



Emergency Support Function 15: External Affairs

County of Riverside

Riverside County Operational Area (OA)



August 2019

Riverside County
Emergency Management Department

Portions of this document may contain sensitive information pertaining to the deployment, mobilization, and tactical operations of Riverside County in response to emergencies and disasters. The vast majority of this plan is available for public review. Refer any request for a copy of this document to County of Riverside Emergency Management Department (951) 358-7100.



Riverside County EOP Emergency Support Function #15: *External Affairs*

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1. Introduction

1.1 Introduction

The Riverside County Operational Area External Affairs Annex provides a Joint Information System (JIS) structure and method for public information collaboration and dissemination among impacted jurisdictions during emergencies and disasters. The primary audience for the External Affairs Annex is jurisdictions within the Riverside County Operational Area (OA), affiliated public information officers (PIOs) and support staff. During emergencies and disasters, OA PIOs provide coordinated critical emergency information and protective actions to ensure timely, accurate and actionable information is available to the community. Coordinated public information messages are approved by Incident Command (IC)/Unified Command (UC) and/or the OA Emergency Operations Center (EOC).

The structure and method for the joint information system is flexible and scalable to fit the size, severity and needs of the incident using the framework of the National Incident Management System (NIMS), Standardized Emergency Management System (SEMS) and Incident Management System (ICS). PIOs from impacted jurisdictions immediately coordinate at the onset of an incident, and based on the size, severity and needs of the incident, the PIO response may escalate to include more support in producing and disseminating effective public information.

1.2 Emergency Support Function Responsibilities

Department	Responsibilities
Lead Agency	<ul style="list-style-type: none">▪ Coordinate the release of information to all affected areas▪ Respond to all rumors and media requests with factual information▪ Establish recorded messages to be broadcasted to the public▪ Develop the format for all media releases and press conferences▪ Release all public information through the Joint Information Center, when activated
Supporting Agencies	<ul style="list-style-type: none">▪ Support emergency public information activities▪ Ensure all information and news for the media, news conferences, and telephone inquiries are coordinated with and approved by the PIO▪ Coordinate procedures and use of designated facilities for information hotlines



1.3 Purpose

The appropriate coordination and timely dissemination of public information during an emergency is a critical component to an effective emergency response. Coordinated public information provides clear, actionable information that may involve protecting lives and property or addressing significant community concern.

This annex to the Riverside County Operational Area Emergency Operations Plan (EOP) establishes the system by which the OA will conduct the public information and warning capability during an emergency or disaster. This includes collaboration required by multiple organizations and jurisdictions that may be called upon to support JIS and Joint Information Center (JIC) to provide wide-reaching and clear crisis communications to the media, the community, as well as dignitaries and agency personnel. This annex provides the organizational structure and concept of operations under which the OA will coordinate and operate public information, including the responsibilities of public information personnel. The OA includes all jurisdictions within Riverside County, including cities, tribes, school districts, hospital and healthcare facilities, and special districts.

1.4 Scope

The Riverside County Operational Area is vulnerable to a variety of potential disasters including: earthquakes, floods, fires, pandemic influenza, hazardous materials incidents, dam failures, civil unrest, large transportation accidents, acts of terrorism and active shooter incidents. Approximately 2.3 million people live in Riverside County from diverse communities situated across a wide geographical terrain including desert and mountain landscapes. Riverside County's diverse communities include significant Spanish-only speaking populations and individuals with Limited English Proficiency (LEP). According to current community indicators gathered from the U.S. Census Bureau, which regularly change, approximately 13 percent of residents in Riverside County speak Spanish at home, 41 percent of which state they speak English less than "very well." Throughout all of Riverside County, there are individuals with access and functional needs, including a significant population of deaf and hard-hearing individuals. The Riverside County Operational Area consists of 28 incorporated cities, 12 tribal governments, 21 school districts, multiple large public and private colleges and universities, as well as numerous public and private utility providers. Riverside is also home to the California School for the Deaf, a K-12 school for students who are deaf or hard of hearing. There are only two public schools for the deaf in California and only one in Southern California.

- a. Public Information and warning is a core capability for all hazards that may occur in Riverside County. It is critical to alerting and informing residents, businesses and visitors who are or may become impacted by the incident.
- b. During and after an emergency, it is essential to provide timely, accurate and easily understood information on protective measures that will save lives, protect property and the environment, as well as address community concern.
- c. Jurisdictions within the OA maintain their autonomy in determining appropriate public information strategies and in releasing information to the public and media. The OA presumes all jurisdictions have functioning emergency public information systems, some of which are



contracted with County public safety agencies. The OA does not govern the public information process amongst its jurisdictions, rather it provides the means for jurisdictions to better coordinate and amplify public information during an emergency incident. The intention of the JIS is for all impacted PIOs to work together to disseminate accurate and coordinated information, and distribute individual public information messages to all PIOs working the incident. Use of the JIS is open to all OA jurisdictions upon their request.



2. Annex Maintenance and Authorities

2.1 Annex Maintenance

The County of Riverside Emergency Management Department (EMD) will maintain the official copy of the County of Riverside/Riverside County Operational Area Joint Information System Annex. The annex will be reviewed by stakeholders within the Riverside County Operational Area, updated as needed, and exercised as determined by the Operational Area. The table below will record any changes to this annex.

- EMD will coordinate with other agency PIOs on an annual basis, and/or following a JIC activation, to review this plan and discuss any necessary changes.
- EMD will approve and include all changes to the annex.
- EMD will make and distribute changes of this plan to the recipients listed on the distribution list.
- The OA PIO Roster will be updated every six months and disseminated to all agency emergency services coordinators and PIOs, as well as posted in WebEOC under the JIS Board.

2.1.1 Record of Changes

Change Number	Section	Date	Individual Making Change	Description Of Change
1	All sections	July 2018	Operational Area JIS Working Group	All sections revised based on operations and updated procedures.
2	1.3r; 3.1b; 3.2; 3.4; 3.6; 4.3; 4.5; 4.6; 5.3.3; 5.3.5; 5.3.6; 5.3.7	Mar 2019	County PIO	All sections revised based on Riverside County responses to real-world incidents.

2.2 Training and Exercises

PIOs staffing a JIC should be familiar with and have training on this JIS Annex. The OA training coordinator maintains a calendar of training courses, including PIO training.

The following in-person training courses are recommended for PIOs working in the JIS:



- G290-291 Basic PIO Course and JIC/JIS, offered by California Specialized Training Institute (CSTI)
- All Hazards PIO Training, offered by Texas A&M Engineering Extension Service (TEEX)
- L0388 Advanced Public Information Officer Training, provided by CSTI or E388 Advanced Public Information Officer Training, offered by the Emergency Management Institute (EMI)
- Joint Information System/Joint Information Center Workshop, offered by Media Survival Group
- PER 304 Social Media for Disaster Response and Recovery, offered by the University of Hawaii National Disaster Preparedness Training Center (NDPTC)

In addition, the following independent study courses offered by the Federal Emergency Management Agency are also recommended:

- IS – 100 Introduction to the Incident Command System (ICS)
- IS – 200 ICS for Single Resources and Initial Action Incidents
- IS – 242.B Effective Communication
- IS – 247 Integrated Public Alert and Warning System (IPAWS)
- IS – 700 National Incident Management System (NIMS) An Introduction
- IS – 702 NIMS Public Information Systems

Exercises provide opportunities to test the Annex, validate policies, plans, and procedures, and clarify and familiarize personnel with roles and responsibilities. Exercises shall be conducted on a regular basis.

- Communication drills to test the OA PIO Roster will be conducted twice a year.
- This annex will be exercised during discussion or operations based exercises when the County EOC or Medical Health Department Operations Center (MHDOC) is tested.
- Any jurisdiction within the Operational Area or EMD may suggest additional exercises specifically for the JIC.

2.3 Authorities

The following authorities related to this Annex are listed below:

- County of Riverside Ordinance 533.7 *Providing for the Administration of the Emergency Management Organization for the County of Riverside*, amended April 30, 2019
 - Riverside County Operational Area Emergency Operations Plan and Functional Annexes, dated 2019.
 - Riverside County Operational Area Agreement, signed 1995.
 - California Code of Regulations, Title 19, Division 2, Chapter 1. Standardized Emergency Management System (SEMS)
 - Rehabilitation Act of 1973, Section 508: Electronic and Information Technology
 - United States Department of Homeland Security (USDHS), National Incident Management System (NIMS) Doctrine
 - USDHS, National Response Framework (NRF)
-



2.4 References

- Americans with Disabilities Act of 1990, Title II, as amended by the ADA Amendments Act of 2008
- ADA Best Practices Tool Kit for State and Local Governments, Chapter 7, Emergency Management under Title II of the ADA, 2007
- Basic Guidance for Public Information Officers, FEMA 517/November 2007
- Basic Public Information Officer Course, FEMA G290
- Emergency Function 15 Public Information Annex, California Governor's Office of Emergency Services, October 2013
- Emergency Support Function 15 Standard Operating Procedures, U.S. Department of Homeland Security, August 2009
- FCC Rules and Section 104 of the Twenty-First Century Communication and Video Accessibility Act of 2010
- JIS/JIC Planning for Tribal, State, and Local PIOs, FEMA G291
- Public Information Officer Awareness, FEMA IS-29



3. Concept Of Operations

3.1 Concept of Operations

The Riverside County Chief Executive Officer has the responsibility to ensure disaster information is prepared and distributed to the public before, during, and after disaster and emergency events, using all available media and communications methods. The process of Public Information will be phased in accordance with the size and scope of the emergency or disaster.

This Concept of Operations outlines the following elements of Public Information:

- Jurisdictions and response agencies are responsible for providing their respective communities with information on the incident and the immediate protective measures they must take, including but not limited to, evacuation instructions
- Public Information Officers (PIOs) from impacted jurisdictions and/or response agencies may provide support to the Incident Commander (IC) or Unified Command (UC). The Lead PIO for an incident is determined by IC or UC. The Lead PIO may be from the lead agency, one of the lead agencies or an Incident Management Team.
- According to the Riverside County Emergency Operations Plan and upon activation of the OA EOC, the County PIO with the Executive Office will serve as the PIO for the OA EOC, with support from the Emergency Management Department and other response agencies as needed.
- During emergencies and/or disasters involving more than one Operational Area jurisdiction, the Riverside County Operational Area Emergency Operations Center, and/or County PIO, will facilitate policy guidance among OA jurisdictions for the dissemination of all emergency public information through the use of the Joint Information System (JIS).
- The OA EOC, OA JIC, and/or County PIO will also make contact with appropriate State and Federal emergency management and/or response agencies to include in the JIS for situational awareness or public information assistance as determined by the incident.
- Emergency public information activities are structured under a JIS concept which ensures coordination of messages, whether the PIOs are located at one site, (i.e., Joint Information Center), or multiple sites, (i.e., virtual JIC).
- The JIS is designed to disseminate a variety of information and instructions to the general public, elected and appointed officials, agency personnel, OA agencies, as well as the news media.
- The JIS is scalable and flexible to meet the needs of the emergency incident. The number of PIOs needed to support the JIS will be based on the size, severity and needs of the emergency situation, as well as how many agencies have a role in the response and recovery to the incident.

3.2 Primary and Supporting Agency Responsibilities

3.2.1 Primary Agencies

- Primary agencies are responsible for ensuring that emergency public information is functional and operational during an incident. A primary agency follows the lead agency(ies) in IC or UC, which is typically a public safety agency, health and human services agency, or the County PIO throughout the recovery phase of an incident.
- Primary agencies must also organize and coordinate the emergency public information function



for their individual agency, including:

- Conduct regular training for personnel assigned to the public information function.
- Establish public information response procedures.
- Maintain prewritten message templates. Topics for prewritten message template include evacuation instructions, public information phone line information and explanations of advisories and warnings.
- Provide trained PIO staff or other appropriate individuals to support the JIC, and when needed, support other impacted organizations.
- Make appropriate staff available to coordinate and share information through various communication means, e.g. virtual JIC, if public information resources cannot be sent to a physical JIC location.
- Maintain updated public information contact names and numbers as part of a PIO Resource Directory. This directory will be maintained and regularly updated by the County of Riverside Emergency Management Department, and will also include jurisdiction emergency managers. It will be found in WebEOC, which is available to the entire Riverside County Operational Area.
- Establish a public information line that is transferred among available PIOs within the primary agency.

3.2.2 Support Agencies

Support agencies are other jurisdictions or organizations that have a supporting role in the response and recovery to an incident, or a non-impacted agency with public information resources that can be sent to support the JIS. Support agencies:

- Conduct regular training for personnel assigned to the public information function.
- Establish public information response procedures.
- Maintain prewritten message templates specific to their agencies key messages during disasters. These prewritten message templates may include public health advisories, pet and animal information, shelter information, and appropriate food and water handling instructions.
- Coordinate agency's response role and respective public information/public education within the JIS. This does not involve individual agency releases, rather information to include in the OA JIS releases.
- Maintain public information messages and public education specific to the agency's subject matter expertise.
- Provide trained PIO representatives or other appropriate individuals to the JIC as the situation dictates and at the request of the Lead PIO, OA EOC PIO, or JIC Manager.



3.3 Joint Information System Overview

The purpose of the JIS is to coordinate public information across all levels of government and functional agencies using the frameworks of the National Incident Management System (NIMS), Standardized Emergency Management System (SEMS), and Incident Command System (ICS). The JIS provides the structure and methods for integrating public information activities to ensure coordinated and consistent information gathering, message development and dissemination. Organizations participating in the JIS retain their autonomy. Each agency contributes to the overall message, but does not lose their individual identity or responsibility for their own programs or policies. The intent of the JIS is to share consistent, accurate and timely information that is also free from conflict with other agencies in the response.

The decision by the Operational Area or impacted jurisdictions to activate the JIS is based on the complexity of the situation and the need to ensure coordination and integration of public information. See 3.4 Activation Levels below.

When activated, the JIS will:

- Provide a structure and system for gathering information, developing coordinated messages and disseminating unified public information.
- Create a credible, unified message among all participating response agencies.
- Reduce conflicting and/or confusing information provided by separate agencies.
- Support the incident by developing and executing an information strategy.
- Advise incident command staff and EOC management concerning public affairs or community relations issues that could impact response or recovery efforts.
- Monitor, verify, dispel rumors and control inaccurate information that could undermine public confidence in the emergency response and recovery efforts.
- Verify accuracy of information through appropriate channels, identify needed information, key messages, audience, and means of communication.
- If needed, locate public information resources, including personnel, equipment and technology, from non-impacted jurisdictions within the Operational Area. Should the public information needs be exhausted from within the Riverside County Operational Area, the Lead PIO, OA EOC PIO, or JIC Manager will request public information support using the EMMA or EMAC systems via the OA EOC.
- Operate from a physical JIC or virtual JIC, if determined necessary by the IC/UC or OA EOC.

3.4 Activation Levels

- Level Three (Lowest level) – Two or more local jurisdictions or response agencies are activated for a minor incident. All impacted agencies will coordinate their public information through the Lead PIO designated by the IC/UC. When the OA EOC is activated to any level, the JIS function will be activated to at least Level Three.

During this activation, the OA's public information function will be limited to the following responsibilities:



- Include all other agencies and jurisdictions that may be impacted by the disaster or will have a role in the response. Make contact with the PIOs from these agencies using the OA PIO roster as a resource if needed.
- Collection and review of public information, including releases and social media posts, from OA jurisdictions.
- Dissemination of public information releases received from OA jurisdictions to all other OA jurisdictions
- Identification of potential conflicts, discrepancies, or inaccuracies within or amongst OA jurisdiction releases.
- Facilitation of public information conflict resolution amongst OA jurisdictions.
- Release of OA EOC-specific press releases (e.g. OA EOC activation, and county impacted area press releases).

The OA does not create or approve messages on behalf of jurisdictions. Therefore, this Annex assumes OA jurisdictions are following their own public information procedures to ensure the timely and accurate release of information. The OA's role is limited to facilitating communication among OA jurisdictions to ensure they do not contradict each other and to ensure the development of common and similar messages throughout the OA.

- Level Two (Expanding incident) – Multiple jurisdictions are impacted. Response and recovery operations are expected to last for multiple operational periods. A JIC and/or OA public information hotline may be activated. During a Level Two Activation, the OA's public information function includes all the activities described under a Level Three Activation with the additional activation of the OA's public information hotline and rumor control function. A Level Two Activation is triggered when the OA EOC is activated, multiple jurisdictions are impacted, and the need for a virtual JIC is necessary.

Also, Level Two is triggered if an OA jurisdiction requests that the public information hotline be established to handle public inquiries on its behalf. The OA EOC has the capability to open an information line for members of the public. Impacted jurisdictions are expected to send personnel to the OA EOC Information Line for surge capacity. If an agency is unable to participate by providing their public information and personnel, then a phone number must be provided for the EOC Information Line to forward calls. The Lead PIO or JIC Manager will determine an appropriate level of staffing for the hotline, depending upon the magnitude of the emergency and the anticipated call volume.

- Level One (Large incident) – Multiple jurisdictions are impacted or have a role in the response and recovery efforts. The JIC could expand to include State and Federal agencies. Coordination among activated JICs at the city, tribal and/or state level is necessary. A Level Three Activation is triggered when a major incident has occurred affecting many OA jurisdictions in the same way. The types of scenarios that might result in a Level Three Activation of the OA's public information function may include, but are not limited to:
 - Major earthquake.



- Major terrorist attack (e.g., chemical, biological, radiological, nuclear, or high explosive).
- Complex wildland fire or conflagration in which the response will last several operational periods and additional public information resources are needed.
- Large mud or debris flow incident causing significant damage to residences, businesses and infrastructure.
- Other complex incidents requiring full coordination.

Beyond the functions listed for Level Three and Level Two Activations, a Level One Activation will involve the establishment of an OA JIC. To activate the OA's public information function to a Level One there must be a general consensus among involved OA jurisdictions that a co-located public information function at the OA-level is needed to effectively coordinate public information. This consensus will be facilitated by a conference call led by the County PIO, in coordination with the Lead PIO, and with all impacted OA jurisdictional PIOs. Notifications for the conference call will be made by posting the conference call information on WebEOC, PSEC radio, Disaster Net, email and group texts.

The establishment of a JIC leads all activated OA jurisdictions to coordinate their messages, perform information verification, as well as issue joint releases and news conferences whenever possible. Individual jurisdictions continue to maintain their autonomy for releasing public information to their residents and businesses, however, using the JIS will ensure that information is accurate and does not conflict with other JIS messages. See 3.8 OA and Local JIS Coordination for detailed information flow among partner agency JICs and the OA JIC.

3.5 Organizational Structure

The process of quickly disseminating information to the community and other stakeholders during an incident is an ongoing cycle that involves three key functions:

1. Information Gathering and Verification:

PIOs from activated jurisdictions must collect information and verify information from trusted, validated sources close to the response and recovery efforts. In addition, PIOs collect information from unofficial sources, including the public and news media to monitor the accuracy of information shared on traditional and social media.

- Joint Information System/Center – Compare and verify information with other PIOs supporting the JIS/JIC.
- Emergency Operations Center – Collect and verify information from relevant sections within the EOC for clear communication with operations in the field.
- On-scene Command – A source of ongoing, official information on the response and recovery effort.
- On-scene PIOs – Report to the JIC what they are observing and hearing from IC/UC, as well as on-scene media outlets, elected officials and their staff, and community members.
- Media Monitoring – Used to assess the accuracy, content and trends of news media



reports. This will assist with identifying trends and breaking news.

- News Media Liaisons – A valuable source of developing information and current issues directly from reporters.
- Public and Elected Officials – Inquiries from elected officials, community leaders, and the general public point to the specific concerns of those in the affected areas.
- Social Media Platforms – Ability to see what the community is publicly sharing about the incident.

2. Information Production:

PIOs coordinate with other PIOs working within the JIS. These PIOs include both those represented in the JIC and those working from other locations that are part of the JIS. Coordinating and producing complete information involves:

- Establishing Key Messages – Based on the overall response and recovery strategy, and providing an opportunity for all supporting agencies to include their role in the response/recovery efforts.
- Obtaining Approval – Obtain approval from the Director of Emergency Services (DES) if the EOC is activated or IC/UC if the EOC is not activated. Approvals will ensure that the information is consistent, accurate and coordinated.
- Whole Community – Consider all means for producing information that is accessible to the whole community. This includes captions on videos, infographics, pictures and messages available in other languages.

3. Information Dissemination:

The next step in the process is to disseminate the information to the community, as well as other incident stakeholders. This step involves using all appropriate and available methods, including but not limited to news releases, social media posts, website announcements, media interviews, news conferences, community meetings, bulletin boards in shelters/care and reception centers and mobile electronic signs.

3.6 Joint Information Center (JIC)

The JIC is a central location to facilitate operation of the JIS during and after an incident. The JIC enhances information coordination, reduces misinformation, and maximizes resources by co-locating PIOs to work together to create a unified message in which all agencies have a place to communicate their role in the response.

- The JIC will be activated by the Director of Emergency Services, in coordination with the County PIO and Lead PIO designated by IC/UC. The OA EOC is responsible for announcing the opening of the JIC based on information provided by the Lead PIO in the field or the OA EOC Public Information Manager/County PIO. This will be done via a media advisory e-mailed to the media list maintained by the County PIO. Notifications to OA stakeholders that the JIC is activated will be made through established OA distribution lists and using the PIO roster in WebEOC.
- The JIC will be staffed and configured to meet the needs of the incident. County EMD and the



County Executive Office PIO are responsible to support the staffing of the JIC facility, including developing a staffing schedule of available PIOs from impacted and non-impacted jurisdictions. In the event that the need for PIOs to support the JIC is greater than available PIOs, EMMA will be requested from throughout California. EMAC will be requested for resources from other states.

- Due to the large geographic size of Riverside County and the need for potential JIC locations throughout the county, several locations were identified in each supervisorial district. The West County JIC location is in the basement of the County Administrative Center at 4080 Lemon St., Riverside CA. 92502. The East County JIC location is in the East County EOC at 82-695 Dr. Carreon Blvd., Indio, CA 92201.
- If PIOs from impacted jurisdictions are unable to report to the OA JIC, they will participate in a virtual environment using WebEOC, e-mail, phone and/or video conferences. Current tools that may be used to support the virtual environment are Skype video conferences and What's App for group messaging and phone calls.
 - It is recommended that PIOs have a generic agency email address for JIS activations to ensure continuity of communications throughout multiple operational periods across different shifts of JIC responders.
 - In the event that internet and cell phones are unavailable, PIOs may connect through the OA EOC and jurisdiction EOCs using satellite phones, Public Safety Enterprise Communications (PSEC) radios, Disaster Net and Radio Amateur Civil Emergency Services (RACES). Note: Disaster Net and RACES may be accessed by the public listening in on amateur radio.
 - The OA EOC may use the Operational Area Satellite Information System (OASIS) to request the Cal OES State Warning Center to open an internet line for use in the OA EOC.
- A designated location will be identified for media briefings and news conferences near the incident. Members of the media may not be permitted access to the OA EOC, OA JIC, City EOC or City JICs during active incidents. The JIC may provide videos of JIC and OA EOC operations for the media to use as b-roll.
- The JIC will act as a liaison with all field PIOs. When requested, the JIC will set up media interviews with field PIOs to discuss and film/photograph the emergency response.
- The decision to demobilize the JIC will be made by the EOC Director of Emergency Services, Deputy EOC Director, JIC Manager, and Incident Commander/Unified Command in consultation with the impacted cities or jurisdictions' PIOs. This will involve a conference call conducted by either the County PIO or JIC Manager. The decision to demobilize will be made based on the following conditions:
 - The establishment of a plan to continue sharing event related information and handling after the final media briefing/or final JIS news release.
 - The collection and preservation of public information JIC documents relating to the event has occurred or a plan is established to collect related documentation from agencies



- participating virtually within two business days of the demobilization of the JIC.
- The deactivation will be announced both at the final media briefing and/or by a media advisory announcing the termination of JIC operations. Media should be notified that the functions of the JIC are being transferred back to regional and local PIOs.
- Notification to all OA stakeholders and OA PIOs will be made via email to established distribution lists.

3.7 OA Roles and Responsibilities in SEMS/NIMS

OA jurisdictions have committed to the OA Agreement, and agree to follow standard mutual aid procedures including working cooperatively as part of the JIS and assisting with staffing a JIC, if activated and if resources are available.

OA jurisdictions will:

- Review and provide input in the JIS Annex during its development and maintenance periods.
- Allow identified public information personnel to attend JIS training, PIO training, and communication platform training, as needed or as they become available.
- Participate in JIS Annex drills and exercises to validate training and evaluate the JIS Annex.
- Provide PIO support to respond 24/7 to JIS activation requests and report availability to participate, provide mutual aid, and support JIC staffing and resources to other members under the direction of the Lead PIO or JIC Manager.
- Share local incident information, media and public inquiries, media contact information, media monitoring and rumor control.
- Develop and verify information, communicate news releases, media briefings, and other activities produced collaboratively by the JIS while retaining autonomy and authority over messages specific to the OA jurisdiction.

3.8 OA, Local and State Jurisdiction JIS Coordination

It is assumed that impacted local jurisdictions may activate and staff a JIC within their jurisdiction for information creation and dissemination specific to the jurisdiction. For larger, catastrophic incidents, it is also assumed that CalOES may activate a JIC. At all times, it is the goal of the OA JIS to coordinate and amplify information among all partners to ensure consistency and the dissemination of only approved and vetted information. To ensure city and tribal JICs and the OA JIC are regularly coordinating, the following will take place:

- Daily briefings via conference calls or video conferences will take place among all impacted jurisdictions, including state, tribal and local jurisdictions.
- When impacted jurisdictions write a news release, they will notify the OA JIC by posting it on the WebEOC JIS Board. In the event that internet is down, the news releases will be shared with the JIS via Disaster Net or RACES.
- The JIC receives the news release and reviews it for content accuracy.
- The Lead PIO will present the release to the IC/UC or DES for concurrence.

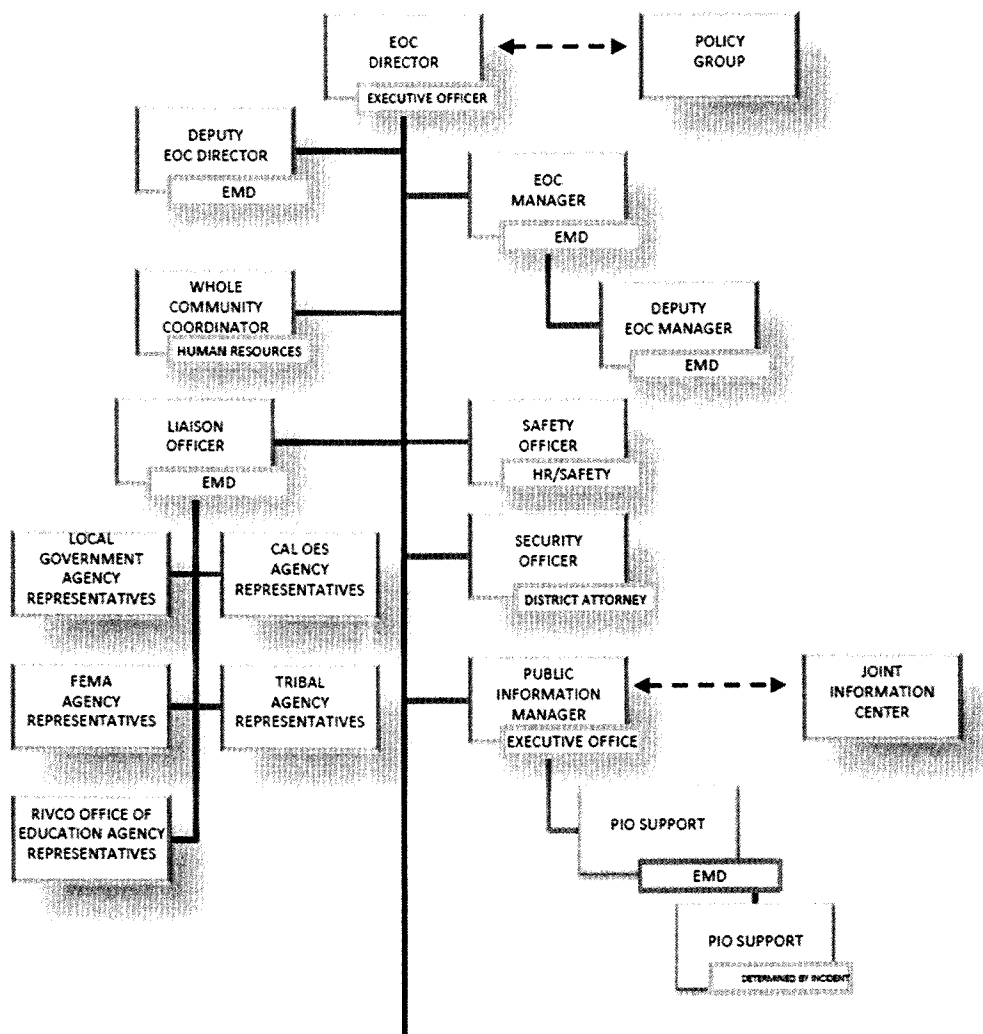


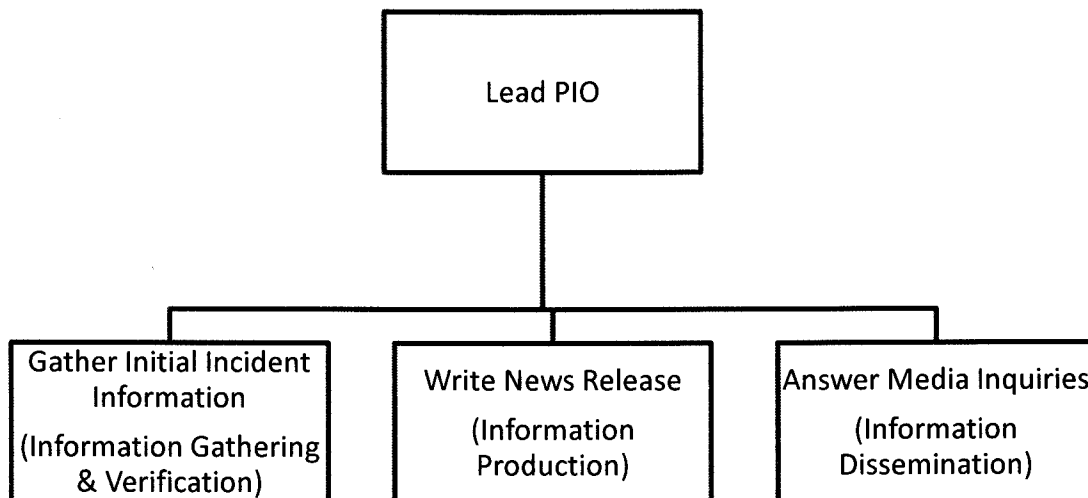
- Reviewed and concurred information will be posted to RivCoReady.org, and disseminated to media and OA partners. OA jurisdictions and County agencies may also post the news release to their site.
- While it is not required for non-County contract jurisdictions to receive approval from the OA JIS prior to release, however, it is encouraged to ensure all distributed information is consistent and free from inaccuracies or discrepancies.

3.9 Organization Charts

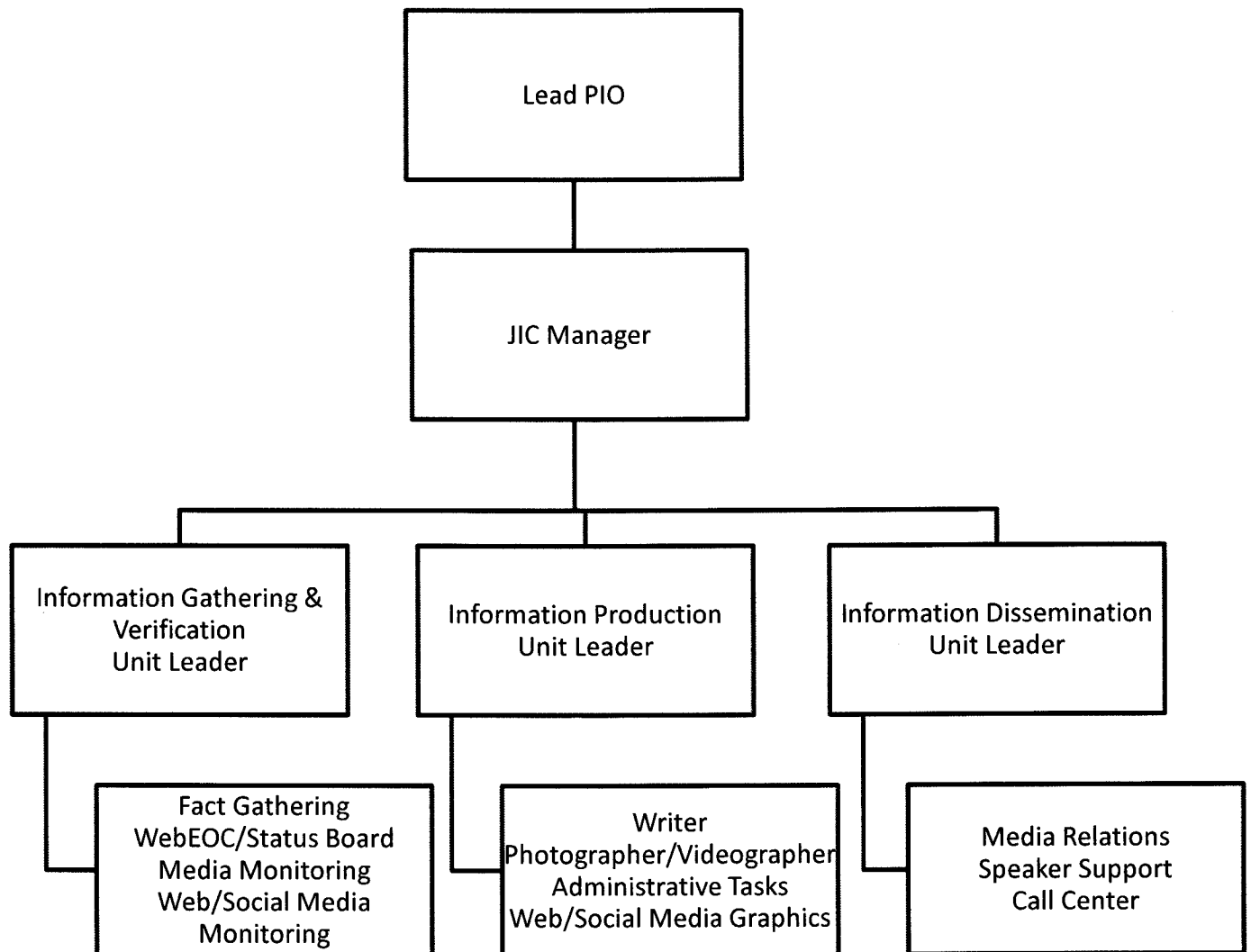
The following organizational charts depict the coordination and reporting structure of the OA JIS in relation to the OA EOC.

OA EOC ORGANIZATIONAL CHART

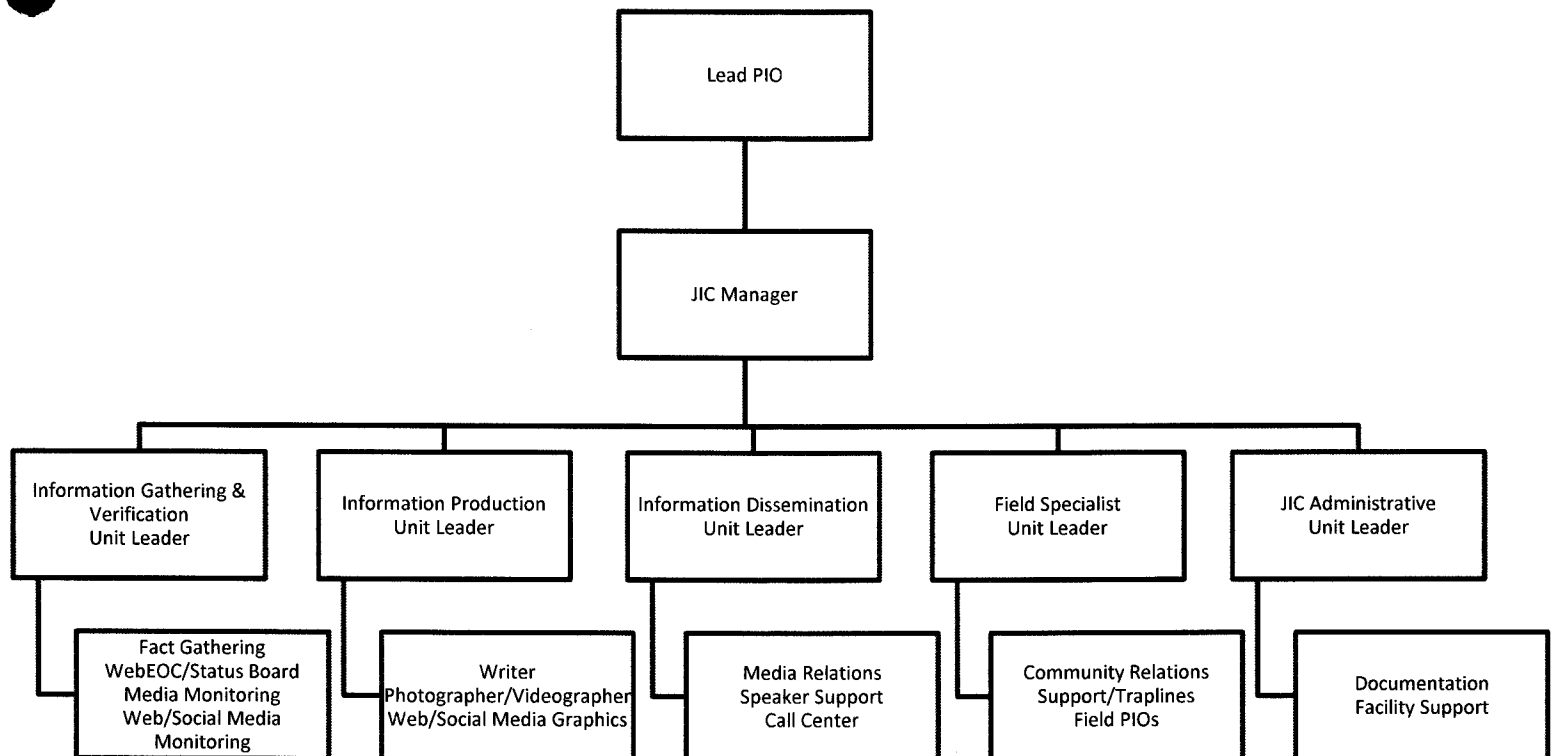




LEVEL THREE JIS ACTIVATION – Multiple impacted agencies coordinate public information through the lead PIO. In smaller incidents the use of the JIS may be informal and activated by any PIO requesting support to provide an effective public information response.



LEVEL TWO JIS ACTIVATION – Multiple jurisdictions are impacted. Response and recovery operations are expected to last for multiple operational periods. A physical JIC and/or OA public information hotline may be activated. During a Level Two Activation, the OA's public information function also includes the activation of the OA's public information hotline.



LEVEL ONE JIS ACTIVATION – Complex/Catastrophic incident involving multiple agencies and multiple operational periods. Level One establishes a physical JIC. Coordination among activated JICs at the city, tribal and/or state level is necessary.



4. Message Strategies

4.1 Public Awareness and Education

Educating the public to take action prior to an event is the first step in building community resilience and increasing community preparedness efforts. Multiple agencies have public education campaigns committed to emergency preparedness outreach. Some of these campaigns include:

- RivCoReady – Countywide, all-hazards emergency preparedness campaign, maintained by EMD. RivCo Ready educates and empowers Riverside County residents and businesses to prepare for all emergency situations, take training courses and get involved through volunteer efforts.
- Ready For Wildfire – CALFIRE’s statewide campaign regarding the current, elevated wildfire risk and how to take action to reduce the risk.
- See Something, Say Something campaign – National campaign maintained by the Department of Homeland Security. The campaign teaches residents about personal situational awareness and reporting suspicious activity to authorities.

During times of preparedness, or pre-incident, PIOs from OA stakeholder agencies maintain and disseminate public education specific to their jurisdiction or subject matter expertise. During activation of the JIS, time-appropriate and time-sensitive public education messages should be included in news releases and news conferences to reiterate the actions the public must take to reduce their risk.

In addition, the ‘Riverside County Joint Public Safety Agency Operations for Evacuations Evacuation Checklist’ was developed to assist field supervisors in the initial stages of a fire or other emergency requiring evacuations. The checklist is a guideline intended to facilitate the safe and efficient evacuation of the whole community including individuals with access and functional needs. The checklist is updated and maintained by EMD in collaboration with other agencies.

4.2 Message Mapping

During activation of the JIS, the use of message mapping provides focus and discipline. Message mapping increases message comprehension – from the media and public – and can be easily adapted for print, broadcast, radio and social media. High-stress and emotionally charged situations reduce a person’s ability to process and comprehend information.

Use the 3 – 9 – 27 rule:

- The average number of messages conveyed by reporters in stories in print and broadcast media is three.
- The average duration of a sound bite in broadcast media is nine seconds.
- The average length of a quote in print media is 27 words.

This does not mean the JIS will limit media briefings to 27-words or less. The rule involves fundamental messages, the **Three Most Important**, that you must convey at a given time. Ensure the first statement is



one of empathy and concern. Include interagency cooperation in the response efforts. End with a call to action.

These messages might be used again or change as the situation evolves.



4.3 Media Relations and Coordination

Traditional media remains one of the key stakeholders in the JIS process. Positive working relationships with the media help tremendously during incidents. The media takes their role of disseminating emergency information seriously and they represent an important link to informing the community. On a regular basis, the County PIO will update media contact lists and share with the EMD PIO for JIS readiness. In addition, the County PIO will provide local media with a contact list with after-business hours contact information. The EMD PIO will update the OA PIO roster every six months. The PIO roster will include e-mail addresses, telephone numbers, social media accounts, websites, any available redundant communications systems, and bilingual or special skills.

To help build these relationships the JIS group will:

- Cultivate positive relationships through the regular response to media inquiries.
- The JIS/JIC will coordinate with media outlets to ensure information provided by the JIC is presented in multiple accessible formats to ensure it reaches as many people as possible. This involves:
 - Including sign language interpreters in the frame next to spokespersons during media briefings and news conferences. Whenever possible, the OA will use American Sign Language interpreters who are also certified in disaster response language by the Governor's Office of Emergency Services (Cal OES)/ Access and Functional Needs Division. This certification is only a requirement if the Governor is attending the news conference. All ASL interpreters used by the OA during news conferences or community meetings, must be trained and certified by duly-verified ASL interpretation provider.
 - Ensuring television stations present important information in both video and audio formats. For example, instead of just showing the hotline number on the screen, it should be read aloud as well. Also, when showing a map there should be audible descriptions of the impacted areas.
 - Ensuring crawling messages that often appear in the bottom of the screen do not interfere with closed captioning messages.
- Provide escorted access for filming and photographing emergency operations that does not interfere with response or recovery operations.
- The following must be adhered to regarding providing media access to shelters, reception centers and local assistance centers (LAC):
 - Post signs instructing members of the media to check in.
 - Notify the Shelter Manager, Reception Manager or LAC Manager of such an arrival and escort them to explain operations and answer questions.
 - Provide interviews outside of the shelter, reception center or LAC to prevent any intrusion of privacy or breach of private information among displaced residents and shelter workers.
 - Identify residents willing to talk about their experiences, rather than allow media to randomly interview people in the shelter, reception center or LAC.
 - Require permission from the displaced resident for close up photos and videos.



- Do not allow media to film or record in dormitories or near the registration desk where personal, private information is exchanged between displaced residents and shelter workers/reception center workers/LAC workers.
- Media may be provided access to LACs after normal operating hours when displaced residents are not present and exchanging personal information.
- In the event of a shelter, reception center or local assistance center in a geographically isolated area, media may be provided an area within the shelter/reception center for respite from extreme weather. Media should be provided a private area away from the dormitory and registration area.

4.4 Social Media Strategy

The public's reliance on smartphones, tablets and computers creates higher interconnectivity and social connectedness. Residents use social media for official sources of information and to confirm information received through other networks. In addition, social media enables community members to function as citizen reporters by commenting on their observations, as well as posting photos and videos of response and recovery activities.

Effective social media use allows for the JIS to connect directly and quickly with community members using language agreed upon from the JIS. The communication must be accurate, actionable, timely, more direct, interactive and transparent. Social media use should also include video, audio, graphics, and hashtags agreed upon through the JIS. Whenever possible, accessibility features should be included such as closed captioning on videos or American Sign Language (ASL) interpreters.

The JIS will determine which account(s) will post on the incident based on the primary agency of the Lead PIO or IC/UC. See section 5.3.2 Social Media for more information.

4.5 Whole Community Strategy

Every effort will be made to communicate with members of the diverse segments of the community within the county, which may include, but are not limited to, people with disabilities and those with access and/or functional needs, those with limited English proficiency, and those who may not have access to traditional means of communication (e.g. TV, internet).

The communication needs of diverse populations are specific to the community's demographics and available support. News releases and information provided in shelters and local assistance centers will be tailored to meet the needs of people with disabilities and those with access and/or functional needs and language differences.

Many people with disabilities and those with access and/or functional needs rely on information, or verification of information, from organizations with which they already have an affiliation. Providing appropriately tailored information through these organizations will assist with more direct messaging. This may include providing a list of open shelters with the Inland Empire Disability Collaborative (IEDC) for distribution to service providers. EMD personnel co-chair the IEDC and will disseminate information to



service providers, at the request of the JIS.

Some broad ways to define difficult to reach populations include:

- Physical, cognitive, or sensory disability
- Access and/or functional needs
- Limited language competence
- Cultural and/or geographic isolation
- Age considerations
- Transient populations

Reaching all constituents requires knowing what languages are spoken in the community. PIOs can identify resources and develop policies to address the language needs of their jurisdiction.

To meet the needs of those with limited English proficiency:

- PIOs should develop language access policies and protocol guidance. The County of Riverside Human Resources Department contracts with translation services. During imminent emergency situations, such as door to door evacuations, the Public Safety Answering Points (PSAPs) have translation services that can be used over the phone.
- Documents communicating vital information to the public should be translated into the most prevalent languages spoken by the impacted community. For Riverside County these include Spanish, Korean and Chinese (both Mandarin and Cantonese).
- Translations should be reviewed and validated by native language speakers to ensure cultural competency.
- Include messages that legal immigration status is not necessary to receive services from emergency services.
- PIOs can pool resources and leverage assets with other agencies and services to meet translation needs.
- If the OA Joint Information Center (JIC) is activated, The JIC will request a qualified American Sign Language (ASL) interpreter to be present at all news conferences and community meetings held by public officials. In addition, members of the JIC will request that media representatives include the ASL interpreter in the video frame. This requires the ASL interpreter positioned as close to the speaker as possible.
- The JIC will also arrange for multi-lingual agency representatives to be present for foreign language media (e.g., Spanish speaking spokesperson to address the Spanish media market).
- Pictures, pictographs and diagrams are easier to understand and interpret than verbal communication.
- The JIS will work with audio/visual and graphics experts to have pictographs or infographics available for news conferences with significant contrasting colors. Pictures, pictographs, infographics and diagrams are easier to understand or interpret than verbal communication.
- The JIS will request television stations present important information in both video and audio formats. For example, instead of only showing the hotline number on the screen, it should be read aloud as well. Also, when showing a map there should be verbal descriptions of the impacted



areas. This ensures the descriptions are included on the closed captioning services used by the deaf or hard of hearing community.

- Ensure responder agency social network accounts also convey video, audio and accessibility features whenever possible. Pictures with captions, pictographs and infographics should be disseminated on social media and posted on responder agency websites.
- Ensure that all relevant websites are compliant with ADA requirements.

Bilingual personnel will be used to conduct community outreach and build relationships between the response agencies and LEP residents. EMD, along with many other agencies in the OA, have Spanish language interpreters on staff who are available to translate written communications. In addition, the OA PIO roster will denote which PIOs also speak and write another language.

4.6 Intergovernmental Affairs Messages

An effective JIS requires partnerships with:

- Impacted jurisdictions
- Responding agencies
- Utility companies
- Nongovernmental Organizations (NGOs)
- Elected Officials

Many private-sector organizations are responsible for operating and maintaining portions of the county's critical infrastructure, including private utility agencies. In addition, these agencies must also provide for the welfare and protection of their employees in the workplace. Government and public affairs representatives for these impacted organizations have a role in the OA EOC. These agencies also play a role in the JIS to ensure public information specific to utility response and recovery operations is included in media releases. This may include, if available, an estimated timeframe for utility restoration.

NGOs provide shelter, emergency food supplies, counseling services, and other vital support services to support response and recovery of impacted and/or displaced residents and provide additional situational awareness from staff positioned in the field. This information will be relayed into the JIS through either the OA EOC or the Field Specialist who works with the NGOs, response partners, and private-sector organizations supporting relief efforts.

Elected officials play an important role in the JIS process by providing additional authority to the response and recovery efforts and serving as the elected official spokesperson during media interviews and news conferences. Community members look to elected officials for assurance on the response and recovery process. Elected officials selected to speak at news conferences will be the most appropriate elected official for the impacted jurisdiction(s). The number of elected officials providing comments at news conferences should be limited. Other elected officials may be present at the news conference, however, not requested to speak. Other elected officials may, however, provide one-on-one interviews at the media's request.



5. Message Dissemination

During an activation of the OA EOC and/or JIS, all news releases will be emailed to a pre-established Outlook email distribution list, as well as posted to WebEOC under the Joint Information System Board. This distribution list includes all OA contacts (e.g., jurisdiction and agency emergency management contacts), the OA PIO Roster, as well as media contacts.

News releases and pictographs may also be distributed to service providers for the disabilities, access and functional needs community for distribution to their clients via the Whole Community Coordinator at the OA EOC.

5.1 Spokespersons

When possible, the lead agency for the incident will provide the spokesperson(s) for the JIS. The Information Dissemination Unit Leader will schedule and prepare lead agency spokespersons prior to any news conference. Depending upon the incident, multiple spokespersons may be required from both primary and supporting agencies to share the key messages of the JIS. Spanish speaking spokespersons will be identified for Spanish media interviews.

The following outline is a guide for news conferences:

- Elected officials' statement
 - Offer assurance, statement of empathy
 - Collaborative response/recovery effort
- Primary agency(ies)
 - Provide public safety update (e.g., timeline, latest information on response efforts, field resources working on the incident, numbers injured/deceased, number of homes damage/destroyed)
 - Collaborative response/recovery effort
- Supporting agency(ies) statement
 - Community update (e.g., services available to impacted residents, roads closed/reopened, government services closed/reopened, schools closed/reopened)
 - Collaborative response/recovery effort

5.2 Media Outlets

A list of media outlets for Riverside County, including both the Los Angeles and Coachella Valley broadcast media markets, is maintained as a separate list by the County PIO, and shared with EMD. The JIS will disseminate information to as many media outlets as determined as needed by the incident, with specific attention to include Spanish speaking outlets. During level one or two activations of the JIS, news releases will be translated into Spanish for the Spanish media outlets.

5.3 Communications Systems

The OA has a multitude of tools available to assist in the dissemination of emergency public messages. It



is the responsibility of the lead PIO to initiate the use of all applicable communication platforms to reach the intended audience for the response. The tools listed below are intended to complement each other in distributing emergency public messaging. A consistent message should be distributed across all channels and altered to accommodate the tool being used to minimize any confusion due to conflicting information.

5.3.1 Websites

The County of Riverside Emergency Management Department maintains a website, www.RivCoReady.org, for the general public with a response page listed under Active Incidents. During an activation of the OA EOC, the RivCo Ready site serves as a place for news releases, fact sheets and pictographs. Additionally, OA jurisdictions maintain and update their own websites with important activation information. The Lead PIO will determine which website(s) will be included in news releases and act as the official source for all JIS information.

5.3.2 Social Media

Social media is a powerful tool in timely, information dissemination. The JIS will have access to the Lead Agency(ies) social media accounts to include information for all supporting agencies. Social media posts will include information from approved news releases or information available to the established information line.

The JIS will determine which account(s) will post on the incident based on the primary agency of the Lead PIO or IC/UC. All other responding agencies will retweet information posted from the primary accounts, or post which social media accounts to follow for accurate information.

5.3.3 Alert RivCo

Alert RivCo is the county's mass notification system that rapidly notifies residents and businesses in Riverside County of important protective actions. The system is maintained by EMD, in partnership with the Riverside County Sheriff's Office and CALFIRE/Riverside County Fire Department. Alert RivCo may be used to contact residents by: phone or text message. Landline phone numbers are purchased from E911 database vendors, but other phone numbers, including cell phone and Voice Over Internet Protocol (VOIP) numbers must be registered using the Alert RivCo registration page at www.RivCoReady.org/AlertRivCo.

Several cities also use mass notification systems including: Corona, Moreno Valley, Palm Springs, Riverside and Temecula. If one of these cities is impacted, the city emergency services coordinator and county Alert & Warning Coordinator will determine if the city or the county (or both) will issue the alert through their respective systems.

See Attachment I for Alert and Warning message templates.



5.3.4 Emergency Alert System

The Emergency Alert System (EAS) provides the public with immediate messages that affect life and property. This network of radio, television broadcast stations and cable television entities cooperate on a voluntary, organized basis to broadcast local and state warnings. Federal warnings are mandatory to broadcast.

Messages normally enter the system via specialized equipment at three points: (1) EMD. The EAS standard operating procedures are located in the EOC, (2) the National Weather Service (NWS) office in San Diego and (3) California Highway Patrol (CHP). These messages are received by all Local Primary 1 (LP-1) stations and then relayed to all other radio, television broadcast stations and cable companies within the county. Any message transmitted from either EMD or NWS will be broadcast countywide via all of the stations and cable companies within the county.

EAS should only be used in situations where other means of notification will either be too slow or not cover a broad enough area. EAS should be used for acute situations that affect, or could affect, the safety or well-being of the public. Because of the widespread coverage of this system, best judgment is required when requesting the issuance of an EAS.

5.3.5 Wireless Emergency Alerts

Riverside County may also send Wireless Emergency Alerts (WEA) to all cell phones from participating cell phone carriers within a designated geographical area. Since WEA alerts are selected through affected cell phone towers, this system has the potential to reach more transient populations, including visitors and commuters. There is no registration required to receive WEA messages, however, community members can opt out directly on their cell phones under settings.

WEA messages are not affected by network congestion like phone calls and text messages, however, they are limited to 90 characters. A WEA message should show the type and time of the alert, the action required and where to get more information. WEA messages should complement Alert RivCo messages, not used in placement of Alert RivCo. Oversight of this program is performed by the Federal Communications Commission (FCC) and the FEMA.

5.3.6 Public Information Lines

Constantly available, live phone service is essential to county residents in the event of a local or state emergency. The EOC, as well as the other agencies, such as the Riverside County Fire Department, operate public information lines for residents to find out the latest information related to the disaster.

The information line activated and published for residents will be determined by the Lead PIO, with approval from the IC or UC. Impacted jurisdictions are expected to send personnel to the established information line for surge capacity.

Information Line call takers the most current information from the Information Dissemination Unit Leader. This ensures call takers relay accurate information to community members. Call takers may also forward calls back to the OA EOC or local jurisdictions' EOC if there are specific requests beyond the



information available to them.

Call takers will be trained on relay services and video relay services that are primarily used for deaf or hard of hearing residents. There will always be a Spanish-speaking call taker available for primary Spanish-speaking callers. Call takers will be trained on how to respond to residents requesting accommodations for access and/or functional needs.

5.3.7 Recorded Message Public Information Lines

The OA has established public information lines that are available for media and/or community information. The recorded message line will alleviate significant call volume from the established call center from members of the public who want to listen to the latest information and do not have specific questions requiring a live person. The phone numbers and recording instructions are available from the OA EOC and/or EMD PIO.

Likewise, specific recorded message lines for the media will slightly curtail call volume into the JIS from media outlets. Non-local media outlets that are not sending representatives to Riverside County to cover the story may be sufficiently served by the recorded message line. The recorded media line is particularly beneficial during slower moving events, such as public health emergencies or sustained operations.

The Message Dissemination Unit Leader will record, or assign a PIO in the JIS, to record updates to the automated recording. The message should state information is current "as of ____ a.m./p.m." A schedule to update the recorded lines should be in conjunction with media briefings, news conference schedules or when evacuation status changes.

5.3.8 Translation Services

Translation services are available through a language line via the public safety answering points (PSAPs). Spanish speakers will be made available for the Alert & Warning unit and the EOC Information Line at all times.

Foreign language media outlets covering Riverside County include Spanish speaking outlets. An effort will be made to disseminate news releases in Spanish to these outlets, as well as identify Spanish speaking spokespersons. The OA PIO Roster will aid in this effort by identifying PIOs who are bilingual in other languages. Additional Spanish speaking translators work within EMD and are available for translation upon request.

5.3.9 News Conference, Public Forums and Community Meetings

News conferences are an integral part of the public information function before (when possible), during, and after an emergency. A well-crafted news conference needs to identify important facts to share with the public, such as public resources, the importance of following protective actions, and what to expect in the immediate future.

There may be multiple spokespersons participating in a news conference, public forum, or community meeting. For example: the fire spokesperson will be the expert on fire-driven incidents, the law



enforcement spokesperson will be the expert regarding evacuation orders, and public works will be the expert on debris and mud flows. There may be times when one spokesperson for all aspects of the incident is sufficient. In complex incidents, a unified approach with multiple spokespersons is acceptable.

The JIS will request a qualified American Sign Language (ASL) interpreter to be at all news conferences. When possible, ASL interpreters should have credentialing in the Cal OES Disaster Response Interpreter Program, offered from the Cal OES Access and Functional Needs Office. This certification, however, is only required if the California State Governor attends an OA news conference. Should the Governor plan to attend an OA news conference, the JIS will attempt to locate this resource. If none are available, however, the resource will be filled by Cal OES. Whenever using ASL interpreters, the interpreter must be employed by a trusted and verified ASL translation service.

Including elected officials in news conferences is important to demonstrate unity and a common purpose during an emergency. Elected officials offer assurance to the community, statements of empathy and an understanding that many agencies are involved in the response efforts.

The JIS Information Production Unit Leader will provide tools or guidance for all spokespersons and elected officials with a speaking role at the news conference, such as:

- Prepare talking points and key messages
- Coordinate talking points among all speakers at the news conference
- Anticipate questions and prepare appropriate answers
- Highlight public resources

5.3.10 Traplines and Sandwich Boards

Traplines are established in Level One JIS activations. Trapline locations in high foot traffic areas where current public information is posted for impacted residents, visitors and business owners to read. Trapline locations may be reception centers, shelters, local assistance centers, community centers, homeowners' association clubhouses, houses of worship, post offices, libraries, grocery stores, motels and convenience stores.

Considerations to be taken into account when establishing traplines are locating areas with better air quality, areas people can access (i.e., roads are open leading in and out of the trapline), if there are any established community boards/traplines already in existence in the area.

Content posted on traplines should mirror what is posted on social media and primary agency websites. Content includes, updates on the response and recovery efforts; open reception centers, shelters, and local assistance centers; road and school closures; community services available; government services available; call center phone numbers; maps with road closures and available services. If PIO resources are available, a PIO should stay at the trapline to answer community questions in person.



6. Position Guides

6.1 Operational Area EOC Public Information Manager

The Operational Area EOC Public Information Manager is responsible for all of the following activities (may be delegated as necessary):

- ☐ Check-in upon arrival at the EOC.
- ☐ Report to EOC Director and obtain a briefing on the situation.
- ☐ Coordinate public information with local primary response agencies, including clarifying authority for public safety concerns.
 - ☐ Establish what websites will post information
 - ☐ Establish what social media accounts will be the primary agencies
 - ☐ Establish uniform hashtags for social media use
- ☐ Establish a deadline for the first official news release to the public if release has not already occurred.
- ☐ In a level one activation: Conduct conference call to determine if physical JIC location is necessary. If there is a determination to establish a JIC:
 - ☐ Determine operating location, use Attachment A as a resource for potential locations.
 - ☐ Coordinate with OA EOC Logistics for necessary equipment
 - ☐ Determine required positions and make calls to staff JIC
- ☐ Establish communication plan to include:
 - ☐ Key messages
 - ☒ Target audiences
 - ☐ Methods of communication
 - ☐ Establish media briefing schedule (consider 24-hour media cycles)
- ☐ Meet with Communications Unit Leader in OA EOC to ensure logistical support:
 - ☐ Obtain briefing of communications capabilities and restrictions, including Alert RivCo, EAS messages, and IPAWS/WEA messages.
 - ☐ Establish operating procedure with Communications Unit for use of telephone,



computer and radio systems. Make any priorities or special requests known.

- ☐ Establish content for Alert RivCo, EAS and IPAWS/WEA releases, coordinated with primary agencies involved in response.
- ☐ Determine 24-hour staffing requirements and request additional support as required.
- ☐ Coordinate with state and federal agencies on message development and dissemination.
- ☐ Assist in making arrangements with adjacent jurisdictions for media visits.
- ☐ As required, periodically prepare briefings for the government liaison, jurisdiction executives or elected officials.
- ☐ Ensure that a rumor control function is established, including social media monitoring.
- ☐ Monitor broadcast, online, print and radio media outlets.
- ☐ Ensure that file copies (e.g., hard copies with signed approvals) are maintained of all information released.
- ☐ Provide copies of all releases to the EOC Director.
- ☐ Keep the EOC Director advised of all unusual requests for information, rumors and trends, or politically sensitive media comments.
- ☐ Conduct shift change briefings in detail. Ensure that current objectives are identified.
- ☐ Ensure that all required forms or reports are completed prior to release and departure when authorized by the EOC Director.
- ☐ Maintain reports and records, as needed, regarding the operation of a JIC. Such reports may be included after action reports or incident response briefings.
- ☐ Provide invoices for and/or estimates of expended resources to the appropriate staff following the deactivation of a JIC.
- ☐ Provide input to the after action-corrective action report.



6.2 JIC Manager

The JIC Manager is responsible for all of the following activities (may be delegated as necessary):

- ☐ Execute plans and policies as directed by the Lead PIO and OA EOC Public Information Manager.
- ☐ Supervise all operational and administrative activities, including staffing and inter-office communications.
- ☐ Ensure proper set up of JIC.
- ☐ Oversee all operations of the JIC.
- ☐ Set staff work hours and daily operating schedule.
- ☐ Develop a daily operating schedule with communication priorities and media briefing schedules.
- ☐ Brief the first shift of JIC personnel.
- ☐ Gather Command Message(s) from the PIO for the Production and Dissemination Sections.
- ☐ Coordinate with the PIO and JIC staff on messages and strategies for researching target audiences.
- ☐ Ensure preparation for news briefings and news conferences.
- ☐ Debrief JIC personnel at the end of the shift.
- ☐ Edit and obtain approval from the PIO for news releases and other documents.
- ☐ Assume responsibilities of the Lead PIO and OA EOC Public Information Manager as directed.



6.3 Information Gathering and Verification Unit Leader

The Information Gathering and Verification Unit Leader – Responsible for all of the following activities (may be delegated as necessary):

- ☐ Compare and verify facts and other information with all PIOs supporting the JIS/JIC.
- ☐ Collect and verify facts and other information from relevant sections within the OA EOC for clear communication with operations in the field.
- ☐ Collect and verify facts and other information from on-scene command for ongoing, official information on the response and recovery effort.
- ☐ Display facts on all status boards in the JIC and within WebEOC.
- ☐ Monitor local television, radio stations and internet for accuracy, content and trends regarding the incident.
- ☐ Monitor social media platforms to see what the community is publicly sharing about the incident.
- ☐ Gather information about the incident and display it in the JIC so that it is easily accessible.
- ☐ Collect all incident-related news and editorial items from print and electronic media.
- ☐ Analyze information gathered through news clips, telephone conversations, internet, community meetings and news conferences.
- ☐ Distribute incident-related news, editorial items, fact sheets, etc. to appropriate personnel.



6.4 Information Production Unit Leader

The Information Production Unit Leader – Responsible for all of the following activities (may be delegated as necessary):

- ☐ Produce written news releases, media advisories, public service announcements, fact sheets, briefing packets and other publications.
- ☐ Route all documents, photos, video and other materials to PIO for approval (accurate information is essential in preventing public confusion, loss of credibility and/or adverse publicity).
- ☐ Update and manage incident website.
- ☐ Update and manage incident social media sites.
- ☐ Take and disseminate news photos and video of the incident.
- ☐ Produce and gather graphics and logos for the incident.
- ☐ Communicate with Whole Community Coordinator at the OA EOC.
- ☐ Obtain approval from IC/UC or DES for all releases, advisories and other materials.



6.5 Information Dissemination Unit Leader

The Information Dissemination Unit Leader– Responsible for all of the following activities (may be delegated as necessary):

- ☐ Determine primary media outlets for disseminating releases, including local and national media.
- ☐ Responsible for maintaining:
 - ☐ Media lists
 - ☐ Media logs
 - ☐ Community leaders
 - ☐ Logs of all information released
- ☐ Coordinate community outreach programs.
- ☐ Determine need to organize community or town hall meetings.
- ☐ Prepare appropriate personnel for speaker presentations, news conferences, community meetings, single media interviews, and special events.
- ☐ Schedule appropriate spokesperson necessary to conduct interviews with the media, community, and distinguished visitors.
- ☐ Advise the Lead PIO and OA EOC Public Information Manager of times for news conferences and community meetings.



6.6 Field Unit Leader

The Field Unit Leader – Responsible for all of the following activities (may be delegated as necessary):

- ☐ Coordinate with the Safety Officer to ensure it is safe to escort others to the incident scene.
- ☐ Ensure media are properly equipped and informed.
- ☐ Escort media to incident scene or other field locations.
- ☐ Take photos and video of incident scene and provide to Information Production Unit Leader.
- ☐ Gather facts from incident scene and provide to Information Gathering and Verification Unit Leader.
- ☐ Disseminate approved incident information to members of the media and public, provided by the Information Dissemination Unit Leader.
- ☐ Update and maintain approved information posted at trapline locations.
- ☐ Ensure information posted in traplines is current and free from discrepancies or inaccuracies
- ☐ Ensure no conflicting information is posted on traplines from outside groups
- ☐ If possible, stay at trapline to answer community questions and concerns



6.7 JIC Administration Unit Leader

The JIC Administration Unit Leader – Responsible for all of the following activities (may be delegated as necessary):

- ☐ Create and maintain JIC documentation, including daily JIC assignments, daily sign in sheets and staffing schedules
- ☐ Create and maintain a casebook with all public information about the incident that can be used for post-incident information requests and evaluations. The casebook should contain:
 - ☐ All news releases, fact sheets, talking points and key messages generated by the JIC, with signed approvals from the IC/UC or DES.
 - ☐ Copies of all news clips
 - ☐ Copies of all JIC-produced videos, photographs, maps and other visuals
 - ☐ Media contact log
 - ☐ Copies of legal notices
 - ☐ Copies of all incident-specific reports that contain daily updates, pollution reports, air quality reports, situation reports, public health reports, etc.



7. Planning Assumptions

- Emergencies and disasters may occur anytime with little to no warning, and may result in extensive injuries, deaths and damage.
- An effective public education campaign that focuses on actions the community must take to prepare for disasters will help save lives and property.
- In an emergency situation, there will be a high demand for timely and accurate information regarding the entire incident response and any specific protective actions the community must take for their safety and well-being.
- The local media plays an essential role to broadcast, publish, and post on all available platform's disaster-related instructions for the community.
- Depending on the severity of an emergency, regional and national media may also cover the story and increase substantially the demand for information and comment from local officials.
- Normal means of communication in the affected areas may be extensively damaged or unavailable; therefore, limited and incomplete information from the incident response is anticipated until redundant communication systems are established.
- Information is often incomplete during a disaster. Rumors spread quickly on traditional and social media and it may be hours before officials validate complete information. The lack of information, contradictory information, or rumors may cause unnecessary fear and confusion.
- Upon activation of the OA EOC, a standing objective is to establish, maintain and support the JIS. Responding agencies will provide information to the JIS to address community concern about the incident, response activities and necessary protective measures for the public. A functioning JIS ensures the same accurate information is disseminated to the public.
- During a countywide or large disaster, a Joint Information Center (JIC) may be established to coordinate the dissemination of information about all city, special district, tribe, county, State and Federal disaster response and recovery programs.
- An activated JIC will disseminate information to the community faster, more accurately, more thoroughly, and with less risk of conflict compared to when it is segregated among different agencies.
- The JIS and OA JIC may be activated with or without the activation of the OA EOC. Cities within Riverside County may also activate city-specific JICs. The State of California may also activate a JIC for state agency information.
- The activation of the JIS and OA JIC, if necessary, will result in the pooling of public information resources so that each agency is coordinating together with far greater efficacy than if it was functioning alone.
- Trained support personnel will be sufficiently available from both impacted and non-impacted jurisdictions to support the activities of the JIS. Should the needs of the incident be greater than the available PIOs within the OA, the OA will request Emergency Management Mutual Aid (EMMA) from throughout California, and if necessary, Emergency Management Assistance Compact (EMAC).
- The demand for information from the media will be significantly increased in a disaster, and will likely include national and international media outlets, in addition to established local media relationships.
- News releases from State of California agencies shall be coordinated with the designated County PIO and/or JIS so as not to conflict with local releases originating from the IC/UC or EOC.
- Rumor control procedures directed by the designated County PIO, and/or Lead PIO within the JIS, should prevent incorrect information from affecting emergency response activities.
- Response agencies within the OA maintain listings of media contacts and rely on those contacts and networks for the dissemination of emergency public information. The OA EOC and JIC will have



access to these media contact lists during activations.

- The County of Riverside Emergency Management Department maintains multiple alerting tools to communicate directly with the public during an incident to inform them of protective actions they must take for their safety and well-being, reference ESF 16: Alert & Warning. Multiple city jurisdictions also maintain city-specific alerting tools to communicate directly with impacted community members. The JIS will have the ability to disseminate coordinated information using these alerting tools through the OA EOC and/or city EOCs.
- Depending on the severity of the incident, telephone and internet communications may be sporadic, interrupted or impossible. In addition, local radio, online media outlets and television stations without emergency power may also be off the air. During these situations, non-traditional means of communicating with the media and directly to impacted community members must be established and implemented. Non-traditional means of communicating include setting up trap lines in shelters or local assistance centers, town hall and community meetings, in addition to traditional news conferences and news releases.
- The JIS will schedule regular conference calls among PIOs from impacted jurisdictions who are not able to physically collocate at the OA JIC. These conference calls will schedule news conferences and town hall meetings among all impacted jurisdictions to ensure they do not conflict with each other.



Attachment A – JIC Activity Log

August 2019



Media Inquiry Log

Date:[illegible]



General Inquiry Log

Date:

Emergency Support Function 15
Joint Information System



JIC Sign In Sheet

Date:

[illegible]



Rumors and Trends Log

Date:

[illegible]



Attachment F – News Release Template

RIVERSIDE COUNTY
OPERATIONAL AREA
NEWS RELEASE
IMPACTED JURISDICTIONS LOGOS

FOR IMMEDIATE RELEASE

Contact: Media Relations Unit Leader
phone number, email

Title – 28 pt. font

NAME OF CITY – Body of text.

- 30 -



Attachment G – Fact Sheet Template

RIVERSIDE COUNTY
OPERATIONAL AREA
FACT SHEET

IMPACTED JURISDICTIONS LOGOS

FOR IMMEDIATE RELEASE

Contact: Media Relations Unit Leader
phone number, email

Title – 28

pt. font

NAME OF CITY – Insert applicable facts, charts, graphs, bullet point lists.



Attachment G – Message Map Template

Message Map Template
Risk Communication Workshop
Vincent T. Covello, Ph.D.
© 2002

Stakeholder:

Question/Concern/Issue:

Key Message 1.

Keywords:

Key Message 2.

Keywords:

Key Message 3.

Keywords:

Keywords:
Supporting
Information
1.1

Keywords:
Supporting
Information
2.1

Keywords:
Supporting
Information
3.1

Keywords:
Supporting
Information
1.2

Keywords:
Supporting
Information
2.2

Keywords:
Supporting
Information
3.2

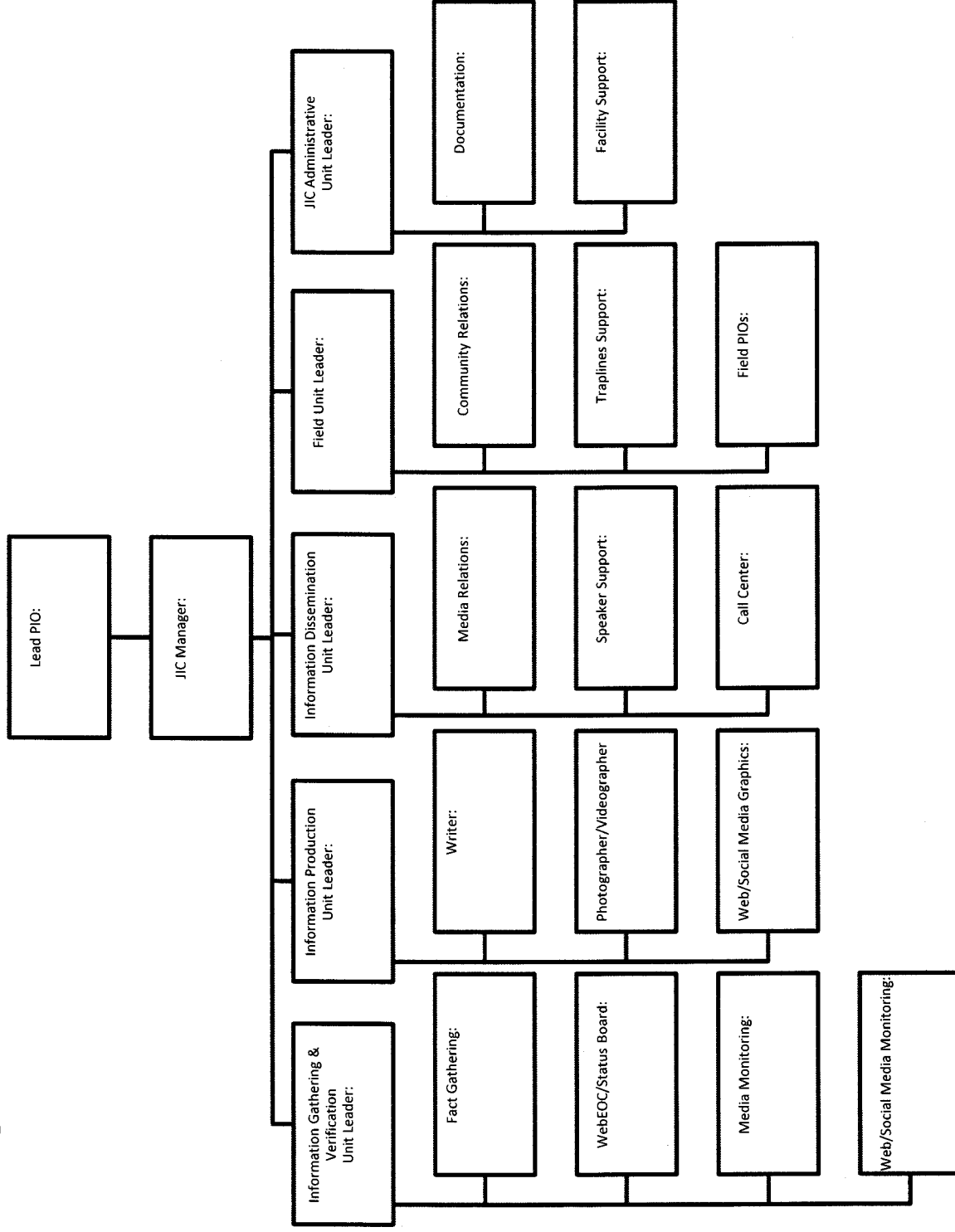
Keywords:
Supporting
Information
1.3

Keywords:
Supporting
Information
2.3

Keywords:
Supporting
Information
3.3



Attachment H – Organizational Chart





Attachment I – Alert and Warning Templates

1. Mandatory Evacuation - All Hazards

- a. **Voice message:** This is an alert from the [jurisdiction name]. _____ [insert hazard, e.g. a fire] is affecting the area(s) of _____. The following area is ordered to evacuate: [list streets or easily identifiable communities; e.g., west of Main St, east of A St, North of B St, South of C St]. A shelter is open at _____ [list location name]. For more information, please call (provide jurisdiction phone number) or visit (insert responding jurisdiction's website). In case of emergency, dial 911.
- b. **WEA/IPAWS text-** [Community name] is ordered to evacuate. Shelter open at [shelter location], call [phone number]
- c. **Approved by:** _____
(Name, position, date, time)

2. Voluntary Evacuation – All Hazards

- a. **Voice message -** This is an alert from the [jurisdiction name]. _____ [insert hazard, e.g. a fire] is affecting the area(s) of _____. The following area must prepare for evacuation: [list streets or easily identifiable communities; e.g., west of Main St, east of A St, North of B St, South of C St]. A shelter is open at _____ [list location name]. For more information, please call (provide jurisdiction phone number) or visit (insert responding jurisdiction's website). In case of emergency, dial 911.
- b. **WEA/IPAWS text-** [Community name] must prepare to evacuate. Shelter open at [shelter location], call [phone number]
- c. **Approved by:** _____
(Name, position, date, time)

3. Shelter In Place – All Hazards

- a. **Voice message -** This is an alert from the [jurisdiction name]. _____ [insert hazard, e.g. a fire] is affecting the area(s) of _____. You must stay or go inside, close all windows and doors. [If applicable, add: Turn off heating and air conditioning systems.] Wait for further instructions. For more information, please call (provide jurisdiction phone number) or visit (insert responding jurisdiction's website). In case of emergency, dial 911.
- b. **WEA/IPAWS text –** Hazardous materials by [Community name]. Stay inside close windows doors and turn off AC.
- c. **Approved by:** _____
(Name, position, date, time)

4. All Clear

- a. **Voice message -** This is an alert from the [jurisdiction name]. The evacuation orders for the following areas have been lifted: [insert areas where evacuations are lifted]. Please use caution returning home. In case of emergency, dial 911.



- b. **WEA/IPAWS text** – Evacuation orders for [Community name] are lifted. Use caution returning home.
- c. **Approved by:** _____
(Name, position, date, time)

5. Boil water advisory

- a. **Employee call** - This is an official message from the Riverside County Public Health Department. A boil water advisory was issued. You are asked as a precaution to bring your water to a rolling boil for one minute and cool before drinking or cooking. This is a precaution and water tests are ongoing. For additional information, please call (*provide phone number*) or visit www.rivcoph.org. In case of emergency, dial 911. Thank you.
- b. **WEA/IPAWS text** - Boil water advisory issued, bring water to a rolling boil for 1 min before drinking.
- c. **Approved by:** _____
(Name, position, date, time)



Attachment J – Satellite Phone Directory



EMD Staff Satellite Phone Numbers

First Name	Last Name	Branch	Position	Satellite Phone Number
Bruce	Barton	BFD	EMD Director	8816-234-86286
Mark	Bassett	OPS	Emergency Services Manager	8816-234-40093
Dan	Bates	REMSA	Senior Emergency Medical Services Specialist	8816-234-17031
Jose	Contreras	OPS	Emergency Services Coordinator	8816-224-37854
Dennis	Day	OPS	Emergency Services Coordinator	8816-224-68710
Trevor	Douville	REMSA	Emergency Management Program Supervisor	8816-514-59246
Stacie	Kelly	OPS	Emergency Services Coordinator	8816-234-40088
Michelle	Kelly	OPS	Emergency Management Program Supervisor	8816-234-49227
Ramon	Leon	BFD	EMD Deputy Director	8816-224-67997
Ralph	Mesa	OPS	Emergency Services Coordinator	8816-224-32375
Shane	Reichardt	OPS	Senior Public Information Officer	8816-224-37852
Diana	Rockot	OPS	Emergency Services Coordinator	8816-234-40071

Department of Public Health

First Name	Last Name	Branch	Position	Satellite Phone Number
Joara	Cole	Disease Control	Program Chief II	8816-224-92092
Danielle	Huntsman	Public Health	Deputy Director	8816-224-92098
Cameron	Kaiser	Public Health	Public Health Officer	8816-224-92091
Susan	Mora	Public Health	Deputy Director	8816-224-92095
Michael	Osur	Public Health	Assistant Health Director	8816-224-92094
Errin	Rider	Public Health Lab	Program Chief II	8816-224-92093
Kim	Saruwatari	Public Health	Director of Public Health	8816-224-92096

California Office of Emergency Services

First Name	Last Name	Branch	Position	Satellite Phone Number
Jim	Acosta	CAL OES Southern Region	Senior Emergency Services Coordinator	888-816-5015
Karla	Benedicto	CAL OES Southern Region	Emergency Services Coordinator	877-276-9265
Sonia	Brown	CAL OES Southern Region	Senior Emergency Services Coordinator	888-823-4729
Cody	Gallagher	CAL OES Southern Region	Emergency Services Coordinator	888-823-4729
Doug	Huls	CAL OES Southern Region	Emergency Services Coordinator	888-816-5011
Sherryl	Jones	CAL OES Southern Region	Emergency Services Coordinator	Pending
Yolande	Love	CAL OES Southern Region	Emergency Services Coordinator	877-568-2796
Jenny	Novak	CAL OES Southern Region	Emergency Services Coordinator	877-314-5719
Joanne	Phillips	CAL OES Southern Region	Senior Emergency Services Coordinator	877-327-2166
Cruz	Ponce	CAL OES Southern Region	Emergency Services Coordinator	888-823-4738
Jeff	Toney	CAL OES Southern Region	Regional Administrator	877-469-2971
Dan	Weiss	CAL OES Southern Region	Deputy Regional Administrator	888-823-4735



Attachment K – Translation Services

The County of Riverside has contracts with the following providers for American Sign Language services:

1. Western Interpreting Services
2. RISE Interpreting, Inc
3. Dayle McIntosh

The JIS/JIC Manager must complete a Sign Language Interpreter Request Form found on the County of Riverside's Human Resources website. The form must be complete and signed by the EOC Director and routed to the Logistics Section for processing. For increased chances to locate two qualified ASL interpreters in time for the news conference or community meeting, provide as much notice as possible to the interpreting agencies and note the event will be broadcasted and/or livestreamed on social media channels.

For Spanish translation, the EOC Alert & Warning section will staff a Spanish interpreter to translate all Alert RivCo messages and social media messages. When the EOC Information Line is active, a Spanish call taker will be available at all times. Spanish speaking responders to the EOC are regularly employed County of Riverside employees who receive bilingual pay.

Spanish speaking translators will also be available at all community meetings to assist with translation for Spanish-speaking residents.



Emergency Support Function 16: Evacuation and Re-Entry

County of Riverside

Riverside County Operational Area (OA)



August 2019

Riverside County
Emergency Management Department

Portions of this document may contain sensitive information pertaining to the deployment, mobilization, and tactical operations of Riverside County in response to emergencies and disasters. The vast majority of this plan is available for public review. Refer any request for a copy of this document to County of Riverside Emergency Management Department (951) 358-7100.



Riverside County EOP Emergency Support Function #16: *Evacuation and Re-Entry*

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1. Introduction

1.1 Coordinating and Supporting Departments

Lead Agency	Riverside County Sheriff's Department
Supporting Agencies	Riverside Emergency Animal Rescue System (REARS) Riverside County Emergency Management Department (EMD) Riverside University Health System-Public Health (RUHS-PH) Riverside University Health System - Behavioral Health (RUHS-BH) Riverside County Department of Environmental Health (DEH) Riverside County Office on Aging Riverside County Agricultural Commissioner's Office Cal OES Law Enforcement Mutual Aid Region VI American Red Cross (ARC) Volunteers Active in Disasters (VOAD) California Highway Patrol (CHP) Transportation agencies

1.2 Emergency Support Function Responsibilities

Department	Responsibilities
Riverside County Sheriff's Department, Evacuation and Re-Entry Unit	<ul style="list-style-type: none">▪ Establish evacuation strategy for impacted area(s)▪ Coordinate evacuation alert and warning to allow people maximum time to evacuate▪ Coordinate evacuation transportation routes with local and state agencies▪ Ensure shelter locations and evacuation routes are aligned▪ Coordinate with the OA EOC Logistics Section to obtain required supplies, equipment, and personnel for evacuation▪ Coordinate evacuation transportation for people with disabilities an access and functional needs▪ Coordinate with local transportation systems to provide assets for transportation▪ Coordinate the location for evacuation assembly points▪ Ensure communications are available between key evacuation locations and evacuation vehicles▪ Coordinate animal evacuation resources▪ Coordinate with Hazardous Materials Team to determine evacuation versus shelter-in-place criteria▪ Coordinate with other local authorities, and the Regional Emergency Operations Center as necessary, to ensure that the public, including people with disabilities and AFN, is aware of the timeline, stages, and major routes and means of evacuation



Department	Responsibilities
	<ul style="list-style-type: none">▪ Coordinate public safety and security resources will be required to support the evacuation▪ Coordinate with specialty vehicles (e.g., Para-transit like vehicles) that will be required to support the evacuation▪ Begin planning for evacuee re-entry strategy, which includes all the tasks listed above
Supporting Agencies	<ul style="list-style-type: none">▪ Provide direct support for the Riverside County Sheriff's Department field level and OA EOC evacuation response and re-entry operations▪ Maintain communication with Riverside County Sheriff's Department representatives▪ Provide regular situation status updates▪ Provide transportation vehicles for evacuations▪ Staff agency DOC and/or the OA EOC as required▪ Activate and operate a shelter

1.3 Purpose

The Evacuation and Re-Entry Functional Emergency Support Function (ESF) provides an overview of evacuation functions, agency roles and responsibilities, and overall guidelines for the evacuation of people and animals from hazardous areas to areas of safety in incidents with and without warning. It describes the coordination of participating organizations and how the Riverside County Operational Area (OA) will manage the evacuation process before, during, and after the emergency. It 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.

1.4 Scope

This ESF applies to the OA, including all jurisdictions and special districts. It is intended to address the evacuation needs of the whole community. It is not intended to address the evacuation of any specific facility, such as a hospital, school, or assisted living center. Such facilities are required to have their own evacuation strategies. This ESF provides the following information:

- Criteria under which the County will support the evacuation process
- Agencies and organizations involved in supporting the evacuation function
- Roles and responsibilities of agencies in preparing for and conducting evacuations
- Concept of operations for carrying out an evacuation
- Guidelines to improve coordination when an evacuation is required



2. Concept of Operations (ConOps)

2.1 General Concepts

This ESF provides strategies to move large numbers of people out of harm's way in time to avoid being negatively impacted by an emergency. For most people, this will entail guidance to support their self-evacuation. For others who have access and functional needs, the Riverside Operational Area Emergency Operations Center (EOC) will need to coordinate or support local jurisdictional plans for the mass transportation assets needed to assist in evacuations.

This Concept of Operations will outline the following elements of the evacuation and re-entry function:

- Evacuation and Re-Entry Primary Roles
- Evacuation Planning Considerations
- Law Mutual Aid
- Information Flow
- Organization and Structure
- Notification and Activation Procedures
- Designated Response Actions
- Deactivation Procedures

2.2 Overview

The ESF will follow basic protocols set forth in the OA EOP and the California Master Mutual Aid Agreement, which dictate who is responsible for an evacuation effort and how regional resources will be requested and coordinated. The overall objectives of emergency evacuation operations and notifications are to:

- Expedite the movement of persons from hazardous areas.
- Institute access control measures to prevent unauthorized persons from entering vacated, or partially vacated areas. The Riverside County Sheriff's Department (RCSD) or jurisdictional law enforcement agency 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.
- Provide for evacuation to appropriate transportation points, evacuation points, and shelters.
- Provide 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.
- Provide for the procurement, allocation, and use of necessary transportation and law enforcement resources by means of mutual aid or other agreements.
- Control evacuation traffic.
- 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 re-entry communications to the public through the Joint Information Center (JIC).
- Assure the safe re-entry of the evacuated persons.

The Riverside County Sheriff's Department (RCSD) is the lead agency for executing evacuations of the unincorporated areas of Riverside County. In the incorporated cities, local law enforcement (or the Sheriff in contracted cities) will be the lead agency for executing evacuations. The RCSD, as part of Unified Command, assesses and evaluates the need for evacuations, and orders evacuations according to established procedures, which are outlined in this annex. Additionally, as part of the Unified Command, the RCSD 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 other jurisdictions.

The Decision to Evacuate

The decision whether to evacuate or shelter-in-place must be carefully considered with the timing and nature of the incident. This decision is made by first responders in the field by the established Incident Command (IC) or Unified Command (UC). An evacuation effort involves an organized and supervised effort to relocate people from an area of danger to a safe location. Tactical decisions, such as detailed evacuation areas, specific routes, road closures and temporary evacuation points are decided in the field by IC or UC based upon the dynamics of the incident.

Coordination of the Evacuation Process

If the emergency only impacts a local jurisdiction, the decision to evacuate will be made at the local jurisdiction level with regional collaboration.

- 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.
- The OA EOC may make recommendations on whether a jurisdiction should evacuate and may help coordinate the evacuation effort.
- 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 and the OA EOC will be activated,



including the OA EOC JIC.

- The OA EOC will begin obtaining situational awareness, understanding the severity of the incident.
- The OA EOC will coordinate with fire, law enforcement, public health, and other relevant support agencies to obtain recommendations on protective actions.
- The OA EOC will coordinate with jurisdictional EOCs, emergency management personnel and other public safety personnel. The Policy Group within the EOC will coordinate with jurisdictional leaders across the OA to identify command decisions, including:
 - Gaining regional situational awareness
 - Determining response status
 - Reviewing status of initial protective actions
 - Considering additional protective actions
 - Evaluating public information needs
 - Determining next steps
 - Establishing a schedule for internal and external updates
- The OA EOC JIC will coordinate emergency public information to citizens in accordance with procedures established in the Joint Information System (JIS) annex of the OAEOP
- The OA EOC may support coordinating the evacuation response according to the OA EOP, including:
 - Providing transportation for those who need assistance through the activation of emergency transportation services agreements
 - Provide support for individuals with disabilities and others with access and functional needs during the evacuation process, which may include, but is not limited to, providing assistance with wayfinding, supervision, and language interpretation
 - Coordinate and communicate with 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

Evacuation Nomenclature

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.

Riverside County will utilize nomenclature contained 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 time dependent 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 citizens 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.



2.2 Evacuation Primary Roles

All agencies and organizations that will support the OA EOC Evacuation Re-Entry Unit are responsible for designating and training representatives of their agency and ensuring that appropriate agency specific standard operating procedures are developed and maintained. Agencies must also identify staff and maintain notification procedures to ensure appropriately trained agency personnel are available for extended emergency duty in the County EOC, agency DOC, or field command posts, as needed.

2.2.1 Riverside County Sheriff's Department Operations Center (DOC)

During any evacuation event that exceeds normal Riverside County Sheriff's Department capacity, the Riverside County Sheriff's Department Operations Center (DOC) will be activated. The Sheriff's DOC will coordinate evacuation and re-entry activities and overall Riverside County Sheriff's Department emergency response. In the event the OA EOC is activated, the EOC Law Enforcement Branch will activate the Evacuation Re-Entry Unit to coordinate the countywide evacuation and re-entry functions. Incident information and resource needs will be communicated from the Sheriff's DOC to the OA EOC Law Enforcement Branch.

The following functions will take place at the Sheriff's DOC:

- Assessment of the current situation and resource status
- Determination of immediate future needs
- Assess incident scene to determine evacuation operation needs.
- Assess stability for law operations and determine resource needs.
- Allocation of reserve resources
- Coordination of RCSD activities
- Initiation of off-duty personnel recall
- Request mutual aid through the Operational Area Law Enforcement Mutual Aid Coordinator
- Staff resource staging areas
- Support the OA Law Enforcement Mutual Aid Coordinator in acquiring mutual aid resources, as necessary
- Complete and maintain status reports for major incidents requiring or potentially requiring OA, Federal, and/or State response
- Maintain the status of unassigned law enforcement resources

2.2.2 Riverside Operational Area EOC (OA EOC) Law Enforcement Branch

During an activation of the OA EOC, evacuation and re-entry law enforcement functions will be coordinated through the EOC Law Enforcement Branch. The evacuation mission of the OA EOC Law Enforcement Branch is to obtain Sheriff's DOC situation reports and requests and to coordinate requests for resource support that fall outside of the Law Enforcement Mutual Aid System. Mutual Aid requests will be coordinated through the Sheriff's DOC. The branch will



supply the Sheriff's DOC with information, situational awareness and countywide objectives developed in the OA EOC. The Law Enforcement Branch will link the OA EOC to the following:

- Sheriff's DOC
- Incident Command for incidents under the management of law enforcement services, as appropriate
- Evacuation teams
- Shelters
- Transportation agencies
- Supporting agencies

2.2.3 Evacuation Re-Entry Unit

In the event the OA EOC is activated, the EOC Law Enforcement Branch will activate the Evacuation Re-Entry Unit to coordinate the countywide evacuation and re-entry functions.

Overarching Responsibilities

- Request and coordinate regional resources under the California Master Mutual Aid Agreement
- Serve as the primary agency for evacuation and re-entry activities with other agencies playing supporting roles
- Base evacuation decisions on the specifics of the incident. Factors such as characteristics of the populations affected, capacity to move or shelter people, roadway conditions, health and safety issues, and the duration of sheltering will be instrumental in making the decision to evacuate or to shelter-in-place
- Coordinate regional evacuation efforts through the OA EOC
- Decisions to evacuate for OA jurisdictions will be made at the local jurisdiction level with regional collaboration considerations
- Identify ground transportation corridors in the Riverside County OA to use as primary evacuation routes during an evacuation
- Assist people at risk in evacuating when officials recommend evacuating
- Encourage individuals that are refusing to evacuate, regardless of the threat, to evacuate
- Provide transportation to evacuees without access to personal vehicles
- Assist in evacuating individuals with access of functional needs by providing transportation. Ensure any durable medical equipment is transported with the disabled person
- Evacuate service dogs with their disabled owner
- Ensure shelters for disabled evacuees accept service dogs

2.3 Evacuation and Re-Entry Planning Considerations

Evacuation is a process by which people are moved from a place where there is immediate or anticipated danger to a place of safety, offered appropriate temporary shelter facilities, and when the threat to safety is gone, enabled to re-enter the evacuated area to return to their normal activities, or to make suitable alternative arrangements.



2.3.1 Evacuation Operations

An evacuation of any area requires significant coordination among numerous public, private, and community/non-profit organizations. The event may or may not allow time for responders to conduct evacuation notification in advance of immediate threat to life safety. Incidents may occur with little or no notice and certain evacuation response operations will not be feasible. Every attempt will be made to assist residents with safe evacuation and risks to first responders is an additional important consideration. Residents are encouraged to help their neighbors, friends, and family to evacuate if doing so will not cause danger to themselves or others.

The County will coordinate with cities in the OA, the region, and the State concerning the destinations for evacuees and the flow of transportation assets and will ensure the jurisdictions receiving evacuees from an impacted area agree to accept these individuals prior to evacuation. Local jurisdictions will work with law enforcement agencies to identify and establish evacuation points. These evacuation points will serve as temporary safe zones for evacuees and will provide basic needs such as food, water, and restrooms. Some evacuation points may be converted into shelter locations if necessary. Coordination with any state and Federal support will be through the Operational Area.

If the County is contemplating an evacuation, appropriate lead time must be figured into the planning. It may be necessary to activate evacuation plans as much as 72 hours prior to the time an evacuation is likely to be ordered. Resources may need to be mobilized as much as 48 hours prior to the start of evacuations to have sufficient capacity in place once the evacuation order is given.

There are limits in weather forecasting, including the variables in the track, intensity, and forward speed of weather systems. This makes it difficult for decision makers to commit costly resources in a timely manner.

There are interdependencies between shelters and transportation, such as the transportation assets needed to carry out evacuations are based on the number of people needing to be evacuated, the availability of privately-owned transportation vehicles, the number of evacuees with special mobility and medical needs, the time available to conduct evacuation operations, and the distance to and availability of shelters. If shelters are located too far away, transportation assets may be able to only make one trip. It is critical to identify shelters for the general population and people with disabilities and others with access and functional needs that are as close as safely possible. The designation and distance to shelters for household pets or shelters that will accommodate pets is also important.

The needs of children must be recognized and considered during evacuations. In a spontaneous evacuation, large numbers of children could be located away from their parents, in schools, childcare facilities, or other locations. Reunification of children separated from their parents will be an issue during evacuations, and planning must be given to accomplishing this.

2.3.2 Law Enforcement Mutual Aid



The Riverside County Sheriff's Department is located within Mutual Aid Region VI and the Southern Administrative Region. The Riverside Sheriff serves as the OA Law Enforcement Mutual Aid Coordinator and is responsible for the overall coordination of law enforcement mutual aid in the Riverside County OA. If an evacuation response exceeds normal Riverside County Sheriff's Department capacity, a request for mutual aid assistance will be made through the Law Enforcement Mutual Aid System. When local law enforcement resources have been exhausted within the OA, the OA Law Enforcement Mutual Aid Coordinator, or an alternate, will submit resource requests to the Region VI Law Enforcement Mutual Aid Coordinator. If the Regional Law Enforcement Mutual Aid Coordinator determines resources are insufficient within the region, he/she will then contact the Cal OES Law Enforcement Mutual Aid Coordinator who will contact all necessary Regions within the state. The Cal OES Law Enforcement Branch Chief serves as the State Law Enforcement Mutual Aid Coordinator and manages the statewide response. The Cal OES Law Enforcement Branch can also assist a local agency in seeking the assistance of federal law enforcement agencies or resources, e.g., the Federal Emergency Management Agency, the US Department of Justice, or other agencies.

2.3.3 Evacuation and Care of Animals

The Pets Evacuation and Transportation Standards Act of 2006 amends the Stafford Act, and requires evacuation plans to consider the needs of individuals with household pets and service animals, prior to, during, and following a major disaster or emergency. The Riverside County Department of Animal Services has plans in place to transport and shelter pets in a disaster. Supporting organizations, such as the Riverside Emergency Animal Rescue System (R.E.A.R.S.) and the Riverside Humane Society, and private animal care shelters will assist in the rescue, transport, and sheltering of small and large animals. MOUs need to be formalized with other agencies/organizations, especially for the transportation of large animals, such as horses. Owners of livestock are responsible to transport their animals, but the Riverside County OA will assist in identifying locations to evacuate the animals to. Only non-emergency resources and personnel, such as public and private animal services agencies, will be used to rescue and transport animals during an evacuation effort.

It is assumed that residents that have their own means of transportation will evacuate with their small household pets. Residents that do not have access to vehicles will need to secure their pets in cages or carriers as they arrive at the transportation points. Animal Control Officers will work with animal services agencies and volunteers to develop an animal tracking methodology. If these residents do not have the required cages or carriers, they will be asked to secure their animals in their homes. This strategy places responsibility upon individual owners and will require a public education component that informs the public that carriers, cages, or trailers will be required for pet evacuations and recommends that pet owners microchip their animals for identification purposes. It is recognized that owners may refuse to evacuate their homes if they are required to leave their pets behind. Individual jurisdictions will need to identify strategies to address pet evacuations.

2.3.4 Sheltering of Evacuees

The decision on whether to evacuate or shelter-in-place must be carefully considered with the timing and nature of the incident. An evacuation effort involves an organized and supervised effort to relocate people from an area of danger to a safe location. Although evacuation is an effective means of moving people out of a dangerous area, due to its complexity and the



stress it puts upon the population, it is considered as a last resort option. Sheltering-in-place is the practice of going or remaining indoors during or following an emergency event. This procedure is recommended if there is little time for the public to react to an incident and it is safer for the public to stay indoors for a short time period rather than travel outdoors. Sheltering-in-place may be a more effective protection measure than an evacuation, especially following a chemical, radiological, or biological incident. Sheltering-in-place also has many advantages because it can be implemented immediately, allows people to remain in their familiar surroundings, and provides individuals with everyday necessities such as the telephone, radio, television, food, and clothing. However, the amount of time people can stay sheltered-in-place is 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 that are not directly impacted or in the direct path of a hazard. This will reduce congestion and transportation demand on the major transportation routes for those that have been directed to evacuate by Police or Fire personnel.

All shelters should be Americans with Disabilities Act compliant throughout the facility to ensure that persons with disabilities can access all amenities. All potential shelter sites should be assessed for parking, accessibility, and restroom accommodations to determine if these sites are Americans with Disabilities Act compliant.

When it is not possible to have citizens shelter in place, the population will need to be evacuated and transported, as necessary, to shelters. The County of Riverside has planned for shelters in collaboration with the American Red Cross (ARC). The ARC approved shelter sites only represent potential sites that may be activated during an evacuation. During an emergency, shelters are activated once an initial safety assessment is conducted to determine which sites are not in an unsafe location. It is probable that other unofficial shelters will be activated by faith-based organizations and other public and private agencies. Jurisdictions should recommend that residents work with authorities to identify shelter locations. In a large event, spontaneous or non-traditional shelters are likely to appear in the OA. Spontaneous shelters are sites that are not requested or physically supported by the ARC, OA, or local jurisdictions. Moreover, the OA may not be aware that these shelters are in operation. The spontaneous shelters may be operated by volunteer organizations that may not be known to response agencies or formally established.

The shelter organizations can manage and equip the shelter on their own or may request support from the OA and the ARC. When a spontaneous shelter receives operational support from the ARC or the OA, it becomes a government-sanctioned shelter. As such, it must follow the guidance and information needs of the OA, including adherence to operating policies and procedures, providing standardized services, and submitting daily status reports.

2.3.5 Evacuation of People with Disabilities and AFN

People with disabilities and others with access and functional needs may need practical and/or functional assistance in communication, mobility, maintaining independence, and medical care. Members of the population that are disabled or others with access and



functional needs may require additional support or assistance. Service dogs will be evacuated with their owners.

There will be requirements for the transportation, sheltering and care of animals, including, but are not limited to, service dogs (per the ADA definition). The ADA defines service animals as any guide dog, signal dog trained to aid an individual with a disability including, but not limited to guiding individuals with impaired vision, alerting individuals with impaired hearing, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. Under the ADA regulations, service dogs have access to the same facilities as the humans they serve. It is the law that shelters *must* accommodate service dogs.

The tracking, embarkation, transportation, care, feeding, and sheltering of household pets can significantly impact the ability to safely evacuate the general population. The County will consider alternative methods for owner and pet evacuation, such as identifying and providing locations to which household pets may be evacuated; providing logistical support for the care, immunization, and quarantine of household pets; providing specifications for vehicles that can be used to evacuate household pets; coordinating with private industry for household pet evacuations; and, planning for the co-location of pet shelters near general populations when possible.

2.3.6 Special Evacuation Considerations

It is essential that accurate and timely information is provided to evacuees en-route during an evacuation effort. Evacuees must be provided real-time information updates regarding road conditions, evacuation routes, and availability of shelters, evacuation times, and other vital information. Travel and evacuation information can be provided through the Emergency Alert System (EAS) or the Alert Rivco, portable electronic messaging 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.

If evacuation of public schools is required, students will normally be transported on school buses to other schools outside the risk area. It is essential that the public is provided timely information on where parents can pick up their children and the security procedures that are in place to ensure their protection. In addition, it is assumed that transportation arrangements can be made with hotels/motels for the evacuation of tourists.

Evacuation efforts may be impacted when they are done in response to a large-scale hazardous materials (HazMat) incident. Evacuation decision makers will consult with available local HazMat officials as appropriate regarding the location of embarkation sites and evacuation routes. Riverside County will retain primary responsibility for victim screening and decontamination operations when necessary in response to a HazMat incident. Appropriate personnel and equipment must be available.

An evacuation could present a range of implications for many of the critical infrastructure and key resources (CIKR) sectors within the impacted area. The evacuation could directly affect CIKR operations, supply lines, and/or distribution systems.

2.3.7 Access and Control Security

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.

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 will be established through staffed checkpoints, 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 sightseeing 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; and
- Media representatives

Law enforcement will be present at designated evacuation and transportation points and shelter sites for security, crowd control, and to deter criminal activity. Local law enforcement agencies can request mutual aid from the Riverside County Sheriff 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 roadblocks. Law enforcement should also consider making allowances at blockades, shelters, and other impacted areas for attendants, home health aides, visiting nurses, guide animals, and other individuals that are crucial to the immediate health care needs of people with disabilities.

2.3.8 Re-Entry Planning Considerations

Evacuation coordination will include considerations to facilitate return of evacuated residents. Re-entry will be initiated by the OA EOC Director, based on clearance from the Incident Commander, in consultation with the Operations Section Chief at the OA EOC. The Evacuation and Re-Entry Unit will coordinate the re-entry procedures with all involved agencies and ensuring effective communication. In the event the OA EOC has been deactivated, the Incident Commander will initiate re-entry procedures. Priorities for re-entry include:

- Safety
- Security
- Damage Assessment
- Restoration of Services
- Communication of Information

The impacted areas must be thoroughly investigated to ensure it is safe for residents to return and normal operations have been restored. This assessment will include verification that:

- Structures and trees are deemed safe;
- Damage and safety assessment have been completed;
- There are no leaking or ruptured gas lines or downed power lines;



- Water and sewer lines have been repaired;
- Search and rescue operations have been completed;
- There are no hazardous materials that can threaten public safety or appropriate warnings have been issued;
- Water has been deemed safe or appropriate warnings have been issued;
- Major transportation routes are passable, and debris has been removed from public right-of-way; and
- There is no threat to public safety and other significant hazards have been eliminated

The public will be notified of the re-entry status through emergency broadcast radio, television, press releases, internet, 211, Alert RivCo, community briefings, and informational updates at shelters. 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. Law enforcement personnel should staff re-entry points.

Transportation resources will have to be coordinated to return evacuees that require transportation assistance from evacuation points or shelters back to their communities. Traffic management plans will need to be established for the return of evacuees, which include the identification of preferred travel routes. Relief agencies such as the American Red Cross and the Riverside University Health System-Public Health will also need to work closely with residents to provide information material and assistance.

When people are permitted to leave the shelters and return to their homes, there is a potential that people with disabilities or AFN may not be able to enter their homes, especially if required ramps or other means of access have been destroyed. Due to these considerations, short-term housing must be identified that can accommodate the needs of personnel with disabilities. Potential sites could be hotels or motels, apartment buildings, or portable trailers with ramps. It is also important that these temporary housing sites are in proximity to necessary support networks.

Each local jurisdiction EOC will be responsible for making the determination that re-entry has been completed for its jurisdiction, and promptly informing the OA EOC. Following confirmation from all affected jurisdictions that the re-entry process is complete, the OA EOC will notify every local EOC in the affected area of the date and time of completion.

2.4 Information Flow

Evacuation and Re-Entry ESF operations include communication across several coordination levels during an incident requiring evacuations. The following information provides an overview of the coordination levels that maintain communication during a law enforcement event, showing the relationship between the coordination levels.

Field Operations

- Conduct necessary activities to evacuate the population from a hazardous area and secure the area until the evacuation order is cancelled, and re-entry of the population is complete.



- Submit situation status reports to the Sheriff's DOC or OA EOC

Incident Command Post / Unified Command (ICP / UC)

- Coordinate field operations and resource utilization
- Maintain communications with Sheriff's DOC

Branches (if activated)

- Maintain contact with field divisions

Sheriff's DOC

- Maintain constant communication with Incident Commander and/or branches regarding the status of field operations
- Receive requests for resources from the field; fulfill requests internally or coordinate requests with the OA EOC or mutual aid as necessary
- Provide situation status reports to the OA EOC Evacuation and Re-Entry Unit in the Law Enforcement Branch

OA EOC Law Enforcement Branch

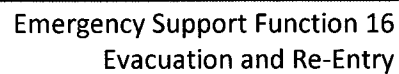
- Gather information from field and/or Sheriff's DOC representatives on a continual basis
- Submit frequent situation status reports to the OA EOC Planning Section
- Coordinate with regional, State, or Federal entities as necessary
- Submit information about support operations, needed resources, and field situation status to the Operations Section Chief

2.5 Organization and Structure

The Operational Area Emergency Operations Center is organized for SEMS and NIMS compliance as outlined below.

2.5.1 Organization

The organization chart below depicts the relationship between the OA EOC Law Enforcement Branch and the various involved departments, as well as its coordination within the EOC:





2.5.2 Roles and Responsibilities

The following table identifies the overall roles and responsibilities of each entity that may be involved with Evacuation and Re-Entry ESF implementation. Entities needed to support evacuation and re-entry operations will vary and will be determined according to the needs of the incident.

Entity	Responsibility
County/OA Entities	
Evacuation and Re-Entry Unit	<ul style="list-style-type: none">▪ Coordinate evacuation efforts with local jurisdictions that may be affected by the evacuation▪ Direct and coordinate resources in support of evacuation efforts▪ Approve release of warnings, instructions, and other emergency public information related to the evacuation effort▪ Report situation and damage assessments▪ Maintain expenditure records to facilitate reimbursement▪ Coordinate and maintain files of all initial assessment reports▪ Coordinate the development of after-action reports▪ 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 the American Red Cross for potential and confirmed evacuation and shelter needs of displaced population▪ Coordinate the provision of transportation resources to populations with disabilities or AFN▪ Provide traffic control measures for evacuation effort▪ Provide law enforcement 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▪ Establish traffic control and other measures to permit re-entry into the impacted communities as dictated by the County of Riverside Re-Entry Protocol▪ Participate in OA EOC briefings▪ Contribute to the EOC Action Plan



Entity	Responsibility
	<ul style="list-style-type: none">▪ Develop Situation Reports for the Sheriff's DOC and the OA EOC▪ Coordinate response activities with supporting agencies and other ESFs
Emergency Management Department	<ul style="list-style-type: none">▪ Provide support to the OA EOC during any large-scale incident in the Riverside County OA involving law enforcement response activities▪ Assist in acquiring mutual aid resources, if needed▪ Assist in acquiring regional, State, and Federal resources, as needed▪ Coordinate evacuation efforts with local jurisdictions that may be affected by the evacuation▪ Direct and coordinate resources in support of evacuation efforts▪ Approve release of warnings, instructions, and other emergency public information related to the evacuation effort▪ Report situation and damage assessments▪ Maintain expenditure records to facilitate reimbursement▪ Coordinate and maintain files of all initial assessment reports▪ Coordinate the development of after-action reports
Mutual Aid Law Enforcement Agencies	<ul style="list-style-type: none">▪ Provide resource and/or staffing support to law enforcement operations during events that exceed Riverside County Sheriff's Department personnel or equipment capabilities
Riverside County Fire Department	<ul style="list-style-type: none">▪ Assist with evacuations and medical response▪ Coordinate rescue operations▪ Provide fire protection and search and rescue in the vacated areas▪ Support public safety in the evacuation execution
OA Law Enforcement Mutual Aid Coordinator	<ul style="list-style-type: none">▪ 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.



Entity	Responsibility
	<ul style="list-style-type: none">▪ 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 all agencies establish appropriate documentation procedures.▪ Ensure responding resources are demobilized as soon as they are no longer needed.
OA EOC Law Enforcement Branch Coordinator	<ul style="list-style-type: none">▪ Establishing and maintaining communications with law enforcement branches at local EOCs and the Cal OES Regional EOC (REOC)▪ Coordinating and tracking the use and availability of local jurisdiction and field law enforcement resources from the OA EOC▪ Receiving requests for non-law-enforcement resources from the Operational Area Law Enforcement Mutual Aid Coordinator and transmitting those requests to the appropriate Operational Area EOC personnel▪ Facilitate Sheriff's DOC to OA EOC communications▪ Provide frequent situation status updates to the OA EOC Planning Section▪ Coordinate law enforcement activities with other departments represented in the OA EOC
Animal Services	<ul style="list-style-type: none">▪ Direct emergency animal control operations during a disaster within the unincorporated areas and contracted jurisdictions.▪ 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.▪ Request R.E.A.R.S to assist in animal evacuations as needed
Regional/State/Federal Entities	



Entity	Responsibility
Cal OES	<ul style="list-style-type: none">▪ Coordinate State and Federal resources to aid in disaster recovery for individuals, families, certain private non-profit 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 Local Assistance Centers
CHP	<ul style="list-style-type: none">▪ 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 re-entry of displaced populations per the County's Re-Entry Protocol

2.6 Notification and Activation

2.6.1 Notification

In the event of a large-scale incident with the potential for evacuations, the Riverside County Sheriff's Department Incident Commander(s) and the OA EOC Director will assess the situation and determine the activation of the Evacuation and Re-Entry ESF. If it is necessary to activate the Sheriff's DOC and/or the OA EOC, notification will be issued to the EOC Deputy Director and



all relevant supporting departments. Notification will be distributed via the most appropriate communications method for the event requirements, and will detail event information, reporting instructions, and any relevant coordination information.

2.6.2 Activation

The Riverside County Sheriff's Department or the OA EOC Director may implement the Evacuation and Re-Entry Functional ESF when an incident has occurred requiring evacuation of the population. The level and area of evacuation will be determined according to damage assessment and the dangers within the community.

Step 1: Conduct Initial Assessment

- Determine if event is requiring an evacuation:
 - Conduct initial damages assessments and potential for further hazards
 - Determine the evacuation and boundaries of the evacuation area and the resources needed to conduct the evacuation

Step 2: Activate Sheriff's DOC; Provide Staff to the OA EOC

- If appropriate, activate Sheriff's DOC
- If EOC is activated, designate department representatives to staff the Evacuation and Re-Entry Unit and the following OA EOC Law Enforcement Branch positions:
 - Law Enforcement Branch Coordinator
 - Traffic Management Unit
 - Fatalities Management Unit
 - Facilities Security Unit
- Notify and request assistance from supporting departments

Step 3: Analyze Information and Coordinate Response

- Gather information from:
 - Response personnel in the field
 - Other responding departments
 - Media (via broadcast, web information, blogs, print)
 - State and Federal agencies, as appropriate
- Assess situation based on current information
 - Determine tactical requirements
 - Prioritize response actions and resource allocation
 - Dispatch units

Step 4: Obtain Resources, Release Public Information

- Coordinate resource requests through the Sheriff's DOC Logistics Section and the OA EOC Logistics Section



- Determine transportation needs
- Assess the need for shelters
- Release alert and warning information and notice of evacuations through the PIO and the JIC
- Request mutual aid if needed through the OA Law Enforcement Mutual Aid Coordinator. If additional mutual aid is necessary, notify Law Enforcement Region VI Mutual Aid Coordinator of requests
- Disseminate emergency information and guidance to public, private, and government organizations
- Ensure emergency information is coordinated with other responding departments and the Joint Information Center (JIC)
- Notify and request assistance from supporting departments
- Initial public information includes, but is not limited to, the following:
 - Damage assessment and estimated/anticipated duration
 - Evacuation routes, streets and road corridors
 - Actions that businesses, industries, and residents should take
 - Notification of the cancellation of the evacuation order when appropriate
 - Instructions to evacuees regarding re-entry and transportation assistance
 - Information to people that need long term sheltering do to damage at the home or place of residence
 - Overall steps to be taken by the government and citizens to return to normal operation after the event

Step 5: Continue to Monitor, Track, and Inform

- Maintain communication between field operations, the Sheriff's DOC, and the OA EOC
 - Provide frequent situation status reports from the Sheriff's DOC to OA EOC Law Enforcement Branch
 - From the OA EOC Law Enforcement Branch to Planning Section, Situation Status Unit
- Ensure that resources are appropriately accounted for and tracked
- Implement Law Enforcement ESF priorities of the EOC Action Plan assigned to the Law Enforcement Branch
- Notify and consult with subject matter experts from Federal, State, regional, and local authorities as needed
- Continue the coordination, collection and reporting of event information and to the public through JIC



2.6.3 Deactivation/Demobilization

The Evacuation and Re-Entry ESF will be deactivated when the need for evacuations has diminished or ceased. Deactivation of the Evacuation and Re-Entry ESF may occur incrementally according to the need or lack of need for specific functions and may be deactivated or scaled back at the discretion of the Sheriff's DOC, OA EOC Deputy Director, and/or Operations Section Chief, as appropriate.



3. Planning Assumptions

Evacuations are anticipated by Riverside County jurisdictions as indicated on the 2018 Local Hazard Mitigation Plan. The table below outlines the most common hazards with the most potential to cause an evacuation in the OA and the jurisdictions which are most likely to be affected by these hazards.

Major Hazards in the OA Potentially Requiring an Evacuation					
Jurisdiction	Earthquake / Power Failure	Wildfire / Structure Fire	Flood	Dam Failure	Terrorism
Banning	X	X	X		X
Beaumont	X	X	X		X
Blythe	X		X		X
Calimesa	X	X	X		X
Canyon Lake	X	X	X		X
Cathedral City	X		X		X
Coachella	X				X
Corona	X	X	X	X	X
Desert Hot Springs	X	X	X		X
Eastvale	X	X	X	X	X
Hemet	X	X	X	X	X
Indian Wells	X		X		X
Indio	X				X
Jurupa Valley	X	X		X	X
La Quinta	X	X	X		X



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Lake Elsinore	X	X	X	X	X
Menifee	X	X	X	X	X
Moreno Valley	X	X	X	X	X
Murrieta	X	X	X	X	X
Norco	X	X	X	X	X
Palm Desert	X	X	X		X
Palm Springs	X	X			X
Perris	X	X	X	X	X
Rancho Mirage	X	X	X		X
Riverside	X	X	X	X	X
San Jacinto	X		X	X	X
Temecula	X	X	X	X	X
Wildomar	X	X	X	X	X
County Unincorporated Areas	X	X	X	X	X
* Tribes					
Morongo	X	X			X

*There are 12 federally recognized tribal entities in Riverside County. The Morongo Band of Mission Indians was the only tribal entity that participated in the 2018 OA LHMP.

**Please refer to individual annexes for additional hazard priorities for participating jurisdictions.

The following planning assumptions for the Evacuation and Re-Entry Annex apply:

- County of Riverside government is an OA Member and a separate entity from the OA. Although County of Riverside personnel conduct the operations of the OA, the roles and responsibilities of those individuals may be different whether they are acting under the auspices of the OA or the County of Riverside. For the sake of emergency



planning and coordination at the OA Member-level, OA Members may consider the OA and County/OA EOCs as one in the same;

- All OA agencies have developed their emergency plans and/or operating procedures in accordance with this plan and have trained appropriate staff in their contents and use;
- All OA Members and political subdivisions of the County of Riverside will utilize SEMS and NIMS, as identified in this plan, during response and recovery operations;
- The County Director of Emergency Management/Operational Area Coordinator (DEM/OAC) will coordinate the OA 's response in conformance with all applicable ordinances and laws;
- The resources of the County of Riverside will be made available to the OA and to all OA Members to help mitigate the effects of disasters and emergencies in the area;
- Mutual Aid Agreements and Systems exist to support emergency response agencies of the OA. OA Members must exhaust their capabilities before requesting mutual aid assistance;
- The OA will commit the resources of OA Members to a reasonable degree before requesting mutual aid assistance from the regional or state levels and
- Emergency response is best coordinated at the lowest level of government involved in the emergency.



Emergency Support Function 17: Volunteer and Donation Management

County of Riverside Riverside County Operational Area (OA)



August 2019

Riverside County
Emergency Management Department

Portions of this document may contain sensitive information pertaining to the deployment, mobilization, and tactical operations of Riverside County in response to emergencies and disasters. The vast majority of this plan is available for public review. Refer any request for a copy of this document to County of Riverside Emergency Management Department (951) 358-7100.



Riverside County EOP Functional Emergency Support Function #17: *Volunteer and Donations Management*

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1. Introduction

1.1 Coordinating and Supporting Departments

Lead Agency (Donations Management)	Emergency Management Department provides oversight to Voluntary Organizations Active in Disasters (VOAD), a conglomerate of non-profit entities who serve the needs of the whole community before, during and after disasters. VOAD has the ability to accept, track, manage and distribute donations.
Supporting Agencies	Riverside County Department of Public Social Services (DPSS); Riverside County Sheriff's Department; Transportation Land Management Agency (TLMA); Riverside University Health System-Public Health (RUHS-PH); Office of Aging; Veteran's Services, Public Information Officer; California Governor's Office of Emergency Services (Cal OES); California Volunteers (Cal Volunteers); Community Connect; Transportation; Riverside County Counsel (COCO)
Lead Agency (Volunteer Management)	Riverside County Human Resources (HR)

1.2 Emergency Support Function Responsibilities

Department	Responsibilities
EMD	<ul style="list-style-type: none">▪ Based on the situation and identified needs, activate the VOAD Liaison within the OA EOC to assess the situation and recommend actions regarding donations and volunteer management.▪ Serve as oversight coordinator of the volunteer and donations management system.▪ Assign a VOAD representative to serve as the Volunteer Donations Management Coordinator.▪ Provide coordination through the Whole Community Coordinator and VOAD Liaison to the JIC to notify the contributing public of specific goods that are needed to directly support the affected residents.▪ Activate the OA EOC Logistics position to support and manage volunteers. Spontaneous volunteers may be coordinated through the VOAD Liaison, depending on incident size and complexity.



Supporting Agencies	<ul style="list-style-type: none">▪ Support the storage and allocation of needed donated goods and support the movement of needed donated goods to identified sites▪ Provide local government and non-governmental organization staffing to serve as managers and distributors of donated funds, goods and services.▪ Activate volunteer groups and available resources within each agency/department to coordinate volunteers and receive both monetary and in-kind donations.▪ Outline the roles and responsibilities of key partners for the coordination of volunteers, monetary, and in-kind donations.
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1.3 Purpose

The Volunteer and Donations Management Emergency Support Function (ESF) to the Riverside County Operational Area (OA) Emergency Operations Plan (EOP) provide a system for the operation of a flexible OA-level donations and volunteer management system. This system is designed to receive, process, and distribute a wide variety of donated goods and services that are given or sought to assist disaster victims. Cash donors are directed to charitable organizations. This ESF will provide the capability for the OA to effectively activate the organizations who can efficiently get resources to organizations providing services to people adversely affected by the disaster. The County of Riverside generally does not accept and distribute monetary donations on behalf of residents; however, in extreme cases, such as Hurricane Katrina, the County did establish a transparent policy and procedure to allow for monetary donations to be collected on behalf of evacuees, and those funds were then distributed to disaster victims via a third-party non-profit organization who identified and verified victim status before distribution of funds. In most cases, the OA EOC will rely on non-profits (VOAD) to collect and distribute such funds, and/or goods directly to the affected residents. Typically, spontaneous volunteers are not managed by the County; instead, such volunteers are referred to agencies such as the American Red Cross (ARC), who have the ability to immediately accept such volunteers.

1.4 Scope

This ESF is designed for use by all the jurisdictions within the Riverside County OA. It outlines coordination at the OA level for the management of donations and volunteers during the response, relief and recovery phases of a disaster.

1.5 Definitions

Monetary Donations

Monetary donations are financial contributions from donors designated for disaster response, relief and recovery. This is the preferred method of contribution by most local and national organizations providing disaster relief and recovery and services. The County does not request monetary donations



on behalf of residents; however, in some cases, non-profits may make such requests in order to continue to provide assistance to them.

In-Kind Donations

In-kind donations are the contributions of goods, both new and used, in a disaster. Most organizations only want new in-kind donations that are requested (e.g. baby formula or water) and can be provided in large quantities because of limited abilities to sort, organize & disperse items. The County does not generally have the ability or intent to accept such donations. Generally, VOAD agencies or other community non-profits or faith-based organizations will receive such donations and immediately distribute to affected residents. In some limited cases, the County may accept in-kind donations for things such as water, when residents arrive at a site and drop it off unannounced; these donations are directed immediately to the affected residents and the County does not receive any benefit from them.



2. Concept of Operations (ConOps)

2.1 General Concepts

As the lead agencies, the HR and EMD will coordinate with support agencies to evaluate the needs of disaster victims and determine if all or portions of this ESF will be implemented:

- Activation is dependent on the type and level of assistance needed. In many cases the level of assistance needed will not necessitate activation, since some donation and volunteer needs during disasters can be handled by agencies as part of normal disaster operations.
- Any time that the ESF is activated, in whole or part, close coordination with the Joint Information Center (JIC) is essential to ensure donation needs, information on the availability of donated goods and pertinent information on the donations and volunteer management program is provided to the media for dissemination to the public.
- When cash donations are offered or solicited, donors are encouraged to contribute to a charitable organization. Cash donations are not accepted through EMD or the OA Emergency Operations Center (EOC).

2.2 Basic Functions

There are four basic functions of the Donations and Volunteer Management:

1. Donations and Volunteer Hotline
2. Donations Warehouse and Resource Staging Area
3. Unmet Needs Committee
4. Volunteer Processing Center

2.2.1 Donations and Volunteer Hotline

The Donations and Volunteer Hotline will receive, and process offers of donated goods and volunteer services contributing to the recovery process. The Hotline will also provide information on acceptable donations and disaster relief organizations accepting various donations.

- The Hotline will consist of multiple telephone lines, run and managed by VOAD organizations.
- The primary location is in the OA EOC, with an alternate location possible at the warehouse.
- Telephone operators are provided by non-profits agencies within VOAD or other community service organizations.

2.2.2. Donations Warehouse and Resource Staging Area

The County Chief Executive Officer, OA EOC Director, or Logistics Section Chief in cooperation with the ESF lead agencies will determine the activation and deactivation of an OA Donations Warehouse. The decision will be based upon the probability and volume of needs during the emergency event.

- Riverside County VOAD organizations will be engaged to provide management and staffing for the warehouse for the duration of the event. County and OA member agency staff may be required to provide temporary supervision and staff dependent upon volunteer availability.
- The primary Donations Warehouse is to be in a facility away from the disaster area but centrally located. There needs to be parking areas adjacent to the warehouse to be used as a staging area



to manage traffic of inbound loads coming to the warehouse and any unsolicited or unexpected donations.

- The Donations Warehouse can receive solicited and unsolicited donations. Unsolicited shipments will be directed to the staging area adjacent to the Warehouse for inspection, inventory, acceptance, and delayed unloading, so as not to interrupt scheduled donations.
- Warehouse operations shall include, but are not limited to receiving, sorting, processing, recording, inventorying, distributing donated goods and materials to disaster victims. Sorting will determine whether items are usable or not. Unusable and/or unsanitary items will be discarded.
- The warehouse will remain active until deactivated by the Donations Coordination Team.
- The OA EOC may coordinate for security at such sites if determined to be necessary.

2.2.3. Unmet Needs Committee

- During the demobilization of the Donations Warehouse, operations will shift to OA-level Long Term Recovery committees and related activities. The Unmet Needs Committee assists disaster victims who need assistance beyond the scope of this ESF, and beyond the capabilities and authority of government.
 - The term Unmet Needs refers to individual and family needs that were not met or could not be met by government agencies or volunteer organizations during the response phase. In order to continue to try and meet these needs, a team approach can be used to ensure every effort has been made to ensure disaster victims have the appropriate care and/or resources needed. A case worker, from DPSS, Office on Aging, Veteran's Services or other agencies who provide services, may be assigned to the Unmet Needs Committee. In these cases, various organizations can pull resources and talents together to accomplish the needed tasks. Once these tasks are complete and the unmet needs have been met, then the case(s) will be closed.

2.2.4. Volunteer Processing Center

A volunteer processing center (Center) serves as a location to effectively and efficiently process and register unaffiliated volunteers and trained medical volunteers; and to match their skills to agencies needing assistance in response to a disaster. A Center may take the form of an American Red Cross Volunteer Processing Center; an OA Volunteer Reception Center; or a Center of any other design or origin that provides for the effective and efficient processing of unaffiliated volunteers and trained medical volunteers.

Affiliated and trained volunteers are those individuals associated or identified with a service agency or disaster relief organization. Unaffiliated or spontaneous volunteers are not affiliated with a specific disaster relief organization. Trained medical volunteers are associated with the Riverside County Medical Reserve Corps, a function of EMD. The Center provides an efficient way to document volunteer registration, requests for volunteers, volunteer service hours, staffing costs and incurred expenses.

- The need to activate an OA-level Volunteer Processing Center may be determined by County EMD and the Human Resources Department.
- The Center will work with other agencies to process and refer spontaneous volunteers and may serve as the check-in site for trained medical volunteers.



- Depending on the situation and need, a Center can be activated with or without resources to process and screen trained medical volunteers through the Riverside Medical Reserve Corp.
- If EMD determines there is a need for a Center to be activated but there is no local capability to establish a Center, the OA EOC Director will notify Cal OES to request that state-level assistance be provided to the OA to enable a Center to be opened. Cal OES will then notify the Volunteer Coordination Team of the need for a Center. The Volunteer Coordination Team member agencies will work in partnership to establish and operate a Center in coordination with EMD.

▪ **2.3 Volunteer and Donations Management Activities by Phase**

Volunteer and Donations management primarily occurs during the response phase of a disaster; however, some donations management activities may occur during the recovery phase.

2.3.1. Preparedness

- This ESF shall be reviewed and updated annually
- Coordinate with Riverside County VOAD to aid in operating jurisdictions' donations and volunteer management programs
- Brief media representatives so they will understand donations and volunteer management processes
- Conduct donations management – related training and involve donations and volunteer management in exercises

2.3.2. Response

- Assemble members of the Donations Coordination Team to make recommendations regarding the necessary activation level
- Activate the program based on available information and estimates
- Through the JIC, provide the media with information regarding donations needs and procedures, and provide regular updates information

2.3.3. Recovery

- The Volunteer and Donations Coordination Teams will determine which donations and volunteer management facilities should open
- Staff donations management facilities
- Continually assess donations and volunteer management operations.
- Through the JIC, provide regular updates to the media regarding volunteer and donation procedures, progress, and status
- Assess volunteer and donations management operations to determine the dates at which the donation management facilities and programs should be consolidated and terminated. These determinations are coordinated with the Unmet Needs Committee and the OA EOC.
- The Donations Management Coordinator will participate with the Unmet Needs Committee as needed to provide continuing assistance to affected populations

2.4 Responsibilities by Level of Government

2.4.1. Federal



The federal government may provide technical, logistical, managerial, resource and manpower support for state donations and volunteer management.

2.4.2. State

The state may provide technical, logistical, managerial, resource and manpower support for OA donations and volunteer management.

2.4.3. Local

Local jurisdictions will activate this ESF and request, activate and oversee the management of Volunteer and Donations Management operations within their jurisdictions with the assistance and support of VOAD agencies.

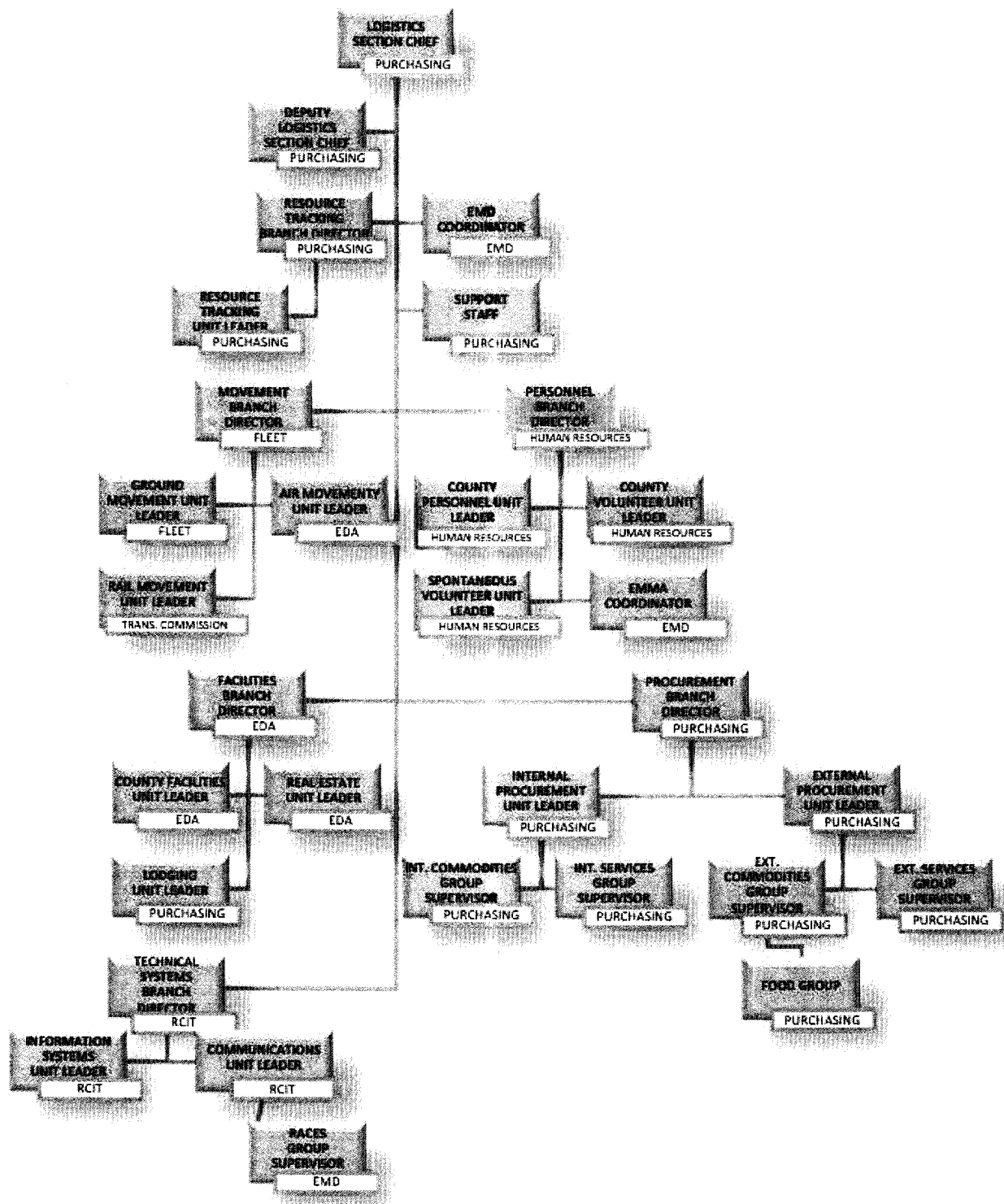
2.4.4 Non-governmental Organizations

VOAD and other organizations do not deliver services to the site of the emergency, but the individual member organizations do. A wide variety of emergency assistance is provided by member organizations. VOAD provides the overall coordination necessary to ensure that redundant or conflicting services are avoided, that needed volunteer resources are located, and that offers of donated goods and services are handled expeditiously.

2.5 Organization and Structure

2.5.1 Organization

The Riverside County OA Logistics Section, where Spontaneous Volunteer Unit Leader resides, organization chart is shown on the following page: (note: The VOAD Liaison is situated within the Operations Section.)



2.5.2 Volunteer and Donations Management ESF Responsibilities

The following organizations are designated to assist the primary agencies with available resources, capabilities, and expertise in support of response and recovery operations under the Volunteer and



Donation Management ESF. Entities needed to support Volunteer and Donations Management ESF operations will vary and will be determined according to the needs of the event.

Entity	Responsibility
Emergency Management Department	<ul style="list-style-type: none">▪ Provide operational support.▪ Assist VOAD and other non-profits with the establishment and operation of volunteer processing centers.
Riverside County Department of Human Resources	<ul style="list-style-type: none">▪ Serves on the Volunteer Coordination Team and provides policy guidance and general direction for the volunteer program.
Riverside County Department of Public Social Services	<ul style="list-style-type: none">▪ Serves on the Donations Coordination Team and provides policy guidance and general direction for the donations program.▪ Serve on the Unmet Needs Committee.▪ Determine areas of greatest needs and specific resources that are needed.▪ Coordinate with Voluntary Organizations.▪ Determine if donations given can be used for Mass Care and Shelter responsibilities for the direct benefit of residents.
Riverside County Sheriff's Department	<ul style="list-style-type: none">▪ Coordinate security for the Donations Warehouse through the Law Enforcement ESF.
Riverside University Health System-Public Health	<ul style="list-style-type: none">▪ Provide resources to coordinate the activities of local health departments.▪ Assist in the determination of volunteer needs.▪ Serve as a member agency of the Donations Coordination Team.
Office of Aging	<ul style="list-style-type: none">▪ Determine areas of greatest needs and specific resources that are needed for seniors and elderly
Public Information Officer	<ul style="list-style-type: none">▪ Advise the public of specific needs and locations for donations of goods and non-profit organizations for monetary donations.
Riverside County VOAD	<ul style="list-style-type: none">▪ Activate and staff the warehouse and additional OA support as required.▪ Notify member organizations when activated by EMD during emergencies.▪ Keep the OA EOC notified of activities of member organizations throughout an emergency.▪ Facilitate resolution for areas of responsibility between member organizations during emergencies.▪ Track donated goods in the Donations Database.

**Riverside County Counsel**

- Provide legal advice and counsel to the Board of Supervisors, the Executive office, and the other county departments, including EMD.

2.6 Notification and Activation

2.6.1 Notification

In the event of an incident that will require activation of the Volunteer and Donation Management ESF, notification will be issued to relevant supporting entities, and to any additional departments or agencies as required. Notification will be distributed via the most appropriate communications equipment for the event requirements, and will detail incident information, reporting instructions, and any relevant coordination information.

2.6.2 Activation

Activation will be concurrent with any incident that would prompt the public to make monetary and in-kind donations and generate volunteers to respond to the disaster area. The level of activation will be determined according to the needs and magnitude of the event. Coordination between the Donations Warehouse, the Volunteer Processing Center, the PIO, and the OA EOC Spontaneous Volunteer Unit and Donations Management Unit may be necessary throughout the incident.

Step 1: Initial Assessment

- EMD will assess the need for activation of the Volunteer and Donations Management ESF

Step 2: Provide EOC Staff

- If the OA EOC is activated, send departmental representatives as requested to staff Human Resources and Donations Management Unit positions
- Make notifications to affected agencies and departments

Step 3: Gather Information

Obtain continual situational awareness regarding the need for volunteers and donations for the incident. Information will be gathered from the following sources:

- County and OA law enforcement and fire-rescue personnel in the field
- Other responding departments
- Public Social Service and Public Health agencies; DPSS shelter staff
- State and Federal agencies, as appropriate
- Media (via broadcast, web information, blogs, print, social media)

Step 4: Coordinate Response Activities

- Identify potential shortages of personnel, facilities, and resources leading to the need to activate the Volunteer and Donations Management ESF.
- Identify temporary facilities to serve as the Donations Warehouse, Volunteer Processing Center,



and Donations Hotline location:

- Alert supporting agencies of intent to activate the ESF
- Notify supporting agencies of need to commit personnel and resources to the activation of the ESF

Step 5: Coordinate/Obtain Resources

- Arrange and acquire required resources such as cargo vehicles, vehicle operators, and support personnel
- Notify and request assistance from supporting departments as needed
- Determine additional resource needs and request mutual aid assistance as necessary
- Track all costs including personnel time, lease agreements, fuel, repairs and resources for reimbursement and cost expenditure records

Step 6: Release Public Information

- Any information or instructions released to the public regarding volunteer and donations will be by a Public Information Officer(s) through the Joint Information Center (JIC)
- Disseminate emergency information and guidance to the public, private, and government organizations
- Initial public information includes, but not be limited to, the following:
 - Damage assessment and estimated/anticipated duration
 - Specific volunteer and donated items in need
 - Collaborative community efforts from businesses, industries, and residents

Step 7: Continue to Monitor, Track, and Inform

- Monitor and report the status of volunteer resources and donated goods and money to the OA EOC
- Receive and respond to requests for information
- Provide situation updates, as necessary
- Obtain continual situational awareness of the entire volunteer and donations system for specific impacts on the incident.

2.7 Demobilization

- Demobilization begins when the flow of goods and services slows. Goods in the donations pipeline are directed to volunteer agencies with existing warehouse facilities and personnel.
- The Volunteer and Donations Coordination Teams will make a joint decision regarding when closeout activities, downsizing of government involvement in facilities, coordination, and operations, transitioning to voluntary agency activities, and transition of remaining goods and services to traditional charitable organizations should occur.



3. Planning Assumptions

This ESF is based on the following assumptions:

- People inside and outside the devastated area will want to donate money and goods to local response, relief and recovery efforts
- The need for monetary donations will exist well into the long-term recovery phase as unmet needs are identified after other resources are exhausted
- Media coverage will affect the outpouring of aid to a devastated community and can be used to provide messaging to the public
- After a large-scale emergency, individuals and relief organizations from outside the disaster area will begin to collect materials and supplies to assist the impacted areas
- The preferred method for donating money is through a non-profit organization set up to receive monetary donations for the disaster
- Donations management should coordinate closely with the private sector and business community
- There is a well-known phenomenon of unsolicited and often unusable donations, which pour into a community and overwhelm the recovery effort.
- Warehousing, inventorying, tracking and dispersing donations may be needed
- FEMA, National Voluntary Organizations in Disaster (NVOAD) and state efforts will support local programs and policy
- It is the intent of the County, its employees, contractors and partners to ensure a whole community response and recovery operation in a timely, efficient and professional manner to meet the needs of the whole community, including those with access and functional needs.