until the CAO can resume his/her responsibilities or until the Board of Supervisors (BOS) can appoint a successor. An individual serving as Acting CAO/Director of Emergency Services has the authority and powers of the position of CAO/Director of Emergency Services.

Director of Emergency Services Line of Succession

Order of Succession	Title
First	Assistant Chief Administrative Officer (ACAO)
Second	Deputy Chief Administrative Officer of the Public Safety Group (DCAO-PSG)
Third	Director of the Office of Emergency Services

All levels of government are required to provide for the continuity of government in the event that current officials are unable to carry out their responsibilities through the use of Continuity of Government (COG) plans. The Unified San Diego County Emergency Services Organization has provided for a line of succession to the Coordinator of Emergency Services position on the UDC in the event of a major emergency.

SEAT OF GOVERNMENT

It is incumbent upon all levels of government to designate temporary seats of government in the event the normal location is not available. For example, the normal seat of government for the County of San Diego is located at the County Administration Center (CAC), 1600 Pacific Highway, San Diego, California. In the event this location is not available, the temporary seat of government will be located at the order of locations below, unless another location is specifically designated:

Order of Alternate Locations	Location	Address
First	County Operations Center (COC) Annex (Planning & Development Services [PDS])	5510 Overland Avenue San Diego, CA 92123
Second	El Cajon Regional Center	250 East Main Street El Cajon, CA 92020
Third	South Bay Regional Center	500 3rd Avenue Chula Vista, CA 91910
Fourth	Vista Regional Center	325 South Melrose Drive Vista, CA 92081

EMERGENCY PREPAREDNESS STRUCTURE

In this plan, emergency operations are divided into the emergency functions indicated in Figure 1 below. Specific details on functional, organizational and operational concepts, responsibilities for providing support to or accomplishing a given function, and applicable policies and procedures are provided in the annexes specified in parenthesis. The annexes also provide hazard-specific responses to be accomplished by emergency management staff and field forces.



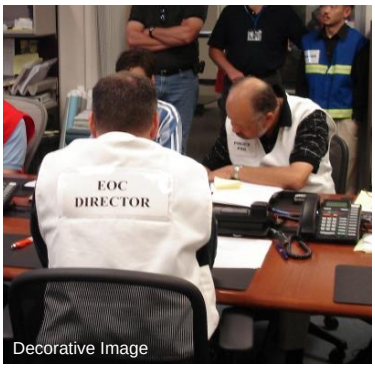
Figure 1 identifies the agencies and private organizations responsible to the OA for the functions listed.

Figure 1 – San Diego OA EOC Roles/Functional Responsibilities

Agency Responsibilites Primary and Support Functions		Finance & Gen. Govt								PSG							HHSA				LUEG						CSG				External Support Agencies											
		Board of Supervisors	CAO/ACA/DCAOs	Assessor	Auditor and Controller	Chief Technology Office	County Counsel	Human Resources	Media & Public Relations	Public Safety Exec. Office	Office of Emergency Services	Sheriff	District Attorney	Medical Examiner	Probation	RACES	HHSA	Public Health Services	Behavioral Health Services	Emergency Medical Services	Agriculture	Enviornmental Health	Parks and Rec.	Planning and Land Use	Public Works	Veternarian	Animal Services	General Services	Housing & Comm. Dev.	Purchasing and Contracting	Air Polution Control District	Area Fire Coordinator	Cal Highway Patrol	American Red Cross	County Office of Education	Salvation Army	Humane Society	SDG&E	2-1-1 San Diego	Cal OES	County Water Authority	LECC
FUNCTIONS/RESPONS.																																								
POLICY																																								
Emergency Proclamations		P	S				S				S																													
Public Information/JIC		S				S			P		S	S		S			S	S							S						S						S			S
Policy Group			P		S		S		S		P	P		P				P				S			P			P			P						S			
EOC Director										S	P																														
Rumor Control									S		S																											P			
Safety Officer											S							S				P																			
Legal Advisor							P																																	
Security (EOC)												S			P																										
OPERATIONS																																								
Section Chief											P	S						S														S								
Alert/Warning									S		P	P																				S								S
Law Enforcement												P	S		S	S																S								S
Evacuation												P													S		S					S	S				S			
Traffic Control												P											S										S							
Animal Rescue																S	P	P							S		P									S				
Fire and Rescue											S																					P								
Hazardous Materials																						P																		S
Radiological Protection											P											S																		
Health																	P	P																						
Medical Multi-Casualty												S		S			S	S		P												S	S							
Public Health																	S	P		S																				
Behavioral Health																																								
Agriculture																					P																			
Care and Shelter											P								S			S	S											P						
Access and Functional Needs								P									S	S	S														S				S			
Construction and Engineering																								S	P															
Utilities																												P								S			S	

Agency Responsibilites Primary and Support Functions		Board of Supervisors	CAO/ACA/DCAOs	Finance & Gen. Govt						PSG							HHSA				LUEG						CSG				External Support Agencies											
				Assessor	Auditor and Controller	Chief Technology Office	County Counsel	Human Resources	Media & Public Relations	Public Safety Exec. Office	Office of Emergency Services	Sheriff	District Attorney	Medical Examiner	Probation	RACES	HHSA	Public Health Services	Behavioral Health Services	Emergency Medical Services	Agriculture	Enviornmental Health	Parks and Rec.	Planning and Land Use	Public Works	Veternarian	Animal Services	General Services	Housing & Comm. Dev.	Purchasing and Contracting	Air Polution Control District	Area Fire Coordinator	Cal Highway Patrol	American Red Cross	County Office of Education	Salvation Army	Humane Society	SDG&E	2-1-1 San Diego	Cal OES	County Water Authority	LECC
FUNCTIONS/RESPONS.																																								
PLANNING/INTELLIGENCE																																								
Section Chief										S	P				S																									
WebEOC											P																													
Situation Status										S	P				S	S						S	S							S										
Documentation										S	P				S																									
Technical Specialist																				S	S				S					S								S		S
GIS											S												P	S																
Advanced Planning										S	P				S																							S		
Field Liaison											P				S	S		S																						
LOGISTICS																																								
Section Chief																											S		P											
Supply/Procurement																											S		P											
Transportation												S															P												S		
Facilities																											P		S											
Personnel							P																																	
EOC Support							P									S					S																			
Communications/IT					P					S	S	P				S																								
Volunteer Coordination							S																															P		
Donations Management																																					S		P		S		
Security															P																									
FINANCE/ADMIN																																								
Section Chief										P	S																													
Time Unit										S	P																													
Compensation and Claims										S	P																													
Cost Accounting					P					S	P																													
Procurement										S	P																													
RECOVERY																																								
Recovery Lead											P													S																
Damage Assessment				S							S												P								S		S	S			S			S	

ASSIGNMENT OF RESPONSIBILITIES



Decorative Image

The Unified San Diego County Emergency Services Organization consists of the County and the 18 cities within the OA. It was established in 1961 by signed agreement. The Agreement provides for "preparing mutual plans for the preservation of life and property, making provision for the execution of these plans in the event of a local emergency, state of emergency, and to provide for mutual assistance in the event of such emergencies". It also calls upon the County to provide health and medical services, traffic control, public information, and radiological safety, in addition to services provided by the Office of the County Medical Examiner.

The UDC is the governing body of the Unified Organization and is empowered to review and approve emergency mutual aid plans and agreements, disaster preparedness plans, and such ordinances, resolutions, rules and regulations as are necessary to implement them.

The BOS is the governing body of the County and sets policy regarding disaster-related matters within the unincorporated areas of the County. The Chair of the Board also serves as Chair of the UDC.

The CAO is the **Director of Emergency Services** in an incident involving only the unincorporated area of the OA.

- If elected by the UDC the CAO will also serve as the **Coordinator of Emergency Services** in an incident involving the unincorporated area and one or more cities, or an incident involving any two or more cities.

OES is the lead agency in the OA emergency response effort and serves as staff to the Coordinator of Emergency Services, as well as to the UDC and its members.

Other County departments and agencies have emergency responsibilities, as identified in Figure 1. These agencies and departments are also responsible for developing and maintaining Standard Operating Procedures (SOPs) and Continuity of Operations (COOP) Plans designating alternate sites from which to operate.

FUNCTIONAL ANNEXES

Detailed responsibilities of all agencies and private organizations are provided in annexes of this plan:

EMERGENCY MANAGEMENT (ANNEX A)



The Emergency Management Annex describes how emergencies will be managed within the OA by providing a basis for centralized control, coordination, and direction of emergency operations. This annex also describes the organization and operation of the OA EOC including functional responsibilities under SEMS and NIMS.

An effective, functional EOC is the key to successful emergency response and recovery operations. During emergencies, centralized management is needed to enable a coordinated response by decision makers, emergency service personnel, and representatives from organizations with emergency responsibilities. These individuals will collocate in the OA EOC to coordinate response activities, avoid duplication of effort, and effectively utilize resources.

Individuals in the OA EOC will be responsible for: receipt and dissemination of alerts and warnings, management of emergency operations, collection and analysis of damage information, provision of emergency information and instructions to the public, and maintenance of communication to support EOCs of neighboring jurisdictions and special districts.

FIRE AND RESCUE MUTUAL AID OPERATIONS (ANNEX B)



The Fire and Rescue Mutual Aid Operations Annex is designed to meet the anticipated needs of local agencies within pre-designated response zones, to access resources of adjacent agencies within the operational area, and to access the resources of other jurisdictions within Region VI or beyond, if necessary, to meet the needs of emergency incidents.

This annex pertains to all Fire Departments, Fire Protection Districts and other agencies with fire responsibilities. In San Diego County, The North County Dispatch JPA is the Operational Area Fire and Rescue Coordinator. The responsibilities of the primary and supporting agencies of this annex include fire protection and suppression, coordination of rescue operations, search and rescue, medical treatment and response, evacuation assistance, hazardous materials response, and in some cases management of Community Emergency Response Teams (CERT).

LAW ENFORCEMENT MUTUAL AID OPERATIONS (ANNEX C)



The Law Enforcement Mutual Aid Operations Annex establishes organizational responsibilities and general procedures for the local law enforcement organizations and supporting agencies during natural and human-caused disasters. Law enforcement agencies seek to preserve and protect life and property and to maintain law and order.

The Sheriff's Department is the Operational Area Law Enforcement Coordinator and as such is the lead agency responsible for executing this annex. All agencies supporting this function are responsible for maintaining law and order through enforcement of laws, rules, and regulations, conducting evacuations, establishing evacuation routes, providing aerial surveillance and intelligence, assisting with light rescue and medical response, and managing communications systems. Supporting agencies may also include California Highway Patrol (CHP), the County of San Diego Probation Department and/or the District Attorney's Office, and the local jurisdiction law enforcement agencies.

MULTI CASUALTY INCIDENT OPERATIONS (ANNEX D)



The Multi-Casualty Incident Operations Annex describes the basic concepts, policies, and procedures for providing a coordinated medical care response to any mass casualty incident. This annex establishes a disaster medical system and outlines responsibilities and actions required for the effective operation of the medical response to disasters.

This annex serves as the unifying document for the emergency plans of local hospitals, cities, and emergency service agencies. The Emergency Services Agreement, between and among the County of San Diego and the Cities in the OA, provides for a county-wide medical emergency services program.

The main agencies responsible for executing this function are the Health and Human Services Agency (HHSA), Public Health Services, Public Health Preparedness and Response Branch (PHPR), Emergency Medical Services (EMS) Division, and local fire and law enforcement agencies. These agencies are responsible for the coordination of medical response and resources within the jurisdiction, medical mutual aid, and medical registration and records. Supporting agencies may also include hospitals, community and private medical personnel, ambulance providers, public safety agencies, military medical personnel, and the American Red Cross (ARC).

PUBLIC HEALTH OPERATIONS (ANNEX E)



The Public Heath Operations Annex describes the basic concepts, policies, and procedures for providing public health services in the event of any major emergency or disaster. These public health services are provided under the coordination of HHSA Public Health Services (PHS). This annex serves as the unifying public health document for the OA, as authorized by the Emergency Services Agreement.

HHSA-PHS will coordinate public health response and resources, determine/identify public health hazards, including hazardous materials, and provide response. HHSA-PHS may also establish standards for control of health hazards, provide technical guidance, advise the public about health hazards and provide Public Health Nurses as needed.

The overall goal of the public health operation is to minimize the loss of life and human suffering, prevent disease and promote optimum health for the population by controlling public health factors that affect human health and by providing leadership and guidance in all emergency/disaster public health-related activities. HHSA-PHS will accomplish this goal for all jurisdictions and special districts within the OA through joint operations at the OA EOC and the PH Departmental Operations Center (DOC), commonly known as the Medical Operations Center [MOC].

MEDICAL EXAMINER OPERATIONS (ANNEX F)



The Medical Examiner Operations Annex establishes organizational responsibilities, policies, and procedures for the operation of the Department of the Chief Medical Examiner during extraordinary emergencies involving multiple deaths particularly following major natural disasters, technological incidents, terrorist attacks, or a nuclear incident.

The Medical Examiner will provide this function for all jurisdictions and special districts within the OA, and this function will be accomplished from the OA EOC. The Medical Examiner and supporting staff are responsible for recovering, identifying, coordinating disposition of the deceased, and collecting and preserving decedent property.

The Medical Examiner will also serve as the ex-officio Public Administrator, register deaths, prepare and coordinate lists of the deceased, maintain necessary records, assist with reunification and family assistance centers, inform law enforcement, health, public agencies, and the media. Support staff may include Medical Examiner employees, the Public Administrator, Coroner mutual aid, morticians and public safety agencies.

CARE AND SHELTER OPERATIONS (ANNEX G)



Decorative Image

The Care and Shelter Operations Annex is specifically designed to address the need for temporary shelter during large scale emergencies and/or major disasters. This annex describes care and shelter operations within San Diego County while defining the collective and individual responsibilities of San Diego County and/or city governments and non-governmental agencies responding to or acting in support of mass care and shelter operations.

The County of San Diego HHSA is the lead agency responsible for providing mass care, and may be supported by the San Diego and Imperial Counties Chapter of the American Red Cross (ARC), County of San Diego, local governments and/or faith-based organizations. Care and shelter operations are coordinated at the OA EOC and may include coordinating and providing food, shelter, medications, medical assistive equipment, crisis counseling, and other basic disaster caused needs. Additional services include reunification of separated families both inside and outside of the affected area.

ENVIRONMENTAL HEALTH OPERATIONS (ANNEX H)



Decorative Image

The Environmental Health Operations Annex 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 within the OA as authorized by the Emergency Services Agreement.

The County of San Diego Department of Environmental Health (DEH) is the lead agency responsible for executing this annex. This annex assists DEH with establishing emergency environmental health operations, assigning responsibilities, and providing actions and responses to environmental health problems associated with disasters.

DEH will coordinate this function from within their Departmental Operations Center (DOC), coordinating closely with the OA EOC. Responsibilities include coordinating inspections for purity and usability of consumables, developing and supervising methods and procedures for vector and rodent control, conducting environmental surveys to determine risks and hazards, and identifying hazardous materials released.

COMMUNICATIONS AND WARNING SYSTEMS (ANNEX I)



The Communications and Warning Systems Annex is designed to address the communications systems and the alert and warning systems that are currently in place in the OA.

This annex will assist Regional Communications System (RCS) staff in effectively managing 24-hour interoperable communications systems, including determining and maintaining appropriate systems available for emergency alert and warning.

These systems will ensure all responding agencies within the OA have effective internal communications capabilities to support response operations and the ability to provide warning alerts to the population impacted or at risk as the result of an emergency.

CONSTRUCTION AND ENGINEERING OPERATIONS (ANNEX J)

The Construction and Engineering Operations Annex identifies the implementation procedures for construction and engineering mutual aid and other support. This annex 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.



The Department of Public Works (DPW) is the lead agency responsible for executing construction and engineering activities during an emergency. Such activities include 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. Other tasks include providing supervision for the repair, modification, and/or construction of emergency facilities and housing, inspecting damaged structures, performing field damage assessments, and restoring, maintaining and operating essential services, such as roads, sewers, drainage and water systems. Supporting agencies include California Department of Transportation (Cal Trans), San Diego Gas and Electric (SDG&E), and the San Diego County Water Authority (SDCWA).

LOGISTICS (ANNEX K)



Decorative Image

The Logistics Annex 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 OA. This annex 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 County of San Diego Department of Purchasing and Contracting will be the lead for logistics and resource management and are responsible for maintaining an inventory of sources and providing for procurement and allocation of resources. Additional responsibilities may include assisting with coordination of OA transportation, providing a system which gives authorized staff emergency buying power and procurement of supplies, equipment, personnel and services from public and/or private sources.

EMERGENCY PUBLIC INFORMATION PLAN (ANNEX L)



Decorative Image

The Emergency Public Information Annex is designed to provide a framework for the most efficient, accurate, and complete dissemination of information to the public. This annex provides guidance for the conduct and coordination of public information activities and establishes a mutual understanding of responsibilities, functions, and operations.

The County of San Diego Communications Office is the lead department responsible for executing this function. Responsibilities include all aspects of public notification including the activation and operation of a Joint Information System (JIS) and the OA Joint Information Center (JIC). Personnel staffing the JIC will schedule regular briefings for news media, write and distribute press releases, coordinate media interviews with local officials, maintain liaisons with State and Federal Public Information Officers (PIOs) and/or any other public information operations that are activated, monitor and coordinate the County's social media presence, and coordinate with 2-1-1 San Diego for public inquiry. All of these activities will be coordinated with local jurisdictions.

BEHAVIORAL HEALTH OPERATIONS (ANNEX M)



The Behavioral Health Annex 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 jurisdictions within the OA, as authorized by the Emergency Services Agreement.

HHSA, Behavioral Health Services (BHS) is the lead agency responsible for the execution of this annex and for providing emergency behavioral health intervention services, behavioral health counseling support to shelters, and Local Assistance Centers (LACs) and EOCs. This annex will help HHSA BHS establish a disaster behavioral health response system and define responsibilities and actions required to ensure and efficient and effective use of behavioral health resources during a disaster.

ANIMAL SERVICES (ANNEX O)



The Animal Services Annex describes the basic concepts, policies, and procedures for providing a coordinated animal services response to any disaster. This annex serves as the unifying document for the emergency plans of the County, cities, and animal care and humane agencies.

The County of San Diego Department of Animal Services (DAS) is the lead agency responsible for executing this function. This annex establishes organizational responsibilities and general policies and procedures for the care and management of animals during natural and man-made disasters.

DAS will ensure the coordination of evacuating endangered animals, establishing temporary holding facilities, provision of care for injured animals and the animals return to its owners. Additional responsibilities include the disposition of unclaimed, infirm, or dead animals, and providing liaison with wildlife, ecological, and conservation groups. Supporting agencies for this function may include the County Animal Response Team (CART), Humane Societies and other animal related groups.

TERRORISM (ANNEX P)


Decorative Image

The County of San Diego Terrorist Incident Emergency Response 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. This annex defines the command and control structures for responding to any type of terrorist attack, including Weapons of Mass Destruction (WMD) attacks, vehicular attacks, shooting incidents, lone-wolf and complex coordinated attacks, among others. It provides for 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 Law Enforcement Coordination Center (LECC) will coordinate with OES as the lead agencies in executing this annex, and the Federal Bureau of Investigations will play a large role in supporting and/or leading any investigations related to a terrorist incident.

EVACUATION (ANNEX Q)


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The Evacuation Annex outlines strategies, procedures, recommendations, and organizational structures that can be used to implement a coordinated evacuation effort in the OA. This annex may 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.

In addition, this annex assists in the decision-making processes by providing general estimates on the number of residents within each jurisdiction of the OA that may 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. This annex also provides hazard specific considerations, general evacuation transportation routes and capacities, countywide shelter capacities, resources available locally and through mutual aid, and any access and functional needs considerations.

DIRECTION, CONTROL, OR COORDINATION

The Unified San Diego County Emergency Services Organization and OA EOP provides structures, based upon SEMS and NIMS, for implementing county-level policy and operational coordination for domestic incident response. It can be partially or fully implemented in response to a potential/actual threat, in anticipation of a significant event, or in response to an incident. Selective implementation allows for a scaled response, delivery of the exact resources needed and a level of coordination appropriate to each incident.

LOCAL RESPONSE STRUCTURE

All incidents will be managed at the lowest possible level. Responders use ICS to manage response operations. Local jurisdictions will exhaust their resources and enact their established mutual aid before requesting support from the OA.

OPERATIONAL AREA (OA) EMERGENCY OPERATIONS CENTER (EOC)



The decision to activate the OA EOC will be made by the Director of OES, when there is an incident involving the unincorporated area, an incident involving the unincorporated area and one or more cities, or an incident involving two or more cities.

The decision to activate the OA EOC may come upon receiving a request from an Incident Commander who determines that additional resources or capabilities are needed for incident response.

The OA EOC will help form a common operational picture of the incident, assist on-scene command with the burden of external coordination, and the securing of additional resources. Core functions of the OA EOC include coordination, communications, resource allocation and tracking, and information collection, analysis, and dissemination. To accomplish this, the OA EOC will be activated and staffed to the appropriate level necessary for the response.

The OA EOC is organized into six sections, each responsible for carrying out a different aspect of the response. **The OA EOC General Staff normally consists of an Operations Section Chief, Planning/Intelligence Section Chief, Information and Intelligence Section Chief, Logistics Section Chief, and a Finance/Administration Section Chief.**

- **The Management/Policy Section** of the OA EOC is responsible for overall management of the emergency and for providing policy and guidance for the emergency response. The Management/Policy Section is responsible for coordinating the overall response/recovery effort (prioritizing, decision-making, coordination, tasking, and conflict resolution).
- **The Operations Section** is responsible for coordinating all incident related strategic operations as directed by the Management/Policy Section. The Operations Section

coordinates priority missions with the Branch Coordinators and ensures resource deployment is consistent with the OA objectives.

- **The Planning/Intelligence Section** is responsible for preparing the Incident Action Plan and maintaining resource status. The Planning/Intelligence Section conducts OA EOC briefings to ensure all staff is aware of the current response effort and objectives. The **Information/Intelligence Section** is responsible for collecting, analyzing and displaying incident related information, providing the Common Operational Picture.
- **The Logistics Section** is responsible for providing communications services, resource tracking, and procuring the equipment, supplies, personnel, transportation, and facilities needed to support the response.
- **The Finance/Administration Section** is responsible for ensuring all financial records are maintained and tracking all costs associated with the incident, to include cost recovery.

ON-SCENE COMMAND AND MANAGEMENT

Working at the site of an incident, an Incident Commander will be responsible for all response activities, including the development of strategies and tactics and the ordering and release of resources.

The Incident Commander has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site. When multiple command authorities are involved, the incident may be led by a unified command comprised of officials who have jurisdictional authority or functional responsibility for the incident under an appropriate law, ordinance, or agreement. The unified command provides direct, on-scene control of tactical operations.

At the tactical level, on-scene incident command and management organization are located at an Incident Command Post, which is typically comprised of local and mutual aid responders.

INFORMATION COLLECTION AND DISSEMINATION


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The OA EOC will serve as the hub for information collection, analysis, and dissemination of information relating to the incident or event. The Info/Intel section within the OA EOC plays a large role in the collection, analysis, and dissemination of information. Information gathered by on scene responders, communications centers and dispatch centers, the media, and the public in general will be analyzed by stakeholders, departments, agencies, and organizations and then verified.

Information needing to be disseminated to responders will be shared via the on-scene incident command staff. Information needing to be disseminated to the public will be shared via the JIC. Available media outlets will be

utilized by the JIC to get necessary information to the public as soon as possible. Various social media channels will be utilized to share relevant and verified information with the public as well.

Periodic EOC briefings will be held to update agencies, departments, organizations, and entities of the current status of the incident, event, or disaster. The briefings will take place as often as necessary, determined by the EOC Director. Briefings should occur at least once per shift, with the understanding that the schedule may be adjusted to suit the needs of the situation.

Information needing to be shared with other levels of government, other agencies and departments outside the county, and the private sector will be shared as necessary to ensure public safety, economic integrity, and effective resources for response and recovery.

COMMUNICATIONS


Decorative Image

Communication will be coordinated between the OA EOC and all responding supporting agencies through various forms of communications devices, channels and methods. If the OA EOC is activated, all incident related information, updates, resource requests, etc. should be shared via WebEOC in addition to any other chosen communication methods.

Communication should be a two-way flow (both top down and bottom up) through the established ICS structure. All communications should use plain language and avoid acronyms.

Information will be communicated from the field to the OA EOC. The Policy Group in the OA EOC will make priority decisions and provide guidance and direction to the OA EOC General Staff, who will coordinate the management of the incident per the direction of the Policy Group. The OA EOC serves as the hub of information for the incident and will communicate necessary information and response actions to the field.

Emergency management communications between the OA EOC, County departmental and jurisdictional EOCs, and incident command posts within the OA are conducted using a mix of systems and technologies which are explained in more detail in Annex I: Communications and Warning Systems. Other County plans that describe communications procedures in detail include the San Diego Urban Area Tactical Interoperable Communications Plan (TIC-P), 2-1-1 Activation Plan, Emergency Public Information Plan, and the Alert San Diego/Wireless Emergency Alert (WEA) Messaging Plan.

ADMINISTRATION, FINANCE, AND LOGISTICS

Under SEMS, special districts are considered local governments. As such, they are included in the emergency planning efforts throughout the OA. The OA Emergency Organization, in accordance with SEMS, supports and is supported by:

- Cities within the Operational Area
- The County of San Diego
- Special districts
- Other counties
- The State of California
- The Federal Government

NIMS provides a consistent nationwide template to enable Federal, State, local, and tribal governments and private-sector and nongovernmental organizations to work together effectively. NIMS also enables these entities to efficiently prepare for, prevent, respond to, and recover from domestic incidents, regardless of cause, size, or complexity, including acts of catastrophic terrorism.

Mutual aid, including personnel, supplies, and equipment, is provided in accordance with the California Master Mutual Aid Agreement, and other local Mutual Aid Agreements. More information about mutual aid is contained in individual annexes, appendices and attachments within this Plan.

The private sector is an important part of the emergency organization. Business and industry own or have access to substantial response and support resources, including functional needs support services (FNSS). Community Based Organizations (CBOs) or Non-Governmental Organizations (NGOs) provide valuable resources before, during, and after a disaster. These resources can be effective assets at any level. OES has established the ReadySanDiego Business Alliance which will have a connection to the OA EOC via a business liaison.

There are some City and County personnel who do not have specific task assignments. They are automatically designated by State Law as Disaster Service Workers (DSWs) during a disaster and serve in the response effort.

- “All public employees and all registered volunteers of a jurisdiction having an accredited disaster council are Disaster Service Workers,” per Government Code Title I, Division 4, Chapter 8, and Labor Code, Part I, Division 4, Chapters 1 and 10.
- The term public employees include all persons employed by the State, or any County, City or public district.
- Other personnel including volunteers can be registered by OES as DSWs, which provides Workers Compensation and liability coverage.

OES maintains a list of pre-registered volunteers affiliated with volunteer organizations that have been signed up as DSWs.

It is imperative that local government maintain duplicate records of all information necessary for restoration of normal operations. This process of record retention involves offsite storage of vital data that can be readily accessible.

Vital records of the Unified San Diego County Emergency Services Organization are routinely stored electronically with OES. All Information Technology Services are managed by the County Technology Office (CTO).

PLAN DEVELOPMENT AND MAINTENANCE



OES is subject to coordinate the maintenance and updates of the OA EOP every four years. The Basic Plan and each Annex is written and updated by the appropriate department or agency (i.e., law enforcement personnel develop the law enforcement annex).

The Unified Disaster Council (UDC) reviews the plan, provides feedback, and approves revisions. Upon completion of their review, the UDC will recommend that the OA EOP be approved by the UDC. The objective of any Emergency Management Organization is efficient and timely response during emergencies. The OA EOP is the first step toward that objective. However, planning alone will not accomplish preparedness. Training and exercising are essential at all levels of government to make emergency operations personnel operationally ready.

The Homeland Security Exercise and Evaluation Program (HSEEP) is a capabilities and performance-based exercise program that provides a standardized methodology and terminology for exercise design, development, conduct, evaluation, and improvement planning. Recognizing this, the signatories to this plan agree to participate in scheduled HSEEP exercises. The date and type of exercises will be identified in the annual work plan of the Unified San Diego County Emergency Services Organization.

AUTHORITIES AND REFERENCES

- Unified San Diego County Emergency Services Organization, Fifth Amended Emergency Services Agreement, 2005
- County of San Diego Emergency Services Ordinance No. 8183, dated Dec. 15, 1992
- County of San Diego Resolution adopting the California Master Mutual Agreement, dated December 11, 1950
- California Emergency Services Act, Chapter 7 of Division 1 of Title 2 of the Government Code
- California State Emergency Plan (October 2017) and sub-plans
- Article 9, Emergency Services, Section 8605 of the Government Code, Operational Areas
- Petris (SEMS) SB 1841 Chapter 1069 - Amendments to the Government Code, Article 7, California Emergency Services Act
- California Master Mutual Aid Agreement
- California Fire and Rescue Emergency Plan
- Incident Command System, Field Operations Guide, ICS 420-1
- San Diego County Mutual Aid Agreement for Fire Departments
- San Diego County Animal Control Mutual Aid Agreement
- California Law Enforcement Mutual Aid Plan

- California Coroners Mutual Aid Plan
- Public Works Mutual Aid Plan
- San Diego County Multi-Jurisdictional Hazard Mitigation Plan, October 2017
- San Diego Urban Area Tactical Interoperable Communications Plan, February 2006
- San Diego County Terrorist Incident Emergency Response Protocol, Draft, June 2005
- Operational Area Post-Terrorism Mass Violence Recovery Annex, October 2017
- Unified San Diego County Emergency Services Organization Resolution adopting the National Incident Management System updated October 2017
- Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide (CPG) 101 Version 2.0, November 2010
- Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelter, November 2010
- Public Law 288, 93rd Congress, Disaster Relief Act of 1974
- Public Law 920, 81st Congress, Federal Civil Defense Act of 1950
- A Whole Community Approach to Emergency Management: Principles, Themes ad Pathways for Action, December 2011
- California Government Code 8593.3 (2016) – Accessibility to Emergency Information and Services
- Telecommunications Act of 1996
- Web Content Accessibility Guidelines (WCAG) 2.2, 2022

All authorities and references listed apply to the Basic Plan and all of the corresponding Annexes. They are on file at OES or available online. Agreements with voluntary organizations and other governmental and private organizations are also on file.

ABBREVIATIONS, ACRONYMS, AND DEFINITIONS

Note: These abbreviations and definitions will assist in the understanding of terms and acronyms used in this plan, as well as some other terms used in emergency management.

Abbreviation, Acronyms, and Definitions		
Term	Acronyms	Definition
Access and Functional Needs	AFN	Per California Government Code § 8593.3, access and functional needs populations include individuals who have developmental or intellectual disabilities, physical disabilities, chronic conditions, injuries, limited English proficiency or who are non-English speaking, older adults, children, people living in institutionalized settings, or those who are low income, homeless, or transportation disadvantaged, including, but not limited to, those who are dependent on public transit or those who are pregnant.
Accessible AlertSanDiego		Accessible AlertSanDiego provides emergency management the capability of alerting and informing residents of San Diego County who are deaf, blind, hard of hearing, and deaf/blind before, during, and after a disaster. Accessible AlertSanDiego sends accessible alerts and information to internet and video capable devices, such as computers, cell phones, mobile devices, tablet computers, and wireless Braille readers. These alerts are offered in American Sign Language (ASL) with English voice and text.
Activities of Daily Living	ADL	Activities of daily living (ADLs) is a term used in healthcare to refer to daily self-care activities within an individual's place of residence, in outdoor environments, or both.
Administrative Services Organization	ASO	An organization that provides outsourced solutions to meet the administrative and HR needs of the client with the client retaining all employment-related risks and liabilities.
Advanced Life Support	ALS	A set of life-saving protocols and skills that extend Basic Life Support to further support the circulation and provide an open airway and adequate ventilation (breathing).
Aerial Support to Regional Enforcement Agencies (Sheriff's Helicopters)	ASTREA	Airborne function of the San Diego Sheriff's Department whose mission is to provide enhanced public and officer safety by providing effective law enforcement, search and rescue, fire suppression, and emergency service air support to public safety agencies throughout San Diego County.
Aging and Independent Services	AIS	County of San Diego Department that provides services to older adults, people with disabilities and their family members, to help keep clients safely in their homes, promote healthy and vital living, and publicize positive contributions made by older adults and persons with disabilities.

Abbreviation, Acronyms, and Definitions		
Term	Acronyms	Definition
Air Pollution Control District	APCD	The San Diego County Air Pollution Control District strives to protect the public from the harmful effects of air pollution, achieve and maintain air quality standards, foster community involvement and develop and implement cost-effective programs meeting state and federal mandates, considering environmental and economic impacts.
AlertSanDiego	ASD	Regional notification system that sends telephone notifications to residents and businesses within San Diego County impacted by, or in danger of being impacted by, an emergency or disaster. This system is used by emergency response personnel to notify those homes and businesses at risk with information on the event and/or actions (such as evacuation) they are asked to take.
Alternate Care Site	ACS	An alternate care site is a site where "medical needs" sheltering, urgent care services and select traditional inpatient services are not usually provided but which is deliberately repurposed for provision of such services during select disasters. May be established at sites where no medical care is usually provided or at medical facilities where the usual scope of medical services does not include large-scale urgent care or traditional inpatient services. Most will be selected from existing sites of convenience, although temporary structures may be erected by responding partners such as the federal government. They are typically only to be established during emergencies or anticipated high-risk events
Amateur Radio Emergency Service	ARES	ARES is a group of Amateur Radio Relay League (ARRL) members who provide health and welfare communications in times of emergency. Affiliated locally with the American Red Cross, all area hospitals and the Emergency Medical Services Division of the County Health Department.
American Association of Blood Banks	AABB	An international, not-for-profit association representing individuals and institutions involved in the field of transfusion medicine and cellular therapies. The association is committed to improving health by developing and delivering standards, accreditation and educational programs that focus on optimizing patient and donor care and safety.
American Red Cross	ARC	San Diego Chapter of the international organization that cares for the wounded, sick, and homeless in wartime, according to the terms of the Geneva Convention of 1864, and now also during and following natural disasters.
Americans with Disabilities Act	ADA	Signed into law under President George H W Bush in 1990. It applies to all private and state-run businesses, employment agencies and unions with more than 15 employees. The goal of the ADA is to make sure that no qualified person with any kind of disability is turned down for a job or promotion or refused entry to a public-access area.

Abbreviation, Acronyms, and Definitions		
Term	Acronyms	Definition
Animal Rescue Reserve	ARR	The San Diego Humane Society's Animal Rescue Reserve (ARR) is a team of highly trained volunteers dedicated to assisting people during disasters, by safely evacuating horses, livestock and household pets. ARR is a program of the Investigations Department and also works throughout San Diego County to rescue domestic animals or livestock that are trapped and cannot free themselves. ARR provides these services free of charge.
Area Fire and Rescue Coordinator	AFC	The Operational Area Fire Coordinator is responsible for coordinating Mutual Aid requests and assignments. They are able to request strike teams and other resources from fire departments within the Operational Area and fire departments throughout the State of California
Assistant Chief Administrative Officer	ACAO	The second-highest ranking executive for the County of San Diego who supports the CAO to implement the Board of Supervisor's policies.
Basic Life Support	BLS	Basic life support (BLS) is the level of medical care which is used for victims of life-threatening illnesses or injuries until they can be given full medical care at a hospital. It can be provided by trained medical personnel, including emergency medical technicians, paramedics, and by laypersons who have received BLS training. BLS is generally used in the pre-hospital setting and can be provided without medical equipment.
Behavioral Health Services	BHS	County of San Diego Behavioral Health Services Division provides a continuum of mental health and alcohol and other drug services for children, youth, families, adults, and older adults. It promotes recovery and well-being through prevention, treatment, and intervention, as well as integrated services for clients experiencing co-occurring mental illness and alcohol and drug issues. The Behavioral Health Services Division provides services under two systems of care: Adult/Older Adult Services and Children, Youth, and Family Services.
Board of Supervisors	BOS	Governing body of the County of San Diego.
California Department of Forestry and Fire Protection	CAL FIRE	Fire protection and stewardship of over 31 million acres of California's privately-owned wildlands. In addition, the Department provides varied emergency services in 36 of the State's 58 counties via contracts with local governments.
California Department of Transportation	Caltrans	Caltrans manages more than 50,000 miles of California's highway and freeway lanes, provides inter-city rail services, permits more than 400 public-use airports and special-use hospital heliports, and works with local agencies. Caltrans carries out its mission of improving mobility across California with six primary programs: Aeronautics, Highway Transportation, Mass Transportation, Transportation Planning, Administration and the Equipment Service Center.
California Earthquake Prediction Evaluation Council	CEPEC	The California Earthquake Prediction Evaluation Council (CEPEC) is a committee of earthquake experts that reviews potentially credible earthquake predictions and forecasts. Its purpose is to advise the Governor of California via the California Office of Emergency Services.

Abbreviation, Acronyms, and Definitions		
Term	Acronyms	Definition
California Emergency Medical Services Authority	EMSA	The EMS Authority is charged with providing leadership in developing and implementing EMS systems throughout California and setting standards for the training and scope of practice of various levels of EMS personnel. The EMS Authority also has responsibility for promoting disaster medical preparedness throughout the state, and, when required, coordinating and supporting the state's medical response to major disasters.
California Fire Assistance Agreement	CFAA	Agreement For Local Government Fire And Emergency Assistance To The State Of California And Federal Fire Agencies Between State Of California, California Office of Emergency Services; State Of California, Department Of Forestry And Fire Protection; USDA Forest Service, Pacific Southwest Region; USDI Bureau Of Land Management, California State Office; USDI National Park Service, Pacific West Region; USDI Fish And Wildlife Service, Pacific Southwest Region; And USDI Bureau Of Indian Affairs, Pacific Region.
California Geological Survey	CGS	CGS is dedicated to the fulfillment of its mission to provide scientific products and services about the state's geology, seismology and mineral resources that affect the health, safety, and business interests of the people of California.
California Health Alert Network	CAHAN	CAHAN San Diego is a communications system for the Health and Human Services Agency, Public Health Services, hospitals, clinics, emergency rooms, laboratories, law enforcement, fire service, EMS, volunteer and other health agencies.
California Integrated Seismic Network	CISN	The California Integrated Seismic Network (CISN) is a partnership among federal, state, and university agencies involved in California earthquake monitoring. The CISN is dedicated to serve the emergency response, engineering, and scientific communities.
California Law Enforcement Mutual Aid Radio System	CLEMARS	The California Law Enforcement Mutual Aid Radio System (CLEMARS) is provided and managed by the California Emergency Management Agency (Cal EMA). CLEMARS enhances the ability of law enforcement agencies to communicate on common frequencies during emergencies and other special operations.
California Law Enforcement Telecommunications System	CLETS	CLETS provides law enforcement and criminal justice agencies access to various data bases and the ability to transmit and receive point-to-point administrative messages to other agencies within California
California National Guard	CNG	The California Military Department is a diverse, community-based organization comprised of four pillars: the California Army National Guard, the California Air National Guard, the California State Military Reserve and the California Youth and Community Programs; committed to improving, preparing and protecting our communities, state and nation.

Abbreviation, Acronyms, and Definitions		
Term	Acronyms	Definition
California Public Utilities Commission	CPUC	The CPUC regulates privately owned electric, natural gas, telecommunications, water, railroad, rail transit, and passenger transportation companies. The CPUC serves the public interest by protecting consumers and ensuring the provision of safe, reliable utility service and infrastructure at reasonable rates, with a commitment to environmental enhancement and a healthy California economy. The CPUC regulates utility services, stimulate innovation, and promote competitive markets, where possible.
California State Warning Center	CSWC	The mission of the CSWC is to be the central information hub for statewide emergency communications and notifications. The CSWC is staffed with Emergency Notification Controllers, Emergency Services Coordinators and Program Managers. The CSWC serves as a highly reliable and accurate "one-stop" resource for emergency management, law enforcement, and key decision-making personnel throughout the state.
California Water/Wastewater Agency Response Network	CALWARN	The mission of the California Water/Wastewater Agency Response Network (CalWARN) is to support and promote statewide emergency preparedness, disaster response, and mutual assistance processes for public and private water and wastewater utilities.
Chemical, Biological, Radiological, Nuclear, or Explosive Defense	CBRNE	Chemical, biological, radiological and nuclear or explosive defense (CBRN defense or CBRNE defense) is protective measures taken in situations in which chemical, biological, radiological or nuclear warfare (including terrorism) hazards may be present
Chief Administrative Officer	CAO	Responsible for administrative management of private, public, or governmental corporations.
Cities Readiness Initiative	CRI	CDC's Cities Readiness Initiative (CRI) is a federally funded program designed to enhance preparedness in the nation's major metropolitan statistical areas (MSAs) where more than 57% of the U.S. population resides. Through CRI, state and large metropolitan public health departments have developed plans to quickly receive and distribute medicine and medical supplies from the Strategic National Stockpile (SNS) to local communities following a large-scale public health emergency.
Communications Unit Leader	COML	The Communications Unit Leader (COML) heads the Communications Unit and is responsible for integrating communications and ensuring that operations are supported by communications. The COML must understand ICS and local response systems to support the efforts of Incident personnel.
Community Based Organizations	CBOs	Community based organizations are civil society non-profits that operate within a single local community. They are essentially a subset of the wider group of nonprofits. Like other nonprofits they are often run on a voluntary basis and are self-funded.

Abbreviation, Acronyms, and Definitions		
Term	Acronyms	Definition
Community Emergency Response Teams	CERT	A community-level program administered by FEMA that trains the public to understand their responsibility in preparing for disaster. The program increases its members' ability to safely help themselves, their family, and their neighbors. If activated, trained CERT volunteers provide immediate assistance to victims in their area.
Comprehensive Preparedness Guide 101	CPG 101	A guide designed to assist jurisdictions with developing emergency operations plans. It promotes a common understanding of the fundamentals of planning and decision-making to help emergency planners examine a hazard and produce integrated, coordinated, and synchronized plans.
Coordinate/ Coordination		To advance systematically an analysis and exchange of information among principals who have or may have a need to know certain information to carry out specific incident management responsibilities.
Coordinator of Emergency Services		The County of San Diego CAO serves in this role for incidents involving two or more jurisdictions in the OA. In this role, the CAO. Through, the OA EOC provides resource support and coordination to the affected jurisdictions.
County Administration Center	CAC	Headquarters of the County of San Diego.
County Operations Center	COC	County location that houses a large amount of County departments.
Department of Planning & Development Services	PDS	County department responsible for long range land use planning, including the County General Plan and Zoning Ordinance, which determine how our communities will grow. The department analyzes privately initiated land use projects to ensure compliance with land use regulations and advises the Board of Supervisors and Planning Commission on the projects. Department programs such as Building Permit review and inspection and Code Compliance help maintain public health and safety.
Department of Public Works	DPW	County department responsible for: County-maintained roads; traffic engineering; land development civil engineering review; design engineering and construction management; land surveying and map processing; cartographic services; watershed quality and flood protection; County Airports; solid waste planning and diversion; inactive landfills; wastewater systems management; and special districts.
Department Operations Center	DOC	Location for County/City departments to conduct emergency management operations in support of an incident. The DOC serves the same function as the EOC, but these tasks are in support of the specific department which the DOC belongs to.
Direction		The act of providing directives for incident response. Direction includes the implementation of response actions.
Director of Emergency Services		In this role, the CAO directs emergency response actions for an incident only involving the unincorporated area of the county.

Abbreviation, Acronyms, and Definitions		
Term	Acronyms	Definition
Disaster Medical Assistance Teams	DMAT	A DMAT is a group of professional and para-professional medical personnel (supported by a cadre of logistical and administrative staff) designed to provide medical care during a disaster or other event. DMATs are designed to be a rapid-response element to supplement local medical care until other Federal or contract resources can be mobilized, or the situation is resolved. DMATs deploy to disaster sites with sufficient supplies and equipment to sustain themselves for a period of 72 hours while providing medical care at a fixed or temporary medical care site. The personnel are activated for a period of two weeks. In mass casualty incidents, their responsibilities may include triaging patients, providing high-quality medical care despite the adverse and austere environment often found at a disaster site, patient reception at staging facilities and preparing patients for evacuation.
Disaster Mortuary Operations Response Team	DMORT	DMORTs are composed of private citizens, each with a particular field of expertise, who are activated in the event of a disaster. Teams are composed of funeral directors, medical examiners, coroners, pathologists, forensic anthropologists, medical records technicians and transcribers, finger print specialists, forensic odonatologists, dental assistants, x-ray technicians, mental health specialists, computer professionals, administrative support staff, and security and investigative personnel.
Disaster Rapid Assessment Team	DRAT	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. The intent and purpose of the DRAT will be to provide health intelligence for the PH DOC [MOC] regarding the need for medical staff, supplies and care at shelters that have been established or spontaneously opened during an evacuation event.
Disaster Service Worker	DSW	Under State law, Title I, Section 3100 of the California Government Code, all government employees are declared Disaster Service Workers who can be called upon in any emergency. This means that County employees are responsible to help in a disaster. Employees will perform duties as described in the Business Continuation Plans for their respective programs, or duties as assigned.
Disaster Service Worker Volunteer	DSW-V	Any person registered with an accredited Disaster Council for the purpose of engaging in disaster service without pay or other consideration. This also may include any unregistered person impressed into service during a state of war emergency, a state of emergency, or a local emergency by a person having authority to command the aid of the people in the execution of his or her duties.

Abbreviation, Acronyms, and Definitions		
Term	Acronyms	Definition
Disaster Support Area	DSA	A special facility established on the periphery of a disaster area where disaster relief resources (personnel and material) can be received, stockpiled, allocated and dispatched into the disaster area. A segregated portion of the area may be used for the receipt and emergency treatment of casualty evacuees arriving via short-range modes (air and ground) of transportation and for the subsequent movement of a select number by heavy, long range aircraft, to adequate medical care facilities. Therefore, such facilities will normally be located at, or in close proximity to, operable airports with runways capable of accommodating heavy aircraft and offering adequate space for supplies, equipment, portable medical facilities and other essential resources.
Emergency Alert System	EAS	A federal warning system that is activated by FEMA; enables the President to take over the United States airwaves to warn the whole country of major catastrophic events.
Emergency Management Assistance Compact	EMAC	EMAC is the nation's state to state mutual aid system. EMAC is the first national disaster–relief compact since the Civil Defense and Disaster Compact of 1950 to be ratified by Congress. Since ratification and signing into law in 1996 (Public Law 104-321), 50 states, the District of Columbia, Puerto Rico, Guam, and the U.S. Virgin Islands have enacted legislation to become EMAC members. EMAC offers assistance during governor-declared states of emergency through a responsive, straightforward system that allows states to send personnel, equipment, and commodities to help disaster relief efforts in other states. Through EMAC states can also transfer services, such as shipping newborn blood from a disaster-impacted lab to a lab in another state.
Emergency Managers Mutual Aid	EMMA	A formalized system of providing emergency management assistance to emergency managers in jurisdictions that have been impacted by a disaster. It is based on the recognition of the fact that we often don't have the capacity required in an individual jurisdiction to provide continuous 24 hour a day management during a disaster. This is coordinated through Cal OES and assistance is brought in only to assist, not to direct and control.
Emergency Medical Services	EMS	County department whose services include personnel, facilities, and equipment required to ensure proper medical care for the sick and injured from the time of injury to the time of final disposition (which includes medical disposition within a hospital, temporary medical facility, or specialty care facility; release from the site; or being declared dead). EMS specifically includes those services immediately required to ensure proper medical care and specialized treatment for patients in a hospital and coordination of related hospital services.

Abbreviation, Acronyms, and Definitions		
Term	Acronyms	Definition
Emergency Operations Center	EOC	The physical location at which the coordination of information and resources to support incident management (on-scene operations) activities normally takes place. An EOC may be a temporary facility or may be located in a more central or permanently established facility, perhaps at a higher level of organization within a jurisdiction. EOCs may be organized by major functional disciplines (for example, fire, law enforcement, medical services), by jurisdiction (for example, Federal, State, regional, tribal, city, county), or by some combination thereof.
Emergency Operations Plan	EOP	An ongoing plan for responding to a wide variety of potential hazards. An EOP describes how people and property will be protected; details who is responsible for carrying out specific actions; identifies the personnel, equipment, facilities, supplies, and other resources available; and outlines how all actions will be coordinated.
Emergency Proclamation		The duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the territorial limits of a county, city and county, or city, caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestation or disease, the Governor's warning of an earthquake or volcanic prediction, or an earthquake... or other conditions, other than conditions resulting from a labor controversy, which are or are likely to be beyond the control of the services, personnel, equipment, and facilities of that political subdivision and require the combined forces of other political subdivisions to combat…" Section 8558(c), Chapter 7 of Division 1 of Title 2 of the Government Code.
Emergency Public Information	EPI	Information that is disseminated primarily in anticipation of an emergency or during an emergency. In addition to providing situational information to the public, it also frequently provides directive actions required to be taken by the general public.
Emergency Support Function (Federal)	ESF	Emergency Support Functions (ESFs) is the grouping of governmental and certain private sector capabilities into an organizational structure to provide support, resources, program implementation, and services that are most likely needed to save lives, protect property and the environment, restore essential services and critical infrastructure, and help victims and communities return to normal following domestic incidents. There are 15 federal ESFs.

Abbreviation, Acronyms, and Definitions		
Term	Acronyms	Definition
Emergency Support Function (State)	ESF	As described in Section 13 of the State Emergency Plan, the CA-ESFs consist of eighteen primary activities deemed essential to addressing the emergency management needs of communities in all phases of emergency management. Based upon authorities and responsibilities, a lead agency has been designated for the development of the state government level CA-ESFs. As the CA-ESFs development expands to include other stakeholders from the emergency management community, the CA-ESFs will determine a governance structure. The governance structure should be developed with the administrative direction of Cal OES and be flexible to allow for the participation of future stake holders.
Essential Elements of Information	EEI	EEIs are the critical items of information required by senior leaders within a particular timeframe that, when related to other available information and intelligence, may be used to reach a logical decision.
Family Assistance Center	FAC	Location to provide assistance and support during an emergency situation. A family assistance center provides responding and support agencies with the ability to provide a consistent and coordinated response to victims and families by centralizing the flow of information and services and assigning responsibilities to specific response agencies.
Federal Aviation Administration	FAA	The Federal Aviation Administration is the national aviation authority of the United States. An agency of the United States Department of Transportation, it has authority to regulate and oversee all aspects of American civil aviation.
Federal Bureau of Investigations	FBI	As an intelligence-driven and a threat-focused national security organization with both intelligence and law enforcement responsibilities, the mission of the FBI is to protect and defend the United States against terrorist and foreign intelligence threats, to uphold and enforce the criminal laws of the United States, and to provide leadership and criminal justice services to federal, state, municipal, and international agencies and partners.
Federal Coordinating Officer	FCO	The person appointed by the President to coordinate federal assistance following an emergency or major disaster declaration.
Federal Emergency Management Agency	FEMA	Independent agency created in 1978 to provide a single point of accountability for all Federal activities related to disaster mitigation and emergency preparedness, response, and recovery. FEMA administers the National Flood Insurance Program.
Feeding Task Force	FTF	When a disaster occurs, the FTF will seek to verify the resources available to support a mass care feeding operation and the expected feeding output from voluntary organizations, the private sector, the County of San Diego, and other Governmental resources.

Abbreviation, Acronyms, and Definitions		
Term	Acronyms	Definition
Field Operations Guide (ICS 420-1)	FOG	The content of the Field Operations Guide (FOG) is intended to provide guidance for the application of the Incident Command System (ICS) to any planned or unplanned event. Position descriptions, checklists, and diagrams are provided to facilitate that guidance. The information contained in this document is intended to enhance the user's experience, training, and knowledge in the application of the Incident Command System. All users must obtain proper ICS training at the level necessary to effectively utilize the system.
FIrefighting RESources of California Organized for Potential Emergencies	FIRESCOPE	The FIRESCOPE program is intended to complete the legislative attempt to unify these various fire agencies together into one voice and direction. The character of this group is comprised of diverse fire agencies derived from the founding legislation. The synergy created by these diverse fire agencies truly provides valuable input to the Secretary of Cal OES in addressing the future of fire/rescue services in California and assures excellent representation for the continued development of FIRESCOPE products.
Food and Housing Division	FHD	Conducts more than 39,000 restaurant and food truck / food cart inspections each year and issues the appropriate A-B-C grade card. The division is also responsible for inspecting nearly 5,000 swimming pools, checking for everything from water quality and filtration systems, to safety equipment and enclosures. Food and Housing personnel also inspect body art facilities, as well as apartments, hotels and motels, camps and even detention facilities. FHD responds to public health threats and environmental hazards associated with these regulated facilities, including fires, food recalls and boil water orders, all in the interest of promoting safe communities.
Geographic Information Systems	GIS	A geographic information system (GIS) is a computer system designed to capture, store, manipulate, analyze, manage, and present all types of geographical data
Governor's Office of Emergency Services	Cal OES	The California Governor's Office of Emergency Services exists to enhance safety and preparedness in California through strong leadership, collaboration, and meaningful partnerships. Our mission is founded in public service. Our goal is to protect lives and property by effectively preparing for, preventing, responding to, and recovering from all threats, crimes, hazards, and emergencies.
Hazard Mitigation Plan	HazMit Plan	The Multi-Jurisdictional Hazard Mitigation Plan is a countywide plan that identifies risks and ways to minimize damage by natural and human caused disasters. The plan is a comprehensive resource document that serves many purposes such as enhancing public awareness, creating a decision tool for management, promoting compliance with State and Federal program requirements, enhancing local policies for hazard mitigation capability, and providing inter-jurisdictional coordination.

Abbreviation, Acronyms, and Definitions		
Term	Acronyms	Definition
Hazardous Incident Response Team	HIRT	The San Diego County Department of Environmental Health Hazardous Incident Response Team (DEH-HIRT) consists of ten California State Certified Hazardous Material Specialists. The team was founded in 1981 by the Unified Disaster Council and is funded by a Joint Powers Agreement. This team services all unincorporated San Diego County areas, 18 municipalities, two military bases, and five Indian Reservations. There are over 400 responses a year in the DEH-HIRT operational area. DEH-HIRT responds jointly with the San Diego Fire & Life Safety Services Department, Hazardous Incident Response Team to investigate and mitigate chemically related emergencies or complaints. Emergency response activities include mitigation, containment and control actions as well as hazard identification, evaluating the threat to the local populations and the environment. DEH-HIRT is also responsible for handling all after normal business hours complaints for the Department of Environmental Health.
Hazardous Materials	HAZMAT	Solids, liquids, or gases that can harm people, other living organisms, property, or the environment.
Hazardous Materials Division	HMD	The Hazardous Materials Division (HMD) is one of the four divisions of the Department of Environmental Health (DEH). HMD is the Certified Unified Program Agency (CUPA) for San Diego County responsible for regulating hazardous materials business plans and chemical inventory, hazardous waste and tiered permitting, underground storage tanks, aboveground petroleum storage and risk management plans. HMD is also responsible for regulating medical waste.
Hazards United States	HAZUS	A geographic information system-based natural hazard loss estimation software package developed and freely distributed by the Federal Emergency Management Agency (FEMA).
Health and Human Services	HHS	The Department of Health and Human Services (HHS) is the United States government's principal agency for protecting the health of all Americans and providing essential human services, especially for those who are least able to help themselves. HHS is headed by the Secretary who is the chief managing officer for our family of agencies, including 11 operating divisions, 10 regional offices, as well as the Office of the Secretary.
Health and Human Services Agency	HHSA	The Health and Human Services Agency is one of five groups or divisions of the San Diego County government. The Agency provides a broad range of health and social services, promoting wellness, self-sufficiency, and a better quality of life for all individuals and families in San Diego County. The Agency integrates health and social services through a unified service-delivery system. This system is family focused and community-based, reflective of business principles in which services are delivered in a cost-effective and outcome-driven fashion.
Homeland Security Presidential Directive - 5	HSPD-5	The purpose of this directive, which was issued on Feb. 28, 2003, is to enhance the ability of the United States to manage domestic incidents by establishing a single, comprehensive national incident management system (NIMS).

Abbreviation, Acronyms, and Definitions		
Term	Acronyms	Definition
Hospital Preparedness Program	HPP	The Hospital Preparedness Program (HPP) provides leadership and funding through grants and cooperative agreements to States, territories, and eligible municipalities to improve surge capacity and enhance community and hospital preparedness for public health emergencies.
Housing and Community Development (County)	H/CD	The Department of Housing and Community Development provides many valuable services to both property owners and tenants and strives to create more livable neighborhoods that residents are proud to call home. The Department of Housing and Community Development is one of the departments within the Community Services Group Our key service programs improve neighborhoods by assisting low-income residents, increasing the supply of affordable, safe housing and rehabilitating residential properties in San Diego County. Besides the programs we administer, each city in the county has affordable housing and community improvement programs in their jurisdiction.
Incident Action Plan	IAP	An oral or written plan containing general objectives reflecting the overall strategy for managing an incident. It may include the identification of operational resources and assignments. It may also include attachments that provide direction and important information for management of the incident during one or more operational periods.
Incident Command Post	ICP	A field location where the primary response functions are performed. The Incident Command Post may be co-located with the Incident Base or other incident facilities.
Incident Command System	ICS	A standardized on-scene emergency management construct specifically designed to provide an integrated organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. The Incident Command System is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during incidents. ICS is used for emergencies of all kinds and is applicable to small as well as large and complex incidents. ICS is used by various jurisdictions and functional agencies, both public and private, to organize field-level incident management operations.
Incident Commander	IC	The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and the release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.
Incident Management Team	IMT	The IC and appropriate Command and General Staff personnel assigned to an incident.
Individual with a Disability		As defined by the Americans with Disabilities Act, an individual with a disability is a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment. The ADA does not specifically name all of the impairments that are covered.

Abbreviation, Acronyms, and Definitions		
Term	Acronyms	Definition
Interoperable Communications Committee	ICC	A committee chartered by the Unified San Diego County Disaster Council. The ICC is chaired by the Sheriff's Department's Wireless Services Division with members drawn from the jurisdictions and agencies within the OA.
Joint Field Office	JFO	A part-time federal facility designed to implement the new single, comprehensive approach to domestic incident management. JFO helps the Secretary of Homeland Security in their domestic incident management responsibilities. JFO is established at the incident site to provide a fundamental point for federal, state, local, and tribal executives who are having the responsibility of incident oversight, direction, and assistance to effectively coordinate actions for protection, prevention, preparedness, response, and recovery. JFO carries out the traditional functions of the joint operations center, the joint information center, and the disaster field office.
Joint Information Center	JIC	A facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media at the scene of the incident. Public information officials from all participating agencies should collocate at the JIC.
Joint Information System	JIS	Integrates incident information and public affairs into a cohesive organization designed to provide consistent, coordinated, timely information during crisis or incident operations. The mission of the JIS is to provide a structure and system for developing and delivering coordinated interagency messages; developing, recommending, and executing public information plans and strategies on behalf of the IC; advising the IC concerning public affairs issues that could undermine public confidence in the emergency response effort.
Joint Terrorism Task Force	JTTF	Nation's front line on terrorism: small cells of highly trained, locally based, committed investigators, analysts, linguists, SWAT experts, and other specialists from dozens of U.S. law enforcement and intelligence agencies.
Land and Water Quality Division	L&WQD	Land and Water Quality tests the water of San Diego beaches and bays and posts the results for residents and visitors. Land and Water Quality deals with recycled water, testing and removal of underground storage tanks, inspection of small drinking water systems, wells, and mobile home parks in the unincorporated county.
Land Use and Environment Group	LUEG	LUEG is comprised of seven departments whose functions range from building and maintaining county infrastructure to protecting our environment and public health, and from promoting agriculture and consumer protection to showing you how to better grow your garden.

Abbreviation, Acronyms, and Definitions		
Term	Acronyms	Definition
Law Enforcement Coordination Center	LECC	The San Diego Law Enforcement Coordination Center (LECC) is a multi-agency cooperative initiative that fully integrates information intake, vetting, analysis/fusion, and synthesis as part of the national and state model. The San Diego LECC is designed to be a fusion center that is analytically driven and that supports law enforcement information needs in all programs, with an emphasis on terrorism intelligence. The LECC disseminates developed information, provides analytical case support, trend analysis and provides tailored analytical products to end users.
Liaison Officer	LOFR	A member of the Command Staff responsible for coordinating with representatives from cooperating and assisting agencies.
Local Assistance Center	LAC	Resource center facilities established after a disaster to accelerate the recovery time for those who have been affected by the disaster, by offering a centralized location of recovery services.
Local Health Department	LHD	A local health department is a government agency on the front lines of public health. Local health departments may be entities of local or state government and often report to a mayor, city council, county board of health or county commission.
Long Term Care	LTC	Long-term care (LTC) is a variety of services which help meet both the medical and non-medical needs of people with a chronic illness or disability who cannot care for themselves for long periods of time.
Master Mutual Aid Agreement	MMAA	An agreement made and entered into by and between the State of California, its various departments and agencies, and the various political subdivisions, municipal corporations, and other public agencies of the State of California to facilitate implementation of Chapter 7 of Division 1 of Title 2 of the Government Code entitled "California Emergency Services Act."
Medical and Health Operational Area Coordinator	MHOAC	The MHOAC program is based on the functional activities described in Health and Safety Code 1797.153. County of San Diego MHOAC is the primary point of contact for the MHOAC program and liaisons with the RDMHC/S.
Medical Health Coordination Center	MHCC	Location of CDPH to coordinate public health operations.
Medical Operations Center	MOC	DOC for County of San Diego PH
Medical Reserve Corps	MRC	San Diego County's Health and Human Services Agency developed a local MRC to enhance the existing Clinical Disaster Service Worker volunteer program established in 2002. The goal of the MRC in San Diego is to provide competent and certified clinical volunteers for use at mass prophylaxis/vaccination sites, disaster shelters, alternate care sites, and offset surge capacity issues of the community. The MRC's priority will be to increase the number of clinical volunteer providers who are trained and ready to respond during a terrorist event or other large-scale public health emergency.

Abbreviation, Acronyms, and Definitions		
Term	Acronyms	Definition
Memorandum of Agreement	MOA	A memorandum of agreement (MOA) or cooperative agreement is a document written between parties to cooperate on an agreed upon project or meet an agreed objective. The purpose of a MOA is to have a written understanding of the agreement between parties.
Memorandum of Understanding	MOU	A memorandum of understanding (MOU) describes a bilateral or multilateral agreement between two or more parties. It expresses a convergence of will between the parties, indicating an intended common line of action.
Modified Mercalli Intensity	MMI	The Modified Mercalli Intensity (MMI) scale depicts shaking severity.
Multi-Agency Coordination System	MACS	Multi-agency Coordination Systems provide the architecture to support coordination for incident prioritization, critical resource allocation, communications systems integration, and information coordination. The components of Multi-agency Coordination Systems include facilities, equipment, emergency operation centers (EOCs), specific multi-agency coordination entities, personnel, procedures, and communications. These systems assist agencies and organizations to fully integrate the subsystems of the NIMS.
National Disaster Medical System	NDMS	The National Disaster Medical System (NDMS) is a federally coordinated system that augments the Nation's medical response capability. The overall purpose of the NDMS is to supplement an integrated National medical response capability for assisting State and local authorities in dealing with the medical impacts of major peacetime disasters and to provide support to the military and the Department of Veterans Affairs medical systems in caring for casualties evacuated back to the U.S. from overseas armed conventional conflicts.
National Incident Management System	NIMS	A system mandated by HSPD-5 that provides a consistent nationwide approach for Federal, State, local, and tribal governments; the private-sector, and nongovernmental organizations to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. To provide for interoperability and compatibility among Federal, State, local, and tribal capabilities, the NIMS includes a core set of concepts, principles, and terminology. HSPD-5 identifies these as the ICS; Multi-agency Coordination Systems; training; identification and management of resources (including systems for classifying types of resources); qualification and certification; and the collection, tracking, and reporting of incident information and incident resources.
National Response Framework	NRF	A plan mandated by HSPD-5 that integrates Federal domestic prevention, preparedness, response, and recovery plans into one all-discipline, all-hazards plan.

Abbreviation, Acronyms, and Definitions		
Term	Acronyms	Definition
National Terrorism Advisory System	NTAS	The National Terrorism Advisory System, or NTAS, replaces the color-coded Homeland Security Advisory System (HSAS). This system will more effectively communicate information about terrorist threats by providing timely, detailed information to the public, government agencies, first responders, airports and other transportation hubs, and the private sector.
National Warning System	NAWAS	The Federal portion of the Civil Defense Warning System is used for the dissemination of warning and other emergency information from the Warning Centers or Regions to Warning Points in each State.
National Weather Service	NWS	Official U.S. weather, marine, fire and aviation forecasts, warnings, meteorological products, climate forecasts and information about meteorology.
Non-Governmental Organizations	NGOs	An entity with an association that is based on interests of its members, individuals, or institutions and that is not created by a government but may work cooperatively with government. Such organizations serve a public purpose, not a private benefit. Examples of NGOs include faith-based charity organizations and the American Red Cross.
Nuclear Regulatory Commission	NRC	The U.S. Nuclear Regulatory Commission (NRC) was created as an independent agency by Congress in 1974 to ensure the safe use of radioactive materials for beneficial civilian purposes while protecting people and the environment. The NRC regulates commercial nuclear power plants and other uses of nuclear materials, such as in nuclear medicine, through licensing, inspection and enforcement of its requirements.
Office of Emergency Services (Operational Area)	OES	The Office of Emergency Services (OES) coordinates the overall county response to disasters. OES is responsible for alerting and notifying appropriate agencies when disaster strikes; coordinating all agencies that respond; ensuring resources are available and mobilized in times of disaster; developing plans and procedures for response to and recovery from disasters; and developing and providing preparedness materials for the public. OES staffs the Operational Area Emergency Operations Center (a central facility which provides regional coordinated emergency response), and also acts as staff to the Unified Disaster Council (UDC), a joint powers agreement between all 18 incorporated cities and the County of San Diego. The UDC provides for coordination of plans and programs countywide to ensure protection of life and property.
Operational Area	OA	The "Operational Area" consists of the county and each of its political subdivisions including special districts.
Operational Area Emergency Operations Center	OA EOC	The emergency operations center for San Diego County, serving the unincorporated area and providing support to the local jurisdictions.
Operational Area Satellite Information System	OASIS	OASIS is a State of California owned satellite system established to provide Emergency Management voice and data communications independent of commercial networks.

Abbreviation, Acronyms, and Definitions		
Term	Acronyms	Definition
Policy Group		The Management/Policy Section of the OA EOC is responsible for overall management of the emergency and for providing policy and guidance for the emergency response.
Presidential Declaration		Supports response activities of the federal, state and local government. Authorizes federal agencies to provide “essential” assistance including debris removal, temporary housing and the distribution of medicine, food, and other consumable supplies.
Public Health Officer	PHO	The Public Health Officer (PHO), or designee, reports to the HHSA Director, and is responsible for the overall management of Public Health within the OA. The PHO, in consultation with the Director of HHSA, makes policy decisions related to emergency/disaster health services.
Public Health Services	PHS	Public Health Services works to prevent epidemics and the spread of disease, protect against environmental hazards, prevent injuries, promote and encourage healthy behaviors, respond to disasters and assist communities in recovery and assure the quality and accessibility of health services throughout the county.
Public Information Officer	PIO	A member of the Command Staff who serves as the conduit for information to internal and external stakeholders, including the media or other organizations seeking information directly from the incident or event.
Public Safety Group	PSG	As a regional coalition of leading and respected public safety and criminal justice partners, the Public Safety Group improves public safety and criminal justice in San Diego County and communicates and coordinates within our group and the community to deliver quality programs and services.
Public Service Announcement	PSA	A public service announcement (PSA) or public service ad, are messages in the public interest disseminated by the media, with the objective of raising awareness, changing public attitudes and behavior towards a social issue.
Radio Amateur Civil Emergency Service	RACES	Radio Amateur Civil Emergency Service, a radio communication service carried on by licensed non-commercial radio stations while operating on specifically designated segments of the regularly allocated amateur frequency bands under the direction of authorized local, regional, Federal civil defense officials pursuant to an approved civil defense communications plan.
Region VI		The California Office of Emergency Services (Cal OES) Agency has three administrative regions, Inland, Coastal and Southern which are located in Sacramento, Walnut Creek and Los Alamitos, respectively. Cal OES regions have the responsibility to carry out the coordination of information and resources within the region and between the SEMS state and regional levels to ensure effective and efficient support to local response. The regions serve as the conduit for local and regional perspective and provide a physical presence for Cal OES functions at the local level in all phases of emergency management.

Abbreviation, Acronyms, and Definitions		
Term	Acronyms	Definition
Region VI, continued		There are 11 counties and two Mutual Aid Regions I and VI, within the Southern Administration Region. Within the region there are 226 incorporated cities that include two nuclear plants. The total population of all cities and counties in the Southern Region is approximately 21,648,506.
Regional Communications System	RCS	The San Diego County-Imperial County Regional Communications System, known locally as the RCS, provides wireless 800 MHz voice (radio) and data communications – on separate networks – to over 200 local, county, state, and federal public safety and public service agencies in San Diego County, California and Imperial County, California. The day-to-day operations are managed by the Wireless Services Division of the San Diego County Sheriff's Department.
Regional Disaster Medical Health Coordinator/Specialist	RDMHC/S	Responsibilities include supporting the mutual aid requests of the Medical Health Operational Area Coordinator (MHOAC) for disaster response within the region and providing mutual aid support to other areas of the state in support of the state medical response system. The RDMHC also serves as an information source to the state medical and health response system.
Regional Emergency Operations Center	REOC	Serves as a coordination point for resource requests from Operational Areas. There are three REOCs in California. The Southern Regional Emergency Operations Center is located in Los Alamitos and is staffed by the State Office of Emergency Services.
Residential Care Facilities for the Elderly	RCFE	Residential Care Facilities for the Elderly (RCFE) provide care, supervision and assistance with activities of daily living, such as bathing and grooming. They may also provide incidental medical services under special care plans.
San Diego Association of Governments	SANDAG	An association of local San Diego County governments. It is the metropolitan planning organization for the County, with policy makers consisting of mayors, council members, and County Supervisors, and also has capital planning and fare setting powers for the County's transit systems which include the San Diego Metropolitan Transit System and North County Transit District.
San Diego County Water Authority	SDCWA	SDCWA imports water into the county, 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
San Diego Gas & Electric	SDG&E	The utility that provides natural gas and electricity to San Diego County and southern Orange County. It is owned by Sempra Energy, a Fortune 500 energy services holding company that is based in San Diego.

Abbreviation, Acronyms, and Definitions		
Term	Acronyms	Definition
San Diego Geographic Information Source	SanGIS	The San Diego Geographic Information Source (SanGIS) is a Joint Powers Authority (JPA) of the City of San Diego and the County of San Diego responsible for maintaining a regional geographic information system (GIS) landbase and data warehouse. The JPA allows the City and the County to combine resources to meet common objectives to reduce duplication of efforts, maximize resources, provide for an efficient method of sharing information and provide timely updated data to the public.
San Diego Humane Society	SDHS	The San Diego Humane Society and SPCA is an independent 501(c)(3) organization that shelters and adopts animals, investigates animal cruelty and neglect, rescues animals in emergency situations, teaches positive reinforcement behavior training to the public, provides adult and youth education programs, and shares animals through pet-assisted therapy.
San Diego Sheriff's Department	SDSD	The San Diego County Sheriff's Department is the chief law enforcement agency in San Diego County. The department is comprised of approximately 4,000 employees, both sworn officers and professional support staff. The department provides general law enforcement, detention and court services for the people of San Diego County in a service area of approximately 4,200 square miles. In addition, the department provides specialized regional services to the entire county, including the incorporated cities and the unincorporated areas of the county.
San Diego County Voluntary Organizations Active in Disasters	SD VOAD	The mission of San Diego Voluntary Organizations Active in Disaster (SDVOAD) is to enhance the efforts of member organizations through interagency planning, relief, response and recovery activities, all directed toward the goal of giving area residents adequate and timely services, impartially and uniformly delivered, when a disaster strikes.
San Onofre Nuclear Generating Station	SONGS	Nuclear power plant located in the northwest corner of San Diego County. It was closed in 2013 and is in the decommissioning process.
Search and Rescue	SAR	The process of looking for people who are lost and may need medical treatment, especially after an accident.
Simple Triage and Rapid Treatment	START	Simple triage and rapid treatment (START) is a triage method used by first responders to quickly classify victims during a mass casualty incident (MCI) based on the severity of their injury.
Skilled Nursing Facility	SNF	A health-care institution that meets federal criteria for Medicaid and Medicare reimbursement for nursing care including the supervision of the care of every patient by a physician, the full-time employment of at least one registered nurse, the maintenance of records concerning the care and condition of every patient, the availability of nursing care 24 hours a day, and the presence of facilities for storing and dispensing drugs.
Special District		Special-purpose districts or special district governments in the United States are independent governmental units that exists separately from, and with substantial administrative and fiscal independence from, general purpose local governments such as county, municipal, and township governments

Abbreviation, Acronyms, and Definitions		
Term	Acronyms	Definition
Staff Duty Officer	SDO	24/7 on-duty representative for the County of San Diego Office of Emergency Services.
Standard Operating Procedures	SOPs	A document that describes regularly recurring operations related to utilizing technology, responding to a hazard or reacting to an emergency situation. The purpose of a SOP is to carry out the operations correctly and always in the same manner.
Standardized Emergency Management System	SEMS	The SEMS law, effective January 1, 1993, incorporates the use of the Incident Command System (ICS); the Fire Fighting Resources of California Organized for Potential Emergencies (FIRESCOPE) agreement; existing multi-agency and interagency programs; the State's master Mutual Aid agreement and mutual aid program; the Operational Area concept; and the Operational Area Satellite Information System (OASIS) into a single program.
State Coordinating Officer	SCO	A person appointed by the Governor to act for the State in cooperation with the Federal Coordinating Officer.
State of Emergency		A duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the state caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, or earthquake or other conditions, other than conditions resulting from a labor controversy, or conditions causing a "state of war emergency", which conditions, by reason of their magnitude, are or are likely to be beyond the control of the services, personnel, equipment, and facilities of any single county, city and county, or city and require the combined forces of a mutual aid region or regions to combat.
State of War Emergency		The condition which exists immediately, with or without a proclamation thereof by the Governor, whenever the state or nation is directly attacked by an enemy of the United States, or upon the receipt by the state of a warning from the federal government that such an enemy attack is probable or imminent.
Strategic National Stockpile	SNS	CDC's Strategic National Stockpile (SNS) has large quantities of medicine and medical supplies to protect the American public if there is a public health emergency severe enough to cause local supplies to run out. Once Federal and local authorities agree that the SNS is needed, medicines will be delivered to any state in the U.S. in time for them to be effective. Each state has plans to receive and distribute SNS medicine and medical supplies to local communities as quickly as possible.
Temporary Evacuation Point	TEP	A Temporary Evacuation Point (TEP) is a location identified by Law Enforcement or Fire as a temporary place to evacuate to during disasters or emergencies. A TEP has limited resources and staffing, as its primary purpose is to provide evacuees with a safe place to congregate temporarily, until they can return home or relocate to an emergency shelter. TEP locations are generally open areas, such as parking lots, business parks, schools, or other government operated facilities.

Abbreviation, Acronyms, and Definitions		
Term	Acronyms	Definition
Threat Hazard Identification and Risk Assessment	THIRA	A process to help communities understand their risks and determine the level of capability they need in order to address those risks.
Traffic Control Points	TCP	Places along movement routes that are manned by emergency personnel to direct and control the flow of traffic.
U.S. Army Corps of Engineers	USACE	A federal agency made up of civilian and military personnel that assist the public with engineering, design, and construction management.
Unified Command	UC	An application of ICS used when there is more than one agency with incident jurisdiction or when incidents cross-political jurisdictions. Agencies work together through the designated members of the UC, often the senior person from agencies and/or disciplines participating in the UC, to establish a common set of objectives and strategies and a single IAP.
Unified Disaster Council	UDC	A group that serves as the policy making body of the Unified Emergency Services Organization.
Unincorporated Area		Areas of San Diego County not under the direction jurisdiction of any of the incorporated cities.
United States Forest Service	USFS	An agency of the U.S. Department of Agriculture that administers the nation's 154 national forests and 20 national grasslands, which encompass 193 million acres.
United States Geological Survey	USGS	A scientific agency of the United States government that has scientists study the landscape of the United States, its natural resources, and the natural hazards that threaten it.
Urban Search and Rescue	US&R	Urban search-and-rescue (US&R) involves the location, rescue (extrication), and initial medical stabilization of victims trapped in confined spaces. Structural collapse is most often the cause of victims being trapped, but victims may also be trapped in transportation accidents, mines and collapsed trenches. Urban search-and-rescue is considered a "multi-hazard" discipline, as it may be needed for a variety of emergencies or disasters, including earthquakes, hurricanes, typhoons, storms and tornadoes, floods, dam failures, technological accidents, terrorist activities, and hazardous materials releases. The events may be slow in developing, as in the case of hurricanes, or sudden, as in the case of earthquakes.
Weapons of Mass Destruction	WMD	A weapon of mass destruction is nuclear, radiological, biological, chemical or other weapon that can kill and bring significant harm to a large number of humans or cause great damage to man-made structures (i.e., buildings), natural structures (i.e., mountains), or the biosphere.
WebEOC		WebEOC is a crisis information management system and provides secure real-time disaster information sharing to the San Diego OA emergency responder community.
Whole Community Approach		Whole Community is an approach to emergency management that reinforces the fact that the OA must leverage all of the resources of our collective team in preparing for, protecting against, responding to, recovering from and mitigating against all hazards; and that collectively we must meet the needs of the entire community in each of these areas.

ATTACHMENT 2: HAZARDS

A comprehensive listing of hazards that are possible in San Diego County is covered in the Multi-Jurisdictional Hazard Mitigation Plan (HazMit Plan). The final list of high-ranking hazards to be profiled for San Diego County was determined as Wildfire, Flood, Sea Level Rise/Tsunami, Earthquake, Extreme Heat, Drought, and Terrorism.

Hazard	Data Collected for Hazard Identification	Justification for Inclusion
Sea Level Rise, Tsunami, and Erosion	• Historical Coastlines (NOAA) • Shoreline Erosion Assessment (SANDAG) • Maximum Tsunami Run up Projections (USCA OES) • FEMA FIRM Maps • FEMA Hazards website • Coastal Zone Boundary (CALTRANS) • Tsunamis and their Occurrence along the San Diego County Coast (report, Westinghouse Ocean Research Laboratory) • Tsunami (article, Scientific American) • National Research Council's Report on Sea Level Rise in California, Oregon and Washington: Past, Present and Future • Sea Level Rise Adaptation Strategy for the San Diego Bay	• Sea levels measured at a station in La Jolla have risen at a rate of 6 inches over the last century • Coastline stabilization measures have been implemented at various times in the past (erosion) • Extensive development along the coast
Extreme Heat	• Spatial Hazard Events and Losses Database for the United States	• There have been 52 heat events in San Diego County since 2013
Dam Failure	• FEMA-HAZUS • Dam Inundation Data (SanGIS) • San Diego County Water Authority (SDCWA) (Olivenhain Dam) • FEMA FIRM maps • Topography (SANDAG) • FEMA Hazards website	• Dam failure • 58 dams exist throughout San Diego County • Many dams over 30 years old • Increased downstream development
Drought	• California Department of Water Resources • San Diego County Water Authority	• Statewide multiple year droughts have occurred numerous times since 1976
Earthquake	• USGS • CGS • URS • CISN • SanGIS • SANDAG • FEMA-HAZUS 99 • FEMA Hazards website	• Several active fault zones pass through San Diego County

Hazard	Data Collected for Hazard Identification	Justification for Inclusion
Floods	• FEMA FIRM Maps • Topography • Base flood elevations (FEMA) • Historical flood records • San Diego County Water Authority • San Diego County Dept. of Sanitation and Flood Control • FEMA Hazards website	• Much of San Diego County is located within the 100-year floodplain • Flash floods and other flood events occur regularly during rainstorms due to terrain and hydrology of San Diego County • There have been multiple Proclaimed States of Emergency between 1950-2019 for floods in San Diego County
Hazardous Materials Release	• County of San Diego Dept. of Environmental Health, Hazardous Materials Division	• San Diego County has several facilities that handle or process hazardous materials • Heightened security concerns since September 2001
Landslide	• USGS • CGS • Tan Map Series • Steep slope data (SANDAG) • Soil Series Data (SANDAG) • FEMA-HAZUS • FEMA Hazards website • NEH	• Steep slopes within earthquake zones characterize San Diego County, which creates landslide risk. • There have been two Proclaimed States of Emergency for landslides in San Diego County
Liquefaction	• Soil-Slip Susceptibility (USGS) • FEMA-HAZUS MH • FEMA Hazards website	• Steep slopes or alluvial deposit soils in low-lying areas are susceptible to liquefaction during earthquakes or heavy rains. San Diego County terrain has both of these characteristics and lies within several active earthquake zones
Nuclear Materials Release	• San Onofre Nuclear Generating Station (SONGS) and Department of Defense	• The potential exists for an accidental release of radioactive material stored at San Onofre or from nuclear ships in San Diego Bay • Heightened security concerns since September 2001
Terrorism	• County of San Diego Environmental Health Department Hazardous Materials Division	• The federal and state governments have advised every jurisdiction to consider the terrorism hazard • Heightened security concerns since September 2001
Wildfire	• CDF-FRAP • USFS • CDFG • Topography • Local Fire Agencies • Historical fire records • FEMA Hazards website	• San Diego County experiences wildfires on a regular basis • Twelve States of Emergency were declared for wildfires between 1950-2020 • Terrain and climate of San Diego • Santa Ana Winds

ATTACHMENT 3: CONTINUITY OF GOVERNMENT

A major disaster or a nuclear attack could result in great loss of life and property; including the death or injury of key government officials, the partial or complete destruction of established seats of government, and the destruction of public and private records essential to continued operations of government and industry.

In the aftermath of a nuclear attack, during the reconstruction period, law and order must be preserved and, as much as possible, government services must be maintained. It is essential that local government continues to function.

Applicable portions of the California Government Code and the State Constitution (listed in Paragraph 6) provide authority for the continuity and preservation of State and local government.

RESPONSIBILITIES

All levels of government are responsible for providing continuity of effective leadership and authority, direction of emergency operations, and management of recovery.

PRESERVATION OF LOCAL GOVERNMENTS

SUCCESSION OF LOCAL OFFICIALS

Sections 8635 through 8643 of the Government Code:

- Furnish a means by which the continued functioning of political subdivisions can be assured by providing for the preservation and continuation of (City and County) government in the event of an enemy attack, or in the event a State of Emergency or Local Emergency is a matter of statewide concern.
- Authorize political subdivisions to provide for the succession of officers (department heads) having duties related to law and order and/or health and safety.
- Authorize governing bodies to designate and appoint three standby officers for each member of the governing body and for the Chief Executive, if not a member of the governing body. Standby officers may be residents or officers of a political subdivision other than that to which they are appointed. Standby officers take the same oath as regular officers and are designated Nos. 1, 2, and 3 as the case may be.
- Authorize standby officers to report ready for duty in the event of a State of War Emergency, State of Emergency, or Local Emergency at the place previously designated.
- Authorize local governing bodies to convene as soon as possible whenever a State of War Emergency, State of Emergency, or Local Emergency exists, and at a place not within the political subdivision. Authorize that, should all members, including all standbys, be unavailable, temporary officers shall be appointed as follows:
- By the Chairman of the Board of the county in which the political subdivision is located, or

- By the Chairman of the Board of any other county within 150 miles (nearest and most populated down to farthest and least populated), or
- By the Mayor, City Manager or their designee of any city within 150 miles (nearest and most populated down to farthest and least populated).

TEMPORARY COUNTY SEATS

Section 23600 of the Government Code provides that:

- Board of Supervisors shall designate alternative temporary county seats which may be outside the county boundaries.
- They cannot purchase real property for this purpose.
- Their resolution is to be filed with the Secretary of State.
- Different sites can be designated subsequently if circumstances require.

SUSPENSIONS AND APPOINTMENTS

Section 8621 of the Government Code:

Specifies that during a State of War Emergency, in the event that any officer of a political subdivision or employee of a state agency refuses or willfully neglects to obey an order or emergency regulation, the Governor may suspend that person and designate a replacement.

PRESERVATION OF STATE GOVERNMENT

- ♦ Continuity of State Government

In the event of war or enemy-caused disaster, under the authority of Article IV, Section 21 of the State Constitution, the Legislature may:

- ♦ Fill the membership of either house should at least one-fifth be killed, missing or disabled.
- ♦ Fill the Office of the Governor should the Governor be killed, missing or disabled.
- ♦ Select a temporary seat of state or county government.
- ♦ Succeed to the Office of Governor.

Article V, Section 10 of the State Constitution stipulates that:

- The Lt. Governor shall become Governor under specified conditions.
- The Legislature shall provide an order of precedence after the Lt. Governor.

Section 12058 of the Government Code provides that:

- Following the Governor and the Lt. Governor, the line of succession is President Pro Tempore of the Senate, Speaker of the Assembly, Secretary of State, Attorney General, Treasurer, and Controller.
- Or, if none of the above is available as a result of a war or enemy-caused disaster, then such other person as provided by law.

Section 12060 of the Government Code provides that:

- The Governor shall appoint and designate by filing with the Secretary of State, the names of at least four and not more than seven citizens who will succeed in the order specified to the Office of the Governor.
- Consideration will be given to appointments from various parts of the state so there will be the greatest probability of survival.
- The persons appointed be confirmed by the Senate.
- The appointed person takes the oath of office and is thereupon designated as a Disaster Acting Governor.
- In the event that the Office of Governor is not filled within 24 hours after the enemy-caused disaster, one of the Disaster Acting Governors in the order specified shall fill the office.
- Each Disaster Acting Governor shall, while filling the office, have the powers and perform all the duties of the office.

SUCCESSION TO CONSTITUTIONAL OFFICES

Section 12700 of the Government Code provides that:

- The Lt. Governor, Attorney General, Secretary of State, Treasurer, and Controller shall appoint and designate at least three and not more than seven alternates who will serve as acting officer in a manner like that provided for the Governor.

TEMPORARY SEAT OF STATE GOVERNMENT

Section 450 of the Government Code provides that:

- The Governor shall designate an alternative temporary seat of government for use in the event of war or enemy-caused disaster or the imminence thereof.
- A different location may subsequently be designated as circumstances require.
- The Director of the Department of General Services shall arrange for the use of the designated facilities.

SESSIONS OF THE LEGISLATURE

Section 9035 of the Government Code provides that:

- The Legislature will convene in a war or enemy-caused disaster at Sacramento or in the designated temporary seat of state government.
- In such special session, the Legislature may fill any vacancies in its membership and may consider and act on any subject of legislation designed to relieve or alleviate the consequences of the disaster or to restore or continue state and local government activities and operations.

PRESERVATION OF ESSENTIAL RECORDS

Each level of government should protect its essential records. The determination of the records to be preserved rests with each agency service chief or with the custodian of the records.

Record depositories should be located well away from potential danger zones and housed in facilities designed to withstand blast, fire, water, and other destructive forces. Such action will ensure that:

- The rights and interests of individuals, corporations, other entities, and governments are preserved.
- Records will be available during emergency operations and later, for reestablishing normal governmental activities.

Three types of records considered essential are those required to:

- Protect the rights and interests of individuals. These include vital statistics, land and tax records, license registers, and articles of incorporation.
- Conduct emergency operations. These would include utility systems maps, locations of emergency supplies and equipment, emergency operations plans and procedures, lines of succession, and lists of regular and auxiliary personnel.
- Reestablish normal governmental functions and protect the rights and interests of government. Constitutions and charters, statutes and ordinances, court records, official proceedings, and financial records would be included here.

REFERENCES

Continuity of Government in California (Article IV, Section 21 of the State Constitution).

Preservation of Local Government (Article 15 of the California Emergency Services Act).

Temporary Seat of State Government (Section 450, Title 1, Division 3, Chapter 1 of the Government Code).

Temporary County Seats (Section 23600, Title 3, Division 1, Chapter 4, Article 1 of the Government Code).

Member of the Legislature (Section 9004, Title 2, Division 2, Part 1, Chapter 1.5, Article 1 of the Government Code).

Legislative Session after War or Enemy-Caused Disaster (Sections 9035_9038, Title 2, Division 2, Part 1, Chapter 1.5, Article 2.5 of the Government Code).

Succession to the Office of Governor (Article V, Section 10 of the State Constitution).

Succession to the Office of Governor (Sections 12058_12063, Title 2, Division 3, Part 2, Chapter 1, Articles 5.5 and 6 of the Government Code).

Succession to Constitutional Offices (Sections 12700_12704, Title 2, Division 3, Part 2, Chapter 7 of the Government Code).

Preservation of State Records (Sections 14745_14750, Title 2, Division 3, Part 5.5, Chapter 5, Articles 2 and 3 of the Government Code).

The following authorities and references were used to develop the County Continuity of Government (COG) Plan:

- Executive Order W-9-91

- Executive Order S-04-06
- Emergency Services Act (Government Code §8585.5)
- Government Code Section §8607(a)
  (Standardized Emergency Management System)
- Federal Continuity Directives 1 and 2
- State Emergency Plan
- State Hazard Mitigation Plan
- California Catastrophic Base Plan
- State Emergency Resources Management Plan, (GC §8668)
- San Diego Code Ref: Title 3, Division 1-4
- San Diego County Ordinance Number 8183
- California Code Ref: §25060-25062
- County of San Diego Standard Operating Procedure –
  Continuity of Government, 2000
- Charter of the County of San Diego

ATTACHMENT 4: MUTUAL AID

The foundation of California's emergency planning and response is a statewide mutual aid system, designed to ensure that adequate resources, facilities, and other support services are provided to jurisdictions whenever their own resource capabilities are exceeded or overwhelmed during any incident. The basis for the system is the California Disaster and Civil Defense Master Mutual Aid Agreement, as provided for in the California Emergency Services Act. The Civil Defense Master Mutual Aid Agreement was developed in 1950 and adopted by California's incorporated cities and by all 58 counties. It created a formal structure, in which each jurisdiction retains control of its own personnel and facilities but can give and receive help whenever it is needed. State government, on the other hand, is obligated to provide available resources to assist local jurisdictions in emergencies. The Standardized Emergency Management System (SEMS) includes mutual aid as an essential element in responding to disasters and emergencies.

To facilitate the coordination and flow of mutual aid, the state has been divided into six California Emergency Management Agency Mutual Aid Regions, and the Southern Administrative Region contains two of the six Mutual Aid Regions (see map - Figure 3). Through this mutual aid system, Cal OES can receive a constant flow of information from every geographic and organizational area of the state. This includes direct notification from a state agency or department or from a local government official that a disaster exists or is imminent. In some cases, it also includes information that makes it possible to anticipate an emergency and mitigate its effects by accelerated preparations, or perhaps prevent an incident from developing to disaster proportions.

To further facilitate the mutual aid process, particularly during day-to-day emergencies involving public safety agencies, Fire and Rescue, and Law Enforcement Coordinators have been selected and function at the Operational Area (countywide), Mutual Aid Region (two or more counties), and at the state level. It is expected that during a catastrophic event, such as an earthquake, Coordinators will be assigned at all levels for other essential services (i.e., Medical, Care and Shelter, Rescue).

RESPONSIBILITIES

LOCAL JURISDICTIONS SHALL:

- Develop and maintain current emergency plans that are compatible with the California Master Mutual Aid Agreement and the plans of neighboring jurisdictions and are designed to apply local resources to the emergency requirements of the immediate community or its neighbors.
- Maintain liaison with the appropriate Cal OES Mutual Aid Region Office and neighboring jurisdictions.
- Identify Multipurpose Staging Areas (MSA) to provide rally points for incoming mutual aid and/or a staging area for support and recovery activities.
- Respond to requests for mutual aid.
- Dispatch situation reports to the appropriate Operational Area Coordinator and/or Cal OES Mutual Aid Region as the emergency develops and as changes in the emergency dictate.

- Request assistance from neighboring jurisdictions, and/or the Operational Area, as necessary and feasible.
- Receive and employ resources as may be provided by neighboring jurisdictions, state, federal, and private agencies.
- Carry out emergency regulations issued by the Governor.

OPERATIONAL AREA (OA) SHALL:

- Coordinate intra-county mutual aid.
- Maintain liaison with the appropriate Cal OES Mutual Aid Region Coordinator, the local jurisdictions within the county, and neighboring jurisdictions.
- Identify Multipurpose Staging Areas (MSA) to provide rally points for incoming mutual aid and/or staging areas for support and recovery activities.
- Channel local mutual aid requests which cannot be satisfied from within the county to the appropriate Cal OES Mutual Aid Region Coordinator.
- Dispatch reports to the appropriate OES Mutual Aid Region Coordinator as the emergency develops and as changes in the emergency dictate.
- Receive and employing resources provided by other counties, state, federal, and private agencies.
- Carry out emergency regulations issued by the Governor.

CAL OES MUTUAL AID REGION SHALL:

- Coordinate inter-county mutual aid.
- Maintain liaison with appropriate state, federal, and local emergency response agencies located within the Region.
- Provide planning guidance and assistance to local jurisdictions.
- Respond to mutual aid requests submitted by jurisdictions and/or Operational Area Coordinators.
- Receive, evaluate, and disseminate information on emergency operations.
- Provide the State Director, OES, with situation reports and, as appropriate, recommend courses of action.

CALIFORNIA GOVERNOR'S OFFICE OF EMERGENCY SERVICES (CAL OES) SHALL:

- Perform executive functions assigned by the Governor.
- Coordinate the extraordinary emergency activities of all state agencies.
- Receive, evaluate, and disseminate information on emergency operations.
- Prepare emergency proclamations and orders for the Governor and disseminate to all concerned.
- Receive, process, evaluate, and act on requests for mutual aid.
- Coordinate the application of state mutual aid resources and services.
- Receive, process, and transmit requests for federal assistance.
- Direct the receipt, allocation, and integration of resources supplied by federal agencies and/or other states.
- Maintain liaison with appropriate state, federal, and private agencies.

- Coordinate emergency operations with bordering states.

OTHER STATE AGENCIES

Provide mutual aid assistance to local jurisdictions based on capabilities and available resources.

POLICIES AND PROCEDURES

- Mutual aid resources will be provided and utilized in accordance with the California Master Mutual Aid Agreement and supporting separate agreements.
- During a proclaimed emergency, inter-jurisdictional mutual aid will be coordinated at the appropriate Operational Area or Mutual Aid Regional level whenever the available resources are:
  - Subject to state or federal control
  - Subject to military control
  - Located outside the requesting jurisdiction
  - Allocated on a priority basis
- Due to the variety of radio communications systems, local agencies should coordinate, where possible, with incoming mutual aid forces to provide an interoperable communications plan.
- Requests for and coordination of mutual aid support will normally be accomplished through established channels (cities to Operational Areas, to Mutual Aid Regions, to State). Requests should include, as applicable:
  - Number of personnel needed
  - Type and amount of equipment
  - Reporting time and location
  - Authority to whom they are to report
  - Access routes
  - Estimated duration of operations

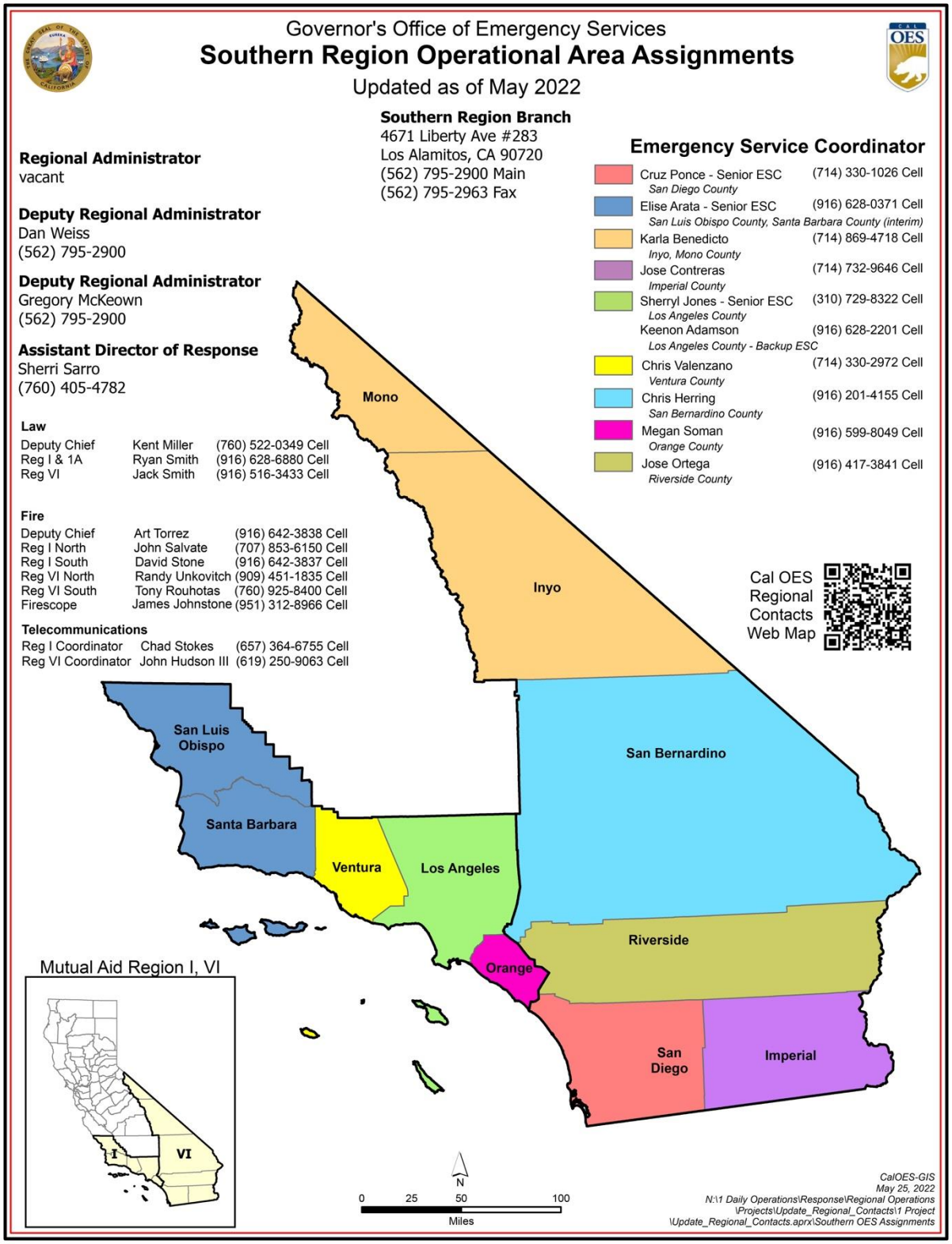
REFERENCES

Mutual aid assistance may be provided under one or more of the following authorities:

- California Fire and Rescue Emergency Plan
- California Law Enforcement Mutual Aid Plan
- Local Mutual Aid Agreement
- Federal Disaster Relief Act of 1974 (Public Law 93_288)
  (Provides federal support to state and local disaster activities)
- State of California Emergency Management Mutual Aid Plan (EMMA)
- Emergency Management Assistance Compact (EMAC)

FIGURE 3

Southern Mutual Aid Region



ATTACHMENT 5: RECORD OF CHANGES

Each update or change to the plan should be tracked. When changes are made to the plan, add a summary description of the change and document the date of the change, pages affected, and the name of the person who made the change.

See Plan Development and Maintenance for more information on the process for reviewing and updating the plan on page 37.

Nature of Change	Date of Change	Page(s) Affected	Changes Made By

ANNEX A
Emergency Management


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Operational Area Emergency Operations Plan

SEPTEMBER 2022

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

ACKNOWLEDGEMENTS

Staff and Principal Planners

Jessica Williams, Emergency Services Coordinator
Office of Emergency Services

EXECUTIVE SUMMARY

The Emergency Management Annex describes the Emergency Operations Center (EOC) and the positions and activities within the EOC. It states that if a disaster occurs in the unincorporated area of the County, the Chief Administrative Officer (CAO) will direct the emergency as the Director of Emergency Services. If the disaster or emergency occurs in more than one jurisdiction or tribal nation, the CAO will become the Coordinator of Emergency Services and will coordinate resources. The coordination or direction will be carried out at the Operational Area (OA) EOC.

TABLE OF CONTENTS

General	1
Concept of Operations and Activation of Mutual Aid	2
Organization and Assignment of Responsibilities	6
Direction, Control, or Coordination	13
Information Collection and Dissemination	14
Communications	15
Annex Development and Maintenance	17
Authorities and References	17

GENERAL

INTRODUCTION

Emergency Management within the San Diego Operational Area (OA) consists of the synchronization of a myriad of governmental, non-profit, and business organizations into a single focused response. The ultimate goal is to save lives, protect property and the environment, and minimize socio-economic loss from the disaster or emergency.

PURPOSE

The purpose of the Emergency Management Annex is to describe how emergencies will be managed within the OA and to describe the organization and operation of the Operational Area Emergency Operations Center (OA EOC) and its role in supporting emergency response.

SCOPE

The Emergency Management Annex is responsible for supporting overall management of incident response activities within the OA. This annex provides the core management and administrative functions in support of the OA EOC.

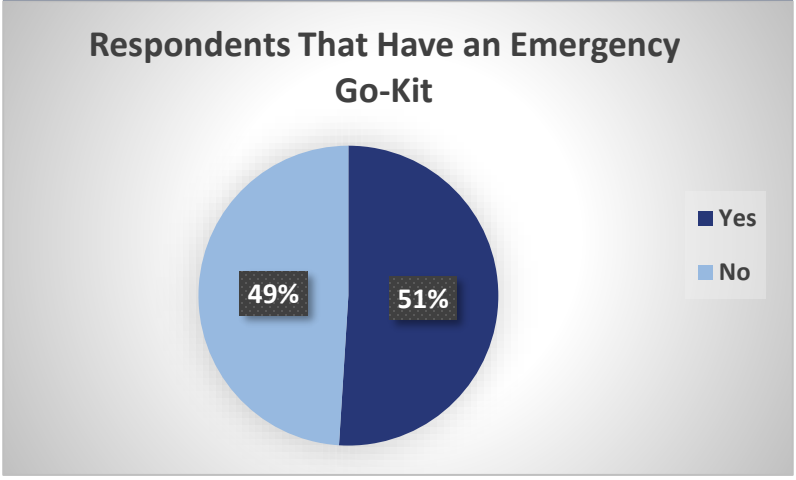
OBJECTIVES

- To provide a basis for centralized control, coordination, and direction of emergency operations.
- To describe the OA EOC functional responsibilities under the California Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS).

WHOLE COMMUNITY APPROACH

The San Diego Operational Area is committed to achieve and foster an emergency management system that uses a Whole Community Approach and is fully inclusive of individual needs and circumstances. For further details on the Whole Community Approach to emergency management and the integration of inclusive emergency management practices, refer to the Basic Plan.

In a 2022 survey, 51% of respondents said they have an emergency go-kit



CONCEPT OF OPERATIONS

When an emergency occurs within the OA, the response is led by the incident commanders in the field and supported and coordinated by the jurisdictional and region's EOCs. In major disasters, the response is conducted in two phases. First, the OA in coordination with the local jurisdictions assembles and allocates all needed local resources to respond to the incident. Over time, the focus transitions to effectively and efficiently integrate state and federal support resources into the response.

COORDINATION

Coordination within the Management Section in the OA EOC is one of the keys to successful response operations. When decision makers are together in one location, staff and resources can be utilized in the most effective manner. This section includes directors or representatives of County Departments, selected and led by the Director/Coordinator of Emergency Services (Chief Administrative Officer (CAO)) or their designee, and Directors of special districts affected by the disaster.

When a disaster occurs, communication and coordination with OA/County/City Departments, special districts, other cities, tribal nations, news media, state and federal agencies, and all others "outside" of the OA EOC, must be accurate and consistent with the guidelines and directives as specified in the Unified San Diego County Emergency Services Organization, Fifth Amended Emergency Services Agreement, 2005. Critical information is shared via conferencing systems to provide the County/OA and Elected Officials with a better understanding of the overall operations, challenges, and to identify deficiencies.

The San Diego County Operational Area Emergency Operations Plan (OA EOP) has been designed to follow SEMS and the NIMS.

PRIORITIES

The following are priorities when conducting and coordinating disaster operations:

- Meeting the immediate needs of people (rescue, evacuation, medical care, public information, food, shelter, clothing) including people with disabilities, and other access and functional needs.
- Restoration of facilities/utilities, whether public or privately owned, which are essential to the health, safety and welfare of the public (sanitation, water, electricity, road, street, and highway repair).
- Meeting the rehabilitation needs of the whole community using equitable and inclusive practices (i.e., temporary housing, food stamps, employment, trauma informed services, etc.).
- As much as possible, providing for the recovery of the community to its pre-disaster state.


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OPERATIONAL AREA EMERGENCY OPERATIONS CENTER (OA EOC)

The OA EOC is one of the most important elements in the coordination of successful response and recovery operations. With centralized decision making, personnel and other resources can be utilized more effectively. Coordination of activities ensures that all tasks are accomplished with little or no duplication of effort, and with the highest probability of success.

Day-to-day operations are conducted from departments and agencies that are widely dispersed throughout the OA. When a major emergency or disaster occurs, centralized management is needed to facilitate a coordinated response. The CAO serves as the Coordinator of Emergency Services for the OA, and as Director of Emergency Services for disasters within the unincorporated area. The CAO, or their designee, coordinates the response for all emergency services personnel and representatives from special districts and private sector organizations with assigned emergency responsibilities. The OA EOC provides a central location of authority and information and allows for face-to-face coordination among the personnel who direct local services in response to a disaster. The OA EOC can also be run using Video Teleconferencing systems should the disaster dictate

The following activities are performed in the OA EOC:

Receipt and dissemination of emergency alert and warning.

Collection and analysis of situational information.

Management and coordination in support of emergency operations.

Collection, analysis, and reporting of damage data.

Provision of emergency information and instructions to the public.

Maintenance of liaison with support agencies, other jurisdictions, and other levels of government.

a virtual response. Potentially virtual EOC positions are identified in the Organization Chart in Attachment 7.

The OA EOC is located in Kearny Mesa at the County Operations Center. Alternate OA EOCs are located in the City of San Diego and the City of Escondido. The Office of Emergency Services (OES) maintains Standard Operating Procedures (SOPs) for activating the OA EOC and the alternative EOCs.

PROCLAMATIONS OF EMERGENCY

LOCAL EMERGENCY PROCLAMATION

In the event of a disaster or condition of extreme peril to persons and property within a jurisdiction, which is beyond the capability of local responders to manage, the Board of Supervisors fills the role of initiating a Proclamation of Local Emergency for the entire OA. The CAO or the Director of Emergency Services may also proclaim a Local Emergency. County Ordinance 9970 designates the CAO as the Director of Emergency Services of the unincorporated area and is responsible for the operational response to an emergency. In the event that the CAO is unavailable to serve as Director, the persons designated as the CAO's successors are the Assistant Chief Administrative Officer (ACAO), the Deputy Chief Administrative Officer (DCAO) of the Public Safety Group, and the Director of the Office of Emergency Services.

If a Proclamation of Local Emergency is made by the CAO, the Board must ratify the Proclamation within seven days in accordance with the Emergency Services Act (ESA). In either case (whether by the Board or the CAO), the Proclamation must be made within ten days of the occurrence to qualify the County for State assistance.

The Director of OES is authorized to proclaim a local emergency when the Board is not in session and the CAO and the other officers designated in the line of succession are unavailable to proclaim an emergency, provided that the Board ratifies the proclamation within seven days.

THE PROCLAMATION ACCOMPLISHES THE FOLLOWING:

- Provides public employees and the Board of Supervisors with legal immunities for emergency actions taken.
- Enables damaged property owners to receive property tax relief.
- Allows the CAO (or their successors) to:
  - Establish Curfews
  - Take any preventive measures necessary to protect and preserve the public health and safety.
  - Exercise other authorities as established by Ordinance 8183 (i.e., to issue new rules and regulations, expend funds, or to obtain vital supplies and equipment).
- The Board shall review at its regular meetings the need for continuing the local emergency proclamation at least every 60 days. The Board should proclaim the termination of the local emergency at the earliest possible date.



STATE OF EMERGENCY

After or as part of the Proclamation of a Local Emergency, the Board, or City Council may request (by resolution) that the Governor proclaim a State of Emergency. A copy of the request for a Governor's Proclamation, with the following supporting data, must be forwarded to the Director, Governor's Office of Emergency Services (Cal OES) through the OA:

- Copy of the Local Emergency Proclamation
- Initial Damage Estimate.

The Governor's State of Emergency allows for the following:

- Mandatory mutual aid may be exercised.
- The Governor has the authority to commit State resources, for example, National Guard, California Conservation Corps (CCC crews).
- The Governor may request the President of the United States to declare an Emergency or Major Disaster.

PRESIDENTIAL DECLARATION

After or as part of a Proclamation of a State of Emergency, the Governor may request that the President declare an Emergency or Major Disaster. The Presidential Declaration allows for Federal disaster assistance and resources.

MASTER MUTUAL AID AGREEMENT

The California Master Mutual Aid Agreement is an agreement between the state, various departments and agencies, and the various political subdivisions, municipal corporations, and other public agencies of the State of California. It outlines the sharing of resources during a disaster to assist in the areas of fire, police, medical and health, communication, and transportation services, to cope with the problems of rescue, relief, evacuation, rehabilitation, and reconstruction which would arise in the event of a disaster.

EMERGENCY MANAGERS MUTUAL AID (EMMA)

Pursuant to the Master Mutual Aid Agreement, the California Emergency Council approved the Emergency Managers Mutual Aid (EMMA) Plan on November 21, 1997. The EMMA Plan outlines the policies for the program. The purpose of EMMA is to support disaster operations in affected jurisdictions by providing professional emergency management personnel.

EMMA is composed of emergency management personnel from local and state government. The process for the allocation of resources is as follows:

- The County, Cities, and special districts will forward their requests for mutual aid through the OA.
- The OA will act as the coordinator point between the County, Cities, and special districts and the Cal OES Southern region.
- The Cal OES regional offices will act as the coordination point and facilitate mutual aid among OAs.
- The Cal OES headquarters will facilitate the provision of mutual aid among Cal OES regions.

EMERGENCY MANAGEMENT ASSISTANCE COMPACT (EMAC)

EMAC is an all hazards, all disciplines mutual aid compact that serves as the cornerstone of the nation's mutual aid system. It was signed into law in 1996 and allows states to send personnel, equipment, and commodities to assist with response and recovery efforts in other states.

- Fast and Flexible Assistance
- All Hazards - All Disciplines
- Resources deploy through the state emergency management agencies of their respective states allowing for a coordinated deployment.
- Deployments are coordinated with the federal response to avoid duplication and overlap.

ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

During emergency operations, the OA EOC, in accordance with SEMS, is organized into five major functional areas. They are:

1. Management
2. Operations
3. Planning / Intelligence
4. Logistics
5. Finance/Administration

There are a number of procedural responsibilities common to all of the sections. These responsibilities include: gathering information and verification; making decisions; coordinating; briefing;


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advising; following procedures; providing, notifying and scheduling staff; and keeping comprehensive records.

ORGANIZATION

MANAGEMENT

Purpose

To provide leadership in the OA EOC, determine policies and priorities, and manage the overall response within the boundaries of the unincorporated area.

The Management Section consists of those responsible for the overall management of the emergency. In the OA EOC, this group is referred to as the “Policy Group” and includes the Director of Emergency Services (CAO) and the Directors or representatives from County departments and/or special districts affected by the emergency. The responsibilities of this Management Section are:

- Manage OA EOC functions and coordinate the overall response/recovery effort, including prioritizing, decision-making, coordination, tasking, and conflict resolution within the OA EOC.
- Report to the Board of Supervisors.
- Report to Cal OES through the OA EOC.
- Inter-jurisdictional coordination through conferencing systems to develop consensus on priorities and response strategies.
- Activation, including notification and recall, and deactivation of the OA EOC.

Management Section Support

In the OA EOC, the Policy Group supporting positions include the DCAO Public Safety Group, Director of the County Communications Office, Area Law Enforcement Coordinator, County Counsel, Assistant CAO, Deputy CAO’s, Chief Financial Officer, Chief Information Officer, Human Resources Director and other advisors as appropriate. The Policy Group supporting positions are intended to provide information, expertise and advice to the OA EOC Director and the Policy Group. In addition, these positions are responsible for the dissemination of information to the public. Some key responsibilities are emergency public information, rumor control, public inquiry and legal advice.

The advisors participate in the OA EOC at the request of the CAO*.

Personnel

County government and special district department heads serve in the Management Section at the discretion of the Emergency Services Director and /or OA EOC Director. The following list provides a probable OA EOC Policy Group staffing for a major event:

- CAO (Emergency Services Director/Coordinator)
- Chair of the Board of Supervisors
- Deputy CAO – Public Safety Group
- Deputy CAO – Land Use and Environment Group
- Deputy CAO – Health and Human Services Agency

- Deputy CAO – Finance and General Government Group
- County Counsel
- Public Health Officer (PHO)
- OA EOC Director (Director of OES)
- Human Resources Director
- Area Law Enforcement Coordinator
- Area Fire Coordinator
- Chief Information Officer
- Medical Examiner representative (if required)
- Director – Office of Strategy and Intergovernmental Affairs
- Director – County Communications
- Director – Environmental Health and Quality (DEHQ) (if required)
- Director – Department of Public Works (if required)
- Director – Department of General Services (if required)

*Other Department Directors, jurisdictional representatives and subject matter experts as determined by the CAO

Responsibilities

- Provide policy, direction, and guidance for incident management, including making executive/priority decisions.
- Maintain active coordination with other jurisdictions and the OA.
- Ensure emergency proclamations are made.
- Keep the Board of Supervisors informed.


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OPERATIONS

Purpose

To lead the EOC response activities, process requests for assistance and resources, establish priorities, and relay operational status to the management team.

The Operations Section includes all activities which are directed toward the reduction of the immediate hazard, establishing situational control, and restoration of Operational Area (OA) operations. This Section consists of those departments or agencies that are responsible for public safety and carrying out response activities. The individual agencies receive and evaluate requests for assistance and resources, establish priorities, and relay operational status and information to the Management Section. In larger emergencies some may also have coordinating roles such as the Area Fire Coordinator or Area Law Enforcement Coordinator (Sheriff). The County Public Health Officer (PHO) also has an area-wide coordinating role in some types of emergencies.

Among those functions usually represented in the section are Fire and Rescue, Law Enforcement, Public Health, Emergency Medical Services (EMS), Environmental Health, Care and Shelter, Animal Services, Construction and Engineering, and the Medical Examiner.

The OA EOC coordinates with local jurisdiction field operations through their activated EOCs to facilitate the request and acquisition of resources and to share information. The OA EOC provides an Agency Representative to the Incident Command Post for incidents that occur within the unincorporated areas of the County.

Personnel

Representatives from various departments staff the Operations Section. The following list provides a probable OA EOC Operations Section staffing for a major event:

- Operations Section Chief
- Law Branch Coordinator (see Annex C – Law Enforcement Operations)
  - Sheriff or designated representative
  - California Highway Patrol (CHP)
  - Medical Examiner
  - Animal Services
  - Law Enforcement Coordination Center (LECC)
- Fire Rescue Branch Coordinator (see Annex B – Fire and Rescue Mutual Aid Operations)
  - Fire chief or designated liaison of local agency
  - Incident management team (IMT) liaison
  - Hazardous Materials team liaison
  - Other agency representatives as needed, from both private and public sectors
- Care and Shelter Branch Coordinator (see Annex G – Care and Shelter Operations)
  - County Shelter Team Unit Leader
  - Liaison personnel from American Red Cross (ARC)

- Access and Functional Needs Unit Leader
- Disaster Rapid Assessment Team (DRAT) Coordinator

- Chaplain Corps Leader Construction & Engineering Branch Coordinator (see Annex J – Construction and Engineering Operations)
  - Department of Public Works
  - Planning & Development Services (PDS) representative
  - Caltrans
  - Agency representatives from utilities and wastewater

- Health Branch Coordinator (see Annex E – Public Health Operations)
  - Emergency Medical Services (EMS) Unit Leader
  - Public Health Unit Leader
  - Environmental Health Unit Leader
  - Behavioral Health Unit Leader

Responsibilities

- Coordinate with local jurisdiction field operations through their activated EOCs
- Relay info and intel to the Info/Intel lead
- Participate in EOC briefings

PLANNING / INTELLIGENCE



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Purpose

To gather, analyze, track, and provide information to the OA EOC Director and Policy Group on the overall effectiveness of the policies established.

While the Operations Section is concerned with immediate strategic response to the disaster, the Planning/Intelligence Section is looking and planning ahead as they track the emergency and provide continuous information to the OA EOC Director and Policy Group on the overall effectiveness of the policies established. Planning/Intelligence's function is to maintain information and situational awareness on the overall response effort and to develop the OA EOC Action Plan for the next operational period. The major responsibilities of this section are documentation, coordination of resources, and advanced planning. This section also manages the activities of situation status, including information gathering and verification via WebEOC, information distribution, liaisons, Geographic Information Systems (GIS), field representatives and maintaining maps and displays. The Planning/Intelligence Section Chief will develop the operational period plans and documents.

Personnel

Representatives from various departments staff the Planning/Intelligence Section. The following list provides a probable OA EOC Planning/Intelligence Section staffing for a major event:

- Planning/Intelligence Section Chief
- Documentation Unit Leader
- Resources Unit Leader
- Advanced Plans Unit Leader
- Technical Specialists
- WebEOC Unit Leader
- Situation Status Unit Leader
- Liaisons Unit Leader
- Field Representatives
- Data Visualization Branch Coordinator
- GIS Unit Leader
- Data Management Unit Leader

Responsibilities

- Documentation
- Coordination of resources
- Advance planning
- Situation Status Updates
- Information Gathering and verification via WebEOC
- Information Distribution
- Data Collection, Coordination, and Visualization
- Assigning and Managing Liaisons
- Geographic Information Systems (GIS)
- Managing Field Representatives
- Maintaining Maps and Displays

LOGISTICS

Purpose

To coordinate the procurement and provision of emergency resources and support and advise the OA EOC Director on resource allocations, distribution, priorities, expenditures, and related matters.

(also see **Annex K: Logistics**)

The Logistics Section consists of those departments with responsibilities for the procurement of personnel and equipment necessary for the management of and recovery from the emergency. The Logistics Section coordinates the procurement and provision of emergency resources and support for the response and recovery operations being conducted in the field

as well as those in the OA EOC. The OA EOC Logistics Section coordinates the procurement and provision of emergency resources and support for the entire OA in coordination with the local jurisdiction EOCs.

In the OA EOC this section includes County departments such as Purchasing & Contracting, General Services, and Human Resources, as well as specialists in radio communications and IT support.

Personnel

- Logistics Section Chief (Director, Purchasing and Contracting, or designee)
- Supply Unit Leader
- Transportation Unit Leader
- Facilities Unit Leader
- Personnel Unit Leader
- IT Unit Leader
- Communications Unit Leader

Responsibilities

- Implement emergency resources functions through pre-designated assignments from the Policy group.
- Procure and allocate essential resources (personnel, services and material) to support emergency operations.
- Oversee the distribution and inventory of food stocks and other essential supplies for emergency subsistence.
- Procure and allocate required transportation, fuel and similar equipment resources.
- Provide for maintenance and repair of telecommunications, potable water systems, government-owned electrical, sanitation, and other utility systems and services.
- Acquire, inspect and provide supplies for care and shelter facilities, multipurpose staging areas and fixed or mobile clinical and medical facilities.
- Establish control of resources in a manner compatible with the OA EOP.
- Provide accountability of resources requested and expended.

FINANCE / ADMINISTRATION

Purpose

To track and manage associated costs, payroll administration, funds disbursement or payments and other financial related items during an emergency.

The Finance/Administration Section is responsible for all finance, emergency funding and cost accountability functions for OA EOC operations and for supervising branch functions providing financial and contracting services for OA EOC operations within its jurisdiction. Some of these functions may include:

- Finance Section Chief
- Financial expenditure and funding briefings
- Interagency financial coordination

- Finance and contract fact-finding
- Fiscal and emergency finance estimating and gathering costs for Initial Damage Estimates (IDE)
- Operating procedure development and financial planning
- Labor expense and accounting
- Cost analysis, cost accounting and financial auditing
- Disbursement and receivables management
- Necessary funding transfers
- Special drafts, exchanges and lending controls
- Payroll administration
- Emergency currency, script and rationing control

Personnel

Representatives from various departments staff the Finance Section. The following list provides a probable OA EOC Finance Section staffing for a major event:

- Time Unit Leader
- Compensation/Claims Unit Leader
- Cost Accounting Unit Leader
- Procurement Unit Leader

Responsibilities

- Financial Briefings
- Interagency Financial Coordination
- Finance and Contract Fact-Finding
- Fiscal and Emergency Finance Estimating

(see Attachment 7 – OA EOC Org Chart)

DIRECTION, CONTROL, OR COORDINATION

PLAN ACTIVATION AND TERMINATION

This annex is automatically activated when two or more jurisdictional EOCs within the OA are activated or when one jurisdictional EOC requests that the OA EOC be activated or at the direction of the Director of the Office of Emergency Services or their designee.

Once activated, the Director of Emergency Services or their designee will ensure the annex is implemented and executed according to the policies, priorities, and direction established by the Management Section of the OA EOC.

RESPONSE

The OA EOC Director will oversee the emergency management operation within the OA EOC. Each section of the OA EOC will be led by a Section Chief responsible for managing

their section in order to accomplish the emergency management objectives established by the Management Section.

Once activated, the OA EOC will support the field level response for incidents that occur within the unincorporated areas of the County, through effective coordination and communication with all agencies involved in the response. The OA EOC coordinates with local jurisdiction field operations through their activated EOCs.

Agencies will respond under the established SEMS and NIMS structure of the OA EOC. The OA EOC is also NIMS and SEMS compliant and all personnel staffing positions within the OA EOC have been trained in NIMS and SEMS.

INFORMATION COLLECTION AND DISSEMINATION

In order to establish a common operating picture throughout the region, the OA EOC requires information to be shared by all agencies involved in the incident response, whether in the field, in a jurisdictional EOC, or staffing the OA EOC. Establishing a common operating picture and maintaining situational awareness are essential to effective incident management.

The OA EOC must provide the Management Section with as much information as possible so they may make educated decisions about incident response priorities and objectives. The Management Section requires information such as type of incident/disaster, population/communities affected, resources available, and any other relevant incident information that would aid or should be consider in decision-making. Information is shared via WebEOC so that all incident response personnel maintain situational awareness and information is used by intended recipients to take appropriate response actions.

RESOURCE REQUESTS

Resource requests are submitted through the appropriate channels according to SEMS and the NIMS ICS structure established within the OA. Resource request will be addressed locally, regionally, and then statewide, if necessary.

BRIEFINGS

OA EOC Operational Period briefings are conducted by the outgoing section chiefs at the beginning of each operational period and present the action plan for the upcoming period. Additional briefings are scheduled as necessary to pass along vital information to those persons who need it. Any persons, who wish to pass along information during a briefing or have important incident information/updates, should be prepared to disseminate that information during the operational period briefings.



JOINT INFORMATION CENTER (JIC)

The JIC will:

- Pull information from all media outlets, incident response personnel, OA EOC staff, and 2-1-1 San Diego staff.
- Vet the information.
- Craft a message with accurate information.
- Get the message approved by the OA EOC Director.
- Coordinate with other jurisdiction PIOs for consistent dissemination of information.
- Utilize a Joint Information System (JIS) to disseminate the information in accessible formats to the public in the form of a press release, interview, social media, emergency portal, or other method of dissemination.

COMMUNICATIONS

Communication is a critical part of incident management. This section outlines the OES' communications plan and supports its mission to provide clear, effective internal and external communication between the OA EOC, all incident response personnel, and the public. Further information about communications systems and other methods of communication can be found in Annex I: Communications and Warning Systems.



NOTIFICATION AND WARNING

Timely warnings of an emergency condition or an incident are essential to preserving the safety of county residents as well as establishing an effective incident response. Upon learning of an incident, OES is responsible for disseminating a public message, and notifying personnel of an OA EOC activation.

Emergency notifications, warnings and alerts will be disseminated using the AlertSanDiego system, and/or Emergency Alert System (EAS) and/or Wireless Emergency Alert (WEA) messaging. Law enforcement agencies and other emergency services may be required to disseminate emergency warnings to the public who cannot be reached by primary warning systems.

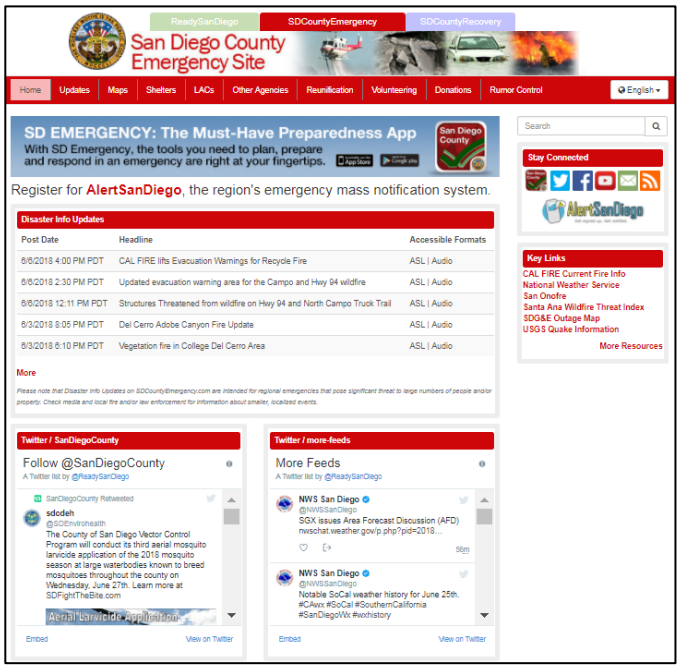
AlertSanDiego
Get signed up. Get notified.

EMERGENCY PUBLIC INFORMATION

The County Communication Team and PIO will be notified to report to the OA EOC and are responsible for the public communications efforts relative to the incident or emergency utilizing various modalities: SDCountyEmergency.com, the San Diego County Emergency App, social media, the translation team, and Deaflink. (See **Annex L: Emergency Public Information**).

NON-EMERGENCY EXTERNAL COMMUNICATIONS

During an incident, the OA EOC expects that a high volume of calls for the public seeking incident related information will be placed to 911 and the OA EOC. 2-1-1 has partnered with the OA EOC to reroute the non-emergency calls to 2-1-1 personnel who can provide incident related information to the inquiring public. It is essential that 2-1-1 call centers are activated and staffed as soon as possible to handle anticipated volume of non-emergency calls related to the incident.



ANNEX DEVELOPMENT AND MAINTENANCE

This annex is a product of the OA EOP. As such, the policies, procedures, and practices outlined in the OA EOP govern this annex. OES is subject to coordinate the maintenance and update of this annex every four years, in accordance with the maintenance schedule established for the OA EOP. Record of changes, approval, and dissemination of the OA EOP will also apply to this annex.



Updates to this annex can be made before such time for multiple reasons, including but not limited to changes in policy/procedure, improvements and recommendations based on real life events or exercises, etc. Recommended changes should be submitted to OES at oes@sdcounty.ca.gov

AUTHORITIES AND REFERENCES

The Unified San Diego County Emergency Services Organizations' Unified Disaster Council (UDC) is supported by the OES. As staff to the UDC, OES is mandated by federal, state, and local laws to ensure that mitigation efforts are enhanced, preparedness is encouraged, responsiveness is assured, and recovery is achieved efficiently and effectively, before, during, and after human caused or natural disasters (i.e., wildland fires, earthquakes, tsunamis, chemical spills, floods etc.) which may occur within the OA. OES conducts all emergency management operations/activities under the following authorities:

- Unified San Diego County Emergency Services Organization, Fifth Amended Emergency Services Agreement, 2005.
- County of San Diego Emergency Services Ordinance No. 8183, dated January 14, 1993.
- County of San Diego Code Relating to Public Safety Ordinance No. 9970
- Article 9, Emergency Services, Section 8605 of the Government Code, Operational Areas.
- California Government Code § 8593.3 (2016) – Accessibility to Emergency Information and Services
- Telecommunications Act of 1996
- Web Content Accessibility Guidelines (WCAG) 2.2, 2022

ATTACHMENT 1

UNIFIED SAN DIEGO COUNTY EMERGENCY SERVICES OPERATIONAL AREA PROCLAMATION OF LOCAL EMERGENCY

(By Board of Supervisors/City Council)

(Page 1 of 2)

WHEREAS, Ordinance No. __of the County/City of _____ empowers the Board of Supervisors/City Council to proclaim the existence or threatened existence of a Local Emergency when said jurisdiction is affected, or is likely to be affected, by a public calamity; and

WHEREAS, said Board of Supervisors/City Council has been requested by the Director of Emergency Services of said county/city to proclaim the existence of a Local Emergency therein; and

WHEREAS, said Board of Supervisors/City Council does hereby find that conditions of extreme peril to the safety of persons and property have arisen within said county/city, caused by_____(fire, flood, storm, epidemic, earthquake, drought, etc.) commencing on or about _____.m. on the __ day of ____ , ____ ; and

WHEREAS, the Board of Supervisors/City Council does find that the aforesaid conditions of extreme peril does warrant and necessitate the Proclamation of the existence of a Local Emergency;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED by the Board of Supervisors/City Council of the County/City of _____, that a Local Emergency exists throughout said county/city and that said Local Emergency shall be deemed to continue to exist until its termination is proclaimed by the Board of Supervisors/City Council.

IT IS FURTHER PROCLAIMED AND ORDERED that during the existence of said Local Emergency the powers, functions, and duties of the Director of Emergency Services and the emergency organization of this county/city shall be those prescribed by state law, charter, ordinances, and resolutions of this jurisdiction approved by the Board of Supervisors/City Council.

IT IS FURTHER PROCLAIMED AND REQUESTED that the Governor of the State of California find and proclaim San Diego County to be in a State of Emergency and that they request a Presidential Declaration of Emergency for San Diego County.

IT IS FURTHER PROCLAIMED AND ORDERED that the Director of Emergency Services and the _____are hereby designated as the authorized representatives of the County/City of _____for the purpose of receipt, processing, and coordination of all inquiries and requirements necessary to obtain available state and federal assistance.

UNIFIED SAN DIEGO COUNTY EMERGENCY SERVICES OPERATIONAL AREA
PROCLAMATION OF LOCAL EMERGENCY

(By Board of Supervisors/City Council)

IT IS FURTHER ORDERED that a copy of this Proclamation of Local Emergency be forwarded to the State Director of the Cal OES with a request that:

1. The State Director find the Proclamation of Local Emergency acceptable in accordance with provisions of the Natural Disaster Assistance Act; and that

2. The State Director forward this Proclamation and request for a State Proclamation and Presidential Declaration of Emergency to the Governor of California for consideration and action.

PASSED AND ADOPTED by the Board of Supervisors/City Council of the County/City of _____, San Diego County, State of California, this __ day of ___, ___by the following vote:

Ayes:

Noes:

Absent:

I hereby certify that the foregoing is a full, true and correct copy of the Original entered in the minutes of the Board of Supervisors/City Council.

Clerk of the Board of Supervisors/City Clerk

Date: _____ By: _____

UNIFIED SAN DIEGO COUNTY EMERGENCY SERVICES OPERATIONAL AREA PROCLAMATION OF LOCAL EMERGENCY

(by Director of Emergency Services)

(Page 1 of 2)

WHEREAS, Ordinance No._____ of the County/City of _____ empowers the Director of Emergency Services to proclaim the existence or threatened existence of a Local Emergency when said county/city is affected, or likely to be affected, by a public calamity and the Board of Supervisors/City Council is not in session; and

WHEREAS, the Director of Emergency Services of the County/City of_____ does hereby find that conditions of extreme peril to the safety of persons and property have arisen within said county/city, caused by_____(fire, storm, epidemic, civil unrest, earthquake, or other cause) commencing on or about _____ ___.m. on the_____day of _____, _____; and

WHEREAS, the Board of Supervisors/City Council of the County/City of _____ is not in session and cannot immediately be called into session; and

WHEREAS, this Proclamation of Local Emergency will be ratified by the Board of Supervisors/City Council within seven days of being issued.

NOW, THEREFORE, IT IS HEREBY PROCLAIMED by the Director of Emergency Services for the County/City of_____, that a Local Emergency exists throughout said county/city and that said Local Emergency shall be deemed to continue to exist until its termination is proclaimed by the Board of Supervisors/City Council.

IT IS FURTHER PROCLAIMED AND ORDERED that during the existence of said Local Emergency the powers, functions, and duties of the Director of Emergency Services and the emergency organization of this county/city shall be those prescribed by state law, charter, ordinances, and resolutions of this jurisdiction and by the Operational Area Emergency Operations Plan as approved by the Board of Supervisors/City Council.

IT IS FURTHER PROCLAIMED AND REQUESTED that the Governor of the State of California find and proclaim San Diego County to be in a State of Emergency and that they request a Presidential Declaration of Emergency for San Diego County.

IT IS FURTHER PROCLAIMED AND ORDERED that the Director of Emergency Services and the _____are hereby designated as the authorized representatives of the County/City of _____ for the purpose of receipt, processing, and coordination of all inquiries and requirements necessary to obtain available state and federal assistance.

UNIFIED SAN DIEGO COUNTY EMERGENCY SERVICES OPERATIONAL AREA
PROCLAMATION OF LOCAL EMERGENCY

(by Director of Emergency Services)

IT IS FURTHER ORDERED that a copy of this Proclamation of Local Emergency be forwarded to the State Director of the Cal OES with a request that:

1. The State Director find the Proclamation of Local Emergency acceptable in accordance with provisions of the Natural Disaster Assistance Act; and that

2. The State Director forward this Proclamation, and request for a State Proclamation and Presidential Declaration of Emergency, to the Governor of California for consideration and action.

PASSED AND ADOPTED by the Director of Emergency Services for the County/City of _____, State of California, this_____ day of_____, _____.

_____

Director of Emergency Services

ATTACHMENT 3

UNIFIED SAN DIEGO COUNTY EMERGENCY SERVICES OPERATIONAL AREA PROCLAMATION RATIFYING LOCAL EMERGENCY PROCLAIMED BY THE DIRECTOR OF EMERGENCY SERVICES

WHEREAS, Ordinance No. _____of the County/City of _____ empowers the Director of Emergency Services to proclaim the existence, or threatened existence, of a Local Emergency when said County/City is affected, or likely to be affected, by a public calamity and the Board of Supervisors/City Council is not in session subject to ratification by the Board of Supervisors/City Council within seven days; and

WHEREAS, such Proclamation entitles the Director of Emergency Services, and the emergency organization of this County/City, to all the powers, functions, and duties prescribed by state law, charter, ordinances, and resolutions of this jurisdiction and by the Operational Area Emergency Operations Plan during the existence of said Local Emergency; and

WHEREAS, conditions of extreme peril to the safety of persons and property did arise within this County/City caused by _____ (fire, flood, storm, epidemic, riot, earthquake, or other cause), commencing on the day of _____, _____at which time the Board of Supervisors/City Council was not in session and could not be called into session; and

WHEREAS, the Director of Emergency Services of the County/City of _____ did issue a Proclamation of Local Emergency within said County/City on the _____day of _____, _____; and

WHEREAS, said Proclamation requested the Governor of the State of California to find and proclaim San Diego County to be in a State of Emergency and that they request a Presidential Declaration of Emergency for San Diego County; and

WHEREAS, said Proclamation designated _____ as the authorized representatives of the County/City of _____ for the purpose of receipt, processing, and coordination of all inquiries and requirements necessary to obtain available state and federal assistance; and

WHEREAS, the Board of Supervisors/City Council does hereby find that the aforesaid conditions of extreme peril did warrant and necessitate the Proclamation of Local Emergency and request for State Proclamation and Presidential Declaration of Emergency.

UNIFIED SAN DIEGO COUNTY EMERGENCY SERVICES OPERATIONAL AREA PROCLAMATION RATIFYING LOCAL EMERGENCY PROCLAIMED BY THE DIRECTOR OF EMERGENCY SERVICES

NOW, THEREFORE, BE IT RESOLVED AND PROCLAIMED that the Proclamation of Local Emergency and request for a State Proclamation and Presidential Declaration of Emergency for San Diego County issued by the Director of Emergency Services on_____, _____, is hereby ratified and confirmed.

PASSED AND ADOPTED by the Board of Supervisors/City Council of the County/City of _____, San Diego County, State of California, this_____day of _____, _____, by the following vote:

Ayes:

Noes:

Absent:

I hereby certify that the foregoing is a full, true and correct copy of the Original entered in the minutes of the Board of Supervisors/City Council.

Clerk of the Board of Supervisors/City Clerk

Date: _____ By: _____

UNIFIED SAN DIEGO COUNTY EMERGENCY SERVICES OPERATIONAL AREA RESOLUTION FOR CONTINUANCE OF LOCAL EMERGENCY

WHEREAS, Ordinance No._____ of the County/City of _____ empowers the Board of Supervisors/City Council to proclaim the existence, or threatened existence of a Local Emergency when said jurisdiction is affected, or is likely to be affected, by a public calamity; and

WHEREAS, the Board of Supervisors/City Council did find that conditions of extreme peril to the safety of persons and property, caused by_____ (fire, flood, storm, epidemic, earthquake, drought, etc.), did arise within said County/City, commencing on the _____ day of _____, ; and

WHEREAS, the Board of Supervisors/City Council did proclaim/ratify the existence of a Local Emergency within said jurisdiction on the_____day of _____, _____ and requested the Governor of California proclaim San Diego County to be in a state of emergency; and further requested that the Governor request a Presidential Declaration; and

WHEREAS, Government Code, Section 8630, requires that Proclamations of Local Emergency must be reaffirmed by the governing body of the effected jurisdiction every 14 days during the time the Local Emergency remains in effect; and

WHEREAS, conditions of extreme peril to the safety of persons and property caused by said emergency continue to exist, and continue to be beyond the control of local resources, services, personnel, and equipment;

NOW, THEREFORE, BE IT RESOLVED that the Board of Supervisors/City Council of the County/City of _____proclaim that the Local Emergency which first began on the_____day of _____, _____ continues to exist.

BE IT FURTHER RESOLVED that the Board of Supervisors/City Council of the County/City of _____ hereby issues this _____ Resolution of Continuance of Local Emergency reaffirming the continuation of the local emergency.

BE IT FURTHER RESOLVED that said Local Emergency shall continue to exist for an additional 14 days unless terminated earlier by this Board of Supervisors/City Council.

IT IS FURTHER ORDERED that a copy of this Proclamation of Continuance be forwarded to the State Director of the Governor’s Office of Emergency Services.

UNIFIED SAN DIEGO COUNTY EMERGENCY SERVICES OPERATIONAL AREA
RESOLUTION FOR CONTINUANCE OF LOCAL EMERGENCY

PASSED AND ADOPTED by the Board of Supervisors/City Council of the County/City of _____, San Diego County, State of California, this _____ day of _____, _____, by the following vote:

Ayes:

Noes:

Absent:

I hereby certify that the foregoing is a full, true and correct copy of the Original entered in the minutes of the Board of Supervisors/City Council.

Clerk of the Board of Supervisors/City Clerk

Date: _____ By: _____

UNIFIED SAN DIEGO COUNTY EMERGENCY SERVICES OPERATIONAL AREA PROCLAMATION TERMINATION OF LOCAL EMERGENCY

(Page 1 of 1)

WHEREAS, the Board of Supervisors/City Council of the County/City of found that conditions of extreme peril to the safety of persons and property have arisen within said County/City caused by_____(fire, flood, storm, epidemic, earthquake, drought, etc.) commencing on_____, _____; and

WHEREAS, the Board of Supervisors/City Council issued/ratified a Proclamation of Local Emergency on _____, _____, and

WHEREAS, the conditions of extreme peril caused by the emergency are now deemed to be within the control of the normal protective services, personnel, equipment, and facilities of said County/City.

NOW, THEREFORE, IT IS PROCLAIMED AND ORDERED by the Board of Supervisors/City Council of the County/City of _____, State of California, that said Proclamation of Local Emergency issued/ratified on _____, _____, is hereby terminated.

IT IS FURTHER PROCLAIMED AND ORDERED that the emergency powers, functions, and duties of the Director of Emergency Services and the emergency organization of this County/City authorized by said Proclamation of Local Emergency and as prescribed by state law, charter, ordinances, and resolutions of this jurisdiction, are terminated.

IT IS FURTHER ORDERED that a copy of this Proclamation of Termination of Local Emergency be forwarded to the State Director of the Governor's Office of Emergency Services.

PASSED AND ADOPTED by the Board of Supervisors/City Council of the County/City of _____, San Diego County, State of California, this _____ day of _____ , _____, by the following vote:

Ayes:

Noes:

Absent:

I hereby certify that the foregoing is a full, true and correct copy of the Original entered in the minutes of the Board of Supervisors/City Council.

By: _____

Clerk of the of Board of Supervisors/City Clerk

DISASTER ASSISTANCE

Depending on the severity of the disaster, certain types of state and federal disaster assistance may be made available to assist in the recovery, up to a Presidential Major Disaster Declaration.

Different state and federal programs have different criteria for when they can be granted, different eligibility criteria for who can access them, and different categories for the types of assistance they can provide reimbursement and assistance for.

Some of the agencies that may be able to provide assistance include:

FEDERAL

- **Small Business Administration (SBA)**
  - When awarded, provides information about and takes applications for low-interest home and business loans.
- **Federal Emergency Management Agency (FEMA)**
  - May provide grants to individuals for repairs, rental payments and replacement of lost or damaged possessions and to meet other serious disaster related needs.
  - May provide partial reimbursement (up to 75% or more) to local government for debris removal, and emergency measures taken to save lives and property.
  - May provide partial reimbursement (up to 75% or more) for the repair or replacement of damaged Public facilities, and hazard mitigation.
- **United States Department of Agriculture (USDA)**
  - May provide technical assistance, disaster payments, loans, insurance, and other types of assistance to help the recovery of agricultural businesses, housing, and resources.
- **Internal Revenue Service**
  - Provides income tax assistance.
- **Department of Housing and Urban Development (HUD)**
  - Along with local and State resources, may provide temporary housing, assistance, and guidance relating to existing Federal Housing Administration (FHA) loans and other low-interest loans, limited home repair, and rental and mortgage payment assistance.
- Other Federal agencies that may provide assistance are the Veterans Administration, Social Security Administration, Health and Human Services, and the Food and Drug Administration.

STATE

- **California Office of Emergency Services (Cal OES)**
  - Serves as the lead agency for the State

- **Department of Health and Human Services (DHHS)**
  - Provides Individual and Family Grants when unmet needs remain after Federal Assistance has been awarded.
- **Employment Development Department (EDD)**
  - Provides State unemployment compensation for eligible disaster victims and, if implemented, disaster unemployment compensation.
  - Furnishes information related to employment and vocational retraining.
- **Department of Veterans Affairs**
  - Provides assistance to victims whose homes or farms are financed under the Cal Vet program.
- Other possible representation from the State includes the State Contractors Licensing Board, for contractor assistance, the State Franchise Tax Board, for Income Tax assistance, and State Housing and Community Development for Community Development Block Grant – Disaster Recovery (CDBG-DR) programs, when funded by congress.

LOCAL GOVERNMENT

- **San Diego County Office of Emergency Services (OES)**
  - Serves as the lead agency for the OA.
    - In cooperation with Federal, State and other local agencies, may assist in the opening of Local Assistance Centers (LACs) and Disaster Recovery Centers (DRCs) when Federal Individual Assistance is awarded. These are sites where recovery specialists from FEMA, SBA, the County and other local jurisdictions will answer questions and provide recovery information.
    - Coordinates requests for mutual aid across the county and relays local government requests for disaster assistance to the state.
- **Health and Human Services Agency (HHSA)**
  - In cooperation with the American Red Cross (ARC), plans for, monitors and provides assistance in meeting community mass care needs.
  - Provides behavioral health counselors to assist disaster victims.
- **Planning & Development Services**
  - Provides staff to make available information about building permits, zoning and other regulatory requirements for unincorporated communities.
- **Planning & Development Services, Building Services**
  - Provides building inspectors to inspect homes for safety in the unincorporated communities.
- **Departments of Public Works (DPW)**
  - If requested, provides staff to make available flooding information, including protective measures that can be taken. Also, if requested to do so, may provide staff to read and interpret inundation maps.

County Assessor

- May provide staff to accept applications for reassessment of property damaged by misfortune or calamity.

- **Department of Environmental Health & Quality (DEHQ)**
  - If requested, provides staff to relay information regarding public health matters such as safety of water and food supplies, adequacy of sewage disposal, and methods of rodent control.

OTHER ORGANIZATIONS

- **American Red Cross (ARC), Salvation Army**
  - In coordination with State and County welfare agencies, conducts registration and referral services and provides for individual and family needs; for example, food, clothing, shelter, and supplemental medical assistance.

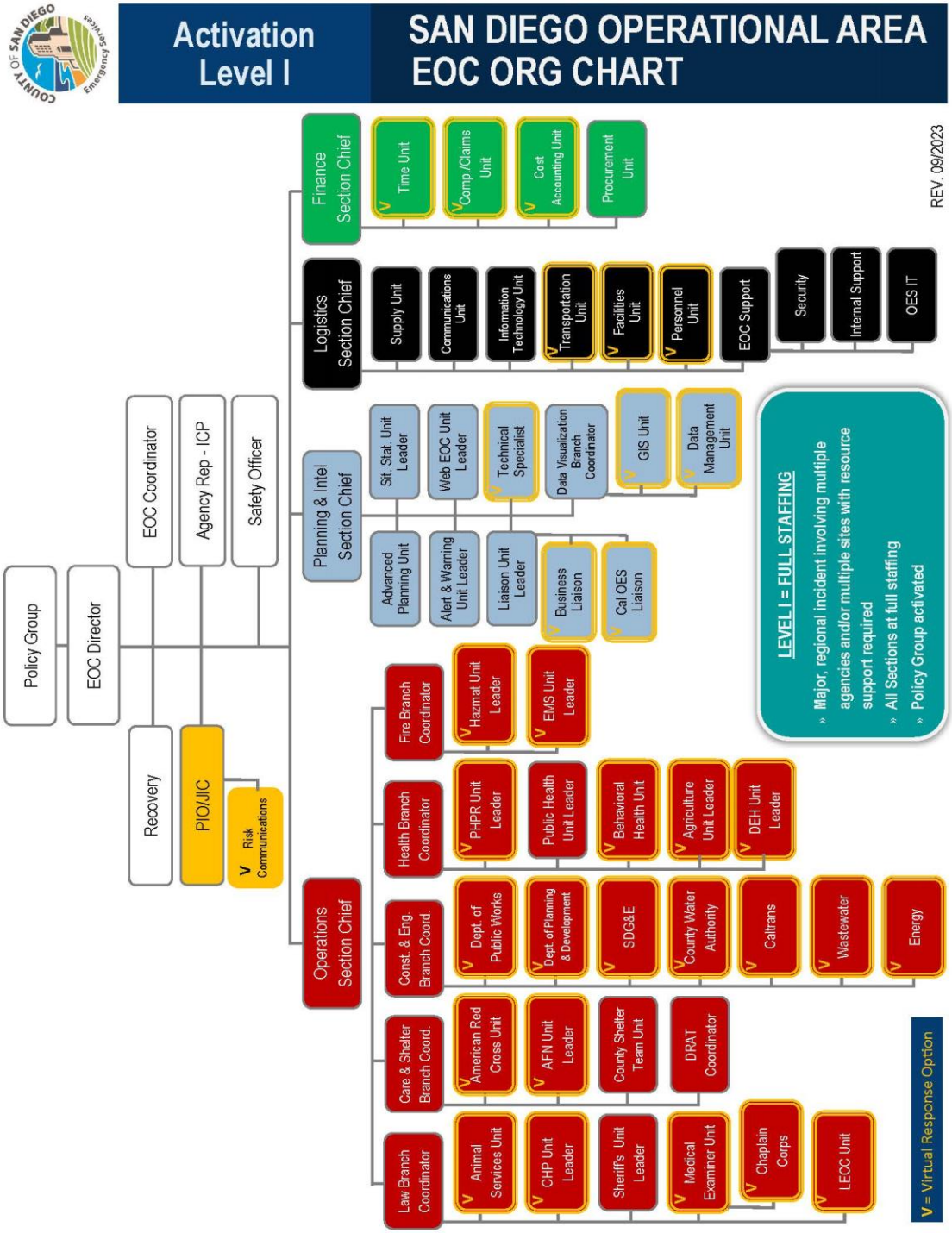
- **San Diego VOAD**
  - Volunteer Organizations Active in Disaster (VOAD) play a key role in assisting local residents with the recovery and clean-up process.

- **2-1-1**
  - In coordination with County and City agencies/departments, responds to public inquiries with approved releasable information.

ATTACHMENT 7

OA EOC ORG CHART

Level 1 – Full Activation



ANNEX B

Fire and Rescue Mutual Aid Operations



Decorative Image

Operational Area Emergency Operations Plan

SEPTEMBER 2022

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

ACKNOWLEDGEMENTS

Staff and Principal Planners

Office of the Operational Area Fire and Rescue Coordinator

San Diego County Fire Chiefs

EXECUTIVE SUMMARY

Annex B is devoted to Fire and Rescue Operations. Any fire department can request assistance from other fire departments throughout the county simply by requesting those assets through existing agreements or from the Operational Area (OA) Fire and Rescue Coordinator dispatch center.

The OA Fire and Rescue Coordinator is responsible for coordinating and tracking Mutual Aid requests and assignments. The OA Coordination Center is able to request strike teams and other resources from the four geographic zones within the OA and through the Southern California Geographic Area Coordination Center (GACC). The GACC is able to access State and National resources.

TABLE OF CONTENTS

General	1
Authorities and References	3
Concept of Operations	6
Organization and Responsibilities	9
Information Collection and Dissemination	13
Communications	14
Administration, Finance, and Logistics	15
Alert and Warning Systems	15
Appendices	17

GENERAL

INTRODUCTION

This annex is created and intended to be an integral part of the San Diego County Operational Area (OA) Emergency Operations Plan (EOP) and the current State of California Fire and Rescue Emergency Mutual Aid Plan. In addition, it identifies the implementation procedures for mutual aid and other support.

In keeping with the “all-hazards” capabilities expected of fire service agencies, an effective EOP must include provisions for, but not be limited to, fire and rescue operations, earthquake, floods, civil unrest, acts of terrorism, industrial accidents, hazardous material incidents, mass casualty incidents, and incidents that cause air and water pollution.

INTENT

No single community or agency has sufficient resources to cope with all emergencies for which the potential exists. This annex is designed to meet the anticipated needs of local agencies within pre-designated response zones, to access resources of adjacent agencies within the OA, and to access the resources of other jurisdictions within Region VI, or beyond if necessary, to meet the needs during emergencies.

PURPOSE

- To minimize loss of life, subsequent disability, and human suffering by ensuring timely and coordinated firefighting and search and rescue efforts.
- To identify the resources necessary for locating and removing endangered, trapped, injured, or isolated persons and providing adequate care.
- To provide for the systematic mobilization, organization and operation of fire and rescue resources within each sub-regional response zone of the OA and to mitigate the effects of any disaster whether natural or human-caused.
- In accordance with the California Fire Assistance Agreement (CFAA), the California Master Mutual Aid Agreement, and the CAL FIRE Master Mutual Aid Agreement, provide a comprehensive and compatible plan for expediting the mobilization and response of available fire and rescue resources on a local, OA, regional or statewide basis.
- Track and communicate all resource status in the OA on a daily basis. To provide a plan for the interchange and dissemination of fire and rescue-related data, directives, and information between fire and rescue officials of local, OA, region, State and Federal agencies.
- To promote annual training and/or exercises between plan participants.
- Ensure fire and rescue services are available to the whole community, including those with disabilities and others with access and functional needs.

SCOPE

The scope of Annex B is to represent all facets of local, tribal and metropolitan fire departments, districts, their interactions with the California Department of Forestry and Fire Protection (CAL FIRE), and federal fire agencies (United States Department of Agriculture (USDA)-Forest Service, Bureau of Land Management (BLM), etc.). The stakeholders are primarily responsible for fire protection and urban search and rescue programs throughout the OA. Activities are conducted in all locations and settings including metropolitan, rural, wildland/urban interface, remote areas, airports, military bases, and private enterprise. Many of the county stakeholders also conduct activities such as Emergency Medical Services (EMS), hazardous material control, and other emergency services that require close coordination between the County organizations.

PLANNING BASIS

- No community has resources sufficient to cope with all potential emergencies.
- Fire and rescue managers must preplan emergency operations to ensure efficient utilization of available resources.
- Basic to California's emergency planning is a statewide system of mutual aid in which each local jurisdiction relies first upon its own resources.

CALIFORNIA MASTER MUTUAL AID AGREEMENT (CMMA):

An agreement made and entered into by and between the State of California, its various departments and agencies, and the various political subdivisions, municipal corporations, and other public agencies of the State of California to facilitate implementation of Chapter 7 of Division 1 of Title 2 of the Government Code entitled "California Emergency Services Act."

- See current CMMA Agreement online here.

CALIFORNIA FIRE ASSISTANCE AGREEMENT (CFAA)


Decorative Image

An agreement made and entered into by and between: California Office of Emergency Services (Cal OES - Representing the California Fire and Rescue Mutual Aid System), California Department of Forestry and Fire Protection, and the five Federal Fire Agencies (USDA Forest Service, USDI National Park Service, Bureau of Land Management, Fish and Wildlife Services, and Bureau of Indian Affairs) for the purpose of coordinating the use of and reimbursement for local government Fire and Rescue resources used at wildfire incidents. The first 12 hours of resource utilization at an incident is at no charge to the requesting agency.

- Reimbursement for mutual aid will be provided if the incident extends beyond 12 hours, if there is a Governor's disaster proclamation, when conditions warrant invoking the Fire Assistance Agreement, or there is no other existing provision for mutual aid reimbursement.
  - Cal OES shall be required to provide direction, ongoing guidance and monitoring throughout the process until reimbursement is received by local agencies.
  - Memorandums of understanding between federal, state and local agencies will not include a commitment of local resources without the express written consent of the local jurisdiction(s).
  - See current CFAA Agreement online here.

ASSISTANCE BY HIRE (ABH)

Assistance by hire is another method to order resources. Under ABH the requesting agency agrees to reimburse the sending agency from the time of request. ABH agreements are normally entered into between two government agencies. All Federal Wildland Resources (Ground and Air) are considered assistance by hire.

CALIFORNIA FIRE AND RESCUE MUTUAL AID SYSTEM



Decorative Image

The State of California is not a signatory to the Master Mutual Aid Agreement. However, State Resources are assigned to Local Agencies when an incident has exceeded their capabilities and presents a danger to life or property. CAL FIRE resources are assigned at no cost until the threat has been mitigated. In San Diego County, CAL FIRE is an active participant in the provision of mutual aid.

The Agreement:

- Creates a formal structure for provision of mutual aid.
- Provides for systematic mobilization, organization, and operation of necessary fire and rescue resources of the state and its political subdivisions in mitigating the effects of disasters, whether natural or human-caused.
- Provides comprehensive and compatible plans for the expedient mobilization and response of available fire and rescue resources on a local, area, regional, and statewide basis.
- Establishes guidelines for recruiting and training auxiliary personnel to augment regularly organized fire and rescue personnel during disaster operations.
- Provides an annually-updated fire and rescue inventory of all personnel, apparatus, and equipment in California.
- Provides a plan and communication facilities for the interchange and dissemination of fire and rescue-related data, directives, and information between fire and rescue officials of local, state, and federal agencies.
- Promotes annual training and/or exercises between plan participants.
- Provides that no party shall be required to unreasonably deplete its own resources in furnishing mutual aid.
- Provides that the responsible local official in whose jurisdiction(s) an incident occurs which require mutual aid shall remain in charge at such incident, including the direction of such personnel and equipment provided through mutual aid plans pursuant to the agreement.
- Current version of the California Fire Rescue Mutual Aid Plan can be found online here.

AUTOMATIC AID/BOUNDARY DROP

- Automatic aid is provided between participating departments in the OA to combat fire, mitigate the effects of traffic collisions and other hazards, and render medical assistance to the public. Jurisdictional boundary lines are dropped when automatic aid is enacted. The closest resource is dispatched to the incident regardless of agency.

POLICY STATEMENTS

OA and Regional Plans are required to be consistent with the statewide Master Mutual Aid Agreement and the California Fire Assistance Agreement. The following policy statements are applicable to this annex:

- The basic tenets of emergency planning are self-help and mutual aid.
- Emergency planning and preparation is a task, which must be shared by all political subdivisions and industries as well as every individual.
- San Diego County is located in Cal OES Mutual Aid Region VI along with the Counties of Imperial, Riverside, San Bernardino, Inyo, and Mono. In addition to fire and rescue resources, this plan includes both public and private agencies with support capability and/or emergency responsibilities.
- The California Fire and Rescue Mutual Aid System provides a practical and flexible pattern for the orderly development and operation of mutual aid on a voluntary basis between cities, cities and counties, fire districts, special districts, county fire department, and applicable state agencies. Normal fire department operating procedures are utilized, including day-to-day mutual aid agreements and plans, which have been developed by fire and rescue officials.



- Reimbursement for mutual aid may be provided pursuant to a Governor's disaster proclamation or when conditions warrant invoking the California Fire Assistance Agreement. Provision for reimbursement may also be provided in local mutual aid agreements between local governments; in local agreements between federal agencies such as USFS and BLM with local government entities; or through other agreements that may, from time to time, be created and agreed to by responsible agencies. See Appendix 4 for details on the Fire Management Assistance Grant Program (FMAGP).
- In developing emergency plans, provisions should be made for integrating fire and rescue resources into mutual aid organizations for both fire and non-fire related disaster; i.e., earthquake, flood, radiological defense, hazardous materials incidents, war/terrorism related sheltering and or relocation of significant portions of the population. In planning for war/terrorism related emergencies, provisions for pre and post attack activities should be included (i.e., shelter improvement, radiological monitoring and decontamination.)

- In developing local mutual aid and emergency preparedness plans, provisions must be made for liability and property damage insurance coverage on apparatus and equipment used beyond the territorial limits of the political subdivision. Consideration must be given to the rights, privileges, and immunities of paid, volunteer, and auxiliary personnel in order that they may be fully protected while performing their duties under a mutual aid agreement or an emergency preparedness plan. Provision is made in state law to deal with these matters, and the procedure outlined therein should be followed to ensure maximum protection.


Decorative Image

- Certain specialized types of fire and rescue resources (hand crews, bulldozers, bomb squads, etc.) may be considered outside of 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.
- This annex, as part of the OA EOP, should be distributed to and discussed with management, command, operational, and support level personnel within each jurisdiction.

WHOLE COMMUNITY APPROACH

The San Diego Operational Area is committed to achieving and fostering an emergency management system that uses a Whole Community Approach and is fully inclusive of individual needs and circumstances. For further details on the Whole Community Approach to emergency management and the integration of inclusive emergency management practices, refer to the Basic Plan.

CONCEPT OF OPERATIONS

SYSTEM OVERVIEW

Under normal conditions, fire rescue mutual aid plans are activated in ascending order starting with local, OA, region, and inter-region. In certain circumstances mobilization of significant fire and rescue forces from within the operational area or region of the disaster may be impractical and imprudent. Inter-regional mutual aid is, therefore, not contingent upon mobilization of uncommitted resources within the region of the disaster.

LOCAL FIRE AND RESCUE RESOURCES:

Local fire and rescue resources include resources available through automatic and/or day-to-day mutual aid agreements with other jurisdictions. When substantial resources are committed, the OA Fire and Rescue Coordinator shall be notified of those committed resources in order to determine resource availability for subsequent response.

OPERATIONAL AREA FIRE AND RESCUE RESOURCES:



Mobilization of OA resources is activated by the San Diego OA Fire and Rescue Coordinator, or their representative, in response to a request for assistance from an authorized fire and rescue official of the participating agency in need or through the use of automatic aid. The San Diego OA Fire and Rescue Coordinator must notify the Region VI Fire and Rescue Mutual Aid Coordinator of area resources committed. Regional fire and rescue resources include all resources available to a participating agency through the approved and adopted Regional Fire and Rescue Mutual Aid Plan. OA plans such as the OA Fire Concept of Operations (ConOps), Tactical Interoperable Communications Plan (TIC-P), the regional Hazard Mitigation (HAZMIT) plan, and the Evacuation Annex are significant elements of the regional plans.

In response to a request for assistance from an OA Fire and Rescue Coordinator, the mobilization of regional fire and rescue resources are directed by the Region VI Fire and Rescue Coordinator.

FIRE AND RESCUE DISPATCH CENTERS

Fire and rescue dispatch centers must be adequately equipped for emergency operations. They must be located in a facility which conducts a 24-hour a day operation, and must be equipped to permit direct communications with all fire and rescue service agencies within their area of operations. They must be staffed with competent personnel and equipped with such technologies, maps, records and operational data as are necessary to perform emergency operations. Alternate fire and rescue dispatch centers should have the same capability as primary centers, thus ensuring continued operations in the event of failure of the primary centers.

EVACUATIONS

The decision whether to evacuate or shelter-in-place must be carefully considered with the timing and nature of the incident. Evacuation decisions are likely to be made under dynamic and uncertain conditions. Information may be incomplete, ambiguous, or changing. A lesson from the 2017-2018 California Wildfires is that the decision to evacuate should be made early.

This decision is generally made by first responders in the field at the Incident Command Post, with input from both fire and law enforcement personnel. The decision to evacuate an area may be influenced by the Policy Group members, EOC Director, Director of Emergency Services, or their designees. When time permits, this decision should be coordinated.

An evacuation effort involves an organized and supervised effort to relocate people from an area of danger to a safe location. An evacuation is an effective means of moving people out of a dangerous area. Due to its complexity and the stress it causes to systems and people, it should be considered as an early proactive approach in protecting lives; especially for considerations for individuals with disabilities and others with access and functional needs as well as those who may need to evacuate large animals.

Response decisions, including the decision to evacuate, will be based on maximizing the preservation of life first, then protecting the environment, property, and the economy. Several factors will be considered: the capacity to safely move or shelter all population groups, 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.

The evacuation decision should be made with the awareness of impacted schools, congregate care facilities, and others with Access and Functional Needs. These populations may need more time to evacuate. If shelter-in-place is selected in lieu of an evacuation, the deciding agency assumes protection responsibility of the shelter-in-place location/area and should provide protection resources.

The State of California, San Diego County and the jurisdictions within, through the Unified Disaster Council (the governing body of the Unified San Diego County Emergency Services Organization), have agreed to use the language below, as described in FIRESCOPE, to communicate evacuations:

Evacuation Warning: The alerting of people in an affected area(s) of potential threat to life and property. An Evacuation Warning considers the probability that an area will be affected within a given time frame and prepares people for a potential evacuation order. Evacuation Warnings are particularly necessary when dealing with a variety of issues such as special needs populations and large animals.

Evacuation Order: Requires the immediate movement of people out of an affected area due to an imminent threat to life.

Shelter-In-Place: Advises people to stay secure at their current location. This tactic shall only be used if an evacuation will cause a higher potential for loss of life. Consideration should be given to assigning incident personnel to monitor the safety of the public remaining in place. The concept of shelter-in-place is an available option in those instances where physical evacuation is impractical. This procedure may be effective for residential dwellings in the immediately impacted areas, or for large facilities that house a high percentage of non-ambulatory persons (i.e., hospitals and convalescent homes). Sheltering-in-place attempts to provide a safe haven within the impacted area.

The San Diego Sheriff's Department (SDSD) is the lead agency for evacuations of the unincorporated areas of San Diego County. In the incorporated cities, local law enforcement (or the Sheriff in contracted cities) will be the lead agency for evacuations. Local law enforcement (or the Sheriff in contracted cities and the unincorporated areas) will advise neighboring jurisdictions that may be affected of evacuation plans. The SDSD, as part of Unified Command, assesses and evaluates the need for evacuations with cooperating agencies, and orders evacuations according to established procedures, which are outlined in Annex Q.

The organization and assignment of responsibilities section establishes the organizations and agencies that will be relied upon to respond to a disaster or emergency. This section also includes tasks that these organizations and agencies are expected to perform.

RESPONSIBILITIES OF THE LOCAL FIRE AND RESCUE AGENCY ADMINISTRATOR

The Fire and Rescue Agency Administrator is the Fire Chief, or senior fire and rescue official by other designated title, of each local entity providing public fire protection. The administrator will serve as fire and rescue representative to their respective zone fire and rescue coordinator.

The Fire Chief in whose jurisdiction the incident occurs shall request their dispatch center to contact the Zone Coordinator to respond with mutual aid assistance. Resources should be designated by kind and type and include any necessary specific capabilities. When there is a need for specialized equipment, the procedural request should still be made through the Zone Coordinator. The responsibilities of the Fire and Rescue Agency Administrator are as follows:

- Reasonably exhaust local resources before calling for outside assistance.
- Keep a current inventory of all fire department qualified personnel, apparatus and equipment that is available to the OA Fire and Rescue Coordinator.
- Conduct mutual aid activities in accordance with established operational procedures.
- Maintain appropriate records, data, and other pertinent information of mutual aid resources committed.
- Provide mutual aid resources when requested by the OA Fire and Rescue Coordinator to the extent of their availability without unreasonably depleting local resources.
- Manage all staffing and apparatus received as part of a mutual aid request. Requests for mutual aid will be directed to the OA Fire and Rescue Coordinator via the Zone Coordinator.
- If receiving mutual aid, maintain responsibility for all logistical support of mutual aid personnel and equipment consistent with the State Master Mutual Aid Plan and any other local agreements.
- Coordinate and conduct necessary training to adequately perform functions and responsibilities during emergencies.
- Provide resources consistent with standards identified in the FIRESCOPE Field Operations Guide (ICS 420-1) and the National Incident Management System (NIMS).
- Direct all action toward stabilizing and mitigating the emergency including saving lives, controlling fires, safeguarding property, and assisting other emergency services in restoring normal conditions.

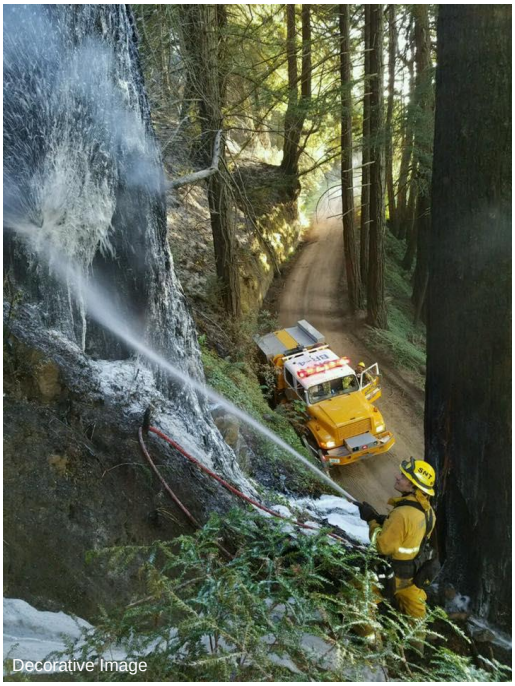
- Develop an effective emergency plan for use of the resources under its control and ensure that such a plan is integrated into the emergency plan of the OA. This plan should include provisions for, but not be limited to, fire and rescue operations, earthquake, floods, civil unrest, acts of terrorism, industrial accidents, hazardous material incidents, mass casualty incidents, air and water pollution.
- Make maximum use of existing facilities and services within each community prior to requesting assistance from neighboring jurisdictions.
- During emergency operations, keep the OA Fire and Rescue Coordinator informed on all matters via the Zone Coordinator.
- Maintain an up-to-date schedule for alerting fire and rescue personnel in emergencies and a checklist of timely actions to be taken to put emergency operations plans into effect.
- Establish and maintain emergency communication capabilities with the OA Fire and Rescue Coordinator via the Zone Coordinator.
- Anticipate emergency needs for items such as emergency fire equipment, commonly used spare parts and expendable supplies and accessories, and ensures functional availability of these items in locations convenient for ready use.
- Provide approximate time commitment and justification of mutual aid needs in request for resources to the OA Fire and Rescue Coordinator via the Zone Coordinator. Periodically evaluates the need for mutual aid committed and notifies the OA Fire and Rescue Coordinator via the Zone Coordinator.

RESPONSIBILITIES OF THE ZONE COORDINATOR/CRITERIA TO FORM ZONES

The San Diego County Op Area is divided into 4 mutual aid zones: Metro, East, North, and Central. The purpose for dividing the region is to increase daily efficiency of operations. Each zone has its own zone coordinator whose responsibilities are listed.

The Zone Coordinator and Alternate Zone Coordinators are elected by the fire chiefs within a designated zone following the guidelines in the Cal OES Fire Rescue Division Election Process. Zones were established by the Fire Advisory Committee.

Local agencies requesting assistance from outside their jurisdiction, beyond existing Automatic Aid Agreements, will request their dispatch centers to contact their Zone Coordinator. The Zone Coordinator will then contact the OA Fire and Rescue Coordinator. The Zone Coordinator should keep the OA Fire and Rescue Coordinator apprised of any significant changes in resource status.


Decorative Image

When notified by a local jurisdiction that their resources are inadequate to cope with the emergency at hand, the Zone Coordinator will:

- Notify the OA Fire and Rescue Coordinator and dispatch center when an incident is going to exceed a zone's capabilities.
- Request needed resources.
- Prepare to receive and utilize mutual aid requested/provided.

RESPONSIBILITIES OF THE OPERATIONAL AREA FIRE AND RESCUE COORDINATOR

The OA Fire and Rescue Coordinator is elected by the San Diego County Fire Chiefs. If alternates are needed, they are filled by the Zone Coordinators. The process for the election of the OA Fire and Rescue Coordinator can be found in The California Fire and Rescue Mutual Aid System – Election Process (Regional and OA Fire and Rescue Coordinators).

Zone coordinators report directly to the OA Fire and Rescue Coordinator.

The OA Fire and Rescue Coordinator:

- Organizes and acts as chairperson of an OA Fire and Rescue Coordinating Committee composed of the Zone Coordinators. Zone Coordinators may fill in as alternate OA Coordinators as needed. The committee may include others as deemed necessary by the chairperson. This committee shall meet at least once each year and may hold additional meetings as deemed necessary by the chairperson.

- The OA Fire and Rescue Coordinator, in cooperation with the OA Fire and Rescue Coordinating Committee, will:
    - Organize staff and equip area fire and rescue dispatch centers in accordance with the principles enumerated in the California Fire Service and Rescue Emergency Mutual Aid Plan.
    - Aid and encourage the development of uniform fire and rescue operational plans within the area.
    - Aid and encourage the development of countywide fire and rescue communication networks operating on the approved fire frequencies for the county.
    - Develop a dispatching procedure for all fire apparatus, communication vehicles, rescue trucks, and other specialized resources assigned within the area.
    - Responsible to aid and assist local, region and state officials in planning, requesting, and utilizing mobilization centers as needed for staging strike teams and personnel where appropriate.
    - Will be responsible for coordination of all local fire and rescue resources within the San Diego OA on major mutual aid operations.
    - If the emergency is within the jurisdiction of the OA Fire and Rescue Coordinator and the emergency overloads the communication facilities, the OA Fire and Rescue Coordinator may assign dispatching of mutual aid equipment to an alternate fire and rescue dispatch center.

- The OA Fire and Rescue Coordinator shall keep the Regional Fire and Rescue Coordinator informed of all operations.


Decorative Image

- The OA Fire and Rescue Coordinator determines approximate time commitment and justification of resources issued to local agency, and length of time it will utilize these resources. Periodically evaluates the justification and commitment to the local agency of these resources and notifies the region.
- The OA Fire and Rescue Coordinator will advise the requesting jurisdiction of the origin of resources responding to the request for assistance.
- The OA Fire and Rescue Coordinator Shall notify and advise the Regional Fire and Rescue Coordinator, in a timely manner, of the need to establish mobilization centers and/or staging areas.

- The OA Fire and Rescue Coordinator is not responsible for any direct fire or other emergency operations except those which occur with the jurisdiction of its own department or agency. The local official in whose jurisdiction the emergency exists shall remain in full charge of all fire and rescue resources, staffing, and equipment furnished for mutual aid operations.
- The OA Fire and Rescue Coordinator keeps the Zone Coordinators informed of resource status within the OA.

RESPONSIBILITIES OF THE REGIONAL FIRE AND RESCUE COORDINATOR

The San Diego Operational Area is located within California Fire and Rescue Mutual Aid System Region VI. OA Fire and Rescue Coordinators located throughout each of the six Mutual Aid Regions, elect a fire chief from within their respective region to serve as Regional Fire and Rescue Coordinator. Operational Area and Regional Fire and Rescue Coordinators have very similar responsibilities. Essentially the size or scope of the area served is the primary difference between the two organizational levels. Regional Fire and Rescue Coordinators are responsible for maintaining regional fire and rescue resource inventories, regional mutual aid plan, and for the coordination of intra-regional mutual aid. They are also responsible for the annual submission of fire and rescue resource inventories to the State Fire and Rescue Coordinator.

RESPONSIBILITIES OF THE STATE FIRE AND RESCUE COORDINATOR (CHIEF, FIRE AND RESCUE DIVISION)

The Chief, Fire and Rescue Division, California Governor's Office of Emergency Services, is the State Fire and Rescue Mutual Aid Coordinator. Their responsibilities include:

- Prepare, maintain, and distribute the basic California Fire Service and Rescue Emergency Mutual Aid Plan.
- Develop and maintain a "Fire and Rescue Emergency Operations Plan" and "Standard Operating Procedure" for the use and dispatch of Cal OES Fire and Rescue personnel, apparatus, and other fire and rescue resources.

INFORMATION COLLECTION AND DISSEMINATION

Each of the zones will provide their available resource status each morning to the OA Dispatch Center via the Google Form on the Op Area website (https://sdoparea.org). The OA Communications Center maintains resource status once collected from each of the zones developing a report indicating resource availability and commitments, the completed report is available on the Op Area website.
When significant resources are being committed or perceived as likely to be committed, the OA Fire and Rescue Coordinator will communicate via email, text or by conference call to the Zone Coordinators.


Decorative Image

OPERATIONAL AREA NOTIFICATIONS TO THE ZONES:

It is understood that all agencies within the San Diego OA need accurate and timely information to ensure well informed decisions are made. To support this, the OA Fire and Rescue Coordinator or their alternate will strive to keep the zones updated on resource commitments occurring due to in or out of county incidents. Further, it is recognized that most agencies need this information before or by 0700 to ensure they have time to react before shift changes occur at 0800.

When strike teams are committed out of county, the Op Area Communications Center will create a report on the Op Area website detailing all committed resources, including the incident name, number, possible crew rotations, etc. Overhead will include the total number committed; each Zone dispatch center is responsible for tracking individual overhead personnel assigned.

Conference calls will also be conducted on an as-needed basis. The OA Fire and Rescue Coordinator will try to provide at least two hours advance notice of a pending conference call whenever possible.

There are two categories of notifications that will be addressed:

1. Notifications and Updates:

Notifications:

- Significant impact to the OA: Assignments of Strike Teams (engines - local government (LG), OES, Cal Fire and Cal Fire Crews). This may include Initial Attack (IA) assignments but is focused upon extended commitments.
- Real time communications to the Zone Coordinators: These notifications will be made as soon as the information can be shared. Discretion will be exercised for late night notifications.

Updates:

- Advise Zone Coordinators of significant resource commitments. This should be done by 0700 on a daily basis until all resources have returned.

2. Conference calls.

Conference calls are intended to allow each of the zones to communicate directly with the OA Fire and Rescue Coordinator when significant resource activity is expected or occurring.

WEBEOC:

In order to establish a common operating picture throughout the region, information is shared from the County's EOC and other agencies involved in a disaster via WebEOC, a web-based emergency management software, so that all incident response personnel maintain situational awareness and information is used by intended recipients to take appropriate response actions.

COMMUNICATIONS

SYSTEM OVERVIEW


Decorative Image

Communications at emergency incidents are managed using a common communications plan and an incident-based communication center established solely for the use of command, tactical, and support resources assigned to the incident. This includes incident-established radio networks, on-site telephone, public address, and off-site incident telephone/microwave/radio systems. See Appendix 2 for a listing of dispatch centers.

SYSTEM CAPABILITY

The current radio systems in place throughout the OA are designed to provide fire agencies with a Local Communications Net, Command and Tactical Frequencies and a County-wide Mutual Aid Command Net.

Incident Communication Unit personnel are responsible for developing plans to make the most effective use of incident-assigned communications equipment and facilities; the installation and testing of all communications equipment; supervision and operation of the Incident Communications Center; distribution and recovery of equipment assigned to incident personnel; and the maintenance and on-site repair of communications equipment.

The Incident Communications Unit has a major responsibility for effective communications planning, due to the potential multi-agency use of ICS. This is especially important in determining required radio nets, establishing interagency frequency assignments and ensuring that maximum use is made of all assigned communications capability.

The OA Communication Center associated with the Operational Area Fire and Rescue Coordinator is the Primary Command and Control Center for the fire mutual aid radio system within the OA.

ALERT AND WARNING SYSTEMS

Multiple systems are regionally available to authorized public safety officials to disseminate alert and warning notifications to the public. Emergency information, advice, and action instructions are given to the public by various types of media. Emergency Alert System (EAS), Wireless Emergency Alerts (WEA), AlertSanDiego/Accessible AlertSanDiego, and door-to-door communications are the primary mechanisms. The County also utilizes social media to distribute emergency information to the public. Other available platforms used to distribute public alert and warning include 211, Partner Relay Network of non-profit organizations, houses of worship and community leaders, and distribution of bulletins in standard and accessible formats. OES maintains pre-scripted, hazard-specific warning messages for high impact events that require time sensitive warnings. Additional information on these various modalities is available in Annex L – Emergency Public Information.

ADMINISTRATION, FINANCE, AND LOGISTICS

Under the California Standardized Emergency Management System (SEMS), special districts are considered local governments. As such, they are included in the emergency planning efforts throughout the OA. The OA Emergency Organization, in accordance with SEMS, supports and is supported by:

- Cities within the OA
- The County of San Diego
- Special Districts
- Other Counties
- The State of California
- The Federal Government

NIMS provides a consistent nationwide template to enable Federal, State, local, and tribal governments and private-sector and non-governmental organizations to work together effectively. NIMS also enables these entities to efficiently prepare for, prevent, respond to, and recover from domestic incidents, regardless of cause, size, or complexity, including acts of catastrophic terrorism.

Mutual aid, including personnel, supplies, and equipment, is provided in accordance with the California Fire Master Mutual Aid System, and other Agreements.

San Diego County OES works with the private sector through the ReadySanDiego Business Alliance, as well as Community Based Organizations (CBOs) and Non-Governmental Organizations (NGOs) to provide valuable resources before, during, and after a disaster.

There are some City and County personnel who do not have specific task assignments. They are automatically designated by State Law as Disaster Service Workers (DSWs) during a disaster, and serve in the response effort.

- "All public employees and all registered volunteers of a jurisdiction having an accredited disaster council are Disaster Service Workers," per the Government Code, Title I, Division 4, Chapter 8, and Labor Code, Part I, Division 4, Chapters 1 and 10.
- The term ‘public employee’ includes all persons employed by the State, or any County, City or public district.
- Other personnel including volunteers can be registered by OES as Disaster Service Workers, which provides Workers Compensation and liability coverage.

OES maintains a list of pre-registered volunteers affiliated with volunteer organizations that are registered as DSWs.

It is imperative that local government maintain duplicate records of all information necessary for restoration of normal operations. This process of record retention involves offsite storage of vital computerized and paper-based data that can be readily accessible.

ANNEX DEVELOPMENT AND MAINTENANCE

This annex is a product of the OA EOP. As such, the policies, procedures, and practices outlined in the OA EOP govern this annex. OES is subject to coordinate the maintenance and update of this annex every four years in accordance with the maintenance schedule established for the OA EOP. Record of changes, approval, and dissemination of the OA EOP will also apply to this annex.

A committee made up of the OA Fire and Rescue Coordinator and the Zone Coordinators or their delegates will be developed to revise and update this document. The Zones will work closely with those they represent to ensure that all considerations are made. Items that are likely to change or need updating before the next planned revision of the annex are contained in the appendices to this agreement. If items in the appendices need to be updated, the zones will work with the OA Fire and Rescue Coordinator to update the appendices and share among all affected parties.

APPENDIX 1 – ADDITIONAL RESOURCES

COMMUNITY EMERGENCY RESPONSE TEAMS (CERT)

Community Emergency Response Teams (CERT) in San Diego County are trained to be able to support fire personnel in the time of a disaster within their communities. Each program is community based and sponsored by a local public safety agency within their jurisdiction. Each CERT program will respond within the scope of their training at the direction of their sponsoring agency. CERT members are identified by green vests and are registered members of the Disaster Service Worker (DSW) Program. Visit the County CERT webpage for a listing of active programs.

HAZARDOUS MATERIAL RESPONSE RESOURCES

The San Diego County OA Hazardous Materials Area Plan (Area Plan) describes the system currently in place in San Diego County for managing hazardous materials emergencies. The San Diego County Department of Environmental Health (DEH), Hazardous Materials Division (HMD) is the administering agency for the Area Plan.

The activities carried out by the HMD, the Hazardous Materials Incident Response Team (HIRT), the Military Hazardous Materials Team (Camp Pendleton), and OES are intended to effectively manage hazardous materials.

The area plan is designed to integrate the operational activities of San Diego County's Unified Emergency Services Organization, Hazardous Incident Response Team (HIRT) into the on-scene operational procedures for the local, State, or Federal agency who have primary responsibility for a hazardous chemical emergency in the jurisdiction.

INCIDENT MANAGEMENT TEAMS

Incident Management Teams may be requested by any agency experiencing an incident exceeding initial response, the management capability of the agency, or need for support personnel to assist in the management of an extended or complex incident.

Incident Management Teams are requested through the OA Communications Center.

REGIONAL AND FEMA URBAN SEARCH& RESCUE (US&R) TASK FORCE

US&R involves the location, rescue (extrication), and initial medical stabilization of victims trapped. US&R is considered a "multi-hazard" discipline, as it may be needed for a variety of emergencies or disasters including earthquakes, hurricanes, typhoons, storms and tornadoes, floods, dam failures, technological accidents, terrorist activities, and hazardous materials releases. Additional resources can be ordered through the Mutual Aid Process. Go to the FEMA website for specific information on US&R resources. The local multi-agency US&R Team in the San Diego OA is USAR Team 8.

WATER RESCUE TEAMS

Water Rescue Teams involve the location, rescue (extrication), and initial medical stabilization of victims trapped in swift moving and floodwater conditions. The teams are staffed, trained, and equipped following NIMS and FIRESCOPE standards.

The teams in San Diego County can be mobilized for operations anywhere in the county. Each Zone Coordinator will maintain a current list of Water/Flood Rescue resources and will make the list available to the OA Fire and Rescue Coordinator.

SAN DIEGO COUNTY FIREFIGHTING AIR RESOURCES

Within San Diego County aerial firefighting resources are provided by CAL FIRE fixed wing and tactical aircraft, the San Diego County Sheriff's Department helicopters in cooperation with CAL FIRE/County Fire, City of San Diego helicopters, United States Forest Service helicopters, and the SDG&E helicopters. Through existing agreements with other agencies, additional resources than the ones listed are available.

SAN DIEGO COUNTY RESCUE HELICOPTER RESOURCES

Within San Diego County, aerial rescue helicopters are provided by the San Diego Sheriff in cooperation with CAL FIRE, San Diego City, and the United States Coast Guard (USCG).

TECHNICAL RESCUE RESOURCES

The technical rescue resource list consists of Mass Casualty Units, Confined Space Units, Trench Rescue Units, Heavy Rescue Units, and Rope Rescue Units. These units are staffed by firefighters and stationed throughout the county. Resources should be requested through the local dispatch center.

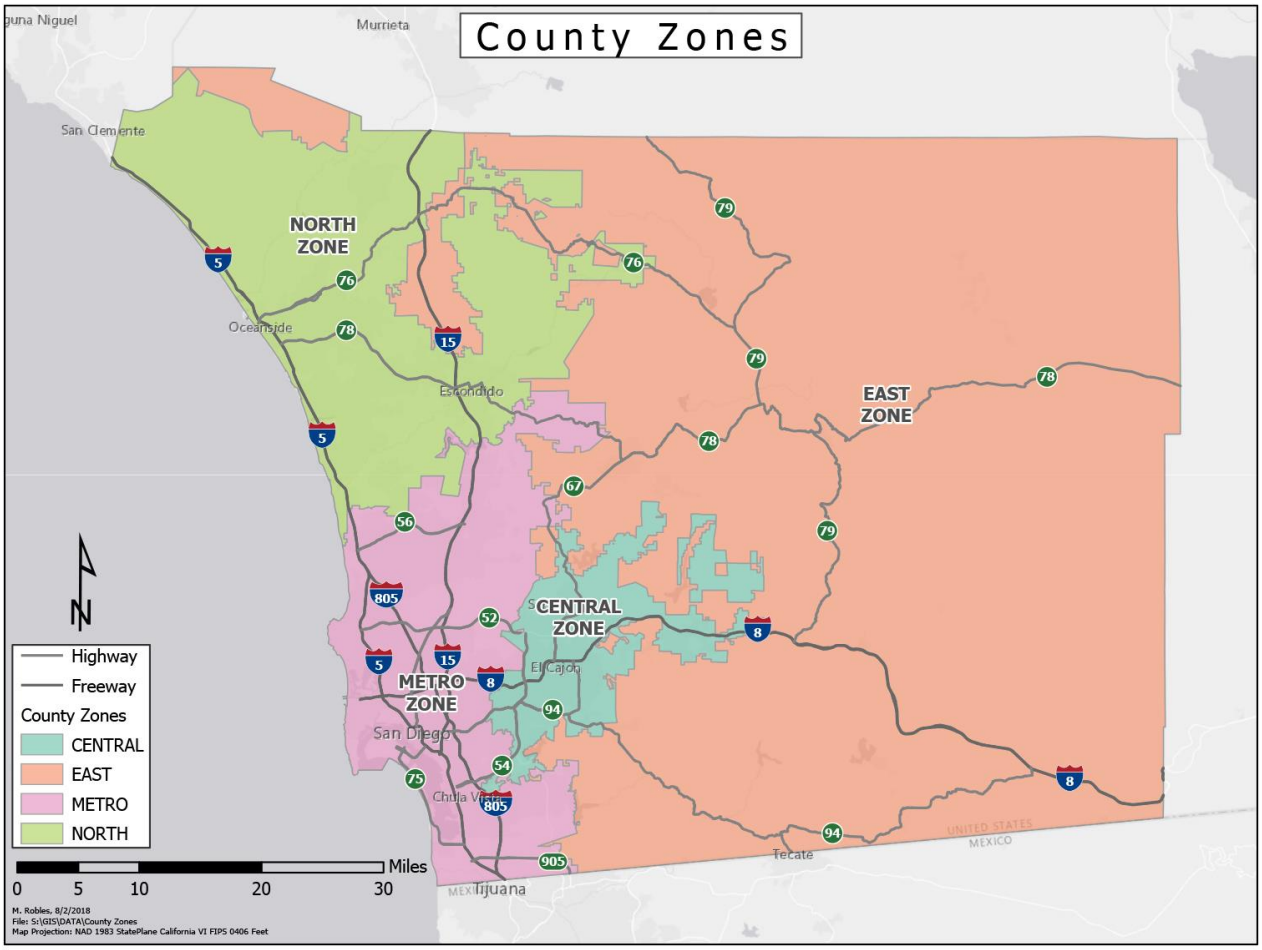
APPENDIX 2: FIRE MUTUAL AID ZONES AND DISPATCH FOR COUNTY WIDE FIRE RADIO NETWORK SYSTEM

NORTH ZONE	DISPATCHED BY
Rancho Santa Fe Fire Protection District	North County JPA
Camp Pendleton Fire Department	Self
City of Carlsbad Fire Department	North County JPA
City of Del Mar Fire Department	North County JPA
City of Encinitas Fire Department	North County JPA
City of Escondido/Rincon Del Diablo Municipal Water District	Self
City of Oceanside Fire Department	North County JPA
City of San Marcos Fire Dept. /San Marcos Fire Protection District	North County JPA
City of Solana Beach Fire Department	North County JPA
City of Vista Fire Department/Vista Fire Protection District	North County JPA
North County Fire Protection District	North County JPA
San Pasqual Reservation Fire Department	North County JPA
Rincon Reservation Fire Department	North County JPA
Pala Indian Reservation Fire Department	North County JPA
Valley Center Fire Protection District	North County JPA
METROPOLITAN ZONE	**DISPATCHED BY**
City of San Diego Fire-Rescue Department	Self
City of Poway Fire Department	SD Fire-Rescue
Miramar Fire Department	Self
Federal Fire Department	Self
City of Coronado Fire Department	SD Fire-Rescue
City of Imperial Beach Fire Department	SD Fire-Rescue
City of National City Fire Department	SD Fire-Rescue
City of Chula Vista Fire Department	SD Fire-Rescue

CENTRAL ZONE	DISPATCHED BY
Alpine Fire Protection District	Heartland Fire JPA
Barona Fire Department	Heartland Fire JPA
Bonita-Sunnyside Fire Protection District	Heartland Fire JPA
City of El Cajon Fire Department	Heartland Fire JPA
Lakeside Fire Protection District	Heartland Fire JPA
City of La Mesa Fire Department	Heartland Fire JPA
City of Lemon Grove Fire Department	Heartland Fire JPA
City of Santee Fire Department	Heartland Fire JPA
Viejas Reservation	Heartland Fire JPA
Sycuan Reservation Fire Department	Heartland Fire JPA
San Miguel Consolidated Fire Protection District	Heartland Fire JPA

EAST ZONE	DISPATCHED BY
California Department of Forestry and Fire Protection (CAL FIRE)	San Diego County Fire / CAL FIRE
United States Forest Service (USFS)	San Diego County Fire / CAL FIRE
Borrego Springs Fire Protection District	San Diego County Fire / CAL FIRE
Campo Indian Reservation Fire Department	San Diego County Fire / CAL FIRE
Deer Springs Fire Protection District	San Diego County Fire / CAL FIRE
Ramona Municipal Water District	San Diego County Fire / CAL FIRE
San Diego County Fire District	San Diego County Fire / CAL FIRE
Santa Ysabel Reservation Fire	San Diego County Fire / CAL FIRE

NOTE: Federal installations may be included in any of the above zones.
All dispatch centers have capability for 800 MHz or VHF


County Zones
NORTH ZONE
CENTRAL ZONE
METRO ZONE
EAST ZONE
Highway
Freeway
County Zones
CENTRAL
EAST
METRO
NORTH
Miles
0 5 10 20 30
M. Robles, 8/2/2018
File: S:\GIS\DATA\County Zones
Map Projection: NAD 1983 StatePlane California VI FIPS 0406 Feet
Murrieta
San Clemente
Oceanside
Escondido
El Cajon
San Diego
Chula Vista
Tijuana
Tecate
UNITED STATES
MEXICO

APPENDIX 3 – ICS 420-1

For the sake of brevity and due to the large size of the guide, the FIRESCOPE Field Operations Guide will be referenced with images and a link:

https://play.google.com/books/reader?id=PzEOBwAAQBAJ&pg=GBS.PP1.w.0.0.1&hl=en



FIELD OPERATIONS GUIDE
ICS 420-1

INCIDENT COMMAND SYSTEM PUBLICATION
2017 EDITION

TABLE OF CONTENTS

CH. 1	COMMON RESPONSIBILITIES	1-1
CH. 2	MULTI-AGENCY COORDINATION SYSTEM (MACS)	2-1
CH. 3	AREA COMMAND	3-1
CH. 4	COMPLEX	4-1
CH. 5	COMMAND	5-1
CH. 6	UNIFIED COMMAND	6-1
CH. 7	PLANNING PROCESS	7-1
CH. 8	OPERATIONS SECTION	8-1
CH. 9	PLANNING SECTION	9-1
CH. 10	LOGISTICS SECTION	10-1
CH. 11	FINANCE/ADMINISTRATION SECTION	11-1
CH. 12	ORGANIZATIONAL GUIDES	12-1
CH. 13	RESOURCE TYPES AND MINIMUM STANDARDS	13-1
CH. 14	WILDLAND URBAN INTERFACE (WUI) STRUCTURE DEFENSE	14-1
CH. 15	MULTI-CASUALTY	15-1
CH. 16	URBAN SEARCH AND RESCUE (US&R)	16-1
CH. 17	HAZARDOUS MATERIALS AND MASS DECONTAMINATION	17-1
CH. 18	TERRORISM/WEAPONS OF MASS DESTRUCTION	18-1
CH. 19	SWIFTWATER/FLOOD SEARCH AND RESCUE	19-1
CH. 20	HIGH RISE	20-1
CH. 21	PROTECTIVE ACTION GUIDELINES	21-1
CH. 22	FIREFIGHTER INCIDENT SAFETY AND ACCOUNTABILITY GUIDELINES	22-1
CH. 23	GLOSSARY OF TERMS	23-1
APX. A	COMMUNICATIONS GUIDELINES	A-1
APX. B	CALIFORNIA AGENCY DESIGNATORS BY AGENCY	B-1
	CALIFORNIA AGENCY DESIGNATORS BY MACS-ID	B-30
	OPERATIONAL AREA IDENTIFIERS	B-59

APPENDIX 4 – FIRE MANAGEMENT ASSISTANCE GRANT PROGRAM (FMAGP)

Fire Management Assistance is available to States, local and tribal governments, for the mitigation, management, and control of fires on publicly or privately owned forests or grasslands, which threaten such destruction as would constitute a major disaster. The Fire Management Assistance declaration process is initiated when a State submits a request for assistance to the Federal Emergency Management Agency (FEMA) Regional Director at the time a "threat of major disaster" exists. The entire process is accomplished on an expedited basis and a FEMA decision is rendered in a matter of hours.

The Fire Management Assistance Grant Program (FMAGP) provides a 75 percent Federal cost share and the State pays the remaining 25 percent for actual costs. Before a grant can be awarded, a State must demonstrate that total eligible costs for the declared fire meet or exceed either the individual fire cost threshold - which is applies to single fires, or the cumulative fire cost threshold, which recognizes numerous smaller fires burning throughout a State.

Eligible firefighting costs may include expenses for field camps; equipment use, repair and replacement; tools, materials and supplies; and mobilization and demobilization activities.

ANNEX C

Law Enforcement Mutual Aid Operations



Decorative Image

Operational Area Emergency Operations Plan

SEPTEMBER 2022

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

ACKNOWLEDGEMENTS

Sheriff
Anthony Ray, Sheriff
Kelly Martinez, Undersheriff

Law Enforcement Mutual Aid Operations
Sheriff's Emergency Planning Detail

EXECUTIVE SUMMARY

The Law Enforcement Mutual Aid Operations Annex addresses the lines of communications for requesting law enforcement assets through the Operational Area Law Enforcement Coordinator, which is the San Diego County Sheriff. This annex states the responsibilities of law enforcement in the San Diego Operational Area, which consist of:

- Law enforcement
- Evacuation
- Traffic control in contract cities, and
- Providing assistance to other law enforcement agencies

TABLE OF CONTENTS

General	1
Concept of Operations and Activation of Mutual Aid	4
Organization and Assignment of Responsibilities	8
Direction, Control, or Coordination	10
Information Collection and Dissemination	11
Communications	11
Administration, Finance and Logistics	12
Annex Development and Maintenance	13
Authorities and References	14
Attachments	17

The Sheriff is the Director of law enforcement activities for the unincorporated areas of San Diego County, and those Cities that have contracted with the Sheriff for law enforcement. The Sheriff is the Mutual Aid Coordinator for all law enforcement resources in San Diego County.

GENERAL

INTRODUCTION

This annex establishes organizational responsibilities and general procedures for the local law enforcement jurisdictions, and supporting agencies during natural and human-caused disasters.

PURPOSE

It is the purpose of this annex to define the actions and roles necessary to provide a coordinated response within the Operational Area (OA).

This annex provides guidance to agencies within the County of San Diego with a general concept of potential emergency assignments before, during, and following emergency situations.



Decorative Image

SCOPE

The County of San Diego has several different local, state, federal, and tribal policing entities that work together in order to provide security to the region during normal operations as well as in states of emergency. The Law Enforcement Mutual Aid Operations Annex (Annex C) is a mechanism for coordinating these agencies into a cohesive and coordinated response when law enforcement mutual aid is needed in response to a critical incident. Annex C is activated in situations where local, state, federal, and tribal law enforcement resources are overwhelmed or are inadequate to complete a mission. Following proper protocols, mutual aid can extend across jurisdictional boundaries to ensure that specific needs are addressed. Annex Q outlines evacuation strategies, procedures recommendations and organizational structures, and the County's Reunification Concept of Operations (ConOps) outlines anticipated roles, responsibilities and actions to promote timely and efficient reunification of people or animals within the County of San Diego OA.

Requesting and activating law enforcement mutual aid is the responsibility of the San Diego County Sheriff's Department (SDSD) as the Operational Area Law Enforcement Mutual Aid Coordinator.

TYPES OF SUPPORT

Law Enforcement support may be in one or more of the following missions:

- Law Enforcement
- Aerial Support
- Special Teams (SWAT, hostage negotiators, etc.)
- Mobile Field Force (Platoon)
- Traffic Control
- Evacuation
- Search and Rescue
- Field Bookings
- Prisoner Management
- Building and Facility Security
- Mass Care/Collection Center Security
- Explosive Ordnance Disposal
- Investigation of Arson and Bombings
- Waterborne Enforcement/Dive Rescue and Support
- Metropolitan Medical Strike Team (MMST)
- Security
- Animal Control

WHOLE COMMUNITY APPROACH

The San Diego Operational Area is committed to achieving and fostering an emergency management system that uses a Whole Community Approach and is fully inclusive of individual needs and circumstances. For further details on the Whole Community Approach to emergency management and the integration of inclusive emergency management practices, refer to the Basic Plan.



OBJECTIVES

The primary objectives of law enforcement are the preservation of life and property and the maintenance of law and order.

Functional objectives for law enforcement operations are:

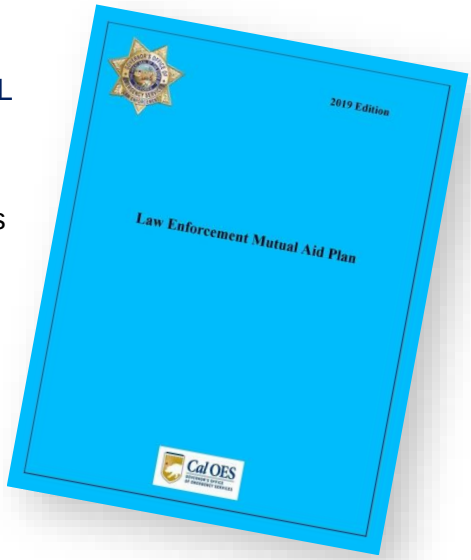
- Coordinate the mobilization of personnel and equipment from supporting agencies (i.e., Sheriff's Department, Jurisdictional Law Enforcement Agencies, District Attorney Investigators, Probation Department, Tribal Governments, Parks and Recreation).
- Receive and disseminate warning and evacuation information to the general public utilizing methods that are accessible to all population groups. This includes messaging through various channels and/or door to door notifications using whatever means necessary to relay the message.
- Deploy personnel and equipment to locations needed to accomplish primary objectives.
- Coordinate evacuation of hazardous areas for all population groups, including paratransit service when needed; and provide perimeter security and access control
- Provide security for essential facilities, services, and resources.
- Maintain the safety and security of persons in custody.
- Implement aerial surveys of the area to provide accurate information on hazards, victims, conditions, damage assessment, and other vital information.
- Coordinate the establishment of emergency traffic routing and ingress/egress procedures with the California Highway Patrol or jurisdictional agency.
- Assist in the establishment of Multi-agency Staging Areas.
- Coordinate with cities/jurisdictions in the OA, Tribal Governments, Region and State agencies in accordance with local mutual aid agreements, the California Law Enforcement Mutual Aid Plan, the Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), and the National Response Framework (NRF).

CONCEPT OF OPERATIONS AND ACTIVATION OF MUTUAL AID



The Sheriff, or designee, is the Operational Area Law Enforcement Mutual Aid Coordinator. During emergencies, individual law enforcement agencies will operate under their own departmental emergency plans with their existing resources. When a Chief of Police, or designee, determines that an emergency situation in their jurisdiction may extend, or is already, beyond the control of their department's resources, it is the Chief's responsibility to request mutual aid from the Operational Area Law Enforcement Mutual Aid Coordinator. Law Enforcement mutual aid is defined specifically through California's Office of Emergency Services (Cal OES) and the "Blue Book". The Blue Book is consistent with California law concerning the application of SEMS.

GENERAL REQUIREMENTS FOR MUTUAL AID



GENERAL REQUIREMENTS FOR REQUESTING MUTUAL AID INCLUDE:

- An emergency must exist or be imminent;
- A significant number (50% or more) of local resources must be committed to the incident or other incidents, prior to the request for mutual aid; and
- A specific mission must be stated.

POINT OF CONTACT

Requests for mutual aid should be directed to:

- The Sheriff's Watch Commander via the Sheriff's Communications Center or
- The Law Enforcement Mutual Aid Coordinator in the Sheriff's Department Operations Center (DOC), when activated.

UNANTICIPATED SITUATIONS

Departments experiencing an unanticipated situation that is developing (but has not yet occurred) and it appears that the department's resources may soon be insufficient, should contact the Operational Area Law Enforcement Coordinator (the Sheriff, or designee, via the Sheriff's Communications Center Watch Commander) and advise that the department may be requesting mutual aid.

PLANNED EVENTS

Should an agency have a planned event (i.e., concert, parade, etc.), a formal request for mutual aid cannot be made until an unanticipated emergency, or incident occurs, that may become or is already beyond the control of the agency's available resources. Departments may; however, utilize other departments' personnel, equipment, and/or supplies by mutual agreement (MOU, Joint Powers Agreements, etc.). Under these special agreements, the immunities, benefits, and funding available under formal mutual aid may not be available.

PROCLAMATION OF EMERGENCY

A situation requiring mutual aid resources beyond the OAs capabilities usually results in a proclamation of a local emergency. While a proclamation of local emergency is not required for requests within the OA or requests to the Operational Area Law Enforcement Coordinator, local government jurisdictions should consider making such a proclamation should an incident reach the mutual aid level due to the special powers and immunities that accompany such a proclamation.

Such proclamations are normally made by:

- City Council or Board of Supervisors
- City Manager or Chief Administrative Officer, if Council or Board of Supervisors is not in session.

USE OF MILITARY FORCES FOR MUTUAL AID

STATE MILITARY FORCES

The Governor will normally commit the California National Guard (CNG) resources in support of civil authority only upon determination that:


Photo by Walter Wallenborn

Decorative Image

- An emergency condition exists or is imminent; and
- All civil resources have been or will be reasonably committed; and
- Civil authority cannot or will not be able to control the situation; and
- Military assistance is required and has been requested through the Cal OES Law Enforcement Coordinator.

FEDERAL MILITARY

Military Commanders may commit federal troops:

- Upon direction of the President of the United States; or
  - When the local commander feels that there is an immediate and imminent threat to life; and
  - Local resources are unavailable; and
  - A delay in established mutual aid would result in unnecessary deaths, injuries or extensive property damage.



RELATED LAW ENFORCEMENT MUTUAL AID ISSUES

COMMAND

The local requesting agency remains in charge of the incident unless command is relinquished. Generally, responding resources from a jurisdiction will remain together. However, if used to supplement patrol, they could be paired with a local officer who is familiar with the area.

FISCAL ISSUES

Unless otherwise agreed to:

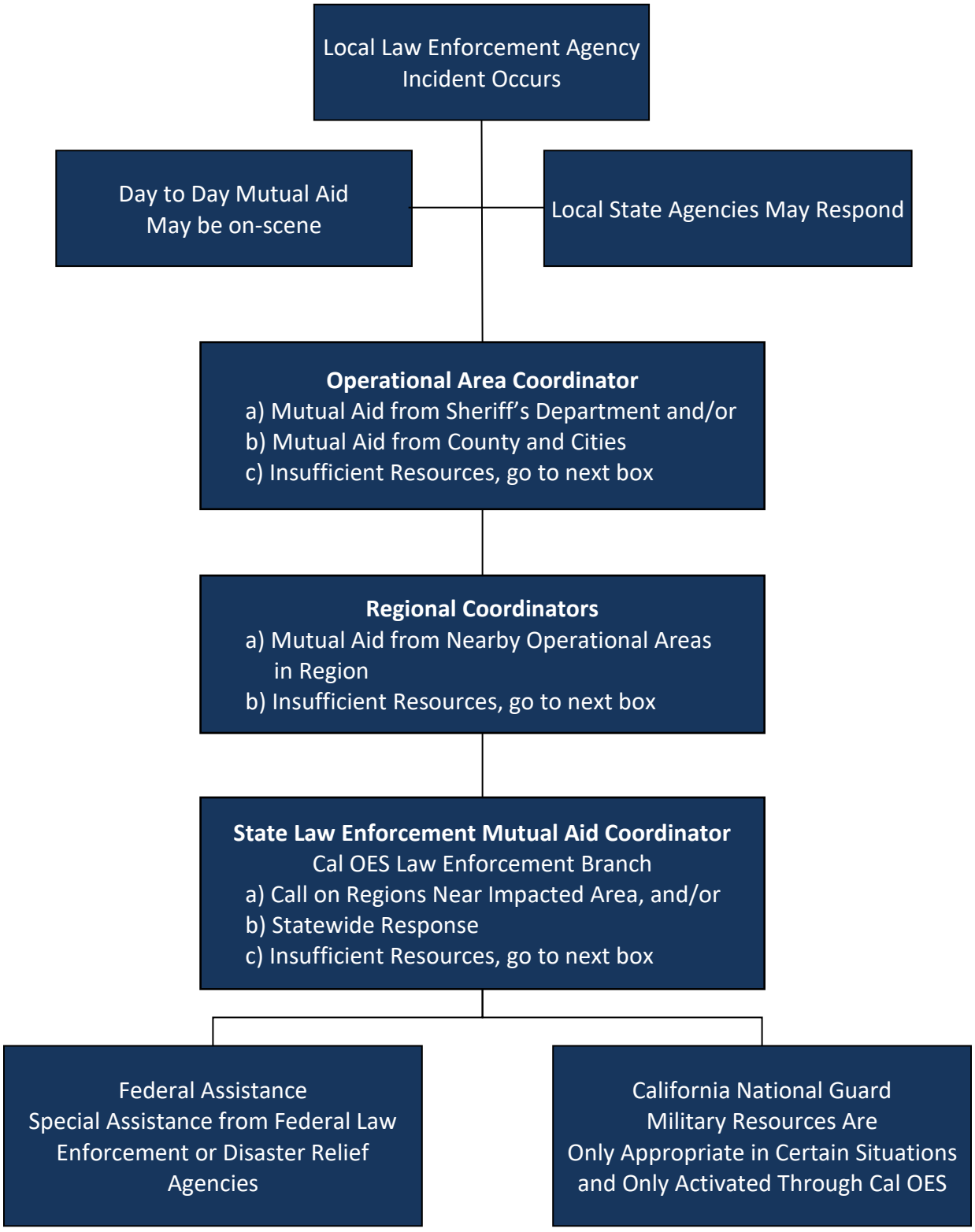
- The requesting agency is responsible for feeding, billeting, fuel, and other on-scene support.
- The requesting agency is not responsible to provide salary or employment benefits.
- Emergency medical costs for a responder are paid by the responder's agency.
- Damaged equipment (i.e., vehicles) is not reimbursable by the requesting agency. If a State Proclamation or Federal Declaration has been made, the responding agency should submit a claim through the requesting agency.
- Materials used are normally replenished by the requesting agency.

ADDITIONAL DUTIES OF THE OPERATIONAL AREA LAW ENFORCEMENT MUTUAL AID COORDINATOR

- Coordinate with involved law enforcement agencies to establish a central point of incident information related to law enforcement responsibilities, such as the DOC.
- Coordinate with affected law enforcement agencies to determine objectives and priorities affecting the allocation of mutual aid resources.
- Coordinate with affected law enforcement agencies in developing Operational Area inter-jurisdictional law enforcement activities and plans (evacuation, area control, traffic control, etc.) during widespread emergencies or disasters.
- Provide for representation in the OA EOC Management and Operations Sections.
- Assist the Office of the Medical Examiner in security and mutual aid requirements.

FIGURE 1

Activation Channels for Law Enforcement Mutual Aid



The Sheriff serves as the Operational Area Law Enforcement Coordinator. When Mutual Aid is requested by a local law enforcement agency, the Sheriff, or representative will:

- Confirm an emergency or anticipated emergency exists.
- Establish that the involved local agency's resources are inadequate to meet the demands of the incident (and meet the criteria for a mutual aid request).
- Obtain the mission(s) for responding personnel.
- Through coordination with the Incident Commander, determine the quantity and type of resources needed to accomplish the mission(s).
- Determine where to stage the incoming mutual aid resources.
- Identify the Liaison Officer of the requesting agency who will serve as the point of contact.
- Ensure both the requesting agency and the Law Enforcement Mutual Aid Coordinator establish appropriate documentation procedures.
- Ensure responding resources are demobilized as soon as they are no longer needed.

If the Operational Area Law Enforcement Mutual Aid Coordinator determines there are insufficient resources within the OA, they will contact the Regional Law Enforcement Mutual Aid Coordinator (Region VI). The Regional Law Enforcement Mutual Aid Coordinator will then contact all necessary law enforcement agencies within Region VI to obtain the needed resources. If the Regional Law Enforcement Mutual Aid Coordinator determines resources are insufficient within the region, they will then contact the Cal OES Law Enforcement Mutual Aid Coordinator who will contact all necessary Regions within the state. Figure 1 (previous page) outlines the activation channels for law enforcement mutual aid.

ORGANIZATION

The following local law enforcement agencies have entered into an agreement for mutual aid within the region:

- Carlsbad Police Department
- Chula Vista Police Department
- Coronado Police Department
- Escondido Police Department
- El Cajon Police Department
- La Mesa Police Department
- National City Police Department
- Oceanside Police Department
- San Diego County District Attorney's Office – Bureau of Investigations
- San Diego County District Attorney's Office
- San Diego County Probation Department
- San Diego County Sheriff's Department
- San Diego Police Department

- San Diego State University Police Department
- Unified Port of San Diego Harbor Police Department
- University of San Diego Police Department

The above law enforcement agencies have entered into a master mutual aid agreement, signed by the Chiefs of each agency.

ASSIGNMENT OF RESPONSIBILITIES

When mutual aid is activated, supporting agencies will respond to a central law enforcement staging area for assignment. In general, supporting agencies will assist with such activities as law enforcement, evacuations, traffic control/direction, scene security, search and rescue operations (if appropriately trained) and a variety of activities that fall within the purview of a law enforcement officer.

During the activation of local DOCs, pre-identified staff will respond to the respective DOC and be assigned as necessary. The Sheriff's Department, California Highway Patrol (CHP) and Department of Animal Services (DAS) will also provide pre-identified ranking staff members to respond to the OA EOC.

SUPPORT FUNCTIONS

During a natural disaster or other large-scale crisis, numerous governmental and non-governmental agencies will be involved in the immediate response as well as the long-term efforts of recovery.

SUPPORTING ORGANIZATIONS

- Jurisdictional Law Enforcement Agencies from the Operational Area (OA)
- Port of San Diego Harbor Police
- County Sheriff
- County Probation Department
- County Department of Animal Services
- School District Police
- California Highway Patrol (CHP)
- County District Attorney Investigators
- County Department of Parks and Recreation
- California National Guard
- California Department of Justice
- California Department of Corrections
- California Fire Marshal
- Military Forces of the United States

LOCAL REQUEST FOR MUTUAL AID

When a Chief of Police of a local jurisdiction (or the Sheriff, acting as chief law enforcement officer for the unincorporated or a contract area) determines that an unusual occurrence may become or is already beyond the control of local law enforcement resources, it is the Chief's (or duly authorized representative's) responsibility to request mutual aid from the Operational Area Law Enforcement Mutual Aid Coordinator.

A proclamation of local emergency may or may not be appropriate for the circumstances; however, the Chief of Police may request mutual aid prior to the activation of an EOC or formal proclamation of local emergency. Mutual aid request and response is not dependent on a proclamation of local emergency.

OPERATIONAL AREA MUTUAL AID

When an emergency develops or appears to be developing which cannot be resolved by a law enforcement agency within an OA, it is the responsibility of the Operational Area Mutual Aid Coordinator to provide assistance and coordination to control the problem. (Section 26602 GC)

In response to a request for law enforcement mutual aid by a Chief of Police within the OA, the Sheriff will initiate procedures to activate the mutual aid. The Sheriff will coordinate the OA response of law enforcement resources including those of unaffected operational area municipalities, the local CHP, and other law enforcement agencies within the OA, as well as the Sheriff's resources in order to assist the affected local Chief of Police.

If it appears likely that the resources of an OA will become depleted, the Regional Coordinator should be advised in advance.

REGIONAL MUTUAL AID

Should an existing or anticipated emergency be of such magnitude as to require the commitment of the resources of one or more OAs, it is the responsibility of the Regional Law Enforcement Mutual Aid Coordinator to organize the notification and response of resources within that region.

The Regional Coordinator will keep the State Law Enforcement Mutual Aid Coordinator, who is the Chief of Cal OES, Law Enforcement Branch, advised of the situation status. The State Law Enforcement Mutual Aid Coordinator may support the regional response by issuing mission numbers (numbers issued for the use of state agency resources) and tasking state agencies within the region. An unusual occurrence necessitating regional law enforcement mutual aid does not require a proclamation of a state of emergency.

STATEWIDE MUTUAL AID

If the combined resources of a region are not sufficient to cope with an emergency situation, the Regional Coordinator may request additional assistance through the State Law Enforcement Mutual Aid Coordinator. The State Law Enforcement Mutual Aid Coordinator

may then task law enforcement resources from Regions statewide, via the Regional Law Enforcement Mutual Aid Coordinators, to assist.

ACCESS CONTROL

Law Enforcement will be responsible for evacuations from affected areas and security and control of those areas once evacuated. For further information concerning access control, see Attachment A. For further delineation of roles for evacuation procedures, see Attachment B or Annex Q – Evacuation.

INFORMATION COLLECTION AND DISSEMINATION

In order to establish a common operating picture, law enforcement agencies involved in mutual aid operations will communicate with staff at their assigned staging areas who will then communicate pertinent information to the Incident Commander. The Incident Commander will then communicate the information to the Sheriff's DOC who will in turn communicate the information to the OA EOC or other affected agency DOC's. Establishing a common operating picture and maintaining situational awareness are essential to effective incident management.

BRIEFINGS

Operational Period briefings should be conducted at the beginning of each operational period and present the action plan for the upcoming period. Additional briefings are scheduled as necessary to pass along vital information to those law enforcement officers and agencies persons who need it. Key personnel who wish to pass along information during a briefing or have important incident information/updates should be prepared to disseminate that information during the operational period briefings.

COMMUNICATIONS

Communication is a critical part of incident management. This section outlines communications plan and supports its mission to provide clear, effective internal and external


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communication between law enforcement entities and other involved governmental and non-governmental entities that need the information. Further information about communications systems and other methods of communication can be found in Annex I: Communications and Warning Systems as well as Annex L – Emergency Public Information.

The California Law Enforcement Mutual Aid Radio System (CALAW) is provided and managed by the California Governor's Office of Emergency Services. CALAW enhances the ability of law enforcement agencies to communicate on common frequencies during emergencies and other special operations. CALAW frequencies are primarily designed to be used as base to mobile/portable and mobile/portable to mobile/portable channels for interoperability tactical communications.

For a detailed description of CALAW, refer to the California Law Enforcement Mutual Aid Radio System plan, or the California Interoperability Communications Field Operations Guide.

EMERGENCY PUBLIC ALERTING

The use of emergency public alerting tools such as AlertSanDiego or Wireless Emergency Alerts (WEA) shall be facilitated through the local agency jurisdiction, the Sheriff's Communications Center, or the County's Office of Emergency Services through agreement. Further information about public alert and warning systems and other methods of notification can be found in Annex I: Communications and Warning Systems as well as Annex L – Emergency Public Information.

ADMINISTRATION, FINANCE, AND LOGISTICS

Under SEMS, special districts are considered local governments. As such, they are included in the emergency planning efforts throughout the OA. The OA Emergency Organization, in accordance with SEMS, supports and is supported by:

- Cities within the OA
- The County of San Diego
- Special Districts
- Other Counties
- The State of California
- The Federal Government

NIMS provides a consistent nationwide template to enable Federal, State, local, and tribal governments and private-sector and non-governmental organizations to work together effectively. NIMS also enables these entities to efficiently prepare for, prevent, respond to, and recover from domestic incidents, regardless of cause, size, or complexity, including acts of catastrophic terrorism.

Mutual aid, including personnel, supplies, and equipment, is provided in accordance with the California Master Mutual Aid Agreement, and other OA Mutual Aid Agreements.

There are some City and County personnel who do not have specific task assignments. They are automatically designated by State Law as Disaster Service Workers during a disaster, and serve in the response effort.

- “All public employees and all registered volunteers of a jurisdiction having an accredited disaster council are Disaster Service Workers,” per Government Code Title I, Division 4, Chapter 8, and Labor Code, Part I, Division 4, Chapters 1 and 10.
- The term public employees include all persons employed by the State, or any County, City or public district.
- Other personnel including volunteers can be registered by OES as Disaster Service Workers (DSWs), which provides access to State of California Workers Compensation and liability coverage.

The County Office of Emergency Services (OES) maintains a list of pre-registered volunteers affiliated with volunteer organizations that have been signed up as DSWs.

It is imperative that local government maintain duplicate records of all information necessary for restoration of normal operations. This process of record retention involves offsite storage of vital computerized and paper-based data that can be readily accessible.

ANNEX DEVELOPMENT AND MAINTENANCE

OES is subject to coordinate the maintenance and update of this annex every four years, in accordance with the maintenance schedule established for the OA Emergency Operations Plan (EOP). Updates to this annex can be made before such time for multiple reasons, including but not limited to changes in policy/procedure, improvements and recommendations based on real life events or exercises, etc. Recommended changes for the law enforcement mutual aid annex should be submitted to the San Diego County Sheriff's Department, Emergency Planning Detail Lieutenant.

The State of California Law Enforcement Mutual Aid Plan is issued and revised under the authority of Sections 8550, 8569, 8615 through 8619, and 8668 of the California Government Code, the California Emergency Plan, and the Master Mutual Aid Agreement.

COUNTY OF SAN DIEGO
REGIONAL LAW ENFORCEMENT
MUTUAL AID OPERATIONAL AGREEMENT

THIS AGREEMENT is made and entered into by and between the Sheriff of the County of San Diego and the agencies which now or hereafter become signatories hereto:

WITNESSETH:

WHEREAS**,** the signatory agencies desire to coordinate public safety service efforts and encourage maximum cooperation between all law enforcement and prosecutorial agencies; and

WHEREAS, the agencies have heretofore determined that the public interest and necessity require mutual aid and participation in joint efforts; and

WHEREAS, all joint efforts of the parties signatory hereto shall be governed by the term and conditions set forth by the participating agencies; and

WHEREAS, it is also necessary and desirable that the resources, personnel, equipment and facilities of any one party to this plan be made available to any other party to prevent, combat, or eliminate a probable or imminent threat to life or property resulting from local peril, local emergency, local disaster, or civil disturbance, or a duly proclaimed "state of extreme emergency" or "state of disaster", or "state of war emergency" and to render mutual and supplementary public safety services one to the other as the need may arise; and

WHEREAS, extensive loss of life and property may be mitigated by the immediate and adequate response of the forces of local government to what are or may be disturbances and disasters; and

WHEREAS, the parties signatory to this plan have public safety responsibilities within the County of San Diego and, therefore, have mutual interests and objectives to accomplish with reference to the preservation and protection of life and property within said County; and

WHEREAS, the parties signatory to this agreement have powers to provide for common defense, and the power to act in case of emergency or disaster are all powers common to the parties signatory hereto; and

WHEREAS, the provisions of the Sections 8615, 8617 and 8668 of the Government Code of the State of California, California Disaster and Civil Defense Master Mutual Aid Agreement, The California Law Enforcement Mutual Aid Plan, and other laws of the State of California, empower each of the parties to this agreement to so agree; and

WHEREAS, the California Law Enforcement Mutual Aid Plan is issued and revised under the authority of Sections 8550, 8569, 8615 through 8619, and 8668 of the California Government Code, the California Emergency Plan, and the Master Mutual Aid Agreement; and

WHEREAS, the California Law Enforcement Mutual Aid Plan delineates the current State policy concerning law enforcement mutual aid; and

WHEREAS, the California Law Enforcement Mutual Aid Plan describes the standard procedures used to acquire law enforcement mutual aid resources and the method to ensure coordination of law enforcement mutual aid planning and readiness; and

WHEREAS, the county sheriff is the Operational Area Law Enforcement and Mutual Aid Coordinator; and

WHEREAS, the California Law Enforcement Mutual Aid Plan provides, in pertinent part, "When an emergency develops or appears to be developing which cannot be resolved by a law enforcement agency within an Operational Area, it is the responsibility of the Operational Area Mutual Aid Coordinator to provide assistance and coordination to control the problem;" and

WHEREAS, the California Law Enforcement Mutual Aid Plan provides, in pertinent part, "A request for law enforcement mutual aid requires the approval of the chief law enforcement officer of the requesting jurisdiction;" and

WHEREAS, in the event of a duly proclaimed emergency, the signatories agree to document all mutual aid assistance costs related to a mutual-aid request and submit all records and supporting documentation to the Sheriff of the County of San Diego as soon as practicable; and

WHEREAS, it is expressly understood that this agreement and the operation orders adopted pursuant thereto shall not supplant existing agreements between any and or all parties hereto providing for the exchange or furnishing of certain types of facilities and services on a reimbursable exchange or other basis, nor supplant other mandatory agreements required by law.

NOW, THEREFORE, IT IS HEREBY AGREED by and between each and all of the signatory agencies hereto as follows:

1. The Sheriff of the County of San Diego and the signatory agencies hereto may engage in joint efforts which shall be governed by the terms and conditions set forth by the participating agencies.
2. The Sheriff of the County of San Diego and the signatory agencies hereto may furnish supplementary public safety services to other public agencies who are not a signatory to this agreement in the event of local peril; local emergency, local disaster, civil disturbance and such other occasions as may arise.
3. The mutual aid extended under this agreement and the operation orders adopted pursuant to this agreement shall be without reimbursement unless otherwise expressly provided for by the parties to this agreement or as provided by law.
4. The responsible local official in whose jurisdiction an incident requiring mutual aid has occurred, unless otherwise provided, shall remain in charge at such incident including the direction of such personnel and equipment provided him through the operation of such mutual aid operations agreement.
5. That nothing contained in this agreement shall require or relieve any party hereto from the necessity and obligation of furnishing adequate protection to life and property within their own jurisdiction and no party shall be required to deplete unreasonably their own resources, facilities, and services in furnishing such mutual aid.

6. Any services performed, or expenditures made in connection with the furnishing of assistance shall conclusively be presumed to be for the direct protection of the inhabitants and property of the signatory party requesting the assistance and for the direct benefit of all the inhabitants of area.
7. This agreement shall not be construed as, or deemed to be, an agreement for the benefit of any third party or parties and no third party or parties shall have the right of action hereunder for any cause whatsoever.
8. The declination of one or more of the signatory parties to participate in this agreement or any amendment, revision, or modification thereof, shall not affect the operation of this agreement nor operation orders adopted pursuant thereto insofar as the validity of the agreement pertains to the signatory parties.
9. This agreement shall become effective as to each party when approved or executed and shall remain operative and effective as between each and every party that has heretofore or hereafter approved or executed this agreement until participation in this agreement is terminated by the party. The termination by one or more of the parties of its participation in this agreement shall not affect the operation of this agreement as between the other parties thereto.
10. Termination of participation in this agreement may be affected by any party by giving written notice of said termination of participation in this agreement to the public agencies, a party hereto, and this agreement shall be terminated as to such party thirty (30) days after the filing of such resolution.
11. County of San Diego and the signatory agencies hereto agree the Sheriff of the County of San Diego shall, in the case of a declared emergency, facilitate reimbursement of all reasonable costs associated with the signatory party's law enforcement mutual aid assistance as provided by law.

ATTACHMENT A

ACCESS CONTROL

INTRODUCTION

In the event of an existing natural disaster, human-caused incident or a nuclear defense emergency, it may be necessary to restrict access to and from a hazard area. There are four aspects to consider:

- Perimeter control and area security
- Access control (to and from the perimeter)
- Command Post coordination
- Temporary Evacuation Points (TEPs)

OBJECTIVES

The overall objectives of access control operations will be to:

- Provide a controlled area and prevent entry by unauthorized persons.
- Protect lives by controlling entry into extreme hazard areas, thus reducing public exposure to the current or pending hazard agent.
- Maintain law and order in the hazard area as well as the normal areas of responsibility.

To control the entry of authorized persons into the closed area including personal assistance services (PAS) personnel who provide help to people with disabilities and others with access and functional needs.

SITUATION

A hazard or a potentially hazardous situation could justify the need to control or limit access for a short period of a few hours to several days, weeks, or months, depending on the hazard and its severity. In order to limit access to the closed area, various personnel and devices will be required for the following functions:

- Establish a control point (may be the Command Post).
- Staff access point(s).
- Establish a system of ingress and egress from secured areas for authorized persons and media.
- Route traffic from highway and surface roads away from closed areas.
- Utilize signs and/or markers to provide motorists with advance notice of secured areas.
- Provide security in closed areas with patrols or airborne monitoring.
- Establish and coordinate with the American Red Cross (ARC), TEPs for evacuated, displaced or relocated persons.

OPERATIONAL CONSIDERATIONS

There are six levels of operation that effect access control. They are listed in priority:

- Lifesaving operations. This includes allowing PAS personnel access to evacuated areas if there is a need to assist people with disabilities and others with access and functional needs.
- ♦ Evacuation operations.
- ♦ Medical Examiner operations and continued rescue.
- ♦ Safety Inspection Teams.
- ♦ Owners and managers of critical facilities.
- Authorized managers and employees of businesses.

RESPONSIBILITIES

LOCAL

LAW ENFORCEMENT

- ♦ Handle law enforcement duties both inside and outside of the secured areas.
- ♦ Direct the placement of barricades and traffic control devices.
- ♦ Establish a command post and control point for the perimeter.
- ♦ Initiate TEPs in coordination with the County EOC and ARC, if needed.
- ♦ Initiate an entry pass system.

DEPARTMENT OF PLANNING & DEVELOPMENT SERVICES, BUILDING DIVISION

- Determine structural safety of buildings to be used for care and shelter of evacuees.

ENVIRONMENTAL HEALTH DEPARTMENT/HIRT

- Determine environmental safety.

OPERATIONAL AREA

SHERIFF'S DEPARTMENT

- Handle law enforcement for all unincorporated and contracted areas.
- Support access control effort; coordinate with the local law enforcement agency or CHP in the incorporated area.

DEPARTMENT OF ENVIRONMENTAL HEALTH AND QUALITY

- Determine environmental safety.

STATE

CALIFORNIA HIGHWAY PATROL

- Manage and direct access control on the state and federal highway systems and, in cooperation with the Sheriff's Department, the unincorporated public roads.

ATTACHMENT B

EVACUATION OPERATIONS

INTRODUCTION

Law enforcement agencies and supporting organizations have the responsibility of evacuation, dispersal, and relocation of persons from threatened or hazardous areas to less threatened areas during natural disasters and human-caused incidents. This attachment describes the organization and responsibilities for conducting evacuation operations, with the ultimate goal of protection of lives. Annex Q – Evacuation provides more detailed information on this issue.

OBJECTIVES

- The overall objectives of emergency evacuation notifications and operations are to:
- Expedite the movement of persons from hazardous areas.
- Control evacuation traffic.
- Coordinate transportation for people with disabilities or other access and functional needs, and persons without vehicles.
- Institute access control measures to prevent unauthorized persons from entering vacated, or partially vacated areas.
- Provide for the procurement, allocation, and use of necessary transportation resources and law enforcement resources by means of mutual aid or other agreements.
- Coordinate evacuation to appropriate mass care facilities.

SITUATION

On-scene public safety personnel can generally handle evacuations involving only a small number of people without elaborate measures. Large-scale evacuation should be supported by the OA EOC, jurisdictional EOCs and the DOCs of the involved agencies.

DECISION TO EVACUATE

The decision whether to evacuate or shelter-in-place must be carefully considered with the timing and nature of the incident. Evacuation decisions are likely to be made under dynamic and uncertain conditions. Information may be incomplete, ambiguous, or changing. A lesson from the 2017-2018 California Wildfires is that the decision to evacuate should be made early.

This decision is generally made by first responders in the field at the Incident Command Post, with input from both fire and law enforcement personnel. The decision to evacuate an area may be influenced by the Policy Group members, EOC Director, Director of Emergency Services, or their designees. When time permits, this decision should be coordinated.

An evacuation effort involves an organized and supervised effort to relocate people from an area of danger to a safe location. An evacuation is an effective means of moving people out of a dangerous area, due to its complexity and the stress it causes to systems and people, it should be considered as an early proactive approach in protecting lives; especially for considerations for individuals with disabilities and others with access and functional needs as well as those who may need to evacuate large animals.

Response decisions, including the decision to evacuate, will be based on maximizing the preservation of life first, then protecting the environment, property, and the economy. Several factors will be considered: the capacity to safely move or shelter all population groups, 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.

The evacuation decision should be made with the awareness of impacted schools, congregate care facilities, and others with Access and Functional Needs. These populations may need more time to evacuate. If shelter-in-place is selected in lieu of an evacuation, the deciding agency assumes protection responsibility of the shelter-in-place location/area and should provide protection resources.

LEGAL CONSIDERATIONS

The State of California, San Diego County and the jurisdictions within, through the Unified Disaster Council (the governing body of the Unified San Diego County Emergency Services Organization), have agreed to use the language below, as described in FIRESCOPE, to communicate evacuations:

Evacuation Warning: The alerting of people in an affected area(s) of potential threat to life and property. An Evacuation Warning considers the probability that an area will be affected within a given time frame and prepares people for a potential evacuation order. Evacuation Warnings are particularly necessary when dealing with a variety of issues such as special needs populations and large animals.

Evacuation Order: Requires the immediate movement of people out of an affected area due to an imminent threat to life.

Shelter-In-Place: Advises people to stay secure at their current location. This tactic shall only be used if an evacuation will cause a higher potential for loss of life. Consideration should be given to assigning incident personnel to monitor the safety of the public remaining in place. The concept of shelter-in-place is an available option in those instances where physical evacuation is impractical. This procedure may be effective for residential dwellings in the immediately impacted areas, or for large facilities that house a high percentage of non-ambulatory persons (i.e., hospitals and convalescent homes). Sheltering-in-place attempts to provide a safe haven within the impacted area.

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 evacuations: “In conclusion, 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)”. All procedures in this annex, therefore, will pertain to voluntarily evacuated persons.

ORGANIZATION AND RESPONSIBILITIES

County

The designated County Evacuation Coordinator for the unincorporated areas of San Diego County is the San Diego County Sheriff’s Department (SDSD). In the incorporated cities, local law enforcement (or the Sheriff in contracted cities) will be the lead agency for evacuations. Local law enforcement (or the Sheriff in contracted cities and the unincorporated areas) will advise neighboring jurisdictions that may be affected of evacuation

plans. The SDSD, as part of Unified Command, assesses and evaluates the need for evacuations with cooperating agencies, and orders evacuations according to established procedures, which are outlined in Annex Q. Other county police resources and support agencies will assist the Evacuation Coordinator.

Law enforcement agencies, highway/road/street departments, and public and private transportation providers will conduct evacuation operations. Procurement, regulation, and allocation of resources will be accomplished by those designated.

Operational Area

In large-scale evacuation operations, the Operational Area 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 and the Sheriff's Department's DOC.

Mutual Aid Region

A designated member of the CHP will function as the Cal OES Mutual Aid Region Movement Coordinator and will coordinate traffic control operations on a region-wide basis. A representative of the State of California's Department of Transportation (CALTRANS), who will function as the Mutual Aid Region Transportation Coordinator, will assist the Movement Coordinator.

These coordinators will work between the OA and Statewide resources.

State

The coordination and support of evacuation operations on a statewide basis will be accomplished according to the State Emergency Plan.

State agencies, which may be involved in a major evacuation, are the CHP, National Guard, CALTRANS, and Public Utilities Commission.

Federal

The U.S. Department of Transportation supports and assists federal, state, and local agencies with disaster relief transportation requirements. The Federal Aviation Administration can assist with communications and search and rescue coordination. The Interstate Commerce Commission coordinates the location and scheduling of common carriers authorized and equipped to provide emergency transportation into and within disaster areas.

PROCEDURES

Identifying the Area and Population to be Evacuated

Site-specific information, which identifies areas at risk for the known hazards that could threaten the OA, is referenced in the Basic Plan, Attachment 2 as well as the Multi-Jurisdictional Hazard Mitigation Plan (HazMit). This information provides guidance in making decisions about the area to be evacuated. For areas not covered by specific plans, data gathered at the time of the threat will determine the hazard area. Throughout the emergency period, it will be necessary to continuously reevaluate the size and location of the danger area and, if necessary, expand the areas of evacuation.

Coordinating with the American Red Cross (ARC)

The ARC is able to perform logistical functions for Temporary Evacuation Points (TEP) or shelters in coordination with the OA EOC. For incidents involving transportation related mass fatalities, the ARC will coordinate with the Sheriff Department and the National Transportation Safety Board (NTSB) to setup and manage a Family Assistance Center (FAC). The Evacuation Coordinator should establish liaison with the ARC early in the evacuation process. The Law Enforcement Coordinator will coordinate security at the mass care shelters. If the ARC is not able to respond, the Evacuation Coordinator should work with the Care and Shelter Branch Coordinator in the OA EOC.

Identifying Temporary Evacuation Points (TEPs)

An event may occur that requires an immediate evacuation out of the danger area. For such an event, it may be necessary to evacuate to TEPs. These points can be used as temporary safe zones for evacuees, but they generally do not provide any services, such as food, water, restrooms, etc. The selection of the location will require consideration of the following: type of incident, location, safety from incident, number of persons involved, accessibility and safety for people with mobility considerations (wheelchairs, scooters, etc.), and weather conditions. The goal is to safely evacuate to an appropriate, safe location. TEPs ideally should have adequate space for the numbers and populations involved. Potential sites include open areas, such as parking lots, business parks, schools, or other government operated facilities not downwind or in the potential path of the hazard.

Identifying Evacuation Routes

The Evacuation Coordinator will coordinate with the Incident Command Post to select the best routes from the endangered area to mass care facilities or TEPs, considering the size, physical impairments, medical or other access and functional needs of the population to be moved, road capacity, and the roads which could become impassable. For areas not covered by site-specific plans, the best evacuation routes are selected at the time of the event. As the emergency situation develops, the Evacuation Coordinator requests regular updates from field personnel on the condition of the road network and adjusts the selection of evacuation routes accordingly.

Changes in evacuation routes are communicated to traffic control personnel, transportation resource coordinators, access control personnel, Reception and Care Center Directors, and Public Information Officers (PIOs).

Warning the Public and Providing Evacuation Instructions

When the decision to evacuate is made, and facilities and routes are designated, the public is alerted and given evacuation instructions by various means. Emergency Alert System (EAS) broadcast technology is installed at the OA EOC as well as OES. AlertSanDiego and Wireless Emergency Alerts (WEA) augment EAS for the dissemination of emergency public information. Further information about public alert and warning systems and other methods of notification can be found in Annex I: Communications and Warning Systems as well as Annex L – Emergency Public Information. The County also maintains internal documents for procedures on sending EAS messages, AlertSanDiego messages, WEA, and social media.

PIOs and field units using public address systems may also be necessary. If the need is identified, field units and PIOs can utilize alternate language notifications or refer the public to AlertSD.org for Spanish and American Sign Language videos via Accessible AlertSanDiego.

Evacuating Specific Facilities

Facilities that require special plans and resources to carry out evacuations include hospitals, prisons, residential facilities for people with disabilities and other access and functional needs, and nursing homes. These facilities should have their own evacuation plans, personnel trained, and logistics arranged, but this may not always be the case. Law Enforcement will provide evacuation assistance to these facilities as resources are available. Facilities like these will be warned of the emergency situation using the methods listed above and in Annex L – Emergency Public Information.

Providing Transportation Assistance

Some people may not have access to a motor vehicle, including households without motor vehicles and people left at home without a vehicle. Some people with disabilities and other access and functional needs may require other forms of transportation assistance. The number of persons requiring transportation assistance varies substantially from area to area, and by time of day, and day of the week. Buses, vans, ambulances, para transit, and other transport vehicles will be requested from transportation providers. In the event that an evacuation warning/order is issued, using the most effective and accessible methods, individuals requiring evacuation assistance should summon help by contacting their pre-established peer network or by calling 9-1-1 or 2-1-1 for information.

Controlling Traffic

Traffic controls are established at key intersections and at access points on evacuation routes, to expedite the flow of traffic. It may be necessary to control traffic on routes outside the hazard area to minimize conflicts with evacuation traffic.

Security of Evacuated Areas

Once an area has been evacuated, Law Enforcement will provide security for the evacuated areas including key facilities, resources and supplies as required. Access or reentry to an area or roadway that has been closed or under evacuation, may only be granted by the incident commander or designee on a case-by-case basis. It is vitally important that all field personnel work in conjunction with the incident commander, within the incident command structure.

ANNEX D

Mass-Casualty Incident (MCI) Operations



Decorative Image

Operational Area Emergency Operations Plan

SEPTEMBER 2022

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

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EXECUTIVE SUMMARY

In San Diego County Annex D is the Mass Casualty Incident (MCI) Operations Annex of the Emergency Operations Plan (EOP). The term Annex D is also used synonymously as the declaration of a mass casualty incident. The Annex is intended to assist and direct any agency that is confronted with any incident that results in enough patients that would strain or overwhelm the responding agency or receiving hospitals within the OA as determined by the Incident Commander (IC) or Facilitating Base Hospital. The activation of an MCI/Annex D emergency allows the emergency resources of the County to be mobilized at the necessary level to support the incident.

TABLE OF CONTENTS

General	2
Authorities, Assumptions and Command Responsibilities	6
Communications	8
Organization and Assignment of Responsibilities	12
Administration, Finance, and Logistics	15
Annex Development and Maintenance	16
Authorities and References	16
Appendices	18

Annex D identifies the system of first responders, base hospitals, trauma facilities and satellite hospitals in the San Diego County Operational Area, and how this system works in the context of a Mass-Casualty Incident. Annex D also defines the role of paramedics, emergency medical technicians (EMTs), hospital personnel, law enforcement, fire and hazardous materials specialists, and other impacted personnel in such an emergency. Annex D defines communications links between the field and medical providers and facilities, and the roles played by agencies and individuals in these communications. Annex D also describes the National Disaster Medical System (NDMS), which can be activated in the event of a major emergency where the number of injured exceeds local capabilities.

As a result of the many aspects of the Annex, it becomes uniquely available as a reference for use during an emergency, in disaster exercises by hospitals, clinics and medical facilities to meet accreditation requirements, and for the training of healthcare professionals unfamiliar with the practice of mass casualty care. And, like all emergency plans, MCI operations and decision making must be practiced by all components of the emergency response system, as described in the OA EOP.

INTRODUCTION

The Mass-Casualty Incident (MCI) Operations Annex to the San Diego County Operational Area Emergency Operations Plan (OA EOP), Annex D, describes the basic concepts, policies and procedures for providing a coordinated medical care response to any mass-casualty incident. This annex serves as the unifying document for the emergency plans of local hospitals, jurisdictions, and public safety agencies in responding to such an incident. The Emergency Services Agreement, between and among the County of San Diego and the jurisdictions in the Operational Area (OA), provides for a countywide emergency services program.



Decorative Image

The provision of safety and protection of life, including the treatment and rapid transportation of injured persons to appropriate medical facilities, shall have the highest priority in emergency operations. Due to the priorities placed on immediate care and transportation, reunification must be considered as a goal, but not the primary objective of emergency operations. Reunification of patients with their families remains an important part of disaster planning (or mass casualty incident management); however, it is recognized that due to the need for accurate patient identification and restrictions required by privacy laws and medical protocol, providing immediate information to enable reunification can be a challenge.

The "*New Normal*" associated with Mass Casualty Incidents specifically refers to non-traditional but now common methods of patient transport of the ill and injured that have been identified through analysis of recent MCIs. These methods include the use of private BLS ambulance agencies, transport in law enforcement or bystander vehicles, ride-sharing services, by foot, and others. These "new normal" transportation modalities significantly affect how patients are distributed and tracked across the existing emergency medical services and hospital system.

SCOPE

Annex D describes the policies, concepts of operations, roles and responsibilities, and capabilities associated with responding to MCI's within the geographic boundaries of San Diego County, California. This Annex serves as the unifying document for the emergency plans of local hospitals, jurisdictions and public safety agencies in responding to an MCI. This document works in concert with the San Diego County Fire Chief's Association, Emergency Medical Services (EMS) Section MCI Plan. It identifies who will oversee the incident and provides guidelines for coordinating County government emergency response resources during an MCI. It also describes how the on-scene incident command agency will coordinate with County, State, and Federal agencies, local jurisdictions and volunteer organizations.

ANNEX D – GUIDING PRINCIPLES
♦ Incidents within the Operational Area are to be responded to according to local policy. Once the response needs become greater than the available resources and/or threatens to overwhelm existing emergency systems, an MCI/Annex D will be activated. ♦ An MCI/Annex D is activated to authorize and provide County of San Diego support to the incident, therefore, prompt, and appropriate notification to the Emergency Medical Services (EMS) or Public Health Preparedness and Response (PHPR)/Medical Health Operational Area Coordinator (MHOAC) Duty Officer is key to successful coordination of this support. ♦ Patients are best served by immediate and appropriate transportation to an appropriate medical facility. On scene treatment is only necessary when transport is not sufficiently available to save lives. ♦ Patients should be distributed strategically so receiving facilities are not overwhelmed.

Public Health & Medical Services fall under Emergency Support Function-8 (ESF-8), the State of California Emergency Support Function-8 (ESF-8) Emergency Medical Services which applies to all individuals and organizations that may be involved in emergency medical response activities in the county.

The overall scope of ESF- 8 involves the supplemental assistance to local governments in identifying and meeting the public health and medical services needs to victims of a major emergency or disaster.

The current ESF-8 can be found here:
https://www.fema.gov/sites/default/files/2020-07/fema_ESF_8_Public-Health-Medical.pdf

DEFINITIONS (FOR THE PURPOSES OF THIS ANNEX)

- A **Mass Casualty Incident (MCI)** is any single incident that results in enough patients to cause strain to the EMS delivery system, overwhelm the responding agency, or cause critical impacts to receiving emergency departments within the OA, as determined by the Incident Commander (IC) or Facilitating Base Hospital. MCIs are managed through Annex D.
- The following is a scene-size-up tool for the first on-scene personnel to use in determining if an MCI should be declared.
    - **Level 3, Initial**
      Scope: This level of MCI is normally handled by the jurisdictional agency with limited assistance from neighboring agencies. Triggers County EMS Duty Officer notification.
    - **Level 2, Expanded**
      Scope: This level of MCI is normally handled within the Operational Area Zone. This level includes incidents when patients may overwhelm specialty centers, such as burn centers. Triggers County EMS Duty Officer notification and establishment of DOC/EOC.
    - **Level 1, Reinforced or Major**
      Scope: This level of MCI is expected to impact the entire Operational Area and may involve activation of the Medical Health Operational Area Coordinator (MHOAC) or EOC and could involve State or Federal assistance.
- An **emergency** incident is a situation larger in scope and more severe in terms of actual or potential effects that may involve a large area, significant population or critical facilities resulting in a sizable multi-agency response under the on-scene Incident Commander.
- A **disaster** involves the occurrence or threat of significant mass casualties and/or widespread property damage that is beyond the capability of local government to handle.
- **Medical Surge** describes the ability to provide adequate medical evaluation and care during events that exceed the limits of the normal medical infrastructure of an affected community
- **MED CC** (an abbreviation of Medical Communication Center-to-Communication Center) is a robust, rapid, and effective communication channel intended to allow the County's Fire/EMS Communications Centers to request and/or coordinate primarily, (but not exclusively), private EMS ambulances to an incident of any type. The Regional Communications System (RCS) has developed a talkgroup available only to the County Ambulance Coordinator, each private ambulance service communications center, fire communication centers, and CoSD EMS; this shared communication channel is MED CC. This talkgroup will replace phone call resource polling and, combined with LEMSIS Resource Bridge alerts sent to key private ambulance staff, will engage all private ambulance providers early in a medical disaster event, ensuring a rapid, coordinated response. MED CC should be in the consoles of all private ambulance agencies; the County Ambulance Coordinator, and County EMS (LEMSA) radios. MED CC inclusion in Fire Agency consoles is optional.

GOALS AND OBJECTIVES

The overall goal of disaster medical operations is to:

- Safely minimize loss of life, injury, and human suffering by ensuring, through an all-hazards approach, timely and coordinated medical assistance, to include evacuation of severely ill and injured patients.
- Coordinate the utilization of medical facilities and the procurement, allocation, distribution of medical personnel, supplies, accessible and interoperable communications, and specialized equipment to meet the needs of people with disabilities and other access and functional needs and other resources.
- Manage patient distribution via the organized EMS system to ensure even patient loads throughout the region's medical facilities. This includes requesting non-911 system ambulance resources early in an MCI to deliver non-acute patients to receiving hospitals, including load-leveling to more distant facilities to ensure that the 911 EMS delivery system and the hospitals most affected by a larger incident are able to respond to other routine calls for service.

The objectives of this Annex are to:

- Describe the concept of operations, organization, and medical response system to implement this Annex.
- Establish procedures for declaring an MCI, hence, implementing the Annex D plan.
- Provide a system for the provision of prompt medical treatment of disaster victims.
- Provide a system for the management of medical services, facilities, activities, and resources.
- Provide a basis with which County departments and local agencies establish support plans and standard operating procedures.

MULTIPLE CASUALTY INCIDENTS AND LOCAL SITUATIONS

Local agencies within the OA have the ability, resources, and authority to handle incidents with multiple patients. Local situations, time of day, season, and even the regular "busy" periods in the 911 system, however, may create unique situations where multiple agency resources may be needed. Early notification to the Facilitating Base Hospital and the EMS Duty Officer can assist the IC with system alerting and hospital bed availability (i.e., preparedness and readiness). Early notification allows for earlier resource assignments, mutual aid support, and hospital surge capabilities to come available. This plan recognizes that the initial paramedic ambulance assignment to mid-size or expanding incidents may rapidly draw down available resources for other routine 911 system responses. Supporting these expanding incidents with other private ambulances can be a critical strategy to ensure an agency or a zone is able to respond to other 911 calls for service.

Communication centers often have a "birds eye view" of regional EMS resources. Incident Commanders are encouraged to poll their communication center for draw down levels for additional resources. Should a zone or communication center recognize significant strain or the lack of available ambulance resources, declaring an MCI/Annex D should be strongly considered to ensure the EMS delivery system is able to respond to "normal" emergencies and other calls for service.

WHOLE COMMUNITY APPROACH

The San Diego Operational Area is committed to achieving and fostering an emergency management system that uses a Whole Community Approach and is fully inclusive of individual needs and circumstances. For further details on the Whole Community Approach to emergency management and the integration of inclusive emergency management practices, refer to the Basic Plan.

AUTHORITIES, ASSUMPTIONS AND COMMAND RESPONSIBILITIES

AUTHORITY TO ACTIVATE MASS-CASUALTY INCIDENT (MCI) PLAN (ANNEX D)

An MCI/Annex D is primarily declared by the field responders which can include but are not limited to the on-scene Incident Commander or first arriving fire/medical personnel (EMT or Paramedic) through the agency's Communication Center or the Facilitating Base Hospital.

The Communications Center will initially notify the County of San Diego's Emergency Medical Services (EMS) Duty Officer of the MCI declaration. The County EMS Duty Officer will be responsible for notifying the Public Health Preparedness and Response (PHPR)/Medical Health Operational Area Coordinator (MHOAC) Duty Officer and the Operational Area (OA) Fire and Rescue Coordinator of the MCI declaration. In the event of a medical disaster the roles would likely be reversed where the PHPR/MHOAC Duty Officer notifies the EMS Duty Officer and the OA Fire and Rescue Coordinator.

A Communication Center supervisor/leader or designee may declare an MCI in consultation with the Incident Commander. A request to declare an MCI can also come from the County Chief Administrative Officer (CAO), the Public Health Officer (PHO), the EMS Administrator, and/or the PHPR/MHOAC Duty Officer, or the EMS Duty Officer. In all declarations, the cumulative impact of one or multiple events should be assessed in the consideration of additional resource requests from inside or outside of the County.

IMPLEMENTATION OF THE ANNEX

Once the request for an MCI/Annex D declaration has been communicated, the EMS or PHPR/MHOAC Duty Officer monitors the situation via the Regional Communications System (RCS) or other communication methods that may be patched into RCS. The EMS or PHPR/MHOAC Duty Officer will continuously assess the situation for adequate resources and the efficiency of the operations of the incident. If the situation warrants the activation of the PH Departmental Operations Center (DOC) [MOC], this may be activated by the EMS or PHPR/MHOAC Duty Officer at their discretion, or at the direction of the Public Health Officer, Chief Medical Officer, EMS Administrator or EMS Medical Director or their designee (i.e., EMS management, MHOAC).

PLAN ASSUMPTIONS

- Early notification of the MCI to the EMS or PHPR/MHOAC Duty Officer is critical to the success of accessing and coordinating resources since mustering these resources takes time.
- Transportation of medical patients to receiving facilities will be accomplished ideally based on priority of care and severity of patients' injuries. Initial medical destination of

patients will be determined by predetermined protocol or base hospital in the case of a burn or pediatric surge.

- The Region VI Regional Disaster Medical Health Coordinator/Specialist (RDMHC/S) will communicate and coordinate with the San Diego Medical Health Operational Area Coordinator (MHOAC) program on communications, asset / personnel requests, coordination and providing situational awareness updates. The MHOAC only functions during extremely major events or long-term incidents and is not set up for daily operations.
- Populations who are at risk or those with access and functional needs such as children, elderly and medically fragile may depend on government assistance during disaster situations.
- The existing medical system has the capability to rapidly expand its capacity in order to provide triage and subsequent medical care. This includes providing definitive care to individuals at the appropriate clinical level of care, within sufficient time to achieve recovery and minimize medical complications or loss of life.
- Emergency Medical Services and hospitals are a part of the critical infrastructure within the County.
- A disaster may result in increased demands on the EMS and healthcare systems requiring healthcare resources as well as supplemental and/or specialized resources.
- A disaster may impact the County's communications and/or transportation systems, impeding emergency medical services.
- In some situations, people attempting to go to area hospitals will not have symptoms or need for immediate treatment and can be advised or triaged to be seen in other clinical settings.
- While hospitals, skilled nursing facilities, assisted living centers and other medical facilities are required by regulation or law to have developed and maintained emergency plans and resources, an extraordinary disaster situation may require local government support and guidance.
- On some occasions, it may be necessary or in the best interest of the patient to be transported to hospitals outside of the OA.
- During emergencies the Operational Area Emergency Operations Center (OA EOC) and the Public Health (PH) Department Operations Center [Medical Operations Center or MOC] may be opened to support the incident(s). Doing so will allow EMS and/or PH to appropriately plan healthcare communications and evacuation plans; this is implemented through the appropriate communication center.

INCIDENT COMMAND RESPONSIBILITIES

- At the scene of a Mass Casualty Incident or medical surge incident, the responsibility for on-scene management falls under the jurisdiction of the local department best qualified to conduct the rescue, recovery, evacuation, and control operations. The local jurisdiction lead may delegate authority according to situational needs.
- A unified or area command structure may be utilized during complex operations involving law, fire, hazardous material and/or medical responses.
- Various agencies and departments will conduct emergency operations with the support of the OA EOC.

In the absence of approved local policy for MCIs, the operation is accomplished in accordance with California FIRESCOPE, Field Operations Guide (ICS 420-1).

- The OA EOC, City EOCs, County agencies and agencies providing emergency medical services response utilize Standardized Emergency Management System (SEMS), National Incident Management System (NIMS), and Incident Command System (ICS) trained personnel.

COMMUNICATIONS

EMS personnel at the scene will notify their Communication Center immediately of an MCI declaration. EMS personnel shall contact the Facilitating Base Hospital at the earliest opportunity to advise them that an MCI has been declared. The Communication Center will immediately notify the EMS Duty Officer of the declaration and pass on pertinent information (such as the nature of the emergency, the location, and the preliminary number of patients).

Inter-jurisdictional and inter-agency coordination will be conducted through the jurisdictional Incident Command Posts (ICPs), jurisdictional EOC's, and may require assistance from the County of San Diego PH Departmental Operations Center (DOC) [MOC] or activation of the OA EOC, 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 and operational capacities.

- Hospitals in the OA are part of the San Diego County Regional Communications System (RCS). Please refer to Annex I, for more information regarding the RCS.
- Private EMS entities supplying resources, the Ambulance Coordinator, and coordinating Communication Center(s) are expected to remain engaged in radio communications via the MED CC talkgroup until the conclusion of the event. In the event of radio communication failure, the Ambulance Coordinator and the affected agencies will utilize alternative communication platforms in order to maintain continuity of communication (i.e., phone, email, etc).

ACTIVATIONS

The objective of Annex D is to provide resources to the MCI response that will support life, safety, incident stabilization, and incident mitigation while doing the greatest amount of good for the greatest number of people.

ACTIVATION OVERVIEW

- Annex D will follow basic protocols set forth in the Operational Area Emergency Operations Plan (OA EOP), California Master Mutual Aid Agreement, and California Public Health and Medical Emergency Operations Manual (EOM) that dictate who is responsible for communications and how regional resources will be requested and coordinated.
- All jurisdictions, agencies and organizations within the OA will operate according to NIMS and SEMS and respond utilizing the ICS.

- Response to an MCI is managed at the lowest level possible. Accordingly, local governments / agencies have primary responsibility for preparedness and response activities and must develop individual plans and annexes in coordination with the OA EOP.

Note: The coordination of the general population in a disaster is the primary responsibility of the OA EOC, while coordination of population requiring medical and health services is primarily done through the Public Health (PH) Departmental Operations Center (DOC) [MOC]. The PH Departmental Operations Center (DOC) [MOC] reports to the OA EOC through the Medical Health Branch Coordinator of the OA EOC Operations Section.

MCI DECLARATION

The IC or designee shall immediately notify their Communications Center of the MCI declaration. The Communications Center managing the incident will immediately notify the EMS Duty Officer. A declared MCI is managed by and through the Annex D plan.

Upon notification, agencies should follow their Standard Operating Procedures (SOP) for activation and respond if requested. After the initial MCI notification is received, these additional notification activities take place:

- EMS or PHPR/MHOAC Duty Officer notifies the County Ambulance Coordinator who, using MED CC to poll private ambulance agencies for availability, and fill resource requests in conjunction with the communication center directing operations.
- EMS or PHPR/MHOAC Duty Officer alerts designated hospitals to notify their specialized teams and stand-by staff, if requested and available.
- EMS or PHPR/MHOAC Duty Officer notifies the EMS Medical Director, EMS Administrator, the local Medical Health Operational Area Coordinator (MHOAC), Regional Disaster Medical Health Coordinator/Specialist (RDMHC/S), if needed, and other medical/health staff as necessary.

HOSPITAL ACTIONS

- Normally, the IC will declare the existence of an MCI event and notify the agency's Communication Center, which will then notify the EMS Duty Officer via the designated communications pathway. The IC or their designee, or the Medical Communications Coordinator (MEDCOM) at the scene, will announce the size and nature of the event to the Facilitating Base Hospital.
- Alternately, if the Facilitating Base Hospital feels that the incident being reported by the medical coordinating unit in the field meets the criteria for an MCI, and/or if the receiving hospitals within the OA are/or may soon be overwhelmed with incoming patients, the Facilitating Base Hospital may declare an MCI. They will have the additional responsibility of immediately notifying the EMS Duty Officer (acute/chronic and day-to-day operations) or PHPR/MHOAC Duty Officer (emergency preparedness and long-term care).
- Once an MCI has been declared, the Facilitating Base Hospital is responsible for notifying the satellite receiving hospitals in their area and trauma system hospitals to obtain a status report. The Facilitating Base Hospital initiates bed counts from receiving hospitals and identifies the number of immediately available beds.
- During a surge event the Facilitating Base Hospital will determine the number of patients being assigned to each receiving hospital(s) based on the surge plans/protocols of each

hospital. Surge plans may require the assignment of “surge” patients to each receiving hospital(s) without regard to capacity or “available beds”. Two immediate patients per facility must be accepted following an event. Pediatric Surges and Burn Surges are examples of unique levels of care. In these instances, the patient should be directed to the most appropriate facility.

- During an MCI event, hospitals may elect to initiate internal surge plans.
- After the initial response is made, and if the PH Departmental Operations Center (DOC) [MOC] is operating, the Facilitating Base Hospitals are responsible for providing updates to the PH Departmental Operations Center (DOC) [MOC] and satellite hospitals at periodic intervals.

FIELD TREATMENT SITES (FTS)

Under extenuating circumstances, opening a Field Treatment Site (FTS) could be considered for implementation at the request of the Incident Commander. The MHOAC representative will be contacted for this resource request. Field Treatment Sites are situational in nature and require appropriate staff, equipment, supplies, and facilities to be established. Requests for an FTS are placed through the EMS Duty Officer, but the MHOAC will determine if an FTS is feasible and appropriate if requested.

STATE MEDICAL MUTUAL AID

MUTUAL AID REGION

The State of California is divided into six mutual aid regions. The San Diego OA is in Region VI which also includes the Inyo, Mono, San Bernardino, Riverside and Imperial Counties and their respective OAs.

In the event local medical resources are unable to meet the medical needs of disaster victims, the OA may request assistance from neighboring jurisdictions via the MHOAC program through the Region VI - Regional Disaster Medical Health Coordinator/Specialist (RDMHC/S), and/or the California Governor’s Office of Emergency Services (Cal OES) regional office. The Region VI Regional Disaster Medical Health Coordinator/Specialist (RDMHC/S) coordinates the provision of medical resources to the OA and the distribution of casualties to unaffected areas as conditions permit.

Information is consolidated at the OA EOC and provided to the San Diego MHOAC who communicates it to the RDMHC/S, Emergency Medical Services Authority (EMSA) and California Department of Public Health staff at the Regional Emergency Operations Center (REOC), the Medical Health Coordination Center (MHCC) or State Operations Center (SOC) (See Appendix A Figure 1).

The San Diego Medical Health Operational Area Coordinator (MHOAC) will:

- Coordinate the acquisition and allocation of critical public and private medical and other resources required to support disaster medical care operations.
- Coordinate medical resources in unaffected counties in the region for acceptance of casualties.
- Request assistance from the Emergency Medical Services Authority (EMSA) and/or California Department of Public Health (CDPH), as needed.

FEDERAL MEDICAL MUTUAL AID

Federal aid is normally available only upon declaration of a national disaster requested by the governor when local, regional and state assets are inadequate to cope with a situation. Upon such a declaration, the Federal Emergency Management Agency (FEMA) would set up a Disaster Field Office (DFO) with a Federal Coordinating Officer (FCO) in charge. The DFO staff would have access to resources in all 15 Emergency Support Functional areas including medical. Through California state officials, local requests for federal assistance would be submitted to the DFO.

Part of the federal medical support under Emergency Support Function (ESF-8) is the National Disaster Medical System (NDMS). As a federal resource, NDMS has established and maintains a network of hospital beds across the Country. NDMS assistance consists of the Disaster Medical Assistance Teams (DMAT) and Disaster Mortuary Operational Response Team (DMORT), the Medical Support Unit, the Mental Health and Stress Management Teams and the Veterinary Medical Assistance Teams (VMAT).

DMATs consists of medical and support personnel with self-supported equipment to set up field treatment stations or to augment medical infrastructure as needed. If a DMAT team were activated to assist, it would most probably be one from another area of the country as opposed to the San Diego team. Casualty evacuation for definitive medical care (hospitals) in other areas of the country is another NDMS function. Should NDMS assistance be required, it would be requested through the DFO, normally via state officials.

Naval Medical Center San Diego (NMCSD) is the Federal Coordinating Center (FCC) for San Diego County. The FCC coordinates incoming regulated patients and continues to track them within accepting facilities until discharge or repatriation.

If a disaster occurs in this area, the NDMS may be activated to evacuate victims from San Diego. Stabilized patients would be taken from the scene to a location designated by the FCC for transport to other counties or states.

MEDICAL EVACUATION

Medical evacuation of casualties may become necessary when one or more of the following conditions exist:

- Healthcare facilities are severely damaged and potentially degraded; or
- Healthcare facilities may be impacted by an imminent life safety threat; or
- The overall Operational Area hospital bed capacity is overwhelmed and needs to be redistributed.

RESOURCE PROCUREMENT

County of San Diego EMS and PHPR develop and maintain a capability for identifying medical resources, transportation and communication services within the OA. Additionally, County of San Diego EMS and PHPR coordinate the procurement, allocation, and delivery of these resources, as required to support disaster medical operations.

CONCLUSION / DEMOBILIZATION

Termination of an MCI is recommended to be a cooperative decision of the IC, the Facilitating Hospital and the PHPR/MHOAC or EMS Duty Officer. It is the final responsibility of the EMS Duty Officer to gather information from the field and all affected healthcare partners in order to declare the MCI concluded.

SUPPORT FUNCTIONS

The operations described in Annex D address levels of disaster management from the scene to medical receiving facilities and the OA EOC. The plan enables agencies involved in the medical response and their respective roles to provide for an effective disaster medical system. With the declaration of an MCI, Annex D shall be implemented by the local Incident Commander, Facilitating Base Hospital, Communications Center, and the EMS or PHPR/MHOAC Duty Officer.

AT THE SCENE

In the absence of approved local policy for MCIs, the operation is accomplished in accordance with California FIRESCOPE, Field Operations Guide (ICS 420-1).

The Mass-Casualty Branch operates as part of ICS. As mass-casualty incidents overwhelm the initial responding resources, the IC delineates and expands operational procedures. This system assures that emergency pre-hospital care is provided to victims and aims to prevent further injury to victims, the public and public safety personnel.

The medical organizational structure is designed to utilize all aspects of emergency medical service response resources.

EMERGENCY OPERATIONS CENTERS (EOC)

CITY EOCS

Each City has a central facility designated as an EOC for disaster operations coordination. City plans may call for a medical liaison representative to be present when their EOC is activated. In each city, the City Manager is designated as Director of Emergency Services, by ordinance, and manages emergency operations from the EOC.

PUBLIC HEALTH DEPARTMENTAL OPERATIONS CENTER (DOC) AND MEDICAL OPERATIONS CENTER (PHPR DOC/ MOC).

The Public Health (PH) Department Operation Center (DOC) is commonly known as the “Medical Operations Center” (MOC). The PH DOC [MOC] is responsible for communications and coordination for pre-hospital EMS services and health care provider operations.

The PH DOC [MOC] reports through OA EOC Medical Health Branch and serves an extension of those functions. The PH DOC [MOC] includes community liaisons based on situational need (i.e., Ambulance Coordinator, Base Hospital Nurse Coordinator, Skilled Nursing Facility Coordinator, Clinic Coordinator, Public Health Nursing, Hospital Public Information Officer, American Red Cross, etc.).

THE PH DEPARTMENTAL OPERATIONS CENTER (DOC) [MOC]:

- Coordinates disaster medical operations within the OA, including hospital evacuations, medical system functionality and capacity and maintains communication with region and state agencies.

- Coordinates the procurement and allocation of the medical resources required to support disaster medical operations which provides support to medical activities at the scene.
- Coordinates the transportation of casualties and medical resources to health care facilities, including FTS's, within the area and to other areas, as requested.
- Develops and maintains a capability for identifying medical resources, transportation, and communication services within the OA.
- Assists with contacting and coordinating critical incident stress management providers through County Behavioral Health Services.
- Coordinates Specialty Surge clinical expert support from the specialty hospitals for impacted hospitals and works with specialty centers to coordinate transfers to appropriate levels of care within or outside of San Diego County.

SUPPORT AGENCIES / ORGANIZATIONS

Local Support Agencies/Organizations provide essential services by:

- Preparing Standard Operating Procedures (SOP's) and functional checklists for response to a mass-casualty incident, including a system for automatic reporting of pre-designated personnel to assigned disaster posts. Participating agencies must comply with State and Federal training requirements for the effective use of the SEMS, NIMS, and ICS.
- Training personnel and alternates.
- Maintaining an active liaison with the San Diego Healthcare Disaster Coalition, the Unified Disaster Council (UDC), San Diego County Fire Chiefs Association (SDCFCA) and other Operational Area planning committees.
- Maintaining an active liaison with PH DOC [MOC].

Local Support Agencies support functions include, but are not limited to:

- **Fire Agencies** – acts as IC or as part of the UC, (Unified Command).
- **First Responders** –provide scene situational awareness, communications, triage, treatment and transport.
- **Law Enforcement** – If a UC structure is appropriate, law enforcement may have a role in the Command component. Law provides security, perimeter control, crowd and traffic control and evacuation routes.

Local Support Organizations and support functions include but are not limited to:

- **Amateur Radio Emergency Support (ARES)** – are amateur radio (HAM) back-up/ redundant communications support for the medical system PH DOC [MOC], hospitals, DOC/EOCs and if necessary, at the scene.
- **Ambulance Agencies** – provide victim triage, treatment and transportation.
- **County Ambulance Coordinator** – The County Ambulance Coordinator is responsible for locating and identifying private ambulance resources during an Annex D activation. The County Ambulance Coordinator staff may fill a position at the PH DOC [MOC].

- **American Red Cross San Diego & Imperial Counties Chapter** – Coordinates and staffs general population shelter operations. ARC assists with locating missing family and exchanging family messages.
- **Clinical Disaster Service Workers (CDSW) & Medical Reserve Corps (MRC)** – are variety of medical, veterinary, and associated health provider volunteers registered through State Disaster Health Volunteer (DHV) network and members of the local Medical Reserve Corps (MRC) managed by PHPR.
- **Facilitating Base Hospital** – coordinates medical communications between field and hospitals for medical control, hospital operational status, bed counts and bed availability.
- **Free Standing Clinics** – provides an alternate transportation location for individuals who may not meet criteria for an acute care facility.
- **Hospital Association of San Diego & Imperial Counties** – assists in coordination between hospitals.
- **Hospitals** – provide definitive medical care, subject matter expertise, and field treatment teams for catastrophic events.
- **MPERT** – Mobile Pediatric Emergency Response Team (MPERT) is a specialty team of the San Diego MRC consisting of licensed and trained medical professional volunteers who may be called upon to address the needs of the pediatric population in a disaster or public health emergency. Authorization to use MRC volunteers must be granted by the Public Health Officer.
- **Regional Amateur Civil Radio Service (RACES) –** mission is to operate the EOC and maintain amateur, Public Safety, and other communications systems, and to perform unique, accurate, and efficient communication services to assist government officials in the protection of life and property.
- **SNFs – Skilled Nursing Facilities** – provides long term placement of patients that can be discharged from local acute care facilities.
- **San Diego Blood Bank** – mobilizes resources to meet blood product demands within the County.
- **San Diego County Medical Society** – assists in notification of and recruitment of volunteer physicians.
- **San Diego Health Care Disaster Coalition (SDHDC)** – Provides coordination among health care coalition partners

STATE

- Responds to requests for resources from the OA EOC once the incident has escalated and local resources are overwhelmed and coordinates medical mutual aid within the State.
- Coordinates and maintains directory of medical personnel statewide through the Disaster Health Volunteers (DHV) Program.
- **California Highway Patrol (CHP)** has primary responsibility for interstate ground transport of medical teams and emergency medical supplies.
- **National Guard** may assist in OA functions when assigned by the State.
- **CAL-MAT Team** – is a state-coordinated, rapid deployment teams of health care and support professionals modeled after Federal teams (DMATs) for use in catastrophic and

other local emergency or potential emergency events. CAL-MAT units would be activated at the request of local government or at the State-level through the State Medical and Health Coordination Center in conjunction with the Governor's Office of Emergency Services. The response time standard for Team mobilization is 12 hours (or less) from activation.

FEDERAL GOVERNMENT

- As shortfalls occur in State resources, Federal agencies make their resources available, coordinated by the Federal Emergency Management Agency (FEMA) or through the Department of Homeland Security (DHS).
- In a major disaster, the National Disaster Medical System (NDMS) may be activated, and patients from this OA may be sent to other counties and states for treatment.
- **Disaster Medical Assistance Teams (DMAT) –** may be activated through NDMS and Emergency Support Function (ESF-8) via request to the State of California EMS Authority (EMSA), California Department of Public Health (CDPH) or the California Office of Emergency Services (Cal OES). Find current information regarding DMAT at the below link: https://www.phe.gov/Preparedness/responders/ndms/ndms-teams/Pages/dmat.aspx
- Other response assistance teams available from the NDMS are:
  - **DMORT** – Disaster Mortuary Operations Response Team.
  - **Mental Health Specialty Teams** – for large scale Critical Incident Stress Debriefing.
- **Federal Military** – may provide supplies, equipment, personnel, and air-sea lift logistical supports and technical advisory assistance.
- **FEMA Urban Search and Rescue (US&R) Response System** – provides coordinated response to disasters in the urban environment with emphasis on capability to locate and extricate victims trapped in collapsed buildings.

ADMINISTRATION, FINANCE, AND LOGISTICS

Under SEMS, special districts are considered local governments. As such, they are included in the emergency planning efforts throughout the OA. The OA Emergency Organization, in accordance with SEMS, supports and is supported by:

- The County of San Diego Operational Area, including tribal lands, cities, military, unincorporated areas, and special districts.
- Other counties
- The State of California
- The Federal Government

NIMS provides a consistent nationwide template to enable Federal, State, local, and tribal governments and private-sector and nongovernmental organizations to work together effectively. NIMS also enables these entities to efficiently prepare for, prevent, respond to, and recover from domestic incidents, regardless of cause, size, or complexity, including acts of catastrophic terrorism.

Mutual aid, including personnel, supplies, and equipment, is provided in accordance with the California Master Mutual Aid Agreement, and other local Mutual Aid Agreements.

There are some City and County personnel who do not have specific task assignments. They are automatically designated by State Law as Disaster Service Workers (DSWs) during a disaster and serve in the response effort.

OES maintains a list of pre-registered volunteers affiliated with volunteer organizations that have been signed up as DSWs.

It is imperative that local government maintain duplicate records of all information necessary for restoration of normal operations. This process of record retention involves offsite storage of vital computerized and paper-based data that can be readily accessible.

ANNEX DEVELOPMENT AND MAINTENANCE

Annex D is a product of the OA Emergency Operations Plan (EOP). As such, the policies, procedures, and practices outlined in the OA EOP govern Annex D. The Office of Emergency Services is subject to coordinate the maintenance and update of this annex every four years, in accordance with the maintenance schedule established for the OA EOP. Record of changes, approval, and dissemination of the OA EOP will also apply to Annex D.

Updates to the appendices of this annex can be made before such time for multiple reasons, including but not limited to changes in policy/procedure, improvements and recommendations based on real life events or exercises, etc. Recommended changes should be submitted to the Office of Emergency Services at oes@sdcounty.ca.gov

Maintenance of this annex is the responsibility of OES, EMS and PHPR. Annex D revisions are reviewed by the Emergency Medical Care Committee (EMCC).

AUTHORITIES AND REFERENCES

- The California Health and Safety Code, Division 2.5, Chapter 4 – Local Administration, provides the authorities for the development and implementation of this annex by Office of Emergency Services and County Emergency Medical Services Agency (Sections 1797.103, 1797.204, 1797.250 and 1797.252).
- Within the Public Health and Medical System, coordinating functions exist at the level of the Operational Area, Mutual Aid Region, and State.
- Medical Health Operational Area Coordinator (MHOAC) program coordinates the functions identified in statute under the Health & Safety Code §1797.153. Within the Mutual Aid Region, the Regional Disaster Medical Health Coordinator (RDMHC) program coordinates the functions identified in Health and Safety Code §1797.152.
- Southern California Cooperative Medical Assistance Agreement (Intra-County Cooperative Agreement) – California Office of Emergency Services (Cal-OES) Regions I and VI.
- Unified San Diego County Emergency Services Agreement (Joint Powers Agreement) 5th Amended.
- Hospital – Hospital MOA's are in place to share supplies and resources if an event warrants this.
- County Ambulance Coordinator MOA.

- National Disaster Medical System (NDMS) MOA between hospitals and Navy.
- Southern California Cooperative Medical Assistance Agreement (Intra-County Cooperative Agreement) - California Office of Emergency Services (Cal-OES) Regions I and VI.

APPENDICES LIST

APPENDIX A: DISASTER MEDICAL SERVICES RESPONSE PLAN (EXHIBIT 2.1)

APPENDIX B: ORGANIZATIONAL STRUCTURE AND OVERVIEW OF MEDICAL HEALTH INCIDENT COMMAND FRAMEWORK

APPENDIX C: MASS CASUALTY OPERATIONAL RESPONSIBILITIES

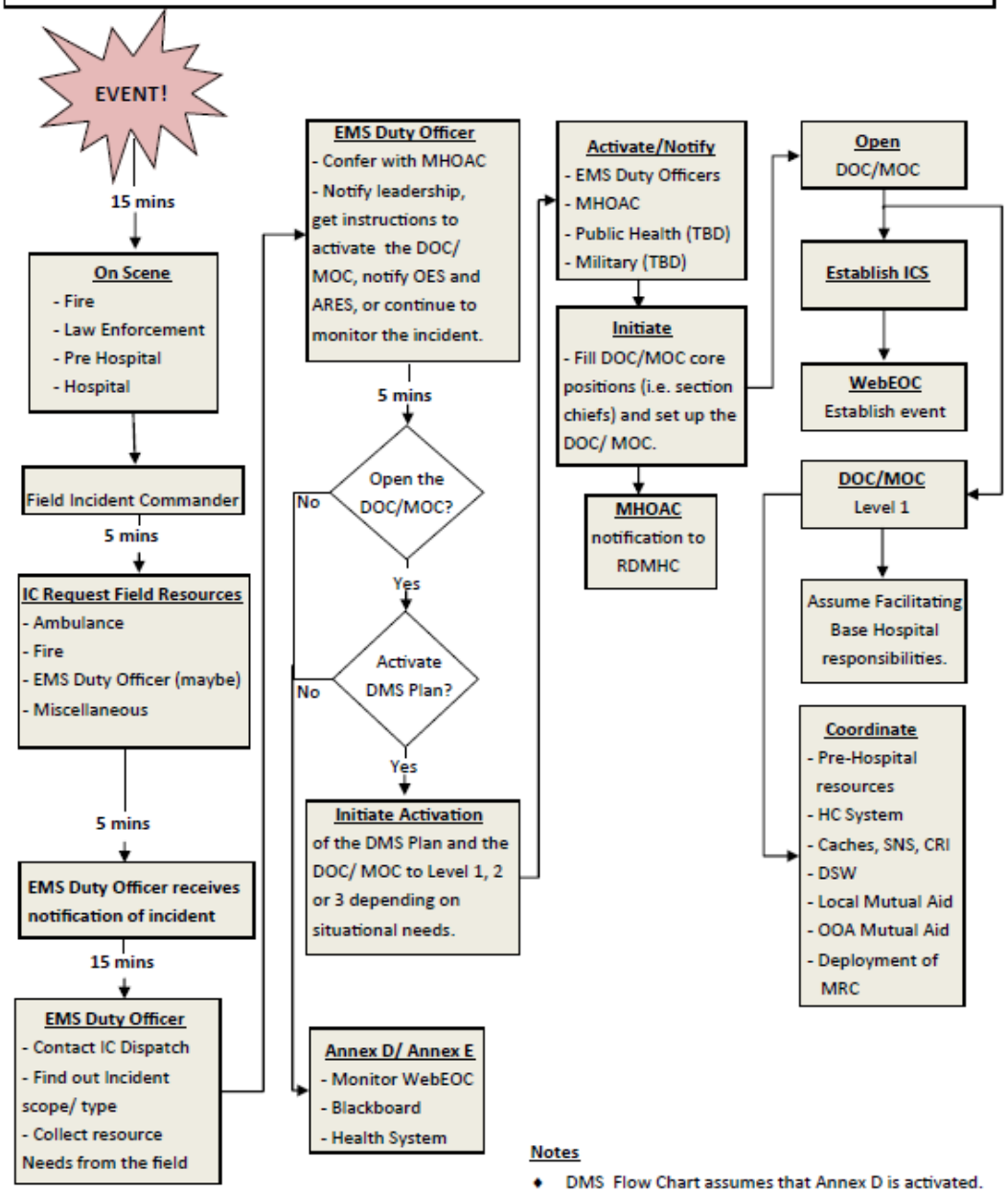
APPENDIX D: HOSPITAL LOCATIONS

APPENDIX E: LOCAL MEDICAL SUPPORT FUNCTIONS

APPENDIX F: SPECIALTY SURGE

APPENDIX A: DISASTER MEDICAL SERVICES (DMS) RESPONSE PLAN (EXHIBIT 2.1)

Exhibit 2.1— Disaster Medical Services Plan Activation: Event to Operation-



Criteria for Activation

- Local Health system will be overwhelmed;
- Need for coordination of local mutual aid and resources;
- Potential need to request resources from outside the OA;
- Potential influx of patients from outside of the OA.

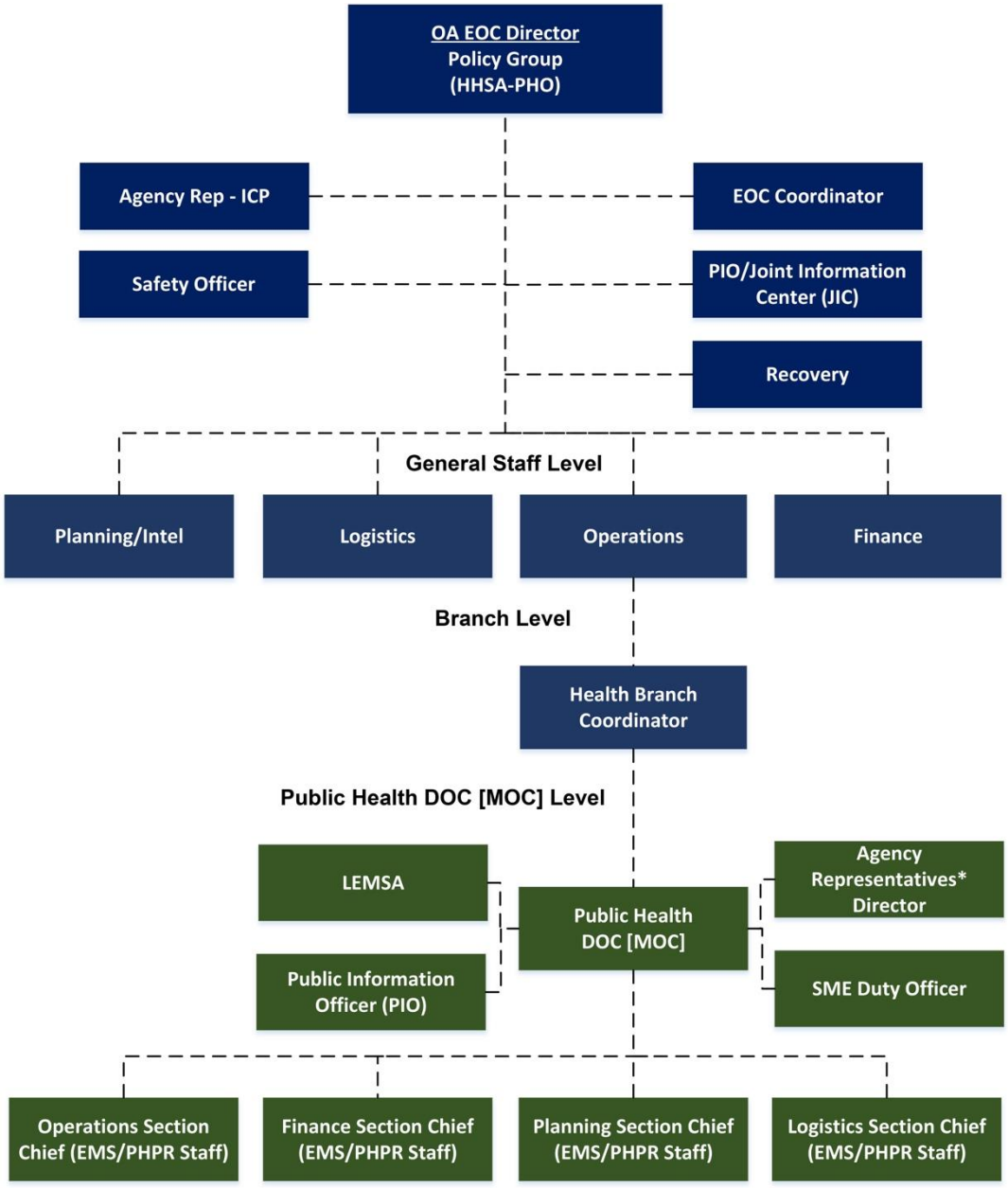
Notes

- DMS Flow Chart assumes that Annex D is activated.
- Actual times will vary in relation to incident scope, information available and conditions.
- The Flow Chart outlines key steps to activate the Disaster Medical Services (DMS) Plan and opening the DOC/MOC.
- Health System (Emergency Contacts)- Notify hospitals, clinics, SNFs, and other responders to activate ICS, initiate communication via WebEOC and to activate surge plans if necessary.

APPENDIX B: ORGANIZATIONAL STRUCTURE AND OVERVIEW OF MEDICAL HEALTH INCIDENT COMMAND FRAMEWORK

FIGURE 1:

Medical Health Operations at the San Diego County Public Health Departmental Operations Center (DOC) [Medical Operations Center or MOC] and the Operational Area Emergency Operations Center.



***Agency Representatives:**

- ♦ Base Hospital Nurse Coordinator (BHNC)
- ♦ Hospital Association of San Diego & Imperial Counties (HASDIC)
- ♦ Council of Communities Clinics (CCC)
- ♦ American Red Cross (ARC)
- ♦ County Ambulance Coordinator
- ♦ Skilled Nursing Facilities (SNF)

APPENDIX C: MASS CASUALTY OPERATIONAL RESPONSIBILITIES

FIGURE 2

Mass Casualty Agency Operations Responsibility

AGENCIES	Planning, training & exercising	Notifications	Communications	Incident Command/ Scene Management	Triage & Treatment	Transportation	Field Treatment Site	First Aid Stations	Medical Evacuation	Special Resources	OA EOC	Medical Mutual Aid
All Affected Agencies	X											
Aeromedical	X		X		X	X			X			
Ambulance Coordinator			X			X			X			
American Red Cross – San Diego & Imperial Counties Chapters	X							X		X	X	
ARES		X	X									
California Emergency Medical Services Authority (EMSA)		X	X	X	X	X	X		X	X		X
California Highway Patrol (CHP)				X		X			X			
California Office of Emergency Services (Cal-OES)		X	X	X		X			X	X	X	X
California Department of Public Health (CDPH)		X	X	X	X	X	X	X	X	X		X
Community Health Centers					X							
County of San Diego Emergency Medical Services (EMS)	X	X	X	X			X		X	X	X	X
County of San Diego Office of Emergency Services (OES)	X	X	X							X	X	X
County of San Diego Public Health Services (PHS)	X	X	X	X			X	X		X	X	
County of San Diego Public Health Preparedness and Response (PHPR)	X	X	X	X			X		X	X	X	X
County of San Diego Sheriff's Communication Center (SCC)		X	X									
Federal Agencies		X	X	X						X		X
Healthcare Association of San Diego & Imperial Counties			X								X	

AGENCIES	Planning, training & exercising	Notifications	Communications	Incident Command/ Scene Management	Triage & Treatment	Transportation	Field Treatment Site	First Aid Stations	Medical Evacuation	Special Resources	OA EOC	Medical Mutual Aid
Healthcare Community Partners		X	X									
Local Base Hospitals	X	X	X		X		X		X			
Local Fire Departments	X	X	X	X	X	X	X			X	X	X
Local Hospitals	X	X	X		X		X		X			
Local Law Enforcement	X	X	X	X		X			X	X	X	
Local Military / National Guard		X	X							X		X
San Diego Blood Bank			X							X		
San Diego County Medical Society		X	X									
San Diego Healthcare Disaster Coalition (SDHDC)	X											
Public School Districts							X	X				

APPENDIX D: HOSPITAL LOCATIONS

TABLE 1

San Diego County Hospitals

Hospital Name (Full)	Address	Designation *	Public Safety Sub-Grid	Assigned Area Talk-group
Alvarado Hospital	6655 Alvarado Rd., San Diego, 92120	ED	**2329-C2** 2329-B2	**6**
Kaiser Permanente Hospital – San Diego Medical Center	9455 Clairemont Mesa Blvd, San Diego, CA 92123	ED	2427-C1	3
Kaiser Permanente Hospital - Zion	4647 Zion Ave., San Diego, 92120	ED	2427-C1	4
Naval Hospital-Camp Pendleton	200 Mercy Circle, Camp Pendleton, CA	ED	**6312-D1** 6312-D2	**1**
Naval Medical Center-San Diego	34800 Bob Wilson Dr., San Diego, 92134	ED	**1824-D1** 1824-D2 1825-A1 1825-A2 1924-D2 1925-A2	**4**
Palomar Medical Center	2085 Citricado Pkwy, Escondido, CA	ED B T	**5426-B1** 5426-B2 5426-C1	**2**
Paradise Valley Hospital	2400 E. 4th St., National City, 91950	ED	1428-A1 1428-B1	**5**
Palomar Medical Center - Poway	15615 Pomerado Rd., Poway, 92064	ED	**4329-C2** 4329-D2	**2**
Rady Children's Hospital San Diego	3020 Children's Way, San Diego, 92123	ED T	2524-C2	3
Scripps Green Hospital	10666 N. Torrey Pines Rd., San Diego, 92037	UC	3420-A2	n/a
Scripps Memorial Hospital-Encinitas	354 Santa Fe Dr., Encinitas, 92024	ED	**4718-A2** 4717-D2	1

Scripps Memorial Hospital La Jolla	9888 Genesee Ave., San Diego, 92037	ED B T	**3321-A2** 3320-D2 3220-D1	3
Scripps Mercy Hospital-Chula Vista	435 H St., Chula Vista, 91910	ED	1028-A2	5
Scripps Mercy Hospital San Diego	4077 Fifth Ave. San Diego, 92103	ED B T	**2024-A1 2024-B1 2124-A1 2124-A1**	**5**
Sharp Chula Vista Medical Center	751 Med. Center Ct., Chula Vista, 91911	ED	**0831-A1 0831-B1**	**5**
Sharp Coronado Hospital and Health Care Center	250 Prospect Pl., Coronado, 92118	ED	**1523-D1** 1523-C1	**4**
Sharp Grossmont Hospital	5555 Grossmont Center Dr., La Mesa, 91942	ED B	**2332-A1 2332-A2** 2331-D1 2331-D2	**6**
Sharp Mary–Birch Hospital	3003 Health Center Dr., San Diego, 92123	L&D	**2524-C2** 2524-B2	**n/a**
Sharp Memorial Hospital	7901 Frost St., San Diego, 92123	ED B T	2524-C2 2524-B2	**3**
Tri-City Medical Center	4002 Vista Way, Vista, 92056	ED B	6017-D1	1
UCSD Medical Center-Hillcrest	200 West Arbor Dr., San Diego, 92103	ED B T Burn	2123-D2 2124-A2	4
UCSD La Jolla Jacobs Medical Center	9300 Campus Point Dr., La Jolla, 92037	ED	**3220-D1 3221-A1** 3220-D2	**3**
Veteran's Affairs San Diego Medical Center	3350 La Jolla Village Dr., San Diego 92161	Veterans	3220-C2	3

*(B) Designated Base Hospital (T) Designated Trauma Hospital (ED) Emergency Department (Burn) Designated Burn Center (UC) Urgent Care (L&D) Labor and Delivery (Veterans) No emergency department for persons other than veterans

APPENDIX E: LOCAL MEDICAL SUPPORT FUNCTIONS

AEROMEDICAL

- Provides aeromedical assistance, which may be in the form of treatment, Triage Teams, or transportation, as requested.

AMBULANCE AGENCIES/FIRST RESPONDERS

- Upon request, will provide appropriate personnel to staff role or position under ICS structure.
- Coordinates medical communications at the scene, triage, treatment, and transportation.

AMBULANCE COORDINATOR

- Coordinates primarily, (but not exclusively), private industry ambulance resources, and when requested, reports to and provides staff for the PH DOC [MOC].

AMERICAN RED CROSS SAN DIEGO & IMPERIAL COUNTIES CHAPTER

- HHSA may provide personnel to assist with staffing American Red Cross (ARC) Mass Care (general population) Shelters.
- Upon request, from federal Health and Human Services (HHS), or designee, blood and blood products are made available for disaster victims through the nearest Red Cross regional blood center under separate agreement with the American Red Cross Blood Services Division.
- Clinical Disaster Service Workers and/or Medical Reserve Corps (MRC) may provide care in ARC First Aid Stations in conjunction with HHSA personnel and trained ARC volunteers.

BEHAVIORAL HEALTH SERVICES

- Coordinate activities that fall under the County of San Diego Emergency Plan, Annex M – Behavioral Health Operations.

CLINICAL DISASTER SERVICE WORKERS

- Clinical Disaster Service Workers (CDSW): It is the policy of the County of San Diego, Health and Human Services Agency (HHSA), that upon the orders of the Public Health Officer (PHO), the Medical Health Branch Coordinator at the EOC, EMS Administrator or designee, the PH DOC [MOC] will activate Clinical Disaster Service Workers (CDSW) volunteers during an event in which local established clinical resources are exceeded.

COMMUNITY HEALTH PARTNERS (CLINICS)

- Maintains Continuity of Operations during a disaster event, coordinates medical communications, triage, and treatment.

COUNTY OF SAN DIEGO, OFFICE OF EMERGENCY SERVICES (OES)

- Acts as the lead agency for disaster preparedness and coordination.
- Develops and provides disaster preparedness materials for the public.
- Alerting and notifying appropriate agencies.
- Assists with medical mass-casualty planning and training.
- Is responsible for the development, maintenance and testing of the OA EOP.
- Activates and manages the Operational Area EOC.
- Activates the Joint Information Center (JIC) with adequate representation from impacted sectors.
- Approves release of warnings, instructions, and other emergency public information related to the Mass Casualty Incident (MCI) event.
- Supports the American Red Cross, HHSA, local municipalities and School Districts in the coordination and planning activities.
- Coordinates efforts to obtain resources, both within and outside of the Operational Area, including supplies and logistical support.
- Reports situational status to the Governor's Office of Emergency Services (Cal-OES).
- Requests/obtains military assistance in accordance with military plans and procedures.
- Serves as Operational Area Coordinator for mutual aid other than fire, law enforcement, medical and medical examiner.
- Assists with recovery efforts, particularly in obtaining State and Federal reimbursement funds.
- Oversees regional (mobile) Mass-Casualty Incident (MCI) caches/trailers readiness.
- Develops plans and procedures for recovery from disasters.

EMERGENCY MEDICAL SERVICES (EMS), COUNTY OF SAN DIEGO PUBLIC SAFETY GROUP

- Writes and updates the Mass-Casualty Incident (MCI) Operations (Annex) and any other medical emergency plans and procedures.
- Maintains an EMS Duty Officer (7/24/365) on-call program to address operational needs in the EMS continuum of care.
- Provides staff to:
  - San Diego County Healthcare Disaster Coalition (SDHDC);
  - San Diego County Fire Chiefs Association (SDCFCA); and
  - Other planning and response committees for assistance in coordinating area exercises.
- Supports disaster medical operations within the Operational Area.
- Supports patient movement to health care facilities, including deployed FTS, within the area and to other areas, as requested.

- Develops and maintains a capability for identifying medical resources, transportation, and communication services within the Operational Area.
- Maintains liaison with the coordinators of other emergency functions such as communications, fire and rescue, health, law enforcement, military and traffic control, transportation, care and shelter, etc.
- Coordinates and provides support to medical activities at the scene.
- Assists with contacting and coordinating critical incident stress management providers through County Behavioral Health Services.
- Participates in the development and planning of operational area exercises/drills.
- EMS and the San Diego Healthcare Disaster Coalition maintain a Hospital/Healthcare EOC contact list that is updated regularly or as needed.
- Coordinates Specialty Surge clinical expert support from the specialty hospitals for impacted hospitals and works with specialty centers.
- Supports the PH Departmental Operations Center (DOC) [MOC].
- Provides staff to OA EOC.

PUBLIC HEALTH PREPAREDNESS AND RESPONSE (PHPR), COUNTY OF SAN DIEGO

- Supports the EMS or PHPR/MHOAC Duty Officer program to address operational needs in the EMS continuum of care.
- The Medical Health Operational Area Coordinator (MHOAC) point of contact is located within Public Health Services – Public Health Preparedness & Response.
- Maintains an PHPR/MHOAC Duty Officer (7/24/365) on-call program under the Medical Health Operational Area Coordinator (MHOAC) program.
- Provides staff to the San Diego County Healthcare Disaster Coalition (SDHDC), San Diego County Fire Chiefs Association (SDCFCA) and other planning and response committees for assistance in coordinating area exercises.
- Coordinates disaster medical operations within the Operational Area.
- Coordinates the procurement and allocation of the medical resources required to support disaster medical operations.
- Coordinates the transporting of casualties and medical resources to health care facilities, including FTS's, within the area and to other areas, as requested.
- Develops and organizes a system for staffing and operation of FTS's and Disaster Support Areas (DSA) which can include Clinical Disaster Service Workers (CDSW).
- Requests and responds to requests from the Regional Disaster Medical/Health Coordinator/Specialist) (RDMHC/S) for disaster assistance.
- Develops and maintains a capability for identifying medical resources, transportation, and communication services within the Operational Area.
- Maintains liaison with the American Red Cross (ARC), volunteer service agencies, Clinical Disaster Services Workers (CDSW), and other representatives within the Operational Area.
- Maintains liaison with the coordinators of other emergency functions such as communications, fire and rescue, health, law enforcement, military and traffic control, transportation, care and shelter, etc.
- Coordinates and provides support to medical activities at the scene.

- Assists with contacting and coordinating critical incident stress management providers through County Behavioral Health Services.
- Participates in the development and planning of operational area exercises/drills.
- Coordinates Specialty Surge clinical expert support from the specialty hospitals for impacted hospitals and works with specialty centers to coordinate transfers to appropriate levels of care within or outside of the County of San Diego.
- Activates and manages the PH Departmental Operations Center (DOC) [MOC].
- Provides staff to OA EOC.

FACILITATING BASE HOSPITAL

- Upon activation from the Field Medical Coordinating Unit / Medical Communication Leader, the base coordinates area hospital disaster response, including utilization of the regional trauma system.
- Coordinates medical communications with Medical Communication Leader and hospitals and provides hospital resource information and status to the Medical Communication Leader (MEDCOMM).
- Provides medical direction of care. During an MCI event (Annex-D) activation, personnel deliver care under standing orders (SO). Base Hospital Orders and Base Hospital Physician Orders may become SOs. Refer to current San Diego County EMS Treatment Protocols for details.
- Activates the Specialty Surge Plan for burns and pediatrics based on volume criteria and system conditions (See Appendix F, Specialty Surge).
- Facilitates use of the Regional Communication System (RCS) pre-hospital/hospital 800 MHz radio communication network.
- In conjunction with the EMS Administrator or their designee, assists in coordinating community medical resources for evacuation of medical facilities.

HOSPITAL

- Provides care for victims from the incident.
- Advises Facilitating Base Hospital of bed capacity and other status information.
- Provides Field Treatment Sites (FTS)/CCP with medical staff when/if staffing permits.
- Provides Treatment/Triage Teams when/if staffing permits, if the Incident Commander (IC) requests.
- Provide care for victims from the incident as appropriate in a primary care setting.
- Activates internal Specialty Surge Plans when a specialty surge is activated.
- Advises the PHPR on triage capability, non-urgent care as well as current victim numbers.
- Provides volunteer physicians, nurses and other staff when/if staffing permits.
- Maintains up to date evacuation plans.

HOSPITAL ASSOCIATION OF SAN DIEGO AND IMPERIAL COUNTIES

- Assists with coordination of hospitals and provides current hospital resource directory.

MEDICAL RESERVE CORPS

- Associated health provider pre-credentialed volunteers registered through State Disaster Health Volunteer (DHV) network and members of the local Medical Reserve Corps (MRC) managed by PHPR.
- MRC Volunteers can be deployed to assist at shelters, alternate care sites and hospitals once a disaster has been proclaimed by the County.

PUBLIC HEALTH (SEE ANNEX E – PUBLIC HEALTH OPERATIONS FOR ADDITIONAL INFORMATION)

- The overall goal of Public Health disaster operations is to minimize loss of life and human suffering, prevent disease and promote optimum health for the population by controlling public health factors that affect human health, and by providing leadership and guidance in public health disaster related activities.
- The overall objectives of Public Health disaster operations are to:
- Provide preventive health services.
- Coordinate health-related activities among other local public and private response agencies or groups.
- Maintains Continuity of Operations for essential services during a disaster event.
- Advise in the rapid assessment or evaluation of disease or exposure potentially related to Bioterrorism or public health threats of uncommon origin.
- Has primary responsibility for the activation, organization, and staffing of mass medical care in shelters, as well as providing an accurate assessment of people with disabilities and other access and functional needs in congregate care shelters.
- Provide trained personnel to mass care shelters (see Annex G – Care and Shelter Operations).
- Provides staff to the Operational Area EOC Care and Shelter Branch positions and Medical and Health Public Health liaison position.
- Coordinate activities that fall under the County of San Diego Emergency Plan, Annex E – Public Health Operations.

SAN DIEGO BLOOD BANK

- Upon contact, mobilizes resources to cope with disaster needs, according to its disaster plan.
- Provides blood in coordination with American Association of Blood Banks (AABB), America's Blood Centers (ABC) and California Blood Bank Society (CBBS) to designated disaster treatment facilities/locations.
- Performs the duties of the Southern California - CBBS Area Emergency Operations Center (AEOC) as outlined in the CBBS Disaster Response Plan.

APPENDIX F: SPECIALTY SURGE

Specialty Surge occurs when an event impacts the community in such a way that an excessive number of children under the age of 15 or burn victims are in immediate need of specialized care. If possible, all pediatric and burn patients should be sent to Tier I classified hospitals, then Tier II, and finally Tier III while following the algorithm detailed below. The most severe cases should go to Specialty hospitals whenever possible.

Tier I - Specialty Hospital (i.e., burns or pediatrics)
Tier II -Trauma Centers (<29 patients)
Tier III Hospitals (30-79 patients)
All Hospitals (=>80 patients)

Specialty Tier I	Trauma Center (Tier II)	Tier III
UCSD Hillcrest Regional Burn	UCSD Hillcrest Medical Center	Non-Trauma Center 9-1-1- Receiving Hospitals
Rady Children's Hospital		
	Scripps Memorial –La Jolla	
	Sharp Memorial	
	Palomar Medical Center	
	Scripps Mercy –San Diego	

ANNEX E
Public Health Operations


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Operational Area Emergency Operations Plan
SEPTEMBER 2022

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

ACKNOWLEDGEMENTS

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EXECUTIVE SUMMARY

Annex E describes the roles and responsibilities of partners in the San Diego County Operational Area in supporting emergency public health operations. This includes collaborating to prevent epidemics/pandemics and the spread of disease, prevent injuries, promote and encourage healthy behaviors, protect against environmental hazards, respond to and manage disasters, and assure the quality and accessibility of public health services throughout the Operational Area.

TABLE OF CONTENTS

General	1
Concept of Operations	5
Organization and Assignment of Responsibilities	7
Direction, Control or Coordination	23
Information Collection and Dissemination	25
Communications	26
Annex Development and Maintenance	27
Authorities and References	28
Appendices	32

GENERAL

INTRODUCTION


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The Public Health Operations Annex (Annex-E) to the San Diego County Operational Area Emergency Operations Plan (OA EOP) describes the basic concepts, policies, and procedures for providing public health services in the event of any emergency or disaster. Organizationally, these services are provided under the coordination of the County of San Diego Health and Human Services Agency (HHSA), including the Public Health Services (PHS) department, as well as other County divisions and departments. This annex serves as the unifying public health document for the San Diego County Operational Area (OA).

Disasters in California often have public health and medical impacts. Many organizations, both public and private, contribute to a system that must be prepared to successfully respond to the public health and medical consequences of disasters.

Effective disaster response is served by having a public health and medical system that uses common operating procedures that are well understood and used by organizations involved in the response. The complexity of disasters has led to increased interaction among many public health, environmental health, and medical functions. This interaction has driven the need for a coordinated system that articulates common procedures across functional components of the public health and medical system.

This annex builds upon, and incorporates the use of, the California Public Health and Medical Emergency Operations Manual (EOM), and incorporates the use of the California Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), the Incident Command System (ICS), and the role of key participants in the Public Health and Medical System during emergencies. It supports the development of California Emergency Support Function-8 (ESF-8) and the Federal Emergency Support Function (ESF-8) Public Health and Medical Services plans.

PURPOSE

The purpose of Annex E is to describe emergency public health operations (including planning, response, and operations), assign responsibilities, and provide actions and responses to public health problems associated with emergencies or disasters.

Public Health Services will follow activities and operations, as listed under state of California ESF-8 and Federal ESF-8, in response to a public health and/or medical disaster, or potential incident requiring communication and coordination with state and federal response agencies.

SCOPE

PHS and other county partners collaborate to prevent epidemics/pandemics and the spread of disease, prevent injuries, promote and encourage healthy behaviors, protect against environmental hazards, manage disasters and assist communities in recovery, and assure the quality and accessibility of health services throughout the OA.

Public health and medical services include responding to needs of all individuals in a culturally competent manner – regardless of disability, age, access, or functional need -- as described in the Pandemic and All-Hazards Preparedness Act and in the National Response Framework (NRF). Individuals with disabilities and others with access and functional needs are defined throughout the OA EOP as individuals requiring additional needs before, during and after an incident in functional areas, including but not limited to: maintaining independence, communication, transportation, supervision, and medical care.

Public health personnel participate in a wide spectrum of activities involving public health, environmental health, behavioral health, emergency medical services, and health care delivery. Other EOP annexes address these subject areas in detail: **Annex B – Fire and Rescue Operations**, **Annex D – Mass Casualty Incident Operations**, **Annex H – Environmental Health Operations**, **and Annex M – Behavioral Health Operations**.

HEALTH AND HUMAN SERVICES AGENCY (HHSA)

The Health and Human Services Agency takes the lead on a number of the public health and medical activities and services mentioned below and discussed further in this document.

- Communicable Disease
  - Epidemiology and surveillance
  - Investigations
  - Medical countermeasures

- Patient Care
  - Continuity of services
  - Surge capacity for healthcare system
  - Emergency Licensure and resolution of licensing Issues (i.e., alternate care site)
- Public Health Laboratory
  - Surveillance
  - Testing and Reporting
  - Laboratory Surge



- Public Health Preparedness & Response
  - Medical & health disaster planning and response operations
  - Medical Health Operational Area Coordination (MHOAC program)
  - Strategic National Stockpile/Cities Readiness Initiative (SNS/CRI) & medical countermeasures
  - Medical Reserve Corps (MRC) healthcare volunteers and personnel resource management
  - Emergency Support Function-8 (ESF-8) Federal
  - Emergency Support Function-8 (ESF-8) State
  - Medical Support to general Population Shelters in Coordination with the Care and Shelter ESF-6
  - Medical Surge, including Facility Expansion and government-authorized Alternate Care Sites (ACS)
- Public Information
  - Accessible public information and culturally competent risk communications relative to health and medical issues (see **Annex L – Emergency Public Information**)
- Vital Records
- Worker Health and Safety

SERVICES PROVIDED BY STATE OR OTHER COUNTY DEPARTMENTS:

- Emergency Medical Services (PSG)
  - Emergency licensure and resolution of licensing issues
  - 911 and dispatch centers
  - Prehospital, hospital and trauma systems
  - Patient movement, evacuation, distribution, and tracking
  - Field disaster services (i.e., ambulance strike teams)
- Communicable disease surveillance and response
  - Zoonotic veterinary disease surveillance
- Provision of Drinking water

- Food and agricultural safety and security
  - Foodborne epidemiology
  - Product trace-backs
- Hazardous materials relative to public health and safety
- Healthcare facility safety
- Mass fatality management
- Medical waste management
- Public information and risk communications relative to health and medical issues
- Pharmaceutical and non-pharmaceutical supplies
- Vector control
- Wastewater and solid waste disposal

GOALS AND OBJECTIVES

The overall goal of emergency/disaster public health operations is to minimize loss of life and human suffering, prevent disease, promote optimum health for the population, and protect the public's health. This will be accomplished by planning for public health factors that affect human health and by providing leadership and guidance in emergency/disaster public health-related activities.

The overall objectives of emergency/disaster public health operations are to:

- Provide preventive health services and control disease outbreaks
- Conduct rapid disease surveillance activities
- Issue public health advisories (i.e., water, air, food, soil)
- Respond to public health related incidents/events, including policy and guidance on intervention and remediation
- Coordinate health-related activities among other local public and private response agencies or groups
- Develop and execute recovery plans; assist in Operational Area recovery planning
- Establish procedures for activation and termination of this annex

WHOLE COMMUNITY APPROACH

The San Diego Operational Area is committed to achieving and fostering an emergency management system that uses a Whole Community Approach and is fully inclusive of individual needs and circumstances. For further details on the Whole Community Approach to emergency management and the integration of inclusive emergency management practices, refer to the Basic Plan.



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The County of San Diego is structured into four organizational groups: Finance & General Government Group, Land Use and Environmental Group (LUEG), Health and Human Services Agency (HHSA), and Public Safety Group (PSG). LUEG, PSG, and HHSA are responsible for the mitigation, preparedness, response to and recovery from health/medical and environmental emergencies or disasters.

The County of San Diego Department of Environmental Health and Quality (DEHQ) is part of the LUEG group, separate from HHSA, but works closely with HHSA and communicates with the Public Health Officer (PHO) and other key health officials when there is a potential or actual impact to public health, related to water, air, food, soil, or other environmental factors.

The County of San Diego Emergency Medical Services (EMS) division is part of San Diego County Fire. They work closely with PHS and focus on prehospital ambulance service, trauma system, and other specialty services.

When an incident such as a public health emergency or disaster occurs, HHSA supports the Operational Area (OA) response by working to protect against further hazards, preventing injuries, responding to the disaster in a coordinated effort, and assisting communities in recovery to assure the quality and accessibility of health services throughout the county. A number of internal plans are used to address a series of issues.

COORDINATION

HHSA is designated as the local public health department, with Public Health Services (PHS) responsible for core public health functions of assessment, policy development, and assurance. Other departments that contribute to public health efforts include Regional Operations Medical Care Services (MCS), and the LUEG Department of Environmental Health, as well as Behavioral Health Services (BHS) and Aging and Independence Services (AIS). HHSA staff (Director's Office, Financial and Support Services, Human Resources, PHS and MCS) fill positions in the HHSA DOC. In support of the OA response, HHSA (principally PHS and MCS) may send staff to assist at the OA EOC and fill positions in the Medical & Health Branch and Care and Shelter Branch. HHSA staff (principally PHS and MCS) also fill positions at the PH Departmental Operations Center (DOC), commonly known as the "Medical Operations Center" (MOC).



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HHSA is responsible for coordinating measures to protect the public's health prior to, during, and following a health emergency or disaster. PHS activities, described in the California Health and Safety Code, include

the following: communicable disease control (reportable infectious diseases), immunization program, maternal, child, & family health, vital records, environmental surveillance, laboratory services, and public health nursing.

While generally open and staffed whenever the OA EOC is activated, the HHSA DOC may be activated independently for events that are localized or primarily HHSA-related events. The PH DOC [MOC] is responsible for communications and coordination for pre-hospital EMS services and health care provider operations. The PH DOC [MOC] reports through the OA EOC Medical Health Branch and serves as an extension of those functions. The HHSA DOC is typically activated for "recovery activities," as part of the agency Continuity of Operations Plan (COOP) activities.

Public Health Preparedness and Response (PHPR), under Public Health Services, is responsible for disaster medical preparedness and response coordination between the OA, EOC, and healthcare providers within San Diego County and the State. San Diego County Fire is designated to be the Local Emergency Medical Services Agency (LEMSA). Within the LEMSA, EMS is responsible for the ongoing oversight of the pre-hospital response system (Emergency Medical Technician (EMT) certification and Paramedic accreditation), including pre-hospital medical direction. As the LEMSA, HHSA and primarily EMS coordinates with emergency medical responders and first receivers (i.e., personnel based at hospitals and other medical facilities) to ensure efficient and effective management of emergency situations including disasters. The PH DOC [MOC] is primarily responsible for health and medical response operations, activities, coordination, and communications.

Emergency Medical Services (EMS) is part of San Diego County Fire, which falls under the Public Safety Group (PSG) to better align services. EMS and PHPR collaborate on projects and work together to respond to incidents. The EMS Duty Officer and PHPR/MHOAC Duty Officer communicate frequently to manage calls that arise due to hospital offload delays, mutual aid requests from outside the County, and other unforeseen events such as labor strikes or facility evacuations.

Within the public health and medical systems, coordinating functions exist at the level of the OA, Mutual Aid Region, and State. The Medical Health Operational Area Coordinator (MHOAC) program coordinates the functions identified in statute within the Mutual Aid Region, Regional Disaster Medical Health Coordinator (RDMHC) program.

The Behavioral Health Services department of HHSA provides services under three major categories: Inpatient Mental Health Services, Outpatient Mental Health Services and Substance Use Disorder Services. The core functions of BHS programs are as follows:

- Inpatient services are available at the San Diego County Psychiatric Hospital (SDCPH), while long-term care services are available at Edgemoor Skilled Nursing facility
- BHS contracts with organizational providers that include recovery services

A detailed description of BHS services can be found in Annex-M: Behavioral Health Services Operations.

STATE MUTUAL AID

The State of California is divided into six mutual aid regions. The San Diego County OA is located in Region VI, which also includes the counties of Inyo, Mono, San Bernardino, Riverside, and Imperial. In the event local public health/medical resources are unable to meet the needs within the OA, assistance from the neighboring jurisdictions may be requested.

This process is done through the local Medical Health Operational Area Coordinator (MHOAC) program working with the Regional Disaster Medical Health Coordinator (RDMHC) who coordinates with the California Department of Public Health (CDPH) and the State of California Emergency Medical Services Authority (EMSA). The California Office of Emergency Services (Cal OES) regional office may also be notified to assist in this process.

The RDMHC communicates and coordinates the provision of medical and public health resources through the local MHOAC.

Emergency/disaster public health requests are consolidated at the OA and provided to the RDMHC in order to:

- Coordinate the acquisition and allocation of critical public and private medical and public health resources required to support emergency/disaster medical operations.
- Coordinate medical resources in unaffected counties in the Region for acceptance of casualties.

ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES



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In accordance with the principles of SEMS, ICS, and NIMS, the response to an emergency or disaster is managed at the lowest level possible (i.e. at the field level). Accordingly, local government has the primary responsibility for the response to an emergency or disaster. HHSA is responsible for public health and emergency medical response within the OA.

PHS, directed by the Public Health Officer (PHO), is the HHSA department responsible for providing public health services during the response and recovery phases of a public health emergency or disaster, medical emergency responses, and logistics support. The Medical Health Operational Area Coordinator (MHOAC) contact provides assistance to the PHO and maintains communication with Region VI. HHSA operations support the Federal priorities of public health and medical services and emergency mass care and shelter as described in the following two documents:

- Emergency Support Function (ESF) #8: Public Health and Medical Services and
- Emergency Support Function (ESF) #6: Mass Care, Housing and Human Services.

MEDICAL HEALTH OPERATIONAL AREA COORDINATION

The MHOAC program is based on the functional activities described in California Health and Safety Code 1797.153. The County of San Diego MHOAC is the primary point of contact for the MHOAC program and liaisons with the Regional Disaster Medical Health Coordinator (RDMHC).

The MHOAC, or designee, is assigned to the Medical Health Branch of the OA EOC Operations Section.

The MHOAC program touches several departments and divisions, some with functions outside of HHSA. The County's plans related to medical and health functions include preparedness, response, recovery, and mitigation functions, in accordance with the State Emergency Plan (SEP), as established under Sections 8559 and 8560 of the Government Code. At a minimum, the County medical and health disaster plan(s) and policy and procedures include the following:

- Assessment of immediate medical needs
- Coordination of disaster medical and health resources
- Coordination of patient distribution and medical evaluation
- Coordination with inpatient and emergency care providers
- Coordination of out-of-hospital medical care providers
- Coordination and integration with fire agency personnel, resources, and emergency fire pre-hospital medical services
- Coordination of providers of non-fire district based pre-hospital emergency medical services
- Coordination of the establishment of temporary field treatment sites
- Health surveillance and epidemiological analyses of community health status
- Assurance of food safety
- Management of exposure to hazardous agents
- Provision or coordination of mental health services
- Provision of medical and health public information protective action recommendations
- Provision or coordination of vector control services
- Assurance of drinking water safety
- Assurance of the safe management of liquid, solid, and hazardous wastes
- Investigation and control of communicable disease

The MHOAC, a position filled by PHPR staff, may assist with the communications and coordination of medical and health resources within the OA. The MHOAC serves as OA point of contact for coordination with the Local Emergency Medical Services Authority (LEMSA), Local Health Department (LHD), County Office of Emergency Services (OES), County Department of Environmental Health and Quality (DEHQ), Behavioral Health Services (BHS), RDMHC program, California Department of Public Health (CDPH), State of California Emergency Medical Services Authority (EMSA), and Cal OES.

DEPARTMENT OF ENVIRONMENTAL HEALTH AND MEDICAL HEALTH OPERATIONAL AREA COORDINATION

Under an existing memorandum of agreement, DEHQ supports the following MHOAC program functions related to preparedness, response, recovery, and mitigation. These include: assurance of food safety, management of exposure to hazardous agents, provision or coordination of vector control services, assurance of drinking water safety, assurance of the safe management of liquid, solid, and hazardous wastes. This support is provided through routine departmental functions outlined below (see DEHQ). In 2017, all DEHQ staff received the Awareness or Operations level training of Environmental Health Training in Emergency Response (EHTER). EHTER is recognized by FEMA and CDPH as essential preparedness training to assist during response and recovery functions.

CITY EMERGENCY OPERATIONS CENTER

When a city EOC is activated for a localized emergency/disaster that may threaten or endanger the public health, the city may request a public health consultation. This request may be made by notifying the on-duty officer for Epidemiology and Immunization Services, EMS, PHPR/MHOAC, and/or DEHQ. Likewise, the County EOC or Public Health (PH) Departmental Operations Center (DOC) [MOC] may designate a liaison to provide guidance or direction to city EOCs, or designees, in the event of a public health emergency.

OPERATIONAL AREA EMERGENCY OPERATIONS CENTER

The OA EOC serves the entire OA, including the 18 cities, military bases, and special districts, with the Chief Administrative Officer (CAO) serving as Director of Emergency Services for the unincorporated area, and Coordinator of Emergency Services for the incorporated areas.

The Health Branch of the OA EOC is activated based on operational need. It is staffed by pre-designated personnel, from Public Health Services, Emergency Medical Services, Behavioral Health Services, and the Department of Environmental Health and Quality, and coordinates the public health and medical emergency response for the OA. The OA EOC Health Branch staff members serve as advisors to the Director/Coordinator of Emergency Services for the unincorporated areas, and make decisions about resource allocation, priorities, and other public health matters.

Additional members of the Health Branch may be physically located at an alternate site, the PH DOC [MOC], maintaining constant communication with the OA EOC Health Branch Coordinator.

The following HHSA personnel may staff the OA EOC:

POLICY GROUP

- Director, HHSA (or designee) reports to the Director/Coordinator of Emergency Services and is responsible for long-range planning and policy decisions
- The Public Health Officer (PHO), or designee, reports to the HHSA Director, and is responsible for the overall management of Public Health within the OA. The PHO, in consultation with the Director of HHSA, makes policy decisions related to emergency/disaster health services

OPERATIONS SECTION

Health & Medical Branch:

- The **Health Branch Coordinator** position within the OA EOC is filled by the EMS Administrator, PHPR Chief (or designees) and/or the PHPR/MHOAC Duty Officer. This position reports to the Operations Section Chief and is responsible for overall coordination of health and medical care operations and providing health and medical services expertise required in the OA.
- The Public Health Unit Leader is filled by a representative from HHSA and is responsible for coordinating disaster public health operations throughout the OA. This position reports to the Health Branch Coordinator.
- The EMS Unit Leader is assigned to the OA EOC by County EMS. The EMS Unit Leader is responsible for the management and needs assessment of EMS units and hospitals, and other healthcare facilities located in the OA. This position reports to the Health Branch Coordinator.
- The Behavioral Health Unit Leader is assigned to the OA EOC by BHS. The Behavioral Health Unit Leader is responsible for the safety and well-being of Behavioral Health clients and the provision of critical incident stress de-briefing and crisis intervention services to emergency workers, OA EOC staff and the general public during and after an emergency. This position reports to the Health Branch Coordinator.

Care and Shelter Branch (also see Annex-G: Care & Shelter)

- The **Care and Shelter Branch Coordinator** is filled by staff from HHSA and reports to the Operations Section Chief. This position is responsible for overall coordination of care and shelter activities.
- The **Access and Functional Needs (AFN) Unit Leader** is filled by HHSA Department of Human Resources (DHR) and reports to the Care and Shelter Branch Coordinator. This position coordinates with local government and the Care and Shelter Branch Coordinator to ensure specialized services and resources are provided as required for people with disabilities and others with access and functional needs.
- The **County Shelter Unit Leader** is filled by staff from HHSA and reports to the Care and Shelter Branch Coordinator. This position coordinates care and shelter activities for government-run shelters and assists the Care and Shelter Branch Coordinator in the event that County-operated shelters are not open.
- The **Disaster Rapid Assessment Team (DRAT) Coordinator** position is filled by HHSA QA Specialist staff or their designees from PHPR, Medical Care Services Division (MCSD), and EMS. This position facilitates the assembly and deployment of trained DRAT team(s) to assess the need for medical staff, supplies and care at government-run shelters and ensures dissemination of findings through the PH DOC [MOC].

Other Operations Positions

- The **HHSA Public Information Officer** is assigned to the Joint Information Center (JIC) at the OA EOC.
- Other Operations Section positions may be assigned by HHSA and PHS. These pre-designated staff will report to the OA EOC and fill a variety of positions to support activities in the Operations Section. These positions will report to the Operations Section Chief.

PUBLIC HEALTH DEPARTMENTAL OPERATIONS CENTER, ALSO KNOWN AS THE MEDICAL OPERATIONS CENTER

The PH DOC [MOC] coordinates operational disaster medical activities during a disaster; provides logistics support during a public health emergency; and communicates with and places resource requests through the OA EOC Health and Medical Branch.

The PH DOC [MOC] serves as a support and procurement entity for health & medical supplies to the County OA EOC or HHSA DOC during a public health emergency. PH DOC [MOC] is the primary coordinator for hospital and clinic information exchange, resource requests, logistics and tactical operations.

While generally open and staffed whenever the OA EOC is activated, the PH DOC [MOC] may also be activated independently for emergency/disasters that are localized, low level emergencies, or for events primarily public health related such as a pandemic or local disease outbreak. In addition to the PHPR staff, agency, and community members, the following are PHS staff positions that may have liaisons in the PH DOC [MOC], based on the event and situation:

- **PHS Director of Nursing** or designee, coordinates the activities and deployment of PHS nursing staff;
- **Epidemiology and Immunization Services Medical Director**, or designee, coordinates surveillance and case investigation activities;
- **Public Information Officer (PIO)** coordinates information from the PH DOC (MOC) to the Joint Information Center (JIC), at the OA EOC; and
- PHS and MCS staff members fill positions to support the health-related needs and activities of the OA EOC and PH DOC [MOC].

Staff may be assigned to fill a variety of required roles/positions within Operations, Finance, Planning, and Logistics.

HHSA DEPARTMENTAL OPERATIONS CENTER (DOC)

The HHSA DOC is involved in the mitigation, coordination, and recovery from a disaster or emergency event. The HHSA DOC has primary responsibility for HHSA Continuity of Operations Plan (COOP). The HHSA DOC may also be activated independently for emergency/disasters that are primarily HHSA related events.

The HHSA DOC is typically activated for disaster or emergency events for COOP activation and during recovery activities. The following are staff positions in the HHSA DOC:

- **HHSA Chief Operations Officer** position is generally filled by an Executive Staff member. This position coordinates the activities of the HHSA DOC.

- HHSA Chief Financial Officer (or designee) coordinates aspects of HHSA financial documentation related to the event.
- HHSA Human Resources Representative coordinates with the OA EOC and PH DOC [MOC] for support to manage Disaster Service Worker (DSW) deployment.
- The PIO provides support for public information activities and drafts communications for the HHSA DOC. When the OA EOC JIC is activated, the PIO provides support and coordination of information to the HHSA DOC from the OA EOC.
- Other HHSA representatives may be assigned to the HHSA DOC from the following programs: AIS, PHS, MCS, BHS, and the HHSA Regions.

ASSIGNMENT OF RESPONSIBILITIES


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Photo by Jamie Scott Lytle for Voice of San Diego

The CDPH is the lead State agency for what the National Response Framework (NRF) calls ESF-8: Public Health & Medical Services, as well as a supporting agency for ESF-6: Mass Care, Emergency Assistance, Housing, and Human Services. HHSA is the public health agency for the County and coordinates County health, medical and human services assets in the event of a public health emergency or major natural or human-caused disaster.

To accomplish its mission, the County of San Diego integrates DEHQ, EMS, and PHS, which are in separate County business groups. HHSA utilizes a public – private partnership with respect to health and medical services and engages many sectors of the community to promote health and disaster preparedness and to provide services. HHSA, PSG, and DEHQ provide representatives to the Health & Medical Branch of the OA EOC.

HHSA Departments and Divisions provide coordination and services for the following general areas:

- Biological agent identification and laboratory diagnostics
- Disease surveillance and outbreak management
- Disease prevention and mass prophylaxis
- Healthcare facilities and alternative (surge) care sites (ACS)
- Mass fatality and death certificates. (See Annex F – Medical Examiner Operations)
- Pharmaceuticals and strategic national stockpile (SNS) reception and distribution
- Environmental laboratory diagnostics
- Food quality and protection – limited testing for identification (no disposal)
- Behavioral Health (See Annex M – Behavioral Health Operations)
- Eligibility Operations (i.e., Medicaid, Disaster Food Stamps) and Unmet Needs Assistance, as appropriate
- Coordinating timely and appropriate support to individuals with disabilities and others with access and functional needs

THE FOLLOWING ARE THE MAJOR FUNCTIONS PERFORMED BY DEPARTMENTS AND STATE AND FEDERAL AGENCIES:

COUNTY OF SAN DIEGO HHSA PHS

PHS ADMINISTRATION

- Supports implementation and maintenance of PHS functions routinely and during public health emergencies.
- Provides guidance to other jurisdictions within the OA in response to a public health or medical emergency.
- Develops and participates in communication to the public for a public health emergency.
- Edits/updates the Public Health Operations Annex (Annex-E) of the OA EOP and any other emergency public health plans and procedures.
- Assists with coordination of public health operations within the OA.
- Supports the procurement of public health staff and resources required to support emergency/disaster public health operations.
- Develops and maintains a capability for identifying public health resources within the OA.
- Disseminates information vital to the emergency response efforts of disasters (including bioterrorism) via California Health Alert Network (CAHAN) alerts to local health care and public safety professionals.

PUBLIC HEALTH PREPAREDNESS AND RESPONSE

- Edits/updates the Public Health Operations Annex (Annex-E) of the OA EOP and any other emergency public health plans and procedures.
- Coordinates emergency/disaster public health operations within the OA.
- Coordinates the procurement, allocation, and distribution of public health resources required to support emergency/disaster public health operations.
- Staffs the MHOAC position which communicates and coordinates with the Region VI - Regional Disaster Medical Health Coordinator (RDMHC) or specialist as needed and responds to Medical/Health activities within the local area. Also performs other MHOAC functions as dictated under the California Public Health and Medical Emergency Operations Manual (EOM).
- Staffs the PHPR/MHOAC Duty Officer program to provide 24/7/365 support to the MHOAC. The PHPR/MHOAC Duty Officer works collaboratively with the EMS Duty Officer.
- PHPR/MHOAC Duty Officer maintains communications with the EMS Duty Officer, who monitors the hospital system capacity and surge in accordance with the Healthcare Services Capacity Task Force Plan.
- Develops and maintains a capability for identifying public health resources within the OA.
- Coordinates public health-related activities among other local public and private response agencies or groups, as well as state and federal agencies.
- Coordinates assembly, in collaboration with the Care and Shelter Branch, the County Disaster Response Assessment Team(s) (DRAT) Coordinator, and deployment of trained DRAT team(s) to assess potential or current shelters for medical resource needs

and/or other specialized services for people with disabilities or other access and functional needs.

- Activates and assists in staffing the PH Departmental Operations Center (DOC) [MOC].
- Coordinates the deployment of DSWs from the Medical Reserve Corp (MRC) to the response.
- Provides Health and Medical Coordination:
  - LHD is mandated to coordinate, plan, and administer an emergency response to public health threats and to secure, compile, and disseminate information concerning the prevention and control of epidemics/pandemics and conditions affecting or endangering the public health. LHD responsibilities are to:
    - Consult with local public health officials, hospitals, nursing homes, and other health/medical facilities as appropriate to determine the magnitude and extent of the public/health/medical problems associated with a catastrophic disaster and assist local public health officials in developing appropriate strategies to address such problems.
    - Define the types and amounts of public health and medical assistance required by public and private health/medical organizations, developing specific requests for assistance under ESF-8, including medical personnel, equipment, and supplies.
  - The LHD determines assistance needed to move patients to definitive care facilities that are part of the National Disaster Medical System (NDMS) network (i.e., hospitals, clinics, Skilled Nursing Facilities, Long-Term Care Facilities) and other medical provider partners.
- Provides ongoing field assessments in conjunction with state and federal officials as available; and possibly deploying DRAT to identify public health, medical and/or AFN issues.

COMMUNICABLE DISEASE BRANCHES: EPIDEMIOLOGY AND IMMUNIZATION SERVICES BRANCH/HIV, HEPATITIS, AND SEXUALLY TRANSMITTED DISEASE BRANCH/AND TUBERCULOSIS AND REFUGEE HEALTH BRANCH

- Receive and register reports of legally reportable communicable diseases and conditions.
- Conduct epidemiologic surveillance to identify potential events and outbreaks of public health concern. Investigates reports of suspected communicable diseases, conditions, and outbreaks.
- Conduct disease investigations of possible contacts associated with an infected case.
- Conduct routine identification and monitoring of indicators which are associated with increased health care services utilization and impact.
- Monitor syndromic surveillance indicators of disease activity among emergency departments and 911 call centers and similar data sources.
- Collect and utilizes multiple, cross-referenced sources of communicable disease information, such as reportable diseases, Public health Laboratory results, electronic laboratory reporting, Center for Disease Control and Prevention (CDC) PulseNet, San Diego Immunization Registry (SDIR), and other similar sources.

- Coordinate with HHSA and other County departments and our health care, medical, and community partners to investigate suspected disease reports, to conduct surveillance and monitor disease trends, and to prevent or reduce disease transmission by providing alerts, education, and assistance to implement guidelines and recommendations.
- Manage vaccine supply, influenza vaccine distribution, and coordinates with CDPH to obtain and distribute 317-funded outbreak vaccines.
- Provide immunizations as required.
- Provide PIOs with communicable disease information and statistics to be disseminated to the public. Determines when special control measures (i.e., quarantine or prophylactic treatment) should be instituted based on epidemiological findings.
- In collaboration with DEHQ and the Public Health Laboratory, work toward restoration of normal water supply and environmental control and surety measures.
- Increase level of surveillance activity and situational awareness monitoring as necessary. Disseminates information vital to the prompt recognition and control of disease transmission, including CAHAN releases to health care professionals.
- Initiate accessible public messaging in collaboration with Health Officer, as to risk-reducing behaviors to the media and public via the County Communications Office. (see **Annex L – Emergency Public Information**)

OFFICE OF BORDER HEALTH

- Facilitates communication with Tijuana (i.e., disseminating key messages, connecting public health leadership).
- Facilitates communication to non-English speaking communities, as part of the Partner Relay network.

PUBLIC HEALTH LABORATORY

- Performs microbiological testing of human specimens as needed for disease control and support of clinics and hospitals. Coordinates referral of specimens as required by the Laboratory Response Network operational plan.
- Conducts environmental testing to ensure the safety of surface, ground, and recreational water in the event of sewage spills.
- Performs microbiological testing of food and water supplies as needed to ensure their safety.
- Provides guidance and referral in microbiological testing of the environment as needed.
- Provides public health surveillance and assessment support.
- Submits data to information exchanges and monitoring systems including PulseNet, Calicinet, CalREDIE, and WebCMR.
- Performs appropriate testing to identify animal to human disease exposure.
- Serves as a reference lab as part of the Laboratory Response Network and BioWatch.
- HHSA medical care services division Chief Nursing Officer (or a PHS or MCS designee) may coordinate the activation of public health nurses from the HHSA regions and PHS departmental branches, during a public health emergency/disaster response and during the recovery period.
- Provides outreach, teaching, and/or provide mass immunization/prophylaxis to the community at large (when directed by the PHO or designee).

- Assists with environmental and disease control measures when requested.
- Assists with assessment of community health status.
- Conduct communicable disease investigations.
- Provides assistance, including accommodations, if necessary, to vulnerable risk groups as designated by the PHO or designee.
- Triages injured or ill individuals arriving at shelters to appropriate level of care (See Annex G – Care and Shelter).
- In limited circumstances, assists in providing staffing at Field Treatment Sites (FTS) and First Aid Stations (FAS) or other mass care operations, as requested (See Annex-D: Mass-Casualty Incident Plan). For planning purposes, their role at the sites should normally be limited to public and preventive health activities.
- The needs of the Regional Public Health Centers and/or Public Health Nurses, as identified by the Chief Nursing Officer, will be communicated to the PH DOC [MOC], during the response and recovery phases of an incident.

PUBLIC HEALTH CENTERS

Throughout the OA, there are six Public Health Centers: Central Region, East Region, North Inland Region, North Central Region, North Coastal Region, and South Region. In addition to the six Public Health Centers, there is a Vaccine Immunization Program (VIP) Clinic. These sites may be opened during an emergency/disaster, depending on the location and nature of the emergency and the availability of personnel and resources. Public Health Centers may be the primary assembly point for Public Health personnel during an emergency/disaster. If an office, clinic, or a Public Health Center is destroyed or inaccessible, staff members will move to an alternate location as designated in the COOP, assuming it is safe to do so. Emergency public health activities will be coordinated, and priorities set under the direction of the PHO, the Chief Nursing Officer, or their designees.

DEPARTMENT OF ENVIRONMENTAL HEALTH AND QUALITY– DEPARTMENT OPERATIONS CENTER

The DEHQ maintains and staffs a DOC which activates in conjunction with the OA EOC and the HHSA DOC during emergency response, and recovery efforts. The DEHQ also staffs positions at the OA EOC to further coordinate response and recovery efforts.

DEPARTMENT OF ENVIRONMENTAL HEALTH AND QUALITY

- Food and Housing Division (FHD) conducts retail food facility inspections for compliance with sanitation and food handling practices to reduce risk for foodborne illness. The division is also responsible for inspecting public swimming pools to ensure they meet standards for safe water quality, filtration and circulation systems, safety equipment, and enclosures. Food and Housing personnel also inspect body art facilities, as well as apartments, hotels and motels, camps, and detection facilities. FHD responds to public health threats and environmental hazards associated with these regulated facilities, including fires, emergency/disaster shelters, foodborne illness investigations, food recalls, sampling of food associated with illness, outbreak or recall, removal of ill food handlers, and boil water orders, in the interest of promoting safe communities.

- Land and Water Quality Division protects public health and drinking water supplies through the inspection of small drinking water systems, ensuring that water supplies are

properly tested, protected from cross connections with recycled water systems, and that water wells and groundwater supplies in the unincorporated county are protected from private sewage disposal systems. This division tests the water of local beaches and bays and notifies residents and visitors when recreational water quality does not meet State health standards. It also manages the household hazardous waste program that facilitates the collection of household hazardous materials in the unincorporated county and acts as the solid waste local enforcement agency that regulates landfills and composting facilities.

- Community Health Division operates the vector control program for preventing vector borne diseases such as West Nile virus, Zika, Hantavirus, tularemia, and others. It also coordinates the county asbestos and lead abatement and radiological health programs.
- Hazardous Material Division (HMD) regulates local facilities to ensure that hazardous materials, hazardous and medical wastes, are reported, stored, and properly disposed. The HMD Hazardous Incident Response Team (HIRT) responds to chemical, biological, and radiological spills and works with various other agencies in cleanup operations. HMD maintains an electronic database of permitted facilities storing hazardous materials and waste. The information in the database can provide chemical information to public health staff and the EOC when necessary. The HIRT team also responds to other environmental health issues during disasters involving food and water protection, sewage, shelter assessments, solid waste debris, vectors, etc. HIRT receives real time chemical spill reports from the State of California, Office of Emergency Services, Spill Warning Center (Sacramento) for the entire County when spills are reported to the State. HIRT evaluates the spill reports and contacts the reporting party and fire departments as necessary.
- The HIRT provides readiness, response, and recovery planning, training, and active response in support of HHSA. Such programs include: BioWatch, US Post Office Bio Detection System response, Regional Mass Decontamination Unit training and readiness, and state Mutual Aid Response thru MHOAC requests.

COUNTY COMMUNICATIONS OFFICE

- PIO prepares Public Health Advisories for broadcast during an emergency/disaster.
- PHO works closely with the JIC staff and other County department subject matter experts (i.e., air pollution control) to prepare and release all health-related press releases or public health advisories.

COUNTY OF SAN DIEGO OFFICE OF EMERGENCY SERVICES

- Assists with public health emergency/disaster planning and training.
- Coordinates efforts to obtain resources both in the OA and outside of the OA, including supplies and logistical support.
- Coordinates with the MHOAC to procure, track, and coordinate delivery of equipment to ensure accessible services and facilities. Track and share requests via WebEOC.

OTHER SUPPORT AGENCY/ORGANIZATIONS

Local “support organizations” that provide support functions include, but are not limited to:

- **Access and Functional Needs (AFN) work group** – The purpose of the Access & Functional Needs Working Group is to ensure emergency planning efforts in San Diego County reflect the unique needs of our whole community. This group works to identify the needs of individuals with disabilities and other access and functional needs before, during and after disaster strikes and takes steps to ensure that needs and resources are integrated into emergency management systems.
- **Amateur Radio Emergency Service (ARES)** – are amateur radio (ham) organizations that provide back-up/redundant communications support to OA EOC, Public Health DOC [MOC], and hospitals.
- **Ambulance Agencies** – provide victim triage, treatment, and transportation.
- **Ambulance Association (Private)** – coordinates private ambulance resources through the County Ambulance Coordinator who, during activation, is stationed in the Public Health DOC [MOC].
- **American Red Cross (ARC) of Southern California Region** – provides personnel and structure for First Aid Stations and general population shelters.
- **Clinical Disaster Service Workers (CDSW)/Medical Reserve Corps (MRC)** – are a variety of medical, veterinary, and associated health provider volunteers registered through State Disaster Health Volunteer (DHV) network and members of the local MRC managed by Public Health Services/PHPR.
- **Hospital Association and San Diego and Imperial Counties** – assists in coordination between regional hospitals.
- **Hospitals** – provide definitive medical care, subject matter expertise, and field treatment teams for catastrophic events. This includes base hospitals that coordinate medical communications between field and hospitals for medical control, and with EMS / Public Health for hospital operational status, bed counts, and bed availability.
- **San Diego County Medical Society** – assists in notification of and recruitment volunteer physicians.
- **San Diego Health Care Disaster Coalition (SDHDC**) – Provides coordination among healthcare coalition partners.
- **Volunteer Organizations Active in Disaster (VOAD)** – Organizations that mitigate and alleviate the impact of disasters, provides a forum promoting cooperation, communication, coordination, and collaboration; and fosters more effective delivery of services to communities affected by disaster.

STATE GOVERNMENT

State government provides support to the various jurisdictions throughout California. Cal OES administers numerous programs that support its stakeholders, protects the communities, and helps create a more resilient state.

- Responds to requests for resources, such as personnel or vaccines from the OA EOC
- Coordinates medical mutual aid within the State
- Assists the OA in recovery efforts
- Coordinates and maintains directory of medical personnel statewide, through the DHV Program

STATE RESPONSIBILITIES

- The Health Officer of CDPH has the overall responsibility for coordinating statewide emergency/disaster public health operations and support.

STATE AGENCIES

- The following state agencies have varied capabilities and responsibilities for providing support to public health emergency/disaster operations:

CALIFORNIA DEPARTMENT OF PUBLIC HEALTH

The State Health Officer or designee is primarily responsible for the administration and coordination of a statewide emergency/disaster public health program. This includes coordinating, supervising, and assisting those essential services required to:

- Prevent and control communicable disease through the management, procurement, and distribution of vaccines.
- Provide technical assistance in the safe operation of sewage collection, treatment, and disposal systems.
- Provide assistance to healthcare entities with federal and state relief during time of extreme hardship or pandemic.
- Assure prevention and control of vectors, including flies, mosquitoes, and rodents.
- Regulation of certain entities providing health care and chronic care such as skilled nursing facilities.
- Assure observance of health aspects in management of solid waste disposal, including proper disposal of dead animals and human remains.
- Assure safe management of hazardous wastes, including handling, transportation, and disposal.
- Ensure safety of emergency supplies of food, drugs, medical devices, and other products.
- Ensure rapid restoration or replacement of facilities for processing, storing, and distributing food, drugs, medical devices, cosmetics, and other products.

- Rapidly establish measures to mitigate damage to public health from radiological accidents, including safety criteria for recovery, re-occupancy, and rehabilitation of contaminated areas.
- 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

- Administers programs for the control and eradication of diseases, pests or chemicals affecting animals, poultry, or crops.
- Provides information on the protection of human and animal food from contamination by harmful residues or chemicals.
- Provides entomological and veterinary assistance in support of emergency operations.

AIR RESOURCES BOARD

- Develops plans to prevent substantial endangerment to the health of persons by anticipating and preventing or abating air pollution emergencies.
- Coordinates execution of air pollution emergency plans with Operational Areas and Regional Air Pollution Control Districts, California Office of Emergency Services (Cal-OES), and other public agencies.
- Coordinates the monitoring of air quality and issues bulletins consistent with public safety, as required by the California Department of Health Care Services.

STATE WATER RESOURCES CONTROL BOARD

- Assures availability of safe drinking water.
- Assures safe operation of sewage collection, treatment, and disposal systems; and provides water quality advice and support in emergency operations.

DEPARTMENT OF RESOURCES, RECYCLING AND RECOVERY (CALRECYCLE)

- Responsible for the proper handling and disposal of non-hazardous solid wastes and disaster debris.

CALIFORNIA EMERGENCY MEDICAL SERVICES AUTHORITY (CAL-MAT)

- CAL-MATs form an integral part of EMSA's Mobile Medical Assets (MMA) Program. Modeled after the successful federal DMAT program, California Medical Assistance Teams (CAL-MATs) are a group of highly trained medical professionals and other specialists organized and coordinated by the State Emergency Medical Services Authority (EMSA) for rapid field medical response in disaster.

FEDERAL GOVERNMENT

- As shortfalls occur in State resources, Federal agencies make their resources available, upon request coordinated by the U.S. Department of Homeland Security (DHS) or requested through the CDC.
- In a major disaster or pandemic, the NDMS may be activated, and patients from this OA may be sent to other counties and states for treatment.
- State California Medical Assistance Teams (Cal-MAT), along with Federal Disaster Medical Assistance Teams (DMAT), may be activated through the NDMS and ESF-8 (federal and state), via request to the State of California EMSA, CDPH, or Cal OES.
    - ♦ A DMAT can perform the following:
    - ♦ Field Treatment Site(s) (FTS)
    - ♦ Regional Evacuation Points (REP)
    - ♦ Patient Reception Points (PRP), when the hospital bed component of NDMS is activated
    - ♦ Hospital staff relief or augmentation
    - ♦ Shelter care
    - ♦ Mass prophylaxis
- Other response assistance teams available from the NDMS are:
    - o DMORT – Disaster Mortuary Operational Response Team
    - o NVRT – National Veterinary Response Team
    - o Mental Health Specialty Teams – for large scale Critical Incident Stress Debriefing
    - o TCCT – Trauma and Critical Care Teams
    - o VICT – Victim Information Center Teams
- Military – may provide supplies, equipment, personnel, and air-sea lift logistical supports and technical advisory assistance as authorized and available through Immediate Response Authority/Defense Support of Civil Authorities.

FEDERAL RESPONSIBILITIES

Federal agencies operating under their own statutory authority may render direct assistance; however, following a Presidential Declaration, the Department of Homeland Security (DHS), through the Federal Emergency Management Agency (FEMA), has the responsibility to coordinate the federal response system supporting emergency medical needs resulting from disasters.

FEDERAL AGENCIES

The following federal agencies have varied capabilities and responsibilities for providing support to public health emergency/disaster operations:

FEDERAL EMERGENCY MANAGEMENT AGENCY

FEMA is supported by the Sixth U.S. Army Headquarters, the Department of Homeland Security (DHS), the U.S. Department of Health and Human Services (HHS), and the Department of Defense (DoD). The National Response Framework is built on over 20 years of Federal response, streamlined guidance, and integrated lessons learned from Hurricane Katrina and other incidents. All levels of government, the private sector, and non-governmental organizations are integrated into a common incident management framework and align with NIMS. The Framework includes 15 Emergency Support Function Annexes. Many state governments, including California, organize response resources and capabilities under the ESF construct.

The Emergency Support Function (ESF-8) – Public Health and Medical Services (i.e., Annex E) provides the mechanism for coordinated Federal assistance to supplement state, tribal, and local resources in response to public health and medical disasters, potential or actual incidents requiring a coordinated Federal response, and/or during a developing potential health and medical emergency. Public Health and Medical Services include responding to medical needs associated with mental health, behavioral health, and substance abuse considerations of incident victims and response workers. Services also cover the medical needs of members of the “at risk” or “Access and Functional Needs” (AFN) population, described in the Pandemic and All-Hazards Preparedness and Advancing Innovation Act (PAHPAIA) and in the National Response Framework (NRF) Glossary, respectively. It includes a population whose members may have medical and other functional needs before, during, and after an incident.

ESF-8 provides supplemental assistance to State, tribal, and local governments in the following core functional areas:

- Agriculture safety and security
- All-hazard public health and medical consultation, technical assistance, and support
- Assessment of public health/medical needs
- Behavioral health care
- Blood and blood products
- Food safety and security
- Health/medical/veterinary equipment and supplies
- Health surveillance
- Mass fatality management, victim identification, and decontaminating remains
- Medical care personnel
- Patient care
- Patient evacuation
- Potable water/wastewater and solid waste disposal
- Public health and medical information
- Safety and security of drugs, biologics, and medical devices
- Vector control
- Veterinary medical support

DEPARTMENT OF HEALTH AND HUMAN SERVICES

The Department of Health and Human Services (DHHS), which includes the CDC, and in collaboration with FEMA, has the primary federal responsibility for activities associated with health hazards resulting from emergencies. DHHS is responsible to:

- 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

The FDA guides state and local governments in establishing public health controls including decontamination or condemnation of contaminated food and drugs.

DIRECTION, CONTROL, OR COORDINATION



For the purposes of the OA EOP and this annex, public health emergency/disaster events are those incidents that may pose a threat of disease or loss of optimum health to the residents and visitors of San Diego County. Public Health Services serves as the unifying public health entity for the OA. When the Governor proclaims a “State of Emergency”, or when the Region EOC (REOC) is activated to coordinate items on a statewide level, the State Emergency Operations Center (SOC) is activated. The SOC includes State agency representatives from California OES, Emergency Medical Services Authority (EMSA), and CDPH.

In a public health emergency, the CDPH will activate their Medical Health Coordination Center (MHCC) to coordinate public health operations.

County of San Diego HHSA may increase staffing levels based on extent of the threat and/or impact of the public health emergency or disaster.

The EMS / PH DOC [MOC] is the focal point of command and control, communications, response operations, specialized technologies, information collection, assessment, analysis, and dissemination for HHSA components under non-emergency and emergency conditions to support a common operating picture.

The PHO for the county is a member of the OA EOC Policy Group and is the Public Health Executive for PHS and exercises associated statutory responsibilities under state and federal law.

The PHO is required to observe and enforce orders and ordinances from local governing bodies pertaining to public health and sanitary matters. Orders may include quarantine/isolation and other statutes and regulations prescribed by the department, as well as statutes relating to public health (Health & Safety Code § 101030, 101470). Upon the finding of the PHO that a public health emergency exists, a local health emergency may be

declared by the PHO (Health & Safety Code § 101080), subject to ratification by the County Board of Supervisors. The County Board of Supervisors may also independently proclaim a local emergency, officially referred to as a Local Emergency Proclamation.

PLAN ACTIVATION AND TERMINATION

Typically, activation and termination of Annex E will be by the PHO, or designated representative, though there are circumstances in which others could also activate the annex. Activation and termination of this annex shall be by the direction of one of the following:

- PHO or designated representative; or
- PHPR Chief or designated representative; or
- EMS Chief Administrator, or designated representative; or
- Director, OES or designated representative; or
- County Chief Administrative Officer (CAO) in that capacity, or as Director/Coordinator of Emergency Services; or
- Designated Deputy CAO.

Upon activation, the PHO determines the extent of public health services needed for the emergency or disaster and notifies the appropriate departments, divisions, and agencies. A command structure will be utilized following NIMS that helps facilitate the affected agencies' ability to recognize and expediently implement their duties, with the County maintaining overall authority for a public health incident. Furthermore, a recommendation may be made that a policy group of County and regional executive leadership from affected jurisdictions will convene regularly during the activation.

Activation of this annex shall be declared under the following conditions:

- **When an activation of the OA EOC or independent activation of the MOC** is called. Depending on the public health impact of the emergency/disaster, Annex-E may be activated at emergency Levels I (highest severity – full activation), Level II (moderate severity – specific sections) or Level III (lowest severity – PH staff, and EMS or PHPR/MHOAC Duty Officer monitoring the situation), as described in the EOP Basic Plan and/or below.

- **An event is imminent, or has occurred**, in a populated area such that extensive casualties are inevitable (i.e., structure collapse, major transportation emergency, hazardous materials release, infectious/communicable diseases outbreak).

- **Notification from cognizant authority that a significant number of casualties from outside the OA are expected** to be brought into the OA via the State Mutual Aid System or the NDMS (i.e., casualties from domestic or international war, mass casualty incidents, natural disasters).

The need to activate a public health response for a communicable disease and/or terrorism-related incident may be recognized following unusual disease reports from the medical community, laboratories, and hospitals. Based on surveillance, a decision to activate the MOC, after which the MOC Director would contact the OES Staff Duty Officer (SDO) to request activation of the OA EOC, if the situation requires resources beyond HHSA's capabilities.



Decorative Image

The PHO may declare a local health emergency. The County Chief Administrative Officer (CAO), according to County Code Sec 31.103, shall be the County of San Diego Director of Emergency Services ("Director") and shall be responsible for the operational response to an emergency in the unincorporated area. In the event the CAO is unavailable to serve as Director of Emergency Services, the person(s) designated as the CAO's successor as Director of Emergency Services are, in order of succession, the Assistant Chief Administrative Officer (ACAO), the Deputy Chief Administrative Officer of the Public Safety Group (DCAO-PSG), and the Director of the OES. Note that the Director of Emergency Services plays a different role than the OES Director who is typically the EOC Director.

THE DIRECTOR OF EMERGENCY SERVICES IS AUTHORIZED TO:

(A) Control and direct the efforts of the emergency services organization of the unincorporated area and to implement the County of San Diego Operational Area Emergency Plan.

(B) Request the Board proclaim the existence or threatened existence of a countywide local emergency if the Board is in session or proclaim a local emergency if the Board is not in session, subject to ratification by the Board within seven days.

Termination of Annex-E occurs when the PHO, in consultation with the County CAO, Deputy CAO, Director of OES, the Chief of PHPR, or their designees, determine that the situation has stabilized, and emergency/disaster public health operations are no longer required.

INFORMATION COLLECTION AND DISSEMINATION

Healthcare providers (i.e., hospitals, emergency departments, clinics) are expected to utilize the available OA EOC communication capabilities (i.e., WebEOC) to communicate with agencies within the county. Hospitals report facility structural damage, operational status, bed availability and resource needs through PHDOC [MOC]. State agencies may require situational updates.

Sharing appropriate situational information early and throughout an incident will assist with emergency management operations. Achieving a common operating picture allows on-scene response personnel and entities involved in support and coordination, including the operation centers, to share common situational information. Data collection and dissemination are based on existing policies and procedures used in daily operations.

The Health and Medical Situational Report (SitRep) is prepared by the PH DOC [MOC] or Health Medical Branch of the OA EOC, Public Health Preparedness and Response (PHPR)/Medical Health Operational Area Coordinator (MHOAC) Duty Officer, or EMS Duty Officer in accordance with the California Public Health and Medical Emergency Operations Manual (EOM). The SitRep information is shared with relevant state partners, including CDPH, Emergency Medical Services Authority, and the Region VI Regional Disaster Medical/Health Coordinators or RDMHCs.

Epidemiological and Public Health Laboratory surveillance and findings are gathered and disseminated to local and state agencies, healthcare providers, schools, and general public, to include identified populations with access and functional needs.

Public communications are developed and generated by County Communications Office and OA EOC under the direction of the PHO and/or the OA EOC Policy Group.

COMMUNICATIONS

Inter-jurisdictional and inter-agency coordination will be conducted through the Incident Command Posts, OA EOC, County of San Diego HHSA DOC, PHDOC [MOC], and jurisdictional EOC's utilizing available communication equipment and infrastructure (i.e., WebEOC).

Situational awareness will be supported through data-sharing systems to expedite the transfer of information regarding the status of the incident and provider operational capacities to meet demands of the event. Activation, coordination, and use of the JIC will be initiated as soon as possible following an incident.

The OA EOC JIC will function to coordinate information to the media for public consumption. Information released to the public regarding the incident will be cleared by the EOC Director and the Public Health Officer.

Communication efforts will follow the protocols established under the San Diego Urban Area Tactical Interoperable Communications Plan, and Annex I: Communications and Warning Systems.

The San Diego & Imperial County Regional Communication System (RCS) is the primary OA radio system (800 MHz radio) for coordinating the emergency response to an emergency/disaster. The RCS is overseen by the San Diego Sheriff's Department Wireless Communications Services.

There are currently six county Regional Public Health Centers in the OA, as mentioned above, which are part of the enhanced RCS. RCS allows for direct communications between Public Health Centers, the HHSA DOC, PH DOC [MOC] and the OA EOC.

TALK-GROUPS

County agencies have been assigned their own talk groups. Mutual aid talk groups provide the ability for various agencies to talk to each other (See Annex I – Communications).

BACK-UP COMMUNICATIONS

- Telephones, satellite phones, faxes, and wireless systems will be utilized when available.
- Amateur radio operators may be called upon for back-up communications at hospitals, clinics, shelters, blood banks, field treatment sites, ARC Service Centers, the OA EOC, PH DOC [MOC], and HHSA DOC, if necessary. For more information on amateur radio operations capabilities see the San Diego County Mutual Aid Radio Plan or Annex I – Communications and Warning Systems.

RESPONSE ALERT AND NOTIFICATION

- Hospitals, non-hospital healthcare community members, and other community-based organizations (CBOs) will be notified, as needed, regarding the magnitude of the incident and the required response by utilizing the most appropriate and accessible communications methods. Notification will be made via a mass notification system by the EMS Duty Officer, or PHPR/MHOAC Duty Officer, or PH DOC [MOC] in an accessible format.

LOGISTICS

HHSA and PHS Administration activate the HHSA DOC and oversee PHS in general. Many of the HHSA services are implemented by private contractors who, by disaster clauses in their contracts, are expected to maintain essential services during and after a disaster. HHSA DOC manages PHS financials and manages resource requests as appropriate for recovery; if unable to meet needs, the HHSA DOC may make resource requests through the OA EOC Logistics Section.

Healthcare providers communicate and submit resource requests through the PH DOC [MOC]. The PH DOC [MOC] Logistics Section may coordinate fulfillment of healthcare requests from existing caches or from OA EOC Logistics. The OA EOC Logistics Section may delegate logistical coordination to the PH DOC [MOC].

The Strategic National Stockpile (SNS) Coordinator, through the PH DOC [MOC], may be responsible for mass population prophylaxis. The Cities Readiness Initiative (CRI) program works in tandem with the infectious disease detection system by preparing to provide prophylaxis to the total residential and visitor population. Agreements with trucking companies, businesses, private organizations, and public agencies exist to support the distribution of medical countermeasures.

ANNEX DEVELOPMENT AND MAINTENANCE

This annex is a product of the San Diego County Operational Area Emergency Operations Plan (OA EOP). As such, the policies, procedures, and practices outlined in the OA EOP govern this annex. OES is subject to coordinate the maintenance and update of this annex every four years, in accordance with the maintenance schedule established for the OA EOP. Record of changes, approval, and dissemination of the OA EOP will also apply to this annex.

Updates to this annex can be made before such time for multiple reasons, including, but not limited to, changes in policy/procedure, improvements and recommendations based on real

life events or exercises, etc. Recommended changes should be submitted to OES at oes@sdcounty.ca.gov

Maintenance of this annex is the responsibility of OES and PHS. In addition to the aforementioned maintenance schedule, this annex will be reviewed every four (4) years by PHS. The Public Health Operations Annex (Annex-E) revision is approved by the PHO, or designee, and forwarded to OES for inclusion with the OA EOP.

AUTHORITIES AND REFERENCES

In 2006, the CDPH within the California Health and Human Services Agency, was created. There are 61 local health jurisdictions in California comprised of 58 counties and three cities (Berkeley, Long Beach, and Pasadena).

The authority to enforce Health Officer Orders is derived from the police powers of the state, county, or city. Article XI, Section 7 of the California Constitution provides that: "A county or city may make and enforce within its limits local, police, sanitary, and other ordinances and regulations not in conflict with general laws" (Health and Safety Code-H&S §101025 and §101450). Public Health Officers must enforce and observe orders and ordinances of the Board of Supervisors or the City Council, (H&S §101030, §101470) as applicable, CDPH orders (H&S §120195), and state statutes and regulations relating to public health (C.C.R. §2501).

The legal basis for the enforcement of Health Officer orders derives from the Health Officer's duty to uphold and enforce statutes, regulations, local ordinances, and CDPH orders(H&S §101375, §101400, and §101405). Additional enforcement authority is contained in statutes that expressly mandate compliance with specified Health Officer orders (H&S §120220 and §121365). The *"Health Officer Practice Guide for Communicable Disease Control in California," last published on 6/7/2013 by Public Health Law Work Group provides additional references*.

In order to understand the authorities and responsibilities that arise during emergencies or disasters, it is necessary to understand the basic authorities that apply in day-to-day public health operations. These references include:

- County Board of Supervisors appoints a Public Health Officer (HSC-Health and Safety Code- §101000).
- HSC § 101025 Preservation and protection of public health.
- HSC § 101030 Enforcement duties.
- HSC § 101375 Consent of city; enforcement duties of county health officer.
- HSC § 101400 Contracts for county performance of city health functions.
- HSC § 101405 Powers of county health officers in city.
- HSC § 101415 Contract for city performance of county health functions.
- HSC § 101450 Duties of governing body of city.

HSC § 101460 Health Officer Appointment. "Every governing body of a city shall appoint a health officer, except when the city has made other arrangements as specified in this code, for the county to exercise the same powers and duties within the city, as are conferred upon city health officers by law."

- There are three conditions of emergency defined in the Emergency Services Act, “state of war emergency,” “state of emergency,” and “local emergency” defined in California Government Code (GC) § 8558 Degrees of emergency.
- When the County Board of Supervisors proclaims a local emergency, the proclamation does apply to cities within the geographic borders of the County.
- GC § 8630 Proclamation by local governing body. “When the county has declared the local emergency, based upon conditions which include both incorporated and unincorporated territory of the county, it is not necessary for the cities to also declare the existence of a local emergency independently.”
- GC § 8630(b) Proclamation by local governing body: the local health officer may proclaim a local emergency, if specifically designated to do so by ordinance adopted by the governing body of the jurisdiction.
- A “local emergency” as defined by GC § 8558(c), includes such health-related conditions as air pollution, epidemic, and plant or animal infestation or disease. A “local emergency” may also be proclaimed upon the existence of “other conditions.”
- GC § 8625 State of Emergency Proclamation by Governor.
- GC § 8625(b) The Public Health Officer may not request that the Governor proclaim a “State of Emergency.” Only the Mayor or chief executive of the affected city, or the chairman of the county board of supervisors, or county administrative officer may request that the Governor proclaim a “State of Emergency.”
- HSC § 101040 Authority to take preventive measures during emergency.
- HSC § 101080 Declaration of health emergency; conditions; duration; review: The term “health emergency” is narrowly defined in HSC § 101080 as a spill or release of hazardous waste or medical waste, as described in § 101075 that is determined by the director (DHS) or local health officer to be an immediate threat to public health or “whenever there is an imminent and proximate threat of the introduction of any contagious, infectious, or communicable disease, chemical agent, non-communicable agent, toxin, or radioactive agent.”
- HSC §101085 Health emergencies; powers of health officials.
- HSC § 101310 Health emergencies. “In the event a health emergency is declared by the board of supervisors in a county, or in the event a county health emergency is declared by the county health officer pursuant to Section 101080, the local health officer shall have supervision and control over environmental health and sanitation programs and personnel employed by the county during the state of emergency.”
- The “health emergency” that is declared by the board of supervisors in HSC §101310 is a “local emergency,” which has been proclaimed for a health-related reason as defined under GC § 8558(c) pursuant to GC § 8630.
- Section 101310 (originally § 1155.7) was added to the Health and Safety Code in Chapter 1364, Statutes of 1974. The purpose of the section was to ensure that health officers had field personnel available to respond to an emergency. This became necessary when environmental health programs were granted the authority to form comprehensive environmental health agencies outside of the health department in

accordance with § 1155.5 and 1155.6 of this legislation. Section 1155.7 was renumbered to §1158 in 1979 and later amended to include the ability to respond to health emergencies created by a spill or release of hazardous wastes, in Chapter 927, Statutes of 1980.

- Penal Code § 409.5 provides the local health officer with authority to order an evacuation if there is an immediate menace to the public health from a calamity, such as a flood, storm, fire, earthquake, explosion, accident or other disaster.

- At the federal level, the U.S. Department of Health and Human Services (HHS) provides the framework for its management of public health and medical response to an emergency or disaster. The Assistant Secretary for Preparedness and Response (ASPR) directs and coordinates federal public health and medical assistance provided under ESF-8.

  The ASPR coordinates the Federal ESF-8 response through the HHS Emergency Management Group or EMG, which operates from the Secretary's Operations Center at HHS headquarters in Washington, D.C. The legal authority of the Secretary includes: Legal Authority without declaration of a Public Health Emergency

  - Section 319 of the Public Health Services Act, HHS Secretary has broad legal authorities to provide assistance to states and local entities and to conduct studies, to include establishing isolation and quarantine; maintaining Strategic National Stockpile (SNS); activating National Disaster Medical System (NDMS); deploying Medical Reserve Corps (MRC); maintaining safety of food, drugs, biological products and medical devices; and providing temporary assistance to needy families and responding to needs of "at-risk" individuals.
  - The Secretary may waive certain requirements for drugs covered by risk evaluation and mitigation strategies or permit the dispensing of medical products intended to prevent, diagnose, or treat a disease or condition caused by such a product described for emergency use. Legal Authority with Declaration of a Public Health Emergency.
  - Make grants to State and local agencies.
  - Provide awards for expenses & contract.
  - Conduct and support investigation into cause, treatment, or prevention of specific disease or disorder.

- The Medical Health Operational Area Coordinator (MHOAC) program coordinates the functions identified in statute under the Health & Safety Code §1797.153. Within the Mutual Aid Region, the Regional Disaster Medical Health Coordinator (RDMHC) program coordinates the functions identified in Health and Safety Code §1797.152.

ALTERED LEGAL, REGULATORY AND PRACTICE CONSIDERATIONS IN A PUBLIC HEALTH EMERGENCY

- Funding and/or resources during a public health emergency may come from several sources.
- Grant extensions or waive sanctions related to deadlines for data/reports.
- Modify practice of telemedicine.
- Allow temporary reassignment of State and local personnel during a public health emergency.

- Adjust Medicare reimbursement for certain Part B Drugs.
- Legal Authority When the President declares a Major Disaster or an Emergency.
    - In addition to regular authorities, HHS Secretary may be authorized or directed to take other actions under the Robert T. Stafford Act or an emergency under the National Emergencies Act.

- Emergency Authority When the President and the HHS Secretary issue a Declaration.
    - Under section 1135 of the Social Security Act, the HHS Secretary may temporarily waive certain Medicare, Medicaid and Children's Health Insurance Program (CHIP) requirements to ensure that sufficient health care items and services are available to meet need of individuals enrolled in Social Security Act programs, to include but not limited to waivers or modifications to:
        - Emergency Medical Treatment and Labor Act (EMTALA) sanctions for direction or reallocation of an individual to another location to receive medical screening or transfer. A waiver is effective only if actions under the waiver do not discriminate on the basis of patient's source of payment or ability to pay.
        - Health Insurance Portability and Accountability Act (HIPAA) sanctions and penalties relating to the following:
            - Obtaining a patient's consent to speak with family members
            - Honoring a patient's request to opt out of the facility directory
            - Distributing a note of privacy practices
            - Honoring the patient's right to request privacy restrictions or confidential communications
    - Following a declaration under section 319 of the Public Health Service (PHS) Act, the Secretary of the Department of Health and Human Services can make grants, provide supplies, equipment, and services; grant extensions or waive sanctions; or access 'no-year' funds appropriated to the Public Health Emergency Fund.

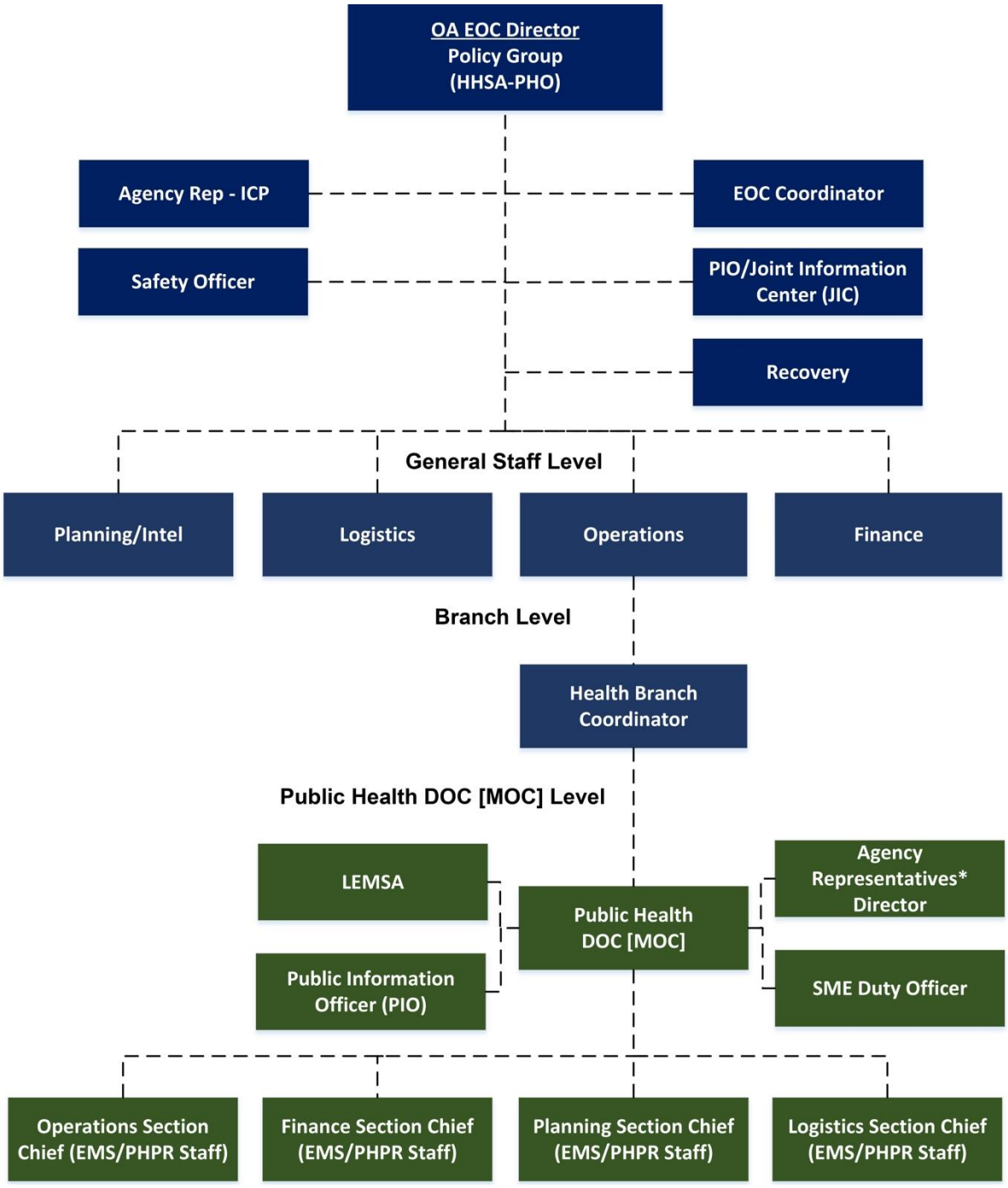
APPENDIX A: PUBLIC HEALTH OPERATIONS EMERGENCY ACTIONS

	Action	Responsibility
☐	Report to the OA EOC. Other designated staff report to EMS/PH DOC [MOC] or HHSA DOC.	Public Health Officer and Designated PHS Staff
☐	Issue appropriate public health orders, including orders of quarantine, and protective guidelines, as needed.	Public Health Officer
☐	Consider requesting declaration of Local Health Emergency (if emergency is of a public health nature only).	Public Health Officer
☐	Consider recommending activation of a policy group of County and regional executive leadership from affected jurisdictions.	Public Health Officer
☐	Coordinate health-related activities among local public and private response agencies or groups.	Public Health Services / MCS / EMS
☐	Communicate with local hospitals/clinics to determine surge needs.	Public Health Services / MHOAC / EMS
☐	Coordinate with the County Medical Examiner, on any health-related problems associated with the disposal of the dead.	Public Health Services
☐	Request assistance from the State Mutual Aid Regional Disaster Medical Health Coordinator (RDMHC), as required.	MHOAC / Public Health Services / EMS
☐	Determine potential health hazards and establish standards for control.	Public Health Services
☐	Coordinate a systematic inspection of health hazards in affected areas as needed.	Public Health Services MHOAC / EMS / DEHQ
☐	Assist in environmental protection activities.	Public Health Services / DEHQ
☐	Implement preventive health measures, including the control of communicable diseases and other public health threats.	Public Health Services
☐	Provide laboratory testing as needed to prevent environmental, zoonotic, or human-to-human disease transmission.	Public Health Laboratory
☐	Conduct appropriate laboratory testing to monitor situation throughout event response.	Public Health Services / Public Health Laboratory
☐	Assist in disease control activities.	Public Health Services / Public Health Nursing Unit / Epidemiology and Immunization Services Branch
☐	Assist in community health assessment.	Public Health Services / Public Health Nursing Unit / Community Health Statistics Unit
☐	Assist in Field Treatment Sites and Mass Care Shelters when requested.	Public Health Services / Public Health Nursing Unit
☐	Provide supportive health care at operating Public Health Centers/PHS clinics.	Public Health Nursing Unit / Public Health Services
☐	Conduct preventive health services, as needed.	Public Health Services / Public Health Nursing Unit

APPENDIX B: ORGANIZATIONAL STRUCTURE AND OVERVIEW OF MEDICAL HEALTH INCIDENT COMMAND FRAMEWORK

FIGURE 1:

Medical Health Operations at the San Diego County Public Health Departmental Operations Center (DOC) [Medical Operations Center or MOC] and the Operational Area Emergency Operations Center.



ANNEX F
Department of the Chief Medical Examiner Operations



Decorative Image

Operational Area Emergency Operations Plan
SEPTEMBER 2022

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

ACKNOWLEDGEMENTS

Chief Medical Examiner Principal Planners

Steven Campman, M.D Chief Medical Examiner

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EXECUTIVE SUMMARY

This annex defines the role of the Department of the Medical Examiner during and following a disaster, and discusses statewide Mutual Aid. The Department of the Medical Examiner is responsible for setting up Medical Examiner Emergency Teams, temporary morgues, search and recovery teams for remains, and the procurement and allocation of supplies and resources. The Department of the Medical Examiner is also responsible for the identification and listing of the victims, the notification of next of kin, and in some cases establishing a Family Assistance Center (FAC).

TABLE OF CONTENTS

General 1
Concept of Operations 2
Organization and Assignment of Responsibilities 3
Support Functions 4
Direction, Control, or Coordination 9
Information Collection and Dissemination 10
Communications 11
Administration, Finance, and Logistics 11
Annex Development and Maintenance 13
Authorities and References 13
Attachment 14

GENERAL

PURPOSE

Annex F defines the actions, roles, and expectations necessary to provide a coordinated response to incidents resulting in mass fatalities in San Diego County.

SCOPE

The San Diego County Department of the Medical Examiner is the agency responsible for investigating deaths primarily resulting from sudden and unexpected causes, and certifying the cause and manner of such deaths, in San Diego County, according to California Government Code Section 27491, and Health and Safety Code Section 102850. With that responsibility, the Medical Examiner also has a role in identifying victims of mass fatality incidences, and in storage of human remains until final disposition can be made. The Medical Examiner will operate under normal procedures unless one or more of the following conditions exists:

- The number of fatalities overwhelms Medical Examiner local resources.
- Conditions in the recovery of bodies present a hazard to personnel, i.e., hazardous materials, radiation, etc.
- Access to Medical Examiner's facility is blocked or impeded.
- Medical Examiner's facility is severely damaged.
- A local pandemic exists limiting the availability of Medical Examiner staff.

OBJECTIVES

The overall objectives of the Medical Examiner operations will be to:

- Recover, identify and facilitate adequate disposition of human remains.
- Coordinate evidence identification and collection with the appropriate law enforcement agency.
- Determine the cause and manner of death.
- Inventory and protect the personal effects of the deceased.
- Prepare and coordinate the list of deceased, both identified and unidentified.
- Notify next of kin.
- Process and maintain necessary records.
- Coordinate information and notification with local law enforcement jurisdictions, public health, and other related agencies.
- Facilitate timely public information release through coordination with County Public Information agencies, the Joint Information Center (JIC) if the Operational Area (OA) Emergency Operations Center (EOC) is activated, and the agencies involved in the incident response.

WHOLE COMMUNITY APPROACH

The San Diego Operational Area is committed to achieving and fostering an emergency management system that uses a Whole Community Approach and is fully inclusive of individual needs and circumstances. For further details on the Whole Community Approach to emergency management and the integration of inclusive emergency management practices, refer to the Basic Plan.

CONCEPT OF OPERATIONS

Partial or full activation of this annex shall be by the direction of the Chief Medical Examiner or his designated representative.

In general, when activated, the Medical Examiner will change daily operations to meet the requirements of the emergency, and, as required, will be inserted into the standard National Incident Management System (NIMS) and Standardized Emergency Management System (SEMS) model activated by the County Office of Emergency Services (OES). The most likely changes will be to temporarily expand the capacity to store human remains, property and evidence, and to temporarily expand communication capabilities, especially concerning communication with the next-of-kin of victims. The Medical Examiner will maintain usual operations, expanding in the necessary areas, with assistance from outside agencies (as described below), including use of the California Coroner's Mutual Aid Agreement, depending on the situation, and the US Department of Health and Human Services' Disaster Mortuary Operations Response Teams (DMORT).

ORGANIZATION

The Chief Medical Examiner shall direct and coordinate all medical examiner-related objectives and services within the Operational Area.

When possible, the Medical Examiner will coordinate operations from the Medical Examiner Facility. Depending on the extent of the activation of this annex, the Medical Examiner or representative will direct emergency operations from the Operational Area (OA) Emergency Operations Center (EOC). The organization and assignment of responsibility for Medical Examiner's functions is summarized in the sections that follow.

ASSIGNMENT OF RESPONSIBILITIES

The Medical Examiner's responsibilities include:

- Designate a Disaster Control Staff Coordinator.
- Establish a Medical Examiner representative and integrate the position into the management structure at the OA EOC.
- Establish Field Medical Examiner and Collection Teams.
- Establish Field or Site Body Collection Locations.
- Establish a FAC.
- Implement a record keeping system for number and identity of fatalities.
- Establish body storage and examination facilities and transportation.
- Coordinate with search and recovery teams for body recovery.
- Coordinate with Law Enforcement and the Public Administrator's Office for recording, storage and protection of the personal effects of the deceased.
- Notify next of kin (NoK) of identified decedents:
  - In-person notification.
  - In-person notification at FAC.
  - Law enforcement or local Medical Examiner notification in area of NoK.
  - Telephone or mail notification.
- Coordinate the services of:
  - Funeral Directors
  - Dentists
  - Chaplain Corp
  - American Red Cross
  - Salvation Army
  - X-Ray Technicians
  - 2-1-1 San Diego
  - California Coroner Mutual Aid Agencies and/or DMORT

- Decedent transportation agencies
- Other supporting agencies (see “Support Functions”, below)

- Establish requests for mutual aid, if required, in accordance with the California Medical Examiner/Coroner’s Mutual Aid System, the US Department of Health and Human Services DMORT, or the Emergency Management Assistance Compact (EMAC).
- Determine disposition of human remains. In the event of mass fatalities beyond the local burial capacity, establish pre-designated temporary burial locations and a system, including marking graves for potential future recovery, in conjunction with the County Public Health Officer (PHO).
- Facilitate timely release of accurate public information pertaining to the incident, through coordination with County public information agencies, and otherwise respond to public inquiry through the Family Assistance Center.

SUPPORT FUNCTIONS

BODY COLLECTION SITE

Whenever possible, the Medical Examiner team responds to the location of the body for recovery. In the event of multiple casualties or inaccessible recovery areas, a Body Collection Site could t be established in the field. Depending upon the circumstances of the event, the Medical Examiner will employ its mobile morgue vehicle, mobile morgue trailers, and/or tents to hold recovered bodies at the Body Collection Site. In mass fatality incidences involving broad areas of the OA, multiple regional Body Collection Sites may be established. The Body Collection Site will be a designated point for the collection of all recovered bodies.

The Medical Examiner Field Emergency Team(s) will work at the Body Collection Site performing the following functions:

- Affixing identification bands or tags to remains, and logging recovered bodies as they are received.



Decorative Image

- Preliminary identification of remains.
- Label and log all property and personal effects.
- Prepare remains for transportation to the Medical Examiner.

MASS FATALITY/TEMPORARY MORGUE/FAMILY ASSISTANCE CENTER FACILITY

In mass fatality incidents, temporary refrigeration containers will be used to augment the Medical Examiner's Office permanent capacity. When the fatality numbers exceed the expanded capacity of the Medical Examiner facility, or the facility is unusable, the Medical Examiner will establish a Temporary Field Morgue. The National Disaster Medical System's (NDMS) DMORT team is available to assist in the establishment of the Temporary Field Morgue. During an emergency response, DMORTs work under the guidance of the local Medical Examiner by providing technical assistance, personnel, and equipment to recover, identify, and process deceased victims. The functions of a Temporary Field Morgue will be:

- Receive and log the remains into a systematic accounting system with a unique identifying number, and place bodies in proper temporary storage.
- Identify a preliminary cause and manner of death.
- Catalog, secure, and make proper disposition of property and personal effects.
- Identify remains.
- Provide wellness counseling for staff.
- Maintain necessary reports and records.

FACILITY

The Ideal Temporary Morgue Facility should be:

- A large facility with cold-storage capability or open area for cold-storage trailers and a receiving area away from the front entrance.
- Equipped with showers, water, electricity, parking areas, Internet, and telephone communications.
- Fenced or locked for security.
- Equipped with an office/administrative area.

STAFF

Depending on the incident, the Temporary Field Morgue staff includes the following:

- Medical Examiner Field Emergency Teams
- Law enforcement for security
- Outside x-ray technologist (non-Medical Examiner staff)
- Dentists
- Anthropologists
- Forensic Autopsy Assistants/Embalmers
- Toxicology laboratory personnel
- Clerical staff
- Transportation coordinators

EQUIPMENT

Depending on the incident, the Temporary Field Morgue Equipment needs include the following:

- Cold storage capability (i.e., mobile refrigerator vans, trucks, trailers, or Conex containers)
- Dental and portable whole body x-ray equipment
- Computers/telephones/radios communication to field agents
- Office and record keeping supplies
- Portable autopsy tables
- Source of running water
- Source of electricity
- Lighting source
- Laptops and wireless/cellular internet access
- Body pouches
- Bar-coding equipment, if available
- Generator(s)

FAMILY ASSISTANCE CENTER (FAC)[2]

In mass fatality incidents, Family Assistance Centers will be used to:

- Provide a safe location to notify the families of the status of their loved ones.
- Guide families through the administrative processes regarding identification of their loved ones and final disposition. *(They may not be able or allowed to reclaim the body depending on the incident or condition of the bodies.)*
- Provide appropriate emotional support for grieving families by coordinating meetings with mental health and social services.
- Collect information from the next of kin, including descriptions of their missing loved ones, contact information for the dentist or prior treating healthcare facilities of their missing loved one, and samples for DNA comparison, to facilitate identification of remains.

Victim Identification Data Collection

The FAC is the primary location for collecting antemortem data for victims of a mass fatality incident for identification purposes. In the event of a natural disaster, such as flood or earthquake, the FAC could be a portion of the County Family Reunification Center, which will also be a data collection point to gather information to reunify separated family members.

Family Interview Process

The Medical Examiner's Office requires antemortem data for identification of remains. This information will be gathered from family members by means of an interview with an investigator, mortuary officer, or staff assigned to the FAC. During the interview, family

[2] San Diego County Department of the Medical Examiner: Family Assistance Center Operations Guide (Campman M.D., Steven, May 2019)

members will be asked to provide very detailed information regarding their loved one's body and medical history, especially the location of any existing dental or other x-rays and could involve the collection of a sample from a relative for DNA comparison (such as a mouth/cheek swabbing or saliva). Interviewers will collect this information in a caring and compassionate manner. Information collected will be compared to postmortem data for identification purposes. Translators may be required and must be used as appropriate to sufficiently meet the needs of the family during the interview.

FAC Location

The facility should be located away from the disaster site and the morgue. Access to the FAC should be easy and the site should have ample free parking. The facility must be in compliance with the Americans with Disabilities Act (ADA) and have support staff available to assist people with access and functional needs. The location must be large enough to accommodate the following rooms/spaces:

- **Family Briefing Room:** Briefings by the Medical Examiner, National Transportation Safety Board, Federal Bureau of Investigations or other agencies take place in the Family Briefing Room. The room should comfortably accommodate 150-300 people (the actual size of the room will be incident specific).
- **Reception Area:** Required to evaluate needs of family members or any visitors to the facility.
- **Family Interview /Death Notification Rooms:** Private rooms that will accommodate up to 10 people.
- **DNA Sample Collection Room**
- **Family Refreshment Room**
- **Restrooms**
- **Childcare Room**
- **Chapel**
- **Information Resources Center:** Houses database administration, network/technical support.
- **Administrative Office Space:** Work area for Medical Examiner and members of other governmental agencies such as the National Transportation Safety Board (NTSB), chaplaincy, security, mental health, etc.
- **Designated media area** that is located away from families.

TEMPORARY BURIAL

Necessary Conditions

Temporary burial may become necessary when the number of victims becomes a public health hazard and the dead cannot be:

- Adequately refrigerated or embalmed to prevent decomposition.
- Released to the next of kin.
- Transported to and/or cared for by cemeteries, mausoleums, crematoriums, etc.

Joint Decision

The decision to begin temporary burial must be made jointly by the Chief Medical Examiner, County Public Health Officer, the County's Director of Emergency Services (CAO), OES, the California Governor's Office of Emergency Services (Cal OES), and applicable city/special district officials and leaders within the community.

Location

The site of temporary burial must also be agreed upon by the above agencies. Ideally, an existing cemetery would be the most logical location for temporary burial. However, should this type of site not be available, County-owned open space, parks and recreational areas, flood control basins (weather permitting), sides of freeways, areas beneath power lines, areas along rail lines, and rail yards are suggested alternate sites.

Record Keeping and Final Disposition

The burial, preservation and record keeping system (grids and numbers) will be supervised by the Medical Examiner. Efforts will be made to mark graves for potential future recovery. Further disposition of buried bodies would be handled by the Medical Examiner in conjunction with the next of kin, local authorities, and cooperating funeral homes.

SUPPORT FUNCTIONS

The following agencies/departments have potential roles supporting this annex, as follows:

- **Public Administrator's Office, County of San Diego:** Property of deceased
- **General Services, County of San Diego:** Provide equipment and supplies
- **Purchasing and Contracting, County of San Diego:** Purchasing emergency supplies and services
- **Department of Environmental Health and Quality (DEHQ), County of San Diego:** Public health hazard of un-disposed remains; environmental safety for Medical Examiner Field Teams
- **American Red Cross (ARC) and Salvation Army:** Assist with the FAC; Public Inquiry Report record keeping assistance
- **County Communications Office (CCO), County of San Diego:** Assist with media and public requests
- **Health and Human Services Agency (HHSA) Behavioral Health, County of San Diego:** Critical incident stress management
- **Emergency Medical Services (EMS), County of San Diego:** Temporary morgue
- **County Technology Office (CTO):** Technology and communications support
- **Fire departments/districts:** Temporary morgue
- **Law enforcement agencies:** Medical Examiner Field Teams; field security; property security; FAC security
- **Dentists, x-ray technicians and anthropologists:** Identification process
- **Funeral Directors:** private transportation and disposition of remains
- **Transportation Companies:** Transportation and recovery of remains



- **2-1-1 San Diego:** Registration of volunteers and collection of missing person reports from the public
- **San Diego County Chaplain Corp:** Provide appropriate emotional and/or faith support to agencies and/or individuals needing assistance
- **San Diego County Disaster Rapid Assessment Team:** Provide necessary assistance for the AFN community
- **US Department of Health and Human Services:** DMORT assistance with all Medical Examiner functions and duties under the coordination of the local Medical Examiner
- **California Governor's Office of Emergency Services:** Provide state mutual aid for Medical Examiner/Coroner functions and duties as requested by the local Medical Examiner
- **National Transportation and Safety Board (NTSB):** Establish FAC in the event of a transportation accident resulting in a major loss of life

DIRECTION, CONTROL, OR COORDINATION

The Chief Medical Examiner shall direct and coordinate all Medical Examiner-related objectives and services within the OA. The level and extent of the activation of this annex is contingent on the actual event and the severity of the conditions.



LEVEL I RESPONSE: The Chief Medical Examiner or their designee will direct and coordinate operations from the OA EOC. All employees will be assigned to the emergency. It is likely that all aspects of this annex will be activated. Normal operations will possibly be suspended for the duration of the emergency.

LEVEL II RESPONSE: The Chief Medical Examiner or their designee will direct and coordinate operations either from the Medical Examiner & Forensic Center, a secondary headquarters, or the OA EOC. On-duty and called-back employees will be assigned to the emergency as needed. Normal operations will possibly be suspended for the duration of the emergency.

LEVEL III RESPONSE: The Chief Medical Examiner or their designee will direct and coordinate operations from the Medical Examiner & Forensic Center. On-duty personnel will

immediately be assigned to the emergency. Normal operations will continue as called-back employees arrive to work.

NOTIFICATION AND CALL-BACK

Upon notification of an emergency or disaster, all Medical Examiner staff will contact their supervisor, or appropriate person in the chain of command, as soon as possible for assignment. If communications cannot be established with the supervisor, or appropriate person within the chain of command, personnel are to report to the closest Sheriff's substation or police station and report their location via law enforcement radio.

MEDICAL EXAMINER FIELD EMERGENCY TEAMS

The Chief Medical Examiner will determine the need for utilizing Medical Examiner Field Emergency Teams, depending on the nature and the condition of the emergency. A Medical Examiner Field Emergency Team will consist of some or all of the following staff:

- Deputy Medical Examiner
- Medical Examiner Investigator
- Law enforcement officer (field investigation, security)
- Contract removal and transportation personnel
- Forensic Autopsy Assistants
- Clerical staff (record keeping, reports)

INFORMATION COLLECTION AND DISSEMINATION

Information collection and dissemination are among the Medical Examiner's most important functions.

NOTIFICATION OF DEATHS:

In the event of a mass fatality incident, the Medical Examiner will likely be notified of deaths by multiple sources, including hospitals, law enforcement, fire and rescue agencies, and possibly members of the community. In a mass fatality incident, the Medical Examiner will likely establish and publicize a dedicated phone number to receive notification of deaths and to handle inquiries pertaining to the incident.

- Hospitals will report deaths to the Medical Examiner, directly or through County Public Health's Departmental Operations Center (DOC), commonly known as the Medical Operations Center (MOC). If the death is under jurisdiction of the Medical Examiner or the hospital's morgue capacity is exceeded, the Medical Examiner will coordinate removal of the remains from the hospital. The report will include the number of dead, any identifying information, and the presumed cause of death.

- At a mass fatality scene, deaths will be reported through the Incident Command structure, for accounting and planning the Medical Examiner's response.

- Telephone or radio communications are the most likely mechanisms of communication from law enforcement agencies, other first responders, and hospitals.

- The Medical Examiner representative at the OA EOC will be the liaison between the Medical Examiner, those on-scene, and other County and responding agencies. The representative will share information about fatality statistics and Medical Examiner response capabilities.

OTHER COLLECTION OF INFORMATION:

Information about missing persons and those thought to have been killed will be collected from next of kin at the FAC (as above), by personal or telephone interview by a Medical Examiner's Investigator, or through 2-1-1's call center. The primary goal of this communication is to facilitate identification of the deceased.

RELEASE OF INFORMATION:

The Medical Examiner will use a coordinated release of information to the media through the Joint Information Center (JIC) of the OA EOC. The Medical Examiner web page will include updated press releases as soon as possible. The Medical Examiner will hold family briefings prior to press conferences.

As with any death falling under the jurisdiction of the Medical Examiner, it is the responsibility of the Medical Examine to ensure that the next of kin is notified of the death.

COMMUNICATIONS

Various County government departments utilize voice radio communications in the furtherance of their duties. These departments operate on the Regional Communications System (RCS) and have been assigned their own talk groups. Countywide and mutual aid talk groups provide the ability for these departments to talk to each other and with other RCS agencies. When required, these agencies coordinate via the Sheriff's Communications Center. The Medical Examiner is a member of RCS.

ADMINISTRATION, FINANCE, AND LOGISTICS

Under the Standardized Emergency Management System (SEMS), special districts are considered local governments. As such, they are included in the emergency planning efforts throughout the OA. The OA Emergency Organization, in accordance with SEMS, supports and is supported by:

- Cities within the OA
- The County of San Diego
- Special Districts
- Other Counties
- The State of California
- The Federal Government

The National Incident Management System (NIMS) provides a consistent nationwide template to enable Federal, State, local, and tribal governments and private-sector and non-governmental organizations to work together effectively. NIMS also enables these entities to

efficiently prepare for, prevent, respond to, and recover from domestic incidents, regardless of cause, size, or complexity, including acts of catastrophic terrorism.

Mutual aid, including personnel, supplies, and equipment, is provided in accordance with the California Master Mutual Aid Agreement, and other OA Mutual Aid Agreements.

There are some City and County personnel who do not have specific task assignments. They are automatically designated by State Law as Disaster Service Workers during a disaster and may serve many functions in the Family Assistance Center (FAC) if opened, such as assisting with registration and other administrative needs, FAC site maintenance, helping to maintain information technology, serving as Family Escorts, interviewing families, assisting with conveniences (i.e., meals, coffee, blankets, etc.), assisting with a call center, and providing information assistance in navigating the FAC and/or the local area.

- "All public employees and all registered volunteers of a jurisdiction having an accredited disaster council are Disaster Service Workers," per Government Code Title I, Division 4, Chapter 8, and Labor Code, Part I, Division 4, Chapters 1 and 10.
- The term public employees include all persons employed by the State, or any County, City or public district.
- Other personnel including volunteers can be registered by OES as Disaster Service Workers, which provides Workers Compensation and liability coverage.

OES maintains a list of pre-registered volunteers affiliated with volunteer organizations that have been signed up as Disaster Service Workers (DSWs).

Vital records of the Department of the Medical Examiner are routinely stored in a secured location at the various divisions of the Department in printed hard copy form and electronically.[3] All Information Technology Services are managed by the County Technology Office (CTO).

LOGISTICS

During normal day-to-day operations the Medical Examiner will prepare and update these emergency plans, Standard Operating Procedures, pre-arranged agreements, Statements or Memorandum of Understanding or Agreements, resource listings, and checklists. For most administration, finance, and logistics, the Medical Examiner will use its existing Administrative Services, as the Medical Examiner's daily function is generally the same as it is in mass fatality incidences, although on a smaller scale. Acquisition of equipment or other resources unique to mass fatality responses will be coordinated through the Logistics Section of the Emergency Operations Center and the Departments of General Services and Purchasing and Contracting, and other Departments, as appropriate.

The Medical Examiner participates in the California Coroner Mutual Aid Plan and its planning and maintenance; has a Statement of Understanding with the American Red Cross regarding its role with the Medical Examiner in mass fatality response and maintains contracts with contractor companies for supply of supplies like body pouches and personal protective equipment.

[3] County of San Diego Department of the Medical Examiner Continuity of Operations Plan, June 2021

ANNEX DEVELOPMENT AND MAINTENANCE

This annex is a product of the OA Emergency Operations Plan (EOP). As such, the policies, procedures, and practices outlined in the OA EOP govern this annex. OES is subject to coordinate the maintenance and update of this annex every four years, in accordance with the maintenance schedule established for the OA EOP. Record of changes, approval, and dissemination of the OA EOP will also apply to this annex.

Updates to this annex can be made before such time for multiple reasons, including but not limited to changes in policy/procedure, improvements and recommendations based on real life events or exercises, etc. Recommended changes should be submitted to OES at oes@sdcounty.ca.gov

This annex was originally prepared by the Unified San Diego County Emergency Services Organization, staff and principal planners.

AUTHORITIES AND REFERENCES

The San Diego County Department of the Medical Examiner is the agency responsible for investigating deaths primarily resulting from sudden and unexpected causes, and certifying the cause and manner of such deaths, in San Diego County, according to California Government Code Section 27491, and Health and Safety Code Section 102850.

Additional information and guidance on Medical Examiner mass fatality response is available from the National Association of Medical Examiners (The National Association of Medical Examiners Standard Operating Procedures for Mass Fatality Management), the California State Coroner Mutual Aid Plan, and the Centers for Disease Control and Prevention (Guidelines for Handling Decedents Contaminated with Radioactive Materials).

ATTACHMENT 1

MEDICAL EXAMINER EMERGENCY ACTION CHECKLIST (EXAMPLE)

ACTION	RESPONSIBILITY
Staff OA EOC	Medical Examiner
Coordinate Medical Examiner Field Teams	Medical Examiner / Law Enforcement
Dispatch Chaplains to Family Assistance Center and incident sites to provide emotional and/or faith support to agencies or individuals needing assistance	Medical Examiner
Establish Body Collection Sites	Medical Examiner
Determine and procure additional supplies	Medical Examiner / OES / General Services / Purchasing and Contracting
Set up reporting / record keeping system	Medical Examiner
Determine transportation needs and route status	Medical Examiner
Establish field morgue, if needed	Medical Examiner
Assign support personnel for identification and field processing	Medical Examiner
Coordinate with law enforcement for security	Medical Examiner / Law Enforcement
Notification of next of kin	Medical Examiner
Response to public inquiry	Medical Examiner / OES / County Communications Office / American Red Cross / Salvation Army / 2-1-1
Provide and release information to the public	Medical Examiner / OES / County Communications Office
Request Mutual Aid, as needed	Medical Examiner / OES
Establish Family Assistance Center or staff FAC portion of County Family Reunification Center	Medical Examiner / American Red Cross / OES

ANNEX G

Care and Shelter Operations



Decorative Image

Operational Area Emergency Operations Plan

SEPTEMBER 2022

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

ACKNOWLEDGEMENTS

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EXECUTIVE SUMMARY

This annex defines the role of the Health and Human Services Agency (HHSA) and the American Red Cross (ARC) in providing care and shelter. In San Diego County, mass care services may be provided by a combination of any one of the following agencies: ARC, County of San Diego, local governments and/or faith-based organizations. This annex addresses the following areas:

- Identifies options for providing mass care and shelter services to those impacted during a disaster.
- Identifies the roles and responsibilities of each partner agency involved in care and shelter operations.
- Provides guidance regarding possible resources for meeting the needs of people with disabilities and other access and functional needs.

TABLE OF CONTENTS

General	1
Authorities and References	2
Assumptions	3
Concept of Operations	5
Response Organization and Structure	12
Roles and Responsibilities	16
Notification and Activation	21
Appendices	25

GENERAL

INTRODUCTION

The function of mass care and shelter is to provide relief to people temporarily displaced by natural, technological or human-caused emergencies or disasters. This annex outlines the San Diego County Operational Area's (OA) planned response for mass care and shelter associated with large-scale disasters. This annex includes information regarding general mass care and shelter, which includes providing for individuals with disabilities and others with access and functional needs, as well as feeding and human services. The intent of this annex is to create a framework for a mass care and shelter event within existing statutory obligations and limitations. This annex does not apply to normal day-to-day operations, rather, it focuses on large-scale, catastrophic events that can generate unique situations.

PURPOSE

The purpose of this annex is to define the framework for how the San Diego County OA will address the sheltering, feeding, and human service needs of persons affected by a disaster.

SCOPE

The Care and Shelter Operations Annex details the organization, responsibilities, and concept of operations for response and recovery functions during a potential, imminent, or

declared emergency. It provides a structure in which to effectively direct, manage, and control the following activities:

- **Mass Care:** the provision of shelter, feeding, and bulk distribution of needed items and related services to persons affected by a large-scale incident.
- **Human Services:** the provision of very basic supplemental services to support the personal and/or immediate recovery needs of individuals affected by disaster. Attention is focused on more vulnerable persons, who because of age, health, disability, language, or medical condition may need additional assistance to benefit from the mass care services described above. Effective service delivery requires coordination with non-governmental organizations.

The San Diego County OA model for shelter operations is integrated and inclusive. The County will use shelter facilities that are ADA-compliant or can be made compliant through modification, and showers and restrooms will be fully accessible to all occupants. Additionally, as part of shelter operations, the County of San Diego will address the needs of individuals with disabilities and others with access and functional needs, which includes individuals who have developmental or intellectual disabilities, physical disabilities, chronic conditions, injuries, limited English proficiency or who are non-English speaking, older adults, children, people living in institutionalized settings, or those who are low-income, homeless, or transportation disadvantaged, including, but not limited to, those who are dependent on public transit or those who are pregnant.

Following a large-scale disaster event there will be a transition from mass care emergency services identified above to longer term recovery services and programs. This “recovery support” includes both government assistance and the more sustainable (i.e., ongoing) efforts that evolve from community and faith-based organizations.

This annex aligns with federal Emergency Support Function #6 – Mass Care, Emergency Assistance, Temporary Housing and Human Services (ESF #6) and with the State of California Emergency Plan Emergency Function 6 (EF 6) – Care and Shelter. Some aspects of ESF #6 and EF 6 are not included in this annex, including emergency assistance and temporary housing.

WHOLE COMMUNITY APPROACH

The San Diego Operational Area is committed to achieving and fostering an emergency management system that uses a Whole Community Approach and is fully inclusive of individual needs and circumstances. For further details on the Whole Community Approach to emergency management and the integration of inclusive emergency management practices, refer to the Basic Plan.

AUTHORITIES AND REFERENCES

FEDERAL

- The Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988, as amended
- Post-Katrina Emergency Management Reform Act of 2006
- Pets Evacuation and Transportation Standards Act of 2006

- Americans With Disabilities Act of 1990, as amended
- Rehabilitation Act of 1973, as amended
- National Response Framework, 2016
- National Incident Management System (NIMS)
- Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters (FEMA)

STATE

- California Emergency Services Act, California Government Code § 8550-8668
- Health and Safety Code § 34070
- Standardized Emergency Management System (SEMS)
- California Government Code § 8593.3 (2016) – Accessibility to Emergency Information and Services

LOCAL

- "Understanding Between the Unified San Diego County Emergency Services Organization and the San Diego County Chapter of the American Red Cross." April 10, 1979.

ASSUMPTIONS

- The County of San Diego Health and Human Services Agency (HHSA) is the agency with primary responsibility for overall coordination of shelter operations in the OA. This includes site selection, shelter opening and closing, and managing available resources for shelter sites. It also includes communicating and coordinating with site managers and monitoring service delivery to ensure that shelters are providing a safe environment for displaced residents that meets both their basic and functional needs.
- The Director of HHSA will appoint a Care and Shelter Branch Coordinator to coordinate care and shelter activities in the OA Emergency Operations Center (EOC).
- The American Red Cross (ARC) will serve as the principle organization responsible for operating care and shelter facilities in coordination with the County and incorporated cities. An agreement exists between the County of San Diego Office of Emergency Services (OES) and the ARC for the coordination of mass care and shelter operations.
- The ARC serves as the lead organization for developing potential shelter sites within the OA. The County of San Diego and incorporated cities have generally adopted ARC sheltering principles and practices as the standard for all shelter operations within the OA, regardless of whether the shelter is operated by the ARC, County, or an incorporated city. To augment ARC capabilities, the County of San Diego and many incorporated cities within the OA train employees and volunteers to manage and operate shelters.
- Licensed care facilities, including, but not limited to, Skilled Nursing Facilities (SNFs), Residential Care Facilities for the Elderly (RCFEs), and Adult Residential Facilities, must

develop plans to relocate their clients to like-facilities that can provide a similar level of care.

- It is anticipated that approximately 5% of an evacuated population may seek shelter at a mass care facility. The majority of evacuees will stay with friends/family, move out of the area, or stay in hotels.
- Evacuees in shelters will be provided with public information concerning the disaster through multiple modalities.
- A percentage of those seeking shelter may need transportation from impact areas to care and shelter facilities. Some may also need transportation to and from medical appointments, to pick up medications, or from one shelter to another.
- Medically fragile persons are best sheltered at medical facilities that can support medically fragile persons and their caregivers. Nevertheless, medically fragile persons may present at a general population shelter and will need care until they can be safely transferred to an appropriate facility.
- Generally, service delivery sites (shelters, fixed feeding sites, etc.) will meet ADA guidelines. Temporary modifications may be necessary to meet these guidelines.
- San Diego County OA shelter planning and procedures account for the needs of individuals with disabilities and others with access and functional needs.
- In many cases, temporary evacuation points (TEP), as opposed to shelters, will be sufficient. Temporary evacuation points may provide information and canteen services, but do not provide overnight accommodations, thus requiring significantly less staffing and resources.
- In a case where local shelter capacity is insufficient, the OA EOC will coordinate with the State Department of Social Services (DSS) concerning the coordination of sufficient shelter locations for evacuees and will make efforts to ensure jurisdictions receiving evacuees from an impacted area agree to accept these individuals prior to evacuation. Coordination regarding any federal support will be through the OA and the State.
- San Diego County individuals may choose to camp-out, sleep in cars, or stay close to their property, rather than go to an emergency shelter. These individuals may still have needs and expectations for disaster assistance from the government.
- In the immediate days after a major disaster, neighborhood organizations and houses of worship may emerge to provide care and shelter support independent of local government. The challenge will be in coordinating and supporting their activities.
- In most emergencies, shelters will generally not operate for more than a week. However, in a catastrophic disaster, it is likely that long-term mass care and sheltering will be required until rental assistance and temporary housing resources become available. In that case, the OA EOC Care and Shelter Branch must work with local, state, and federal partners to transition from emergency sheltering to long-term sheltering. At times, non-congregate sheltering, including accessibility for individuals with disabilities and others with access and functional needs, may be provided for longer timeframes, such as where longer quarantine periods are required in the context of a communicable disease.

CONCEPT OF OPERATIONS

The Care and Shelter Annex will be utilized by the San Diego County OA during any disaster event that requires a coordinated response to mass care and human services support. Procedures pertaining to this function are consistent with the National Incident Management System (NIMS), Standardized Emergency Management System (SEMS), and the Incident Command System (ICS).



Decorative Image

This Concept of Operations will outline the following care and shelter elements:

- Mass Care Operations
  - Sheltering
  - Feeding
  - Bulk Distribution
- Human Services
- Response Organization and Structure
- Roles and Responsibilities
- Notification and Activation Procedures
- Response Actions
- Deactivation Procedures

MASS CARE OPERATIONS

According to ESF #6, mass care operations are divided into three areas:

- **Sheltering:** Establishing operations which includes selecting shelter sites that maximize accessibility for individuals with disabilities and others with access and functional needs.
- **Feeding:** Coordinating operations which includes procurement, preparation, distribution, and warehousing. May include the use of fixed sites and mobile feeding units.
- **Bulk Distribution:** Distributing emergency relief items to meet urgent needs, which may include food, water, or other commodities.

STANDARD SHELTERING PROCEDURES

INITIAL ACTIVITIES

During a large event affecting the unincorporated area or more than one jurisdiction and requiring multiple shelter sites, coordination of shelter facility selection and operations will occur at the OA EOC, in coordination with ARC, affected incorporated cities, and relevant partner organizations/agencies that may own/operate the facilities, such as school districts. Shelter sites will be selected from the ARC National Shelter System (NSS) based on the assumption that the public will want to be sheltered as close as possible to their neighborhood. Once a site is selected, the shelter will generally be opened and managed by the American Red Cross with support from the County of San Diego and affected incorporated cities.



Decorative Image

Following a major disaster that displaces a large segment of the population or in certain other situations impacting a large number of the volunteer workforce, ARC may not initially have adequate local resources to operate all the required shelter sites. Until such time as they are able to mobilize their national response system (normally 5-7 days), County of San Diego personnel can augment their capabilities by staffing and operating necessary service delivery sites, utilizing Disaster Service Workers (DSWs) and mutual aid resources, if necessary. Many incorporated cities within the OA also have trained employees and volunteers who may staff and operate emergency shelters, should the need arise. Once the ARC national disaster response program is fully mobilized, the ARC will generally assume the lead role for most shelter management functions with the County of San Diego providing overall coordination and support.

SHELTER OPERATIONS

In order to ensure consistent service delivery and a smooth transition in shelter management, incorporated jurisdictions within the San Diego County OA generally follow mass care standards, guidelines, and procedures set forth by the ARC. Therefore, whether shelter sites are opened and operated by the ARC, County, or incorporated cities, they should operate according to the same set of principles.

Shelter sites managed by ARC personnel will report directly to the ARC. Shelter sites managed by County personnel will report directly to the OA EOC Care and Shelter Branch and sites managed by city personnel will report directly to their local EOC. Extensive, ongoing communication is required between the ARC, OA EOC Care and Shelter Branch and affected incorporated cities to ensure coordinated support for shelter operations and to avoid duplication when ordering resources.

In general, if the ARC is managing a shelter, or if the site is operated under the auspices of the ARC (i.e., using ARC trained shelter management staff), then the site is considered an ARC shelter site and the ARC assumes both the liability and cost of the operation. Moreover, the main resource supply stream will come through the ARC. Typically, the ARC will do a pre-

occupancy inspection of the facility with the facility manager before it is turned over for ARC use. Based on the pre-occupancy inspection and a Shelter Agreement between the facility and ARC, reimbursement for facility damage will be honored by the ARC.

The following shelter support functions may be provided:

ARC SUPPORT

- Shelter managers and operations staff
- Health services (as defined by ARC protocols)
- Mental health services (given available disaster mental health service resources)
- Meal, snack, and beverage service
- Operational supplies (cots and blankets, hygiene kits, signage, etc.)
- Site security and traffic control
- Sanitation facilities (i.e., portable toilets, showers, hand washing stations)
- Support for individuals with disabilities and others with access and functional needs
- Housing relocation assistance for shelter residents
- Communications support
- Disaster spiritual care support

COUNTY SUPPORT (UNINCORPORATED AREA OR INCORPORATED CITY REQUESTING ASSISTANCE)

- Access to County-owned facilities/sites for use as shelters or other service delivery functions
- Post-earthquake structural assessment of sites
- Assistance with staffing or managing shelters
- Support with health and behavioral health services
- Operational supplies (cots and blankets, hygiene kits, signage, etc.)
- Site security and traffic control
- Sanitation facilities (i.e., portable toilets, showers, hand washing stations)
- Support for individuals with disabilities and others with access and functional needs
- Transportation resources, including paratransit
- Housing relocation assistance for shelter residents
- Household pet sheltering and support
- Communications support
- Chaplain Corps services

CITY SUPPORT (INCORPORATED AREA):

- Access to city-owned facilities/sites for use as shelters or other service delivery functions
- Post-earthquake structural assessment of sites
- Assistance with staffing or managing shelters
- Operational supplies (cots and blankets, hygiene kits, signage, etc.)
- Site security and traffic control
- Sanitation facilities (i.e., portable toilets, showers, hand washing stations)

- Support for individuals with disabilities and others with access and functional needs
- Transportation resources, including paratransit
- Housing relocation assistance for shelter residents
- Household pet sheltering and support
- Communications support

The San Diego County Operational Area includes household pet care and sheltering issues in the care and shelter planning process. When possible, household pet shelters will be co-located near general population shelters. In the case of non-congregate sheltering, pet-friendly hotels will be sought out.

Shelter Supply System

Logistical support requirements for sheltering events can generally be resolved at the local level. Resources to support operations may come from the ARC, County, incorporated cities, partner organizations, or through pre-identified local vendors and service providers.

Between the combined resources of the ARC, County, and incorporated cities, there are enough stored supplies in the OA to accommodate people in emergency shelters (this includes cots, blankets, comfort/hygiene kits, etc.). During a catastrophic event, it may be necessary to request resources from outside the OA through established mutual aid systems.

Typically, the agency responsible for operating a site has primary responsibility for establishing the logistical support system for the location. If a critical resource is not available through those established channels, a resource request can be submitted to the OA EOC. If the County determines that a requested resource is not available in the OA, the County will consider requesting resources through the State and federal mutual aid system. See Appendix C for a sample list of shelter supplies.

FEEDING

Feeding Operations

As soon as possible, feeding operations will need to be established to serve people in mass care shelters. The scope of feeding operations will be determined by the situation. If the impacts of the incident are limited in scope and the utility systems and restaurant/retail food distribution network is uninterrupted, feeding operations may be limited to providing meals, snacks, and beverages at shelters or other service delivery sites. Typically, the ARC will work directly with their partners to prepare and deliver hot meals to shelters.

However, if the impacts of the disaster are widespread and include utility and private sector food distribution system disruptions, feeding operations may be extensive and involve some or all of the following activities:

- Fixed feeding at shelters and other service delivery sites.
- Fixed feeding sites strategically located in and around the impact area in facilities, such as community centers, churches, schools, or at existing non-governmental organization (NGO) congregate meal sites (for persons not in public disaster shelters).
- Mobile feeding (hot food, beverages, and snack items) in the impact area (ARC and The Salvation Army have mobile feeding units to supplement the efforts of fixed feeding facilities).

- Distribution of packaged food (meals), water, and possibly some miscellaneous feeding support materials.
- Food options for feeding sites that accommodate people with restricted diets (no salt, sugar free, no potassium, gluten free, etc.).
- Distribution of allotments issued through the Disaster Supplemental Nutrition Assistance Program (D-SNAP).

When a coordinated response is needed due to the limited capabilities of local agencies, the OA Feeding Taskforce (FTF) may be activated. The FTF will augment and support feeding operations so feeding capacity and scope of operation is sufficient to support feeding needs. The FTF consists of representatives from volunteer and private organizations active in disaster feeding; non-governmental organizations; private sector food distributors and retailers; private sector vendors and experts in kitchen management; and local jurisdictions and tribes.

For further details about feeding operations, refer to the San Diego County Operational Area Multi-Agency Feeding Plan.

Food Source Options

In catastrophic disasters, when utility, transportation, and other infrastructure are disrupted, feeding operations may initially rely on pre-prepared, packaged meals that are shelf-stable, such as meals-ready-to-eat (MREs), or commercial products such as “heater meals.” As utilities are restored, or when emergency field kitchens become available, feeding operations will shift from packaged meals to freshly prepared hot meals.

Local options for prepared food when utilities are functional include:

- Local restaurants, hotels, and other commercial suppliers (where the ARC has existing agreements).
- Local non-profit agencies and schools with commercial kitchens.
- Catering companies (where the ARC has existing agreements).
- Large institutional kitchens that are affiliated with government agencies (such as jails, airports, universities).

Feeding options when utilities are disrupted include:

- MRE’s stored at the Joint Forces Training Base in Los Alamitos are available through California Governor’s Office of Emergency Services (Cal OES).
- MRE’s and “heater meals” available from the ARC (2-3 day shipment time).
- Field kitchens available through The Salvation Army, ARC, Southern Baptist Disaster Relief, and through mutual aid requests to the State and federal governments (for preparation of hot meals when local kitchens are largely unavailable).
- Cruise or military ship kitchens.

For further details about food source options, refer to the San Diego County Operational Area Multi-Agency Feeding Plan.

BULK DISTRIBUTION

Bulk Distribution Operations



Decorative Image

Based on the severity of the event, the bulk distribution of emergency relief supplies is another service that can be activated to support disaster victims. Bulk distribution programs are designed to provide individuals affected by disaster with access to supplies and materials that are life-sustaining (food and water), or support their recovery (cleanup supplies.) Distribution programs also support the ability of people to continue to shelter-in-place at home versus evacuating to shelter sites for basic necessities. Distribution programs may be required when normal retail distribution systems have been disrupted.

The types of items and amounts that may need to be distributed are based on the situation and may include some of the following:

- Shelf stable food (MREs)
- Water (and containers for water)
- Limited amounts of ice (and ice chests)
- Tarps
- Blankets
- Clean-up kits

Agencies that normally establish bulk distribution programs following large, presidentially-declared disasters include:

- American Red Cross
- FEMA
- The Salvation Army

There are other community agencies that have commodity distribution programs which operate on a day-to-day basis. The Jacobs & Cushman San Diego Food Bank and Feeding San Diego both have extensive food distribution networks in San Diego County and partner with food pantries in neighborhoods throughout the county. Food pantries in turn distribute food to local residents who need emergency food assistance. These agencies may expand their distribution programs to include individuals affected by a disaster.

Points of Distribution

Depending on the scope of damage and areas of the county most heavily impacted, additional fixed distribution points may need to be established at strategic locations (either close to or inside the impact area), where the public can come to receive supplies. The Federal Emergency Management Agency (FEMA) defines these sites as Points of Distribution or POD sites – temporary local facilities at which commodities are distributed directly to disaster victims. PODs will distribute commodities that FEMA and other relief

entities provide to the local jurisdiction. Staffing of POD sites will be coordinated with local and State partners to ensure the presence of security at POD sites. POD sites generally have these characteristics:

- Easy access to major streets
- Large open paved area to park trucks or semi-trailers and off-load supplies
- Traffic flow in and out of the site
- Potential for indoor storage

In addition to fixed distribution locations, mobile supply distribution (where trucks can roam the impacted area and distribute items off the truck) allows relief supplies to reach people who lack the ability to come to fixed distribution points. It provides the opportunity to exercise some control over who accesses the materials because mobile supply distribution will target the worst impacted neighborhoods. The bulk distribution program should be scaled back or discontinued once access to normal retail outlets is restored (generally as soon as utilities are restored and roads reopened), so as not to inhibit economic recovery of the private sector.

HUMAN SERVICES

FAMILY REUNIFICATION

To assist with reunification efforts, shelters may be equipped with technology (Wi-Fi, computers, tablets, etc.) to provide impacted individuals with access to communications systems that facilitate reunification. Some examples of sites that facilitate reunification are American Red Cross Safe & Well, National Center for Missing and Exploited Children, Google Crisis Response, and Facebook Safety Check, among others.

SUPPORT FOR INDIVIDUALS WITH DISABILITIES AND OTHERS WITH ACCESS AND FUNCTIONAL NEEDS

As defined by California Government Code, “the access and functional needs population consists of individuals who have developmental or intellectual disabilities, physical disabilities, chronic conditions, injuries, limited English proficiency or who are non-English speaking, older adults, children, people living in institutionalized settings, or those who are low income, homeless, or transportation disadvantaged, including, but not limited to, those who are dependent on public transit or those who are pregnant.”

Programs, services, and activities provided to residents of care and shelter facilities, to the maximum extent possible, will be inclusive of individuals with disabilities and others with access and functional needs.

The following are some general guidelines for meeting these needs:

- Ensure the accessibility of disaster-related services, programs, and facilities are in compliance with Title II of the ADA, including accessible transportation to reach service delivery sites.
- Provide functional needs support services (FNSS) which enable individuals with disabilities and others with access and functional needs to maintain their usual level of independence, safety, and well-being in an integrated shelter environment.
    - Engage County of San Diego Disaster Rapid Assessment Teams (DRAT), County of San Diego Vulnerable Adult Shelter Assessment Teams (VASAT), American Red

Cross Disability Integration Team, and/or representatives from local disability organizations to help assess and identify functional needs at service delivery sites;
    - Obtain necessary durable medical equipment (accessible cots, transfer boards, walkers, portable ramps, etc.) and consumable medical supplies. The County of San Diego maintains a cache of durable medical equipment and consumable medical supplies. Additional resources can be coordinated via the OA EOC;
    - Refill prescription medications;
    - Provide communications support (sign language interpretation, TTY access, assistive listening devices, translation services, Braille materials, etc.);
    - Provide specific support services (behavioral health services, personal care assistance, space for service animals, etc.).
- Provide service animals and their owners with assistance and support, as needed, which may include access to accessible relief areas and food/water services.
- Provide ongoing support for medically fragile persons evacuated to public shelter settings until they are transferred to a more appropriate care setting. In cases where community residential programs or care facilities need to evacuate, it is best for individuals in those facilities to be placed in a like-facility that can provide a similar level of care.
- As soon as practicable, provide interpretation and translation assistance at service delivery sites so that non-English speaking persons can convey needs and receive disaster information and services.
- Provide for the unique needs of children, adults with children, and pregnant people, which includes providing nutritious, age-appropriate meals and snacks (including formula, bottles, etc.); age appropriate health and behavioral health services; children's bathing and first aid supplies; diapers, sanitation wipes, and proper disposal receptacles; private area for breastfeeding/lactation needs and quiet area for pregnant people; and systems that protect the safety of children (including monitoring play areas, etc.).
- Arrange for transportation services to transport individuals from emergency shelter locations to other service delivery sites, pharmacies, etc. Transportation assets may include the use of bus, rail, and paratransit services.

RESPONSE ORGANIZATION AND STRUCTURE

OA EOC CARE AND SHELTER BRANCH

In an event that requires the participation of multiple care and shelter partners, the San Diego County OA EOC becomes the coordination point for care and shelter operations. Depending on the scope of the event, participation from the following County of San Diego departments may be requested. The following departments may send one or more representatives to the OA EOC to help with response coordination:

- ADA Coordinator
- Aging and Independence Services
- Animal Services
- Behavioral Health Services

- Public Health Services

In addition, the American Red Cross typically assigns a liaison to the OA EOC to serve as a communication link between the OA EOC and ARC care and shelter operations. The ARC liaison in the OA EOC has a seat in the Care and Shelter Branch.

OA EOC CARE AND SHELTER BRANCH ACTIVITIES

The general role of the Care and Shelter Branch is to coordinate support for care and shelter field activities. Again, successful delivery of care and shelter services requires close coordination with ARC operations and the operations of affected incorporated cities. Primary response activities of personnel staffing the Care and Shelter Branch include the following:

- Estimate the number and location of persons who will require services (i.e., sheltering, feeding, or the distribution of relief supplies).
- Develop overall care and shelter service delivery plan.
- Coordinate the identification and opening of shelters, feeding, bulk distribution, and other service delivery sites, and frequency and means of communications between the OA EOC Care and Shelter Branch and the service delivery sites.
- Develop initial resource requirement estimates needed to implement the service plan.
- Determine resource availability among care and shelter support departments and agencies.
- Process requests for unfilled resource needs.
- Request support services, such as post-earthquake structural inspections, site security, transportation, or communications supplies.
- Assign County staff to sites – ensure that worker health, safety, and security needs are met.
- Establish communication with County-operated shelters and other field sites.
- Coordinate resource requests from field sites (ARC sites may make requests thru ARC, city sites may make requests through local EOC).
- Work with ARC and partner agencies to establish feeding programs at shelter sites.
- Arrange for the distribution of food, water, etc.
- Establish physical and behavioral health services for people in shelters.
- Coordinate with County Animal Services regarding the co-location of household pet shelters with public shelters.
- Work with community and faith-based organizations that can support service delivery.
- Collect and verify service delivery statistical information from field sites.
- Provide technical support and guidance to field personnel.
- Arrange support for persons at shelters who require additional assistance, such as unaccompanied minors, persons with disabilities, non-English speaking persons, etc.
- Coordinate site inspections with County of San Diego Department of Environmental Health.
- Coordinate assembly and deployment of the Disaster Rapid Assessment Teams (DRAT) and ensure dissemination of findings through the appropriate channels.
- Identify policy level issues and prepare recommendations for submission to the Policy Group for resolution or approval.

- Provide the OA EOC Operations Section Chief, Planning/Intelligence Section and Joint Information Center (JIC) with situation status updates, including mass care and shelter information for public distribution.
- Facilitate the transition of displaced residents from shelters to interim housing, in coordination with partner agencies and Recovery personnel.

OA EOC CARE AND SHELTER BRANCH FUNCTIONAL UNITS

Depending on the event and its needs, the OA EOC Care and Shelter Branch may activate and staff the following functional units and/or corresponding positions.

CARE AND SHELTER DOC-LEVEL FUNCTIONAL UNITS

Care and Shelter Branch Coordinator

The Care and Shelter Branch Coordinator will help with the overall coordination of shelter operations in the OA. This includes site selection, shelter opening and closing, and managing available resources for shelter sites. It also includes communicating and coordinating with site managers, incorporated cities and the ARC and monitoring service delivery to ensure that shelters are providing a safe environment for displaced residents that meets both their basic and functional needs.

American Red Cross Liaison

Assigned by the local ARC, this position serves as the coordination point between the ARC and the OA EOC. This representative will assist with the coordination of sheltering, feeding operations, bulk distribution, and human services.

AFN Unit Leader

The AFN Unit Leader is responsible for assisting with planning for and implementing care and shelter operations related to individuals with disabilities and others with access and functional needs. The AFN Unit Leader will ensure that equipment and services are provided for individuals with disabilities and others with access and functional needs at shelter facilities, temporary evacuation points, reception and mass care centers, and charging station locations, as needed. Additionally, the AFN Unit Leader will ensure that equipment and services are focused on maintaining health, support, safety, and independence.

County Shelter Team Unit Leader

The County Shelter Team Unit Leader will be activated when it is necessary to activate the County of San Diego Shelter Team in support of emergency shelter operations. This position coordinates all County Shelter Team activities, including the assignment and dispatch of members, managing information flow between the OA EOC and shelter sites, and supporting operational needs. The County Shelter Team Unit Leader will closely coordinate with the ARC and the OA EOC Care and Shelter Branch Coordinator.

Feeding Taskforce Coordinator

The FTF Coordinator will coordinate disaster feeding operations in partnership with the ARC. Mass feeding requires coordination with a range of providers, including community and faith-based organizations, public service agencies, non-government organizations, and private sector vendors. The ARC will provide an assigned representative to liaise with the FTF Coordinator and to coordinate feeding operations with local food providers.

Resource Requests and Availability

Mass care and shelter capacity for responding to a large disaster is dependent on the coordinated sharing of resources between the ARC, County of San Diego, incorporated cities, and partner agencies. Additionally, the San Diego County OA maintains the ability to supplement available resources by purchasing, leasing, or obtaining mutual aid support through state and federal partners. For the most efficient coordination and allocation of resources, there must be direct communication among all care and shelter partners.

Once the need for a resource is identified, the following takes place:



- Identification of local care and shelter partners or County of San Diego departments that may have the required resource available for use. If available, the OA EOC Logistics Section will work with that agency/department to fill the resource request.
- If local care and shelter partners and County departments do not have the needed resources, the OA EOC Logistics Section will look to obtain the resource through an established agreement or through a vendor procurement.
- If the resource is not available within the OA, the OA EOC Logistics Section may request the resource from the State through established mutual aid systems.

In addition, the following guidelines apply to the use of care and shelter resources:

- Each care and shelter partner will be expected to direct and operate its own resources.
- The ARC, County of San Diego, and incorporated cities will generally utilize resources from their own inventory for sites they operate/manage before requesting resources from other partners.
- In instances where requested resources are available from more than one partner, generally, the partner that can provide the resource most quickly, is most skilled in its implementation, or is least directly impacted by the event will be requested to provide the resource.

See Appendix C for a list of Mass Care and Shelter Resources.

EXTERNAL COORDINATION WITH STATE AND FEDERAL PARTNERS

State

If shelter and mass care needs within the OA cannot be satisfied with local resources, the OA EOC Care and Shelter Branch Coordinator will utilize established SEMS/NIMS channels through the OA EOC Logistics Section to request assistance from the State. The Regional Emergency Operations Center (REOC) provides access to State and federal resources and agencies. This includes the State Department of Social Services, which has overall responsibility for coordinating state-level support for care and shelter activities.

The ARC is also represented in the REOC by a liaison whose purpose is to share information between various levels of ARC management and State government and to follow up on ARC resource requests. This liaison also serves as a care and shelter subject matter expert for the State's response operations.

Federal

The State Operations Center (SOC), which supports REOCs, is California's link to the support provided by ESF #6 within the National Response Framework (NRF). The NRF designates FEMA as the lead or coordinating agency for ESF #6 at the federal level. Federal assistance includes support for emergency shelter, feeding, distribution of supplies, first-aid, welfare inquiry, and interim housing.

ROLES AND RESPONSIBILITIES

COUNTY OF SAN DIEGO – HEALTH AND HUMAN SERVICES AGENCY

The County of San Diego Health and Human Services Agency (HHSA) is the lead agency with primary responsibility for overall coordination of shelter operations in the OA. HHSA is responsible for coordinating shelter operations to:

- Identify mass care and shelter assets and services employed during a disaster.
- Resolve problems or gaps which may surface related to mass care and shelter operations and activities.



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During a disaster, personnel from HHSA will serve as the Care and Shelter Branch Coordinator. The Care and Shelter Branch Coordinator gathers mass care and shelter information and coordinates efforts to provide sufficient support. Support in this effort comes from the ARC, incorporated cities, and other non-profit and community-based organizations.

The Care and Shelter Branch also processes requests from local governments for mass care and shelter assistance and coordinates potential response actions of agencies and organizations. As the primary agency responsible for coordinating mass care and shelter activities, HHSA will provide assistance in the coordination in the following areas as warranted:

- On-site assistance to disaster workers and displaced individuals
- Behavioral health services
- Individual and mass feeding
- Health services
- Provision of and operation of emergency shelter facilities

- Assistance in the registration and identification of displaced individuals and emergency workers
- Assistance in administration and supervision of disaster relief operations
- Distribution sites for provisions of basic needs supplies such as food, water, clothing, etc.

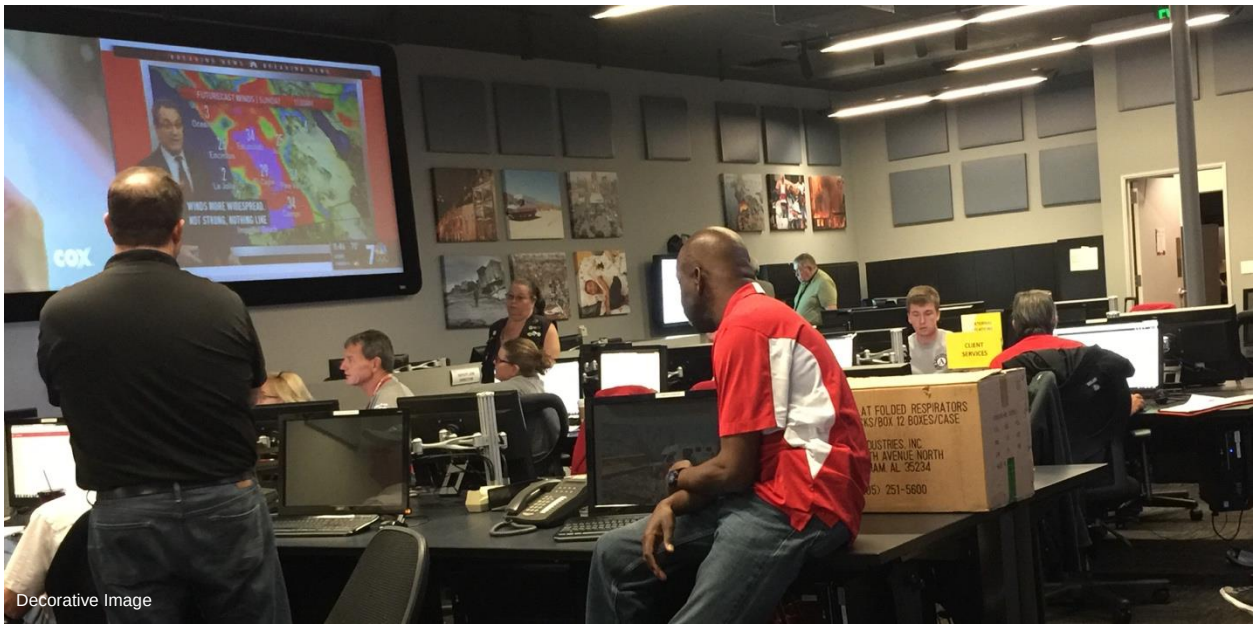
AMERICAN RED CROSS OF SOUTHERN CALIFORNIA REGION

In the case of sheltering, the ARC is a direct partner with local government in helping to fulfill government's legal responsibility to provide care and shelter for residents in times of disaster. The partnership between the ARC, County of San Diego, and incorporated cities requires cooperative efforts during the preparedness phase to clarify roles and responsibilities.

The ARC's ongoing preparedness activities include identifying and surveying shelter facilities. In coordination with local jurisdictions, they work with school districts, houses of worship, community-based organizations, hotel room providers, and government agencies to compile and maintain an up-to-date list of designated shelter locations. They ensure that agreements are in place with designated shelter sites to clarify terms of use. The ARC also trains volunteers and professional staff in shelter operations and disaster preparedness education.

During an emergency event, the ARC provides staff and resources for the following:

- Emergency sheltering
- Fixed and mobile feeding



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- Health services
- Mental health support, crisis counseling, and spiritual care
- Disaster welfare inquiry support
- Direct client assistance for qualified individuals/families
- Family reunification
- Bulk distribution
- Liaison for the OA EOC

Additionally, the ARC has a Disability Integration Team that focuses on making sure all residents in emergency shelters have equal access to programs and services offered. The ARC also staffs a family reunification program, that provides human and technological resources to reconnect individuals as quickly as possible following a disaster or incident.

Mechanisms include facilitating communication through available reunification platforms, acting upon urgent requests including unaccompanied minors and separated children, reestablishing contact with family members who have been separated within the disaster area and working with partners to resolve reunification-related inquiries.

It is essential to begin preparing for shelter operations in advance. For this reason, the County of San Diego, in coordination with affected incorporated cities, will coordinate the supply of personnel and resources to manage shelter operations until ARC national resources arrive.

COUNTY OF SAN DIEGO – OFFICE OF EMERGENCY SERVICES

OES coordinates care and shelter planning activities with the ARC, incorporated cities, and the regional Care and Shelter Working Group. In an imminent or actual disaster, OES identifies the need for mass care services and requests assistance from supporting agencies.

COUNTY OF SAN DIEGO – PUBLIC HEALTH SERVICES

Public Health Services (PHS) is responsible for preparing for, responding to, and assisting in recovery activities to meet the disaster-related health needs of individuals and communities. The primary role of Public Health Nurses (PHNs) in emergency shelters is to:



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- Prevent the spread of communicable disease and disaster-related illness within the shelter.
- Conduct basic health screenings and provide physical health support.
- Assist with replacing medication, durable medical equipment, and consumable medical supplies.
- Monitor environmental health conditions.
- Assist individuals with activities of daily living and coordinate personal assistance services (PAS).
- Assist individuals with environmental sensitivities and dietary restrictions.
- Leverage partner resources.

County PHNs will operate the Health Services function within a County-operated shelter. Affected incorporated cities and the ARC can request PHN assistance at emergency shelters under their operational control. Additionally, the Public Health Officer has the authority to activate the Medical Reserve Corps (MRC). MRC volunteers are licensed health professionals who can also provide medical support within shelters. Public Health Services is also responsible for identifying and training personnel to serve on DRAT.

To enhance seamless service delivery during a response, PHS will collaborate with ARC and MRC on shelter health service planning and training activities during non-disaster times, via the Public Health Preparedness and Response Branch within PHS.

COUNTY OF SAN DIEGO – BEHAVIORAL HEALTH SERVICES

Crisis counseling resources are typically needed following a disaster. Behavioral Health Services will assign licensed professionals to shelter facilities and service delivery sites to provide behavioral health services. They will also coordinate resources for the continuation of care and treatment of current clients within the Mental Health System that are impacted by disaster.

County Behavioral Health Services personnel will operate the Behavioral Health Services function within a County-operated shelter. Affected incorporated cities and the ARC can request County Behavioral Health Services assistance at emergency shelters under their operational control. Additionally, Behavioral Health Services is responsible for identifying and training personnel to serve on DRAT.

COUNTY OF SAN DIEGO – AGING AND INDEPENDENCE SERVICES (AIS)

The Director of AIS is responsible for appointing individuals to serve as the County Shelter Team Unit Leader in the OA EOC. When the County Shelter Team is activated during a response, this position is responsible for coordinating all activities of the County Shelter Team, including the assignment and dispatch of members, managing information flow between the EOC and shelter, and supporting operational needs.

Additionally, AIS is responsible for identifying and training personnel to serve on VASAT.

COUNTY OF SAN DIEGO – DEPARTMENT OF HUMAN RESOURCES

The Director of the Department of Human Resources is responsible for appointing appropriately knowledgeable individuals to serve as the AFN Unit Leader position in the OA EOC. This position is responsible for facilitating resource and service delivery to meet the needs of individuals with disabilities and others will access and functional needs in shelters and other service delivery sites.

COUNTY OF SAN DIEGO – DEPARTMENT OF ENVIRONMENTAL HEALTH

The Department of Environmental Health monitors shelters and other service delivery sites for proper health standards. They perform inspections with regard to food handling, medical and human waste disposal, sanitation, vector control, and other related functions. They are also responsible for determining the safety of the water supply and the safe use of potable water. They will work with the onsite shelter team to identify, control, and eradicate harmful conditions in the environment.

COUNTY OF SAN DIEGO – PROBATION DEPARTMENT

The Probation Department assists with the coordination of security services at temporary evacuation points, shelters, feeding sites, bulk distribution locations, and other service delivery sites.

COUNTY OF SAN DIEGO – ANIMAL SERVICES

County Animal Services coordinates with the OA Care and Shelter Branch to facilitate the care and sheltering of household pets during a response. The ideal location for a household pet shelter is near or in close proximity to the public shelter. Animal Services will assist with missing and/or misplaced pets, stray animals, injured stray animals, and reunification of owners with their pets. They will also provide referrals to evacuees for animal services and resources, including, but not limited to evacuation assistance, animal care supplies, and veterinary services.

SCHOOL DISTRICTS

Schools Districts may provide resources such as facilities, food, equipment, and supplies to support mass care operations. Generally, given the typically short duration schools are available and impacts to student services, other types of facilities, such as community centers and houses of worship, are sought out as service delivery sites first.

PRIVATE SECTOR

The OA EOC Logistics Section may procure resources from local businesses to meet emergency care and shelter needs. This may be done in coordination with affected incorporated cities. Key businesses include hotels, motels, restaurants, warehouses, sanitation services, etc. Priority needs are facilities for sheltering, feeding, and storing and distributing supplies.

SUPPORTING STATE AGENCIES

CALIFORNIA GOVERNOR'S OFFICE OF EMERGENCY SERVICES

Cal OES coordinates the State response to disasters in support of local government. The office is responsible for assuring the State's readiness to mitigate, respond to, and recover from natural, technological, and human-caused emergencies, and for assisting local governments in their emergency preparedness, response, and recovery efforts.

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

The Director of the California DSS will serve as the State Director of Care and Shelter and will have the responsibility for coordinating state-wide care and shelter operations and support requests. The DSS will serve as the lead agency in coordinating the State's care and shelter response in support of local operations.

FEDERAL EMERGENCY MANAGEMENT AGENCY

FEMA activates ESF #6 in support of State Care and Shelter response and local efforts to meet the mass care needs of individuals affected by disaster. FEMA is designated as the primary agency to coordinate ESF #6 and ARC is a supporting agency. Following a large-scale, high-impact disaster, FEMA may deploy an Emergency Response Team – National (ERT-N) to the State EOC. The ERT-N is composed of professionals who serve as the initial disaster management team providing assistance to an affected region to coordinate the full range of Federal response and recovery operations.

NOTIFICATION

Given an event that requires some level of anticipated or actual Care and Shelter response within the San Diego County OA, the County of San Diego, in coordination with the ARC and affected incorporated cities, will determine Care and Shelter activation needs. Notification will then be issued to all relevant supporting care and shelter partner organizations and to any additional County or city departments, or community-based organizations, as needed. Notification will be issued through the most appropriate means available given the response.

Upon notification of an event, the County of San Diego, in coordination with the ARC and affected incorporated cities, will begin planning efforts that:

- Define the extent of required care and shelter support.
- Identify potential response/resource requirements and needs.
- Place relevant personnel on standby.
- Determine OA EOC Care and Shelter Branch staffing requirements.

ACTIVATION

The OA EOC Care and Shelter Branch may be activated by the EOC Director, Operations Section Chief, or the OES Duty Officer when an event is anticipated or has occurred that affects the OA and has care and shelter implications. The level of activation will be determined according to the requirements of the event. If the determination is made to activate the OA EOC Care and Shelter Branch, notification to the following departments and community partners may be necessary:

- ADA Coordinator
- Aging and Independence Services
- American Red Cross
- Animal Services
- Behavioral Health Services
- Public Health Services


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Activation is based on the size and scope of the event.

- **Level 3 – Minimal EOC Staffing.** This assumes a minor or limited emergency that has displaced enough residents to require the opening of a temporary evacuation point or short-term shelter. In this case, a limited number of positions in the EOC may be activated to support the response.
- **Level 2 – Intermediate EOC Staffing.** A more moderate emergency characterized by the displacement of a larger number of persons and/or the need for multiple shelters or services. Generally, Command Staff and Sections Chiefs are activated with minimum staffing of other positions.
- **Level 1 – Full EOC Staffing.** A major emergency that requires a sustained care and shelter response (i.e., could involve the opening of mass care facilities throughout the

county for an extended period). The event is large enough to require the coordination of numerous resources and information among multiple care and shelter partners.

RESPONSE ACTIONS

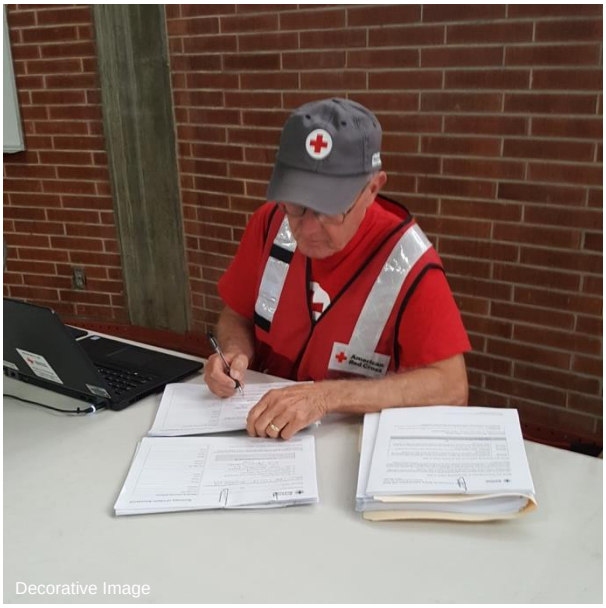
To meet the mass care needs of individuals displaced by disaster within the San Diego County OA, achievement of the following objectives is necessary within the OA EOC Care and Shelter Branch.

STEP 1: ESTABLISH THE OA EOC CARE AND SHELTER BRANCH

- Review preliminary incident data.
- Determine staffing needed for the required level of activation.
- Notify the relevant care and shelter partner organizations (ARC, incorporated cities, etc.).
- Given a large event, prepare County personnel shift schedules at least 3 days out (both OA EOC and field personnel).

STEP 2: GATHER AND ANALYZE INFORMATION

- Based on the level of care and shelter needs involved, develop an initial plan for providing services:
- Estimated number of people requiring shelter support.
- Estimated number of people requiring feeding and/or food and water distribution support.
- General areas (neighborhoods) with significant numbers of displaced households, which may also include the identification of affected institutional facilities, pre-disaster homeless populations, etc.
- Number, location, and sequence of service sites or shelters to be opened.
- Identify where household pet shelters can be co-located with public shelter sites.


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- Coordinate lead agencies for each site (generally ARC will be the lead agency and the County and/or incorporated cities will support ARC with operations as needed).
- Coordinate post disaster safety assessment inspections of potential shelter sites.
- Determine the availability of ARC, incorporated cities, and partner agency resources (facilities, personnel, supplies, and equipment).
- Determine the number of ARC, County of San Diego, and incorporated city personnel available for assignment to support sheltering activities.
- Identify expected resource shortfalls.
- Determine where spontaneous shelters may have opened (sites operated independently from ARC, County, or incorporated city) and decide whether to support or consolidate.
- Provide regular situation status updates for inclusion in the OA EOC Action Plan.

STEP 3: OBTAIN AND DEPLOY RESOURCES

- Begin to implement service delivery plan.
- Mobilize Care and Shelter personnel and resources from partner agencies.
- Work with the ARC, County of San Diego, and incorporated cities to ensure that qualified shelter management teams are identified for each site.
- Request supplies, equipment, and specialized services through the following.

Supporting departments or partner agencies (from inventory or through a vendor) through the OA EOC Logistics Section.

- State and federal agencies (via the OA EOC Logistics Section).

STEP 4: COORDINATE RESPONSE

- Coordinate the opening of shelters and other service delivery sites.
- Ensure that all Care and Shelter site managers have communications equipment (cell phone or handheld radio) for required coordination with the ARC operations center, OA EOC Care and Shelter Branch, or local EOC.
- Coordinate feeding and other basic services as soon as possible:
  - Health services
  - Behavioral health services
  - Security
  - Feeding
  - Transportation
  - Environmental health inspections
  - Support for individuals with disabilities and others with access and functional needs
- Ensure that representatives at the OA EOC are provided with timely information regarding the opening and closing of shelters (this will facilitate the release of public information regarding which shelters are open and their locations).
- Coordinate OA Care and Shelter operations conference calls to facilitate communication and coordination between the ARC, County, and incorporated cities that are operating shelters.
- Expand current sheltering and field response capacity, as needed.
- Develop feeding capacity and response.
- Based on demand, setup bulk distribution for potable water, food (MREs), ice, clothing, sanitary items, and other basic life sustaining supplies.

STEP 5: CONTINUE TO MONITOR, TRACK, AND INFORM

- Monitor overall implementation of the service delivery plan.
- Ensure all shelter sites report current situation status on a daily basis:
  - Daytime population
  - Nighttime population
  - # of new registrations since the last report
  - # of meals/snacks/drinks served since the last report

- Receive and respond to resource or information requests from shelter and field sites.
- Identify potential breakdowns in coordination and support and intervene accordingly.
- Provide ongoing situation reports on care and shelter status.
- Conduct periodic Care and Shelter Branch conference calls with the ARC and local EOCs to:
  - Identify and resolve issues
  - Update situation information
  - Revise service delivery plan
  - Determine future needs
- Coordinate the closing/consolidation of shelters.

DEACTIVATION

The OA EOC Care and Shelter Branch will be deactivated when the need for Care and Shelter response coordination has either diminished or ceased. Care and shelter functions may be deactivated or scaled back at the discretion of the EOC Director and Operations Section Chief. After the decision to deactivate has been determined, the following activities may be necessary:

- Coordinate with non-governmental organizations for long-term case management of clients who have unmet housing needs upon mobilization of shelters.
- Prepare documents for financial reimbursement.
- Complete or transfer remaining care and shelter responsibilities to the appropriate department or organization.
- Provide deactivation information to all involved supporting Care and Shelter departments and organizations.
- Inventory: return to owner, or properly dispose of remaining supplies and assets used in the response.
- Issue a final status report to OA EOC Planning/Intelligence Section Chief.
- Coordinate deactivation with the OA EOC Operations Section Chief to include staff release, equipment return, and inventory.
- Ensure that a debrief is held between key staff, volunteers, and involved County departments.



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APPENDIX A – TYPES OF SHELTERING SITES

Depending on the duration and severity of the disaster, shelter operations can evolve from facilities meant only to support people overnight, to facilities that are more heavily staffed and provide a range of support services.

- **Temporary Evacuation Point (TEP)** – A site with limited resources and staffing as its primary purpose is to provide evacuees with a safe and protected place to congregate temporarily until people can return home or relocate to another facility.
- **Emergency Sheltering (short term)** – Short-term sheltering for evacuees who need a temporary place to stay until other housing arrangements can be made. Typically, emergency shelters will provide food, physical health, and behavioral health services, in addition to other support services based on need. In an ARC-operated shelter, the ARC will typically bring in Client Services teams who provide recovery planning services, which includes referrals to help residents find alternative housing if they are unable to return home. However, if the level of the disaster has significantly limited housing options and the remaining residents will need long-term sheltering support, then the existing emergency shelter sites will be consolidated into a smaller number of longer term sheltering operations.
- **Sheltering (long term)** – Long term shelter operations may continue for months depending on how long it takes to move shelter residents into interim housing. While schools may be used for emergency sheltering, they are not appropriate for long term sheltering. People with needs that cannot be properly supported within a shelter environment will be relocated to appropriate housing.

SPONTANEOUS SHELTERS

In a larger-scale disaster, it is assumed that community shelters, run by organizations other than the ARC, County of San Diego, or incorporated city, will open spontaneously. These sites may be run by neighborhood and community-based organizations or houses of worship. For example, it is assumed that many congregations (churches, parishes, synagogues, etc.) will open their doors to people within that neighborhood needing shelter. Other spontaneous shelters may be run with no formal sponsorship. It is encouraged for organizations considering opening a shelter to coordinate with the OA EOC prior to opening to best coordinate service delivery to the area.

As the County of San Diego, ARC, or incorporated cities learn about these spontaneous operations, assistance may be provided if deemed appropriate. This assistance is contingent on the site meeting some basic health and building safety standards. Both the County of San Diego Department of Building Inspection and Environmental Health Services may be called upon to inspect spontaneous shelters. For sites that do not meet minimum health or safety standards, or are deemed unacceptable for other reasons, the ARC, County of San Diego, or incorporated city will work with the site to address the problem(s). Otherwise, evacuees will be relocated to nearby ARC, County, or incorporated city managed shelters. See Appendix D for the Spontaneous Shelter Assessment Form.

OUTDOOR SHELTERING

Some persons displaced from their residence may converge on public parks or open spaces as an alternative to using indoor mass care shelters. Since these “open shelter areas” will

generally emerge spontaneously, the ARC, County, and incorporated cities must consider whether to take a role in managing the sites from the start to head-off potential health and sanitation problems. A decision to support selected outdoor congregate sites will involve providing comparable level of mass care services as provided to indoor sites.

Due to the complications of outdoor sheltering, it will remain a secondary option to establishing a network of fully serviced, indoor shelter sites.

HOUSEHOLD PET SHELTERS

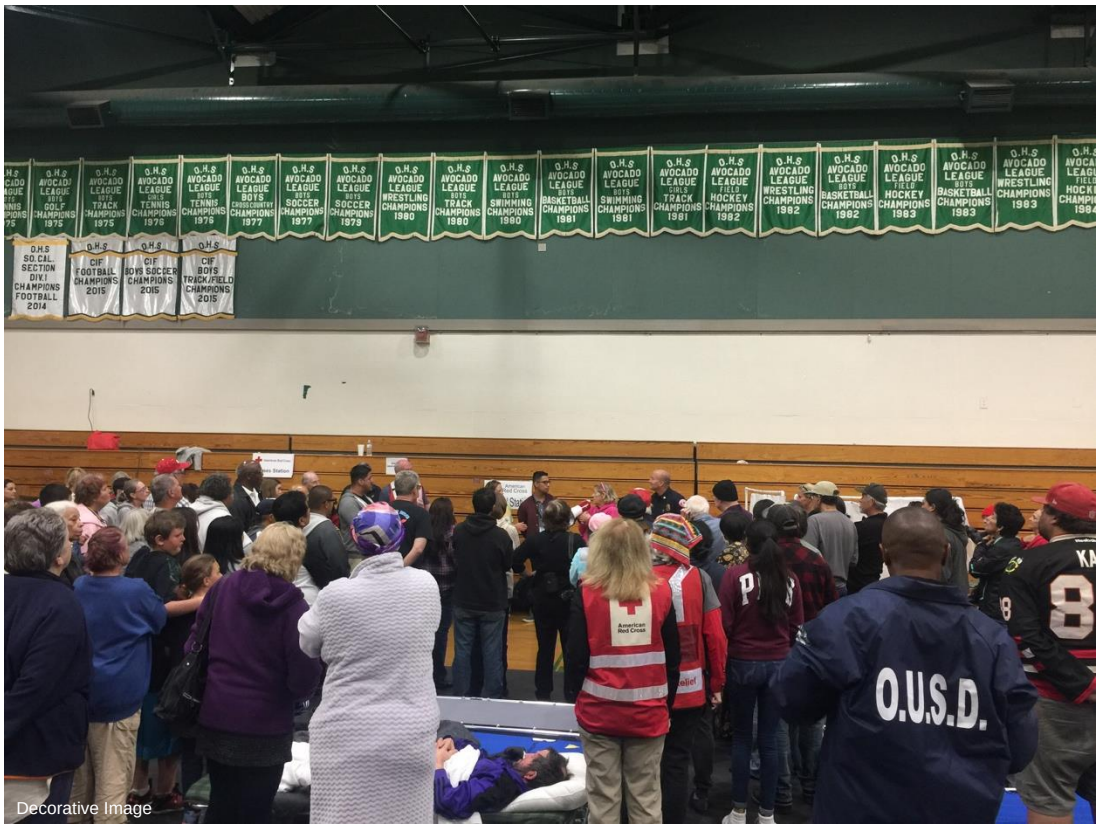
The County Department of Animal Services coordinates household pet shelters during a response in coordination with other local animal service agencies. It is assumed there will be a variety of animal species arriving with pet owners when they evacuate to shelter sites (cats, dogs, rabbits, guinea pigs, reptiles, domestic birds, and other exotic pets). The strategy for managing household pets is to colocate a pet shelter adjacent to the public emergency shelter. See the San Diego County Operational Area Emergency Operations Plan Annex O for additional information on Animal Services.

APPENDIX B: POTENTIAL SHELTER FACILITIES

The San Diego County Operational Area uses the ARC National Shelter System (NSS), which is a central repository for facilities in San Diego County that have been surveyed and identified for potential disaster/emergency shelter use. It is an online database that is maintained by the ARC, but can be accessed by the County of San Diego.

Sites were surveyed using the ARC Shelter Survey and this includes important information related to each facility, including:

- Evacuation and post impact capacity
- Parking capacity
- Food preparation capacity
- Sanitation capacity (how many toilets, sinks and showers)
- Physical structure information, such as construction type, utility information, and sanitation systems
- Facility contact information (who to call to authorize facility use)
- ADA compliance information and, if the facility is not fully compliant, information is included about on-the-spot modifications necessary to make the site temporarily compliant.



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PERSONNEL

PRIMARY

- Shelter Managers (Trained)
- Shelter Workers (Trained)
- Logistics
- Health Services
- Behavioral Health Services

SUPPORTING

- Animal Services
- Auxiliary Communication Services (ACS)
- Building Inspectors
- Caseworkers
- Childcare Workers
- Disaster Rapid Assessment Teams
- AFN Unit
- Health Inspectors
- Interpreters/Translators
- Janitorial/Maintenance
- Personal Care Assistants
- Security
- Vulnerable Adult Shelter Assessment Teams

EQUIPMENT AND SUPPLIES

FUNCTIONAL NEEDS SUPPORT

- Bath Bench with Back
- Crutches
- Cups with Handles
- Canes
- Footrests
- Hand Clips for Eating Utensils
- Inner Lip Plate (non-skid)
- Sound Pocketalker Amplifier
- Offset Canes
- Pillows
- Toilet Seat Risers
- Ramp – Modular Threshold
- No-tip Cups
- Ramp – 4 ft.
- Ramp – 7 ft.
- Cots
- Shower Seats
- Transfer Boards
- Walkers
- Wheelchairs
- Wheelchair Cushions
- Charging Stations
- Goggles
- Clothing Protectors

GENERAL SUPPLIES

- Blankets
- Cots (military and accessible)
- Hygiene Kits (adults and children)
- Privacy Screens

MASS CARE KITS

- Bowls
- Coffee Maker
- Cups
- Food Grade Thermometer
- Napkins
- Plates
- Serving Utensils
- Silverware

NURSING KITS

- Cleansing Wipes
- Consumable Medical Supplies
- Diapers (Baby and Adult)
- Feminine Products
- Nitrile Gloves
- Pediatric Supplies
- Playpen
- Potty Seat

SHELTER MANAGER KITS

- Administrative Supplies
- Communication Boards
- Flashlights and Batteries
- Forms
- Hand Sanitizer
- Hand-Held Radios
- Nitrile Gloves
- Paper Towels
- Sanitation Spray
- Signage
- Sound Amplification Devices
- Toilet Paper
- Trash Bags
- Vests (personnel)
- Wristbands (residents)

APPENDIX D: SPONTANEOUS SHELTER ASSESSMENT

The following questions will help in deciding whether to work with and support an independent shelter with resources (food, water, cots, blankets, etc.):

- **Physical Condition:** The site will require approval from County Department of Environmental Health (and perhaps County Building Inspectors if an earthquake event) to confirm that it is safe to occupy (i.e., no structural damage and no sanitation or occupant health concerns).
- **Site Location:** Is the shelter serving a neighborhood/community that is currently not being served by an ARC, County, or incorporated city shelter? If yes, it is likely filling an unmet need and consideration should be given to supporting the shelter site.
- **Site Management:** Is the agency or group operating the site trusted and/or known by the occupants? If yes, then the site management team is presumably operating the site in the best interest of the occupants.
- **Number Served:** The number of occupants being served by the site should not exceed the site's physical capacity to serve or shelter them. An excess capacity of occupants should be referred to the nearest ARC, County, or incorporated city shelter site.
- **Meeting Occupant Needs:** Given the demographics and/or needs of individuals being served at the site (language, cultural, disability, children, etc.) – there should be evidence that everyone's needs are being met. Otherwise, refer occupants who may require more assistance to the nearest ARC, County, or incorporated city shelter site if the assistance required cannot be provided at the site.
- **Length of Operation:** If the site management group is committed to maintaining the shelter, and there is no immediate need to move out the occupants, then consideration can be given to supporting it.
- **Resource Needs:** Can the ARC, County, or incorporated city provide the resources that the site needs to keep operating? If the answer is yes, then the ARC, County, or incorporated city will need to work on the logistics for getting the supplies to the site.

If these questions can all be answered affirmatively, then supporting the site may be appropriate. The site can be counted as an independent shelter, versus an ARC, County, or incorporated city site (unless the site management function is transferred over to the ARC, County, or incorporated city.) If the ARC, County, or incorporated city cannot work with site management to address any identified deficiencies, and if there is a need to close the independent shelter, then residents will be transferred to the closest ARC, County, or incorporated city shelter site.

ATTACHMENT E: ACRONYM LIST

ADA	Americans with Disabilities Act
AFN	Access and Functional Needs
ARC	American Red Cross
Cal OES	California Governor's Office of Emergency Services
DRAT	Disaster Rapid Assessment Team
D-SNAP	Disaster Supplemental Nutrition Assistance Program
DSS	Department of Social Services
DSW	Disaster Service Worker
EF 6	Emergency Function 6
EOC	Emergency Operations Center
ERT-N	Emergency Response Team – National
ESF #6	Emergency Support Function #6
FEMA	Federal Emergency Management Agency
FNSS	Functional Needs Support Services
FTF	Feeding Taskforce
HHSA	Health and Human Services Agency
ICS	Incident Command System
JIC	Joint Information Center
MRC	Medical Reserve Corps
MRE	Meals Ready to Eat
NIMS	National Incident Management System
NRF	National Response Framework
NSS	National Shelter System
OA	Operational Area
OES	Office of Emergency Services

PAS	Personal Assistance Services
PHN	Public Health Nurse
PHPR	Public Health Preparedness and Response Branch
PHS	Public Health Services
POD	Point of Distribution
RCFE	Residential Care Facility for the Elderly
REOC	Regional Emergency Operations Center
SEMS	Standardized Emergency Management System
SNF	Skilled Nursing Facility
SOC	State Operations Center
TEP	Temporary Evacuation Point
VASAT	Vulnerable Adult Shelter Assessment Team

ANNEX H

Environmental Health Operations



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Operational Area Emergency Operations Plan

SEPTEMBER 2022

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

ACKNOWLEDGEMENTS

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EXECUTIVE SUMMARY

This annex describes the role of the Department of Environmental Health and Quality (DEHQ). DEHQ has several roles and responsibilities, including:

- Health inspection of shelters
- Hazardous materials response
- Inspection of filtration plants and determining if water is potable
- Establishing methods and procedures for dealing with vector and rodent control
- Health inspections of food delivery systems

TABLE OF CONTENTS

General	1
Concept of Operations	2
Responsibilities and Functions	3
Direction, Control, or Coordination	10
Information Collection and Dissemination	11
Communications	12
Administration, Finance, Logistics	12
Annex Development and Maintenance	13
Authorities and References	14
Attachments	15

GENERAL

INTRODUCTION

The Environmental Health Operations Annex to the San Diego County Operational Area Emergency Operations Plan (OA EOP) 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 Operational Area (OA) 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.

SCOPE

The Environmental Health Operations Annex provides for a coordinated Environmental Health response to actual or potential public and environmental health problems associated with disasters. Response to these issues is generally carried out in accordance with the National Response Framework (NRF).

The scope of the Environmental Health Operations Annex includes the appropriate actions to prepare for, respond to, and recover from a risk to public health, welfare, or the environment caused by actual or potential natural disasters and/or acts of terrorism. Appropriate general actions can include, but are not limited to: actions to prevent, minimize, or mitigate a hazardous materials release; efforts to ensure food, public pool, and housing safety to the community; develop methods and procedures to prevent vector-borne disease transmission; to ensure a safe and sanitary potable water supply; and to determine actions to contain and prevent contamination of surface water and groundwater from sewage or wastewater releases. Examples of specific actions may include: sampling a drinking water supply to determine if there has been contamination or if it is potable; accessing incidents involving Chemical, Biological, Radiological, Nuclear, and Explosives (CBRNE) hazards, stabilizing a CBRNE incident/release through the use of active mitigation using berms, or impoundments; inspection of mass feeding stations and temporary shelters; decontaminating public areas, buildings and structures as needed; using drainage controls, fences, warning signs, or other security or site-control precautions; oversee the cleanup and removal of CBRNE materials and other actions as deemed necessary.

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 monitoring and mitigating environmental factors.

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

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

WHOLE COMMUNITY APPROACH

The San Diego Operational Area is committed to achieving and fostering an emergency management system that uses a Whole Community Approach and is fully inclusive of individual needs and circumstances. For further details on the Whole Community Approach to emergency management and the integration of inclusive emergency management practices, refer to the Basic Plan.

CONCEPT OF OPERATIONS

The County of San Diego is structured into four separate organizational groups. The Land Use and Environment Group (LUEG) and HHSA are responsible for health/medical and environmental mitigation of impacts or potential impacts resulting from an environmental emergency or disaster. The County of San Diego Department of Environmental Health and Quality (DEHQ) works with other departments when there is potential or actual effect to the public health of the general population as related to water, food, air, soil, vector-borne diseases, or other environmental factors.

To effectively respond to disasters within the OA, DEHQ has instituted a Departmental Operations Center (DOC) to manage all the DEHQ operations for the OA. The DEHQ-DOC Manager will oversee the emergency management operation within the DEHQ-DOC. Each section of the DEHQ-DOC will be led by a Section Chief responsible for managing their section in order to accomplish the emergency management objectives established by the Management Section. Once activated, the DEHQ-DOC will coordinate the support of the field level response through effective coordination and communication of all the DEHQ divisions involved in the incident response.

Field teams will respond under the established Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS) structure of the DEHQ-DOC. The DEHQ-DOC is also NIMS and SEMS compliant and all personnel staffing positions within the DEHQ-DOC have been trained in NIMS and SEMS.

CITY EMERGENCY OPERATIONS CENTERS (EOC)

Individual city plans may call for an environmental health liaison representative to be present when their EOC is activated.

RESPONSIBILITIES AND FUNCTIONS

DEHQ DEPARTMENTAL OPERATIONS CENTER (DOC)

The DEHQ-DOC supports the OA EOC. The DEHQ-DOC is staffed based on the level of emergency. Details of the DEHQ-DOC response and operations are specified in the DEHQ Disaster Preparedness Plan (DPP). The DOC operations follow established standards in the Incident Command System (ICS), State Emergency Management System (SEMS), and the National Incident Management System (NIMS). Staff at the DEHQ-DOC have the following roles:

- DOC Manager
- Public Information Officer (PIO)
- Safety Officer
- Operations Section Chief
- Planning Section Chief
- Situation Status
- Geographic Information Systems (GIS)
- Information Technology (IT)
- Logistics & Finance Section Chief

ASSIGNMENT OF RESPONSIBILITIES

DIRECTOR, DEPARTMENT OF ENVIRONMENTAL HEALTH AND QUALITY (DEHQ)

Responsible for providing and coordinating the provision of countywide environmental health services, the Director of the DEHQ, identifies environmental health problems, and coordinates activities with other county agencies, local public and private response agencies or groups, as well as state and federal agencies to resolve the problems. The Director of

Environmental Health and Deputy Director may fill in for the Director if unavailable. The orders of succession are listed in the DEHQ Continuity of Operations Plan (COOP).

ENVIRONMENTAL HEALTH

All Divisions

- Writes and updates the Environmental Health Annex H and any other emergency environmental health plans and procedures.
- Requests and responds to requests from the Regional Disaster Medical Health Coordinator/Specialist (RDMHC/S) and the Health and Human Services Agency (HHSA) DOC for disaster assistance.
- Prepare Standard Operating Guidelines (SOGs) 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 DEHQ Disaster Preparedness Plan (DPP).

Community Health Division (CHD)

VECTOR CONTROL

Vectors are animals or insects capable of transmitting the causative agent of human diseases. Vectors are present in virtually every environment, and at times are involved in the transmission of serious diseases. Vector Control Program functions during disasters may include:

- Mapping of vector sources to determine the extent of infestations, potential for disease occurrence, level of nuisance to be eliminated, and for potential damage to be expected.
- Identification, control and elimination of mosquito sources and rodent infestations.
- Implementation of a vector awareness education program to enhance public cooperation.
- Test insect vectors and animal disease reservoirs for zoonotic pathogens.
- Implement or develop new diagnostic tests for emerging vector borne diseases.
- Monitor status of emerging and reemerging vector borne diseases at local, state, federal, and international levels.
- Coordinate diagnostic responses with appropriate local, state, and federal agencies (County Public Health, California Department Public Health, Centers for Disease Control and Prevention).
- Assist with epidemiologic investigation of vector borne disease outbreaks in people.
- Conduct control activities in response to elevated risks to public health from vector-borne diseases.
- Communicate diagnostic test results to DEHQ management and public health staff.
- Develop disease prevention recommendations and strategies as they pertain to vectors and animal disease reservoirs. Distribute recommendations to the public utilizing accessible messaging.
- Assist with the coordination of the safe disposal of contagious animals and vectors.
- Train staff in biology, risks, and personal protection from new and emerging vector-borne pathogens.

RADIATION SAFETY

During an emergency/disaster involving a radiological (nuclear) incident, the Hazardous Incident Response Team (HIRT) and the CHD Senior Health Physicist will coordinate with the DEHQ Director and County Public Health Officer (PHO). These emergencies may involve transportation accidents, industrial/medical facility accidents, Naval Nuclear Propulsion Program (NNPP) facilities/vessels, or an incident at the San Onofre Nuclear Generating Station (SONGS). The following are examples of

- The Senior Radiological Health Physicist coordinates actions with the California Radiologic Health Branch (RHB).
- Monitor radiological exposure and environmental contamination.
- Coordinate with other local, state, and federal monitoring teams.
- Advise on decontamination of exposed persons, personnel, and property. Decontamination procedures for animals, including service animals, are outlined in Annex O – Animal Services.
- Advise on other radioactive preventative measures.
- Advise on radioactive contamination of the environment and the population.
- Advise on control measures and recovery efforts from radiological incidents.
- Advise the DEHQ Director of the need for radiation preventative measures for emergency workers. The Director relays those recommendations to the County PHO.

OCCUPATIONAL HEALTH

The Occupational Health Program (OHP) of the DEHQ is often called upon to assist all other county departments in the event of a disaster that can affect their staff health and safety.

- Assist the Department of General Services (DGS) in the evaluation of County facilities for safe occupancy following a disaster.
- Provide recommendations to County employees regarding personal protective equipment.
- Assist DGS with indoor air quality issues in County buildings during/following a disaster.
- Conduct air monitoring (for asbestos, lead, mold, smoke/dust, etc.) as needed.
- Provide health and safety training to County employees as needed post-disaster.
- Assist departments with employee protection issues for pandemics and other biological hazards.


Decorative Image

Food and Housing Division (FHD)

Mass feeding centers and/or emergency shelters may be at maximum capacity because of damage to restaurants, grocery stores, and residences. 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 foodborne illnesses. These functions may include:

- Inspect and advise on general food safety for impacted permitted food facilities, mass feeding centers, and temporary emergency shelters.
- Guidance and oversight include assessment of damaged or spoiled food and verification of approved sources of food.
- Survey of the food delivery system to prevent food contamination or spoilage.
- Conduct inspections as necessary to ensure food is prepared and served in a manner that minimizes the risks of foodborne illnesses.
- Advise permitted and unpermitted food facilities on required food safety modifications needed due to the emergency conditions.
- Conduct food-borne and water-borne illness outbreak investigations in coordination with the Health and Human Services Agency (HHSA).
- Assist with conducting assessments of emergency shelters and advise on health and safety hazards related to food, sanitation, and housing.
- Assist building departments with the damage assessments /health and safety assessment of permitted multi-family dwelling units in areas where the DEHQ is the housing authority.
- Conduct damage assessments /health and safety assessments to identify impacted public swimming pools that may pose an imminent health or safety threat.
- 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.

Hazardous Materials Division (HMD)

The HMD is the Certified Unified Program Agency (CUPA) for San Diego County. The CUPA is the consolidation of six state-regulated environmental programs into one program under the California Environmental Protection Agency. The six programs are:

1. Aboveground Petroleum Storage Act (APSA) Program
2. California Accidental Release Prevention (CalARP) Program
3. Hazardous Materials Business Plan (HMBP) Program
4. Hazardous Materials Management and Inventory Program
5. Hazardous Waste and Hazardous Waste Treatment Program
6. Underground Storage Tank (UST) Program

In addition, HMD staff act as the local enforcement agency for the Medical Waste Management Act.

A specialized team within the HMD is trained and equipped to respond to hazardous materials incidents associated with a CBRNE. Through an agreement between the Unified Disaster Council (UDC) members, the HMD and the City of San Diego Fire-Rescue Department make up the Joint Hazardous Incident Response Team (HIRT). The HIRT was formed to provide a regional response program, serving the OA.



Decorative Image
Photo by Walter Wallenborn

The HIRT has been rated as a Type 1 Hazmat Team by the California Governor's Office of Emergency Services (Cal OES). A Type 1 team is capable of responding to several types of incidents: known industrial chemicals, unknown industrial chemicals, weapons of mass destruction, and CBRNE substances.

In the event of a hazmat incident, the HIRT will proceed to the incident site and coordinate with other on-site agencies under the operations section.

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

- Conduct environmental surveys to identify the hazardous materials and wastes released due to a disaster.
- Continuously monitor the status of the incident to determine the population at risk and the effect on environmentally sensitive areas.
- Conduct field sampling to determine the extent of contamination in soil, water, or air.
- When feasible, mitigate and stabilize a hazardous materials release to protect the health and safety of the population around the incident.
- Provide analysis of unidentified hazardous materials that may adversely affect individuals, the public, or the environment, on an as needed basis.
- Provide health and safety information to all response agencies and act as an on-site safety officer as necessary.
- Make recommendations to the Incident Commander and other private or public response agencies regarding methods to be utilized in spill control, mitigation and site restoration.
- Evaluate the mitigation, final site cleanup, and help coordinate the removal of the hazardous materials.
- Provide technical information concerning the characteristics of released or spilled substances to medical and other response agencies.
- Conduct damage assessments/health and safety assessments to identify any permitted facilities that may cause a CBRNE release/hazard due to an emergency or natural disaster.
- Advise on evacuation, isolation, shelter-in-place, and mitigation measures necessary to modify or reduce adverse conditions effecting public or environmental health.
- Coordinate environmental health mitigation and response activities with other public and private response organizations.

- Coordinate release reporting and securing funding from state and federal agencies for proper disposal of hazardous materials.
- Provide assessment of underground storage tank systems to determine the integrity of the systems after a natural disaster.

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

Land & Water Quality Division (LWQD)

The Land & Water Quality Division (LWQD) of the DEHQ regulates water and wastewater issues, mobile home parks, substandard housing, monitoring of 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, state small water systems, and onsite wastewater disposal systems.

- LWQD will assist other departments and divisions in the following ways:
- 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 final site cleanup.
- Expedite the review of plans for the repair of onsite wastewater disposal systems and drinking and monitoring wells.
- Assist in the inspection of mobile home parks in unincorporated areas and contract cities for safety and habitability.
- Assist with conducting environmental surveys of permitted and un-permitted establishments for releases of hazardous substances, septic wastes, and non-potable drinking water supplies.
- Assist in the inspection of tenant occupied structures to determine if substandard conditions exist in the unincorporated areas and contract cities.

EMERGENCY WATER SUPPLY

During emergency conditions, most major water districts have emergency and mutual aid agreements to supply water to areas of most critical need. Where potable water sources may be limited, the DEHQ functions to:

- 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.
- Provide proper health and disinfection information in accessible formats for potable water sources at Field Treatment Sites, mass feeding and housing, and shelter areas.
- Assist the Public Health Laboratory by sampling water supplies to test for the presence of Coliform bacteria or other suspected contaminants.
- Issues boiled water orders as needed for compromised small water systems.
- Confirm 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.

SEWAGE HAZARDS

Several aspects of human waste disposal management will need oversight to prevent the spread of disease. This oversight may include actions to:

- Determine the risks and hazards for the disposal of sewage where the public may come in contact or where it may contaminate drinking water supplies.
- Establish quarantine areas in the event of sewage contamination.
- Coordinate the provision of temporary measures for the collection of and the sanitary disposal of human waste.
- Human waste generated from lack of sanitary facilities or 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 sewer treatment facilities are not in operation.
- Inspect pump trucks used to remove liquid wastes.
- Inspect sewage disposal units including community trench latrines, pit privies, and mobile latrines or chemical toilets.

LONG TERM HAZARD MITIGATION

- ♦ Evaluate the risks posed to public health and water resources from hazardous substance releases.
- ♦ Advise on mitigation measures necessary to mitigate hazardous substance releases from abandoned or contaminated sites.
- ♦ Coordinate site assessment and mitigation activities with other public agencies and private entities.

SOLID WASTE

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

- Approve emergency waiver requirements of State standards and permit conditions for solid waste operators to accept disaster-related solid waste.
- Process and issue approvals for temporary Emergency Transfer/Processing Operations and Emergency Construction and Demolition/Inert Debris Processing Operations.
- Maximize the availability of handling, processing, transportation, storage, and disposal capacity through the period of increased need during emergencies.
- Provide trained staff to monitor any potential public health and safety issues related to the migration of landfill gas.
- 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.
- Inspect the disposal of special wastes, such as food waste generated from mass feeding centers and quarantines.

- Investigate and monitor solid waste issues in the general community related to commercial storage and illegal solid waste facilities and operations.
- Inspect for proper disposal of collected waste in an approved landfill or by burial, incineration, or open dump as a last resort.

RESOURCES

The DEHQ develops and maintains a capability for identifying specific resources that are helpful to the DEHQ within the OA. Additionally, the DEHQ, through the Logistics Section of the OA EOC, is responsible for the procurement, allocation, and distribution of environmental resources required to support environmental health operations.

The Environmental Health Disaster Preparedness Plan (EHDPP) includes information, SOPs and checklists to facilitate an environmental health disaster response. The following information is included in the plan:

- Notification and Recall Lists of Environmental Health Personnel.
- Environmental Health Emergency Telephone Numbers.
- Hazardous Material Haulers and other Emergency Transportation Resources.
- Septic Tank Pumpers.
- Emergency Chemical Toilet and Portable Restroom Suppliers (ADA compliant).
- Location of Emergency Water Supplies.
- National Guard Resources (Public Health specific).
- Water Purveyors.
- List of Analytical Laboratories.
- Pesticide Emergencies Reference List.
- Chemical and Biological Sampling equipment.
- Location of Field Monitoring Equipment.
- Hospitals with capability to handle ill or injured patients contaminated with radioactive material (coordinated with the Health and Human Services Agency of the County of San Diego).
- Miscellaneous Support Agencies.

NOTE: The EHDPP is maintained by the Department's Disaster Coordinator with the assistance of the Division Chiefs.

DIRECTION, CONTROL, OR COORDINATION

PLAN ACTIVATION AND TERMINATION

This annex is automatically activated when the OA EOC is activated. Upon activation, the DEHQ Director/Director of Environmental Health/Deputy Director determines the extent of environmental health services needed for response to the disaster and activates the DEHQ-DOC. The DEHQ-DOC will coordinate all environmental activities for the DEHQ and relay the activities to the OA EOC Environmental Health Duty Desk. Additionally, once activated, the Director/Director of Environmental Health/Deputy Director of the DEHQ will ensure the annex is implemented and executed according to the policies, priorities, and direction established

by the Management Section of the DEHQ-DOC. This annex can be terminated when the OA EOC is deactivated but will depend on the extent of the disaster recovery needed. Portions of this annex may continue until the disaster recovery is complete.



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INFORMATION COLLECTION AND DISSEMINATION

To establish a common operating picture, the OA EOC requires information to be shared by all agencies involved in the incident response, whether in the field or staffing the OA EOC. Establishing a common operating picture and maintaining situational awareness are essential to effective incident management. For Environmental Health issues, information will be provided to the DEHQ-DOC via the Environmental Health and Quality Duty Desk at the OA EOC.

Information such as type of incident/disaster, population/communities affected, resources available, and any other relevant incident information is needed by the DEHQ-DOC so that all incident response personnel maintain situational awareness.

The OA EOC Operational Period briefings are conducted at the beginning of each operational period. Additional briefings are scheduled as necessary to pass along vital information to those persons who need it. Any information or incident updates from the DEHQ-DOC that needs to be passed along during a briefing will be provided to the Environmental Health and Quality Duty Desk in the OA EOC who will then disseminate that information to the Joint Information Center (JIC) as needed.

OA EOC JOINT INFORMATION CENTER (JIC)

The DEHQ-DOC will provide the JIC with information regarding Environmental Health issues and recovery response. The JIC in-turn will craft a message. Once approved by the OA EOC Director, it will be disseminated to the public in the form of a press release, interview, or other approved method.

The DEHQ-DOC will ensure that current and accurate information is posted on the DEHQ website and/or other social media outlets for use by the public to assist them in disaster recovery.

COMMUNICATIONS

Communication is a critical part of incident management. This section outlines the DEHQ communications plan to provide clear, effective internal and external communication between the OA EOC, incident response personnel, and the public. For additional information on emergency information dissemination, see Annex L – Emergency Public Information.

NOTIFICATION AND WARNING

Timely warnings of emergency condition(s) are essential to preserving the safety of county residents as well as establishing an effective incident response. Upon learning of an incident, the Office of Emergency Services (OES) is responsible for disseminating public information in coordination with the County Public Information Team; and notifying County personnel of an OA EOC activation.

Upon notification of an OA EOC activation, DEHQ personnel will use the county's mass notification system to activate the DEHQ-DOC staff.

EMERGENCY PUBLIC INFORMATION

The County Public Information Team and Public Information Officer (PIO) will report to the OA EOC and are responsible for the public communications efforts relative to the emergency. All emergency communications from the DEHQ will be forwarded from the DEHQ-DOC to the OA EOC JIC for dissemination.

NON-EMERGENCY EXTERNAL COMMUNICATIONS

During an incident, the DEHQ-DOC expects a high volume of calls from the public seeking Environmental Health incident information. Information will be distributed through Environmental Health Duty Desks and 2-1-1. The DEHQ-DOC will ensure that information posted on the DEHQ website is current and will provide the information related to emergency environmental health issues.

ADMINISTRATION, FINANCE, AND LOGISTICS

Under SEMS, special districts are considered local governments. As such, they are included in the emergency planning efforts throughout the OA. The OA Emergency Organization, in accordance with SEMS, supports and is supported by:

- Cities within the OA

- The County of San Diego
- Special Districts
- Other Counties
- The State of California
- The Federal Government

NIMS provides a consistent nationwide template to enable Federal, State, local, and tribal governments and private-sector and non-governmental organizations to work together effectively. NIMS also enables these entities to efficiently prepare for, prevent, respond to, and recover from domestic incidents, regardless of cause, size, or complexity, including acts of catastrophic terrorism.

There are some City and County personnel who do not have specific task assignments. They are automatically designated by State Law as Disaster Service Workers (DSWs) during a disaster and serve in the response effort.

- "All public employees and all registered volunteers of a jurisdiction having an accredited disaster council are Disaster Service Workers," per Government Code Title I, Division 4, Chapter 8, and Labor Code, Part I, Division 4, Chapters 1 and 10.
- The term public employees include all persons employed by the State, or any County, City or public district.
- Other personnel including volunteers can be registered by OES as DSWs, which provides Workers Compensation and liability coverage.

All DEHQ employees receive disaster service worker training upon being hired.

Mutual aid, including personnel, supplies, and equipment, is provided in accordance with the California Master Mutual Aid Agreement, and other OA Mutual Aid Agreements.

RESOURCE REQUESTS

Resource requests are submitted according to the NIMS ICS structure established within the OA. Resource request will be addressed locally, regionally, and statewide if necessary. Resource requests will be channeled to the DEHQ-DOC via the Environmental Health Duty Desk at the OA EOC.

LOGISTICS

The DEHQ has limited needs for logistics in an activation of this annex. The DEHQ will make logistics requests via the DEHQ-DOC Logistics and Finance Chief. If logistical resources are not readily available, the DOC Logistics and Finance Chief will reach out to the OA EOC Logistic Chief for assistance.

ANNEX DEVELOPMENT AND MAINTENANCE

This annex is a product of the OA EOP. As such, the policies, procedures, and practices outlined in the OA EOP govern this annex. OES is subject to coordinate the maintenance and update of this annex every four years, in accordance with the maintenance schedule established for the OA EOP. Record of changes, approval, and dissemination of the OA EOP will also apply to this annex.

Updates to the appendices in this annex can be made before such time for multiple reasons, including but not limited to changes in policy/procedure, improvements and recommendations based on real life events or exercises, etc. Recommended changes should be submitted to OES at oes@sdcounty.ca.gov

AUTHORITIES AND REFERENCES

The DEHQ enhances San Diegans' quality of life by protecting public health and safeguarding environmental quality, educating the public to increase environmental awareness, and implementing and enforcing local, state, and federal environmental laws.

Environmental Health Laws and Regulations that DEHQ enforces can be found in, but not limited to the California Health and Safety Code and the California Code of Regulations. Specific references can be found in the DEHQ COOP.

STATE RESPONSIBILITIES

The Director 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 CA 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.

- Assure availability of safe drinking water.
- Prevent and control communicable disease.
- Provide technical assistance in the safe operation of sewage collection, treatment, and disposal systems.
- Assure prevention and control of vectors, including flies, mosquitoes, and rodents.
- Assure observance of health aspects in management of solid waste disposal, including proper disposal of dead animals and human remains.
- Assure safe management of hazardous wastes, including handling, transportation, and disposal.
- Ensure safety of emergency supplies of food and other products.
- Ensure rapid restoration or replacement of facilities for processing, storing, and distributing food, and other products.
- 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.
- 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

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

CALIFORNIA ENVIRONMENTAL PROTECTION AGENCY – AIR RESOURCES BOARD

- Develops plans to prevent substantial endangerment to the health of persons by anticipating and preventing or abating air pollution emergencies.
- Coordinates the execution of air pollution emergency plans with OA EOC and Regional Air Pollution Control Districts, State OES, and other public agencies.

- Coordinates the monitoring of air quality and issues bulletins consistent with public safety as required by DHS.

CALIFORNIA ENVIRONMENTAL PROTECTION AGENCY – STATE WATER RESOURCES CONTROL BOARD

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

CALIFORNIA DEPARTMENT OF RESOURCES RECYCLING AND RECOVERY (CALRECYCLE) [FORMERLY KNOWN AS CALIFORNIA INTEGRATED WASTE MANAGEMENT BOARD]

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

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

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

The 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

If local resources (both public and private) are inadequate to cope with the situation(s), required support will be requested through the OA EOC to the appropriate California Governor's Office of Emergency Services (Cal OES) 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 CDPH for assistance.

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.

ANNEX I

Communication and Warning Systems



Decorative Image

Operational Area Emergency Operations Plan

SEPTEMBER 2022

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

ACKNOWLEDGEMENTS

Principal Planners

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San Diego County Access and Functional Needs
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EXECUTIVE SUMMARY

This annex describes the communications capabilities that exist in the Operational Area (OA). Managing 24-hour interoperable communications is completed by jurisdictional and Regional Communications System (RCS) staff.

TABLE OF CONTENTS

General 1
Concept of Operations 2
Organization and Responsibilities 3
Direction, Control, or Coordination 3
Information Collection and Dissemination 4
Communications 4
Administration, Finance, and Logistics 12
Annex Development and Maintenance 13

GENERAL

INTRODUCTION

Essential to all organizations is an effective communications capability to support 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 (OA) has 19 jurisdictions (18 incorporated cities and one unincorporated area), numerous special districts and many military facilities which support several communications systems.

In addition to common carrier communications (wired and cellular) networks, the OA has developed robust interagency and interoperable wireless voice and data communications capabilities.

Most of the jurisdictions in the OA 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 OA.

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 alert and warning to the population impacted or at risk as the result of an emergency. There are several regionally available alert and warning systems designed to provide San Diego County residents with emergency notifications. These systems include the

Federal Emergency Management Agency's (FEMA) Integrated Public Alert and Warning System (IPAWS) which includes the Emergency Alert System (EAS) and Wireless Emergency Alerts (WEA), and the AlertSanDiego/Accessible AlertSanDiego system. See Annex L – Emergency Public Information for additional information on other modalities, including American Sign Language (ASL), for communicating with the public.

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 OA.

This annex will be updated as new systems are developed and existing system information is revised.

WHOLE COMMUNITY APPROACH

The San Diego County OA is committed to achieving and fostering an emergency management system that uses a Whole Community Approach and is fully inclusive of individual needs and circumstances. For further details on the Whole Community Approach to emergency management and the integration of inclusive emergency management practices, refer to the Basic Plan.

CONCEPT OF OPERATIONS

Response to local emergencies is managed by first responders operating under the Incident Command System (ICS). As incidents grow, or when multiple incidents are taking place simultaneously within the OA, existing procedures provide that Emergency Operations Centers (EOCs) at the local and OA level are staffed to coordinate information and provide support to the incidents.

Communications resources available for multiple incidents are finite and must be coordinated to ensure the needs of the incident(s) are met while maintaining adequate capability for day-to-day operations.

At the OA level, the OA EOC is activated by the County Office of Emergency Services (OES). The Communications Unit Coordinator (COMC) within the OA EOC communicates with the Communications Unit Leaders (COML) at the incident(s) or with the Incident Ordering Points to ascertain which communications resources are committed to the incidents and what anticipated requirements exist as response continues and the incidents transition into recovery operations. The COMC works with counterparts at the Regional and State levels to keep them informed of which common channels are being used within the OA, and to coordinate for additional resources once the available resources within the OA have been assigned.

Communication systems are critical for all of the OA Emergency Operations Plan (EOP) Annexes as well as specialized plans addressing subjects such as Reunification, Law Enforcement, Fire Rescue Services, and Evacuations.

ORGANIZATION AND RESPONSIBILITIES

ORGANIZATION

Within the OA EOC communications is managed by a COMC, who has operational oversight of all communications-related activities in the OA EOC and maintains an awareness of the tactical communications picture of all local incidents in the OA.

Staffing of the COMC position in the OA EOC is provided by the Sheriff's Department's Communications Center. Technical support for the OA EOC is provided by the Sheriff's Department's Wireless Services Division for radio-related issues, and by a County contracted Information Services provider for data and telephone-related issues.

ASSIGNMENT OF RESPONSIBILITIES

The Sheriff's Department's Communications Center is the lead organization for communication operations within the OA EOC. The Communications Center is co-located in the same building as the OA EOC, and Division staff have been identified and trained to perform the duties of the COMC position. The Sheriff's Auxiliary Communications Service (ACS), which serves as the Radio Amateur Civil Emergency Service (RACES) organization for the OA, may provide trained licensed volunteer Amateur Radio operators to provide supplemental communications as required.

Technical support for the OA EOC is provided by the Sheriff's Department's Wireless Services Division for radio-related issues. Support for IT and telephone-related issues is provided by a County contracted Information Services provider. Representatives of each of these organizations report to the COMC in the OA EOC whenever the OA EOC or the annex are activated.

DIRECTION, CONTROL, OR COORDINATION

AUTHORITY TO INITIATE ACTIONS

This annex will be activated whenever the OA EOC is fully activated, or upon the direction of the Director (or designee) of OES. The Sheriff’s Department’s Communications Center is responsible for the implementation of this annex, through the designated COMC.

COMMAND RESPONSIBILITY FOR SPECIFIC ACTIONS

- The COMC is responsible for determining the level of emergency operations under this annex, in consultation with the OA EOC General Staff and in conformance with OA EOC Standard Operating Procedures (SOPs).
- The COMC will coordinate the operations of the Communications Unit within the OA EOC.
    - The Sheriff’s Wireless Services Division will provide operational radio-related technical support to the OA EOC Communications Unit.
    - The County’s IT contractor will provide IT and telephone-related support to the OA EOC Communications Unit.

INCIDENT COMMAND SYSTEM

Under ICS, local incident command structures direct on-scene emergency operations and maintain command and control of on-scene incident operations. This annex establishes the Communications Unit functions within the OA EOC and supports the local incident command structures through the coordination of specialized equipment resources.

Personnel performing the functions to implement this annex are trained in accordance with National Incident Management System (NIMS) standards.

INFORMATION COLLECTION AND DISSEMINATION

The COMC is responsible for providing and maintaining an overall inventory of communications resources utilized at the incident(s) within the OA to the OA EOC. To gather this information, the COMC must coordinate with each Incident Commander or designated representative and Ordering Points. This information is usually provided using form ICS-205, *Incident Communications Plan*. The form is completed and disseminated by the Incident Command Post once each Operational Period.

COMMUNICATIONS

The County of San Diego and most of the jurisdictions within the OA participate in the RCS. This P25 800 MHz public safety trunked radio network provides voice communications coverage throughout the entire OA. The RCS network 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 P25 700 / 800 MHz public safety trunked radio network serving the City's Fire and Rescue, Law Enforcement, and Emergency Medical Services (EMS) voice communication operations. In addition, the City network supports the safety voice communications needs of the San Diego Unified School District, the San Diego Community College District and other municipal fire departments.

Military facilities within the OA are served by UHF trunked networks. Non-military Federal agency and many State agency voice operations are typically in the VHF Lo-band (30 – 50 MHz), VHF Hi-band (150 – 174 MHz) and UHF (450 – 470 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 OA 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 OA, including which agency controls each resource, and what rules of use or operational procedures exist for the activation and deactivation of each resource.

FUNCTIONAL ELEMENT COMMUNICATIONS

Communications systems available to the various functional elements within the OA:

OPERATIONAL AREA COORDINATION COMMUNICATIONS

Emergency Management communications between the OA EOC, jurisdictional EOCs, Incident Command Posts, and Departmental Operations Centers (DOCs) within the OA are conducted using a mix of systems and technologies, including:

MICROSOFT TEAMS & SHAREPOINT

Microsoft Teams is a communication platform included in Microsoft Office 365. It is cloud-based and provides a collaboration space for chat, file sharing and video conferencing. Teams is widely used by the San Diego County OA. In 2021, OES implemented an external, secured SharePoint Hub that includes several shared workspaces for programs such as Hazard Mitigation, WebEOC and Alert & Warning.

REGIONAL COMMUNICATIONS SYSTEM (RCS)

The San Diego County – Imperial County Regional Communications System provides dedicated common talk groups available for use as needed for Direction and Control over an 800 MHz trunked radio system.

FIRE AND RESCUE COMMUNICATIONS

The majority of the fire agencies in the OA 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 wildland for which fire protection is the responsibility of 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 in their field units.

The western boundary of San Diego County is the Pacific Ocean. There are a number of bays and other navigable waterways used for commerce and recreation under the jurisdiction of Federal, State and local agencies. These agencies use a combination of VHF Hi-band and 700 / 800 MHz systems for life safety communications operations.

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.

The Unified Fire 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 TIC Plan.

In an incident where mutual aid has been requested, the responsible Dispatch center will inform responding personnel what the command channel 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 800 MHz for the purpose of on-scene and en route 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 COML is assigned to the incident and/or to the Operational Area EOC. 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, Cal OES and California Department of Forestry and Fire Protection (CAL FIRE) networks, United States Forest Service (USFS), Bureau of Land Management (BLM) and Bureau of Indian Affairs (BIA) communications resources.

When the OA EOC has been activated, each incident-based COML needs to communicate on a regular basis with the Communications Unit Coordinator (COMC) in the OA EOC to ensure that incident operations are not in conflict with other incidents using frequencies within the county.

LAW ENFORCEMENT COMMUNICATIONS

The majority of the Law Enforcement agencies in the OA use the RCS and/or the City of San Diego's 700 / 800 MHz systems for day-to-day response operations. The California Highway Patrol (CHP) 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 OA has established varying levels of interoperability among the voice communication networks within the OA. 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 TIC Plan.

EMERGENCY MEDICAL SERVICES (EMS) COMMUNICATIONS SYSTEM

The OA does not have established communications capabilities for the National UHF EMS radio frequencies in the 462 MHz band.

The OA 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 Emergency Medical Technicians (EMTs) and Paramedics directly.

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

- Tri-City Medical Center
- Sharp Grossmont Hospital
- Scripps Mercy Hospital and Medical Center
- Palomar Medical Center
- Scripps Memorial Hospital La Jolla
- Sharp Memorial Hospital
- UC San Diego 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. Additional information about emergency medical system communications during disasters or mass-casualty incidents is available in Annex D – Mass-Casualty Incident (MCI) Operations.

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 agencies utilizing the RCS. When required, these agencies coordinate via the Sheriff's Communications Center. Some of the County agencies on this system include:

- Animal Services
- Environmental Health
- Medical Examiner
- Office of Emergency Services
- Parks and Recreation
- Probation
- Public Works

AMATEUR RADIO

There are volunteer Amateur Radio Operators in San Diego County who devote many hours to support and supplement the communications capabilities of our emergency services.

The Sheriff's Auxiliary Communications Service (ACS) and the Amateur Radio Emergency Service (ARES) operate across jurisdictional borders in San Diego County. There are also local jurisdiction radio groups that support communication efforts during disasters.

SHERIFF'S AUXILIARY COMMUNICATIONS SERVICE (ACS)

The Sheriff's Auxiliary Communications Service is made up of specially trained communications volunteers managed by the Sheriff's Department. These volunteers help provide support when there is a need for supplemental communications during planned events and emergencies. Using Amateur Radio, public safety radio networks, and other communications systems, ACS volunteers are trained to provide communications and other services to Emergency Management, Fire and Rescue, Law Enforcement and other Public Safety agencies as requested when other communications systems need to be augmented or replaced. Amateur Radio stations have been established in many cities to provide communications between cities and the OA EOC.

OA Amateur Radio network operations and procedures are covered in the San Diego County Operational Area Radio Amateur Civil Emergency Services Plan.

The services of Sheriff's ACS can be requested through the Sheriff's Communications Center or OES.

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 Sheriff's ACS, the County's EMS agency, the American Red Cross (ARC), and the Salvation Army, and provides emergency communications to all area hospitals.

ARES can be requested through the PHS Public Health Preparedness and Response Branch (PHPR) or EMS duty officer.

OPERATIONAL AREA ALERT AND WARNING

Multiple systems are regionally available to authorized public safety officials to disseminate alert and warning notifications to the public. Emergency information, advice, and action instructions are given to the public by various types of media. EAS, WEA, AlertSanDiego/Accessible AlertSanDiego, and door-to-door communications are the primary mechanisms. The County also utilizes social media to distribute emergency information to the public. Other available platforms used to distribute public alert and warning include 211, Partner Relay Network of non-profit organizations, houses of worship and community leaders, and distribution of bulletins in standard and accessible formats. OES maintains pre-scripted, hazard-specific warning messages for high impact events that require time sensitive warnings. Additional information on these various modalities is available in Annex L – Emergency Public Information.

INTEGRATED PUBLIC ALERT AND WARNING SYSTEM (IPAWS)

The Integrated Public Alert and Warning System (IPAWS) was developed and implemented by FEMA in conjunction with the FCC to allow alerting authorities to send alerts via the, Emergency Alert System (EAS), for radio and TV stations, Wireless Emergency Alerts (WEA) for cell phones, the National Oceanic and Atmospheric Administration (NOAA) weather radio service, Internet-based services and unique state and local alert systems.

Local WEA messages may cross into other jurisdictions. WEA originating jurisdictions and agencies will notify neighboring or overlapping jurisdictions that may be affected per the 2020 MOA.

The San Diego County OA utilizes two systems for sending IPAWS alerts. AlertSanDiego is the primary system for sending IPAWS alerts. WebEOC is the backup system for IPAWS alert messaging.

EMERGENCY ALERT SYSTEM (EAS)

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 KLSD (1360 AM) the LP-2 have emergency generators and have volunteered to be the local primary stations for the OA.

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

OES is authorized to activate the EAS. Approved jurisdictional Alerting Authorities in the OA can contact the OES Duty Officer and request activation of the system. Determination will be made by OES in the event of the need to notify large areas of the county to take protective actions or to provide emergency information.

Weather-related warning messages will originate at the National Weather Service’s facility in Rancho Bernardo.

WIRELESS EMERGENCY ALERTS (WEA)

Wireless Emergency Alerts (WEA) are free notifications delivered to mobile devices similar to text messages. These messages can be disseminated as 90-character English messages as well as 360-character English, 90-character Spanish, and 360-character Spanish messages. The County of San Diego has a Memorandum of Understanding with FEMA that designates the OES as a WEA originator. OES holds a Memorandum of Agreement with all 18 incorporated cities allowing jurisdictional alerting authorities to access and utilize WEAs

WEA messages are intentionally short and should direct residents to take a specific action: evacuate, shelter in place, monitor the news for additional information, etc.

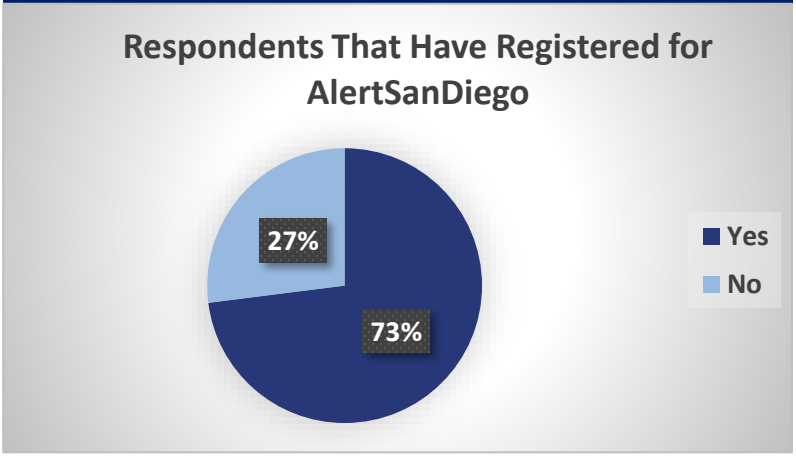
Per the Federal Emergency Management Agency (FEMA) guidelines, the following criteria should be met to warrant a WEA message:

- **Urgency:** The event urgency must be classified as either *immediate*, requiring immediate responsive action, or *expected*, requiring responsive action within one hour.
- **Severity:** The severity of the event must be classified as either *extreme*, posing an extraordinary threat to life of property, or *severe*, posing a significant threat to life or property.
- **Certainty:** The certainty of the event must be classified as either *observed* (i.e., determined to have occurred or to be ongoing) or *likely* (i.e., determined to have a probability of occurrence of 50 percent or greater).

COMMUNITY EMERGENCY NOTIFICATION SYSTEM (CENS)

In 2006, the County of San Diego implemented the AlertSanDiego communications system. AlertSanDiego is currently available throughout the OA. All listed and unlisted landline phone numbers are included in the AlertSanDiego database and residents can register their cell phone, VoIP phone number and email addresses.

In a 2022 survey, 73% of respondents said they have registered their mobile phone and email for AlertSanDiego, the County's regional mass notification system.



AlertSanDiego enables public safety officials to call individuals, via a telephone notification system, and alert them to emergency actions which may need to be taken. AlertSanDiego combines GIS mapping technologies with 9-1-1 calling data in an easy-to-use interface.

AlertSanDiego is also available in accessible formats. Accessible AlertSanDiego provides public safety officials the capability of alerting and informing individuals in San Diego County who are deaf, blind, hard of hearing, and deaf/blind before, during, and after a disaster. Accessible AlertSanDiego sends accessible alerts and information to internet and video capable devices, such as computers, cell phones, mobile devices, tablet computers, and

wireless Braille readers. These alerts are offered in American Sign Language (ASL) with English voice and text.

The AlertSanDiego system, which is hosted by a contracted software provider, has the capability of making thousands of calls per hour by using automated calling technology. OES, incorporated Cities or Sheriff's Communications Center can activate AlertSanDiego.

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

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 OES. The public is then warned by means of 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 ACS Amateur Radio network.

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

WARNING TYPES

Listed below are several types of warnings supported by the National Warning System (NAWAS):

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.

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 CLETS, public safety radio systems, NAWAS, and/or other means.

OTHER COMMUNICATIONS CAPABILITIES

OPERATIONAL AREA SATELLITE INFORMATION SYSTEM (OASIS)

OASIS is a State of California owned satellite system established to provide Emergency Management voice and data communications independently of commercial networks. A terminal in the OA EOC provides data connectivity and several phone lines for voice communications with State Emergency Management officials and adjacent OAs.

SATELLITE TELEPHONES

Satellite phones, if available, can be used in the event that local cellular towers are unavailable or offline. The County's Office of Emergency Services has a cache of satellite phones.

TELECOMMUNICATIONS RELAY SERVICE (TRS)

TRS is a free service that permits a person with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other accessible device to call people with or without the same disability or other access and functional need.

Several forms are available depending on the needs of the user and the equipment available:

- Text-to-Voice TTY-based
- Voice Carry Over
- Speech-to-Speech Relay
- Shared Non-English Language Relay
- Captioned Telephone Service
- IP Captioned Telephone Service
- Internet Protocol Relay Service
- Video Relay Service (for ASL)

To access certain forms of TRS, callers can dial 7-1-1 from any telephone in the United States to be connected with a specially trained communications assistant. 7-1-1 access is not available for internet-based forms of TRS, including IP Captioned Telephone Service, Internet Protocol Relay Service, and Video Relay Service.

EOC COMMUNICATIONS SYSTEMS

The communications systems installed in or controlled from the OA 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 OA 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 OA EOC.

The Communications Unit is a technical support position in the Logistics Section which provides communications for the management of emergency operations. 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 COMC.

MOBILE COMMUNICATIONS AND COMMAND VEHICLES

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 Communications Center and are operated by designated COMU personnel. 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 OA. The list of these vehicles is included in the Tactical Interoperable Communications (TIC) Plan.

ADMINISTRATION, FINANCE, AND LOGISTICS

Under Standardized Emergency Management System (SEMS), special districts are considered local governments. As such, they are included in the emergency planning efforts throughout the OA. The OA Emergency Organization, in accordance with SEMS, supports and is supported by:

- Cities within the OA
- The County of San Diego
- Special Districts
- Other Counties
- The State of California
- The Federal Government

NIMS provides a consistent nationwide template to enable Federal, State, local, and tribal governments and private-sector and nongovernmental organizations to work together effectively. NIMS also enables these entities to efficiently prepare for, prevent, respond to, and recover from domestic incidents, regardless of cause, size, or complexity, including acts of catastrophic terrorism.

Mutual aid, including personnel, supplies, and equipment, is provided in accordance with the California Master Mutual Aid Agreement and other OA Mutual Aid Agreements.

The private sector is an important part of the emergency organization. Business and industry own or have access to substantial response and support resources, including functional needs support services (FNSS). Community Based Organizations (CBOs) or Non-Governmental Organizations (NGOs) provide valuable support before, during, and after a disaster. OES has established the ReadySanDiego Business Alliance which will have a connection to the OA EOC via a business liaison.

There are some City and County personnel who do not have specific task assignments. They are automatically designated by State Law as Disaster Service Workers during a disaster and serve in the response effort.

- "All public employees and all registered volunteers of a jurisdiction having an accredited disaster council are Disaster Service Workers," per Government Code Title I, Division 4, Chapter 8, and Labor Code, Part I, Division 4, Chapters 1 and 10.
- The term public employees include all persons employed by the State, or any County, City or public district.
- Other personnel including volunteers can be registered by OES as Disaster Service Workers, which provides Workers Compensation and liability coverage.

The Sheriff's Department maintains a list of pre-registered Disaster Service Workers (DSW) volunteers affiliated with volunteer organizations that provide auxiliary communications support and services to Public Safety agencies during planned events and emergencies.

It is imperative that local government maintain duplicate records of all information necessary for restoration of normal operations. This process of record retention involves offsite storage of vital computerized and paper-based data that can be readily accessible.

ANNEX DEVELOPMENT AND MAINTENANCE

This annex is a product of the OA EOP. As such, the policies, procedures, and practices outlined in the OA EOP govern this annex. OES is subject to coordinate the maintenance and update of this annex every four years, in accordance with the maintenance schedule established for the OA EOP. Record of changes, approval and dissemination of the OA EOP will also apply to this annex.

Updates to this annex can be made before such time for multiple reasons, including but not limited to changes in policy/procedure, improvements and recommendations based on real life events or exercises, etc. Recommended changes should be submitted to OES at oes@sdcounty.ca.gov

Annex I was developed and is maintained by the Interoperable Communications Committee (ICC), a committee chartered by the San Diego County Unified Disaster Council. The ICC is chaired by the Sheriff Department's Communications Center with members drawn from the jurisdictions and agencies within the OA.

The annex is a living document. The ICC will periodically review and revise the annex and supplementary documents as needed to ensure the documents are up to date.

AUTHORITIES AND REFERENCES

LEGAL BASIS FOR EMERGENCY OPERATIONS

- Unified San Diego County Emergency Services Organization, Fifth Amended Emergency Services Agreement, 2005
- County of San Diego Emergency Services Ordinance No. 8183, dated December 15, 1992
- County of San Diego Resolution adopting the California Master Mutual Agreement, dated December 11, 1950
- California Emergency Services Act, Chapter 7 of Division 1 of Title 2 of the Government Code

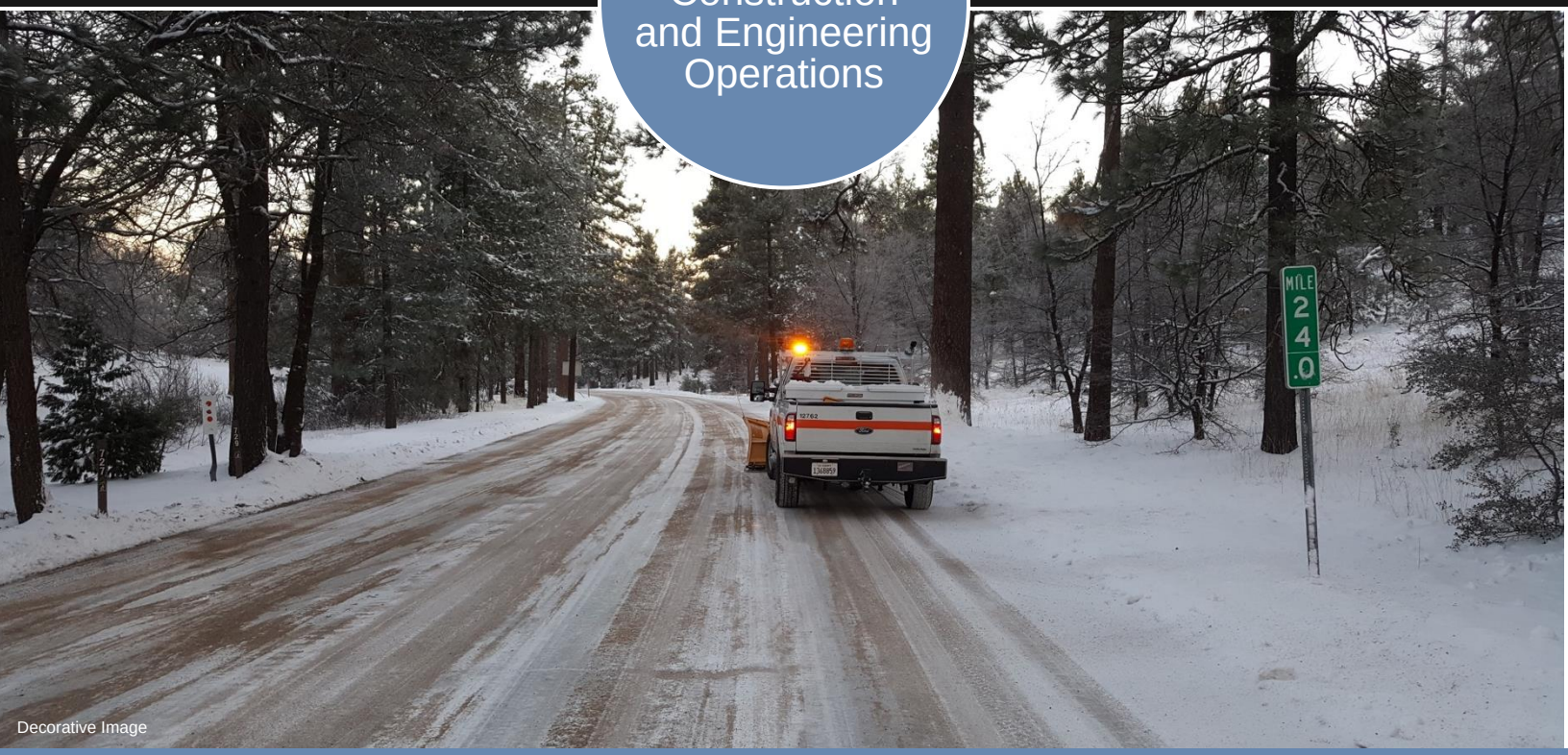
- California Emergency Plan (October 2017) and sub-plans
- Article 9, Emergency Services, Section 8605 of the Government Code, Operational Areas
- Article 9.5, Emergency Services, Section 8607 of the Government Code, SEMS
- Incident Command System, Field Operations Guide, ICS 420-1
- San Diego Urban Area Tactical Interoperable Communications Plan, February 2006
- Unified San Diego County Emergency Services Organization Resolution adopting the National Incident Management System dated September 15, 2005

REFERENCE DOCUMENTS

- Federal Communications Commission Regulations (Title 47, Code of Federal Regulations), Parts 11, 90, 97 and 101
- National Emergency Communications Plan (DHS, 2014)
- California Statewide Communications Interoperability Plan (CalOES, 2013)
- SDUA Interoperable Communications Plan SOP (May 2013)
- SDUA Regional TIC Field Operations Guide (May 2013)
- SDUA Fire-EMS Radio System Failure Procedure Quick Reference Guide (May 2013)
- SDUA Law Enforcement Radio System Failure Procedure Quick Reference Guide (May 2013)
- SDUA Lifeguard / Other User Radio System Failure Procedure Quick Reference Guide (May 2013)
- San Diego County Operational Area Radio Amateur Civil Emergency Service Plan
- San Diego EAS Operational Area Plan (2006 Edition prepared by the San Diego Local Emergency Communications Committee)
- San Diego Operational Area EOC Communications Systems Overview (2014 Edition)
- California Government Code § 8593.3 (2016) – Accessibility to Emergency Information and Services
- 109TH CONGRESS, 2D SESSION, H. R. 5785, WARN – Wireless Alert Response Network – 2006
- Telecommunications Act of 1996
- Web Content Accessibility Guidelines (WCAG) 2.2, 2022

ANNEX J

Construction and Engineering Operations



Decorative Image

Operational Area Emergency Operations Plan

SEPTEMBER 2022

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

ACKNOWLEDGEMENTS

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EXECUTIVE SUMMARY

This annex describes the management of public works functions and defines the role of public works departments at the County and City levels. Tasks include providing supervision for the repair, modification, and/or construction of emergency facilities and housing, inspecting damaged structures, and restoring, maintaining and operating essential services.

TABLE OF CONTENTS

General 1
Concept of Operations 3
Organization and Assignment of Responsibilities 4
Direction, Control or Coordination 8
Information Collection and Dissemination 9
Communications 9
Administration, Finance, and Logistics 10
Annex Development and Maintenance 11
Authorities and References 11
Appendix/Attachments 13

GENERAL

INTRODUCTION

This Annex describes the construction and engineering operations functions required to reduce hazards, establish control, and restore city, county, special district operations and essential services in the event of an emergency incident.

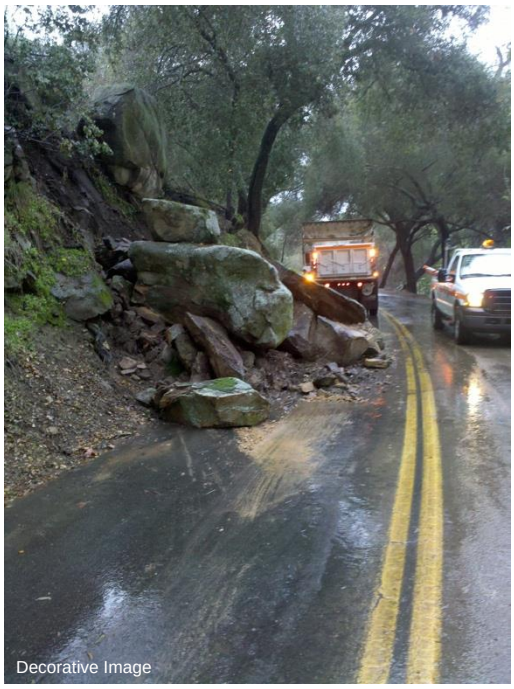
Construction and Engineering Operations consists of public works and engineering-related support, transportation, and utilities. Activities within the scope of this function include conducting pre- and post-incident assessment of public works and infrastructure; executing emergency contract support for lifesaving and life-sustaining services; providing technical assistance to include engineering expertise, construction management, and contracting and real estate services; and providing emergency repair of damaged infrastructure and critical facilities.

This annex describes the basic concepts in coordinating and organizing local government capabilities and resources to facilitate 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.

PURPOSE

This annex clarifies the various roles and responsibilities involved in responding to and recovering from an emergency event within the San Diego County Operational Area (OA). Additionally, it outlines the interaction between responding parties, mutual aid provisions, and types of information gathered to aid in the response and recovery effort.

SCOPE


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The scope of the Construction and Engineering Operations role is to:

- Complete infrastructure risk and vulnerability assessments.
- Document structure damage and supporting arrangements for stabilization or destruction of immediate hazards to public health and safety.
- Coordinate structural specialist inspections of mass care facilities and urban search and rescue operations.
- Support procurement of emergency commodities and services necessary to save and sustain life, such as potable water, ice, and generators.
- Monitor and support clearance, removal, and disposal of contaminated and uncontaminated debris from public property or in support of clearing roads. This may include waste sampling, classification, packaging, transportation, treatment, demolition, and disposal of contaminated debris and soil.
- Provide emergency repair of damaged infrastructure and critical public facilities. This may include, but is not limited to:
  - Transportation systems – roads, bridges, airports, railway and shipping systems.
  - Environmental systems – waterways, habitats, coastal erosion and landslides.
  - Domestic utilities – water, electrical, natural gas, communications, and sewer systems.
  - Structural systems – foundation, building components and contents.
- Restore critical navigation, flood control, and other water infrastructure systems.

PLANNING BASIS

Pre-planning and preparedness are essential to an effective emergency response and recovery effort. During an emergency, each jurisdiction relies first on its own resources. In the event a jurisdiction or agency is unable to fulfill their needs independently, it may request resources through existing mutual aid or assistance agreements or request assistance using the Master Mutual Aid Agreement (MMAA) throughout the OA.

WHOLE COMMUNITY APPROACH

The San Diego Operational Area is committed to achieving and fostering an emergency management system that uses a Whole Community Approach and is fully inclusive of individual needs and circumstances. For further details on the Whole Community Approach to emergency management and the integration of inclusive emergency management practices, refer to the Basic Plan.

CONCEPT OF OPERATIONS

POLICIES AND PROCEDURAL GUIDELINES


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The following general procedures have been developed to provide guidance in the implementation of this annex:

EMERGENCY WORKSTATION

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 WORKSTATION

In the event that Public Works normal or emergency workstations are inoperable as a result of the disaster, or staff cannot get to their normal or emergency workstations, employees should report to the nearest appropriate alternate workstation location.

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 OA covered under this annex is the entire county and all cities. County DPW responsibilities are within the unincorporated areas of San Diego County. When requested by the 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 DPW is headquartered at the County Operations Center (COC) in Kearny 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.

ORGANIZATION

Most Cities within the OA 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. The size and complexity of an incident may result in , agencies/jurisdictions that do not have the personnel to fill all the positions at the EOC as shown at the OA level. This may require the assistance of all affected and non-affected agencies and special districts for additional resources.

ASSIGNMENT OF RESPONSIBILITIES/RESPONSIBILITIES OF LOCAL AGENCY

Activities include but are not limited to the following:

- Reasonably exhaust local resources before calling for outside assistance.
- Render the maximum practicable assistance to all emergency stricken communities, under provisions of the San Diego County Mutual Aid Plans that are in place with the cities of the OA.
- Provide for receiving and disseminating information, data and directives.
- Maintain a call-back list of primary response personnel.
- Coordinate and conduct necessary training to adequately perform functions and fulfill responsibilities during emergencies.
- Provide department personnel to staff the OA EOC.
- Provide department personnel to support Public Information Officers with accurate messaging.
- Coordinate all interdepartmental contacts with other Deputy Directors.
- Coordinate with OA EOC Construction and Engineering Branch.
- Develop and maintain current records of road and flood conditions throughout their jurisdiction.
- Provide engineering and public service work. Tasks include:
    - Restore, maintain and operate essential services within their jurisdiction:
        - Roads and bridges and/or traffic control devices
        - Storm drainage facilities
        - Wastewater disposal plants, trunk sewers and laterals
        - Airport facilities
        - Rural transportation facilities
        - Water infrastructure
    - Repair, modify and/or construct emergency facilities and housing:
        - Bridges
        - Alternate road access
        - Alternate airport landing strips
        - Temporary solid waste collection areas

        - Temporary wastewater transmission lines
        - Temporary potable water
        - Temporary housing
    - Provide engineering expertise and equipment to assist in search and rescue operations. Maintain an inventory of heavy equipment operators.
    - Maintain an inventory of transportation resources and provide for procurement and allocation.

RESPONSIBILITIES OF COUNTY PUBLIC WORKS ADMINISTRATOR

The County Assistant 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 Assistant Director shall:

- Reasonably exhaust, or recognize the potential to exhaust, county resources before calling for outside assistance.
- Render the maximum practicable assistance to all emergency stricken communities, under provisions of the San Diego County Mutual Aid Plans that are in place with the cities of the OA.
- Provide for receiving and disseminating information, data, and directives.
- Maintain a callback list of primary response personnel.
- Coordinate and conduct necessary training to adequately perform functions and fulfill responsibilities during emergencies.
- Provide department personnel to staff the OA EOC.
- Provide department personnel to staff the OA Joint Information Center (JIC).
- Coordinate all interdepartmental contacts with other Deputy Directors.
- Develop and maintain current records of road and flood conditions throughout their jurisdiction
- Provide engineering and public service work. Tasks may include:
    - Restore, maintain, and operate essential services within their jurisdiction:
        - Roads and bridges and/or traffic control devices
        - Storm drainage facilities
        - DPW wastewater disposal plants, trunk sewers and laterals
        - Airport facilities
        - Rural transportation facilities
    - Repair, modify and/or construct emergency facilities and housing:
        - Bridges and alternate road access
        - Alternate airport landing strips
        - Temporary solid waste collection areas
        - Temporary DPW wastewater transmission lines
- Provide engineering expertise and equipment to assist in search and rescue operations.
- Maintain an inventory of heavy equipment and equipment operators.
- Maintain an inventory of resources and provide for procurement and allocation of transportation resources.

- Utilize established emergency construction contracts and basic order agreements for services and supplies to assist in emergency response and recovery efforts.
- Lead recovery process for the department to include damage assessments, tracking and analyzing costs.

CALIFORNIA DEPARTMENT OF TRANSPORTATION (CALTRANS)

Dispatch field crews accordingly to assist the California Highway Patrol (CHP), 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 EOC 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, current weather updates from proprietary system.

Initiate and coordinate SDG&E requests for assistance from the region via the OA EOC liaison and provide department personnel to staff the OA EOC.

SAN DIEGO COUNTY WATER AUTHORITY

In an emergency affecting the county's water supply or quality, the Water Authority and its member agencies, Department of Environmental Health and Quality (DEHQ), State Water Resources Control Board (SWRCB) Division of Drinking Water, County Public Health Officer (PHO), 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
- Provide personnel to staff the OA EOC

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


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SUPPORT FUNCTIONS

DEPARTMENT OF GENERAL SERVICES

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

PARKS AND RECREATION DEPARTMENTS

- Provide miscellaneous construction equipment and operators
- Provide staff for damage assessment activities, as well as for recovery efforts
- Provide land and/or community centers for staging and response efforts as needed

PLANNING & DEVELOPMENT SERVICES

- Provide structural engineers and building inspectors for damage assessment activities, as well as for recovery efforts for private property in unincorporated communities

PROVIDE GEOLOGISTS FOR TECHNICAL SUPPORT CONSTRUCTION INDUSTRY

- Provide structural engineers and building inspectors for damage assessment activities, as well as for recovery efforts

TRANSPORTATION INDUSTRY

- Provide ground and rail transportation, including operators, for emergency transportation and evacuation, including transportation for people with disabilities and others with access and functional needs
- Provide additional vehicular support

FIRE AND LIFE SAFETY DEPARTMENT

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

DIRECTION, CONTROL, OR COORDINATION

ACTIVATION AND TERMINATION

- Activation and termination of this annex shall be by the direction of:
- The County's Chief Administrative Officer (CAO) as the Coordinator of Emergency Services for disasters/emergencies in the OA and the Director of Emergency Services for disasters/emergencies in the unincorporated area
- A designated Deputy CAO
- The Director of OES or a designated representative
- The Director of DPW



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Activation normally occurs based on the following:

- 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


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- 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 Office of Emergency Services (OES) in accordance with standing policies and unified agreements.

INFORMATION COLLECTION AND DISSEMINATION

TYPES OF INFORMATION TO BE RELAYED

Certain information should be relayed immediately to respective division and administration offices, to the San Diego Sheriff's Dispatch Center, to the Land Use Environmental Group (LUEG) Public Information Officer, and to the OA EOC if activated. Pertinent information to be relayed includes:

- Road closures and re-openings
- Inoperative wastewater pumping stations
- Inoperative water pollution control facilities
- Closed airports or runways, and re-openings
- Flooded dip crossings
- Isolated communities
- Closed, isolated or blacked out County facilities
- Major slides, washouts or culvert failures
- Major snow operations

COMMUNICATIONS

EFFECTIVE COMMUNICATIONS

Quick and effective communication is vital to the Department's emergency response and recovery operations. The communications system provides the basis for effectively coordinating these efforts, and to provide timely damage assessment information.

COMMUNICATIONS MAINTENANCE RESPONSIBILITY

The Wireless Services Unit of the Sheriff's Department has responsibility for operation and maintenance of all Public Works communications equipment. They should be contacted for information or problems regarding the system.

ELEMENTS OF PUBLIC WORKS COMMUNICATIONS SYSTEM

The primary elements of DPW's communications system are the telephone system and radio network. Support for the communications systems in the event of breakdown consists of messenger traffic to hand-deliver messages and the Auxiliary Communication Service (ACS) to supplement or back up the phone and radio systems.

INDIVIDUAL RESPONSIBILITY FOR COMMUNICATING EMERGENCY STATUS

It is the responsibility of all emergency response personnel to establish communications with their respective divisions, the Public Information Officer (PIO), and the OA EOC (if activated) as quickly as possible to keep them informed by radio, phone systems or relay messenger.

ADMINISTRATION, FINANCE, AND LOGISTICS

Under the Standardized Emergency Management System (SEMS), special districts are considered local governments. As such, they are included in the emergency planning efforts throughout the OA. The OA Emergency Organization is described in detail in the Basic Plan.

ADMINISTRATION/LOGISTICS

Through the Department of Purchasing and Contracting, the Logistics Section of the OA EOC maintains a variety of prepositioned contracts, including those with services providing functional needs. The Logistics Section is also able to secure emergency contracts in the event that no prepositioned contract is in place.

Emergency Purchasing Cards are available to purchase supplies necessary for operations in the field and the OA EOC. Purchases will be in accordance with established County policies.

DOCUMENTATION

It is imperative that local government maintain records of all information necessary for restoration of normal operations. Record retention includes offsite storage of vital digital and paper-based data that can be readily accessible.

Digital records are routinely backed up and stored separately from the hard drives. All personnel records are stored by the County Department of Human Resources at several locations throughout the OA.

The Logistics Section will coordinate with the Planning/Intelligence Section Documentation Unit Leader to ensure all documentation is being collected and recorded for reimbursement purposes.

ANNEX DEVELOPMENT AND MAINTENANCE

This annex is a product of the OA Emergency Operations Plan (EOP). As such, the policies, procedures, and practices outlined in the OA EOP govern this annex. OES is subject to coordinate the maintenance and update of this annex every four years, in accordance with the maintenance schedule established for the OA EOP. Record of changes, approval, and dissemination of the OA EOP will also apply to this annex.

Updates to the appendices or attachments in this annex can be made before such time for multiple reasons, including but not limited to changes in policy/procedure, improvements and recommendations based on real life events or exercises, etc. Recommended changes should be submitted to OES at oes@sdcounty.ca.gov

AUTHORITIES AND REFERENCES

- Unified San Diego County Emergency Services Organization, Fifth Amended Emergency Services Agreement, 2005
- County of San Diego Emergency Services Ordinance No. 8183, dated December 15, 1992
- County of San Diego Resolution adopting the California Master Mutual Agreement, dated December 11, 1950
- California Emergency Services Act, Chapter 7 of Division 1 of Title 2 of the Government Code
- California Emergency Plan (October 2017) and sub-plans
- Article 9, Emergency Services, Section 8605 of the Government Code, Operational Areas
- Petris (SEMS) SB 1841 Chapter 1069 - Amendments to the Government Code, Article 7, California Emergency Services Act
- California Master Mutual Aid Agreement
- California Fire and Rescue Emergency Plan
- Incident Command System, Field Operations Guide, ICS 420-1
- San Diego County Mutual Aid Agreement for Fire Departments
- San Diego County Animal Control Mutual Aid Agreement
- California Law Enforcement Mutual Aid Plan
- California Coroners Mutual Aid Plan
- Public Works Mutual Aid Plan.
- San Diego County Multi-Jurisdictional Hazard Mitigation Plan, October 2017
- San Diego Urban Area Tactical Interoperable Communications Plan, February 2006
- San Diego County Terrorist Incident Emergency Response Protocol, Draft, October 2010
- Unified San Diego County Emergency Services Organization Resolution adopting the National Incident Management System dated September 15, 2005
- California Government Code § 8593.3 (2016) – Accessibility to Emergency Information and Services

- Telecommunications Act of 1996
- Web Content Accessibility Guidelines (WCAG) 2.2, 2022

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. The San Diego County Water Authority (Water Authority) transports approximately 90-percent of the county's water for distribution to its 24 member agencies. The member agencies deliver water to approximately 97-percent of the county's population. Approximately 165 small water systems serve the remaining 3-percent of the population, principally located in the unincorporated areas of San Diego County.

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 delegates implementation of the SDWA to the state of California. The State's program is managed under the State Water Resources Control Board by the Division of Drinking Water. The District Engineer is the regional representative for all water suppliers in the county, ensuring compliance with the Title 22 California Code of Regulations. The County's Department of Environmental Health and Quality regulates small water systems with less than 200 residential service connections (California Safe Drinking Water Act, Article 1, Section 116330). As of July 1, all small public water systems in San Diego County will be regulated directly by the Division of Drinking Water.

OBJECTIVES

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

- Provide situational awareness to the OA EOC
- Coordinate drinking water safety and environmental health issues with the appropriate regulatory agencies
- Facilitate the use of mutual aid agreements in restoring water systems

ORGANIZATIONS AND RESPONSIBILITIES

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

A. California State Water Resources Control Board, Division of Drinking Water, San Diego District Office (DDW)

DDW is the primacy agency for all California water systems. The primary role for DDW staff from the onset of an incident is to determine the necessity of issuing water quality advisories. Water system assessments are performed by water system personnel, and reports are provided to DDW. Under certain circumstances, technical specialists from DDW can be dispatched to affected public water systems and integrate into the local EOC. DDW staff work with public water systems during restoration operations to determine appropriate actions to

be taken for lifting water quality advisories. Only DDW, or its delegate for small water systems (DEH), can lift a water quality advisory once issued.

B. San Diego County Department of Environmental Health and Quality (DEHQ)

DDW has delegated authority to DEHQ's Land and Water Quality Division as the primacy agency for small public water systems, on July 1, 2022 this delegation will end. DEHQ will retain non-public water systems classified as "State Small Water Systems," serving between 5 – 14 residential service connections with a population fewer than 25 persons. DDW will directly regulate all small public water systems in San Diego County. Classifications of small public water systems include Transient Non Community, Non Transient Non Community and Community systems. Small Community Public Water Systems serve between 15 – 199 residential service 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. The Land and Water Quality Division has field survey teams to conduct water system damage assessments and coordinate assistance through the DEHQ 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 imports both treated and untreated water through the Metropolitan Water District of Southern California (Metropolitan), from the Colorado River and the State Water Project. The water is delivered through a system of pipelines and facilities to 24 member agencies. 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 sdcwa.org and on member agency websites.

In an emergency, the primary responsibility of the Water Authority and the member agencies is water system restoration in order to maintain 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 in 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:

- 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.
- 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, member agencies, DEHQ, DDW, PHS, 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

The Water Authority operates and maintains a regional water delivery system capable of delivering 900 million gallons of water per day. 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 a system of reservoirs, interconnected pipelines, and pumping stations planned to supply enough water from 2-6 months, depending on availability from Metropolitan. 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 both treated and untreated water from Metropolitan and desalinated water from the Claude "Bud" Lewis Carlsbad Desalination Plant. 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. Drinking Water Distribution

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 DDW, District Engineer, DEHQ, and the OA EOC are crucial to the safety and health of the public when distributing drinking water. 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. Guidance for distribution of emergency drinking water is located in the CAL

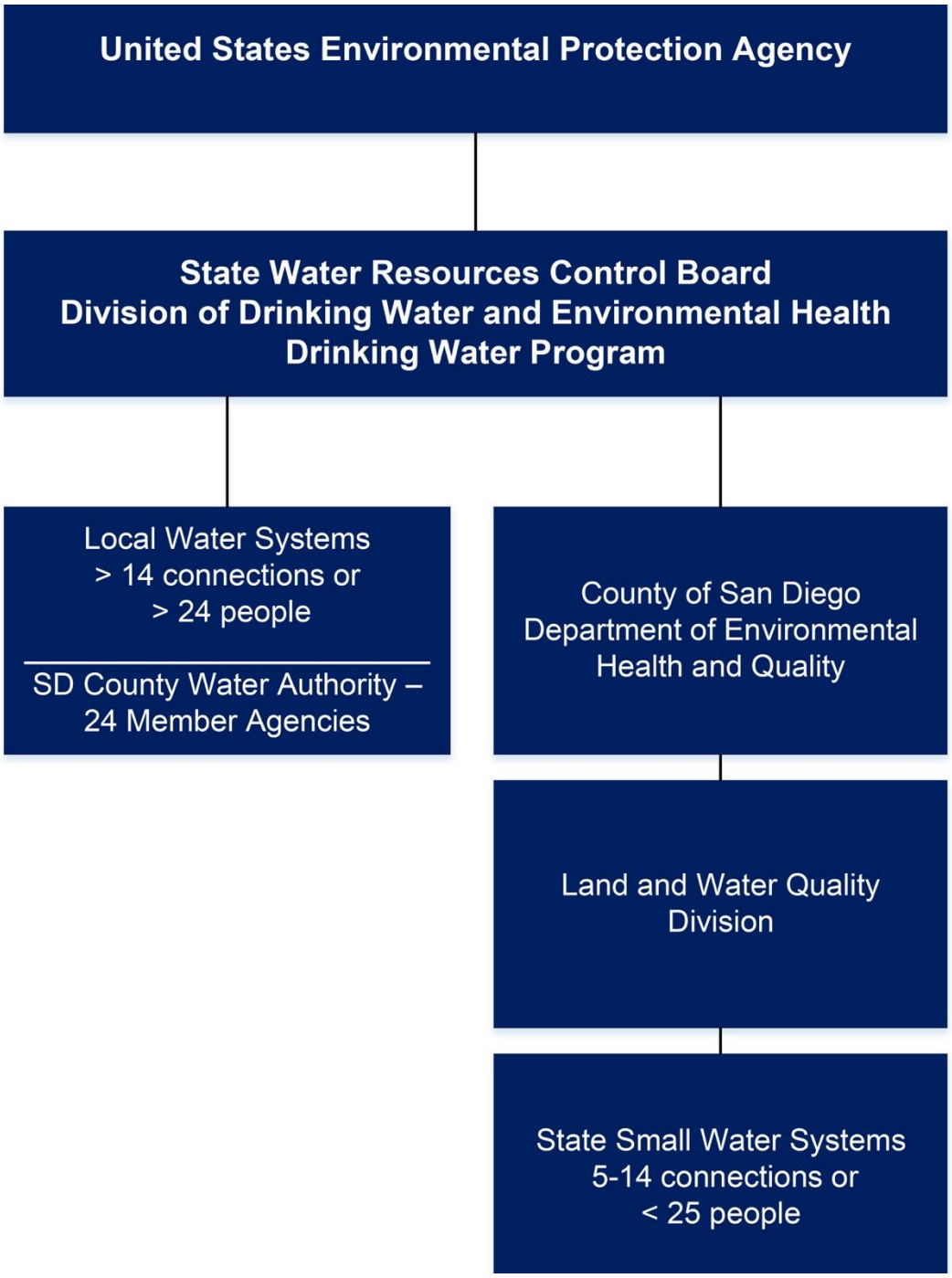
OES publication Multi-Agency Response Guidance for Emergency Drinking Water Procurement & Distribution.

WATER SECTOR MUTUAL AID AGREEMENTS

Water Agencies maintain mutual aid agreements on the local (among Member Agencies – see attachment D), regional (with Metropolitan's Member Agencies) and state level (CalWARN). If affected agencies are unable to meet their needs through these agreements, then a request will be made to the OA EOC

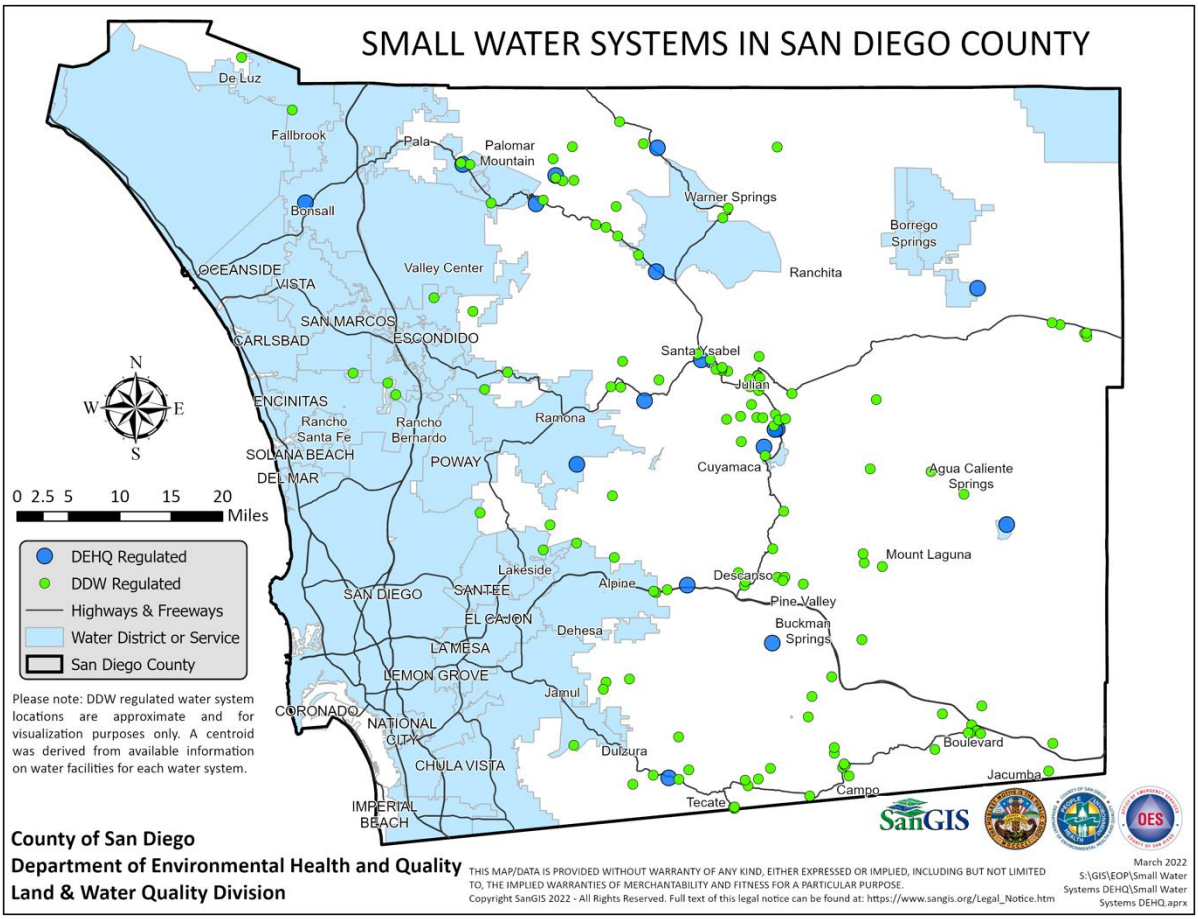
WATER SECTOR

Primary Agency Relationships (as of July 1, 2022). After that date, the State Water Resources Control Board will directly oversee all small public water systems in San Diego County. DEHQ will retain non-public water systems in San Diego County classified as “State Small Water Systems.”



ATTACHMENT B

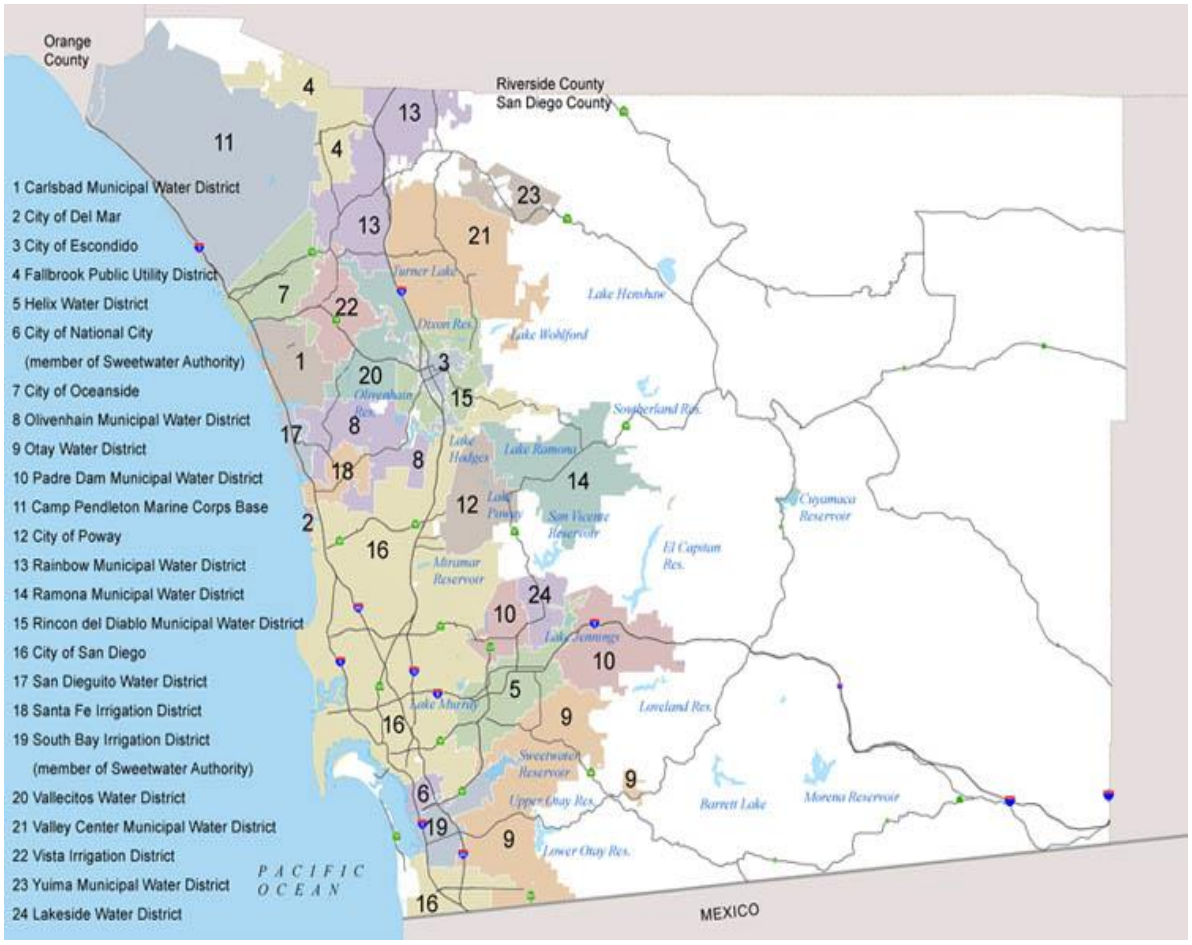
SMALL PUBLIC WATER SYSTEMS



ATTACHMENT C

SAN DIEGO COUNTY WATER AUTHORITY MEMBER AGENCIES

Our Members - San Diego County Water Authority (sdcwa.org)



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	Y		
Del Mar, City of	Y	Y		
Escondido, City of	Y			
Fallbrook Public Utility District	Y	Y		
Helix Water District	Y	Y		*
Lakeside Water District				*
Oceanside, City of	Y	Y		
Olivenhain Municipal Water District	Y			
Otay Water District	Y	Y		*
Padre Dam Municipal Water District	Y	Y		*
Camp Pendleton Marine Corps Base				
Poway, City of	Y	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		

Agency	Member Agency Agreement w/ Water Authority	Cal WARN	MARS (Metropolitan Water District of Southern California)	Other
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	Y		
Vista Irrigation District	Y	Y		
Yuima Municipal Water District	Y	Y		

Current as of April 2022
*Shared services with Padre, Helix, Otay, Sweetwater, and Lakeside

ANNEX K

Logistics



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Operational Area Emergency Operations Plan

SEPTEMBER 2022

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

ACKNOWLEDGEMENTS

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EXECUTIVE SUMMARY

The Logistics Annex addresses personnel, supplies, and equipment and how they are procured and supported within the OA. Some assets may be supplied by other counties/states, so the Logistics Annex outlines how these resources will be accounted for. All costs need to be tracked so claims can be made to state and federal agencies during the recovery process. The Logistics Annex describes how the functions will be carried out within the OA EOC.

TABLE OF CONTENTS

General	1
Concept of Operations	3
Organization and Assignment of Responsibilities	6
Direction, Control, or Coordination	12
Information Collection and Dissemination	13
Communications	14
Administration and Logistics	14
Annex Development and Maintenance	16
Authorities and References	16
Attachments	17

GENERAL

INTRODUCTION

The Logistics Annex to the Operational Area Emergency Operations Plan (OA EOP) 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 (OA). 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 (UDC) 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 OA, provide for a countywide 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 the positions that will be filled at the OA level.

PURPOSE

The purpose of this annex is to describe the logistics function process executed to support the logistical needs of an OA emergency response.

SCOPE

The Logistics Annex applies to an emergency response operation within the OA and is typically executed during an OA Emergency Operations Center (EOC) activation. 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 OA's resources.

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 adhere to their own procurement, contracting, and reimbursement policies and procedures for potential federal and state reimbursements.

OBJECTIVES

The overall objectives of logistics operations are:



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IMPLEMENT EMERGENCY LOGISTICS FUNCTIONS THROUGH PRE-DESIGNATED ASSIGNMENTS FROM THE OA EOC DIRECTOR.

- Coordinate with the Planning/ Intelligence Section to locate, procure, and allocate essential resources such as:
  - personnel, services, and materials to support incident and OA EOC operations
  - transportation, fuel and replacement equipment resources
  - supplies for care and shelter facilities, Local Assistance Centers (LACs), points of distribution (PODs), multipurpose staging areas, and fixed or mobile clinical and medical facilities
- Oversee the distribution and inventory of food and essential supplies for emergency subsistence.
- Support the Operations Section with maintaining 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.
- Establish control of resources in a manner compatible with the OA EOP, under the direction of or in coordination with the County Chief Administrative Officer (CAO) through the OA EOC staff.
- Coordinate fiscal questions and responsibilities with the Finance Unit.

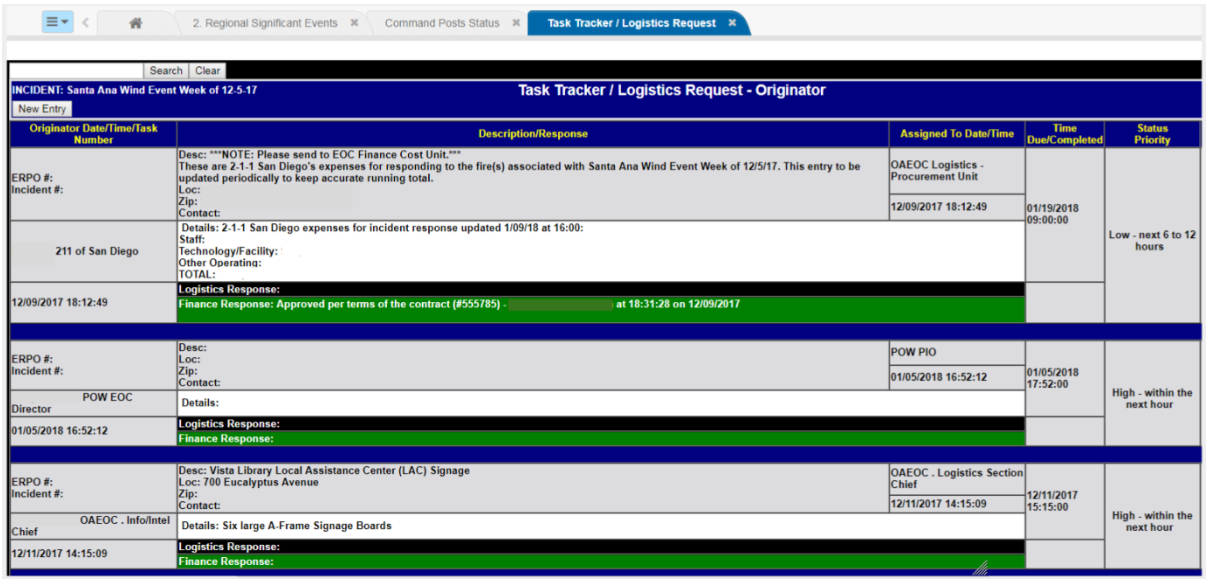
WHOLE COMMUNITY APPROACH

The San Diego Operational Area is committed to achieving and fostering an emergency management system that uses a Whole Community Approach and is fully inclusive of individual needs and circumstances. For further details on the Whole Community Approach to emergency management and the integration of inclusive emergency management practices, refer to the Basic Plan.

CONCEPT OF OPERATIONS

When an emergency occurs within the OA, the emergency response will be handled at the lowest level possible (locally), until the emergency can no longer be handled with local resources. If the emergency exceeds capabilities of the local emergency response, the OA EOC will be activated along with the OA EOP and the necessary annexes (including the Logistics Annex), as well as other applicable plans in support of the emergency such as the Reunification Plan, Evacuation Annex, and other hazard-specific plans.

Once activated, the Logistics Annex will enable the Logistics Section of the OA EOC to support the emergency response and provide the logistical needs (personnel, facilities, equipment, supplies, etc.) to responders.



COORDINATION

The Logistics Section will begin monitoring and addressing resource requests submitted through WebEOC Task Tracker or by other methods of request (via telephone, email etc.). If possible, all resource requests within the OA EOC should be submitted through Task Tracker. If resource requests are submitted through other means, the Logistics Section should manually enter the request into the WebEOC Task Tracker.

The members of the Logistics Section will work to identify how to fulfill the request. Resources may be available internally (County-owned, mutual aid, etc.) or may need to be ordered/requested from outside vendors via vendor lists and other emergency agreements.

The Logistics Section will continually monitor the WebEOC Task Tracker and address the resource requests that fall under their responsibility. The Logistics Section will work through appropriate contacts, vendors, etc. to locate the resources needed and allocate the resources to the appropriate locations.

RESOURCE ORDERING

When locating resources to fulfill a request, the Logistics Section will follow this order:

1. Use internal resources
2. Borrow resources
3. Look for donated goods/services
4. Rent or lease the resource
5. Purchase resources

If a request is critical and immediate, the ordering sequence may be bypassed. The Logistics Section Chief will coordinate with the Policy Group to take the appropriate action.

RESOURCE TRACKING

After the Logistics Section locates and procures the resources necessary to fulfill the request, the Logistics Section will coordinate with the Resources Unit Leader in the Planning/Intelligence Section to ensure the resource was delivered to the appropriate location and has been checked in to the response.

DONATIONS AND VOLUNTEER MANAGEMENT

DONATIONS

Donations can be an important resource for survivors, especially when there are unmet needs following a disaster, due to a lack of insurance, being underinsured, or limited federal Individual Assistance programs. However, an overabundance of donations, especially if of a type not needed by survivors, can become a challenge and take up local government and NGO resources.

Depending on the size of the disaster, community need, and donations available, proactive monitoring, messaging, and management may be needed.

In most circumstance, unless there is a specific identified need for a specific commodity, financial donations are better for the impacted community. They require no storage, transportation, or staff to sort, clean, package or distribute. Additionally, financial donations can be used to acquire the exact resources needed at the time they are needed, as well as help the local economy recover.

Messaging about responsible donating and coordinating with local Voluntary Organizations Active in Disasters is critical to a successful donations management effort.

Financial Donations

Financial donations are almost always more effective in supporting disaster survivors than commodities. Members of the community looking to donate should be encouraged to

consider a financial gift to a trusted local organization with missions and services that meet the donor's interests and intent. San Diego Voluntary Organizations Active in Disasters is made up of numerous local organizations with various disaster missions that donors may consider. In larger disasters, grant-making organizations such as the San Diego Foundation have also assisted by setting up disaster funds to receive donations, which may then be used to support the disaster survivors' recovery. The County will most likely not be able to accept monetary donations directly and will encourage donors to supply donations to organizations directly responding to the emergency. Refer to the Financial Donations Management Concept of Operations for additional planning and response considerations.

In-Kind/Commodities (clothing, furniture, household items, bulk goods)

Commodity and In-Kind donations, especially when unsolicited, unpackaged, and unplanned for can become a challenge during the response and recovery phases. Managing donated goods can take up space, personnel, time and, in many circumstances, donated goods may not meet the needs of survivors.

Efforts should be made to mitigate against unsolicited commodity donations through early and consistent public information messaging. Financial donations are almost always more appropriate to best match survivors with the resources they specify need.

If there is an identified need for commodity donations, it is important to be clear on the exact commodities needed, quantity needed, who will be accepting them, where they may be delivered, who will be transporting them (donor if possible), how they are packaged, and any special handling needs (i.e., refrigeration, lift gates, fork lifts, etc).

Some members of San Diego Voluntary Organizations Active in Disasters may accept commodity donations. If commodity donations are being offered or are becoming an issue in the field (at temporary evacuation points, shelters, points of distribution, etc.), these member organizations should be coordinated with for possible donation drop off sites or if pick up is needed at specific locations.

For large-scale commodity donations management issues, a multi-agency warehouse may need to be established to assist in housing the donated commodities while local NGOs work to distribute the donated resources amongst the community.

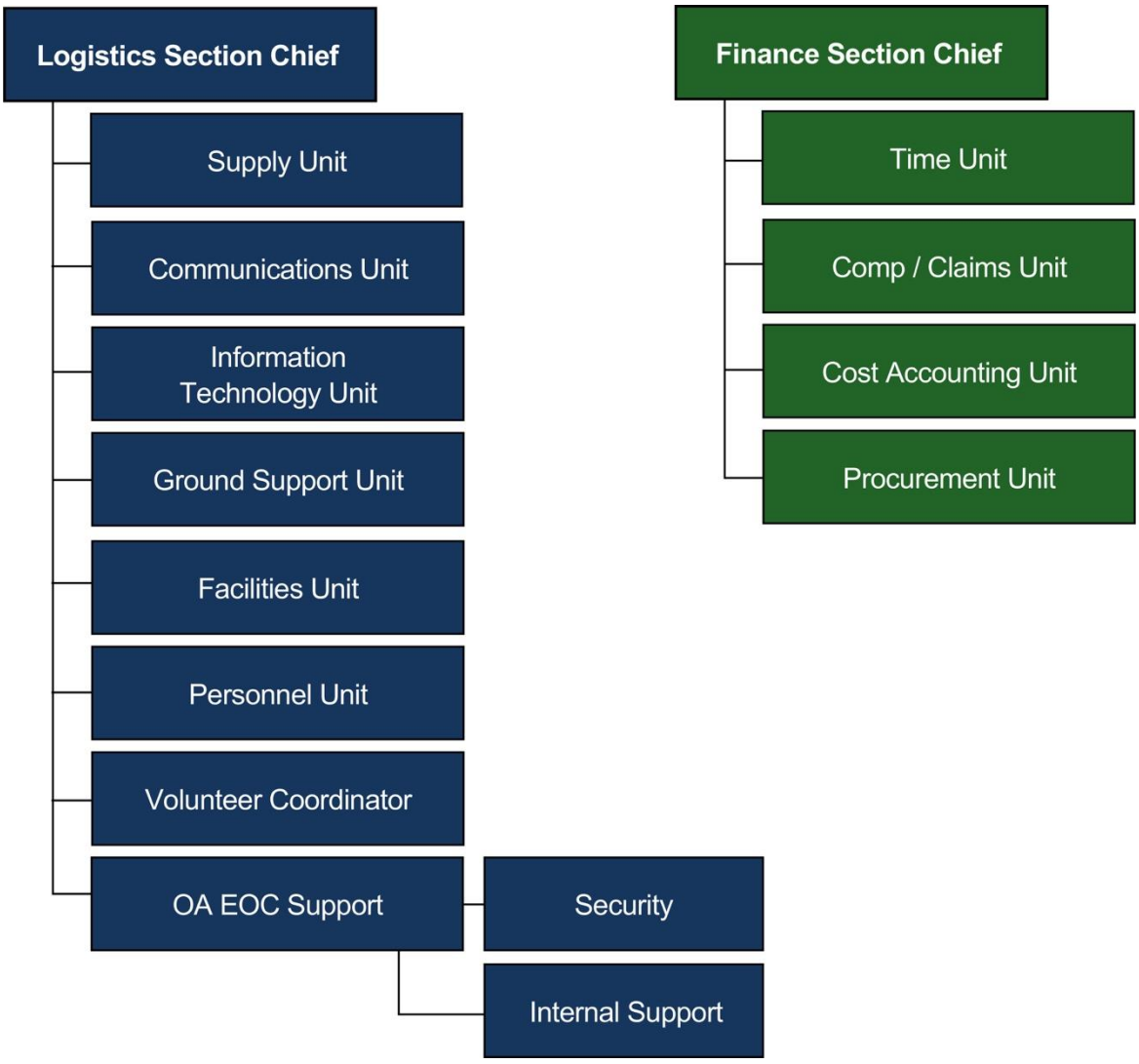
If establishing a multi-agency warehouse, the Logistics Section should work with involved stakeholders to identify the exact needs of the warehouse (i.e., size, location, security, etc). Refer to the Commodities Donations Management Concept of Operations for additional planning and response considerations.

VOLUNTEERS

The County of San Diego Office of Emergency Services (OES) has an agreement with 2-1-1 to serve as the primary agency responsible for the jurisdiction-wide mobilization and deployment of volunteers and service programs. The Logistics Section ensures that 2-1-1 utilizes the County of San Diego Spontaneous Volunteer Management Plan. Volunteers are required to be sworn-in as a Disaster Service Worker (DSW). Volunteers' time should be tracked for reporting purposes.

ORGANIZATION

The Logistics Section of the OA EOC is organized according to the organizational charts below. The Logistics Section reports to the EOC Director and is one of the five sections which make up the OA EOC. The roles and responsibilities of all personnel assigned with duties in executing this annex are summarized in the following sections. The Finance Section is an integral part of logistics operations.



OPERATIONAL AREA – SAN DIEGO COUNTY

The County of San Diego CAO coordinates the Emergency Services Organization and the County emergency management program. In a disaster located entirely within the County unincorporated area, the CAO serves as the Director of Emergency Services and 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 OA

Logistics Coordinator in the OA EOC serves at the direction of the CAO via the OA EOC Director.

The OA Logistics Coordinator has the overall responsibility for coordinating countywide Logistics operations during a disaster, provides relevant information and submits all requests for support to other jurisdictions in the OA, or to the Regional Logistics Coordinator at the Governor's Office of Emergency Services (Cal OES) Regional EOC (REOC) at Los Alamitos.

ASSIGNMENT OF RESPONSIBILITIES

LOGISTICS SECTION

The Logistics Section coordinates the procurement and provision of emergency resources for the OA. It is one of five functional sections that is operational when the OA 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. The Logistics Section also provides additional advisors to the CAO, who provide expert advice on resource allocation, distribution, priorities, expenditures, and related logistical matters.

FINANCE SECTION

The Finance Section provides fiscal support to the OA EOC and coordinates with county departments to ensure costs are tracked and that proper documentation is maintained for reimbursement requests. Refer to Annex A for additional information on this section.

LOGISTICS SECTION CHIEF

The Logistics Section Chief directs the Logistics Section and is responsible for providing facilities, services, and material to support an emergency or disaster response. This Section Chief activates and supervises the units of the Logistics Section during OA EOC operations. The Logistics Section Chief is responsible for coordinating OA Logistics operations, providing information and submitting requests for support to the Mutual Aid Region Logistics Coordinator and to the State.

SUPPLY UNIT

The Supply Unit Leader is responsible for supporting emergency operations by fulfilling requirements for goods and services, including administering procurements, contracts, and funding allocations including cost sharing agreements between functional organizations (special districts, cities and/or county departments). The Department of Purchasing and Contracting provides the Supply/Procurement Unit Leader and staff.

In coordination with the Finance Unit, the Supply Unit's responsibilities include:

- Requirement control and recording
- Procurement documentation and tracking
- Inter-governmental purchasing control
- Emergency purchasing procedures
- Emergency purchasing administration for unified and mutual aid
- Contract, credit card, and purchase order control
- Cost/price data processing

- Claims and negotiations
- Cost estimating
- Maintaining a list of contracts for emergency use, including functional needs support services (FNSS) suppliers and resource providers.
- Maintaining a current resource directory and inventory for necessary supplies, equipment and services based on Federal Emergency Management Agency (FEMA)/NIMS Integration Center Resource Types. Directory should contain FNSS resources and capabilities. (see Attachment 2 – San Diego Urban Area Resource Inventory).
- Supporting the establishment of staging areas, support facilities, and additional resources as necessary in coordination with the Facilities and Personnel Units.
- Supporting the establishment and operations of collection points and sorting areas for donations as required.
- Utilizing emergency information management software for the OA's formal resource tracking system.
- Ordering equipment, supplies, and services (which include food and water as required); receiving and storing provisions, supplies and equipment to support field and OA EOC operations; and managing its inventories.
- Performing procurements in compliance with all applicable rules and regulations, including County requirements, State requirements, and any applicable federal or State funding source requirements.
- Following the Federal Uniform Guidance and applicable FEMA and CAL-EMA requirements if the County intends to request financial support or reimbursement.

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 Sheriff's Wireless Services Division provides the Communications Unit Leader to the OA EOC. 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, and they will handle all repairs to wireless systems within the OA EOC (for additional information see **Annex I – Communications and Warning Systems**).

Included among the Communications Unit's responsibilities are to:

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

INFORMATION TECHNOLOGY (IT) UNIT

The County Technology Office provides the IT Unit Leader. The IT Unit Leader is also responsible for acting as liaison between the OA 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 OA EOC Policy Group.

Included among the IT Unit's responsibilities are to:

- Ensure telephone and computer resources and services are provided to OA EOC staff as required.
- Determine the specific computer requirements for all OA EOC positions.
- Ensure network access for all OA EOC staff, including access to emergency information management software.
- Ensure requests for telecommunications and computer services are expedited to the appropriate parties for execution as required.
- Ensure IT equipment in EOC has assistive technology available for staff who require it.

GROUND SUPPORT 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 Transportation Unit Leader is also responsible for transportation routing and scheduling, and the work assignments for transportation support during OA 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 to:

- Process transportation requests, to include all modes of transportation including ground, rail, air, and sea.

- Determine the number and appropriate types of buses and other transportation resources available to support an evacuation to meet the all needs of community members including para transit buses and ambulances. (see Annex Q – Evacuation for additional information on transportation modalities).
- Contact County Office of Education and School Districts to determine availability of buses and drivers.
- Coordinate maintenance and repair of primary tactical equipment vehicles and mobile support equipment.
- Manage the operation of a transportation pool which can be used for transporting personnel from one location to another. Ensure needs are met for personnel with access and functional needs.
- Coordinate with fuel suppliers to establish distribution priorities.
- Coordinate with the Law Enforcement and Construction and Engineering Branches to develop a Transportation Plan that identifies routes of ingress and egress, thus facilitating the movement of response personnel, the affected population and shipment of resources and material.
- Coordinate with the Law Enforcement and Construction and Engineering Branches to identify alternate routes when primary routes are impassable.
- Utilize emergency information management software for the OA's formal resource tracking system.


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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, and ensures proper sheltering, housing and personal sanitation facilities are maintained for emergency operations facilities, including the OA 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 that meet Americans with Disabilities Act (ADA) requirements available to be used in the emergency response as staging areas, warehouses, distribution centers, collection points, alternate worksites for government employees, etc.


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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. OES should register all non-governmental volunteers as DSWs. The Department of Human Resources tracks DSWs in the County's Human Resources Management System.

Included among the Personnel Unit's responsibilities are to:

- Provide personnel resources as requested in support of OA EOC and field operations.
- Develop and maintain the OA 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 OA EOC activation, using templates for the phone lists pre-loaded into the WebEOC system.
- Identify back-up and relief personnel for Branch Coordinator, Unit Leader and Support Staff positions from the Human Resources Management System, as requested by the OA EOC Director or Section Chiefs.
- Coordinate with the Security Officer to assist in the verification of reporting personnel.
- Contact private personnel providers if temporary workers or individuals with specialized skills (translators, interpreters, PAS, etc.) need to be obtained.
- Request state assistance. In the event of staffing shortfalls and upon request by the OA EOC Director, request State assistance via the Emergency Managers Mutual Aid System (EMMA) or the Emergency Management Assistance Compact (EMAC).

- Coordinate spontaneous volunteers in coordination with the Volunteer Unit Leader in the OA EOC Operations Section.
- Coordinate the requests for and assignments of DSWs and other trained volunteers.

VOLUNTEER COORDINATOR

- Manage and assign volunteers to areas in need based on qualifications or skillsets.
- Manage and track spontaneous volunteers.
- Keep records for timekeeping, injury claims, etc.

OA EOC SUPPORT STAFF (RUNNERS)

OA EOC Support Staff are responsible for providing general support to OA EOC staff.

Support Staff duties include:

- Coordinate security needs for the EOC or other contracted facilities.
- Ensure adequate supplies are available in the OA EOC.
- Support the Planning/Intelligence Section and Information and Intelligence Section to ensure message boards/displays updated as necessary, and all OA EOC staff are aware of the updates.
- Assist the JIC in disseminating press releases to all OA EOC staff.
- Monitor communications locations without assigned personnel (i.e., fax machines).
- Ensure incoming phone lines are staffed and calls are answered and messages are recorded.
- Provide assistance in meal coordination for OA EOC staff.
- Facilitate requests for OA EOC equipment and supplies where possible, such as position guides, emergency plans, telephone directories, message forms and activity logs.
- Assist the Documentation Unit in collecting, organizing, and filing OA EOC documentation.

DIRECTION, CONTROL, OR COORDINATION

ACTIVATION AND TERMINATION

Activation and termination of this annex occurs at the direction of the Director/Coordinator of Emergency Services for the Unified San Diego County Emergency Services Organization.

Activation of this annex at the OA 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 annex; and/or an announcement that a disaster has occurred and that all personnel are to report to their disaster assignments.

INTERNAL COORDINATION

The Logistics Section Chief will coordinate with the Operations Section to verify resources delivered meet mission needs. The Logistics Section will also coordinate with the Finance

Unit to ensure the funding is available to sustain the operation and to continue ordering/procuring the resources necessary.

EXTERNAL COORDINATION

The Logistics Section will coordinate with the following agencies/organizations to support the incident response.

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) 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, providing mobility needs accessible transportation, 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 OES 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 OA 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) 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.



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INFORMATION COLLECTION AND DISSEMINATION

When locating a resource, it is important that the Logistics Section receive as much information as possible.

To appropriately and adequately fulfill a request, the Logistics Section should be provided or collect the following information:

- A detailed description of the resource needed
- Approximately how long the resource will be needed (duration of use)
- Does the resource require an operator?
- When is the resource needed?
- Where does the resource need to be delivered?
- Will there be additional supplies or maintenance needed for the resource?
- Does the resource require a special permit to operate?

The Logistics Section will share information regarding fulfilled resource request with the Planning/Intelligence Section to ensure the resources are being included into action plans for each operational period.

COMMUNICATIONS

RESOURCE ORDERING

The Logistics Section should receive all requests through the established resource request process in WebEOC. The Logistics Section will utilize the most appropriate communication method to contact potential resource providers. Once fulfilled, the Logistics Section will update the resources board in WebEOC to notify the requestor that the order has been fulfilled, with an estimated time of arrival of when the resource can be expected.

INTERNAL COMMUNICATIONS

All communications should be a two-way flow from the positions within the Logistics Section to the Logistics Section Chief, and vice versa. When communicating, all personnel should use plain language to avoid any confusion (no acronyms or abbreviations). The Logistics Section should also monitor the situation updates in WebEOC so that the Logistics Section has good situational awareness and can remain ahead of incident needs and be prepared to fulfill request.

The Logistics Section will keep the Planning/Intelligence Section and Operations Section informed of any logistical issues, delays, etc. so that both sections can identify workarounds if necessary. The Logistics Section will also maintain communication with the Finance Unit to maintain awareness of purchasing status.

ADMINISTRATION AND LOGISTICS

Under SEMS, special districts are considered local governments. As such, they are included in the emergency planning efforts throughout the OA.

The OA Emergency Organization, in accordance with SEMS, supports and is supported by:

- Cities within the OA
- The County of San Diego

- Special Districts
- Other Counties
- The State of California
- The Federal Government

NIMS provides a consistent nationwide template to enable Federal, State, local, and tribal governments and private-sector and non-governmental organizations to work together effectively. NIMS also enables these entities to efficiently prepare for, prevent, respond to, and recover from domestic incidents, regardless of cause, size, or complexity, including acts of catastrophic terrorism.

Mutual aid, including personnel, supplies, and equipment, is provided in accordance with the California Master Mutual Aid Agreement, and other OA Mutual Aid Agreements.

The private sector is an important part of the emergency organization. Business and industry own or have access to substantial response and support resources, including FNSS. Community Based Organizations (CBOs) or Non-Governmental Organizations (NGOs) provide valuable resources before, during, and after a disaster. These resources can be effective assets at any level. OES has established the ReadySanDiego Business Alliance. The Alliance will have a connection to the OA EOC via a business liaison.

There are some City and County personnel who do not have specific task assignments. They are automatically designated by State Law as DSWs during a disaster and serve in the response effort.

- "All public employees and all registered volunteers of a jurisdiction having an accredited disaster council are Disaster Service Workers," per Government Code Title I, Division 4, Chapter 8, and Labor Code, Part I, Division 4, Chapters 1 and 10.
    - The term “public employees” includes all persons employed by the State, or any County, City or public district.

- Private sector personnel and volunteers can be quickly registered by OES as DSWs, which provides Workers Compensation and liability coverage. OES maintains a list of pre-registered volunteers affiliated with volunteer organizations that have been signed up as DSWs.

ADMINISTRATION/LOGISTICS

Through the Department of Purchasing and Contracting, the Logistics Section maintains a variety of prepositioned contracts, including those providing services for functional needs. The Logistics Section is also able to secure emergency contracts if no prepositioned contract is in place.

Emergency Purchasing Cards are available to purchase supplies necessary for operations in the field and the OA EOC. Purchases will be in accordance with established County policies.

DOCUMENTATION

It is imperative that local government maintain records of all information necessary for restoration of normal operations. Record retention includes offsite storage of vital digital and paper-based data that can be readily accessible.

All Information Technology Services are managed by the County Technology Office (CTO). The Logistics Section will coordinate with the Planning/Intelligence Section Documentation Unit Leader to ensure all documentation is being collected and recorded for reimbursement purposes.

ANNEX DEVELOPMENT AND MAINTENANCE

This annex is a product of the OA Emergency Operations Plan (EOP). As such, the policies, procedures, and practices outlined in the OA EOP govern this annex. OES is subject to coordinate the maintenance and update of this annex every four years, in accordance with the maintenance schedule established for the OA EOP. Updates to the attachments or appendices in this annex can be made before such time for multiple reasons, including but not limited to changes in policy/procedure, improvements and recommendations based on real life events or exercises, etc. Recommended changes should be submitted to OES at oes@sdcounty.ca.gov

AUTHORITIES AND REFERENCES

- County of San Diego Administrative Code, Article XXIII, Ordinance No. 9297, Sec. 402. Emergency Purchases
- County of San Diego, California Board of Supervisors Policy A-87
- California Government Code § 8593.3 (2016) – Accessibility to Emergency Information and Services

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

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

PERSONNEL

Primary Agency: Employment Development Department

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

TRANSPORTATION

Primary Agency: Department of Transportation

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

UTILITIES

Primary Agency: California Emergency Management Agency (Utilities Division)

Support Agency: Energy Commission; Department of Water Resources;
Public Utilities Commission

SAN DIEGO URBAN AREA RESOURCE DIRECTORY

Over the last decade, the San Diego Urban Area has invested millions of dollars to build, enhance and sustain their capacity to prevent, protect against, mitigate, respond to, and recover from acts of terrorism.

This enhancement to the capabilities has included the development of specialized resources such as equipment, teams and incident management personnel. In an effort to identify the level of capability of these resources, a database of resources which match standards under the National Incident Management System (NIMS) Resource Typing program has been created.

The resource inventory list exists in several formats. A single database solution has been identified that will be viewable by key personnel across the region. Additionally, the information is available in a variety of electronic formats for exporting and importing. Utilizing this data, a variety of reports are available to summarize and list the resources. The information will primarily serve emergency managers, emergency communications centers and public safety officials.

ANNEX L

Emergency Public Information Plan



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Operational Area Emergency Operations Plan

SEPTEMBER 2022

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

ACKNOWLEDGEMENTS

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San Diego County Access and Functional Needs
Work Group

EXECUTIVE SUMMARY

Annex L describes the responsibilities for emergency public information including all aspects of public notification, alert and warning. This includes the activation and operation of a Joint Information System (JIS) and Joint Information Center (JIC).

TABLE OF CONTENTS

General 1
Concept of Operations 3
Organization and Responsibilities 6
Direction, Control, or Coordination 7
Information Collection and Dissemination 7
Communications 11
Administration, Finance and Logistics 11
Annex Development and Maintenance 12
Authorities and References 13
Attachments 14

GENERAL

INTRODUCTION

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 Joint Information Center (JIC) work closely with the news media, social media followers, the public and regional public information partners to accomplish this task.

PURPOSE

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.

SCOPE

The procedures, as outlined, are used in the event of any type of emergency or disaster. Some examples include wildfires, earthquake, flooding, a hazardous materials incident, pandemic, or acts of terrorism.

POLICIES AND GUIDELINES

Information is disseminated according to the following policies:

- The public has the right and need to know lifesaving and other important information related to emergencies or disasters. The information will be delivered in an accessible format to help the public make informed decisions as soon as it is verified and vetted for public dissemination.
- The news media, social media and regional public information partners play a key role in assisting OES to disseminate emergency or disaster-related information to the public.

The following guidelines are in effect:

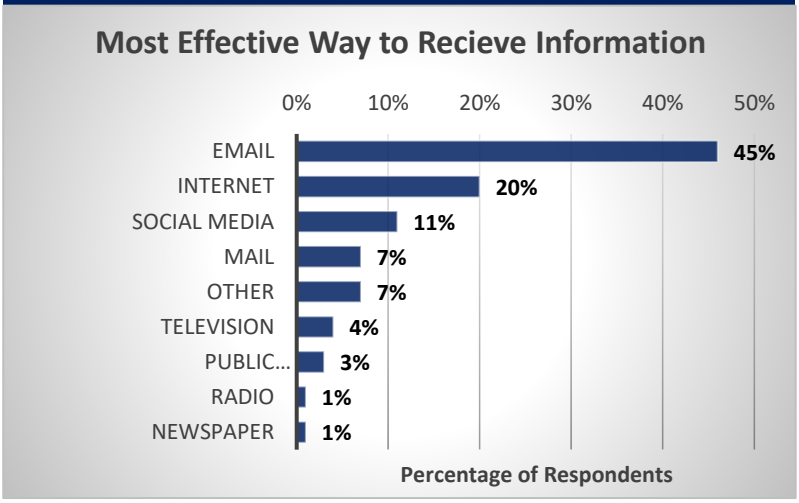
- Operational Area (OA) disaster-related information is collected and disseminated through the Joint Information Center (JIC) of the Operational Area Emergency Operations Center (OA EOC).
- The OA JIC Team members process emergency information and confirm with the OA EOC Director as to what should be published in emergency updates and/or videos distributed via the San Diego County Emergency website, the SD Emergency App, social media sites, and via speaking points at news conferences.
- For urgent public safety information, authorized public safety officials may also use AlertSanDiego, the region's emergency notification system for home, business or registered mobile phones, or the federally managed Integrated Public Alert and Warning System (IPAWS) which includes Emergency Alert System broadcasts over TV and radio, and Wireless Emergency Alerts which broadcasts text like messages to mobile phones in an affected area.
- Public information representatives for each 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 OA EOC JIC, field Public Information Officers (PIOs), and will collaborate with outside agencies.
- The County JIC Communications 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 jurisdictional EOC. In addition, other agency's websites can be linked to the San Diego County Emergency website.
- The County JIC 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 available information.
- An American Sign Language (ASL) interpreter is featured close to the speaker during media briefings, and the County requests that media keep the interpreter in the video camera shot. The County can request a Mexican sign language (LSM) interpreter to work in tandem with the ASL interpreter for an emergency press briefing.
- Spanish speaking Public Information Officers will be available at disaster press briefings and Spanish social media will be utilized to distribute information.

- Only information verified/approved by the Incident Commander and the OA EOC Director or designee can be disseminated by the appropriate EOC County JIC Team or agency personnel.
- While the County presently uses various in-house and vendor tools and community partnerships to communicate with people who have access and functional needs or who do not speak English, it continues to seek opportunities to improve these communications via additional resources and technological capabilities.
- For more detailed information, refer to the County Communications Office (CCO) Crisis Communication Plan, which is regularly updated and stored at CCO.
- Refer to Attachment F for County Social Media Policy for County Employees During an Emergency/Disaster.

WHOLE COMMUNITY APPROACH

The San Diego Operational Area is committed to achieving and fostering an emergency management system that uses a Whole Community Approach and is fully inclusive of individual needs and circumstances. For further details on the Whole Community Approach to emergency management and the integration of inclusive emergency management practices, refer to the Basic Plan.

In a 2022 survey, 45% of respondents said email is the most effective way to receive information about how to make their home, business, or neighborhood more resistant to hazards.



CONCEPT OF OPERATIONS

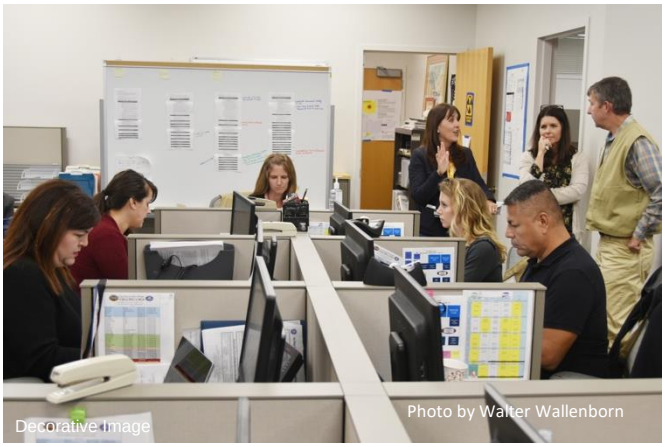
The County Communications Office Team staffs the OA EOC JIC in response to disasters or emergencies when requested by the OES Director or Director of Emergency Services. Team members must be in contact with each other quickly to determine each person's mobility and ability to access tools such as the emergency website, social media and County network. It is possible that some team members will work from remote locations because they cannot get to the OA EOC. JIC Team members have virtual private network (VPN) access to update websites remotely and can also update web-based communications tools, such as social media.

In some situations, a County Communications Team member will be sent to the Incident Command Post (ICP) to acquire up-to-date information for the OA EOC Operational Area JIC Team. This team member is not authorized to speak to the media unless specifically directed to do so by the CCO Director or JIC Manager.

The need for accurate information to be disseminated quickly to the public is a common thread through all of the County's emergency plans such as the Fire Concept of Operations (ConOps), Tsunami ConOps, and the Terrorism Plan to name a few.

JOINT INFORMATION CENTER (JIC)

A JIC is a physical location where public information staff involved in emergencies/disasters can coordinate and disseminate timely, accurate, easy-to-understand information to the public.


Decorative Image
Photo by Walter Wallenborn

JIC staff gathers, then vets/verifies information, and works with the OA EOC, other agencies, and jurisdictions as needed to determine what should be released and when. JIC staff then distributes this information through a wide variety of means, including the San Diego County Emergency app and website, social media, County News Center website, an email subscription service, news conferences, and incident updates (brief press releases). Those updates contain public messages describing the nature of the hazard, the timing and the recommended or required protective actions the public needs to implement as well as shelter or recovery information.

In addition, JIC staff monitors the latest developments with the disaster via OA EOC staff, WebEOC, coordination with other agencies, social media, media monitoring, and the calls and information coming in via 2-1-1 San Diego staff located in the JIC to verify new situations and anticipate public and media inquiries. The public can call 2-1-1 San Diego to verify disaster information or to ask about affected communities and required protective actions. 2-1-1 San Diego has the capability of connecting callers who do not speak English with multilingual staff or a translation service to ensure they understand emergency information.

JIC staff works closely with the OA EOC to distribute information that addresses the population's short-term and long-term needs. For example, in a wildfire situation, JIC staff will work with the Recovery branch to disseminate information about where the public can go for assistance, such as Local Assistance Centers (LACs), phone or website resources, the location of a recovery liaison office and more.

For certain incidents, the OA EOC will host the JIC in an office space connected to the OA EOC. Due to space limitations in the JIC, coordination with PIOs from additional agencies and organizations directly participating in the emergency is done virtually through WebEOC, a web-based emergency management software platform. A PIO from another agency may be based in the OA EOC JIC as warranted, or the JIC Manager may send a County liaison to another agency's EOC and/or JIC. The JIC Manager will coordinate and schedule conference calls with impacted jurisdiction Public Information Officers to promote message consistency and avoid conflicts in the timing of press briefings.

The CCO Director or JIC Manager 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.

AMERICAN SIGN LANGUAGE (ASL) INTERPRETATION

The County maintains a contract for American Sign Language (ASL) interpretation services. JIC personnel will make every effort to arrange for certified interpreters to attend media briefings as needed. The JIC will work in coordination with the OA EOC to provide accessible information to all residents in San Diego County. This includes ASL and/or LSM interpreters being positioned immediately adjacent to the speaker for press conferences which are available on social media and livestream. Additionally, an ASL video link is included in any emergency messaging posted on the San Diego County Emergency website and app. JIC staff will also ask broadcast media to keep the ASL interpreter in the video frame if they are filming their own video to provide that service to the deaf community. When possible, the County will utilize sign language interpreters (American Sign Language and/or additional languages). American Sign Language interpreters have been trained and credentialed through the State of California Disaster Response Interpreter Program.


Decorative Image

TRANSLATION

The JIC will translate emergency updates into Spanish for posting on the Spanish language San Diego County Emergency website and app as well as the ListoSanDiego Twitter feed. A team of County employees who speak Spanish will be called on for translation duty in the JIC, or to handle the duties remotely via email. JIC staff will leverage Spanish language media to convey information to the Spanish-speaking population as well as the Partner Relay Network to reach members of the community who speak other languages. JIC staff can also work with County staff who are fluent in other commonly spoken languages in the region to assist with translation as needed. Translation and interpretation services can also be arranged through a countywide contract in coordination with the Department of Purchasing and Contracting. In 2015, the County formed the Emergency County Translation Team as part of the Advanced Recovery Initiative (ARI). This team is comprised of bilingual (English and Spanish) County employee volunteers who have been tested and trained to provide written translation support in the JIC and remotely via email during emergency events. In addition, the public may also obtain emergency information in other languages by calling 2-1-1 San Diego and utilizing their language line.


Decorative Image

Photo by Walter Wallenborn

PARTNER RELAY

In a local emergency, providing emergency risk information in multiple languages to serve diverse communities is paramount to saving lives. The County OES currently translates all their messages into Spanish which is one of the many languages spoken throughout the region. To address the County's diverse language needs, OES and PHS have partnered on an initiative to share emergency messages with a broad network of trusted community and faith-based organizations, non-profits, government entities, clinics, and other agencies who then share the information with partner organizations that serve residents with limited English proficiency. When possible, these messages are translated into multiple languages by partner organizations.

The County makes every effort to provide critical public information in accessible, multilingual formats through its broad network of trusted community partners.

The "invitation only" network is cloud-based and hosted by an online collaboration platform. The platform receives emergency updates posted on the San Diego County Emergency website via an RSS feed and requests Partner Relay Network members to share and when possible, translate the information. The organizations can also relay information back to the County which may result in targeted communication or developing communications for the region to address larger concerns for clarification or direction. The Partner Relay Network has members who help translate emergency information for people who speak languages including: Spanish, Tagalog, Farsi, Chinese, Korean, Arabic, Vietnamese, Somali and Karen.

STAFFING

The CCO Assistant Director and/or JIC Manager will coordinate staffing. The JIC Room in the OA EOC is headquarters for the Operational Area/County JIC Communications Team. When necessary, Operational Area JIC Communications Team coverage of the OA EOC is set up on a basis of two 12-hour shifts per day. Members are divided into Team 1 (Shift 1) and Team 2 (Shift 2).

ORGANIZATION AND RESPONSIBILITIES

The organization and responsibilities of the County JIC Team during a JIC activation are detailed in Attachment E, which provides an organizational chart and a description of responsibilities for each role. In addition, the CCO maintains its own Emergency Communications Plan with more detailed descriptions of roles and duties, as well as the protocol for mobilization during an emergency.

DIRECTION, CONTROL, OR COORDINATION

AUTHORITY TO INITIATE ACTIONS

1. The CCO Director or the designee is responsible for activating the annex in close coordination with OES, the County's executive management team, the responsible public official(s) and the incident commander within the jurisdiction.
2. The CCO Assistant Director or designee fills the role of the JIC Manager and is responsible for the implementation of the annex.

COMMAND RESPONSIBILITY FOR SPECIFIC ACTIONS

1. General guidance of emergency operations within this annex
   a. The JIC Manager implements and supervises the practice of this annex under the direction of the Director/Coordinator of Emergency Services for the OA, and the OA EOC Director.
2. Direction of response
   a. CCO employees serve primarily in the JIC under the direction of the OA EOC to conduct emergency operations.
   b. CCO employees who provide public information in the JIC are trained in the National Incident Management System (NIMS) Incident Command System (ICS) through various agencies including the Federal Emergency Management Agency (FEMA), and practice these skills during regular emergency drills with County employees and other regional organizations.
3. Incident Command System
   c. This annex and its functions support the incident command system within the PIO position of ICS.

INFORMATION COLLECTION AND DISSEMINATION

The County Communications Team and OES staff will use a variety of methods to collect and disseminate emergency information through OA EOC representatives, WebEOC, representatives from other agencies involved in the disaster, information from public calls to 2-1-1, monitoring traditional media, monitoring social media and the internet, and other means as appropriate. Specific details about emergency message development and prioritization are included in the CCO Crisis Communication Plan. **The goal is to share timely and easy-to-understand emergency information to keep the public safe and informed.** Messages should be consistent among agencies involved in the disaster.



In the event of a large-scale disaster, information will be disseminated to the public and media through many communication channels:



Decorative Image

- The County News Center (CNC) TV, seen on Channel 24 on Cox Communications in South County, Channel 19 in North County, and Channel 24 or 85 on Spectrum (formerly Time Warner Cable), will air live news conferences with an ASL interpreter on video or other emergency programming. In between this content, the channel will show continuous Info Guide Pages of relevant emergency information which will include references to ListoSanDiego Twitter and the Spanish version of the San Diego County Emergency website as well as information directing people to call 2-1-1 San Diego for other languages, which will include the use of the 2-1-1 ten-digit phone number: 858-300-1211. Videos of news conferences and other emergency coverage can also be carried live online through various websites and social media platforms.

- Critical, life-saving direction and information will be immediately translated into Spanish and disseminated on ListoSanDiego Twitter as well as on the Partner Relay Network. References to ListoSanDiego Twitter and the Spanish version of the San Diego County Emergency website will be referenced in the Info Guide Pages.

- The County JIC 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.

- The San Diego County Emergency website will provide important information about issues such as road closures, shelter locations, event chronology, news releases and links to other agencies throughout the region. Website updates are also available on the County's SD Emergency app, an RSS feed, and via an email subscription service. The website will be an information source for the public, news media, 2-1-1 San Diego staff, and other jurisdictions. The County JIC Team will share information on social media sites, and links provided in County social media messages will point back to the San Diego County Emergency website and other County resources. The team will also share messages from other partners as appropriate.

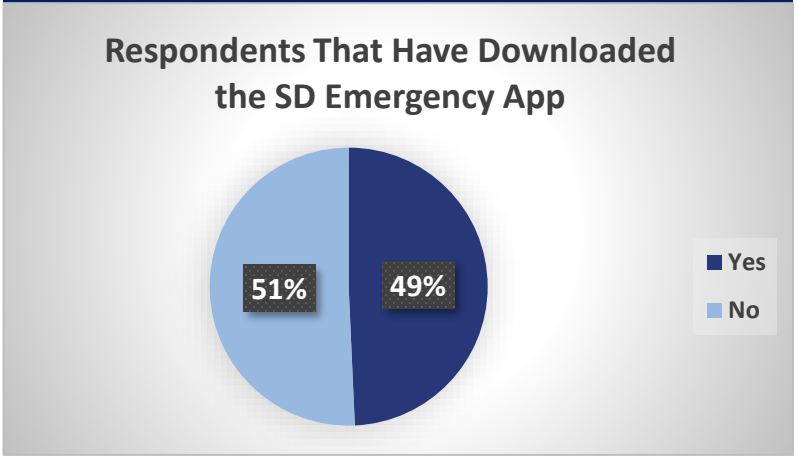
- The County JIC Team may also help write or edit special projects such as newspaper supplements, leaflets in regular and large print distributed by volunteers, or public safety megaphone messages broadcast by emergency personnel.

- The County JIC Team will work in coordination with OES to format messages to meet the needs of the whole community. As referenced in the Concept of Operations section, additional interpretation and translation resources are available through countywide contracts.

OPERATIONAL AREA ALERT AND WARNING SYSTEMS

Multiple systems are regionally available to authorized public safety officials to disseminate alert and warning notifications to the public. Emergency information, advice, and action instructions are given to the public by various types of media. EAS, WEA, AlertSanDiego/Accessible AlertSanDiego, SD Emergency App, social media, and door-to-door communications are the primary mechanisms. OES maintains pre-scripted, hazard-specific warning messages for high impact events that require time sensitive warnings.

In a 2022 survey, 49% of respondents said they have downloaded the SD Emergency App, the County disaster preparedness mobile application.



INTEGRATED PUBLIC ALERT AND WARNING SYSTEM (IPAWS)

The Integrated Public Alert and Warning System (IPAWS) was developed and implemented by FEMA in conjunction with the FCC to allow alerting authorities to send alerts via the Emergency Alert System (EAS) for radio and TV stations, Wireless Emergency Alerts (WEA) for cell phones, the National Oceanic and Atmospheric Administration (NOAA) weather radio service, Internet-based services and unique state and local alert systems.

Local WEA messages may cross into other jurisdictions. WEA originating jurisdictions and agencies will notify neighboring or overlapping jurisdictions that may be affected per the 2020 MOA.

EMERGENCY ALERT SYSTEM (EAS)

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 KLSD (1360 AM) the LP-2 have emergency generators and have volunteered to be the local primary stations for the OA.

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

OES is authorized to activate the EAS. Approved jurisdictional Alerting Authorities in the OA can contact the OES Duty Officer and request activation of the system. Determination will be made by OES in the event of the need to notify large areas of the county to take protective actions or to provide emergency information.

Weather-related warning messages will originate at the National Weather Service's facility in Rancho Bernardo.

WIRELESS EMERGENCY ALERTS (WEA)

Wireless Emergency Alerts (WEA) are free notifications delivered to mobile devices similar to text messages. These messages can be disseminated as 90-character English messages as well as 360-character English, 90-character Spanish, and 360-character Spanish messages. The County of San Diego has a Memorandum of Understanding with FEMA that designates the OES as a WEA originator. OES holds a Memorandum of Agreement with all 18 incorporated cities allowing jurisdictional alerting authorities to access and utilize WEA's

WEA messages are intentionally short and should direct residents to take a specific action: evacuate, shelter in place, monitor the news for additional information, etc.

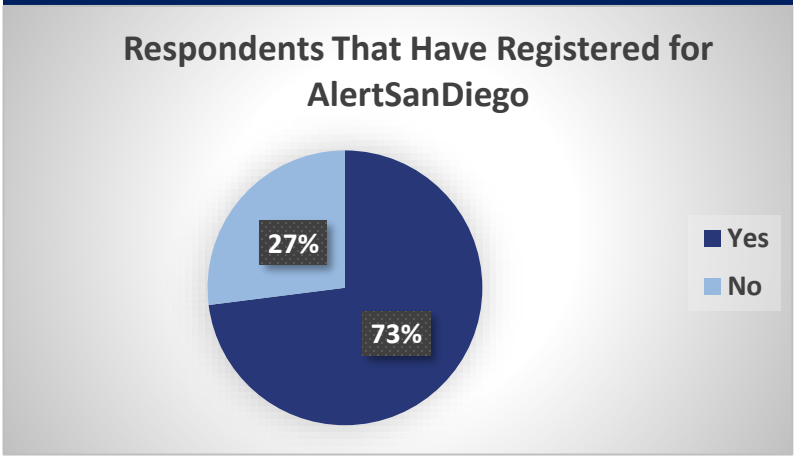
Per the Federal Emergency Management Agency (FEMA) guidelines, the following criteria should be met to warrant a WEA message:

- **Urgency:** The event urgency must be classified as either *immediate*, requiring immediate responsive action, or *expected*, requiring responsive action within one hour.
- **Severity:** The severity of the event must be classified as either *extreme*, posing an extraordinary threat to life of property, or *severe*, posing a significant threat to life or property.
- **Certainty:** The certainty of the event must be classified as either *observed* (i.e., determined to have occurred or to be ongoing) or *likely* (i.e., determined to have a probability of occurrence of 50 percent or greater).

COMMUNITY EMERGENCY NOTIFICATION SYSTEM (CENS)

In 2006, the County of San Diego implemented the AlertSanDiego communications system. AlertSanDiego is currently available throughout the OA. All listed and unlisted landline phone numbers are included in the AlertSanDiego database and residents can register their cell phone, VoIP phone number and email addresses.

In a 2022 survey, 73% of respondents said they have registered their mobile phone and email for AlertSanDiego, the County's regional mass notification system.



AlertSanDiego enables public safety officials to call residents, via a reverse 911 type of system, and alert them to emergency actions which may need to be taken. AlertSanDiego combines GIS mapping technologies with 9-1-1 calling data in an easy-to-use interface.

AlertSanDiego is also available in accessible formats. Accessible AlertSanDiego provides public safety officials the capability of alerting and informing residents of San Diego County

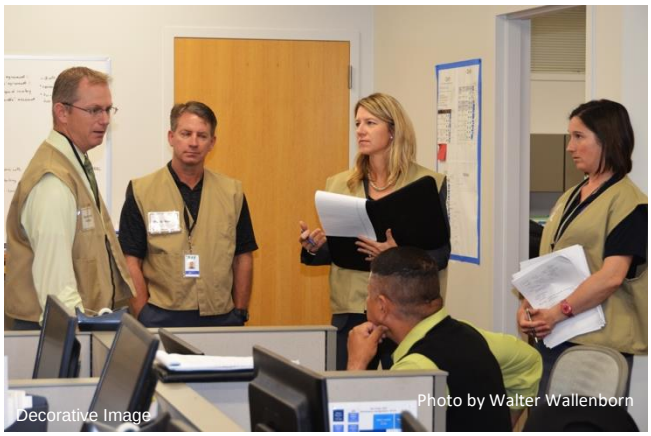
who are deaf, blind, hard of hearing, and deaf/blind before, during, and after a disaster. Accessible AlertSanDiego sends accessible alerts and information to internet and video capable devices, such as computers, cell phones, mobile devices, tablet computers, and wireless Braille readers. These alerts are offered in American Sign Language (ASL) with English voice and text.

The AlertSanDiego system, which is hosted by a contracted software provider, has the capability of making thousands of calls per hour by using automated calling technology. OES, incorporated cities or the Sheriff's Communications Center can activate AlertSanDiego.

COMMUNICATIONS

CCO staff in the JIC understand the critical need for close coordination with regional public information staff to ensure messages to the public are consistent, timely and accurate. During an incident when the OA EOC is activated, the Regional Communications Protocol will be utilized to ensure a coordinated release of information. See Attachment G for full plan.

This is achieved through various methods: the use of WebEOC to monitor and share information among agencies, direct communication with representatives in the OA EOC, direct communication with regional PIOs involved in the disaster, monitoring and sharing information on social media, and working with County liaisons positioned within impacted regional organizations.



JIC staff contact information will be shared through WebEOC during shift changes to ensure other agencies know who to contact during each shift.

Before and after an emergency, the CCO maintains a regional PIO distribution list and schedules regular meetings of PIOs from other agencies and organizations to build strong relationships and share best practices.

ADMINISTRATION, FINANCE, AND LOGISTICS

Under the Standardized Emergency Management System (SEMS), special districts are considered local governments. As such, they are included in the emergency planning efforts throughout the OA. The Unified San Diego County Emergency Services Organization, in accordance with SEMS, supports and is supported by:

- Cities within the OA
- The County of San Diego
- Special Districts
- Other Counties
- The State of California

- The Federal Government

NIMS provides a consistent nationwide template to enable Federal, State, local, and tribal governments and private-sector and non-governmental organizations to work together effectively. NIMS also enables these entities to efficiently prepare for, prevent, respond to, and recover from domestic incidents, regardless of cause, size, or complexity, including acts of catastrophic terrorism.

Mutual aid, including personnel, supplies, and equipment, is provided in accordance with the California Master Mutual Aid Agreement, and other OA Mutual Aid Agreements.

The private sector is an important part of the emergency organization. Business and industry own or have access to substantial response and support resources, including functional needs support services (FNSS). Community Based Organizations (CBOs) or Non-Governmental Organizations (NGOs) provide valuable resources before, during, and after a disaster. These resources can be effective assets at any level. OES has established the ReadySanDiego Business Alliance which will have a connection to the OA EOC via a business liaison.

There are some City and County personnel who do not have specific task assignments. They are automatically designated by State Law as Disaster Service Workers (DSWs) during a disaster and serve in the response effort.

The DSW program outlines:

- “All public employees and all registered volunteers of a jurisdiction having an accredited disaster council are Disaster Service Workers,“ per Government Code Title I, Division 4, Chapter 8, and Labor Code, Part I, Division 4, Chapters 1 and 10.
- The term “public employees” includes all persons employed by the State, or any County, City or public district.
- Other personnel including volunteers can be registered by OES as Disaster Service Workers, which provides Workers Compensation and liability coverage.

OES maintains a list of pre-registered volunteers affiliated with volunteer organizations that have been signed up as DSW volunteers.

It is imperative that local government maintain duplicate records of all information necessary for restoration of normal operations. This process of record retention involves offsite storage of vital computerized and paper-based data that can be readily accessible.

ADMINISTRATION AND LOGISTICS

The CCO Director and Assistant Director are responsible for administration, finance and logistics during the normal course of business. During an activation of the OA EOC JIC, the Assistant Director fills the role of the JIC Manager and assigns someone from the CCO to support department administration, finance, and logistics. In addition, the CCO would rely on its liaison in the Auditor and Controller for further support.

ANNEX DEVELOPMENT AND MAINTENANCE

This annex is a product of the OA Emergency Operations Plan (EOP). As such, the policies, procedures, and practices outlined in the OA EOP govern this annex. OES is subject to

coordinate the maintenance and update of this annex every four years, in accordance with the maintenance schedule established for the OA EOP. Record of changes, approval, and dissemination of the OA EOP will also apply to this annex.

Updates to the Attachments of this annex can be made before such time for multiple reasons, including but not limited to changes in policy/procedure, improvements and recommendations based on real life events or exercises, etc. Recommended changes should be submitted to OES at oes@sdcounty.ca.gov.

CCO staff will regularly review the annex at the request of OES or when the situation dictates and will work in coordination with Public Safety Group (PSG) Communications Officer to update and maintain the annex. The CCO Assistant Director will assign CCO employee(s) responsible for updates and maintenance as needed. The CCO Director will review any updates before they are submitted to OES.

AUTHORITIES AND REFERENCES

CCO employees are DSWs per County Ordinance 31.105.1/31.106 and as such their emergency response assignment is to staff the JIC in support of the OA EOC.

Below is a list of Authorities and References specific to the CCO.

- County of San Diego Administrative Manual, Record, Record Management Program, Item Number 0040-09
- County of San Diego, Board of Supervisors Policy, Data/Information and Information Systems, Number A-111
- County of San Diego, Board of Supervisors Policy, Compliance with the Countywide Records Management Program, Number A-129
- County Operational Area Emergency Operations Plan
- County Information Technology Outsourcer (ITO) Minimal Acceptable Services Levels
- Continuity of Operations Plan County Communications Plan, June 2021
- County Communications Office Emergency Communications Plan
- California Government Code § 8593.3 (2021) – Accessibility to Emergency Information and Services
- Telecommunications Act of 1996
- Web Content Accessibility Guidelines (WCAG) 2.2, 2022

CALIFORNIA EMERGENCY PUBLIC INFORMATION SYSTEM

The California Emergency Public Information (EPI) System includes cities, OA, Cal OES 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 EPI releases.

City and OA/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 American Red Cross (ARC), Salvation Army, and utility companies, so that mutual needs may be fulfilled during emergencies.

When the Cal OES Emergency Public Information Organization at the State Operations Center (SOC) in Sacramento is activated, PIOs will be assigned to the affected Cal OES Mutual Aid Region(s) to gather information from local jurisdictions and provide it to the Cal OES 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 OES PIO will summarize the disaster situation for the media and report on state agency response activities. The Cal OES 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 OES 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.

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.

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.

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.

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.

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.

FEDERAL AVIATION REGULATIONS

Subpart B – Flight Rules
Section 91.137* Temporary Flight and Civilian Drone Restrictions

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.

When a Notice to Airmen has been issued under this section, no person may operate an aircraft within the designated area unless:

- That aircraft is participating in disaster relief activities and is being operated under the direction of the agency responsible for relief activities;
- 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;
- That operation is specifically authorized under an IFR ATC clearance;
- 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,
    - 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:
    - Aircraft identification, type and color.
    - Radio communications frequencies to be used.
    - Proposed times of entry and exit of the designated area.
    - Name of news media or purpose of flight.
    - Any other information deemed necessary by ATC.

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

To preserve public safety, health, and welfare, the County Board of Supervisors added Chapter 16 to Title 3, Division 2 of the San Diego County Code of Regulatory Ordinances which restricts unmanned aircraft operation in or near fires and temporary area restrictions. The ordinance restricts the launching, landing and operation of civilian unmanned aerial systems, commonly called drones, within 3 miles of a fire or temporary area restriction or where it is interfering with, or could interfere with, emergency operations. Exceptions are generally given to news from this ordinance, unless there is a reasonable determination that it will interfere with emergency operations, and then media drones will also be restricted.

In the event that this is deemed necessary by fire officials, law enforcement or County officials, this will be communicated to the JIC which will notify media of both public restrictions and media restrictions if appropriate.

ATTACHMENT D

2-1-1 SAN DIEGO 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 OA.

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 OA Emergency Operations Center (EOC), which is the centralized control and coordination point for emergency operations and decision-making for the OA. Activating the OA EOC, and its corresponding functional responsibilities, are clearly described in the Basic Plan of the OA EOP and follow the guidelines of SEMS and NIMS.

PURPOSE

To recognize the respective roles and responsibilities of 2-1-1 San Diego and of OES in disaster preparedness, planning and operations for natural disaster, nuclear accidents, civil disorder, terrorism, or other emergencies;

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 people 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.

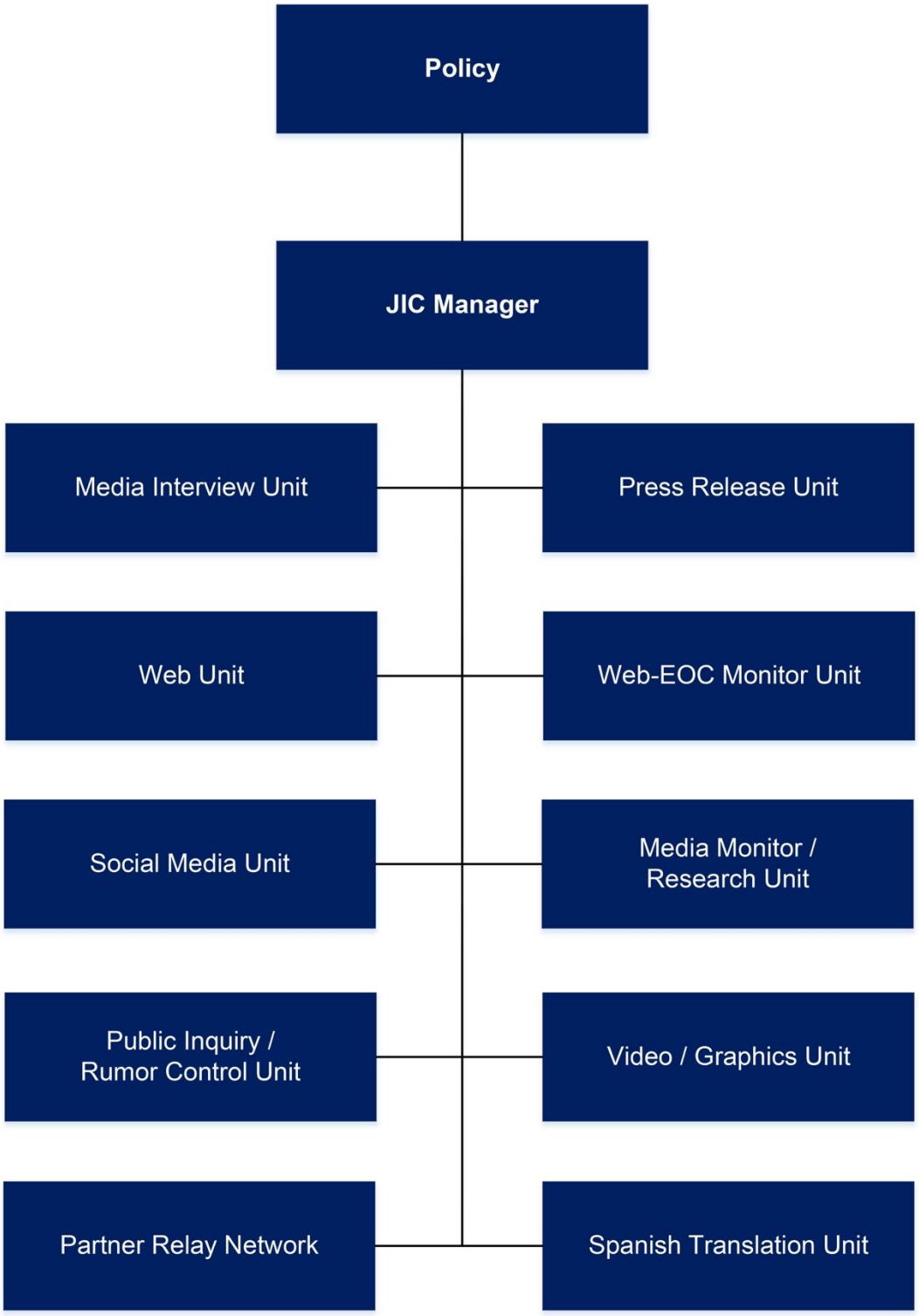
SCOPE OF AGREEMENT

Both agencies recognize the importance of obtaining and disseminating accurate information to all people in the OA. 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 informing JIC staff of trends in public inquiries and disaster related misinformation (rumors). The contractual agreement between 2-1-1 and the County of San Diego includes:

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

The County’s agreement with 2-1-1 San Diego can be accessed through the County’s Purchasing and Contracting Department.

COUNTY OF SAN DIEGO JOINT INFORMATION CENTER



Policy: The CCO Director is assigned to the Policy Group in the EOC and acts as a liaison between the Policy Group and JIC.

JIC Manager: Usually the Assistant Director or Communications Manager, this position will have ultimate responsibility for all public information-related duties. This person will direct and coordinate all aspects of the communication with the media and the public. Also, the JIC Manager will coordinate communications with other governmental agencies.

Media Interview: This position responds to local, national and international media requests for interviews and/or information. JIC staff may provide the interview or schedule an interview with a County expert, depending on the situation.

Web Unit: This position maintains the County Emergency website, which provides comprehensive information to the public during a disaster, including road closures, evacuation center locations and the latest developments. Duties may include: posting incident updates to the website and WebEOC, ensuring website updates are pushed, as appropriate, to the SD County Emergency app and distributed to the County's automated email system, GovDelivery, and notifying the JIC Manager and web support staff of technical issues.

Social Media Unit: This position provides updates to the public through the County's social media sites. This may include information provided by the County of San Diego, as well as information from other partner agencies shared by the County. This position also monitors social media to keep abreast of messages and possible inquiries from other County departments, partner agencies, the media and the public.

Public Inquiry/Rumor Control Unit: This position is primarily filled by the 2-1-1 representative located in the JIC. The 2-1-1 liaison works with 2-1-1 volunteers who are answering public inquiries to find out which questions are most frequently asked. The liaison uses WebEOC, the emergency website, incident updates and JIC staff as references to provide the correct information to 2-1-1 operators and the public.

Press Release Unit: This position writes incident updates, which are brief news releases sent to the media and posted to the emergency website. The updates provide the latest details about the disaster. Updates will have the time and date and will be posted in the JIC in chronological order.

The information is verified by the appropriate agency representative(s) within or outside of the EOC and approved by the EOC Director prior to distribution.

WebEOC Monitor Unit: WebEOC is web-based emergency management software that serves as a virtual Emergency Operations Center, bringing together information from the County's EOC and other agencies involved in a disaster. The position monitors WebEOC for information that may be of value to the public so that it can be verified and shared with the media and public. JIC staff is responsible for posting all incident updates in WebEOC to ensure the information is shared with partner agencies.

Media Monitor/Research Unit: This position monitors media coverage including websites, television, newspapers, radio, social media and any other pertinent information sources for trends and possible inaccurate information. Such information is verified through the EOC and partner agencies. If misinformation by the media is noted, it should be reported to the CCO Director or Assistant Director who will decide whether to seek a correction. If neither is available, notify the ranking representative of the CAO.

Spanish Translation Unit: This position translates and reviews JIC content into Spanish for web and social media distribution. The position will translate incident updates and other content as needed, primarily for the County's Spanish-language emergency website and Spanish-language preparedness/emergency account.

Partner Relay Network: The San Diego Operational Area partners with a broad network of trusted community organizations and agencies (i.e., churches, non-profit organizations, refugee resettlement organizations) called the "Partner Relay" to accomplish inclusive practices through sharing emergency information with communities that may have limited English proficiency

Video/Graphics Unit: Duties within this unit are outlined below and are filled as needed depending on the size, magnitude and duration of the disaster.

- **Supervisor/Assignment Editor:** Manages overall responsibility for CNC TV, the County's television station, and video production, which may include the live broadcast of County news conferences on broadcast TV, the web and social media, InfoGuide stills and/or a crawl at the bottom of the screen with emergency information to provide emergency information to the public. The position may assign duties to multimedia unit staff.

- **Engineer:** Responsible for all technical aspects of CNC TV's operation and should report to the County Administration Center. Ensures CNC TV stays on the air for live or taped broadcasts and performs technical support. May handle directing or technical duties during emergency Board of Supervisors meetings if regular staff is not available.

- **Video/Still Photojournalist:** May shoot EOC news conferences, as well as live or taped video and still photographs of County disaster operations as assigned which can be shared with the public on the web, social media, CNC TV and other communications. This position ensures that the ASL interpreter is in the frame of news conferences.

- **Graphic Designer:** Responsible for CNC TV graphic elements as well as InfoGuide stills and graphics for the web and other disaster-related needs. Alt-text and closed captioning will be utilized to ensure messages are accessible.

ADDITIONAL ASSIGNMENTS DURING AN EMERGENCY

The following positions may be filled if needed.

Board and/or Elected Official Liaison: A CCO staff member 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 may also assist with the Chair's speaking points in preparation for a news conference.

Field JIC/Off-Site Command Post: It may be necessary to assign a Communications Specialist or other staff supporting Communications to an outside incident command post managed by a lead agency, i.e. Gillespie Field CDF Command Center during the October 2003 fires. The designated staff would relay the most recent information for use at the EOC. The Director or Assistant Director will determine the necessity for this position.

Communication within the EOC

JIC staff will receive up-to-date information from EOC briefings, interaction with EOC staff, situation status ("sit-stat") reports and WebEOC. A JIC employee may be stationed in the EOC situation room during periods of rapidly changing events.

During a JIC shift change, the outgoing JIC manager or designated JIC employee will provide a briefing to incoming staff. Incident update hard copies may be posted in the JIC for reference and may also be found on the County's emergency website and WebEOC.

At the beginning of a shift, the JIC manager or designated JIC employee will keep notes of major developments, and these will be shared with staff during a shift change. Such developments could include: significant press inquiries, FAQ's from rumor control, notations of who spoke during media briefings and their talking points, relevant phone numbers or other pertinent information.

News Conferences and Press Releases

The CCO Director in coordination with JIC staff will advise the CAO and EOC Director on the frequency and content of media briefings/press conferences.

JIC staff will work with Board of Supervisors staff and those participating in the news conference to alert the media of the event, provide an outline for the news conference including the order of speakers and general topics to be covered. JIC staff will also research information for the event and provide speaking points as requested. JIC staff will arrange for a sign language interpreter to provide translation at each news conference hosted by the County and will ask the media to show the sign language interpreter in all video of the news conference to ensure their interpretation can be seen.

CCO staff will facilitate the taped and live broadcast of County news conferences. Three facilities in the proximity of the EOC have the capability of providing a live broadcast to CNC TV, which is also shown on the County's website: OES (5580 Overland Avenue), the Sheriff's Technology and Information Center (5575 Overland Avenue), and the Campus Center Public Hearings Chamber (5520 Overland Avenue).

JIC staff is responsible for issuing incident updates, short press releases with details about the disaster, response and recovery. JIC staff will also edit and distribute news releases submitted by other County departments. All releases must be approved by the EOC Director.

Translation Services

In addition to staffing the JIC Spanish Translation Unit, the CCO will coordinate with OES, County staff and community partners to provide disaster-related information in threshold languages spoken in San Diego County. County employees who are fluent in other languages may be called upon to provide translation services.

Continuous Improvement

The CCO will participate in drills, both in conjunction with OES 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 the use of 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.

The CCO will also work with public information representatives from other cities and local agencies to build relationships, share best practices and ensure successful collaboration during disasters.

ATTACHMENT F

SOCIAL MEDIA POLICY FOR COUNTY EMPLOYEES DURING AN EMERGENCY/DISASTER

All County employees are required to get permission from the County Media Team at the JIC in the EOC before using County affiliated social media accounts (i.e. Facebook, Twitter, etc.) 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 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.

ATTACHMENT G

REGIONAL COMMUNICATIONS PROTOCOL: COORDINATED RELEASE OF PUBLIC INFORMATION DURING OA EOC ACTIVATION

When the Operational Area Emergency Operations Center (OA EOC) is activated, and that activation involves two or more impacted jurisdictions, the OA EOC becomes the regional lead for: the gathering of information; facilitating the flow of information to, from and between the partner cities; ensuring common messaging; and coordinating dissemination of information to the public.

OA EOC and jurisdictional partner responsibilities during an event (jurisdictional partners may include cities, fire and law enforcement agencies.)

Incident Command Post/Incident Management Team: The Incident Command Post (ICP) or Incident Management Team (IMT) is responsible for approving incident-specific information as vetted for public release.

OA EOC and JIC: The OA EOC is charged with ensuring a focus on the "Big Picture" for all incidents. The OA EOC relies on the JIC to gather information from all ICPs, and will coordinate gathering of additional information for public release (i.e., shelters, hospitals, grocery stores/pharmacies and banks open, weather, damage assessment, social media monitoring, status reports regarding transportation issues, potable water information, status of schools, donation management, status of declarations, etc.).

The OA EOC and JIC will coordinate with ICP/IMT and all other EOCs to gather and vet information, which may include the following:

- If the Incident Command Post is located within a city, the OA EOC will send a County employee trained to act as an Agency Representative to the respective city's EOC and may provide representation at the ICP. The OA EOC will coordinate with a city EOC and the local EOC Director to provide an Agency Representative and a Public Information Officer to facilitate the flow of information between agencies to provide both situational awareness and to vet information to be shared with the public.
- All EOC Agency Representatives in the field MUST coordinate information for public dissemination with a city EOC and the local EOC Director or ICP where they are assigned to ensure messaging is consistent among all agencies.
- If affected cities are unable to send an Agency Representative to the ICP, and if approved by the local jurisdiction EOC Director, the OA EOC field Agency Representative can assist the cities by serving as a conduit for information between the city and the ICP.
- Throughout the duration of an event, the JIC may schedule regular conference calls with all regional PIOs to share information and ensure a common operating picture.
- The JIC will coordinate with PIOs from other jurisdictions on the details and timing of release of information to the public after the information has been vetted through the JIC's chain of command

- The JIC will post all press releases to the JIC Board and Significant Regional Events Board in WebEOC to make all regional public information available in one place.

PIOs from Local Jurisdictions (cities, etc.): Jurisdictional PIOs sent to the ICP will coordinate information with the Incident Commander, local jurisdiction's EOC, and JIC for public dissemination.

When incidents involve two or more local jurisdictions, jurisdictional PIOs will post all press releases to the JIC Board in WebEOC to make all regional public information available in one place.

Throughout the duration of an event, Jurisdictional PIOs may participate in JIC-facilitated conference calls to share information and ensure common operating picture.

Jurisdictional PIOs will coordinate with the JIC on the details and timing of release of information to the public after the information has been vetted through the respective agency's chain of command.

OA EOC Policy Group: The OA Policy group will (via the JIC) notify all cities and partners of planned press conferences and invite appropriate representatives of incident stakeholders.

ANNEX M

Behavioral Health Operations



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Operational Area Emergency Operations Plan

SEPTEMBER 2022

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

ACKNOWLEDGEMENTS

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San Diego County Health &
Human Services Agency (HHSA)

EXECUTIVE SUMMARY

This annex describes the role of the Behavioral Health Department of the Health and Human Services Agency. County Behavioral Health has a role in the field and at the Operational Area Emergency Operations Center (OA EOC). Many of their providers are trained to assist both disaster workers and people in shelters, who have lost their homes and possessions.

TABLE OF CONTENTS

General 1
Concept of Operations 2
Operations Centers and Assignment of Responsibilities 2
Direction, Control, or Coordination 8
Information Collection and Dissemination 9
Communications 10
Administration, Finance, and Logistics 10
Annex Development and Maintenance 10
Authorities and References 10
Attachment 11

GENERAL

INTRODUCTION

The Behavioral Health Annex to the San Diego County Operational Area Emergency Operations Plan (OA EOP) 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 OA, as authorized by the Emergency Services Agreement.

PURPOSE

To establish a behavioral health disaster response system and define responsibilities and actions that will facilitate effective use of behavioral health resources during a disaster.

SCOPE

Behavioral Health Services (BHS) are provided to mitigate the effects of acute and long-term threats to the mental health of the population and to maintain the mental health and safety of responders. Services may include crisis counseling and psychological first aid, and other services to relieve mental health and/or substance abuse problems caused or aggravated by a disaster or its aftermath.

WHOLE COMMUNITY APPROACH

The San Diego Operational Area is committed to achieving and fostering an emergency management system that uses a Whole Community Approach and is fully inclusive of

individual needs and circumstances. For further details on Whole Community Approach to emergency management and the integration of inclusive emergency management practices, refer to the Basic Plan.

CONCEPT OF OPERATIONS

BHS responds to requests to initiate emergency response as provided by the County Chief Administrative Officer (CAO), as the Director of Emergency Services for the unincorporated area
or the Coordinator of Emergency Services for the OA, or a designated representative. In response
to direction to activate, BHS will provide staff to respond to hazards commensurate to the level of disaster.



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BHS assesses the continuity of services, provided by both County-operated programs and by BHS contractors. BHS programs are prepared to continue services according to the BHS Continuity of Operations Plan (COOP). Other related plans to be utilized for BHS incidents include a Mass Casualty Incident (MCI) BHS Response plan, medical points of distribution (M-PODS) plan, and the Mental Health Recovery plan.

BHS is prepared to dispatch staff to Local Assistance Centers (LACs) or other sites that support the community. All County staff are designated as disaster service workers (DSW) and can be called upon to respond outside of normal duties during emergencies. In addition, designated contract service providers will appoint staff to respond as DSWs. Staff at LACs or other sites will conduct outreach among disaster victims and first responders and provide counseling services upon request.

OPERATIONS CENTERS AND ASSIGNMENT OF RESPONSIBILITIES

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 OA EOC Director ensures all tasks are accomplished with little or no duplication of effort and with highest probability of success.

OPERATIONS CENTERS

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 the 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 (OA EOC)

The OA EOC serves the same function as a City's EOC. The OA EOC has the additional responsibilities of coordinating response activities throughout the entire OA including the unincorporated area. The CAO serves as the Director of the Emergency Services for the unincorporated areas and as Coordinator of Emergency Services for the entire OA.

The OA 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 at a Level 1 (Highest Level). It is staffed by pre-designated behavioral health personnel who coordinate, plan, and evaluate the behavioral health response for the OA. The OA EOC behavioral health staff serve as advisors to the Director/Coordinator of Emergency Services and make decisions about resource allocation, priorities, and other behavioral health matters.

HHSA DEPARTMENTAL OPERATIONS CENTER (DOC)

For all health-related issues within the County of San Diego, HHSA-Public Health Services (PHS) is the lead agency. The County Public Health Officer (PHO) will make OA public health decisions.

Once the magnitude of the crisis warrants, the PHO or Director/Coordinator of Emergency Services may request the activation of the OA EOC or the DOC through the OES Staff Duty Officer (SDO). The County CAO, PHO, EMS Administrator, and/or the Emergency Medical Services (EMS) Duty Officer or the Public Health Preparedness and Response (PHPR)/Medical Health Operational Area Coordinator (MHOAC) Duty Officer may activate the Multi-Casualty Plan, Annex D, of the OA EOP. 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 OA EOC, staff at the HHSA DOC can assist with support needed for a variety of public health functions in an emergency situation. The HHSA DOC also handles supply/resource availability, tracking and mutual aid request. The OA EOC representatives shall relay information regarding availability of resources to OA EOC Management.

LEADERSHIP

Director, County of San Diego Health and Human Services Agency (HHSA)

Reports to the CAO and is responsible for the overall management of all disaster health services to include Public Health Services and Behavioral Health Services.

County of San Diego Health and Human Services Agency, Behavioral Health Services Director

Reports to the Director of HHSA and is responsible for all long-range logistics planning and policy decisions for behavioral health services within the County. The director is assisted by the BHS Assistant Director, Departmental Operations.

County of San Diego Health and Human Services Agency, Behavioral Health Services Disaster Coordinator

Reports to the Assistant Director, Departmental Operations of BHS and is primarily responsible for coordinating the provision of behavioral health services in the county. The BHS Disaster Coordinator and designated administrative staff determine the need for behavioral health services and coordinate resource allocation. Additionally, the BHS Disaster Coordinator works closely with medical, health, care and shelter operations, the Administrative Services Officer, other counties, community organizations and volunteers to coordinate activities.

ASSIGNMENT OF RESPONSIBILITIES

BEHAVIORAL HEALTH SERVICES (DIRECTOR OR DESIGNEE)

- Responsible for updating this Behavioral Health Annex and other emergency behavioral health plans and procedures, as needed.
- Coordinates, plans, and evaluates behavioral health disaster operations within the County.
- Coordinates the procurement and allocation of behavioral health resources required to support disaster operations.
- Identifies behavioral health resources within the County.
- 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.
- Coordinates requests and responses to requests with Cal OES Region VI Disaster Medical Coordinator via County EMS.
- Reports to the OA EOC or sends a representative.
- Designates BHS Disaster Coordinator.
- Coordinates with jurisdiction Public Information Officer (PIO) for the issuance of appropriate behavioral health messages.

BEHAVIORAL HEALTH SERVICES EXECUTIVE TEAM (DIRECTORS, ASSISTANT DIRECTORS, DEPARTMENTAL OPERATIONS, DEPUTY DIRECTORS, HOSPITAL ADMINISTRATORS, CLINICAL DIRECTORS)

- Upon notification that a disaster has occurred, the BHS Disaster Coordinator and disaster response leads meet with the Behavioral Health Services Director to plan appropriate next steps.
- Clinical Director advises and consults on clinical issues related to the disaster.

BEHAVIORAL HEALTH SERVICES DISASTER COORDINATOR

- Responsible, under the authority of the BHS Director, for the overall coordination and implementation of this annex.
- Coordinates behavioral health related activities among local public and private response agencies or groups with designated administrative staff.
- Establishes pre-disaster response relationships 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, 2-1-1 San Diego, and other community partners including members of the Health Care Association.

- Disseminates printed information on psychological impacts of a disaster and referral resources.
- Participates in disaster exercises.
- Works with Medical Reserve Corps (MRC) to register licensed Behavioral Health Workers, if requested.
- Works with the Administrative Services Officer and 2-1-1 San Diego to support staffing of emergency referral services that support behavioral health disaster operations.
- Develops and maintains an inventory of all available trained staff and supplies.
- 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.
- Develops and coordinates disaster activities such as data collection for behavioral health disaster relief funding, outreach, and follow-up programs.
- Assures briefings and debriefings of response team(s) occur.
- Prepares Behavioral Health post-disaster summary report to include an evaluation of behavioral health activities and recommendations.
- Maintains list of County Behavioral Health alternate work sites.
- Maintains linkage with the Department of Health Care Services (DHCS) – Mental Health Services Division (MHSD), Disaster Coordinator.
- Establishes a field response, if requested.
- Assigns staff to an assistance center if requested.
- Takes necessary steps to meet communication needs for next of kin notification as requested.


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BEHAVIORAL HEALTH SERVICES DISASTER RESPONSE TEAM AND SITE LEADS



BHS will provide a 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 LAC 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 LAC 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 the Health Branch in the Emergency Operations Center. All BHS response activities must be coordinated via the EOC.

ADMINISTRATIVE SERVICES ORGANIZATION (ASO) TELEPHONE ACCESS AND CRISIS LINE (ACL)



ACL operates under contract to Behavioral Health Services (Available 24 hours a day, 7 days a week, 365 days a year for program referral and crisis intervention services).

- Provides emergency telephone counseling and referral to disaster victims seeking psychological services. The ASO provides feedback information to the BHS Disaster Coordinator, as appropriate, including the number of calls, type of calls received and trends.
- Acts as an entry point to the behavioral health system for persons seeking help.
- Reports identified needs in the community for additional disaster-related services to the BHS Disaster Coordinator. Advises BHS of critical events.
- The ASO and 24-hour ACL will provide alert information to the BHS Disaster Coordinator, as appropriate.
- Works with the BHS Disaster Coordinator to identify ASO staff to assist with disaster response, as needed.
- Works with BHS Disaster Coordinator to identify individual practitioners, as needed.

ALL COUNTY OF SAN DIEGO, BEHAVIORAL HEALTH SERVICES PROGRAMS

- Prepare COOP and functional checklists for behavioral health response to a disaster, including a system for automatic reporting of pre-designated personnel to assigned disaster posts.
- Train personnel and alternates.
- Maintain accurate and complete records of all disaster related activities concerning personnel timekeeping, mission tasking and resource expenditures.


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HOSPITAL ADMINISTRATORS - SAN DIEGO COUNTY PSYCHIATRIC HOSPITAL AND EDGEMOOR DISTINCT PART SKILLED NURSING FACILITY

- Activate hospital disaster plans.
- Keep the BHS Disaster Coordinator informed of the general status of the hospitals and resource needs.
- As able, contribute available staff and resources to meet the larger behavioral health needs in the community.
- May serve as alternate facility for patients evacuated from other local hospitals.

COUNTY OF SAN DIEGO HEALTH AND HUMAN SERVICES AGENCY, BEHAVIORAL HEALTH SERVICES STAFF

- “All public employees and all registered volunteers of a jurisdiction having an accredited disaster council are Disaster Service Workers,” per Government Code Title I, Division 4, Chapter 8, and Labor Code, Part I, Division 4, Chapters 1 and 10.
- Be familiar with the contents of this annex.
- Possess a valid County Identification Card, professional license, and other preparedness items, as may be required.
- See to the safety of themselves and their families in a disaster and then be prepared to fulfill their responsibility to the County.
- Be available for callback. Monitor television and radio stations to keep informed of the situation.
- Use discretion in reporting to regular workstations (i.e., road damage, other impending hazards).

BEHAVIORAL HEALTH SERVICES RESPONSE

There are a variety of Behavioral Health Services sites. During a disaster, the site management takes the following actions:

- Activates facility/program disaster plan.
- Assesses the degree of damage to the facility.
- Determines staffing needs and implements call-back procedures, if necessary.
- Establishes a communication link between the facility and the Behavioral Health Disaster Coordinator.
- If necessary, reorganizes program operations to support County response.

PLAN ACTIVATION AND TERMINATION

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

- County CAO in that capacity, or as Director/Coordinator of Emergency Services; or
- Designated Deputy CAO; or
- Director, OES or designated representative; or
- Director of HHSA or designated representative.
- The BHS Director or BHS Assistant Director, Departmental Operations may also activate this annex.

Upon activation, the HHSA Director, 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, and subsequent disability by ensuring timely and coordinated behavioral health assistance in times of emergency. The strategies to accomplish this goal are to:

- Coordinate the utilization of behavioral health facilities and the procurement, allocation, and distribution of behavioral health personnel, supplies, and other resources.
- Develop a system for County, ASO, and contracted behavioral health staff to provide emergency behavioral health intervention services for disaster victims, emergency response personnel and the community in general.
- Provide a system for receiving and disseminating behavioral health information necessary for effective response to, and recovery from a major disaster.



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DIRECTION OF RESPONSE

The BHS Director, or designee, will establish an internal command center for the collection of information on the status of programs and contracted program services, the status of staff and facilities.

COORDINATION

BHS staff will respond according to the Incident Command System (ICS) and provide information to the HHSA DOC, for communication to the OA EOC. BHS will provide support to disaster response as requested. When necessary, BHS will request assistance according to the National Incident Management System (NIMS) and ICS.

INFORMATION COLLECTION AND DISSEMINATION

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 several ways:



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- BHS Disaster Coordinator working with administrative leads and media staff assures the broadcasting of information about the immediate availability of behavioral health services using social and traditional media formats and other available resources in accessible formats.
- BHS will cooperate with OES and the Joint Information Center (JIC) to get public service messages in accessible formats 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.
- BHS Disaster Coordinator working with administrative leads will ensure 2-1-1 has the appropriate information to distribute to people who inquire about the availability of behavioral health services.
- The Emergency Alert System (EAS), radio, television, newspapers, SDCountyEmergency website, and the SD Emergency App 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 (See Annex L: Emergency Public Information).
- BHS will help staff crisis phones, when necessary.
- BHS will deploy community outreach workers (either door-to-door or via community meetings) to inform the community about available behavioral health services and activities, when necessary.

COMMUNICATIONS

The BHS Director or designee will communicate the status of program service delivery, facility status, unmet needs, and staffing levels to the HHSA DOC via email, text messaging, phone, as available.

ADMINISTRATION, FINANCE, AND LOGISTICS

Under the Standardized Emergency Management System (SEMS), special districts are considered local governments. As such, they are included in the emergency planning efforts throughout the OA. The OA Emergency Organization is described in detail in the Basic Plan.

The HHSA DOC has the lead for directing all administration, finance and logistics policies supporting the response of BHS in accordance with this annex and the BHS COOP.

ANNEX DEVELOPMENT AND MAINTENANCE

This annex is a product of the OA EOP. As such, the policies, procedures, and practices outlined in the OA EOP govern this annex. OES is subject to coordinate the maintenance and update of this annex every four years, in accordance with the maintenance schedule established for the OA EOP. Record of changes, approval, and dissemination of the OA EOP will also apply to this annex.

Updates to the appendices of this annex can be made before such time for multiple reasons, including but not limited to changes in policy/procedure, improvements and recommendations based on real life events or exercises, etc. Recommended changes should be submitted to OES at oes@sdcounty.ca.gov.

Annex M was developed by County of San Diego Health and Human Services Agency, Behavioral Health Services and is maintained by the BHS Disaster Coordinator.

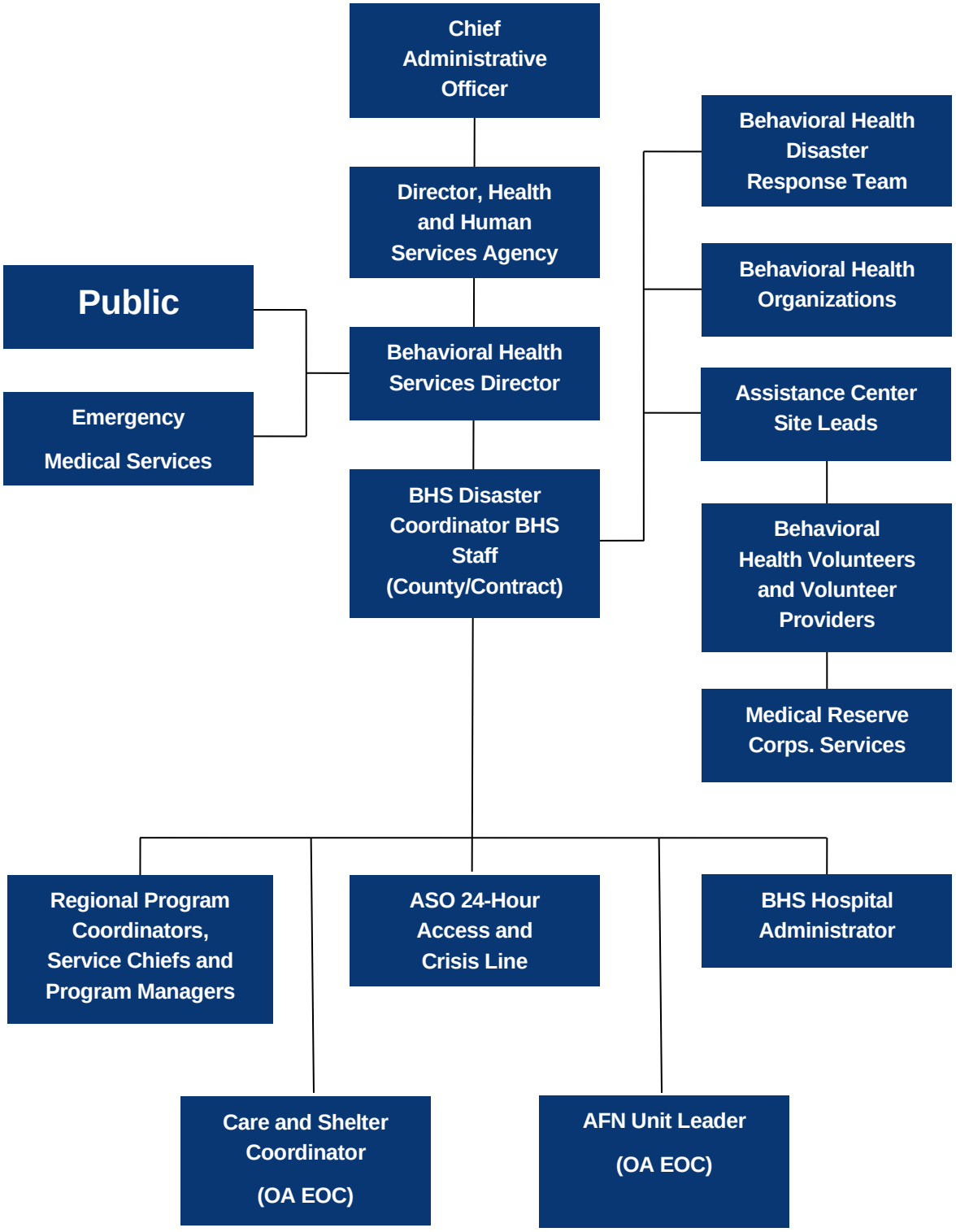
AUTHORITIES AND REFERENCES

This annex is authorized by the Emergency Services Agreement of the County of San Diego, and in compliance with SEMS as California's emergency response system and the fundamental structure for the response phase of emergency management. SEMS incorporates the use of the ICS, California Disaster and Civil Defense Master Mutual Aid Agreement (MMAA), the OA concept and multiagency or inter-agency coordination.

- California Government Code § 8593.3 (2016) – Accessibility to Emergency Information and Services
- Telecommunications Act of 1996
- Web Content Accessibility Guidelines (WCAG) 2.2, 2022

ATTACHMENT 1

BEHAVIORAL HEALTH DISASTER OPERATIONS



ANNEX O

Animal Services



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Operational Area Emergency Operations Plan

SEPTEMBER 2022

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

ACKNOWLEDGEMENTS

Staff and Principal Planners

Kelly Campbell, Director
Department of Animal Services

Sally Costello, Deputy Director
Department of Animal Services

EXECUTIVE SUMMARY

This annex describes the role of the San Diego County Department of Animal Services and the other animal control and animal care agencies in the Operational Area. This annex is supported by a Mutual Aid Agreement.

TABLE OF CONTENTS

General 1
Concept of Operations 2
Organization and Assignment of Responsibilities 5
Direction, Control, or Coordination 9
Information Collection and Dissemination 11
Communications 11
Administration, Finance, and Logistics 12
Annex Development and Maintenance 13
Authorities and References 14
Appendices 15

GENERAL

INTRODUCTION

The San Diego Operational Area Emergency Operations Plan (OA EOP) 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 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 human-caused disasters.

SCOPE

This annex provides for the management and coordination of animal control activities, including the planning, evacuation, sheltering and reunification of animals and owners in San Diego County during any natural and/or human-caused disaster.

GOALS AND OBJECTIVES

The overall goals of animal control operations are:

- Protect the health and safety of the community.
- Provide for the immediate care, control, and safety of animals.

- Minimize animal suffering, loss of life, and potential disability by ensuring a timely and coordinated assistance.
- Provide for the care of animals brought to shelters or housed at staging areas and evacuation sites.

Provide a system for returning animals to their owners after the event.

The objectives of this annex are:

- Describe the animal control response system to implement this annex, concept of operations, and organization.
- Establish procedures for activating and deactivating this annex.
- Provide for the management of animal control services, facilities, activities, and resources.
- Provide a framework on which the County, Cities, and other supporting agencies can develop support plans and standard operating procedures (SOPs).

WHOLE COMMUNITY APPROACH

The San Diego Operational Area is committed to achieving and fostering an emergency management system that uses a Whole Community Approach and is fully inclusive of individual needs and circumstances. For further details on the Whole Community Approach to emergency management and the integration of inclusive emergency management practices, refer to the Basic Plan.

CONCEPT OF OPERATIONS

OVERVIEW


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- A successful response to any disaster is inherent upon the training of first responders, public education, equipment and resource management and communication and collaboration between the responding agencies.
- As the lead agency in any animal-related disaster, the County of San Diego Department of Animal Services (DAS) has personnel trained in the Incident Command System (ICS) thus providing the necessary liaison capabilities in the OA EOC and Incident Command, and is thus National Incident Management System (NIMS) compliant.
- DAS coordinates with the San Diego Sheriff's Department and lead fire agency regarding the areas threatened in any disaster and the status of evacuations.
- DAS will utilize trained personnel to determine the potential threats and possible evacuations. DAS has access to a list of pre-approved ranches within the county that

have agreed to serve as temporary large animal shelters. DAS has access to a limited quantity of animal crates and cages for small animals.

- Through the Joint Information Center (JIC) at the OA EOC, DAS can provide input as to the location of animal sheltering sites and any recommended actions for the public. DAS also has the capability of posting information on its website, social media and the Department's integrated voice recognition system.

- All DAS officers are fully trained and equipped as a first responder. DAS has a volunteer animal rescue group (SDCART). DAS has a mutual aid agreement with all of the other animal control agencies within the county and the San Diego Humane Society and their volunteer organization (Emergency Response Team). DAS also has a Mutual Aid Agreement with the Los Angeles County Department of Animal Care and Control, Riverside County Department of Animal Services, and the American Society for the Prevention of Cruelty to Animals (ASPCA).

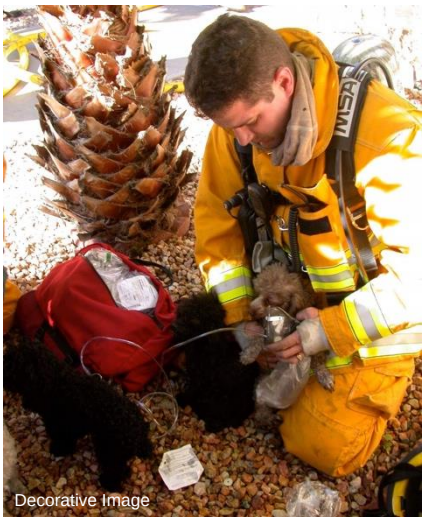
- DAS will respond to the public's requests for the assistance in the evacuation of their animals as well as requests from the public regarding other animals in danger.

- DAS has the capability to provide short-term sheltering of animals in pre-determined locations. For animals that sheltered in place, DAS will provide food, water and care to those animals until the owners are permitted to return to their residences. Local Assistance Centers (LACs) are utilized.

- DAS will assist with the coordination of sheltering and care of animals in long-term cases.

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.

TRIAGE


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Triage is the process of sorting animals for emergency care, euthanasia, transportation, impoundment and disposal. The DAS Veterinarian or their designee has overall responsibility of coordinating triage management.

- Primary triage is the first sorting of animals in the field to determine which animals are evacuated to secondary triage areas.

- 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.

- When euthanasia is deemed necessary by DAS veterinary staff or designee, the animal will be promptly euthanized.

TRANSPORTATION



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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 DAS Dispatch Center. Typically, service animals[4] will be transported with their owners. For other animals such as emotional support animals and/or household pets[5], every effort will be taken to keep them with their owners during transport.

The DAS Dispatch Center will:

- Contact the closest providers,
- Assist the duty Lieutenant or designee with arrangements for transportation, and
- Advise the coordinator of estimated time of arrival, and relay other essential information.

MEDICAL TREATMENT


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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 (ARC) or the shelter management personnel will be contacted by DAS or the City animal control agency within three hours after the opening of the facility. DAS will advise and assist the manager in handling and caring for animals at the shelter until transportation can be arranged unless the pets can be co-sheltered at the congregate care shelter or another disaster shelter location.

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, DAS may provide temporary enclosures for those animals whose owners are present and

[4] ADA-Service Animals - http://www.dor.ca.gov/DisabilityAccessInfo/Service-Animals.html

[5] The Pets Evacuation and Transportation Standards Act of 2006 (H.R. 3858)

willing to take full responsibility for their animals while at the Mass Care Shelter. DAS will assist with providing food and water for the animals as needed.

Service animals are not pets and should remain with their owners at all times. Service animals are defined as a dog or miniature horse and are allowed inside all congregate care shelters. DAS can assist owners with necessary supplies for their service animals.


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CARE OF ANIMALS LEFT IN EVACUATED AREAS

DAS and the local animal control agency will coordinate for the care and feeding of any animals left within the evacuated areas.

DEAD ANIMALS

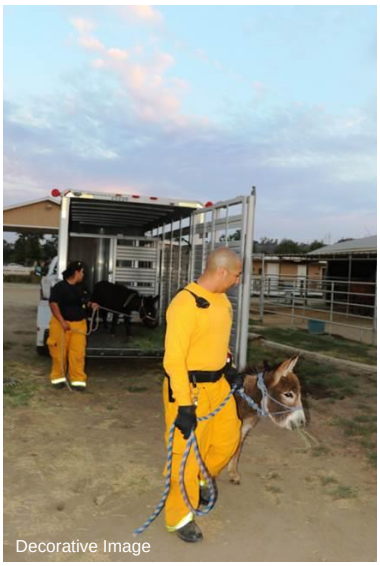
In order to reduce the chance of the spread of disease and protect the public health, it is essential that local jurisdictions be responsible for coordinating the collection and removal of dead animals.

(See Appendix 7 for additional information on deceased animal disposal procedures)

ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

ORGANIZATION

The operations described in this annex address all levels of disaster management from the scene to shelters. This annex provides a network of all agencies involved in animal control and care, and their respective roles, for an effective animal control system.


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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 EOC. From the EOC, disaster operations are directed or coordinated. The EOC 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 EOC

The OA EOC serves the same function as the City EOCs. The OA EOC serves the unincorporated area, and additionally provides coordination and support functions for the local jurisdictions.

The DAS position in the OA EOC is normally activated when the OA EOC is fully activated (Level 2 or 1). It is staffed by a representative of DAS, 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 (director of Emergency Services). In a disaster involving more than one jurisdiction, the CAO serves as the Coordinator of Emergency Services.

Director, DAS (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 DAS, or designee, maintains active liaison with fire, law enforcement, other animal control agencies, and public and private shelter representatives.


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ASSIGNMENT OF RESPONSIBILITIES

ALL AFFECTED AGENCIES

- Prepare and maintain 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.
- Train personnel and alternates.
- Maintain an active liaison with DAS.

DEPARTMENT OF ANIMAL SERVICES

- Maintain, update and exercise the Animal Services Annex.
- Maintain and update the Animal Services Mutual Aid Agreement.
- Maintain a system to identify and track animals received during a disaster.
- Maintain criteria establishing County-wide holding time and euthanasia standards for implementation during a disaster.[6]

[6] AVMA Guidelines for the Euthanasia of Animals (2020). https://www.avma.org/sites/default/files/2020-02/Guidelines-on-Euthanasia-2020.pdf

- Assist with the coordination of training and plan development exercises with other animal related agencies.
- Direct disaster animal control operations within the unincorporated areas of San Diego County.
- Coordinate DAS affiliated animal-related volunteer groups.
- Coordinate the procurement and allocation of resources requested by Cities to support disaster animal control operations.
- Respond to requests for aid to other regions.
- Assign personnel to staff the animal control position at OA EOC.
- Maintain liaison with the coordinators of other emergency functions such as fire and rescue, law enforcement, health, and care and shelter.
- Maintain liaison with the ARC, volunteer agencies, and other representatives within the county. Provide staffing to assist with animal related issues within these groups.
- Coordinate the transportation of animals to animal care facilities within its jurisdiction and to other areas as requested.
- Coordinate the acceptance and distribution of animal-related donations.

PUBLIC ANIMAL CONTROL AGENCIES

- Direct disaster operations within their jurisdictions.
- Coordinate the transportation of animals to animal care facilities within their jurisdiction.
- Request and respond to requests for mutual aid within the county.
- Maintain liaison with DAS.
- Maintain liaison with the coordinators of other emergency functions such as fire and rescue, law enforcement, health, and care and shelter.
- Maintain liaison with volunteer agencies within the county.

STATE FISH AND WILDLIFE DEPARTMENT AND OTHER WILDLIFE ORGANIZATIONS

- Provide assistance with wildlife.
- Provide liaison to DAS.

OFFICE OF EMERGENCY SERVICES (OES)

- Provide liaison to DAS (as necessary).
- Assist in obtaining necessary resources.
- Assist with communications, as necessary.


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SUPPORT FUNCTIONS

SAN DIEGO HUMANE SOCIETY (SDHS)

- Assist DAS in recovery and rescue of animals.
- Coordinate recovery and rescue of animals with Emergency Response Team (ERT).
- Provide available animal rescue and sheltering resources.
- Assist with the coordination of training and plan development exercises with other animal related agencies.
- Maintain an active liaison to DAS.

LAW ENFORCEMENT MOUNTED UNITS

- Assist with coordinating mutual aid upon request of a local agency.
- Provide resources as resources become available.
- Assist in recovery and rescue of animals.
- Provide liaison to DAS.

PRIVATE ANIMAL CARE SHELTERS

- Provide care for animals.
- Assist in sheltering of animals.
- Provide available resources.
- Provide liaison to DAS.

NON-GOVERNMENT ORGANIZATIONS (NGOS)

- Assist in recovery, rescue and sheltering of animals when local resources are exhausted.
- Provide resources as resources become available.
- Provide liaison to DAS.

AMERICAN VETERINARY MEDICAL ASSOCIATION (AVMA)

- Coordinate provision of emergency shelters for animals, as available.
- Coordinate private veterinary medical services to provide triage and necessary medical care for the animals rescued.
- Provide liaison to DAS.

ZOOLOGICAL SOCIETY

- Provide expertise and resources to handle and care for exotic animals.
- Request, and respond to requests for assistance.

AMERICAN RED CROSS (ARC)

- Provide liaison to DAS.
- Assist DAS with coordinating and providing care and management of animals brought to ARC Mass Care Shelters.

DIRECTION, CONTROL, OR COORDINATION

ACTIVATION

The activation of this annex shall be initiated by the Director of DAS, or designee, at the request of the local animal control agency having jurisdiction.

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.

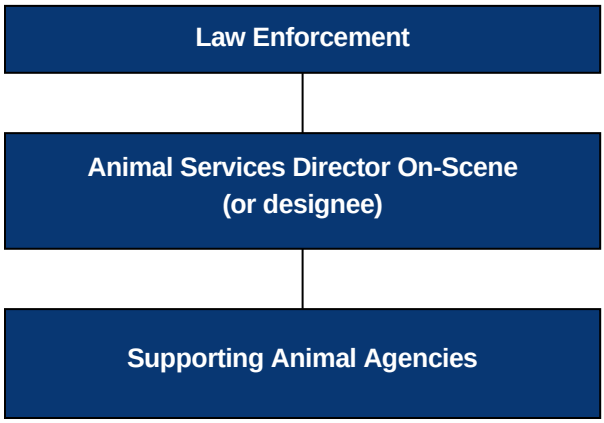
INCIDENT COMMAND

DAS shall assign a liaison to the OA EOC and Incident Command (if necessary) during any activation. Staff assigned to occupy those positions have received training in ICS and are NIMS compliant.

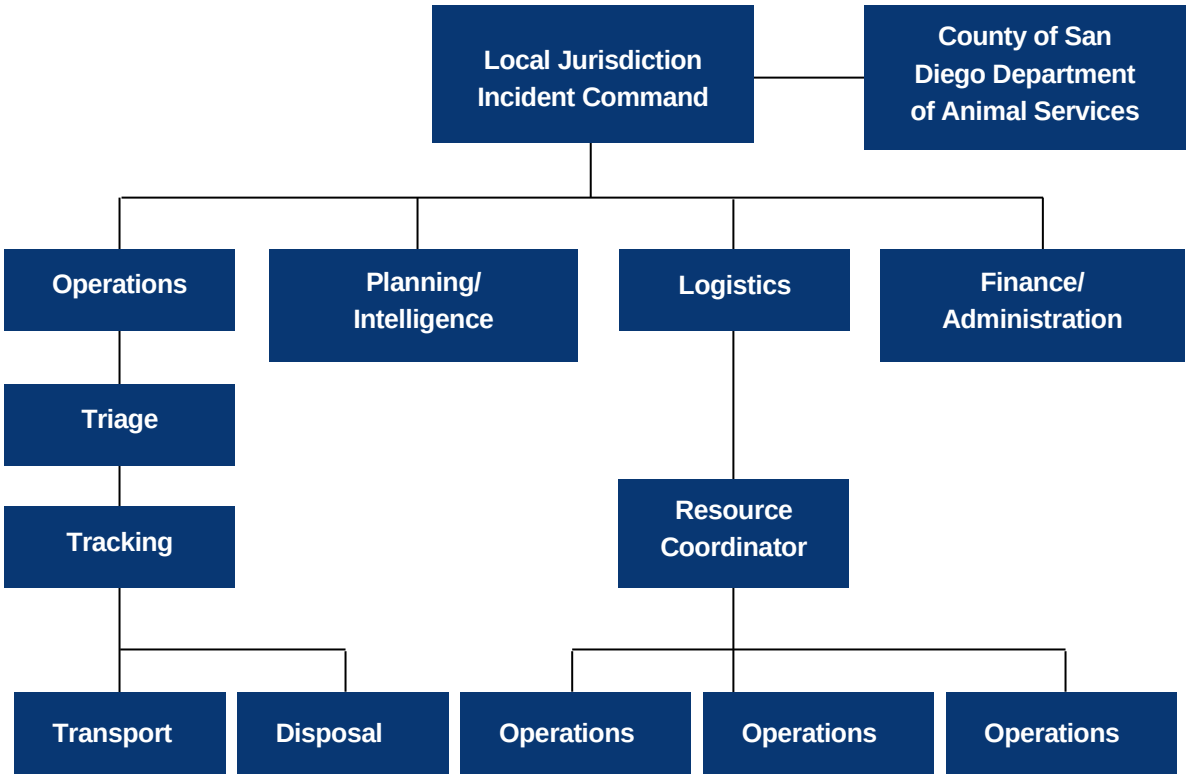
When activated, the responsibility for the evacuation, sheltering and care of animals falls under the Operations branch of the Incident Command Structure.

DAS will coordinate with the OA EOC with the planning, logistics and financial aspects of the response.

Overall Command Structure



Organizational Structure Within An Incident



INFORMATION COLLECTION AND DISSEMINATION

Utilizing the AVMA Pet Ownership Statistics, there are an estimated 1.3 million pets within the county. The San Diego Zoo is home to over 3,700 rare and endangered animals representing more than 650 species and subspecies, and the San Diego Zoo Safari Park is an expansive wildlife sanctuary that is home to more than 2,600 animals representing more than 300 species. Also taken into consideration are past numbers from previous evacuations, individual community assessments of animal populations, and data contained within the Department's database.

As it pertains to the actual incident, information regarding the impacted/threatened areas shall be obtained from the local law enforcement and fire departments.

COMMUNICATIONS

NOTIFICATION

ALERT

Standby Mode: When a jurisdiction has information indicating that this annex may need to be activated, that jurisdiction will contact 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 DAS. 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. DAS will make the following notifications:

- Notify the closest DAS 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 DAS.
- Notify animal shelters in the area of the incident.
- Notify all other agencies as needed, which may include:
  - San Diego Humane Society and Emergency Response Team
  - Other Public Animal Control Agencies
  - Law Enforcement Mounted Units
  - Non-Government Organizations
  - Private Animal Care Shelters
  - Veterinary Medical Association
  - Zoological Society
  - State Fish and Wildlife
  - Office of Emergency Services
  - American Red Cross

- American Society for the Prevention of Cruelty to Animals
- California Department of Food and Agriculture (lead agency for the California Animal Response Emergency System)
- California Emergency Support Function (ESF) 11 (Food and Agriculture) Coordinator

INTERNAL/EXTERNAL 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 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.


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DAS shall also utilize VHF and ham-radio systems for communication between DAS and volunteers.

DAS has the responsibility of providing communications capability to the animal control authority on scene. Once DAS has been notified of the need to activate this annex, DAS shall assign a liaison to the animal control authority on scene for communication purposes.

ADMINISTRATION, FINANCE, AND LOGISTICS

Under the Standardized Emergency Management System (SEMS), special districts are considered local governments. As such, they are included in the emergency planning efforts throughout the OA. The OA Emergency Organization, in accordance with SEMS, supports and is supported by:

- Cities within the OA
- The County of San Diego
- Special Districts
- Other Counties
- The State of California
- The Federal Government

NIMS provides a consistent nationwide template to enable Federal, State, local, and tribal governments and private-sector and non-governmental organizations to work together effectively. NIMS also enables these entities to efficiently prepare for, prevent, respond to, and recover from domestic incidents, regardless of cause, size, or complexity, including acts of catastrophic terrorism.

Mutual aid, including personnel, supplies, and equipment, is provided in accordance with the California Master Mutual Aid Agreement, and other OA Mutual Aid Agreements.

The private sector is an important part of the emergency organization. Business and industry own or have access to substantial response and support resources. Community Based Organizations (CBOs) or Non-Governmental Organizations (NGOs) provide valuable resources before, during, and after a disaster. These resources can be effective assets at any level. OES has established the ReadySanDiego Business Alliance. There are some City and County personnel who do not have specific task assignments. They are automatically designated by State Law as Disaster Service Workers (DSWs) during a disaster, and serve in the response effort.

- "All public employees and all registered volunteers of a jurisdiction having an accredited disaster council are Disaster Service Workers," per Government Code Title I, Division 4, Chapter 8, and Labor Code, Part I, Division 4, Chapters 1 and 10
- The term public employees include all persons employed by the State, or any County, City or public district.
- Other personnel including volunteers can be registered by OES as DSWs, which provides Workers Compensation and liability coverage.

OES maintains a list of pre-registered volunteers affiliated with volunteer organizations that have been signed up as DSWs.

It is imperative that local government maintain duplicate records of all information necessary for restoration of normal operations. This process of record retention involves offsite storage of vital computerized and paper-based data that can be readily accessible.

TRACKING

DAS shall maintain records regarding personnel, volunteers, supplies and donations and animal inventory. DAS will coordinate the collection of that information from other impacted agencies which will be forwarded to OES upon request.

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Updates to this annex can be made before such time for multiple reasons, including but not limited to changes in policy/procedure, improvements and recommendations based on real life events or exercises, etc. Recommended changes should be submitted to OES at oes@sdcounty.ca.gov

The Director of DAS or their designee shall be responsible for the continued development and maintenance of this annex. DAS staff tasked with the review of this document shall include a Deputy Director and animal control Lieutenants assigned to serve as the Department's disaster coordinators.

AUTHORITIES AND REFERENCES

California Government Code Section 8608 requires that the California Office of Emergency Services (Cal OES) shall approve and adopt, and incorporate the California Animal Response Emergency System (CARES) program developed under the oversight of the Department of Food and Agriculture into the standardized emergency management system.

The Pets Evacuation and Transportation Standards Act of 2006 (H.R. 3858) amended the Robert T. Stafford Disaster Relief and Emergency Services Act to ensure that State and local emergency preparedness operation plans address the needs of individuals with household pets or service animals following a major disaster or emergency.

- California Government Code § 8593.3 (2016) – Accessibility to Emergency Information and Services
- Telecommunications Act of 1996
- Web Content Accessibility Guidelines (WCAG) 2.2, 2022

RESPONSE TO A DISASTER

ACTION	RESPONSIBILITY
Determine condition and capacity of shelters; request shelters to activate Disaster Plans.	Department of Animal Services (DAS)
Determine availability and condition of animal supplies; take appropriate action to maintain inventories or resupply.	All Agencies
If there are only a few or no public casualties, prepare to support more heavily damaged jurisdictions. **If there is extensive damage and a large number of casualties in the public sector, take the following actions as appropriate.**	
Assign Animal Services liaison to OA 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 information to the media (radio, television, internet) in English, Spanish, American Sign Language, and other frequently used languages, including the use of social media.	OA EOC JIC/Public Information Officers from impacted 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

ACTION	RESPONSIBILITY
Determine transportation needs and capabilities.	Incident Command
Have units dispatched to pick up injured animals.	Incident Command/DAS
Assign non-service animals to shelters to maximize use of our facilities.	Incident Command
Determine availability and location of Animal Control personnel.	Each Animal Control Agency
Assign personnel to shelter facilities as required.	Each Animal Control Agency
Request additional assistance from the region or Cal OES through the OA EOC.	Incident Command/DAS
Obtain State mutual aid and resources.	OES
Inventory and determine need for euthanasia and vet supplies.	Incident Command/Veterinary Staff
Periodically poll emergency shelters (including ARC shelters) for animal care needs. Provide resources to support those 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
Determine need for and perform euthanasia.	Incident Command/Veterinary staff
Removal of animal bodies.	Incident Command/HazMat
Inform the Emergency Public Information Office of current information for public dissemination.	Incident Command
Evaluation of animals for decontamination.	Incident Command/HazMat
Initiate alternate communications, if needed.	DAS/PIO
Request assistance from Cal OES.	Incident Command/ OES
Activate Animal Services Annex, as required.	Incident Command/ DAS

APPENDIX 2: ANIMAL DECONTAMINATION PROCEDURES

Decontamination Procedure Overview for Service Animals:

Animal Services will be called upon to respond to a mass decontamination event to assist with animal decontamination activities. Training exercises have been conducted with the County of San Diego (COSD) Animal Services during which several options for service animal decontamination were identified:

1. The service animals may be decontaminated by the handler in a designated dog wash station. The animal is then held by animal services while the handler goes thru the decontamination corridor, retrieving the service animal post decontamination.
2. The service animal is allowed to accompany the handler thru the decontamination corridor. For the safety of all involved the handler and service animal should be provided a private designated corridor. Assistance may be provided by a designated handler.

APPENDIX 3: DECEASED ANIMAL DISPOSAL PROCEDURES

San Diego County has been impacted by natural disasters in the past which impact not only the people within the communities but also their animals as well as wildlife. In any major fire or flood, it is extremely likely that animals will perish as a result of the disaster.

Deceased animals pose not only a hardship on the owners of the animals or on the property on which a deceased animal was found, they also constitute a health risk to the community. As such, it is in the community's best interests to remove these deceased animals in a timely manner.

In cases where the County of San Diego determines it is in the best interest of the community, due to health concerns, to contract for a dead animal removal company, the County shall initiate a search for a vendor to provide such service. In order to possibly qualify for FEMA reimbursement, the County shall solicit three bids from vendors for the costs to remove and dispose of large animals (horse and livestock), wildlife, and smaller domestic pets (dogs, cats, birds, etc.).

Once a contractor has been selected, the public shall be notified of the service to the impacted communities.

The owner or finder of a deceased animal shall contact the Department of Animal Services' (DAS) 24-hour dispatch unit at (619) 236-2341.

The owner/finder shall provide the address of the deceased animal and the Animal Services dispatcher will verify the address is within the fire zone (as determined by the map on the San Diego County Emergency website (https://tinyurl.com/yckkodom).

If the address is determined to be within the fire zone, the dispatcher will obtain the following information:

- The caller's name,
- The address where the deceased animal is located,
- The caller's telephone number,
- Type of animal(s),
- Number of deceased animals by animal type, and
- Location of the deceased animal(s) on the property.

This information shall be entered on the Dead Animal Disposal Request document.

The information on the Dead Animal Disposal Request document shall be conveyed to the contractor and, once conveyed, the document shall be marked with the date and time and the initials of the Animal Services' staff that provided the information.

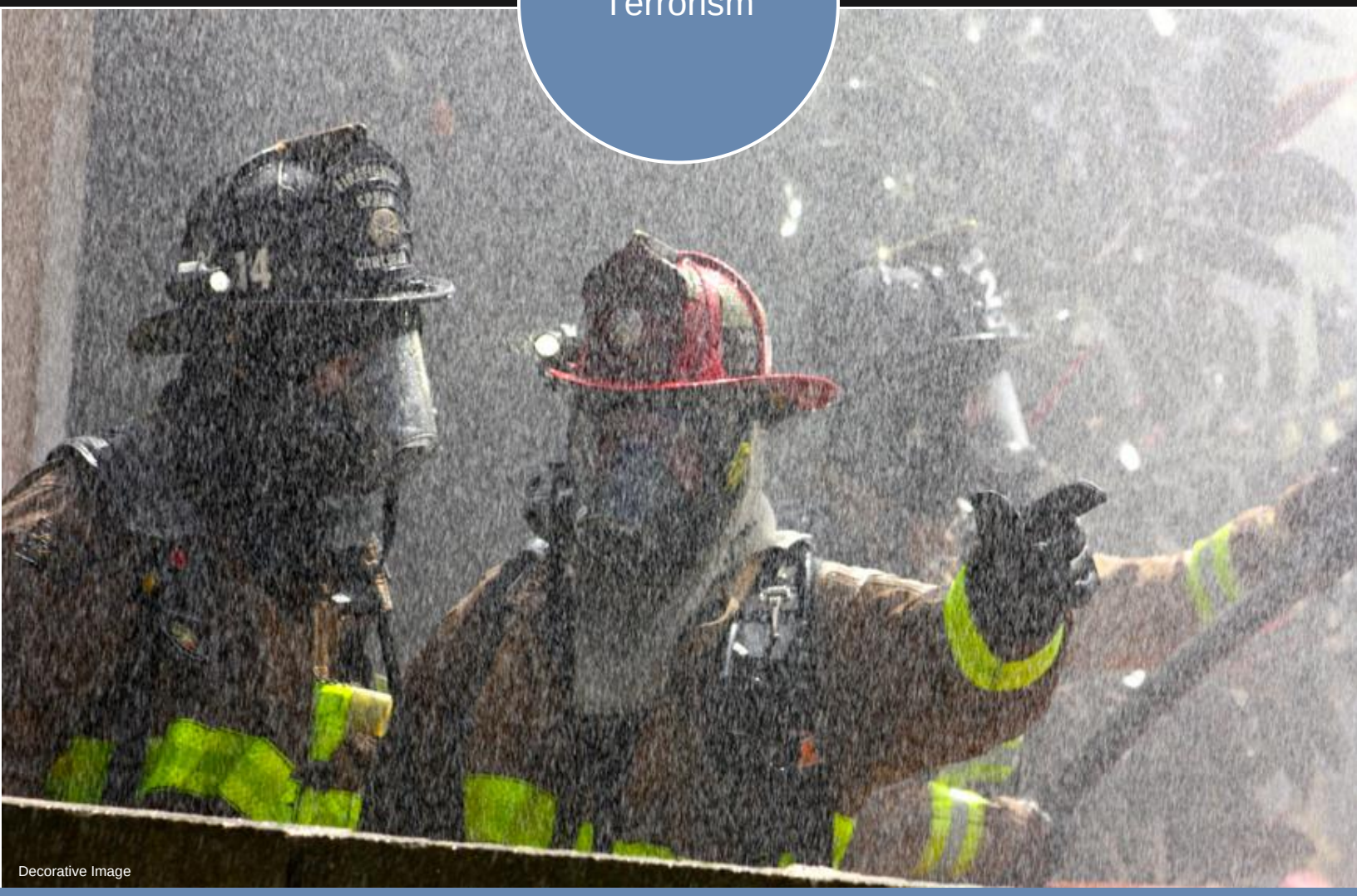
A new Dead Animal Disposal Request document shall then be generated.

Copies of the documents shall be provided to the Contracting Officer Representative (COR) for their records and billing purposes.

If there is knowledge of the owner of the deceased animal(s) and the request is made through the DAS 24-hour dispatch unit, DAS may provide the owner with cause of death documentation or refer them to a veterinary specialist for additional documentation for insurance.

ANNEX P

Terrorism



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Operational Area Emergency Operations Plan

SEPTEMBER 2022

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

ACKNOWLEDGEMENTS

Staff and Principal Planners

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EXECUTIVE SUMMARY

This annex provides a summary of the Terrorist Incident Emergency Response Protocol. This protocol defines the framework for developing and sustaining a comprehensive and integrated approach addressing terrorism in the San Diego County Operational Area. It is an overview for the development of Operational Area efforts for responding to and combating all forms of terrorism, with special emphasis on terrorist acts employing weapons of mass destruction (WMD), vehicle attacks, and lone wolf attacks from domestic and foreign terrorists.

TABLE OF CONTENTS

General	1
Concept of Operations	3
Organization and Assignment of Responsibilities	3
Direction, Control, or Coordination	5
Information Collection and Dissemination	6
Communications	7
Administration, Finance, and Logistics	7
Annex Development and Maintenance	8
Authorities and References	8

GENERAL

INTRODUCTION

The San Diego County Operational Area (OA) 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.

PURPOSE

This annex provides a summary of the Terrorist Incident Emergency Response Protocol. This protocol defines the framework for developing and sustaining a comprehensive and integrated approach addressing terrorism in the OA. It is a blueprint for the development of OA efforts for responding to and combating terrorism, with special emphasis on terrorist acts employing WMDs such as nuclear, biological or chemical (NBC) terrorism in addition to conventional weapons (bombs), vehicular attacks, and lone wolf attacks.

SCOPE

The Terrorism Protocol only addresses the coordination efforts expected of jurisdictions within San Diego County. 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 Operations Plan (OA EOP), 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

OES has defined three phases of readiness conditions and a fourth phase of response actions that correlate with the OA EOP and the OA Emergency Operations Center (EOC) activities and SOPs. The three readiness conditions are:

- Preparedness
- Increased Readiness
- 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 National Terrorism Advisory System (NTAS) conditions. Additionally, the above phases can cross NTAS condition boundaries. The decision to initiate activities for OES within any of these readiness conditions will be made by the Director of OES or his/her designee in response to conditions or intelligence within the OA, the region, state and/or the nation. The actions in the readiness/response phases and related activities are described in the Terrorism Protocol.

WHOLE COMMUNITY APPROACH

The San Diego Operational Area is committed to achieving and fostering an emergency management system that uses a Whole Community Approach and is fully inclusive of individual needs and circumstances. For further details on the Whole Community Approach to emergency management and the integration of inclusive emergency management practices, refer to the Basic Plan.

CONCEPT OF OPERATIONS

The protocol addresses actions to be taken during a response to a terrorism event. terrorist incident emergency

Activities are described for the three readiness phases as well as the initial response phase.

Each phase is related to the National Terrorism Advisory System (NTAS) 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 OA EOC staff; protective actions, emergency public information; etc. The Protocol provides a detailed breakdown of the steps required for each task/function.

The OA Post-Terrorism/Mass Violence Recovery Annex details additional information for post-incident recovery.

ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

Federal, State, and local law enforcement agencies will detect, monitor, and investigate matters of national security that have a nexus to International and Domestic terrorism. Local law enforcement and/or fire agencies will initially serve as the lead agency during any land-based terrorist incident, until such time that the Federal Bureau of Investigations (FBI) can assume the lead role for the investigation process. Local jurisdictions will retain control of the response effort.

If the terrorist incident involves an environmental hazard, the Environmental Protection Agency is likely to be involved in coordinating the response. For any terrorist incident impacting the maritime environment (i.e., oil spill, chemical leak, etc.) the United States Coast Guard Captain of the Port will be the Incident Commander in charge of Response until a Unified Command can be established. The Federal Government may designate a Principal Federal Official for events of national significance.

When the terrorist incident is confined to one of the military bases within the OA, the Department of Defense (DoD) will serve as the lead agency, with support from other federal agencies, and state and local agencies as necessary. If the incident extends beyond the confines of the military base, the DoD will likely initiate a Unified Command structure with the affected jurisdictions.

All other agencies play a supporting role in the response to a terrorist incident and may be a part of a Unified Command. Supporting agencies/organizations are designated as such

based on their ability to provide equipment, personnel and expertise in support of functional tasks.



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ORGANIZATION

A Unified Command structure is commonly utilized for a coordinated response to any terrorist incident. The Unified Command provides the platform for an effective response by allowing individual agencies to carry out their own jurisdictional responsibilities. Whether supporting the lead agency directly, or supporting a Unified Command structure, OES will work with law partners in implementing a coordinated region-wide response effort. OES and other responding agencies will respond under the established structure and direction of the lead agency. The OA EOC and jurisdictional EOCs within the OA will all work together to support the federal response under the National Incident Management System (NIMS).

ASSIGNMENT OF RESPONSIBILITIES

All agencies are responsible for the following:

- Assist with fulfilling intrastate and interstate mutual aid when possible.
- Provide situational and operational status reports in accordance with existing procedures and/or as requested by the primary agency.
- Support and coordinate services for people with disabilities and other access and functional needs.
- Capture costs associated with response.

For specific agency responsibilities, refer to standard operating procedures (SOPs) and other supporting plans of each individual support agency.

SUPPORT FUNCTIONS

Various support agencies take the lead for specific response activities within a particular function. In all cases, local and regional level law enforcement agencies work through or in close contact with federal and state level law enforcement and intelligence agencies that may have actionable threat information, including:

- Law Enforcement Coordination Center
- State Operations Center
- California Highway Patrol
- Regional Emergency Operations Center
- San Diego Sheriff's Department
- Customs and Border Protection
- Criminal Intelligence Agency
- Department of Justice
- Immigration and Customs Enforcement
- National Security Agency
- Transportation Security Agency
- Federal Bureau of Investigation
- Defense Intelligence Agency
- Department of Homeland Security
- United States Navy
- United States Marine Corps
- Department of Defense
- Local Law Enforcement
- Local Emergency Operations Centers



DIRECTION, CONTROL, OR COORDINATION

ACTIVATION AND TERMINATION

The Director of OES activates this annex based on information obtained from credible sources through established relationships. When this annex is activated OES will remain in coordination with the lead agency and also coordinate with the Law Enforcement Coordination Center (LECC) for terrorist related information. This annex will remain activated until the terrorist threat is no longer present and the OA EOC is no longer activated as a result of the emergency subsiding.

COORDINATION

The OA EOC will assign a liaison to coordinate with the lead agency or Unified Command. Through the liaison, the OA EOC will communicate its needs and support for the response.

The LECC plays a major role in coordination, communication, and information sharing for terrorist related intelligence. OES will typically send a liaison to the LECC during an incident

and may request a liaison in the OA EOC. The LECC and the OA EOC support one another on requests for assistance.

When terrorism is suspected or confirmed at the local level, the local jurisdictions share information with the LECC and vice versa.

The LECC disseminates developed information and makes appropriate notifications to affected public safety agencies and state law enforcement agencies. Based on the information received from the LECC, OES will coordinate with the Regional Emergency Operations Center (REOC) and/or the State Operations Center (SOC) to support the local response.

The LECC works with federal, state, regional and local law enforcement agencies and serves as the state repository for homeland security information and incident reporting. The LECC provides real-time intelligence support to law enforcement and public safety authorities and consolidates information and data on suspicious activities and threats from all jurisdictions.


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The LECC, the OA EOC, and the REOC and/or SOC actively share information before and during terrorist incidents, and are of central importance in effective information gathering and sharing, enhancing emergency management functions at each response level.

INFORMATION COLLECTION AND DISSEMINATION

The sharing of information is a vital part of the response. The LECC, working with the OA EOC, and other supporting agencies, will attempt to collect, develop, collate, analyze and disseminate important information to the Incident Commander or Unified Command and other appropriate stakeholders. The Incident Commander or Unified Command will coordinate with the appropriate Public Information Officer (PIO) or Joint Information Center (JIC) concerning the dissemination of information to the media and the public.

Law enforcement and emergency management personnel coordinate the release of local warnings or informational messages to the public ensuring accessibility and the needs of the whole community are adequately addressed. Due to the sensitivity of some law enforcement and intelligence sources and methods, it may be necessary to restrict dissemination of information to select emergency management and health officials in some instances. Information providers, such as the LECC, provide the information, its classification level, and a recommendation on what to share and what not to share. The decision to share the information rests with the Incident Commander or Unified Command. Information released by the OA EOC will follow the guidelines established in Annex L: Emergency Public Information. All jurisdictional PIOs will coordinate information sharing via the Regional Communications Protocol which is included in Annex L.

The effectiveness of coordination and control, communications and warning functions depend on teamwork among key decision-makers and responsible entities.

COMMUNICATIONS

All responding agencies will need to maintain constant communication during any terrorist incident response. To ensure a common operating picture, the OA will utilize WebEOC to ensure all partners have a clear understanding of response priorities and operations.

NOTIFICATION AND WARNING

The LECC will notify the OA EOC of any terrorist incident and each agency will take appropriate notification actions as outlined in internal SOPs. The OA EOC will notify appropriate partners of an activation and notify appropriate personnel to report to the OA EOC.

Timely warnings of emergency conditions or an incident are essential to preserving the safety of county residents as well as establishing an effective incident response.

INTERNAL COMMUNICATIONS

Public information, before it is released, should be reviewed by Incident Command and the appropriate PIO or JIC to prevent the release of information that will compromise the investigation. When communicating, all incident response personnel should use plain language to avoid any confusion (no acronyms or abbreviations).

ADMINISTRATION, FINANCE, AND LOGISTICS

Under the Standardized Emergency Management System (SEMS), special districts are considered local governments. As such, they are included in the emergency planning efforts throughout the OA. The OA Emergency Organization, in accordance with SEMS, supports and is supported by:

- Cities within the OA
- The County of San Diego
- Special Districts
- Other Counties
- The State of California
- The Federal Government

NIMS provides a consistent nationwide template to enable Federal, State, local, and tribal governments and private-sector and non-governmental organizations to work together effectively. NIMS also enables these entities to efficiently prepare for, prevent, respond to, and recover from domestic incidents, regardless of cause, size, or complexity, including acts of catastrophic terrorism.

Mutual aid, including personnel, supplies, and equipment, is provided in accordance with the California Master Mutual Aid Agreement, and other OA Mutual Aid Agreements.

The private sector is an important part of the emergency organization. Business and industry own or have access to substantial response and support resources. Community Based Organizations (CBOs) or Non-Governmental Organizations (NGOs) provide valuable resources before, during, and after a disaster. These resources can be effective assets at any level. OES has established the ReadySanDiego Business Alliance. There are some City

and County personnel who do not have specific task assignments in their department's Continuity of Operations Plan. They are automatically designated by State Law as Disaster Service Workers (DSWs) during a disaster, and serve in the response effort.

- "All public employees and all registered volunteers of a jurisdiction having an accredited disaster council are Disaster Service Workers," per Government Code Title I, Division 4, Chapter 8, and Labor Code, Part I, Division 4, Chapters 1 and 10.
- The term public employees include all persons employed by the State, or any County, City or public district.
- Other personnel including volunteers can be quickly registered by OES as DSWs, which provides Workers Compensation and liability coverage.

OES maintains a list of pre-registered volunteers affiliated with volunteer organizations that have been signed up as DSWs.

It is imperative that local government maintain duplicate records of all information necessary for restoration of normal operations. This process of record retention involves offsite storage of vital computerized and paper-based data that can be readily accessible.

ANNEX DEVELOPMENT AND MAINTENANCE

This annex is a product of the OA Emergency Operations Plan (EOP). As such, the policies, procedures, and practices outlined in the OA EOP govern this annex. OES is subject to coordinate the maintenance and update of this annex every four years, in accordance with the maintenance schedule established for the OA EOP. Record of changes, approval, and dissemination of the OA EOP will also apply to this annex.

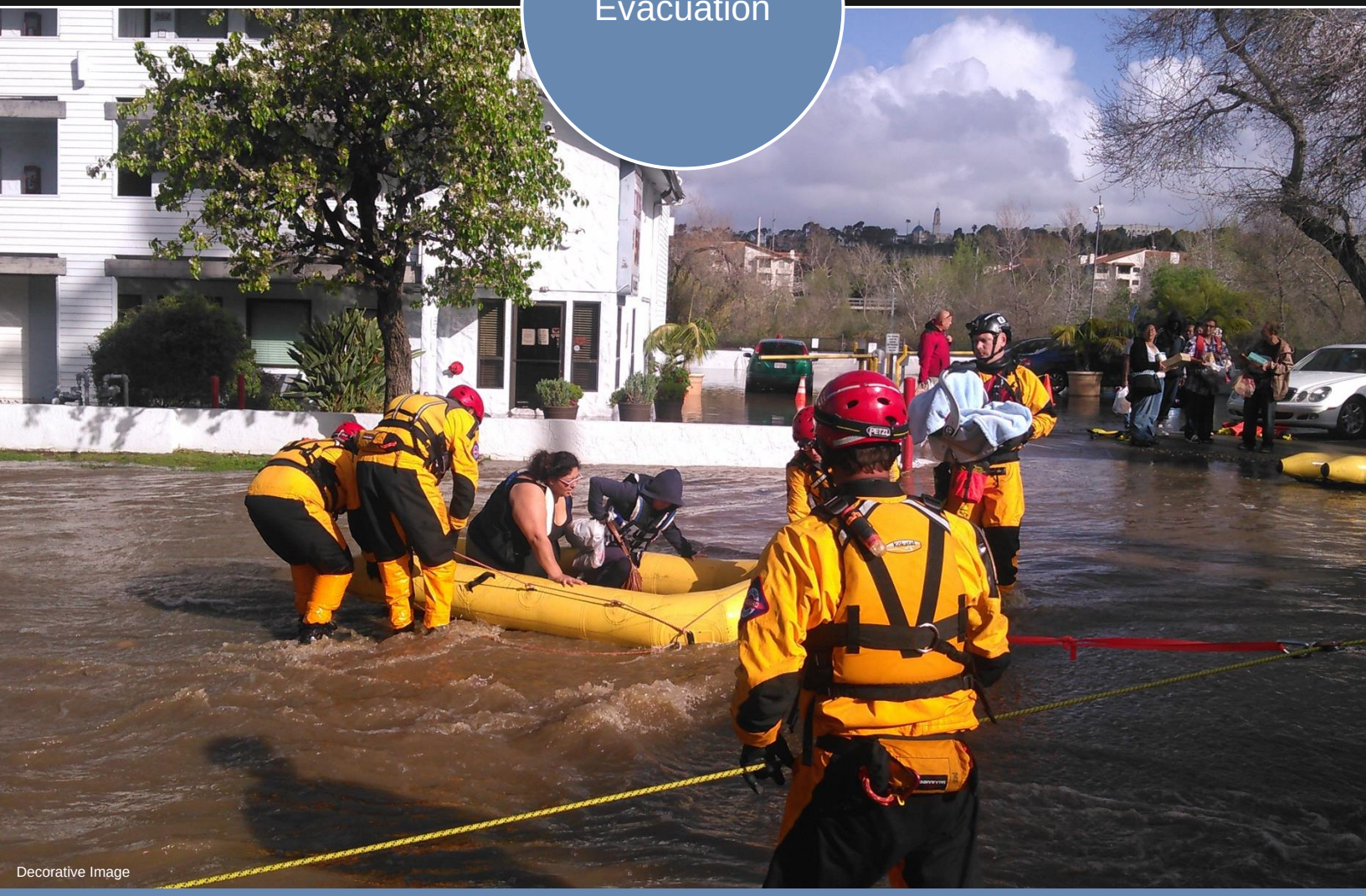
Updates to the appendices in this annex can be made before such time for multiple reasons, including but not limited to changes in policy/procedure, improvements and recommendations based on real life events or exercises, etc. Recommended changes should be submitted to OES at oes@sdcounty.ca.gov

AUTHORITIES AND REFERENCES

According to the State of California Emergency Plan, local government has the primary responsibility for protecting public health and safety in any incident. More specifically, in a terrorism incident, local responders will manage all aspects of the incident until the FBI assumes command, by virtue of its legal authority, of the law enforcement aspects relating to identifying, apprehending, and neutralizing the terrorists and their weapons. Local and state authorities always maintain control of their response resources and continue to operate utilizing SEMS.

ANNEX Q

Evacuation



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Operational Area Emergency Operations Plan

SEPTEMBER 2022

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

ACKNOWLEDGEMENTS

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EXECUTIVE SUMMARY

The 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 County Operational Area.

TABLE OF CONTENTS

General	1
Concept of Operations	9
Organization and Assignment of Responsibilities	34
Direction, Control, or Coordination	43
Information Collection and Dissemination	44
Communications	45
Administration, Finance, and Logistics	50
Annex Development and Maintenance	51
Authorities and References	52
Attachments	56

GENERAL

INTRODUCTION

The overarching goal of evacuation planning in the San Diego County Operational Area (OA) is to maximize the preservation of life while reducing the number of people that must evacuate and the distance they must travel to seek safe refuge. The OA Evacuation Annex describes how emergency personnel will cooperate and the decisions they will have to make and implement to respond to a disaster that requires an evacuation of people and their pets. The OA Evacuation Annex also aims to lessen the impact a large-scale evacuation can have on the host communities.

This annex outlines strategies, procedures, recommendations, and organizational structures that can be used to implement a coordinated evacuation effort in the OA. In addition, this annex provides general estimates on the number of people in the OA who may need to be evacuated due to specific hazards. This annex also provides estimates for the number of people who may require sheltering or transportation assistance, and the estimated number of pets that may need to be evacuated. This annex also provides hazard specific considerations, evacuation resources available locally and through mutual aid (see Table 8: Community-Based Organizations and Private Agency Resources), and disability and access and functional needs considerations.

BACKGROUND

The devastation caused in recent years by California Wildfires continues to elevate the importance of evacuation planning as a key element of emergency management.[7] 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, a conference report on H.R. 2360, Department of Homeland Security Appropriations Act, 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, or residents without access to transportation, in advance of and after such an event, as well as plans for sustenance of evacuees." Locally, large wildfires in San Diego County have highlighted the need to have community-based evacuation plans in place, ready to implement in advance of these fast-moving fires.

Evacuation is a process by which people must move from a place where there is immediate or anticipated danger, to a place of safety, and offered appropriate and accessible temporary shelter facilities. Once the threat to safety has been resolved, evacuees can return to their normal lives.

Although the OA has never been faced with a need for 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 2020 Fire Siege[8] became the largest firestorm in California's history, forcing hundreds of thousands of people to evacuate to temporary shelters. Locally in the OA, large firestorms in 2003, 2007, 2014, and 2017 have also forced a large number of evacuations. The 2007 fires, for example, resulted in the evacuation of approximately 515,000 people.

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 incident response effort. Emergency services and other public safety organizations play key roles in working towards the effective, efficient, and safe evacuation for those who may be impacted. In order to establish a framework for implementing a well-coordinated evacuation in the OA, the San Diego Regional Evacuation Planning Committee (San Diego County Office of Emergency Services (OES), San Diego Sheriff's Department (SDSD), San Diego County Fire Protection District, County of San Diego Planning & Developmental Services, County of San Diego Animal Services, City of San Diego Fire Department, City of San Diego Police Department, CAL FIRE, San Marcos Fire, North County Fire Protection District, and San Diego Gas & Electric (SDG&E) and the County's Access and Functional Needs Working Group have developed this Evacuation Annex as an annex to the Operational Area Emergency Operations Plan (OA EOP).

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 OA.

[7] Top 20 Largest California Wildfires (2022). https://www.fire.ca.gov/media/4jandlhh/top20_acres.pdf

[8] 2020 Fire Siege (2020). https://www.fire.ca.gov/media/hsviuuv3/cal-fire-2020-fire-siege.pdf



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SCOPE

This Evacuation Annex applies to the OA, including all jurisdictions and special districts. It is not intended to supersede any other emergency plans. This Evacuation Annex and all supporting appendices support the OA EOP

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 in the County of San Diego Multi-jurisdictional Hazard Mitigation Plan as the most plausible hazards to affect the OA, all of which may require an evacuation of several communities within the OA.

Table 1 below outlines the six hazards with the most likely potential to cause an evacuation in the OA and the jurisdictions which are most likely to be affected by these hazards. Table 2 identifies the number of people expected to be affected by the identified hazards and who may need to evacuate.

TABLE 1

Major Hazards in the OA Potentially Requiring an Evacuation

JURISDICTION	DAM FAILURE	EARTHQUAKE	FLOOD (100 YEAR)	TSUNAMI	WILDFIRE/ STRUCTURE FIRE (HIGH/VERY HIGH RISK PROBABILITY)	TERRORISM
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	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	X
Vista	X	X	X		X	X
Unincorporated San Diego County	X	X	X	X	X	X

TABLE 2:

Individuals in OA Potentially Exposed to Major Hazards and May Require Public Shelter Assistance

	DAM FAILURE	EARTHQUAKE	FLOOD (100 YEAR)	TSUNAMI	WILDFIRE/ STRUCTURE FIRE (HIGH/VERY HIGH RISK PROBABILITY)
Carlsbad					
Exposed Population	1,258	1,067	2,497	4,259	43,844
Shelter Estimates	63	53	125	213	2,192
Chula Vista					
Exposed Population	15,822	3,170	1,741	228	23,818
Shelter Estimates	791	159	87	11	1,191
Coronado					
Exposed Population	2,275	1,275	4,022	24,603	0
Shelter Estimates	114	64	201	1,230	-
Del Mar					
Exposed Population	1,260	471	1,123	1,173	4,495
Shelter Estimates	63	24	56	59	225
El Cajon					
Exposed Population	70	216	5,427	0	14,188
Shelter Estimates	4	10	271	-	709
Encinitas					
Exposed Population	1,026	854	661	2,536	11,071
Shelter Estimates	51	43	33	127	554
Escondido					
Exposed Population	34,783	57	7,380	0	42,951
Shelter Estimates	1,739	3	369	-	2,148
Imperial Beach					
Exposed Population	4,341	1,458	2,702	8,019	0
Shelter Estimates	217	73	135	401	-
La Mesa					
Exposed Population	129	211	73	0	106
Shelter Estimates	6	11	4	-	5

Lemon Grove					
Exposed Population	0	284	0	0	0
Shelter Estimates	0	14	-	-	-
National City					
Exposed Population	7,603	2,348	10,693	10,156	0
Shelter Estimates	380	117	535	508	-
Oceanside					
Exposed Population	25,060	811	13,323	3,599	32,920
Shelter Estimates	1,253	41	666	180	1,646
Poway					
Exposed Population	0	57	656	0	32,902
Shelter Estimates	-	3	33	-	1,645
San Diego					
Exposed Population	89,183	20,362	35,523	34,592	371,870
Shelter Estimates	4,459	1,018	1,776	1,730	18,594
San Marcos					
Exposed Population	660	254	4,150	0	52,626
Shelter Estimates	33	13	208	-	2,631
Santee					
Exposed Population	24,193	106	1,279	0	25,436
Shelter Estimates	1,210	5	64	-	1,272
Solana Beach					
Exposed Population	206	353	656	1,441	3,492
Shelter Estimates	10	18	33	72	175
Vista					
Exposed Population	0	405	889	0	36,745
Shelter Estimates	-	20	44	-	1,837
Unincorporated San Diego County					
Exposed Population	36,492	2,782	17,970	1,965	421,455
Shelter Estimates	1,825	139	899	98	21,073

*Exposed population numbers are adapted from the Multi-Jurisdictional Hazard Mitigation Plan, San Diego County, CA. Wildfire dataset is derived from the CAL FIRE Fire Hazard Severity Zones.

*Shelter estimates are based on the assumption that 5 percent of exposed population will require a public shelter.

ASSUMPTIONS

The following assumptions were established in development of this Annex:

- This annex was developed for a Level II (moderate severity) evacuation scenario and will be activated when two or more communities within the OA are impacted by an evacuation. Additional considerations for a Level I (catastrophic) evacuation scenario are provided in Attachment 5.
- Local jurisdictional plans should be consistent with the assumptions identified in this annex when evacuation involves two or more local jurisdictions.
- For the purposes of this annex, the evacuation distance between the impacted site and the "safe zone" generally does not exceed 30 miles.
- A decision to evacuate will be made through Unified Command.
- Law enforcement agencies are the primary lead for conducting evacuation activities with other agencies playing supporting roles.
- Fire, land use, and planning development agencies are the primary leads for evacuation planning, with other agencies playing supporting roles.
- If activated, this annex will complement other jurisdictional evacuation plans and the jurisdictional evacuation plans will be consistent with the OA Evacuation Annex.
- The OA has adopted the National Incident Management System (NIMS) and Standardized Emergency Management System (SEMS) and will follow NIMS and SEMS principles and structures for evacuation-related activities.
- The OA will request and coordinate regional resources under the California Master Mutual Aid Agreement.
- The OA Emergency Operations Center (EOC) will coordinate regional evacuation efforts when evacuation involves two or more local jurisdictions.
- Due to the OA hazard profile, most incidents requiring an evacuation are likely to happen with little or no warning.
- Most people at risk will evacuate when officials recommend that they do so.
- Some individuals will refuse to evacuate, regardless of the threat.
- Most evacuees will use their personal vehicles to evacuate, however, evacuation assistance may need to be considered for individuals with disabilities and others with access and functional needs, including, but not limited to, those without access to personal vehicles. See Attachment 6 for additional resources for evacuating individuals with physical, cognitive, and emotional disabilities.
- According to the U.S. Census Bureau's 2019 estimates, of the 1,132,434 occupied housing units in San Diego County, 65,028 (5.7%) of these units do not have a vehicle available.[9]
- In compliance with Federal law, accommodations will need to be made for the evacuation of service animals (Americans with Disabilities Act) and household pets (Pets Evacuation and Transportation Standards Act).

[9] https://data.census.gov/cedsci/table?q=S2504%3A%20PHYSICAL%20HOUSING%20CHARACTERISTICS%20FOR%20OCCUPIED%20HOUSING%20UNITS&t=Housing%20Units&g=0500000US06073&tid=ACSST1Y2019.S2504

- The San Diego Humane Society's Emergency Response Team will assist the County of San Diego Department of Animal Services with transporting equine and livestock animals.
- In most emergency situations in San Diego County, the majority of evacuees seek shelter with relatives or friends or in commercial accommodations rather than in public shelter facilities. It is estimated that approximately 5 percent of evacuees will require public shelter assistance.
- Ground transportation routes will generally be the primary means of evacuation in the OA. Over-water and air evacuations may be considered on an individual basis by each jurisdiction.
- The public roadway network in the OA, as described in the Mobility Element of the San Diego County General Plan, will be used as primary, alternate, contingency, and emergency evacuations routes during an evacuation effort.10
- Major ground transportation infrastructure within the OA will remain largely intact following most incidents.
- Terrorist incidents, as opposed to natural disasters, can occur at any location within the OA and there is no way to precisely estimate the potential number of individuals affected prior to such an incident.
- Naturally-occurring and human-caused outbreaks of infectious disease may require only a small-scale evacuation (i.e. several buildings)
- The OA should generally plan on not receiving Federal Emergency Management Agency (FEMA) assistance for possibly as long as 96 hours after an incident.
- Response decisions, including the decision to evacuate, will be based on maximizing the preservation of life first, then protecting the environment, property, and the economy. Several factors will be considered: the capacity to safely move or shelter all population groups, 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.
- The following principles should be considered when making evacuation decisions:
    - Coordinate the number of people who must evacuate and the distance they must travel to seek safe refuge.
    - Lessen the impact on the host-shelter community.
    - Evacuation may require relocating people to other local jurisdictions or outside of the county as necessary.
    - Evacuations to outside counties should always be coordinated through the OA Emergency Operations Center.
    - Evacuees leaving voluntarily are more likely to seek shelter with friends or relatives or use hotels rather than a public shelter.
    - Most of the public will act in its own interest and evacuate a dangerous area when advised to do so by authorities.
    - Some individuals may refuse to evacuate.

[10] Potential evacuation routes for the County are identified in the General Plan's Safety Element, https://www.sandiegocounty.gov/pds/generalplan.html

WHOLE COMMUNITY APPROACH

The San Diego County Operational Area is committed to achieving and fostering an emergency management system that uses a Whole Community Approach and is fully inclusive of individual needs and circumstances. For further details on the Whole Community Approach to emergency management and the integration of inclusive emergency management practices, refer to the Basic Plan.

CONCEPT OF OPERATIONS

OVERVIEW

The Evacuation Annex will follow basic protocols set forth in the OA EOP, the California Master Mutual Aid Agreement, and the State of California Emergency Plan which dictate who is responsible for coordinating an evacuation effort. The overall objectives of emergency evacuation operations and notifications are to:

- Expedite the movement of persons from hazardous areas.
- Institute access control measures to prevent unauthorized persons from entering vacated, or partially vacated areas. The law enforcement agency having jurisdiction may use discretion in allowing access for caregivers, personal care assistants, or other support personnel on a case-by-case basis as determined by the incident commander or designee.
- Coordinate evacuation to appropriate transportation points, which may include: temporary evacuation points (TEP), temporary safe refuge areas (TSRA), and/or shelters.
- Coordinate adequate means of transportation for individuals with disabilities and others with access and functional needs, which includes, but is not limited to, older adults, children, and individuals who are transportation disadvantaged.
- Coordinate the procurement, allocation, and use of necessary transportation and law enforcement resources by means of mutual aid or other agreements.
- Coordinate with affected law enforcement agencies to control evacuation traffic and road closures.
- Account for the needs of individuals with household pets and service animals prior to, during, and following a major disaster or emergency.
- Provide initial notification, ongoing, and repopulation communications to the public through the Joint Information Center (JIC).
- Coordinate the safe repopulation of those that have been evacuated.

The SDSD is the lead agency for conducting evacuations of the unincorporated areas of San Diego County. In the incorporated cities, local law enforcement (or the SDSD in contracted cities) will be the lead agency for conducting evacuations. Unified Command assesses and evaluates the need for evacuations with cooperating agencies, and SDSD or local law enforcement orders and conducts evacuations according to established procedures, which are outlined in this annex. Additionally, as part of the Unified Command, the SDSD or local law enforcement will identify available and appropriate evacuation routes and coordinate

evacuation traffic management with the California Department of Transportation (Caltrans), the California Highway Patrol (CHP), other supporting agencies, and jurisdictions.

The decision to evacuate an area is not made lightly and there is a significant impact to public safety and the economy. The following process describes how emergency evacuation decisions within the OA will be coordinated, allowing emergency managers and other supporting response organizations to make collaborative decisions.

EVACUATION COORDINATION PROCESS

- If the emergency only impacts a single local jurisdiction, the decision to evacuate will be made at the local jurisdiction level. Regional coordination is required for any evacuation impacting multiple jurisdictions.
- Based on the information gathered, local jurisdictions will generally make the determination on whether to evacuate communities as the need arises, 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.
- Local jurisdictions may activate their EOC and conduct evacuations according to procedures outlined in their EOP.
- All evacuations from, though, or into a local jurisdiction will be coordinated with that jurisdiction's public safety partners.
- The OA EOC may make recommendations on whether a jurisdiction should evacuate and may help coordinate the evacuation effort, if requested by the jurisdiction.
- The Evacuation Annex is automatically activated when an incident occurs requiring an evacuation effort that impacts two or more jurisdictions within the OA or when there is an evacuation in the unincorporated area necessitating response from the County.

- If the emergency impacts multiple jurisdictions within the OA:
  - All impacted jurisdictions may activate their EOCs
  - The OA EOC may be activated, including the OA EOC JIC.
  - The OA EOC will begin obtaining situational awareness, understanding the severity of the incident.
  - Unified Command, which may consist of fire, law enforcement, public health, and other relevant support agencies, will communicate with the OA EOC as to what protective actions have been implemented.
  - The OA EOC will coordinate with jurisdictional emergency management personnel and other public safety personnel.
  - The Director of Emergency Services or designee or the Policy Group if it is established will coordinate with City Managers and other leaders within the OA to identify strategic decisions that will:
    - Enhance situational awareness
    - Evaluate public information needs
    - Establish a schedule for internal and external updates
    - Consider a local Emergency Proclamation

- Evaluate health and welfare of affected residents

- The OA EOC JIC will coordinate emergency public information to the public in accordance with procedures established in Annex L Emergency Public Information of the OA EOP.
- The OA EOC may support the evacuation response according to the OA EOP and:
  - Coordinate transportation for those who need assistance through the activation of emergency transportation services agreements.
  - Coordinate support for individuals with disabilities and others with access and functional needs during the evacuation process, which may include, but is not limited to, the provision of assistance with wayfinding, supervision, and language interpretation.
  - Coordinate and communicate with non-governmental organizations including but not limited to the private sector, community-based organizations, and faith-based organizations to utilize services and resources available to support the response.
  - Coordinate the provision of accessible care and shelter services.

DECISION TO EVACUATE

The decision whether to evacuate or shelter-in-place must be carefully considered with the timing and nature of the incident. Evacuation decisions are likely to be made under dynamic and uncertain conditions. Information may be incomplete, ambiguous, or changing. A lesson from the 2017-2018 California Wildfires is that the decision to evacuate should be made early.[11]

This decision is made by first responders in the field at the Incident Command Post, with input from both fire and law enforcement personnel. When time permits, the decision should be coordinated with the OA EOC.

An evacuation should be considered as an early proactive approach in protecting lives; especially in consideration for individuals with disabilities and others with access and functional needs as well as those who may need to evacuate large animals.

The evacuation decision should be made with the awareness of impacted schools, congregate care facilities, institutional **SETTINGS,** and others with access and functional needs. These populations may need more time to evacuate. If shelter-in-place is selected in lieu of an evacuation, the deciding agency assumes protection responsibility of the shelter-in-place location/area and should provide protection resources.

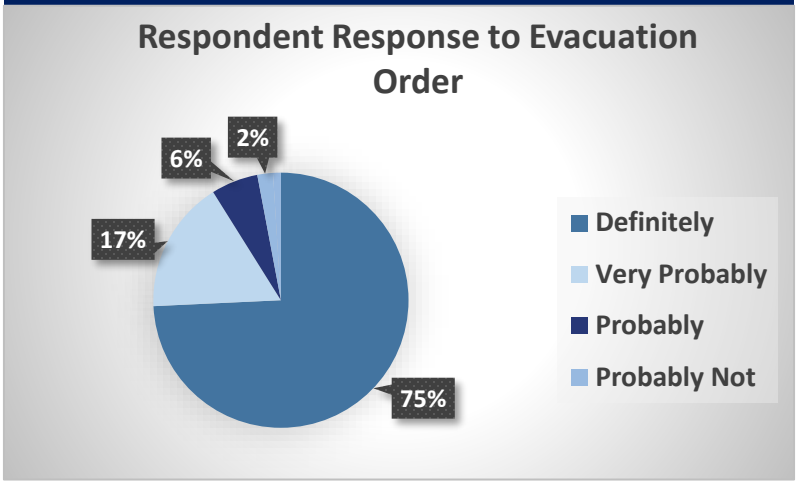
LEGAL CONSIDERATIONS

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. The State of California, San Diego County and the jurisdictions within, through the Unified Disaster Council, have agreed to use the language below, as described in FireScope, to communicate evacuations:

[11] California State Auditor Report (2019). http://auditor.ca.gov/pdfs/reports/2019-103.pdf

Evacuation Warning: The alerting of people in an affected area(s) of potential threat to life and property. An Evacuation Warning considers the probability that an area will be affected within a given time frame and prepares people for a potential evacuation order. Evacuation Warnings are particularly necessary when dealing with a variety of issues such as special needs populations and large animals.

In a 2022 survey, 75% of respondents said they would Definitely evacuate if they received an "Evacuation Order."



Evacuation Order: Requires the immediate movement of people out of an affected area due to an imminent threat to life.

Shelter-In-Place: Advises people to stay secure at their current location. This tactic shall only be used if an evacuation will cause a higher potential for loss of life. Consideration should be given to assigning incident personnel to monitor the safety of those remaining in place. The concept of shelter-in-place is an available option in those instances where physical evacuation is impractical. This procedure may be effective for residential dwellings in the immediately impacted areas, or for large facilities that house a high percentage of non-ambulatory persons (e.g., hospitals and convalescent homes). Sheltering-in-place attempts to provide a safe haven within the impacted area.

In 2005, the Chief Legal Counsel for the SDSD 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)." See Attachment 4 for Penal Code 409.5.

Emergency responders shall make every effort to 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 individuals that refuse to evacuate. Once a local jurisdiction orders an evacuation, it is critical that public information dissemination, 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.



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EVACUATION RESPONSE OPERATIONS

An evacuation of any area requires significant coordination among numerous public, private, and community/non-governmental organizations. The event may or may not allow time for responders to conduct evacuation notification in advance of immediate threat to life safety. Known as “notice” or “no-notice” events, incidents occurring in San Diego County may occur with little or no notice and certain evacuation response operations will not be feasible. For example, establishing contra-flow requires between 24 to 72 hours to be implemented, a “no-notice” event such as an earthquake or wildfire will not allow for contra flow to be established in advance. Every attempt will be made to assist people with safe evacuation, and risk to first responders is an additional important consideration. People are encouraged evacuate early and to help their neighbors, friends, and family to evacuate if doing so will not cause danger to themselves or others.

Table 3 below identifies the agency or organizations that are typically responsible for the response actions necessary to implement an evacuation order. The OA EOC may support the coordination of these general response activities.

TABLE 3

Evacuation Related Activities and Responsible Agencies

RESPONSE ACTIVITY	LEAD AGENCIES	SUPPORTING AGENCIES
Identify the Estimated Effects of the Event and Recommend Protective Actions		
Assess the impact on public health and safety and offer a recommendation on protective actions	Public Health	HAZMAT teams Local and federal assets such as CDC
Assess the impact on the environment and offer recommendations on protective actions	Land Use and Environment Group	HAZMAT teams Local and federal assets such as USCG
Identify any potential or additional threats or hazards that could lead to evacuation	Unified Command • Fire • Law • Others	HAZMAT teams OA EOC Other federal assets such as FBI or fusion centers Local EOCs
Assess the impact of smoke on public health and offer a smoke advisory and protective actions	San Diego County Air Pollution Control District	Public Health, Other Federal & State assets such as EPA, OEHHA, CARB
Identify Evacuation Routes and Manage Traffic		
Provide information on the condition of evacuation routes (i.e., determine if roads are clear of debris, evaluate safety and stability of bridges and other transportation infrastructure)	Caltrans Department of Public Works	OA EOC Transit agencies Local EOCs
Provide weather (wind direction, rain, flooding potential) information that may impact evacuation routes	National Weather Service	County of San Diego Flood Control

RESPONSE ACTIVITY	LEAD AGENCIES	SUPPORTING AGENCIES
Use data provided by support agencies and identify evacuation routes to be used	Unified Command • Fire • Law • Others OA EOC • Law Branch • Fire Branch • Care and Shelter Branch • Construction & Engineering Branch Local jurisdiction EOCs	Caltrans OA EOC Department of Public Works
Coordinate traffic flow (use of signals, physical barriers, and law enforcement or other public officials to assist with directing traffic)	California Highway Patrol (CHP) SDSD Caltrans Local jurisdiction law enforcement agencies	Department of Public Works
Provide support services to assist travelers (removal of broken down cars, provision of basic traveler roadside assistance, directions, water, gas, services at highway rest stops)	California Highway Patrol (CHP) SDSD Caltrans Local jurisdiction law enforcement agencies	Department of Public Works
Coordinate and Communicate with the Public		
Provide information to the media (radio, television, internet) in English, Spanish, American Sign Language, and other frequently used languages, including the use of social media	OA EOC JIC	Public Information Officers from impacted agencies
Provide interpreters and evacuation materials in multiple languages and alternative formats, such as Braille and large print	OA EOC JIC	California Department of Rehabilitation California Department of Social Services

RESPONSE ACTIVITY	LEAD AGENCIES	SUPPORTING AGENCIES
Reach out to segments of populations who do not have access to mainstream media technology	OA EOC JIC SDSD (if risk and time permits driving through evacuated areas using loudspeakers) Local jurisdiction law enforcement agencies	2-1-1 San Diego Community and faith-based organizations (i.e., homeless shelters, churches) Partner Relay Program
Communicate and coordinate with the private sector	OA EOC • Business Liaison Local EOC's	
Communicate with companies most likely to supply services to evacuees as they travel (A key component is to work with gas suppliers to ensure that gas stations along major evacuation routes are open and get supplies as needed)	OA EOC • Construction and Engineering Branch • Energy Unit Leader	Department of General Services OA EOC • Business Liaison Local EOCs
Communicate and coordinate with neighboring jurisdictions and states (via neighboring jurisdiction' or state's EMAs)	OA EOC	
Communicate with hospitals long-term care and skilled nursing facilities, and other licensed care and residential facilities to identify and coordinate for assistance to be provided as needed and available	Public Health DOC [MOC]	OA EOC • Care and Shelter Branch • Fire and Health Branch
Communicate and coordinate with Correctional Facilities (most likely to "shelter-in-place," usually unable to evacuate with general population due to security concerns)	SDSD	State Department of Corrections Federal Prisons

RESPONSE ACTIVITY	LEAD AGENCIES	SUPPORTING AGENCIES
Communicate with individuals with disabilities and others with access and functional needs, which includes, but is not limited to, those receiving in-home support services, residing in residential group homes, and those who are dependent on a medical device that requires power	OA EOC • Care and Shelter Branch OA JIC Local EOCs	Aging and Independence Services SDG&E Local Service Providers
Coordinate Transportation Evacuation Assistance		
Identify and coordinate use of accessible TEPs for those requiring transportation assistance	OA EOC • Logistics Local EOCs	Transit Agencies
Set up and provide staff to manage and coordinate TEPs	SDSD Local jurisdiction law enforcement agencies OA EOC • Logistics Local EOCs	Community Emergency Response Teams (CERT)
Coordinate the identification and transfer of evacuees to TEPs	Unified Command OA EOC Local EOCs Transit Agencies	California Department of Social Services
Coordinate transportation (bus, rail, paratransit, air) for individuals with disabilities and others with access and functional needs and those without access to transportation	OA EOC • Law Branch (SDSD) • Health Branch (EMS) • Care and Shelter Branch • Logistics Local EOCs	Transit Agencies California Department of Developmental Services
Ensure injured persons are transferred to hospitals outside of the evacuation area	MOC OA EOC • Health Branch (EMS) Local EOCs	California EMSA
Lead state aid to local jurisdictions with regard to evacuation of people, pets, and livestock.	California Business, Transportation and Housing Agency	OA EOC Local EOCs
Coordinate evacuation of healthcare facilities	Public Health Healthcare Facilities	California Department of Public Health

RESPONSE ACTIVITY	LEAD AGENCIES	SUPPORTING AGENCIES
Provide Shelters		
Identify, open, and staff shelters	ARC OA EOC • Care and Shelter Branch Local EOCs	
Other Response Operations		
Direct other response actions (fatality management, shelter-in-place, HAZMAT Response)	OA EOC • Law Branch (Medical Examiner) • Fire Branch (Hazmat)	
Secure affected area and limit access. Access or reentry to an area or roadway that has been closed or under evacuation, may only be granted by the incident commander or designee on a case-by-case basis.	SDSD Local law enforcement agencies	Local EOCs California Highway Patrol
Maintain records and documentation of response operations	OA EOC • Documentation Unit	All responders Local EOCs
Coordinate, request, track, and demobilize resources	OA EOC • Logistics • Finance Department of Purchasing and Contracting	Local EOCs
Provide animal care and assist as appropriate with evacuation of animals. Advise on evacuation of farms and livestock.	Department of Animal Services	San Diego Humane Society California Department of Food and Agriculture

EVACUATION STRATEGIES

There are many strategies available that can be implemented during an evacuation effort to enhance traffic flow and reduce the overall evacuation time. Some strategies include, but are not limited to, contra-flow, traffic signal coordination, closure of off and on-ramps, Intelligent Transportation Systems, 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. These strategies may take a significant amount of time to implement, and may not be feasible for a no-notice event such as a wildfire compared to a forecasted event such as severe storm weather.

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 divided north bound and south bound directions, access-controlled configurations, and lack of signals on 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 local 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 may be implemented for 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 Unified Command and coordinated with CHP, Caltrans, and all other agencies involved.[12]

TRAFFIC SIGNAL COORDINATION AND TIMING

Traffic signal coordination is 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,

[12] More information on contra-flow can be found in the Disaster Recovery Reform Act Section 1209 (Contraflow Provision): State of the Practice in Selected Locations which is on the Federal Highway Administrations website: ops.fhwa.dot.gov

Caltrans, the most appropriate law enforcement agency, 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.

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 along the route.

USE OF HI-LO SIREN

Per California Vehicle Code section 27002, as amended by Assembly Bill 909 (2020), emergency vehicles are authorized to be equipped and utilize a Hi-Lo warning sound to notify the public of an immediate evacuation.

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.

COMMUNICATION CONSIDERATIONS

It is essential that accurate and timely information is provided to the public during an evacuation effort. People 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 may be available through 5-1-1 (Caltrans) and 2-1-1 San Diego telephone systems, the AlertSanDiego system, Wireless Emergency Alerts (WEA), 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 600 AM and KLSD 1360 AM radio stations will function as the primary and secondary local radio stations that broadcast emergency information to the public. See Annex I – Communications and Warning Systems and Annex L – Emergency Public Information for additional details.


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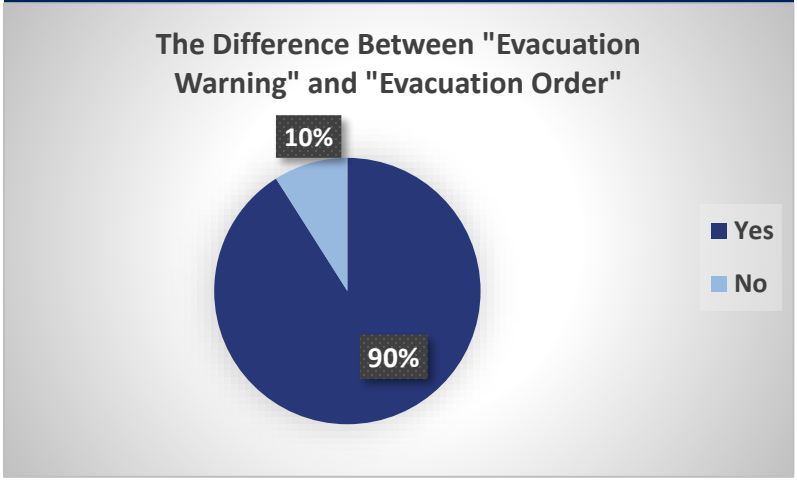
EVACUATION WARNING

The alerting of people in an affected area(s) of potential threat to life and property. An Evacuation Warning considers the probability that an area will be affected within a given time frame and prepares people for a potential evacuation order. Evacuation Warnings are particularly necessary when individuals may be in need of evacuation assistance, which may include individuals with disabilities and others with access and functional needs as well as those who may need to evacuate large animals.

EVACUATION ORDER

An evacuation order requires the immediate movement of people out of an affected area due to an imminent threat to life. Local authorities are empowered to make evacuation decisions for their jurisdictions. The Sheriff is empowered to order evacuations for the unincorporated areas of San Diego County. Following **California Penal Code 409.5, "Law enforcement and health officers are provided the legal authority to 'close and/or evacuate an area".**

In a 2022 survey, 90% of respondents said they know the difference between an "Evacuation Warning" and an "Evacuation Order."



The decision to order an evacuation is a collaborative effort between law enforcement, the responding fire agency, and emergency management officials.

The evacuation order is the official document or proclamation from the responsible official. The OA should generally approve restrictions of the use of local public highways, roads and streets in coordination with the California Department of Transportation (Caltrans) and the California Highway Patrol (CHP).

SHELTER-IN-PLACE

A shelter-in-place order advises people to stay secure at their current location. This tactic shall only be used if evacuation will cause a higher potential for loss of life. Consideration should be given to assigning incident personnel to monitor the safety of those remaining in place. The concept of shelter-in-place is an available option in those instances where physical evacuation is impractical. This procedure may be effective for residential dwellings in the immediately impacted areas, or for large facilities that house a high percentage of non-ambulatory persons (i.e., hospitals and convalescent homes). Sheltering-in-place attempts to provide a safe haven within the impacted area.

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 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, allowing people to remain in their familiar surroundings, and providing individuals with everyday necessities such as telephone, radio, television, food, and clothing. However, the amount of time people can stay sheltered-in-place is dependent 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 who are not directly impacted or in the direct path of a hazard. This will reduce congestion and transportation demand on the major evacuation transportation routes.

LEVELS OF ROAD CLOSURE

A closure prohibits the usage or occupancy of a defined area such as a park, beach, or road due to a potential or actual threat to public health and/or safety. Media is allowed under all closure levels unless prohibited under PC 409.5

Resident Only Closure –Closed to all traffic except local residents and local government agencies assisting with response and recovery.

Soft Closure - Closed to all traffic except fire, law enforcement, and critical incident resources (i.e. utility companies, Caltrans, County Roads, etc.).

Hard Closure - Closed to all traffic except fire and law enforcement.

EVACUATION OF SCHOOLS

If evacuation of public schools is required, students will normally be transported on school buses to other schools outside the risk area or to a reunification point where parents/guardians can pick up their children. It is essential that the public is provided timely information on where parents/guardians can pick up their children and the security procedures that are in place to ensure their protection. The OA Emergency Operations Center will coordinate with the County Office of Education for the coordination of school evacuations, as appropriate.

EVACUATION OF INDIVIDUALS WITH DISABILITIES AND OTHERS WITH ACCESS AND FUNCTIONAL NEEDS

It is critical that modes of available transportation are identified that can be used in the evacuation of people with disabilities and others with access and functional needs during an emergency[13]. Transportation that can accommodate wheelchairs, scooters, or other mobility aids will typically be needed in a large-scale evacuation. Lift-equipped buses or vans may be an option. It is essential that local jurisdictions establish and maintain working relationships with public and private agencies that serve transportation-dependent populations. The County's Office of Emergency Services maintains agreements with regional transportation providers for bus, rail, and paratransit emergency transportation services.

County Health and Human Services Agency (HHSA) determined that there are more than 34,000 people enrolled in In-Home Supportive Services program who rely upon caregivers for support. Approximately 550 of those individuals are considered most at-risk because they live alone and have access and functional needs/circumstances that their social worker has determined make them especially vulnerable and in need of contact within 24-48 hours in the event of a disaster. Other potentially at-risk individuals include those with cognitive or emotional disabilities that may impair their ability to make decisions during an emergency. It is important to note that individuals with disabilities and others with access and functional needs may not be able to reach designated transportation points without assistance. Licensed facilities, such as hospitals, skilled nursing facilities, long term care centers, residential facilities, and correctional facilities are required to have their own respective evacuation plans and procedures that will be followed during an incident. The Skilled Nursing Facility Taskforce and Residential Care Facilities for the Elderly Disaster Preparedness Taskforce actively work within their networks to plan for the provision of transportation, housing, and health related assistance during emergency events.

[13] California Government Code § 8593.3

County Aging & Independence Services and Public Health Preparedness & Response maintain lists of licensed care facilities and in-home support services providers in the county, respectively. Additionally, lists can be obtained from the State of California Community Care Licensing Division and California Department of Public Health. Local jurisdictions should proactively evaluate how many of these facilities and providers operate within their boundaries and identify types of vehicles, equipment and personnel that may be needed to safely evacuate these populations.

Once an area is evacuated, it needs to be kept clear for security reasons, the safety of responders, and to keep individuals out of hazardous areas. Perimeter control is normally accomplished by establishing Access Control Points, roadblocks, or road closures supplemented by suitably equipped mobile patrols.

SECURITY REQUIREMENTS

After people have been evacuated, access back into the damaged areas will be controlled to secure the area and protect public safety. Access Control Points (ACPs) will be established through staffed check points, roadblocks, or road closures and can be used to establish outer and inner perimeter controls. The outer perimeter control will be used to provide information and reduce sight-seeing traffic. The inner perimeter control will function to restrict traffic to emergency response vehicles and personnel only. When possible, law enforcement personnel will also conduct periodic patrols within the secured areas, to deter theft and looting of abandoned residences. Access back into the evacuated areas should initially be limited to:

- Emergency service and public works personnel.
- Utility companies engaged in restoring utility services.
- Contractors restoring damaged buildings, clearing roads, and removing debris.
- Commercial vehicles delivering food, essential supplies, life support equipment, construction supplies, and other related materials.
- Media representatives.

Law enforcement may be requested at designated TEPs for information, security, crowd control, and to deter criminal activity. Local law enforcement agencies can request mutual aid from the SDSD who serves as the OA Law Enforcement Coordinator.

Law enforcement personnel should also establish protocols for allowing critical employees, including essential medical and volunteer staff through ACPs. Law enforcement should also consider making allowances at ACPs, shelters, and other impacted areas for attendants, home health aides, visiting nurses, service animals, and other individuals that are crucial to the immediate health care needs of individuals with disabilities and other with access and functional needs.

EVACUATION OF ANIMALS

Any emergency resulting in the evacuation and sheltering of people will result in impacts to livestock and animals within the impacted area. Ensuring for the evacuation, 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 refuse to evacuate without their animals. Furthermore, about 30-50 percent of pet owners will accidentally 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. Pets left behind in the evacuated area are

also a potential danger to first responders. 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 OA EOP, 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.

In most cases, DAS and the OA EOC will coordinate and attempt to collocate animal shelters with people shelters.

Small Animal Evacuation

The responsibility to evacuate and shelter a person's pet is the responsibility of the pet owner. It is assumed that people who have their own means of transportation will evacuate with their small household pets. People who do not have access to vehicles will need to secure their pets in cages or carriers and contact the Department of Animal Services or Humane Society to arrange for their pets to be picked up and transported to animal shelters.

Animal Control Officers will work with animal services agencies and volunteers to develop an animal tracking methodology by tagging individual animals and entering the information into the Department's pre-existing shelter database. If these people 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. Individual jurisdictions will need to identify strategies to address pet evacuations.

Large Animal Evacuations

Livestock owners have the responsibility to maintain their own plans/means of transporting their large animals. However, jurisdictions must not assume that owners will have their own trailers. Animal Services will provide support with transportation of large animals, through the use of Animal Services' trailers or through Humane Society or volunteer groups' trailers. Potential volunteer resources and private groups should be identified and tracked in WebEOC. Jurisdictions can also:

- Provide pet owners information of nearby kennels, animal shelters, and veterinary clinics that might temporarily shelter pets.
- 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 the California Animal Response Emergency System. The California Emergency Support Function (ESF) 11 (Food and Agriculture) Coordinator and the California Department of Food and Agriculture may be able to provide additional resources or

points of contact if needed. If necessary, the California Department of Food and Agriculture will coordinate requests for federal assistance.

The California Animal Response Emergency System participants will coordinate with local animal rescue teams and other animal-related organizations to coordinate evacuations and care and shelter.

Animal 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, domestic bison, sheep, swine, or goat. Equine: Domestic horses, mules, donkeys, and zebras.

Pet: A domesticated animal, such as a dog, cat, bird, rodent (including rabbit), fish, or turtle that is traditionally kept in the home for pleasure rather than for commercial purposes.

Restricted Species: Any animal requiring a license or permit from the Department of Fish and Wildlife.

Service Animal: A dog that has been individually trained to do work or perform tasks for an individual with a disability. U.S. Pet Ownership Statistics from the American Veterinary Medical Association, OA pet estimates are provided in Table 4 below.

TABLE 4

OA Pet Estimates

	HOUSEHOLDS WITH PETS (%)	SAN DIEGO PET ESTIMATES**
Dogs	48%	788,957
Cats	38%	838,377
Birds	6%	170,102
Horses	2%	64,202
Total	N/A	1,861,638

* Based on a household estimate of 1,125,286 from U.S. Census of San Diego County from 2015-2019

**Pet estimates are based on U.S. Pet Ownership Statistics from the American Veterinary Medical Association 2017-2018 U.S. Pet Ownership & Demographic Sourcebook

To provide further information on potential pet evacuation requirements, Table 4-2 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:

- Approximately 3,000 large animals (horses and livestock) were rescued by Animal Services during the Cedar Fires in 2003.
- The San Diego Zoo is home to over 3,700 rare and endangered animals representing more than 650 species and subspecies, and the San Diego Zoo Safari Park is an expansive wildlife sanctuary that is home to more than 2,600 animals representing more than 300 species. The Zoo and Safari Park have facility specific plans to guide their evacuation processes.
- The disposal of dead animals requires additional considerations due to the fact that as carcasses decompose, materials are released that can contaminate the environment or cause disease. See Annex O: Animal Services for additional information.

TABLE 4-2

Pet Estimates by Jurisdiction

	# OF HOUSEHOLDS*	DOGS	CATS	BIRDS	HORSES
Carlsbad (2019)	44,775	25,595	27,962	3,112	1,797
Chula Vista (2019)	84,579	60,011	65,560	7,296	4,213
Coronado (2019)	7,384	5,829	6,368	709	409
Del Mar (2019)	1,932	969	1,058	118	68
El Cajon (2019)	35,6109	23,308	25,463	2,834	1,636
Encinitas (2019)	24,390	14,180	15,491	1,724	996
Escondido (2019)	48,316	34,055	37,203	4,140	2,391
Imperial Beach (2019)	9,405	6,159	6,728	749	432
La Mesa (2019)	25,002	13,465	14,710	1,637	945
Lemon Grove (2019)	9,002	6,033	6,591	733	424
National City (2019)	16,882	13,735	15,005	1,670	964
Oceanside (2019)	63,032	39,412	43,056	4,792	2,767
Poway (2019)	16,383	11,248	12,288	1,367	790
San Diego (2019)	512,530	315,951	345,165	38,412	22,181
San Marcos (2019)	30,511	21,397	23,376	2,601	1,502
Santee (2019)	21,244	12,990	14,192	1,579	912
Solana Beach (2019)	5,646	3,021	3,300	367	212
Vista (2019)	31,663	22,834	24,946	2,776	1,603
Unincorporated San Diego County (2019)	159,345	115,026	125,662	13,9894	8,075

* Household estimates are from the 2019 U.S. Census Bureau of number of households. U.S. Census Bureau defines a household as the following: “A household includes all the persons who occupy a housing unit as their usual place of residence.”

TEMPORARY EVACUATION POINTS AND SHELTERING

When SDSD implements an evacuation order, they will coordinate with the Incident Commander to decide on a location to use as a Temporary Evacuation Point (TEP). When local law enforcement implements an evacuation order, they will coordinate with the Incident Commander and local EOC to decide on a location to use as a TEP. ARC representatives located in the OA EOC and/or ICP, along with the OA EOC Care & Shelter Branch will coordinate the locations to be used as emergency shelters if necessary. The OA EOC staff may assist, as requested, in the coordination of an evacuation in an incorporated city. The SDSD Dispatch Center in conjunction with the OA EOC and JIC will utilize the AlertSanDiego system, social media, radio, television, IPAWS, etc. to direct evacuees to the established TEP or shelter. Local jurisdictions all have access to the same alert and warning tools as the OA and should follow their internal protocols for sharing information with the public. Temporary evacuation points will serve as temporary safe zones for evacuees, but they generally do not provide any services, such as food, water, restrooms, etc. Emergency shelters are opened when at least one overnight stay is necessary. Basic services are provided at emergency shelters, which includes meals, accessible shower facilities, dormitory management, health, and behavioral health services. Some temporary evacuation points may be suitable to be converted into an emergency shelter location, if necessary and available.

When sheltering overnight is required, Annex G: Care and Shelter Operations of the Operational Area Emergency Operations Plan (OA EOP) will be activated.

MODES OF TRANSPORTATION

The primary mode of transportation that will be used during jurisdictional evacuation efforts will be privately owned automobiles. The OA will coordinate the use of 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 to assist people with safe and timely evacuation which may include the use of bus, rail, paratransit, and air assets.

The County of San Diego has developed MOUs/MOAs with regional transportation services providers which includes the provision of bus drivers, light rail transit operators, and paratransit operators. 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.

During the evacuation process, it may be necessary to assist non-ambulatory individuals or those who require mobility assistance, assistance with wayfinding, supervision, and language interpretation. 9-1-1 call centers and the OA EOC will coordinate with responding agencies to coordinate transportation assistance to those requesting assistance. It may be necessary to utilize ambulances and other public safety personnel during the early stages of an incident while other transportation services are implemented.

TABLE 5

Estimated Number of People that will Require Transportation Assistance

	DAM FAILURE	EARTHQUAKE	FLOOD (100 YEAR)	TSUNAMI	WILDFIRE/ STRUCTURE FIRE (HIGH/VERY HIGH RISK PROBABILITY)
Carlsbad					
Exposed Population	1,258	1,067	2,497	4,259	43,844
Transportation Estimates	73	62	145	247	2,543
Chula Vista					
Exposed Population	15,822	3,170	1,741	228	23,818
Transportation Estimates	918	184	101	13	1,381
Coronado					
Exposed Population	2,275	1,275	4,022	24,603	0
Transportation Estimates	132	74	233	1,427	-
Del Mar					
Exposed Population	1,260	471	1,123	1,173	4,495
Transportation Estimates	73	27	65	68	261
El Cajon					
Exposed Population	70	216	5,427	0	14,188
Transportation Estimates	4	13	315	-	823
Encinitas					
Exposed Population	1,026	854	661	2,536	11,071
Transportation Estimates	60	50	38	147	642
Escondido					
Exposed Population	34,783	57	7,380	0	42,951
Transportation Estimates	2,017	3	428	-	2,491

Imperial Beach					
Exposed Population	4,341	1,458	2,702	8,019	0
Transportation Estimates	252	85	157	465	-
La Mesa					
Exposed Population	129	211	73	0	106
Transportation Estimates	7	12	4	-	6
Lemon Grove					
Exposed Population	0	284	0	0	0
Transportation Estimates	-	16	0	-	-
National City					
Exposed Population	7,603	2,348	10,693	10,156	0
Transportation Estimates	441	136	620	589	-
Oceanside					
Exposed Population	25,060	811	13,323	3,599	32,920
Transportation Estimates	1,453	47	773	209	1,909
Poway					
Exposed Population	0	57	656	0	32,902
Transportation Estimates	-	3	38	-	1,908
San Diego					
Exposed Population	89,183	20,362	35,523	34,592	371,870
Transportation Estimates	5,173	1,181	2,060	2,006	21,568
San Marcos					
Exposed Population	660	254	4,150	0	52,626
Transportation Estimates	38	15	241	-	3,052
Santee					
Exposed Population	24,193	106	1,279	0	25,436
Transportation Estimates	1,403	6	74	-	1,475

Solana Beach					
Exposed Population	206	353	656	1,441	3,492
Transportation Estimates	12	20	38	84	203
Vista					
Exposed Population	0	405	889	0	36,745
Transportation Estimates	-	23	52	-	2,131
Unincorporated San Diego County					
Exposed Population	36,490	2,782	17,970	1,965	421,455
Transportation Estimates	2,117	161	1,042	114	24,444

*Based on the assumption that 5.8% of the exposed population will require evacuation transportation assistance.

TRANSPORTATION COORDINATION

Staging areas may be established to stage transportation resources, and then obtain control of and manage the transportation resources in support of transportation point operations.

First Responder vehicles can maintain communications with authorities via radio and 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.

ADDITIONAL TRANSPORTATION ASSISTANCE

SAN DIEGO FREEWAY SERVICE PATROL

Through the San Diego Freeway Service Patrol (FSP) and Call Box Program, the San Diego Association of Governments (SANDAG), Caltrans, and CHP work together to provide free motorist aid on major freeways in the San Diego region.

FSP is a free service that improves safety for stranded motorists and reduces traffic congestion during peak hours. A roving fleet of tow trucks and pickup trucks travel on select local freeways to provide roadside assistance to commuters. In FY 2021 FSP assisted over 94,000 motorists. FSP drivers help stranded motorists with a gallon of gas, a “jump-start,” radiator water, and will even change a flat tire.

The FSP trucks patrol approximately 242 miles of San Diego freeways, including sections of Interstates 5, 8, 15, and 805, and State Routes 52, 54, 56, 67, 78, 94, 125, 163, and 905. The FSP operates during weekday rush hours from 5:30 to 9:30 a.m. and 2:30 to 6:30 p.m., excluding holidays.

The Call Box Program is a free motorist aid service designed to help travelers who experience vehicle problems while on the highway. The call boxes on rural highways form a

network of cellular telephones, designed to link travelers in need to call center staff 24 hours per day. Assistance is available from police, fire, ambulance, towing, and other service personnel, or even from a family member or friend. Motorists simply open the yellow call box, pick up the phone, and press the "call" button to reach the call center, where an operator will ensure that the stranded motorist is connected with the appropriate roadside assistance service. Distressed motorists can reach the same service from anywhere in San Diego County by calling 511 from their cell phone and saying “Roadside Assistance.”

REPOPULATION PROCEDURES

Guidance and procedures to ensure a coordinated, safe, and orderly repopulation into impacted communities following an incident is provided in the County of San Diego Repopulation Protocol.

Repopulation will be initiated by the Incident Commander/Unified Command of the Incident Management Team, with the support of the Director of Emergency Services, the OA EOC Director, and the Operations Section Chief at the OA EOC. **In most cases the OA EOC will remain activated until full repopulation is complete.** In the event that the OA EOC has been deactivated, the Incident Commander or the Liaison Officer of the Incident Management Team will initiate repopulation procedures.

The Incident Commander will designate staff to the Evacuation/Repopulation Branch and the Operations Section Chief of the OA EOC will coordinate with and support the Evacuation/Repopulation Branch Coordinator. The Evacuation/Repopulation Coordinator is responsible for coordinating the repopulation procedures with all involved agencies and ensuring effective communication. Priorities for repopulation include:

- Safety
- Security
- Damage Assessment
- Restoration of Services
- Communication of Information

The impacted areas must be thoroughly investigated to ensure it is safe for individuals to return. This assessment will include verification that:

- Structures and trees are deemed safe.
- There are no leaking or ruptured gas lines or downed power lines.
- Search and rescue operations have been completed.
- There are no hazardous materials that can threaten public safety or appropriate warnings of these hazardous materials have been issued.
- Major transportation routes are passable, and debris has been removed from public right-of-way.
- There is no threat to public safety and other significant hazards have been eliminated.

Evacuees will be allowed to repopulate an area prior to full restoration of services. The OA EOC will continue to coordinate with all responding entities to ensure the following:

- Damage assessments are ongoing or have been completed.
- Power, communication, water, and sewer lines have been or are being repaired.
- Water has been deemed safe or appropriate warnings have been issued.

The public will be notified of repopulation through various notification measures previously mentioned in this annex, which may include AlertSD.org, the SDEmergency App for smart phones, emergency broadcast radio, television, press releases, informational phone lines such as 2-1-1, community briefings, and informational updates at shelters. See Annex I: Communications and Warning Systems and Annex L: Emergency Public Information Plan for additional information.

Once evacuees are permitted to return, it is important that procedures are established to properly identify residents and critical support personnel, as well as ensure the legitimacy of contractors, insurance adjustors, and other personnel. Repopulation points should be staffed by law enforcement personnel.

Transportation resources may be required to return evacuees needing transportation assistance from evacuation points and/or shelters back to their communities. The transportation resources will need to be coordinated with the OA EOC. Traffic management plans identifying preferred repopulation routes will need to be established to direct the return of evacuees to their communities.

When people are cleared to return to an area, there is a potential that people with disabilities and others with access and functional needs may not be able to enter certain facilities, including their homes, especially if required ramps or other means of access have been destroyed. Due to these considerations, short-term housing can be identified in coordination with community partners that can accommodate the needs of people with disabilities and others with access and functional needs. Potential sites could be hotels or motels, apartment buildings, or portable trailers with ramps. It is also important that these temporary housing sites are located in proximity to necessary support networks. See the San Diego County OA Recovery Plan and the San Diego Housing Recovery Support Function Annex for additional information.

Each local jurisdiction will be responsible for coordinating with local affected agencies and the OA EOC before repopulation has been initiated. Following confirmation from all affected jurisdictions that the repopulation process is complete, the OA EOC will notify every local EOC in the affected area of the date and time of completion.

ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

ORGANIZATION

The roles and responsibilities of local, County, State, and Federal governments in an evacuation effort are summarized in the following sections. Refer to Annex A for additional information related to 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. The responsibilities listed in this section expand on and add to the response activities identified in Table 3 above.

ASSIGNMENT OF RESPONSIBILITIES

COMMUNITY

San Diego County is home to 43 community Fire Safety Councils, more than any other county in California. Fire Safe Councils are grassroots, community-led organizations that

mobilize residents to protect their homes, communities, and environments from wildfire. Fire Safe Councils educate homeowners about community wildfire preparedness activities while working with local fire officials to design and implement projects, such as hazardous fuel reduction programs and community wildfire protection planning, that reduce and prevent wildfire losses in their communities.[14]

A Community Wildfire Protection Plan (CWPP) determines what areas are at-risk of wildfire and provides a road map of actions for the community to address the wildfire threat. The CWPPs are created by Fire Safe Councils in collaboration with community members, fire agencies operating in the area, local government, and other interested stakeholders. The process of developing a CWPP can help a community identify and clarify priorities for the protection of life, property, and critical infrastructure in the wildland-urban interface (WUI).[15] In 2019, the CWPP template was updated to require each community to use the PACE system (primary, alternate, contingency, and emergency) to designate options for evacuation.

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 or jurisdiction EOC 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 a Unified Command.

COUNTY

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 or jurisdiction EOC 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 a Unified Command.

Annex C: Law Enforcement Mutual Aid Operations describes the roles and responsibilities of the SDSD, regional law enforcement, and other support agencies during an evacuation effort. All other County Department's roles in an evacuation effort will be coordinated through the OA EOC. In general, the various County Departments will help coordinate evacuation efforts for the incorporated areas and will support the conduct of evacuation operations for the unincorporated areas of San Diego County.

During an evacuation effort, the designated County Evacuation Coordinator is the Sheriff, who is also the OA Law Enforcement Coordinator. The Evacuation Coordinator will be assisted by other law enforcement and support agencies. Law enforcement agencies, highway/road/street departments, and public and private transportation providers will conduct evacuation operations. Procurement, regulation, and allocation of resources will be accomplished by those designated.

[14] https://firesafesdcounty.org/fsc-support/local-fscs

[15] https://firesafesdcounty.org/fsc-support/cwpp-plan

Evacuation operations will be coordinated with the following agencies:

- County of San Diego Sheriff's Department
- Fire and Rescue Agencies
- County Health and Human Services Agency
- Department of Animal Services
- Department of Planning & Development Services
- Department of Environmental Health and Quality
- Department of General Services
- Department of Public Works
- Department of Agriculture, Weights, and Measures
- Department of Parks and Recreation
- Office of Emergency Services
- Air Pollution Control District

The OA EOC 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, County Department Operations Centers (DOCs), and the Sheriff's DOC.



Decorative Image Photo by Jeff Hall / CAL FIRE

For regional events or those impacting unincorporated areas, specific County roles and responsibilities are described in Table 6 below.

TABLE 6

County Agency Roles and Responsibilities

AGENCY	RESPONSIBILITIES
Office of Emergency Services (OES)	• Responsible for the development, maintenance, and testing of the OA Evacuation Annex. • Coordinate evacuation efforts with local jurisdictions that may be affected by the evacuation. • Direct and coordinate resources in support of evacuation efforts. • Assume the Agency Representative position at the Incident Command Post (ICP) and provide the OA EOC with situation status updates on a regular basis, as directed. • Approve and coordinate release of warnings, instructions, and other emergency public information related to the evacuation effort. • Report situation and damage assessments to Cal OES. • Maintain expenditure records to facilitate reimbursement. • Coordinate and maintain files of all initial assessment reports. • Coordinate the development of after-action reports.
Sheriff's Department/ Law Enforcement	• Provide evacuation notification and advisory to unsafe areas. • Identify transportation and evacuation points. • Coordinate relocation of people to safe areas with other agencies. • Search vacated areas to ensure that all people have received warnings. • Provide initial field situation reports and updates from field units and Aerial Support to Regional Enforcement Agencies. • Contact American Red Cross (ARC) for potential and confirmed evacuation and shelter needs of displaced population. • Coordinate transportation resources with OES, EMS, Fire and other first responders to assist in the evacuation of individuals with disabilities and others with access and functional needs. • Provide traffic control measures for evacuation effort. • Provide law enforcement services and crowd control measures at transportation points, evacuation points and mass care facilities. • Provide security and access control to vacated areas. • Request mutual aid assistance from the OA or Regional Law Enforcement Coordinator.

AGENCY	RESPONSIBILITIES
Sheriff's Department/ Law Enforcement	• Establish traffic control and other measures to permit repopulation into the impacted communities as dictated by the County of San Diego Evacuation and Repopulation Protocol.
Fire and Rescue Operations	• Assist with evacuation efforts and medical response. • Coordinate rescue operations. • Provide fire protection and search and rescue in the vacated areas. • Support public safety in evacuation execution. • Responsible for determining necessary fire prevention and mitigation measures along potential evacuation routes. • Lead and coordinate the completion of Damage Assessment Inspections
County Health and Human Services Agency (HHSA)	• Assist ARC in providing mass care. • Following the County's Shelter Operations Handbook, ensure shelter operations are integrated and inclusive of individuals with disabilities and others with access and functional needs. • Assist ARC in coordination with the Logistics Section of the OA EOC to ensure the transportation of evacuees to and from shelters. • Provide care for unaccompanied minors until County shelters are established, and they can be reunited with their legal guardians. If they cannot be reunited with their legal guardians, the Law Enforcement Branch in the OA EOC should be contacted to request appropriate Law Enforcement agency for assistance. • Conduct health surveillance in shelters to ensure safe and sanitary conditions. • Provide disaster-related physical health and behavioral health services.
Department of Animal Services (DAS)	• Direct emergency animal control operations during a disaster within the unincorporated areas. • Coordinate emergency animal control operations during a disaster if more than one jurisdiction is impacted. • Develop and implement a system to identify and track animals received during a disaster. • Coordinate the transportation of animals to animal care facilities as requested. • Coordinate care and shelter provisions for household pets and service animals.

AGENCY	RESPONSIBILITIES
Department of Planning & Development Services (PDS)	• Work with the Fire Authority Having Jurisdiction to conduct damage assessment. • Conduct safety assessments and coordinate with FEMA and Damage Assessment Teams. • Deem structures safe to re-enter.
Department of Environmental Health and Quality (DEHQ)	• Evaluate County facilities for re-occupancy after an emergency, including ventilation systems. • Perform health hazard evaluations and provide recommendations to departments regarding disaster-related issues (including asbestos, lead, mold, etc). • Perform drinking water testing. • Coordinate with shelter managers to ensure sanitation standards are met (including food preparation).
Department of General Services (DGS)	• Inspect and report on the status of communications sites and regional/county facilities. • Provide support to OES for the setup of Assistance Centers (Local, Family and Disaster) if located in County owned facilities or in the unincorporated areas. • Provide generators for County owned facilities.
Department of Public Works (DPW)	• Inspect and report on county roads. • Inspect and report on drainage/flood control facilities. • Inspect and report on County water and wastewater facilities and other county facilities. • At the direction of law enforcement, open and close county roads. • Direct debris removal and recycling in the unincorporated areas. • Maintain the ALERT Flood Warning System. • Perform shelter inspections prior to occupancy.
Department of Agriculture, Weights, and Measures (AWM)	• Assist in interagency operations and public information. • Assist in Geographic Information Systems (GIS)/Mapping and web pages. • Assist in resource ordering and damage assessment.
Department of Parks and Recreation	• Department of Parks and Recreation may be able to provide use of park space for temporary housing in time of a disaster. • All County parks will be available for the evacuated public and large animals at the request of law enforcement. • 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 OES 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 OES, Caltrans, and CHP.

TABLE 7

State Agency Roles and Responsibilities

AGENCY	RESPONSIBILITIES
California Governor's Office of Emergency Services (Cal OES)	• Coordinate State and Federal resources to aid in disaster recovery for individuals, families, certain private non-governmental organizations, local and state government. • Coordinate requests for State and Federal emergency declarations. • Participate in damage assessments. • Provide environmental/historical, engineering and technical assistance. • Administer State and Federal Public Assistance and hazard mitigation grants, including payment and processing. • Provide program oversight of other state-administered disaster recovery. • Lead community relations elements in times of disaster. • Coordinate the establishment of Joint Field Offices, Disaster Resource Centers, and LACs.
California Department of Transportation (Caltrans)	• Provide reports and estimates on state roads, highways and freeways, including all overpasses, underpasses and bridges. • Establish and implement long-term closures for detouring and channelization of traffic. • Activate Changeable Message Signs to inform motorists of changes in road conditions ahead.
California Highway Patrol (CHP)	• Provide initial reports on damage to roads, highways and freeways. • Coordinate with Caltrans and local jurisdictions as applicable to barricade or secure unsafe sections of roadway. • Assist emergency vehicles and equipment in entering or leaving hazardous areas. • Monitor truck traffic to ensure safe transport of debris during debris removal and demolition operations. • Coordinate the Interstate traffic during the evacuation. • Coordinate repopulation of displaced populations per the County's Evacuation and Repopulation 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 Framework (NRF), including the Catastrophic Incident Annex may be activated.

Emergency Support Functions (ESF) provide the structure for coordinating Federal interagency support for Incidents of National Significance. The ESF 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. ESFs 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 NRF, each ESF has an identified ESF Coordinator as well as primary and secondary support agencies.

Evacuation efforts by local and State governments would be supported under several ESFs, including:

- ESF #1 – Transportation
- ESF #2 – Communication
- ESF #3 – Public Works and Engineering
- ESF #5 – Emergency Management
- ESF #6 – Mass Care, Emergency Assistance, Housing, and Human Services
- ESF #8 – Public Health and Medical Services
- ESF #9 – Urban Search and Rescue
- ESF #10 – Public Safety and Security

SUPPORT FUNCTIONS

In addition to the local, State, and Federal response, many community-based and private organizations or agencies support evacuation efforts in the OA:

TABLE 8

Community Based Organizations and Private Agency Resources

AGENCY	RESPONSIBILITIES
American Red Cross	• Provide food, shelter, disaster welfare information, and bulk distribution of emergency relief items. • Provide health and medical services in the form of donated blood, mental health services, disaster health services, and other support functions. • Coordinate Disability Integration Teams in shelter settings. • Provide food for emergency responders if necessary. • Activate the Safe and Well program and assist in locating/identifying missing persons. • Provide information to families inquiring from outside of the area. • Provide blood and blood products to hospitals for disaster victims. • Assist affected individuals identify appropriate disaster assistance resources available. • Support HHSA in providing mass care.
Public and Private Animal Care Agencies	• These groups include 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.
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: • Assess utility damage. • Establish guidelines and priority for utility restoration. • Coordinate with local and State governments. • Assess the need for mutual aid assistance. • Assist with emergency fueling if necessary.

AGENCY	RESPONSIBILITIES
Salvation Army	• Provide recovery assistance through donations management • Provide mobile feeding to survivors and emergency responders • Provide disaster emotional and spiritual counseling for survivors and emergency responders
2-1-1 San Diego Information Line	• Accommodate public inquiries and provide personalized information to callers regarding the incident and disaster assistance. • Provide callers with information on recovery assistance available. • Rumor Control. • Receive information on missing persons and facilitate information sharing with law enforcement agencies.
Businesses	• Provide food and clothing donations. • Provide any supplies that can be useful in a disaster situation. • Assist in restoring infrastructure and economic recovery.
Volunteers	• Register services through 2-1-1 to assist during the disaster. • Volunteers from various NGO's could be utilized and coordinated via an emergency volunteer center.

DIRECTION, CONTROL, OR COORDINATION

ACTIVATION AND TERMINATION

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 upon the nature, scope, and severity of the emergency, the number of people affected, and what actions are necessary to protect the public, including maximizing the preservation of life first, then protecting the environment and the economy.

In certain circumstances, the OA EOC 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:

- The County's Chief Administrative Officer in that capacity, or as the OA Coordinator of the Unified San Diego County Emergency Services/Organization or a designated representative, or
- Assistant Chief Administrative Officer /Deputy Chief Administrative Officer, or

- The Director of County Office of Emergency Services (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 verbal order that the local governing body has enacted.

COMMAND AND CONTROL

Basic command and control of a multi-jurisdictional evacuation effort in the OA will follow the provisions outlined in the OA EOP and the California Master Mutual Aid Agreement, as with any emergency or disaster. All jurisdictions within the OA will operate according to NIMS and SEMS, and respond utilizing the Incident Command System (ICS).

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 EOPs. SEMS, NIMS, and ICS 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 OA, State, and possibly Federal resources will be requested through the Mutual Aid System and under the NRF (National Response Framework).

Any large-scale response to an incident, including those resulting in the evacuation of more than two impacted communities, should be coordinated through the Incident Command, local fire and law enforcement, the local EOC, and the OA EOC.

The County Chief Administrative Officer (CAO), as 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. All coordination of evacuation will be coordinated with Incident Command, local EOCs, the OA EOC, and the Sheriff's Department Operations Center (DOC). Law enforcement agencies, highway/road/street departments, and public and private transportation providers will conduct evacuation operations in the field.

In addition, it is critical that jurisdictional EOCs coordinate evacuation efforts with the OA EOC to avoid potential conflicts and allow the OA EOC to support if necessary. This may involve phasing community evacuation efforts or the allocation of critical resources.

INFORMATION COLLECTION AND DISSEMINATION

During an evacuation response effort, the OA EOC will utilize information provided by the incident commander and/or unified command, and local EOCs to support an evacuation within the OA.

Situational awareness is crucial to an effective and successful evacuation. The OA EOC will coordinate with first responders, jurisdictional EOCs, and other supporting agencies to gather incident related information. Information including but not limited to, the type of incident, where it occurred, when it occurred, estimates of injuries, fatalities, and damage estimates are all factors that are relevant to an evacuation. Situational awareness also includes identifying if there are any critical facilities (schools, hospitals, etc.) in the affected/hazard

area, jurisdictions that need to be evacuated, estimates on number of evacuees, and potential transportation and sheltering solutions. The OA EOC can support local jurisdictions in obtaining incident information and provide recommendations regarding evacuation of the local jurisdiction. The OA EOC is responsible for supporting the direction of an evacuation in the unincorporated area.

For multi-jurisdictional evacuations, the OA EOC will coordinate with the Incident/Unified Command to identify which evacuation actions have been or are being conducted. OA EOC staff are responsible for providing the Policy Group and impacted jurisdiction EOCs with the current response status, including:

- Which EOCs are activated
- Incident status: cascading or stabilizing?
- Resource availability, resources being used, and resources needed
- Responding agencies

First responders are responsible for determining protective actions. Protective actions should be shared/communicated to local EOCs, the OA EOC, and necessary support agencies as soon as possible to ensure an effective, coordinated evacuation. Initial protective action considerations include:

- What initial protective action (i.e., shelter-in-place or evacuate) have been implemented for the following:
  - Critical infrastructures and key resources (CIKR)
  - Schools
  - Healthcare facilities
  - Residential Areas
  - Large workforce facilities
- How have the unmet needs of individuals with disabilities and other access and functional needs been addressed?
- Has any initial protective action occurred for transportation (i.e., public transit operational, HOV (High Occupancy Vehicle) restrictions lifted)? Are they necessary?
- What additional protective actions should be considered/recommended and coordinated with emergency management, and who else should be involved in discussions?

An evacuation coordination checklist, designed to assist with the collection of appropriate information regarding evacuations, can be found in Attachment 1.

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 to individuals with disabilities and others with access and functional needs.

All communication efforts will follow the protocols established under the San Diego Urban Area Tactical Interoperable Communications Plan, Annex I: Communication and Warning Systems, and Annex L: Emergency Public Information.

INTER-JURISDICTIONAL AND INTER-AGENCY COMMUNICATIONS

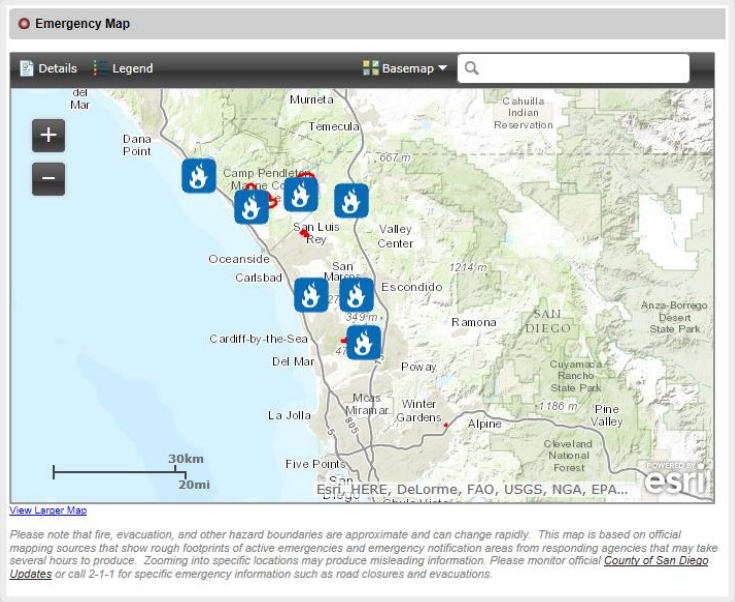
Inter-jurisdictional and inter-agency coordination will be conducted through the Incident Command Posts, OA EOC, San Diego County Public Health Departmental Operations Center (DOC), commonly known as the Medical Operations Center (MOC), jurisdictional EOCs, and DOCs, utilizing available communication equipment and infrastructure and using established procedures (See Annex I of the OA EOP).

Agency liaisons may 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 be 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 avoid potential conflicts. 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.

EMERGENCY PUBLIC INFORMATION, NOTIFICATION, AND COMMUNICATIONS

EFFECTIVE, ACCESSIBLE, AND INFORMATIVE NOTIFICATIONS TO THE PUBLIC WILL BE VITAL IN CONVINCING PEOPLE TO EVACUATE OR SHELTER-IN-PLACE.



The public will want to know: 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 availability of shelters, what they should take with them (i.e. medication and personal records), how their pets will be accommodated, how they should secure their homes, and the level of security that will be provided when they are away from their homes. If the event happens during the weekday and school children are evacuated, parents/guardians will need timely information on where to pick up their children.

Notification methods will include AlertSanDiego and Accessible AlertSanDiego, Wireless Emergency Alerts (WEA), the SD Emergency App for smartphones, AlertSD.org, the

Emergency Alert System, use of the local media through television and radio, internet, and social media, etc. **Annex L: Emergency Public Information** should be activated in support of an evacuation and describes how emergency information will be disseminated to the public. The majority of evacuation advisories will be based on a "no-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, the media will most likely be the first to notify the public. Upon activation of the OA EOC, public information staff in the Joint Information Center will notify the public of additional evacuations and protective actions. 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 600 AM and KLSD 1360 AM radio stations will function as the primary and secondary local radio stations that broadcast emergency information to the public.

NOTIFICATION CONSIDERATIONS

Effective initial communication to the public will enhance the efficiency of the overall evacuation and reduce the associated mental and physical strains. The initial public notification should provide basic information including:

- Which agency is sending the message?
- What is occurring/requiring the public's attention?
- What specific location or address is in danger?
- What the public should do to protect themselves?
- Where the public can go for more information?

COMMUNICATION MODALITIES

It is important that disaster information is available in a variety of accessible formats. Available communication tools/capabilities which may be used to notify the general public about the need to evacuate or shelter-in-place include:

- Emergency Alert System
- Wireless Emergency Alerts (WEA)
- Community Emergency Notification System
  - AlertSanDiego
  - Accessible AlertSanDiego
- 2-1-1 San Diego
- Emergency websites, including AlertSD.org
- SD Emergency App for smartphones
- Television including County Television Network
- Radio
- Public address systems
- Helicopters equipped with bullhorns
- Low power local radios

- Police cruisers equipped with bullhorns
- Door to door notification
- Changeable Message Signs
- Hi-Lo Siren

It is important to consider using multiple communication modalities to communicate with the public as individuals receive information in different ways. For example, people who are deaf or hard of hearing may not hear messages delivered via bullhorn. People who are blind or have low vision may not see text messages and people who speak a language other than English may need information translated or interpreted for them.

See Annex I: Communications and Warning Systems and Annex L: Emergency Public Information Plan for additional information on communication modalities.

EVACUATION INFORMATIONAL UPDATES

Updates must be communicated to evacuees, including the location of transportation and temporary evacuation points, evacuation routes, road and area closures, the availability of medical and other essential services, traffic conditions and shelter capacities. Other essential information includes security measures that are being implemented, weather conditions, and any changes to evacuation plans.

Real-time informational updates will be provided to evacuees through radio stations, television, websites and social media, 2-1-1 San Diego, AlertSD.org, the SD Emergency App for smartphones, 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 JIC (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 is aware how they can access updated information for the duration of the incident.

COMMUNICATION CONTINGENCY PLANS

In the event of total devastation to all local electronic communications, the JIC will contact Orange County or Los Angeles County radio stations to broadcast emergency information to the general public in stricken areas.

The San Diego County Sheriff's Auxiliary Communications Service (ACS) utilizes Amateur Radio volunteers who are able to relay information when many other communications systems are overwhelmed or unavailable. ACS can communicate information between incident sites, shelters, and EOCs.

ADDITIONAL SOURCES OF INFORMATION

Additional sources of information that may be available during an evacuation effort include:

- San Diego County Emergency Homepage: http://www.AlertSD.org
- County of San Diego OES Website: http://www.readysandiego.org

- American Red Cross Website: www.redcross.org/sandiego or (858) 309-1200
- Travel Information phone number: 5-1-1
- Disaster Information: 2-1-1
- Traffic Information Website: http://www.sigalert.com
- California Department of Transportation website: http://www.dot.ca.gov

HAZARD-SPECIFIC NOTIFICATION 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 and appropriate local governments have site-specific dam evacuation plans for the major dams/reservoirs in San Diego County.

EARTHQUAKE

An earthquake is a no notice event that 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 Earthquake Annex, or from the United States Geological Survey website at 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 for a near source tsunami, and more time to issue notifications for a distant source tsunami. 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. Detailed evacuation plans are contained in Tsunami Playbooks for each coastal jurisdiction in the OA. These are maintained by County OES.

WILDFIRE/STRUCTURAL FIRE

Wildfires may travel large distances extremely 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 all appropriate methods as soon as the situation necessitates.

Special facilities such as correctional facilities, skilled nursing facilities, long term care and residential care facilities for the elderly (RCFEs), and hospitals that may be impacted should be contacted, and notified to begin reviewing and implementing their state-required evacuation plans.



Decorative Image

TERRORISM

An act of terrorism is intended to disrupt a community's way of life through violence and psychological 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.

ADMINISTRATION, FINANCE, AND LOGISTICS

Under SEMS, special districts are considered local governments. As such, they are included in the emergency planning efforts throughout the OA. The OA Emergency Organization, in accordance with SEMS, supports and is supported by:

- Cities within the OA
- County of San Diego
- Special Districts

- Other Counties
- State of California
- Federal Government

NIMS provides a consistent nationwide template to enable Federal, State, local, and tribal governments and private-sector and non-governmental organizations to work together effectively. NIMS also enables these entities to efficiently prepare for, prevent, respond to, and recover from domestic incidents, regardless of cause, size, or complexity, including acts of catastrophic terrorism.

Mutual aid, including personnel, supplies, and equipment, is provided in accordance with the California Master Mutual Aid Agreement, and other OA Mutual Aid Agreements, including transportation, sheltering, and feeding agreements.

The private sector is an important part of the emergency organization. Business and industry own or have access to substantial response and support resources. Community Based Organizations (CBOs) or Non-Governmental Organizations (NGOs) provide valuable resources before, during, and after a disaster. These resources can be effective assets at any level. OES has established the ReadySanDiego Business Alliance. The ReadySanDiego Business Alliance is a partnership program that focuses on creating a coalition of businesses that can contribute resources and expertise needed in times of crisis or emergencies. There are some City and County personnel who do not have specific task assignments. They are automatically designated by State Law as Disaster Service Workers (DSWs) during a disaster, and serve in the response effort.

- “All public employees and all registered volunteers of a jurisdiction having an accredited disaster council are Disaster Service Workers,” per Government Code Title I, Division 4, Chapter 8, and Labor Code, Part I, Division 4, Chapters 1 and 10.
- The term “public employees” includes all persons employed by the State, or any County, City or public district.
- Other personnel including volunteers can be registered by OES as DSWs, which provides Workers Compensation and liability coverage.

OES maintains a list of pre-registered volunteers affiliated with volunteer organizations, such as Community Emergency Response Teams (CERT) that have been signed up as DSWs.

It is imperative that local government maintain duplicate records of all information necessary for restoration of normal operations. This process of record retention involves offsite storage of vital computerized and paper-based data that can be readily accessible.

ANNEX DEVELOPMENT AND MAINTENANCE

This annex is a product of the OA EOP. As such, the policies, procedures, and practices outlined in the OA EOP govern this annex. OES is subject to coordinate the maintenance and updates of this annex every four years, in accordance with the maintenance schedule established for the OA EOP. Record of changes, approval, and dissemination of the OA EOP will also apply to this annex.

Updates to this annex can be made before such time for multiple reasons, including but not limited to changes in policy/procedure, improvements and recommendations based on real life events or exercises, etc. Recommended changes should be submitted to OES at oes@sdcounty.ca.gov

METHODOLOGY

The initial 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 developed and executed a workshop which produced the first version of the Evacuation Annex in 2006. The County's evacuation planning has undergone further development in the form of training, exercising, and evacuation deconfliction planning. This planning has allowed the County to develop the relationships and procedures necessary to execute effective and efficient evacuations. Evacuation procedures are ever changing as new technology, resources, best practices, lessons learned, etc. are updated. The County will continue to revise evacuation procedures as necessary.

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 I (catastrophic) evacuation scenario are provided in Attachment 5.

OES will be responsible for maintaining and updating the OA Evacuation Annex. Updates, at a minimum, will integrate new hazard information, established MOU/MOAs, changes in communities, and incorporate lessons learned from exercises or real incidents.

Revisions and updates should include:

- Review of existing evacuation procedures for all identified hazards to ensure continued accuracy and validity.
- Review of the availability of evacuation routes.
- Incorporation of new MOUs/MOA and resources.
- Determination of additional evacuation procedures.
- Assurance that necessary training has been made available to all relevant departments/agencies.

AUTHORITIES AND REFERENCES

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

- National Incident Management System

- 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.
- 5 U.S.C. 5709, 5725, 5922, 5923 – Federal employees and their dependents may receive assistance if they must be evacuated.
- 6 U.S.C. 317 – The role of FEMA includes evacuating disaster victims.
- 15 U.S.C. 7301, 7307-7308 – National Construction Safety Teams must evaluate technical aspects of evacuation procedures and recommend research.
- 42 U.S.C. 5195a – Emergency preparedness activities include non-military civilian evacuation and evacuation of personnel during hazards.
- 42 U.S.C. 7403(f)(2) – Computer models for evacuation must be periodically evaluated and improved.
- 42 U.S.C. 9601(23) – Temporary housing and evacuation of threatened persons are to be included in the scope of hazardous substance removal.
- 42 U.S.C. 11003 – Emergency plans completed by local emergency planning committees (LEPCs) must include evacuation plans.
- 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.
- 46 U.S.C. 70104(b) – Secretary of Transportation must establish incident response plans for facilities and vessels that include evacuation procedures.
- P.L. 108-458, §7305, 118 Stat. 3848 – Congressional finding made that private and public sector emergency preparedness activities should include an evacuation plan.
- H.R. 3 (109th 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.
- National Response Framework – Sets forth the roles and responsibilities of federal and certain non-federal entities after catastrophes overwhelm state and local governments.
- 44 CFR Part 206 – federal disaster relief regulations
- H.R. 3858 (109th 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

- California Constitution
- Standardized Emergency Management System
- California Code of Regulations, Title 19, Chapters 1 through 6, including:
- Chapter 1, Standardized Emergency Management System
    - 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

- Chapter 3, Conflict of Interest
  - Chapter 4, Hazardous Materials, RRIRP
  - Chapter 4.5, Hazardous Materials, California Accidental Release Prevention Program
- Chapter 5, State Assistance for Fire Equipment Act
- Chapter 6, Disaster Assistance Act Regulations
- California Department of Water Resources – Flood Fighting: California Water Code, Section 128
- California Master Mutual Aid Agreement
- California Fire Service and Rescue Emergency Mutual Aid Plan
- California Law Enforcement Mutual Aid Plan
- California Coroners Mutual Aid Plan
- 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.
- 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.
- Penal Code §§409, 409.5, 409.6
- California Emergency Services Act, 2006
- California Public Utilities Code, Section 91966, 2019
- California Vehicle Code, Section 27002, 2020
- California Government Code § 8593.3 (2020) – Accessibility to Emergency Information and Services
- Twenty-First Century Communications and Video Accessibility Act of 2010
- Telecommunications Act of 1996
- Web Content Accessibility Guidelines (WCAG) 2.1, 2018

LOCAL

- Unified San Diego County Emergency Services Organization, Fifth Amended Emergency Services Agreement, 2005
- County of San Diego Emergency Services Ordinance No. 8183, dated December 15, 2002
- Unified San Diego County Emergency Services Organization, Operational Area Emergency Operations Plan and Annexes
- San Diego County Mutual Aid Agreement
- Public Works Mutual Aid Plan
- County of San Diego Disaster Debris Recycling and Handling Plan
- County of San Diego Evacuation and Repopulation Protocol, 2022
- San Diego County Nuclear Power Plant Emergency Response Plan
- Tactical Interoperable Communications Plan San Diego Urban Area
- San Diego County Multi-Jurisdictional Hazard Mitigation Plan, October 2017

    - San Diego County Animal Control Mutual Aid Agreement
- County of San Diego, Office of Emergency Services, As-Needed Emergency Transportation Services with MTS, Contract Number 555335, September 2016.
- County of San Diego, Office of Emergency Services, As-Needed Emergency Transportation Services with NCTD, Contract Number 559273, December 2018.
- Unified San Diego County Emergency Services Organization, Alert & Warning Memorandum of Agreement, January 2020.

PURPOSE

This evacuation coordination checklist may assist chief elected officials, public safety personnel, and emergency managers in the OA in assessing what has happened during a regional disaster (or the threat of a disaster).

This checklist can be used to guide multi-jurisdictional discussion and coordination by helping to quickly review the status of initial actions that may already be in place and determine if additional protective actions are necessary to protect the public.

IMMEDIATE ACTIONS FOR ANY INCIDENT

- Gain jurisdictional situational awareness
- Create (or combine) an incident in WebEOC.
- Determine response status.
- Review status of initial protective actions.
- Consider additional protective actions.
- Evaluate public information needs.
- Determine next steps to coordinate and implement protective actions.
- Establish OA led jurisdictional conference call, if necessary.

A. SITUATIONAL AWARENESS

- If an incident has occurred, what happened (including where and when)?
    - Type of incident (natural disaster, accident, terrorism)?
    - Estimated number of injuries/fatalities?
    - Estimated damage to or status of critical infrastructures (transportation, power, medical, water)?
    - What facilities (schools, health care facilities, large residential complexes, workforce facilities) are in the hazard area?
- What jurisdictions/neighboring jurisdictions have been evacuated and/or sheltered?
    - Estimated number of (people, animals) evacuated?
    - Are temporary evacuation points (TEPs) being used?
    - Estimated number of (people, animals) that will require sheltering?
    - Have shelters been identified?
    - Coordination with adjoining jurisdiction(s)?
- If incident has not occurred, what is latest information/intelligence about threats to the jurisdiction? What is the potential impact?
    - Estimate of potentially affected population?
    - What neighborhoods should be evacuated?

B. RESPONSE STATUS

- Are emergency operations centers (EOCs) within the OA activated and at what level?
- Is the incident cascading or is the incident stabilized?
- What is the impact on neighboring jurisdictions/zones?
- Who is leading the response or investigation?
- What resources/agencies are on scene, available, or needed?
- What additional resources/agencies are needed, including those needed to support individuals with disabilities and others with access and functional needs?

C. INITIAL PROTECTIVE ACTIONS (SCHOOLS, WORKFORCE, AND TRANSPORTATION)

- What initial protective action (i.e., shelter-in-place or lockdown) have been implemented for the following:
    - Critical infrastructures and key resources (CIKR)
    - Schools
    - Healthcare facilities
- Housing
    - Large workforce facilities
- How have the needs of individuals with disabilities and others with access and functional needs been addressed?
- Has any initial protective action occurred for transportation (i.e., public transit operational, HOV restrictions lifted)?
- What other protective actions (see step D below) should be considered, and who else should be involved in discussions?

D. ADDITIONAL PROTECTIVE ACTIONS

- What additional protective actions may be needed to protect affected general public, schools, workforce, etc.?
    - Consider evacuation, shelter-in-place, quarantine, school/work dismissal, reunification, cancellation of public meeting, and closing of government facilities.
    - Inform health services sector, mass care facilities, and transportation assets, request mutual aid, issue public advisories.
- Will additional resources be needed to support protective actions?
- What considerations should be made when making protective action decisions? Many factors affect decisions and should be evaluated case-by-case. The following are general *considerations.*
    - For a **threat or hazard involving regional impact**, consider partial or full-scale evacuation of potentially impacted area.
    - For a **threat or hazard involving local impact**, consider partial local evacuation unless addressed below.

- For a **short air release of toxic chemical** (i.e., brief plume), consider initial sheltering-in-place of people downwind of release.
- For a **long air release of toxic chemical** (i.e., continuously leak), consider local evacuation of people downwind of release.
- For an **explosion**, consider evacuating the impacted area and consider secondary devices.
- For **an infectious contamination**, depending on type, consider quarantine, requesting strategic national stockpile, and/or mass prophylaxis.
- For a **dirty bomb**, consider sheltering initially and then evacuation of people downwind.
- For a **dam failure**, use inundation maps to identify areas to be evacuated.
- For an **earthquake**, damage assessments to bridges, overpasses, elevated roadways, utility lines, and roadways will be needed prior to identification of evacuation routes and relayed to the public.
- For a **tsunami**, use inundation maps to identify areas to be evacuated. .
- For a **wildfire**, consider using emergency vehicles to direct traffic through areas with poor visibility due to smoke.

E. EMERGENCY PUBLIC INFORMATION

- What should be communicated, when, how (tools and/or mediums being used), and by whom?
- What information has been communicated to the general public/schools/workforce?
- Ensure the message is uniform and consistent across all jurisdictions involved.

F. NEXT STEPS

- What response actions need to be coordinated?
- What resources are needed and how are they being coordinated?
- For evacuations, there are numerous operations that need to be coordinated. Below is a summary of the major evacuation tasks and the agencies with a lead role for implementing these tasks.
- **Identify evacuation routes:** Incident Command/Unified Command, OA EOC, local EOCs, law enforcement officials, Caltrans, California Highway Patrol (CHP), Public Works, local law enforcement agencies and other applicable agencies/departments assist in identifying evacuation routes.
- **Identify and establish accessible temporary evacuation points:** Local and OA EOC, law enforcement officials, Caltrans, CHP, Public Works, American Red Cross, and other applicable agencies/departments work together to establish TEPs.
- **Coordinate and manage traffic and provide roadside assistance:** Incident Command/Unified Command works with Sheriff's Department/law enforcement agencies, Caltrans, and CHP.
- **Coordinate and provide transportation:** Local and OA EOC, Metropolitan Transit System, North County Transit District, San Diego Trolley, School Districts, Amtrak, and other regional transportation service providers will coordinate and provide transportation for people and their pets pursuant to Public Utilities Code 91966 as created through Senate Bill 397 (2019). The

County of San Diego Department of Animal Services will assist owners with providing transportation for large animals.

- **Provide support for individuals with disabilities and others with access and functional needs:** Local and OA EOC, Sheriff's Department/law enforcement agencies, Metropolitan Transit System, North County Transit District, regional transportation services providers, faith-based, community-based, and nongovernmental organizations, and other key stakeholders will provide support for individuals with disabilities and others with access and functional needs.
- **Provide shelter:** Health and Human Services Agency, American Red Cross, County of San Diego, Cities within the OA, and other community-based organizations and private agency resource will provide shelter for people and their pets.
- **Deconflict sites as needed:** Local and OA EOC coordinate using the site deconfliction matrix to identify alternate sites as appropriate.
- **Assist with other response operations as needed:** Local and OA EOCs, Public Safety, and supporting federal state agencies will assist with other response operations as needed

EVACUATION ROUTES

Primary evacuation routes consist of the major interstates, highways, and prime arterials within San Diego County. Local jurisdictions will work with the OA EOC, County Fire Protection District, CAL FIRE, San Diego Sheriff's Department, Caltrans, CHP, Department of Public Works, and other applicable agencies/departments to identify evacuation points and transportation routes.

Major interstates and highways within San Diego County are identified as the primary transportation routes for an evacuation effort and include but are not limited to:

Interstate 5	Route 54	Route 78
Interstate 8	Route 56	Route 94
Interstate 15	Route 67	Route 125
Interstate 805	Route 75	Route 163
Route 52	Route 76	Route 905

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:

- Shortest route to the designated destination areas
- Maximum capacity
- Ability to increase capacity and traffic flow using traffic control strategies.
- Maximum number of lanes that provide continuous flow through the evacuation area.
- Availability of infrastructure to disseminate real-time conditions and messages to evacuees en route, such as changeable message signs.
- Minimal number of potentially hazardous points and bottlenecks, such as bridges, tunnels, lane reductions, etc.

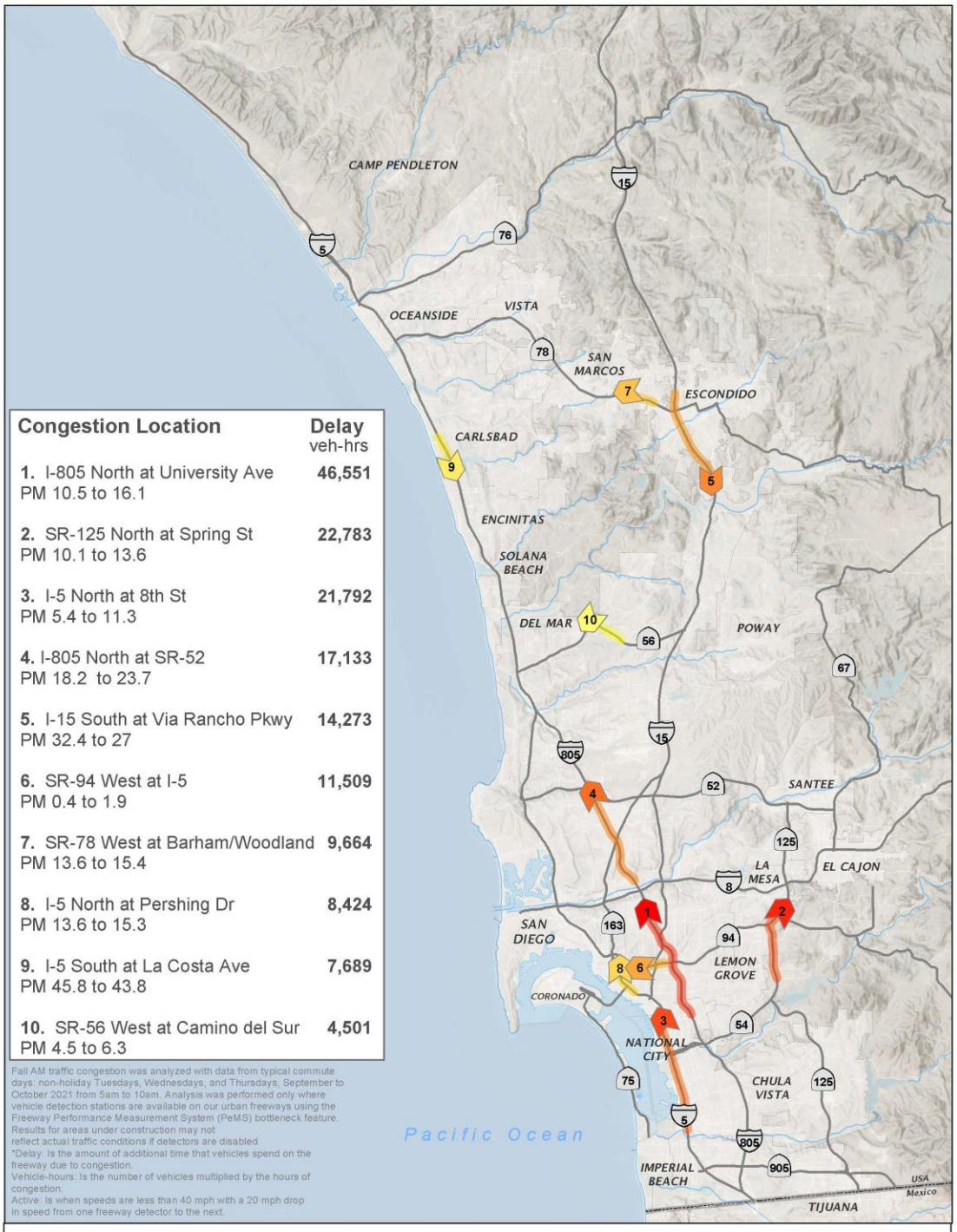
Traffic conditions must be monitored along evacuation routes and operational adjustments should be made as necessary to maximize throughput. These adjustments may include the identification of alternative evacuation routes.

The maps on the following page show the major highways within the San Diego OA and the most congested segments of highways during the morning and evening commutes. Evacuations that must be conducted during the standard working commuting hours will severely impact evacuation routes. If possible, alternate routes should be used.

Fall AM 2021 Top 10 Congested Segments

AM

September and October: Tuesday, Wednesday, and Thursday Mornings (5am - 10am)



Congestion Location	Delay veh-hrs
1. I-805 North at University Ave PM 10.5 to 16.1	**46,551**
2. SR-125 North at Spring St PM 10.1 to 13.6	**22,783**
3. I-5 North at 8th St PM 5.4 to 11.3	**21,792**
4. I-805 North at SR-52 PM 18.2 to 23.7	**17,133**
5. I-15 South at Via Rancho Pkwy PM 32.4 to 27	**14,273**
6. SR-94 West at I-5 PM 0.4 to 1.9	**11,509**
7. SR-78 West at Barham/Woodland PM 13.6 to 15.4	**9,664**
8. I-5 North at Pershing Dr PM 13.6 to 15.3	**8,424**
9. I-5 South at La Costa Ave PM 45.8 to 43.8	**7,689**
10. SR-56 West at Camino del Sur PM 4.5 to 6.3	**4,501**

Fall AM traffic congestion was analyzed with data from typical commute days: non-holiday Tuesdays, Wednesdays, and Thursdays, September to October 2021 from 5am to 10am. Analysis was performed only where vehicle detection stations are available on our urban freeways using the Freeway Performance Measurement System (PeMS) bottleneck feature. Results for areas under construction may not reflect actual traffic conditions if detectors are disabled.
*Delay: Is the amount of additional time that vehicles spend on the freeway due to congestion.
Vehicle-hours: Is the number of vehicles multiplied by the hours of congestion.
Active: Is when speeds are less than 40 mph with a 20 mph drop in speed from one freeway detector to the next.





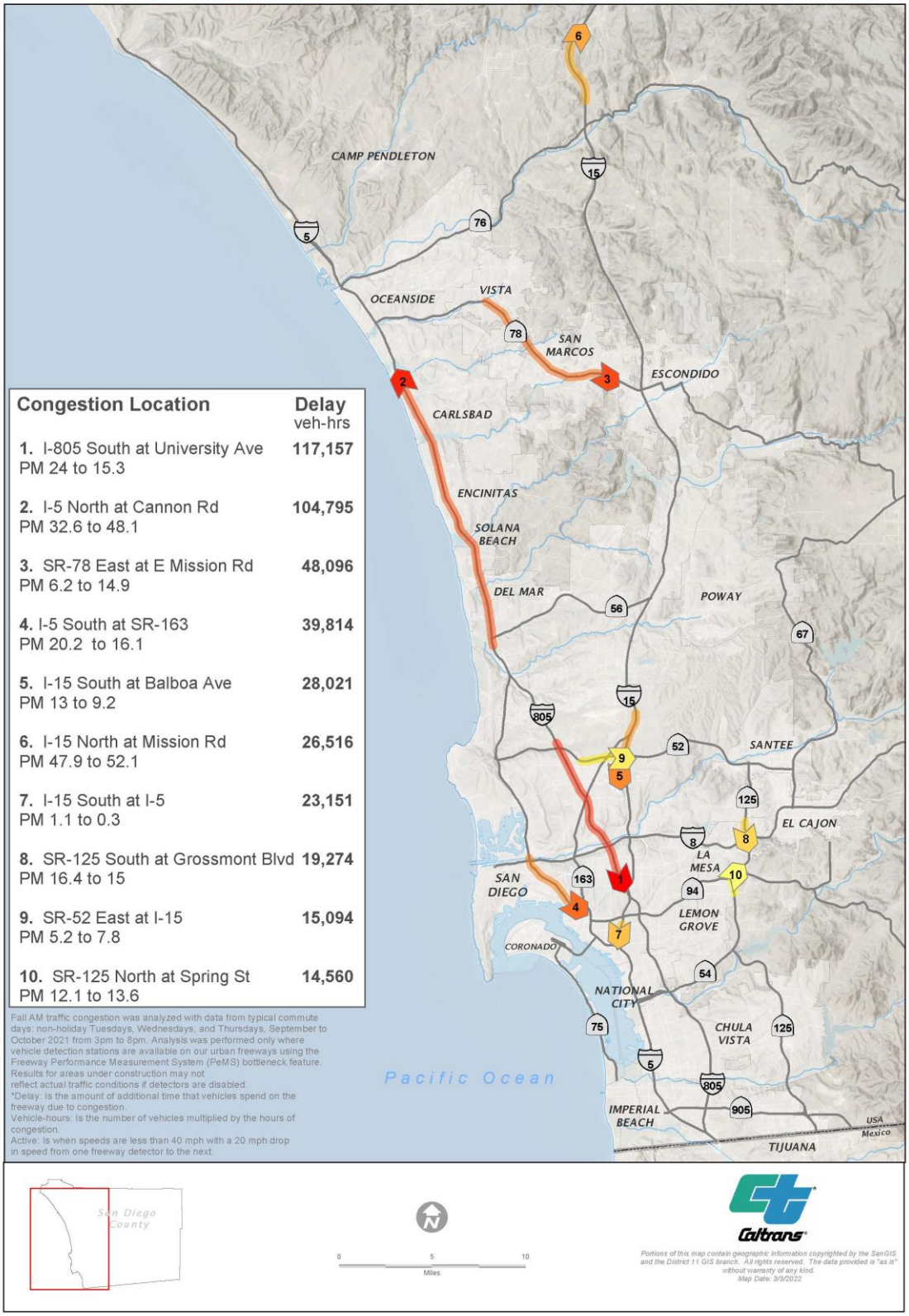
Caltrans

Portions of this map contain geographic information copyrighted by the SanGIS and the District 11 GIS branch. All rights reserved. The data provided is "as is" without warranty of any kind.
Map Date: 3/3/2022

Fall PM 2021 Top 10 Congested Segments

PM

September and October: Tuesday, Wednesday, and Thursday Afternoons (3pm - 8pm)



Congestion Location	Delay veh-hrs
1. I-805 South at University Ave PM 24 to 15.3	**117,157**
2. I-5 North at Cannon Rd PM 32.6 to 48.1	**104,795**
3. SR-78 East at E Mission Rd PM 6.2 to 14.9	**48,096**
4. I-5 South at SR-163 PM 20.2 to 16.1	**39,814**
5. I-15 South at Balboa Ave PM 13 to 9.2	**28,021**
6. I-15 North at Mission Rd PM 47.9 to 52.1	**26,516**
7. I-15 South at I-5 PM 1.1 to 0.3	**23,151**
8. SR-125 South at Grossmont Blvd PM 16.4 to 15	**19,274**
9. SR-52 East at I-15 PM 5.2 to 7.8	**15,094**
10. SR-125 North at Spring St PM 12.1 to 13.6	**14,560**

Fall AM traffic congestion was analyzed with data from typical commute days: non-holiday Tuesdays, Wednesdays, and Thursdays, September to October 2021 from 3pm to 8pm. Analysis was performed only where vehicle detection stations are available on our urban freeways using the Freeway Performance Measurement System (PeMS) bottleneck feature. Results for areas under construction may not reflect actual traffic conditions if detectors are disabled.
*Delay: Is the amount of additional time that vehicles spend on the freeway due to congestion.
Vehicle-hours: Is the number of vehicles multiplied by the hours of congestion.
Active: Is when speeds are less than 40 mph with a 20 mph drop in speed from one freeway detector to the next.

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Map Date: 3/3/2022

ATTACHMENT 3 – MUTUAL AID

Under the terms of the California Master Mutual Aid Agreement, emergency response mutual aid is provided on a voluntary basis from one jurisdiction to another. The Southern Mutual Aid Region VI consists of six counties and includes the County of San Diego. To facilitate mutual aid, discipline-specific mutual aid systems work through designated mutual aid coordinators at the Operational Area (OA), regional, and state levels. Mutual aid coordinators are established for:

- Fire and Rescue
- Law Enforcement
- Emergency Management (EOC) staff
- Emergency Services
- Disaster Medical

The basic role of a mutual aid coordinator is to:

- Receive mutual aid requests.
- Coordinate the provision of resources from within the coordinator's geographic area of responsibility.
- Pass unfilled requests to the next governmental level.

Mutual aid requests that do not fall into one of the discipline-specific mutual aid systems are handled through the emergency services mutual aid system by emergency management staff at the local government, OA, regional, and state levels.

When an OA needs a resource, it forwards a request to the Regional Emergency Operations Center (EOC). The requesting OA generates a mission request tracking form, which includes the following information:

- A description of the current situation.
- A description of the requested staff, equipment, facility, and supply needed.
- Specification of the type or nature of the service to be provided.
- Delivery location with a common map reference.
- Local contact at delivery location with primary and secondary means of contact.
- Name of the requesting agency and/or OA contact person.
- Indication of when the resource is needed and an estimated duration of use.
- For requested resources that include personnel and/or equipment with operators, a description of logistical support is required (i.e., food, shelter, fuel, and reasonable maintenance).

Fire and Rescue and Law Enforcement mutual aid operations in the San Diego OA are described in Annexes B and C of the Operational Area Emergency Operations Plan (OA EOP). The OA will follow the established Mutual Aid procedures to obtain additional supplies, equipment, and personnel to assist in the evacuation.

CALIFORNIA PENAL CODE 409.5

(A) Whenever a menace to the public health or safety is created by a calamity including a flood, storm, fire, earthquake, explosion, accident, or other disaster, officers of the Department of the California Highway Patrol, police departments, marshal's office or sheriff's office, any officer or employee of the Department of Forestry and Fire Protection designated a peace officer by subdivision (g) of Section 830.2, any officer or employee of the Department of Parks and Recreation designated a peace officer by subdivision (f) of Section 830.2, any officer or employee of the Department of Fish and Game designated a peace officer under subdivision (e) of Section 830.2, and any publicly employed full-time lifeguard or publicly employed full-time marine safety officer while acting in a supervisory position in the performance of his or her official duties, 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 the lifeguard or officer to enter or remain within the enclosed area. If the 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 set forth in this section.

(B) Officers of the Department of the California Highway Patrol, police departments, marshal's office or sheriff's office, officers of the Department of Fish and Game designated as peace officers by subdivision (e) of Section 830.2, or officers of the Department of Forestry and Fire Protection designated as peace officers by subdivision (g) of Section 830.2 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 set forth in this section whether or not the 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 the 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.

LEVEL I EVACUATION CONSIDERATIONS

This attachment is intended to provide additional considerations that would be applicable during a Level I (catastrophic) evacuation effort. The National Response Framework defines a catastrophic event as any natural or human caused incident, including terrorism, which results in extraordinary levels of mass causalities, damage, or a disruption severely affecting the population, infrastructure, environment, economy, national morale, and/or government functions. A catastrophic event could result in sustained national impacts over a prolonged period of time, immediately exceed local and State resources, and significantly interrupt government operations and emergency services to such an extent that national security could be threatened.

The following concepts, circumstances, and strategies should be considered during a Level I evacuation effort:

- Food, water, restrooms, fuel, and shelter opportunities need to be available along evacuation routes.
- Rest areas, truck weigh stations, welcome centers, and service plazas should be staffed with emergency personnel to provide information to evacuees.
- Tow trucks will need to be deployed along the evacuation routes to remove stalled or broken-down vehicles.
- Refueling resources will need to be provided for vehicles that operate on gas, diesel, and compressed natural gas.
- Large capacity shelter sites may need to be identified and staffed. Determine if the facilities can accommodate small and large animals.
- The OA EOC will need to coordinate with shelter sites outside the county including Riverside, Orange, and San Bernardino Counties, also known as the Desert to the Sea Region. This region can accommodate approximately 10,000 people given short notice and a larger amount as more resources arrive from outside the region.
- A large-scale evacuation effort over a long distance may be very challenging given the transportation network of San Diego County.
- Under SEMS, all disasters are the responsibility of the lowest level of government entity. As such, all response responsibilities are provided at the direction of the responding governmental agency.
- Under Emergency Support Function (ESF) #6: Mass Care, Housing, and Human Services, ARC and FEMA may assist evacuees including people with disabilities and others with access and functional needs. The National Response Framework also refers to the use of the National Disaster Medical System, which can be activated by the Department of Homeland Security to assist in medical response and patient evacuations beyond care provided under ESF #6.
- Under the National Response Framework (NRF), a catastrophic incident prompts a comprehensive and integrated Federal, State, and local response. When the Secretary of Defense authorizes Defense Support of Civil Authorities for domestic incidents, the

Department of Defense retains command of military forces under Defense Support of Civil Authorities and coordinates its activities under a Unified Area Command.

- FEMA maintains pre-positioned caches of disaster supplies throughout the western United States.
- In the event of a catastrophic incident in San Diego County, FEMA will assign representatives with the authority to commit federal resources to the County and arrange the logistics of federal shipments. This representative will work with the OA EOC staff to meet the prioritized needs of the OA.
- During the first 48 hours following an incident, FEMA transports “push items”—federal assets that include Emergency Response Teams, equipment, and other supplies—to an incident Mobilization Center.
- FEMA ships resources from mobilization centers to Federal Operational Staging Areas and to state staging areas and relies on state and local agencies to distribute the resources.
- In a catastrophic incident, FEMA will deliver resources and transfer them to state control at any of the following locations:
  - Directly where the resources are needed
  - Incident Command Post in a local jurisdiction
  - Point of Distribution
  - State staging area
  - Federal Operational Staging Area
  - Mobilization Center
- Federal personnel provide warehousing, transportation, and other labor whenever resources remain under the management of the Federal Government.
- FEMA resources include federal support until the point where supplies are handed off to the state and local authorities for distribution to the public. When supplies and commodities are handed off to the state and local government, labor and logistics support becomes the responsibility of those parties, unless the disaster requires further support from the Federal Government.
- FEMA is responsible for restocking Mobilization Centers and Federal Operational Staging Areas to a 1- to 3-day supply level.
- FEMA validates the eligibility of and prioritizes requests from the State Government.
- FEMA mission tasks the Department of Transportation to activate the National Transportation Contract as part of ESF #1 – Transportation.
- FEMA mission tasks the U.S. Army Corps of Engineers to support requests for ice, water, and emergency power under ESF #3 – Public Works and Engineering.
- Under the NRF and at FEMA’s direction, the U.S. Army Corps of Engineers may provide local and State Government with the following direct federal assistance:
- Supplies of bottled or bulk potable water
- Supplies of packaged ice

- Transportation of purchased commodities to one or more staging and/or distribution sites, including moving from staging sites to Points of Distribution.
- Loading and unloading of trailers and reefers.
- Storing of purchased or government furnished commodities at staging sites outside of affected areas or Points of Distribution in affected areas.
- Managing commodity contracts to execute assigned mission.
- The Department of Homeland Security and Health and Human Services Agency (HHS) manage the Strategic National Stockpile (SNS) which is a large inventory of medicine and medical supplies used to protect the public if an emergency is severe enough to deplete local medical supplies.
- The SNS, which is strategically located in caches throughout the country, are staged for shipping to a disaster area within 12 hours of notification.
- Technical staff travels with the SNS push packages to coordinate with state and local officials, and to ensure prompt and effective use of the materials.
- HHS transfers authority for the SNS assets to state and local authorities once they arrive at a designated state receiving and storage site.

ATTACHMENT 6 – AFN FIRST RESPONDER TRAINING RESOURCES

The County of San Diego Office of Emergency Services produced a series of training videos aimed at providing first responders with helpful information to consider when evacuating individuals with physical, cognitive and emotional disabilities. In total, 8 videos that are each 8-10 minutes in length are available. A supplemental handout (attached and hyperlinked below) highlighting important talking points from each video is also available.

TRAINING SERIES

- Alzheimer's Disease & Memory Loss
- Autism
- Blind & Low Vision
- Chronic Illness
- Cognitive Disabilities
- Deaf & Hard of Hearing
- Mental Illness
- Physical Disabilities

Alzheimer's Disease & Memory Loss

First Responder Training Video Series—Information Sheet

Provided by the County of San Diego Office of Emergency Services

This document provides a brief summary of the information presented in the first responder training video relating to those members of our community who have Alzheimer's disease or memory loss.

Understanding individuals with Alzheimer's disease and memory loss:

- Alzheimer's disease is a physical disease of the brain characterized by memory loss, personality changes, and behavioral changes.
- It is a progressive, degenerative, neurological disease.
- It is not a mental illness.
- It is not a disease that only affects the elderly.
- It is not a part of the normal aging process.

Visual cues to look for:

- Individuals with Alzheimer's disease may have difficulty with balance and have difficulty understanding what's happening around them.
- Individuals with Alzheimer's disease may have a disheveled appearance or may not be dressed appropriately.
- They may fear your badge depending on experiences they have had in their life.
- They may have a messy home environment with an odor of old food, stacks of mail, and reminder notes placed around the home.
- Individuals with Alzheimer's disease may mistake you for a family member, child, or someone they know.
- They may have a "self-return" bracelet indicating they are memory impaired – the bracelet will often have a phone number to call.
- Individuals with Alzheimer's disease may not understand there is an emergency.

How to approach and care for individuals with Alzheimer's disease or memory loss:

- Approach individuals with Alzheimer's disease or memory loss from the front and maintain eye contact.
- Speak clearly and calmly.
- When you repeat a question, use the exact same words to repeat the phrase.
- Understand that breaking them from their routine can disorient them.
- You may need to join their reality—indulge in what they are saying in order to keep them calm.

Special thanks to the following organizations for participating in this video:

Alzheimer's Association San Diego
San Diego Police Department

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Autism

First Responder Training Video Series—Information Sheet

Provided by the County of San Diego Office of Emergency Services

This document provides a brief summary of the information presented in the first responder training video relating to those members of our community with autism.

Understanding individuals with autism:

- Autism Spectrum Disorder is not a mental illness or psychological disorder. It is a developmental disorder that affects the brain.
- Individuals with autism may show "stimming," a repetitive, non-typical behavior that is thought to be a way to calm them down.
- They may demonstrate fixation on certain objects (books, movies, games) or on specific topics.
- They may not have an awareness of what is or is not a dangerous situation.

How to approach an individual with autism:

- Approach an individual with autism in a calm manner with only as many people as necessary to safely secure them. Too many people may make them anxious and fearful.
- Minimize touching or holding—individuals with autism are often sensitive to touch.
- Observe the area to see if there are movies, books, electronics, or other items that may be of interest to them. These items can serve as calming mechanisms if they are becoming overwhelmed.

Understanding sensitivities associated with individuals with autism:

- Individuals with autism can get sensory overloaded by sounds and lights. Out of fear, they may try to run away or become aggressive when this happens.
- Because individuals with autism may have a sensitivity to touch, they may fight back if they are restrained.
- When an individual with autism is becoming overwhelmed, they may become physically restless or make sounds.

Best practices for communicating with individuals with autism:

- 50% of individuals with autism are non-verbal, but that doesn't mean they don't understand the spoken language.
- Speak slowly and in a calm fashion.
- Give clear directions—be explicit, concise, and do not use complex words.
- Allow for a delayed response to requests for action so they can process the information.
- Always explain what is going to happen next.

Special thanks to the following organizations for participating in this video:

Autism Society San Diego
San Diego Police Department

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Blind & Low Vision

First Responder Training Video Series—Information Sheet

Provided by the County of San Diego Office of Emergency Services

This document provides a brief summary of the information presented in the first responder training video relating to those members of our community who are blind or have low vision.

Understanding individuals who are blind or have low vision:

- An individual who is blind may have low vision or no vision at all.
- In an emergency situation, treat any person with a visual impairment as if they are totally blind.

Visual cues to look for:

- Individuals who are blind or have low vision may possess a long white cane or walker with red tape. Be sure to keep any mobility device they use with them.
- They may stare in the direction of your voice, but may not make eye contact.

How to approach an individual who is visually impaired:

- State your name, title, the nature of the emergency, and ask how you can assist them.
- Respect their personal space and ask permission before touching them.
- Be sure you are facing them when speaking.
- Treat them as you would treat anyone else.

Using the Human Guide Technique:

- Ask the individual if they would like assistance.
- Allow the person to grab your arm, above the elbow. Make sure they are comfortable. Do NOT grab their hand to guide them.
- Hold your arm in a relaxed fashion so they may link their arm with yours for better support.
- In narrow areas, move your arm behind your back so they know to follow behind you.
- Remember to use descriptive language and be very specific about the environment ("Turn left 15 paces in front of you"). When approaching a door, let them know how far away it is and which way the door opens. When approaching stairs, let them know if you are going up or down, if there is a handrail, and when you reach the bottom.
- When there is a guide dog present:
  - Always ask permission before handling a guide dog. Lead the guide dog using the leash, not the harness. Always guide the person on the opposite side of the dog.
  - The guide dog should always remain with its owner.

Special thanks to the following organizations for participating in this video:

San Diego Center for the Blind
Heartland Fire & Rescue
San Diego Fire–Rescue

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Chronic Illness

First Responder Training Video Series—Information Sheet

Provided by the County of San Diego Office of Emergency Services

This document provides a brief summary of the information presented in the first responder training video relating to those members of our community who have a chronic illness.

Understanding individuals with chronic illnesses:

- Chronic illness may include heart disease, diabetes, cardiovascular disease, chronic obstructive pulmonary disease, epilepsy, emphysema, and asthma.
- During an emergency, disease symptoms could be triggered by poor air quality and heightened levels of excitement, nervousness, and anxiety.

Visual cues to look for:

- An individual who is experiencing symptoms related to a chronic illness may simply look ill. They may also be shaking or look concerned and/or scared.
- When they speak, they may not make sense or may seem confused.

Specific sensitives to be aware of with individuals with chronic illness:

- A diabetic's blood sugar level could go up rapidly with adrenaline associated with excitement, nervousness, and anxiety. Be sure the person is able to test their blood sugar level.
- For respiratory diseases, individuals may require a rescue inhaler, nebulizer, CPAP machine, or other medical device that should be kept with them.
- Some individuals may have medical devices such as colostomy bags or urinary catheters.

Best practices for communicating with individuals who have chronic illness:

- Speak slowly and in a calm fashion.
- Ask individuals what assistance they may need and what medical equipment should be brought with them to manage their disease.
- Ask if they are able to bring their medications or a list of medications and medical records. Be sure to also bring food for diabetics who may experience low blood sugar.

Special thanks to the following organizations for participating in this video:

County of San Diego Emergency Medical Services
San Diego Fire–Rescue
San Diego Police Department
University of California, San Diego

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Cognitive Disabilities

First Responder Training Video Series—Information Sheet

Provided by the County of San Diego Office of Emergency Services

This document provides a brief summary of the information presented in the first responder training video relating to those members of our community who have cognitive disabilities.

Understanding individuals with cognitive disabilities:

- Cognitive disabilities come from a variety of sources, such as right-side strokes, traumatic brain injuries, dementia, and Alzheimer's disease.
- Cognitive disabilities range from very mild to severe.
- Individuals with cognitive disabilities may demonstrate short term memory issues and may have problems with attention and following a train of thought.

Visual cues to look for:

- Individuals with cognitive disabilities may have a confused facial expression when provided with information and have difficulty making sense of visual and audible cues.
- Look for signs that the individual may be escalating as a result of their inability to process the information around them. They may grow restless, become resistant, show agitation, or become combative.

Best practices for communicating with individuals with cognitive disabilities:

- Introduce yourself, show your badge, and describe why you are there. Be sure to explain the urgency of the situation.
- Always let them know what is going to happen next.
- Speak slowly and in a calm fashion.
- Allow for a delayed response to requests for action so they can process the information.
- Get down on their level when speaking to them and give clear directions—be explicit, concise, and do not use complex words.
- If an individual with a cognitive disability is having difficulty understanding your message, do not speak loudly at them—it will not help them process the information faster.
- When giving instructions, provide them one by one. Each time they complete a step, introduce the next instruction. Be very clear and specific. Do not assume that individuals with cognitive disabilities will follow your instructions if left on their own.
- Do not assume that 100% of what an individual with a cognitive disability says is valid or true.

Special thanks to the following organizations for participating in this video:

San Diego Brain Injury Foundation
San Diego Fire–Rescue
CAL FIRE

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Deaf & Hard of Hearing

First Responder Training Video Series—Information Sheet

Provided by the County of San Diego Office of Emergency Services

This document provides a brief summary of the information presented in the first responder training video relating to those members of our community who are deaf or hard of hearing.

Understanding individuals who are deaf or hard of hearing:

- An individual who is deaf is profoundly unable to hear. Typically they use American Sign Language (ASL) to communicate.
- An individual who is hard of hearing generally has some degree of hearing and may use hearing aids or other assistive devices. They may use ASL, however, they may also use speech and listening methods.
- Common misunderstandings associated with individuals who are deaf or hard of hearing include assuming that all deaf individuals are able to lip read effectively, that yelling or speaking directly into the person's ear will help them hear better, and that all individuals who are deaf or hard of hearing use ASL to communicate.

Visual cues to look for:

- When speaking to an individual who is deaf or hard of hearing, you may notice a lack of response.
- Look for hearing aids, cochlear implants, or other assistive devices they may use.
- Communication methods an individual who is deaf or hard of hearing may use:
  - Visual methods: May use facial expressions, body language, hand gestures, text messaging, or direct you to write on paper.
  - Tactile methods: May tap you on the shoulder, stomp on the ground, or bang on a surface. These methods are generally used to get your attention and are not acts of aggression.
- Some individuals who are deaf or hard of hearing may feel comfortable speaking and using their voice. They may scream or yell if they are at serious risk of injury.

Best practices for communicating with an individual who is deaf or hard of hearing:

- Individuals who are deaf or hard of hearing may be more responsive to visual stimulus.
- Ask the individual, via writing, what the best way to communicate with them may be.
- Be sure to be clear while communicating. When communicating verbally, face the individual directly and make sure your face is unobstructed. When communicating in writing, be sure to use language that is understandable at various reading levels. Be aware that misunderstandings can easily occur when trying to communicate verbally or in writing. If the individual uses ASL, a sign language interpreter may be the most effective means of communication. If an ASL interpreter is requested, accommodate that request as soon as possible.
- When using an ASL interpreter, speak directly to the deaf individual, not the interpreter.

Special thanks to the following organizations for participating in this video:

Deaf Community Services of San Diego
CLIP Interpreting
Heartland Fire & Rescue
San Diego Police Department

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Mental Illness & Emotional Disorders

First Responder Training Video Series—Information Sheet

Provided by the County of San Diego Office of Emergency Services

This document provides a brief summary of the information presented in the first responder training video relating to those members of our community who have a mental illness or emotional disorder.

Understanding individuals with mental health conditions:

- Common mental health conditions include schizophrenia, bipolar disorder, depression, and anxiety.
- Some individuals may feel comfortable explaining their mental health condition, but many may not volunteer this information because of the stigma associated with mental health diagnoses.
- Common misunderstandings associated with individuals who have a mental health condition include assuming that the individual will become out of control, that they will be reluctant to follow directions, and that they don't understand what they are being told.

Visual cues to look for:

- Individuals with a mental illness or emotional disorder may appear anxious, nervous, or agitated.
- Look for signs of disorganized thinking and forgetfulness.

Best practices for communicating with individuals who have a mental illness or emotional disorder:

- Introduce yourself by name and title. Describe why you are there and reinforce that you are there to help. Ask for their name, to build familiarity.
- Be sure to ask how they are feeling and inquire about any medications they may need to take with them. Ask the individual if you can provide them with any assistance.
- Speak clearly and calmly with an empathetic low tone to gently guide and direct the individual. Raising your voice may cause the individual to escalate.
- Try to minimize touching or holding the individual.
- Treat the person the same way you would anyone else; with respect.

Special thanks to the following organizations for participating in this video:

County of San Diego Behavioral Health Services
San Diego Police Department

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Physical Disabilities & Assistive Devices

First Responder Training Video Series—Information Sheet

Provided by the County of San Diego Office of Emergency Services

This document provides a brief summary of the information presented in the first responder training video relating to those members of our community who have physical disabilities or use assistive devices.

Understanding types of assistive devices:

- Individuals with physical disabilities may use wheelchairs (both motorized and manual), scooters, walkers, canes, crutches, and service animals.
- Other medical devices may also be used, such as colostomy bags and urinary bags.

Best practices for communicating with individuals with physical disabilities:

- Do not assume limitations that may not be present.
- Clearly explain the situation to them and ask if they would like assistance. They are the best source for sharing what their needs are and how their needs can be met.
- Treat the person the same way you would anyone else; with respect.
- Always use politically correct terminology.

Best practices for handling personal equipment:

- Be mindful of the importance of the mobility device to the individual. If possible, keep mobility devices with the individual. If this is not possible, explain to them when they may be reunited with their equipment. If an individual is not able to be evacuated with their mobility device, clearly explain the situation to them and let them know how they will be moved. If using another piece of equipment to move an individual, such as an evacuation chair, clearly explain how that piece of equipment will be used and ask the individual what may be the best way to transfer them to that device.
- Motorized wheelchairs can be extremely heavy. Moving a motorized wheelchair may require two or more first responders. Always ask the individual how to disengage the wheelchair motor prior to moving the wheelchair.

Special thanks to the following organizations for participating in this video:

Access to Independence of San Diego
San Diego Fire–Rescue

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