

**MOORPARK CITY COUNCIL
MOORPARK DISASTER COUNCIL
AGENDA REPORT**

TO: Honorable City Council and Disaster Council

FROM: Deborah S. Traffenstedt, Assistant City Manager *DST*
Teri Davis, Program Manager

DATE: June 29, 2016 (CC Meeting of 7/6/16)

SUBJECT: Consider Resolution Amending the City's Emergency Operations Plan (EOP) to Incorporate a Disabilities, Access and Functional Needs (DAFN) Annex into the City's EOP Appendices

BACKGROUND AND DISCUSSION

On July 16, 2014, the City Council adopted an Emergency Operations Plan (EOP). At the time of adoption, staff informed the Council that the Appendices of the EOP would continue to be updated as needed to ensure that information such as City Emergency Operations Center (EOC) staff assignments, emergency contact information, notification lists, etc., remained current, and the 2014 EOP adoption resolution included the following authority for staff updates to the EOP Appendices: "The City of Moorpark recognizes the 2014 City of Moorpark Emergency Operations Plan as a document containing multiple Appendices and that those Appendices will be updated regularly." Staff has continued to make minor updates to the EOP Appendices since adoption occurred in 2014.

On April 28, 2016, the Ventura County Emergency Planning Council approved a DAFN Annex. Following adoption, the Ventura County Sheriff's Office of Emergency Services distributed the DAFN Annex and has recommended incorporation into the EOP for each City. The Ventura County DAFN Annex provides comprehensive disability and functional needs consideration in one document and will be a useful reference as an appendix to the City's EOP. Since the addition of the DAFN Annex to the City's EOP Appendices is more than a minor update, staff has prepared a draft resolution for City Council adoption that will incorporate the DAFN Annex into the City's EOP Appendices (see attachment to this agenda report).

Section 2.48.040 of the City's Municipal Code states that the Moorpark disaster council shall consist of members of the city council, and Section 2.48.090 includes language that the disaster council shall be responsible for development of the city emergency plan and that the plan shall take effect upon adoption by resolution of the city council.

This agenda item will be scheduled for concurrent consideration by both the Moorpark Disaster Council and the City Council. The staff recommendation includes having the Disaster Council take action first to recommend approval of adoption of a resolution to amend the City's EOP to incorporate a DAFN Annex into the Appendices, and for the City Council to then take action to adopt a resolution to amend the City's EOP to incorporate a DAFN Annex into the Appendices.

FISCAL IMPACT

There is no direct Fiscal Impact.

STAFF RECOMMENDATION

- 1) **Disaster Council** – Recommend City Council adoption of a resolution to amend the City's EOP to incorporate a DAFN Annex into the Appendices.
- 2) **City Council** – Adopt Resolution No. 2016-____ amending the City's EOP to incorporate a DAFN Annex into the Appendices.

Attachment: Resolution No. 2016-____ (includes DAFN Annex to be incorporated into the EOP Appendices)

RESOLUTION NO. 2016-_____

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF MOORPARK, CALIFORNIA, AMENDING THE CITY'S EMERGENCY OPERATIONS PLAN (EOP) TO INCORPORATE THE VENTURA COUNTY DISABILITIES, ACCESS AND FUNCTIONAL NEEDS (DAFN) ANNEX INTO THE EOP APPENDICES

WHEREAS, the City of Moorpark recognizes the threat that emergencies pose to people and property within the community; and

WHEREAS, on July 14, 2014, the City Council adopted an Emergency Operations Plan (EOP); and

WHEREAS, on April 28, 2016, the Ventura County Emergency Planning Council approved a DAFN Annex prepared by the Ventura County Sheriff's Office of Emergency Services (County OES); and

WHEREAS, the Moorpark Disaster Council on July 6, 2016, recommended amendment of the City's EOP to incorporate the Ventura County DAFN Annex into the EOP appendices.

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF MOORPARK DOES HEREBY RESOLVE AS FOLLOWS:

SECTION 1. The City's EOP is amended to revise the Appendices List (Attachment 1) and to add the Ventura County Disabilities, Access and Functional Needs (DAFN) Annex (Attachment 2) into the Appendices.

SECTION 2. The City Clerk shall certify to the adoption of this resolution and shall cause a certified resolution to be filed in the book of original resolutions.

PASSED AND ADOPTED this 6th day of July, 2016.

Janice S. Parvin, Mayor

ATTEST:

Maureen Benson, City Clerk

Attachment 1: Revised City of Moorpark EOP Appendices List

Attachment 2: Ventura County Disabilities, Access and Functional Needs Annex

EMERGENCY OPERATIONS PLAN

APPENDICES (Restricted Use Document, Due to Privacy Information)

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Disabilities, Access and Functional Needs (DAFN) Annex
Prepared by Ventura County Sheriff's Office of Emergency Services (OES)

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Quick Guide 1 – DAFN Considerations during Disaster Response Alert and Warning/Public Information

When there is a need for alert and warning information to be disseminated to the public, immediate considerations for the DAFN population include:

1. **Evaluate the disaster affected or potentially affected area to determine the population demographics.**
2. **Coordinate with the County Public Information Officer (PIO) to disseminate appropriate information.**
3. **Coordinate PIO information with the DAFN Coordinator in the County EOC to ensure all populations are considered.**
4. **Utilize all available public information dissemination methods for deaf, blind, foreign language and all other DAFN populations including:**
 - **TDD/TDY (for foreign language translation)**
 - **Mental Health client list**
 - **In Home Support Services (IHSS) client list**
 - **Adult Protective Services list**
 - **Children Protective Services list**
 - **Veterans Services list**
 - **Area Agency on Aging Client list**
 - **Superintendent of Schools student lists**
 - **Southern California Edison (Listing of Persons with Durable Medical Equipment)**
 - **Ventura County 2-1-1**

Care and Shelter Activation(s)

When there is a need to activate shelters, the following tasks should be completed to ensure DAFN population needs are met:

1. **Confirm DAFN/ADA compliant shelter locations with ARC and HSA and include in the public information messages.**
2. **Coordinate with ARC and HSA through the County EOC for DAFN considerations at specified shelter locations.**
3. **Locate/request any specialized volunteers to assist with DAFN population needs.**
4. **Coordinate with HCA and PH (at EOC or their Department Operations Center(DOC)) for provision of mental health support at shelter and throughout the emergency operation.**
5. **Coordinate DAFN support for evacuees needing transportation to shelter.**
6. **Ensure that appropriate information regarding shelter DAFN capabilities is communicated to all emergency responders and evacuation coordinators through the EOC to avoid the transport of DAFN populations to non-compliant shelter locations.**

DAFN Support

Utilize California State Functional Assessment and Support Teams (FAST) resources as needed to support the DAFN population:

- 1. Activate the FAST if required, via the California Department of Health Services.**
- 2. Ensure staff available to provide accessibility to the facility and auxiliary aid services within the shelter.**
- 3. Provide for alternative forms of communications (TTD/TTY, pictographs, large print, captions, etc.).**
- 4. Ensure staff and resources for triage of DAFNs shelter clients including physical and mental health needs.**
- 5. Provision resources for in-shelter service/companion animals.**

DISCLAIMER: This plan is intended to support the DAFN community in the County by providing awareness and guidance to support many identified DAFN needs. There is no guarantee that the public agencies will be able to respond to the needs of everyone. Effective action during a disaster implies the preparedness efforts on the part of every individual to the best of their ability, their caretaker, and/or their responsible facility.

1.0 Introduction

The function of the Disabilities, Access and Functional Needs program is to plan, prepare and provide for the Disabilities, Access and Functional Needs (DAFN) populations during the response and recovery phases of a disaster. Considerations for the DAFN population include alert and warning, evacuation and transportation needs, care and sheltering and other general support services. DAFN considerations are integrated throughout the *Ventura County Emergency Operations Plan*, as well as the supporting and functional annexes.

1.1 Purpose

The *Disabilities, Access and Functional Needs Plan*, is an annex to the *Ventura County Emergency Operations Plan (EOP)*, providing an overview of the policy of the County with respect to emergency planning and emergency services for citizens with disabilities, access and functional needs. It also provides agency functions, agency roles and responsibilities and overall guidelines for the provision of emergency services for citizens with DAFN. It describes the actions, roles, and responsibilities of coordinating and participating organizations and how the County will endeavor to provide DAFN services before, during and after an emergency.

1.2 Scope

This annex is intended to address the needs of the Disabilities, Access and Functional Needs population during a disaster. The needs of the DAFN population are extensive and transverse various emergency functions and operations. Each specific functional annex includes detailed information regarding the DAFN considerations that are applicable to that function. This annex addresses general strategies. Specific actions are described in each functional annex and in the respective agency plans and Standard Operating Procedures (SOPs).

This annex provides the following information:

- **Alert and Warning/Public Information.** This includes how to communicate with the DAFN population before and during a disaster.
- **Evacuation.** This includes the transportation and evacuation of members of the DAFN population to designated shelter areas.
- **Care and Shelter.** This includes DAFN considerations that are included during disaster shelter operations.
- **Specialized Resources.** This includes tables and information related to the specific needs and resources for members of the DAFN population and involves coordination with various private, non-profit and non-governmental organizations.

1.3 Policy

It is the Policy of Ventura County to develop plans and procedures to address all citizens and visitors to the County, including people with Disabilities, Access and Functional Needs. The County will use local resources to every extent possible before requesting outside assistance from local, state and federal partners. The Sheriff's Office of Emergency Services is responsible for planning efforts needed to meet the needs of the

Disabilities, Access and Functional Needs population during disaster operations and will take every effort to ensure all needs are met.

2.0 Authorities and References

Authorities and references for the development and implementation of the support services for the Disabilities, Access and Functional Needs population, including preparedness, alert and warning, transportation and evacuation and care and sheltering include:

Federal

- Americans with Disabilities Act (ADA)
- ADA Amendments Act (ADAAA)
- Americans with Disabilities Act Accessibility Guidelines (ADAAG)
- Executive Order 13347 – Individuals with Disabilities in Emergency Preparedness
- Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988
- Post-Katrina Emergency Reform Act
- Federal Communications Commission – Emergency Alert System Rules
- Communications Act of 1934, as amended
- Section 508 of the Rehabilitation Act of 1973
- SARA Title III – 1986 Superfund Amendment and Reauthorization Act
- The Joint Commission on Accreditation of Healthcare Organizations (JCAHO)
- National Incident Management System (NIMS)
- Homeland Security Act of 2002
- Homeland Security Presidential Directive 5
- H.R. 5441 (PL 109-295), Section 689: Individuals with Disabilities

California

- California Emergency Services Act
- State of California Emergency Plan
- Standardized Emergency Management System (SEMS)
- California Government Codes, §§11135, 8588.15 and 8608
- California Health and Safety Codes, §§101025 and 34070-34082
- California Education Code, §32282
- Title 22, California Code of Regulations (CCR), §72551
- Title 22 CCR §87223
- Title 24 CCR, Accessibility Regulations

Ventura County

- Ventura County Emergency Operations Plan

3.0 Assumptions and Considerations

3.1 Planning Assumptions

The Ventura County Sheriff Office of Emergency Services (OES) is the primary agency responsible for the inclusion of Disabilities, Access and Functional Needs considerations in the *Ventura County Emergency Operations Plan (EOP)* and supporting annexes with the assistance of local community organizations. A DAFN coordinator will have a seat in the County Emergency Operations Center (EOC) to address DAFN needs during a disaster operation. The DAFN evacuee population will need additional assistance for alert and warning, transportation and evacuation, and care and sheltering. Key components highlighted in this annex will be covered in more extensive detail in the respective functional annexes. Community resources such as interpreters, health care personnel and housing managers will provide assistance to members of the access and functional needs community and emergency response personnel who require their assistance. Local health care organizations will play a major role in DAFN services during a disaster in coordination with the efforts of the Operational Area. Collaboration and partnerships with functional needs stakeholders (e.g., community and faith-based organizations and other non-profit organizations) will build community resource capacity for preparedness, response, recovery and mitigation. Mutual-Aid Agreements and Memorandums of Understanding (MOA/MOU) with agencies, organizations and neighboring jurisdictions may provide additional emergency capacity resources. Reasonable efforts will be made by first responders to keep citizens and their durable medical supplies together but depending on exigent circumstances, some members of the DAFN community could be evacuated without or separated from the durable medical supplies and specialized equipment they need (i.e. wheelchairs, walkers, telephones, etc.). Every reasonable effort should be made by emergency managers and shelter providers to ensure these durable medical supplies are made available or made accessible to community members.

3.2 People with Disabilities, Access and Functional Needs Planning Considerations

Actions that address people with Disabilities, Access and Functional Needs (DAFN) are defined as those actions, services, accommodations, and programmatic, architectural, and communication modifications that a covered entity must undertake or provide to afford individuals with disabilities a full and equal opportunity to use and enjoy programs, services, activities, goods, facilities, privileges, advantages, and accommodations in the most integrated setting. These actions are in light of the exigent circumstances of the emergency and the legal obligation to undertake advance planning and preparations to meet the disability-related needs of individuals who have disabilities as defined by the Americans with Disabilities Act Amendments Act of 2008, P.L. 110-325, and those associated with them. Accommodating Disabilities, Access and Functional Needs may include modifications to programs, policies, procedures, architecture, equipment, services, supplies and communication methods. Examples of Disabilities, Access and Functional Needs services may include a reasonable modification of a policy, practice, or procedure of the provision of auxiliary aids and services to achieve effective communication, including but not limited to:

- An exception for service/companion animals in an emergency shelter where there is a no-pets policy.
- The provision of way-finding assistance to someone who is blind to orient to new surroundings.
- The transferring and provision of toileting assistance to individuals with a mobility disability.

- The provision of an interpreter to someone who is deaf and seeks to fill out paperwork for public benefits.

3.2.1 Definition of “People with Disabilities, Access and Functional Needs”

A person needing support to maintain independence in daily activities, communication, transportation, evacuation, supervision or medical care.

3.2.2 Alert and Warning/Public Information

Specialized alert and warning systems are in place to address the DAFN population. OAEOC will take the lead on DAFN alert and warning, working in coordination with other DAFN supporting agencies, programs and organizations such as Human Services Agency, Health Care Agency, Area Agency on Aging, Superintendent of Schools, local community organizations and businesses. Many of the DAFN entities have current client lists with detailed information regarding needs, locations and contact information. During an emergency, the OAEOC will be granted access to this information through agency representatives in the OAEOC.

Depending on the situation, numerous forms of alert and warning may be required to reach the entire population, including those without hearing, eyesight or speak a different language. The types of important information to deliver to disabilities, access and functional needs populations includes the location of shelters and food, availability of transportation, and health care locations and availability. Considerations for these specific populations will be addressed prior to a disaster event and communicated to the affected populations. Specific information regarding communication with the Disabilities, Access and Functional Needs population is included in the *Public Information Annex* of the *Ventura County EOP*. Alert and warning methods for the DAFN population include:

- TDD/TDY (for foreign language translation)
- Mental Health (Client list)
- In Home Support Services (IHSS client list)
- Southern California Edison (Listing of Persons with Durable Medical Equipment)
- Superintendent of Schools

3.2.3 Evacuation

Specific transportation services may be needed for the transport and evacuation of the DAFN populations and their property. Evacuation and transportation methods such as school buses and charter buses may not be suitable for members of the DAFN population. Additional resources may need to be called in to address those needs such as paratransit companies. These specialized companies will also be utilized for their extensive knowledge regarding the location and needs of specific members of the DAFN population within the County.

3.2.4 Care and Shelter

Shelters should be individually evaluated for DAFN compliance. Human Services Agency and American Red Cross (ARC), Ventura County Chapter, are responsible for care and shelter functions within the County and complete required shelter surveys to determine if ADA/DAFN compliant. Not all shelters may be suitable for DAFN populations. Each shelter will be surveyed prior to use. The specifications of the identified facilities during an emergency operation will be communicated to the Care and Shelter Branch and DAFN representative within the OAEOC.

Note: This annex does not include considerations for the medically fragile population.

3.3 Ventura County Population Considerations

In addition to the various types of DAFN populations, each disability or access and functional need may require additional steps for alert and warning, evacuation and care and shelter operations. The list below identifies some disabilities, access and functional need issues along with the corresponding additional steps that may need to be taken during disaster operations.

Disability and Other Access and Functional Needs Additional Considerations and Steps

In planning for emergencies, all of these individual differences make it important for every household and each individual to consider what they need in their plans and their supplies. A few examples of considerations for tailoring your plans and supplies include:

- Households with children should understand the school's plan where the children will stay safe, if adults in the household need to shelter in other locations, until the immediate hazard is over.
- Individuals who are deaf or hard of hearing should make sure that they can receive emergency alerts and warnings in an accessible form.
- Individuals who require accessible transportation should work with their local paratransit and disability service providers to make an emergency plan.
- People who speak languages other than English may need to identify sources of alerts and warnings and information about community plans in other languages.
- People without vehicles should know local plans for public transportation and may need to make arrangements for transportation from local government, organizations or others.
- Households with infants should plan for food and supplies for infants and nursing mothers.
- People with dietary needs should have an adequate emergency food supply to meet their needs.
- People who take medications should maintain an adequate supply, and copies of their prescriptions.
- People with service animals should work with local emergency management to ensure that their service dog will be admitted to shelters with them during emergencies (as required by law) and should make sure their plan kit supplies include food and other items for their service animal.
- People who require power for medical or other assistive devices should consider how they will maintain the use of these devices if there is a loss of power. Keep extra batteries for small devices (hearing aids, cell phones for example) and consider obtaining and learning how to use a generator for home use and carrying a charger when away from home, especially when loss of power may jeopardize health or safety.

4.0 Roles and Responsibilities

4.1 Overview

Planning for and providing appropriate services for DAFN populations during disasters is coordinated by the County, specifically OES during emergency situations. Listed below are the departments, agencies and community/non-profit organizations that may play a role during a disaster, along with their respective responsibilities.

4.2 Ventura County

4.2.1 Sheriff Office of Emergency Services (OES)

The Ventura County Office of Emergency Services (OES) has the lead responsibility in planning for effectively responding to the DAFN population during a disaster situation. Specific needs for the DAFN population will be determined during a disaster operation. Specific resources, equipment, personnel and technical information that will support DAFNs during an emergency will be provided by the DAFN Unit Coordinator that is part of the Operations Section in the County EOC.

4.2.2 Human Services Agency (HSA)

The Ventura County HSA is responsible for the implementation and maintenance of cost effective services that safeguard the physical, emotional and social wellbeing of the people of the County. During a disaster, HSA will assist in ensuring that all emergency services are accessible to the DAFN population. HSA staff members as a whole may also need to utilize their DOC to support their activities, especially communications, logistics, and media information provision functions. The Department will utilize its day-to-day resources to communicate and serve their normal client base (and possibly others as well) during a disaster operation. Key responsible divisions within HSA include the following:

In-Home Supportive Services (IHSS)

HSA supports the County In-Home Supportive Services (IHSS) program. The program deals with medically fragile and elderly clients. The IHSS program maintains a database of clients that could be used by the EOC in the event of an emergency to locate and contact the affected population, ensuring that all clients are notified of the emergency and evacuated if needed.

Child and Family Services (CFS)

CFS maintains its own response plan to support its staff members. In a disaster, CFS must identify and locate all children via phone call to foster parents, or by actually visiting if communications cannot be managed. CFS staff must also identify shelters and evacuation procedures for the children under State care, and in general, ensure that they are receiving adequate care.

4.2.3 Health Care Agency (HCA)

HCA plans for County-wide health related disasters with the following:

- Educate people in our communities;
- Conduct disaster drills;
- Plans for Health Care Agency's disaster operations. Works with any organization that wants to become better prepared for health-related disasters.

Public Health (PH)

Public Health is assigned to provide services for the entire community, and plays a uniquely significant role during epidemic or pandemic flu response. Public Health also supports the response to mass casualty, mass decontamination events, and those that require the care of multiple wounded persons.

Behavioral Health (BH)

Behavioral Health, through an array of multidisciplinary staff, provides outpatient services designed to treat severe symptoms of mental illness and assist individuals and their families in living successfully in the community. Behavioral Health also provides a range of outpatient treatment services designed to help individuals coping with a substance use disorder. Behavioral Health maintains client information in various databases that could be used by the EOC in the event of an emergency to ensure that all clients are located, notified and evacuated if needed.

Animal Services (AS)

Provides shelter and care for all types of service/companion animals during emergencies and disasters at shelter locations.

4.2.4 Area Agency on Aging (AAA)

The AAA provides services to people over the age of 60 and adults with disabilities allowing them to live in the community for as long as they chose to do so. Services include but are not limited to: information and assistance, options counselling, public benefit enrolment, home delivered meals, congregate meals, family caregiver services, home maker, chore, personal care, transportation to medical appointments, home share, fall prevention, health insurance counselling and long term case management. The VCAAA maintains a database of client information that could be used by the EOC in the event of an emergency to ensure that vulnerable seniors and adults with disabilities are located notified and evacuated if needed.

4.2.5 Superintendent of Schools (SOS)

The Superintendent of Schools office maintains an emergency telephonic call down to its school districts throughout the County. In turn, the schools each maintain an automated telephonic call down to the parents. The call down system provides the County a secondary call-out procedure that supports County-wide alerts. Each of the schools within the district is required to have their own emergency plans that provide for alerts, lock-down, evacuations, sheltering in place, and organizing their response actions.

4.3 Volunteer Organizations Active in Disasters (VOADs)

Volunteer Organizations Active in Disaster (VOADs) serve as a central organization for many local non-profit organizations that provide services during disaster operations. The Red Cross, has a seat in the County EOC, to serve as the liaison between Operational Area operations and the local nonprofit and community groups.

4.3.2 Key Nonprofit/Nongovernmental Organization Partners

The following partners provide significant services before, during and after a disaster.

- *Red Cross*
- *Mission Ventura.*
- *Family Resource Centers*
- *211/Family Interface*
- *Salvation Army*
- *Variety of neighborhood Religious Organizations*
- *Lifesigns, Inc. (ASL)*
- *The ARC*
- *United Way*
- *Tri-County GLAD*

4.4 For-Profit Entities

The for-profit entities with the largest responsibilities for DAFN include the following:

- Licensed Board and Care facilities
- Hospitals
- Mental health care facilities
- Private schools
- Language Line
- Network Interpreting Service
- Ojai Rexall Drugs Medical Supply Store
- Americare Medical Supply Store

These for-profit facilities are required to have plans in place to support their clients in the event of a disaster. Such plans include evacuation, sheltering, transportation, and long-term care. In the event of evacuation of a facility, the for-profit entities must plan to move their clients to like-facilities, and develop a Memorandums of Understanding (MOU) with this facility before a disaster occurs. Such entities are encouraged to conduct drills to ensure their readiness, and to coordinate with the county to ensure a coordinated understanding as to resource provisions in the event of a disaster. These private for-profit entities are often a key partner in resource provision to other facilities that suffer from disaster.

4.5 California State Entities

4.5.1 California Office of Emergency Services

The California Office of Emergency Services (Cal OES) Office for Access and Functional Needs (OAFN) reports directly to the Agency’s Chief of Staff. Their purpose is to identify the needs of people with disabilities and others with disabilities, access and functional needs before, during and after a disaster. Furthermore, their purpose is

to integrate disability needs and resources into all aspects of the emergency management system.

[Note that the focus on identifying the community’s needs and the community’s support network is part of all County planning efforts. The EOP, and all supporting annexes, integrate care for DAFNs.]

4.5.2 California Department of Mental Health

The State Department of Mental Health provides training support to local jurisdictions in their preparing for day-to-day and emergency services for those diagnosed with mental health issues.

4.5.3 California Department of Social Services

The California Department of Social Services licenses the skilled nursing facilities and the board and care facilities. They have responsibility for ensuring preparedness plan for their facilities are in place as a stipulation of the licensing.

4.6 Federal Entities

4.6.1 Federal Emergency Management Agency

The Federal Emergency Management Agency (FEMA) is the lead agency for emergency management in the nation. FEMA will activate the various Emergency Support Functions (ESFs) when the disaster has expanded beyond the capability of the County and State emergency services. FEMA includes considerations for populations with disabilities, access and functional needs. FEMA resources can be accessed via requests from the

State of California, and specifically from an activated Regional EOC. Although planning considerations for the DAFN populations are comprehensively included throughout all emergency functions; the National Response Framework specifically mentions “special needs” disaster requirements in the following ESFs:

Transportation

During mass evacuations, consistent with the Mass Evacuation Incident Annex, DHS/FEMA, provides transport for persons, including individuals with special needs, provided they meet the following criteria:

- Ventura County Transportation Commission
- Med Link Transit Non-Emergency Medical Transportation
- Simi Valley Transit Department of Community Service

- Evacuees can be accommodated at both embarkation points and at destination general population Shelters.
- Evacuees can travel on commercial long-haul buses, aircraft or passenger trains, or lift equipped buses.

- Evacuees do not have medical needs indicating that they should be transported by Emergency Medical Services.

Mass Care, Emergency Assistance, Housing and Human Services

HSA will support local, tribal, State, and Federal agencies, voluntary agencies and non-governmental organizations, and HCA in addressing the functional needs of special needs populations, as defined in the National Response Framework (NRF) Glossary. Functional needs may be present before, during, or after an incident in one or more areas, including but not limited to:

- Maintaining independence
- Communication
- Transportation
- Supervision
- Medical care

Individuals in need of additional response assistance may include those who have disabilities, which live in institutional settings, who are elderly, who are from diverse cultures, who have limited English proficiency or who are non-English speaking, who are children, or who are transportation disadvantaged.

4.6.2 FEMA Office of Disability Integration and Coordination

The purpose of this FEMA office is to integrate and coordinate emergency preparedness, response and recovery for children and adults with disabilities and others with disabilities, access and functional needs. This office supports people pre-disaster, during disaster and during recovery operations.

5.0 Concept of Operations

5.1 Pre-Response/ Initial Actions

The following is a list of items to be completed by the DAFN Unit Coordinator and an assigned individual before actual disasters occur. These items represent ongoing roles and responsibilities:

- Develop a general understanding of the Ventura County Disabilities, Access and Functional Needs populations, their distribution throughout the County and their general needs.
- Work with County Communications/Public Information Officer (PIO) to ensure methods used for alert and warning are accessible to persons with hearing, speech and vision disabilities, as well as non-English speaking persons.
- Work with the Transportation Unit Coordinator to ensure plans are in place with public and private providers of accessible transportation to assist, as needed, with the evacuation of persons with disabilities, access and functional needs, including identification of a mechanism to track equipment when life safety requires separation of the equipment from the owner during evacuation.

- Assist the PIO to develop preparedness and pre-scripted emergency messages and associated communication methods that are appropriate for all elements of the access and functional needs community.
- In conjunction with the Care and Shelter Coordinator and the Red Cross, review existing potential shelter sites regarding compliance with ADA requirements, (access, signage, etc.).
- Identify shelters that have access to electricity, or emergency generators for people with disabilities who may need such support for battery-powered wheelchairs, respirators, light computers, and other such electronic assistance devices.
- Identify sources for support resources such as durable medical equipment (i.e., wheelchairs, walkers, and canes), personal hygiene supplies, skilled staff (such as translators, persons who can assist with activities of daily living, etc.).
- Ensure policies and procedures have been developed for the assessment of need and approval for replacement of medication and durable medical equipment (including equipment repair).
- Ensure language has been incorporated or changed in policy and procedure revisions that allows for service/companion animals in shelters.

5.2 DAFN Coordination

The DAFN Coordinator is the leader for the DAFN in the Care and Shelter Branch of the Operations Section in the County EOC. Since DAFN considerations are included in so many aspects of an emergency response, the DAFN Coordinator will be working in coordination with many of the County EOC representatives. The DAFN Coordinator is responsible for ensuring that DAFN are planned for and have the same services available to them as the rest of the community. Coordination will take place on a variety of levels including, but not limited to:

- **Health Care Agency** - Work to address the needs of DAFN in all aspects of the emergency response.
- **Public Health** - Work to address the needs of DAFN throughout emergency operations, especially those involving public health threats.
- **Public Information Officer** - Work to provide approved messages that are accessible to all sectors within the DAFN population, including the deaf, blind and those who require messages in a different language.
- **Mass Care and Shelter** - Work to accommodate DAFN in the shelter locations, ensuring that medical and health services are available, including access to medications, medical supplies, counseling, translation services, etc.
- **Behavioral Health** - To identify and address the needs of those with specific mental health issues; by definition, this is an Disabilities, Access and Functional Needs population.
- **Animal Services** - Work to address the needs of service dogs that are serving evacuees of the DAFN population. (Service animals are allowed in approved shelters and will be accommodated for through coordination with the Care and Shelter Unit.)

● **Logistics Section - Transportation** Work to address the access and transportation needs of DAFN, including the use of paratransit companies, vehicles and equipment. The Transportation Coordinator and the DAFN Coordinator will work closely together during evacuation operations.

● **Logistics Section - Procurement** Work to coordinate the procurement and purchasing of DAFN equipment and supplies. A large portion of efforts will be focused around transportation and care and shelter operations.

● **Volunteer/Service Representatives** - Work with volunteer representatives and their respective organizations to address the needs of DAFN. Specific tasks for the DAFN Unit Coordinator are included in the DAFN Unit Coordinator checklist which is included as an attachment to this annex.

5.3 Post-Response Actions

Post-response actions will include initial damage assessment, continuation of public services for the disabilities, access and functional needs population. Many of the services will need to be provided in the response phase, as well as the recovery phase. Entities that were needed to provide services to meet the immediate disaster needs will implement their respective continuity plans to continue services following the initial response.

5.4 TRAINING

One objective of the OES is to train and educate County department emergency management staff on issues pertaining to the populations with disabilities, access and functional needs.

Disabilities, Access and Functional Needs Annex Training

Key personnel will be trained on the proper use of this Annex and its components. Moreover, to ensure the Annex is fully effective and functional, it will be reviewed and revised as necessary to meet changing conditions.

Shelter Training

The County collaborates with the American Red Cross (ARC) to provide select County employees with training in shelter operations. This covers instruction on how to manage and operate shelters during emergencies. ARC has been working towards developing shelter training that is inclusive of people with disabilities and other access and functional needs.

Local Jurisdictions

Local jurisdictions are encouraged to develop a comprehensive training program based upon their own training needs assessment that includes populations with disabilities, access and functional needs. This may include training such as:

- Development of an “Disabilities, Access and Functional Needs Response Training Program” for first responders and emergency managers that reviews specific emergency issues and experience regarding populations with disabilities, access and functional needs;
- Training on emergency management structure and plans for agencies and community organizations that serve people with disabilities, access and functional needs, as well as individuals with disabilities, access and functional needs and their caregivers/families;
- Emergency preparedness training and information that is inclusive of emergency related issues of populations with disabilities, access and functional needs. Volunteer training that is open to people with disabilities, access and functional needs such as CERT;

- Offering FEMA’s G197 Course, *Emergency Planning and Special Needs Populations*, through the State Training Office.

Drills and Exercises

Both emergency response personnel and members of the community can benefit from developing and implementing a comprehensive exercise program to test emergency plans. Offerings may consist of workshops, tabletops, and functional exercises that test the effectiveness of the various components of such plans, which focus on the coordination of response and recovery efforts of agencies in assisting disabilities, access and functional needs populations.

The County will make every reasonable effort to include populations with disabilities, access and functional needs and the organizations that serve these populations in drills and exercises—from development and participation to post-exercise evaluation, debriefing and after action reports.

The County encourages local jurisdictions to include populations with disabilities, access and functional needs in drills and exercises. Further, local jurisdictions are encouraged to test components of plans that specifically deal with emergency related issues of populations with disabilities, access and functional needs.

Appendix A: Acronyms

AAA – Area Agency on Aging
ADA – Americans with Disabilities Act
ADAAA – Americans with Disabilities Amendments Act
ADAAG – Americans with Disabilities Act Accessibility Guidelines
APS – Adult Protective Services
ARC – American Red Cross
Cal OES – California Office of Emergency Services
CBO – Community Based Organizations
CFS – Child and Family Services
DHSS – Department of Health and Social Services
DOC – Department Operations Center
EOC – Emergency Operations Center
EOP – Emergency Operations Plan
ESF – Emergency Support Functions
FAST- Functional Assessment and Support Teams
FBO – Faith Based Organizations
FEMA – Federal Emergency Management Agency
IHSS – In-Home Supportive Services (DHSS)
MOA – Memorandums of Agreement
MOU – Memorandums of Understanding
NIMS – National Incident Management System
NRF – National Response Framework
OAFN – Office of Access and Functional Needs (Cal OES)
OAEOC – Operational Area Emergency Operations Center
OES – Office of Emergency Services (Ventura County Sheriff)
DAFN – People with Disabilities, Access and Functional Needs
PIO – Public Information Officer
SEMS – Standardized Emergency Management System
SOP – Standard Operating Procedures
TDD/TDY- Telecommunication Device for the Deaf
VOAD – Voluntary Organizations Active in Disasters

Appendix B: DAFN Populations

The County can best serve People with Disabilities, Access and Functional Needs when the key entities that support DAFN are identified and involved in planning and response activities. During a disaster event, the list below provides a very broad list of populations to consider during emergency operations, including some that may, or may not, need additional assistance.

Children

Children receiving County support CWS School Aged Children. *CWS, SOS; individual schools.*

Low-Income

Non-English Speakers Translation services; various others Daily/Regular Use Homeless Services *Mission Ventura, Salvation Army, Food Stamp Recipients HSA – CalFresh List.*

Elderly

House-Bound, Elderly or Disabled, Assisted Living Centers, Board and Care Facilities - IHSS maintains list of credentialed facilities, Skilled Nursing Facilities. IHSS maintains list of credentialed facilities Elderly (with no specific problems/issues).
HSA, Various community groups and programs.

Disabled

Functional Disability (blind, deaf, disabled) Various community support groups and programs House-Bound, Elderly or Disabled DHSS – In home supportive services.
Hospitals Facilities located in County, Mentally Ill, IHSS and BH.

No Motor Vehicle Ownership

People without motor vehicles (with no disability or other issue)

Attachment 1: Position Guide – DAFN Coordinator

Responsibilities

- Supervise the DAFN functions in the Care and Shelter Branch of the OAEOC.
- Determine the scope of the incident and the impact on DAFN populations.
- Determine which DAFN populations are impacted.
- Assist in mobilizing resources and personnel in support of requests from Operations.
- Ensure that staff members assigned to address DAFN needs have adequate support.

Activation

1. Respond immediately to the OAEOC, identify yourself and locate your functional work area. Determine OAEOC operational status.
2. Obtain briefing from available sources.
3. Establish and maintain an Events Log that chronologically describes your actions taken during your shift.

Operational Phase

1. Work closely with all Operations Section Branch Coordinators to determine the scope of DAFN resources and response needs.
2. Coordinate with the Medical and Public Health Coordinators to determine missions based on established priorities.
3. Monitor and assist with message development/translation, as needed, alert and warning messages to ensure they are reaching all elements of the disabilities, access and functional needs population.
4. Monitor the progress of evacuation planning/operations to assure that persons with Disabilities, access and functional needs are being accommodated.
5. Coordinate with the Care and Shelter Coordinator and the Public Information Officer to provide regularly updated information on the location of shelters suitable for DAFN populations.
6. Request trained and qualified staff to work with non-English speaking and who are sensitive to diversity and culturally diverse groups, when needed.
7. As requested, assist Logistics staff with responding to requests for acquiring equipment, supplies, and trained personnel to support persons with disabilities, access and functional needs.

Demobilization Phase

1. Monitor activities associated with the lifting of evacuation orders to assure the needs (such as returning transportation) of those with disabilities, access and functional needs are being addressed.
2. Monitor post-incident public messages to assure that information regarding recovery programs is provided in various languages and through other methods that reach all impacted disabilities, access and functional needs populations.

3. Assist the Recovery Coordinator with identifying accessible locations for Local Assistance Centers or Disaster Assistance Centers, if implemented.
4. Deactivate your assigned position and close out logs when authorized by the EOC Director.
5. Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
6. Provide input to the After Action/Corrective Action report.

Attachment 2: – DAFN Planning Group

Generally, disabilities, access and functional needs planning groups include people from public or private agencies representing the spectrum of issues for the stakeholder group. The planning group is established and coordinated by OES to work as advisors to OES in the entire planning process to be sure disabilities, access and functional needs issues are integrated in emergency plans, procedures, and policies.

In the best-case scenario, at very least HSA and HCA are active members of the group. This participation suggests strong local support and promotes good communication, coordination, and a greater ability to effectively ensure inclusive emergency plans. Equally important is to include a diverse group of stakeholders include agencies, non-profits, faith based organizations, individuals, and others from the community who serve as subject matter experts in regards to varying disabilities, access and functional needs and the interplay of these issues during emergencies.

The following checklist provides only a starting point for creating and maintaining a Disabilities, Access and Functional Needs Planning Group. The key is to ensure that the group is diverse and that it is an integral partner in all aspects of emergency preparedness, response, recovery, and mitigation. This group must convene regularly, have meaningful assignments, and produce measured outcomes.

- Create a small planning group with others who support a Disabilities, Access and Functional Needs Planning Group. Important issues to begin discussing with the planning group include:
 1. Is there already an existing group in the community that is doing this type of planning?
 2. What is the level of support from the local emergency management agency and health department and how can they be brought to the table to participate in the planning group?
 3. Who should be invited to participate in this planning group? Who are the stakeholders in the community (consider government, private organizations, faith-based, etc.)?
 4. What/where/when is the best time to hold a first meeting? What will be the agenda?
 5. Which agency will take responsibility for leadership and coordination?
 6. How often will the group meet as a whole and will there be structure for work to be completed between meetings?
- Invite a diverse group of stakeholders to participate in the group. This may include, but is not limited to the following types of groups:
 - > State, Territorial, Tribal or Local emergency management agencies;
 - > Citizen Corps Councils and Program Partners (Community Emergency
 - > Response Teams (CERT), Medical Reserve Corps (MRC), Fire Corps,
 - > Volunteers in Police Service (VIPS) and Neighborhood Watch).
 - > Local Emergency Planning Committees (LEPCs).
 - > Local first responders (i.e., police, fire, EMT).
 - > Metropolitan Medical Response System (MMRS),
 - > Local government and nongovernment disability agencies.
 - > Developmental disabilities networks and service providers.

- > Protection and advocacy agencies.
 - > Departments of aging and social services.
 - > Hospitals and hospices.
 - > Culturally or language-based community groups.
 - > VOADs such as the American Red Cross and the Salvation Army.
 - > Health departments (State, Territorial, Tribal, and local as appropriate).
 - > Departments of education.
 - > Health and human services agencies (including child welfare).
 - > 2-1-1 Human Services Information and Referral Services
 - > HUD or other rent-subsidized multi-family complexes.
 - > HUD or otherwise subsidized non-licensed supervised living facilities.
 - > Nursing homes.
 - > Media
 - > Home healthcare organizations.
 - > Medical service and equipment providers (including durable medical equipment providers).
 - > Pharmaceutical providers.
 - > Agencies on alcohol and drug addiction.
 - > Job and family service agencies.
 - > Vocational rehabilitation agencies.
 - > Independent living centers.
 - > Behavioral health and mental health agencies.
 - > Commissions on the deaf and hard of hearing and the blind and visually impaired.
 - > Governor's committees on individuals with special needs and/or disabilities (as applicable).
 - > Translation and interpretation service agencies.
 - > Transportation service providers (including those with accessible vehicles).
 - > Utility providers.
 - > Colleges and universities.
 - > Faith-based organizations.
 - > Schools.
 - > Childcare facilities (both center-based and home-based).
 - > Veterinary resources.
 - > Individuals with disabilities, access and functional needs
- Establish priorities of the group that are consistent with and informed of other emergency planning activities taking place within the jurisdiction. There are likely many issues for the group to address, so it is important to set practical and realistic goals. Approach the planning as a “step-by-step” process, identifying priority issues to begin working on and then building off of that as you go along as a group.