

**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



**ITEM:** 3.28  
(ID # 16745)

**MEETING DATE:**  
Tuesday, August 17, 2021

**FROM :** PUBLIC SOCIAL SERVICES:

**SUBJECT:** PUBLIC SOCIAL SERVICES and EMERGENCY MANAGEMENT DEPARTMENT:  
Approve Agreement template to be used with Riverside County School Districts and Community College Districts for Mass Care and Shelter Facility Use. Districts: All [\$0]

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Approve the Agreement template DPSS-0001011, substantially to form, for use with participating Riverside County School Districts and Community College Districts for the period from July 1, 2021 through June 30, 2026;
2. Authorize the Director of Public Social Services, or designee, and the Director of the Emergency Management Department, or designee, to sign the agreement with the participating Riverside County School Districts and Community College Districts, any amendments, including extensions of the agreement for additional 5 year periods, that do not change the substantive terms of the agreement or add financial responsibility, subject to approval as to form by County Counsel.

**ACTION:Policy**

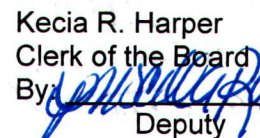
  
Sayori Baldwin, DPSS Director 7/26/2021

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**MINUTES OF THE BOARD OF SUPERVISORS**

On motion of Supervisor Hewitt, seconded by Supervisor Jeffries duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt  
Nays: None  
Absent: None  
Date: August 17, 2021  
xc: DPSS

  
Kecia R. Harper  
Clerk of the Board  
By Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,  
STATE OF CALIFORNIA**

<b>FINANCIAL DATA</b>	<b>Current Fiscal Year:</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost</b>
<b>COST</b>	\$ 0	\$ 0	\$ 0	\$ 0
<b>NET COUNTY COST</b>	\$ 0	\$ 0	\$ 0	\$ 0
<b>SOURCE OF FUNDS: N/A</b>			<b>Budget Adjustment:</b>	No
			<b>For Fiscal Year:</b>	21/22–25/26

**C.E.O. RECOMMENDATION:** Approve.

**BACKGROUND:**

**Summary**

It is recommended that the Board of Supervisors approve agreement DPSS-0001011 as a template for use with participating Riverside County School Districts and Community College Districts for Mass Care and Shelter Facility Use. The agreement permits the County to use the Riverside County School District and Community College District facilities on a temporary basis for Mass Care and Shelter Services in order to provide support, assistance, and other humanitarian services to individuals and families within the Riverside County operational area who have been impacted by disaster.

The agreement is made in accordance with the laws of the State of California including Health and Safety Code sections 34070-34082 and Education Code, Title 1, Division 1, Part 19, Chapter 2.5, Article 5 (School Safety Plans), section 32282(a)(2)(B)(ii), which provides the School District’s disaster procedures shall include “[e]stablishing a procedure to allow a public agency, including the American Red Cross, to use school buildings, grounds, and equipment for mass care and welfare shelters during disasters or other emergencies affecting the public health and welfare. The school district or county office of education shall cooperate with the public agency in furnishing and maintaining the services as the school district or county office of education may deem necessary to meet the needs of the community.”

The Board adopted the Riverside County Emergency Operations Plan (the “Plan”) by Resolution No. 2019-180, Form 11 Item #3.22, ID#10490, approved on August 6, 2019. Under the Plan, Emergency Support Function (ESF) 6, the DPSS Department is designated as lead agency over the Mass Care and Shelter Services responsibility, with the EMD Department designated as a supporting agency.

**Impact on Residents and Businesses**

This agreement demonstrates the County’s commitment to strengthen the preparedness and response efforts within the County.

**Additional Fiscal Information**

No fees shall be charged to the County for use of the facilities for Mass Care and Shelter Services. The School Districts and Community College Districts may request reimbursement for



**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,  
STATE OF CALIFORNIA**

the reasonable, actual, and out-of-pocket costs associated with custodial services, food services, equipment, supplies, and utilities to the extent that such costs would not have been incurred by the School District or Community College District but for the County's use of the facilities for Mass Care and Shelter Services.

**Contract History and Price Reasonableness**

This is a new agreement. The initial term is for 5 years.

**ATTACHMENTS:**

- Agreement template DPSS-0001011 between County of Riverside and the Riverside County School Districts and Community College Districts for Mass Care and Shelter Services Facility Use
- Form 11 Item #3.22 ID#10490 approved on August 6, 2019
- Emergency Support Function 6: Mass Care, Housing & Human Services

  
\_\_\_\_\_  
Gregory H. Priamos, Director County Counsel      8/2/2021

**County of Riverside**

**Department of Public Social Services  
Contracts Administration Unit  
10281 Kidd Street  
Riverside, CA 92503**

**Emergency Management Department  
450 E. Alessandro Blvd  
Riverside, CA 92508**

**and**

**[Insert Name of School District]  
[Insert Address of School District]**

**Mass Care and Shelter Services Agreement  
DPSS-0001011**





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Schedule A – Scope of Services

List of Attachments

Attachment I – School District Facility List and Contacts

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This Agreement is made and entered into by and between **[Insert Name of School District]** (herein referred to as "SCHOOL DISTRICT") and the County of Riverside, a political subdivision of the state of California, on behalf of its Department of Public Social Services and its Emergency Management Department (herein referred to as "COUNTY"). The parties agree as follows:

1. DEFINITIONS

- A. "ARC" refers to the American Red Cross.
- B. "COUNTY" refers to the County of Riverside including its Department of Public Social Services and its Emergency Management Department.
- C. "DPSS" refers to the County of Riverside's Department of Public Social Services, which is the COUNTY's lead agency for MASS CARE AND SHELTER SERVICES. DPSS has administrative responsibility for this Agreement.
- D. "EMD" refers to the County of Riverside's Emergency Management Department. EMD has administrative responsibility for the COUNTY's EOC. EMD also has the fiscal responsibility for this Agreement.
- E. "EOC" refers to the COUNTY's Emergency Operations Center made up of several COUNTY departments that share in emergency preparedness, response, and recovery efforts.
- F. "FACILITY" and/or "FACILITIES" refers to the SCHOOL DISTRICT's building or buildings as authorized by the SCHOOL DISTRICT to be used on a temporary basis to provide MASS CARE AND SHELTER SERVICES or train for MASS CARE AND SHELTER SERVICES.
- G. "MASS CARE AND SHELTER SERVICES" refers to the provision of reception, food, shelter, and support services in the event a disaster causes an evacuation and the need for said services to be provided to displaced residents of Riverside County.
- H. "SCHOOL DISTRICT" refers to the **[Insert Name of School District]** including its employees, agents, representatives, subcontractors and suppliers.
- I. "SHELTER MANAGER" refers to the COUNTY official designated to oversee and manage the MASS CARE AND SHELTER SERVICES at the FACILITY.

2. DESCRIPTION OF SERVICES

This Agreement shall, upon COUNTY's request and if feasible (as determined by the SCHOOL DISTRICT), permit the COUNTY to use the FACILITIES on a temporary basis to provide MASS CARE AND SHELTER SERVICES or train for MASS CARE AND SHELTER SERVICES. This Agreement shall only apply when the COUNTY is using the FACILITIES to train for MASS CARE AND SHELTER SERVICES or when a COUNTY official is the SHELTER MANAGER and is overseeing and managing the MASS CARE AND SHELTER SERVICES at the FACILITIES. If ARC is overseeing and managing the MASS CARE AND SHELTER SERVICES at the FACILITIES, this Agreement shall not apply; SCHOOL DISTRICT's agreement with ARC shall apply. COUNTY shall not be liable for any acts or omissions of ARC.

Additional agreed upon terms and conditions for use of the FACILITIES are outlined and specified in the attached Schedule A – Scope of Services; Attachment I – School District Facility List and Contacts; Attachment II – School District Facility Annual Baseline Rates, and Attachment III –



Federal Contract Provisions and Orders of Local, State or Federal Health Officials, each of which is attached hereto and incorporated herein.

This Agreement is made in accordance with the laws of the State of California including Health and Safety Code sections 34070-34082 and Education Code, Title 1, Division 1, Part 19, Chapter 2.5, Article 5 (School Safety Plans), section 32282(a)(2)(B)(ii), which provides the SCHOOL DISTRICT's disaster procedures shall include "[e]stablishing a procedure to allow a public agency, including the American Red Cross, to use school buildings, grounds, and equipment for mass care and welfare shelters during disasters or other emergencies affecting the public health and welfare. The school district or county office of education shall cooperate with the public agency in furnishing and maintaining the services as the school district or county office of education may deem necessary to meet the needs of the community."

3. PERIOD OF PERFORMANCE

This Agreement shall be effective upon signature of this Agreement by both parties and continues in effect through June 30, 2026.

4. TERMINATION

A. Either party may terminate this Agreement without cause upon giving thirty (30) calendar days' written notice to the other party stating the extent and effective date of termination, unless as of the effective date of termination a FACILITY is being used by COUNTY for MASS CARE AND SHELTER SERVICES. If as of the effective date of termination a FACILITY is being used by COUNTY for MASS CARE AND SHELTER SERVICES, the effective date of termination shall be the next calendar day after the FACILITY is no longer being used by COUNTY for MASS CARE AND SHELTER SERVICES.

B. COUNTY may, upon five (5) calendar days' written notice, terminate this Agreement for SCHOOL DISTRICT's default, if SCHOOL DISTRICT refuses or fails to comply with the terms of this Agreement.

5. RECORDS, INSPECTIONS, AND AUDITS

A. SCHOOL DISTRICT shall maintain auditable books, records, documents, and other evidence relating to costs and expenses eligible for reimbursement under this Agreement. SCHOOL DISTRICT shall maintain these records for at least three (3) years after final payment has been made or until pending county, state, and federal audits are completed, whichever is later.

C. Any authorized county, state or the federal representative shall have access to all books, documents, papers, electronic data and other records they determine are necessary to perform an audit, evaluation, inspection, review, assessment, or examination. These representatives are authorized to obtain excerpts, transcripts and copies as they deem necessary and shall have the same right to monitor or inspect the aforementioned items as COUNTY.

D. If SCHOOL DISTRICT disagrees with an audit, SCHOOL DISTRICT may employ a Certified Public Accountant to prepare and file with COUNTY its own certified financial and compliance audit. SCHOOL DISTRICT shall not be reimbursed by COUNTY for such an audit regardless of the audit outcome.

6. CONFIDENTIALITY

A. The SCHOOL DISTRICT shall protect from unauthorized disclosure names and other identifying information concerning persons receiving MASS CARE AND SHELTER



SERVICES pursuant to this Agreement. The SCHOOL DISTRICT shall not use such information for any purpose other than carrying out the SCHOOL DISTRICT's obligations under this Agreement.

- B. The SCHOOL DISTRICT shall promptly transmit to the COUNTY all third-party requests for disclosure of such information. The SCHOOL DISTRICT shall not disclose, except as otherwise specifically permitted by this Agreement, required by law, or authorized in advance in writing by the COUNTY, any such information to anyone other than the COUNTY. For purposes of this paragraph, identifying information shall include, but not be limited to, name, identifying number, symbol, or other identifying particulars of the individual, such as fingerprints, a voiceprint, or a photograph.

7. HOLD HARMLESS

Both parties to this Agreement agree to hold each other harmless against any and all claims for injury to a person or damage to property arising from the use of the FACILITIES as stated herein, except where such injury or damage is proximately caused by the negligent or willful acts of the other, its servants, agents, or employees.

8. INSURANCE

A. COUNTY and SCHOOL DISTRICT are each responsible for their own insurance and will maintain appropriate coverage for their respective activities under this Agreement with minimum coverage as follows:

- Workers' Compensation: Statutory Workers' Compensation Insurance (Coverage A) as prescribed by the laws of the State of California. Policy shall include Employers' Liability (Coverage B) including Occupational Disease with limits not less than one million dollars (\$1,000,000) per person per accident.
- Commercial General Liability: Policy's limit of liability shall not be less than one million dollars (\$1,000,000) per occurrence combined single limit. If such insurance contains a general aggregate limit, it shall apply separately to this Agreement or be no less than two (2) times the occurrence limit. COUNTY is self-insured and will provide a letter regarding additional insured state for SCHOOL DISTRICT. SCHOOL DISTRICT shall be endorsed to name COUNTY as additional insured.
- Vehicle Liability: If vehicles or mobile equipment are used in the performance of the obligations under this Agreement, then the parties shall maintain liability insurance for all owned, non-owned or hired vehicles so used in an amount not less than one million dollars (\$1,000,000) per occurrence combined single limit. If such insurance contains a general aggregate limit, it shall apply separately to this Agreement or be no less than two (2) times the occurrence limit.

9. ADVERSE GOVERNMENT ACTION

In the event any action of any department, branch or bureau of the federal, state, or local government has a material adverse effect on either party in the performance of its obligations hereunder, then that party shall notify the other of the nature of the action, including in the notice a copy of the adverse action. The parties shall meet within thirty (30) calendar days and shall, in good faith, attempt to negotiate a modification to this Agreement that minimizes the adverse effect. Notwithstanding the provisions herein, if the parties fail to reach a negotiated modification concerning the adverse action, then the affected party may terminate this Agreement by giving at



least one hundred eighty (180) calendar days' notice or may terminate sooner if agreed to by both parties.

10. COMPLIANCE WITH APPLICABLE LAWS

The parties shall comply with all applicable federal, state and local laws and regulations. SCHOOL DISTRICT will comply with all applicable COUNTY policies and procedures. In the event that there is a conflict between the various laws or regulations that may apply, the parties shall comply with the more restrictive law or regulation.

11. FORCE MAJEURE

If either party is unable to comply with any provision of this Agreement due to causes beyond its reasonable control and which could not have been reasonably anticipated, such as acts of God, acts of war, civil disorders, or other similar acts, such party shall not be held liable for such failure to comply.

12. ASSIGNMENT

Neither party shall assign or transfer any interest in this Agreement without the prior written consent of the other party. Any attempt to assign or transfer any interest without the prior written consent of the other party shall be deemed void and of no force or effect. The parties agree that the COUNTY's transfer of the administrative or fiscal responsibility of this Agreement from one COUNTY department to another will not constitute an assignment under this Agreement.

13. INDEPENDENT CONTRACTORS

The parties are independent contractors and nothing contained in this Agreement shall be construed as creating or implying a legal partnership, agency, joint venture or employment relationship between the parties, nor shall either party have the right, power or authority, whether express or implied, to assume, create or incur any expenses, liability or obligation, whether express or implied, on behalf of the other party.

14. GOVERNING LAW

This Agreement shall be governed by the laws of the State of California. Any legal action related to the performance or interpretation of this Agreement shall be filed only in the Superior Court of the State of California located in Riverside, California, and the parties waive any provision of law providing for a change of venue to another location. In the event any provision in this Agreement is held by a court of competent jurisdiction to be invalid, void, or unenforceable, the remaining provisions will nevertheless continue in full force without being impaired or invalidated in any way.

15. DISPUTES

The parties shall attempt to resolve any disputes amicably at the working level. If that is not successful, the dispute shall be referred to the senior management of the parties. Prior to the filing of any legal action related to this Agreement, the parties shall be obligated to attend a mediation session in Riverside County before a neutral third party mediator. The parties shall share the cost of the mediations. SCHOOL DISTRICT and COUNTY shall proceed diligently with the performance of this Agreement pending resolution of a dispute.

16. ADMINISTRATIVE/CONTRACT LIAISON

Each party shall designate a liaison that will be the primary point of contact regarding this Agreement.

17. NOTICES

All notices, claims, correspondence, or statements authorized or required by this Agreement shall be deemed effective three (3) business days after they are made in writing and deposited in the United States mail, postage prepaid, addressed as follows:

COUNTY:

For Contract Related Correspondence:

Department of Public Social Services  
Contracts Administration Unit  
P.O. Box 7789  
Riverside, CA 92513

For Submitting School District Facility List and Contacts (Attachment I) Updates:

Department of Public Social Services  
Assurance and Review Services  
7894 Mission Grove Parkway, Suite 100  
Riverside, CA 92508  
[dpssmasscare@rivco.org](mailto:dpssmasscare@rivco.org)

For Submitting School District Facility Annual Baseline Rates (Attachment II) Updates, Invoices, and other Financial Documents:

Riverside County Emergency Management Department  
Business and Finance Division  
450 E. Alessandro Blvd  
Riverside, CA 92508  
[emdfiscal@rivco.org](mailto:emdfiscal@rivco.org)

SCHOOL DISTRICT:

Insert School District Name  
Insert Unit  
Insert Address  
Insert Address  
Insert email  
Insert Phone

18. FEDERAL FINANCIAL ASSISTANCE

Because this Agreement is being entered into for the provision of food, shelter, and support services in the event a disaster causes an evacuation and the need for said services to be provided to displaced residents of Riverside County, COUNTY may seek federal financial assistance for this Agreement. Therefore, the parties shall comply with the terms and conditions set forth in Attachment III, Federal Contract Provisions and Orders of Local, State or Federal Health Officials, attached hereto and incorporated herein, as applicable.

19. ELECTRONIC SIGNATURES

This Agreement may be executed in any number of counterparts, each of which will be an original, but all of which together will constitute one instrument. Each party to this Agreement agrees to the use of electronic signatures, such as digital signatures that meet the requirements of the California Uniform Electronic Transactions Act ("CUETA") Cal. Civ. Code, §§ 1633.1 to 1633.17), for executing this Agreement. The parties further agree that the electronic signature(s) included



herein are intended to authenticate this writing and to have the same force and effect as manual signatures. Electronic signature means an electronic sound, symbol, or process attached to or logically associated with an electronic record and executed or adopted by a person with the intent to sign the electronic record pursuant to the CUETA as amended from time to time. The CUETA authorizes use of an electronic signature for transactions and contracts among parties in California, including a government agency. Digital signature means an electronic identifier, created by computer, intended by the party using it to have the same force and effect as the use of a manual signature, and shall be reasonably relied upon by the parties. For purposes of this section, a digital signature is a type of "electronic signature" as defined in subdivision (i) of Section 1633.2 of the Civil Code.

20. MODIFICATION OF TERMS

This Agreement may be modified only by a written amendment signed by the authorized representatives of both parties. However, updates to Attachment I – School District Facility List and Contacts and Attachment II – School District Facility Annual Baseline Rates, will not require an amendment to this Agreement.

21. ENTIRE AGREEMENT

This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof. All prior or contemporaneous agreements of any kind or nature relating to the same subject matter shall be of no force or effect.

[Signature Page Follows]

IN WITNESS WHEREOF, the parties hereto have caused their duly authorized representatives to execute this Agreement.

Authorized Signature for SCHOOL DISTRICT	Authorized Signatures for COUNTY
Printed Name of Person Signing:	Printed Name of Person Signing: Sayori Baldwin
Title:	Title: ACEO/Director, DPSS
Date Signed:	Date Signed:
	Printed Name of Person Signing: Bruce Barton
	Title: Director, EMD
	Date Signed:

Approval as to Form  
 Gregory P. Priamos  
 County Counsel

By: \_\_\_\_\_

Danielle Maland  
 Deputy County Counsel

Date: \_\_\_\_\_

Approval as to Form  
 Gregory P. Priamos  
 County Counsel

By: \_\_\_\_\_

Melissa Cushman  
 Deputy County Counsel

Date: \_\_\_\_\_



Schedule A  
Scope of Services

## A.1 SCOPE OF SERVICES

## A. OPERATIONAL MANAGEMENT

1. The COUNTY and SCHOOL DISTRICT shall identify liaisons to facilitate use of FACILITY requests. The liaisons will make themselves available 24 hours a day during activation and reply to all communications within a reasonable period of time.
2. The COUNTY and SCHOOL DISTRICT shall mutually agree which FACILITY will be used, upon request by COUNTY to use a FACILITY, for the MASS CARE AND SHELTER SERVICES. The most suitable FACILITIES, such as high schools with showers, will be considered first.
3. The COUNTY and SCHOOL DISTRICT shall mutually agree which FACILITY will be used, upon request by COUNTY to use a FACILITY, to train for the MASS CARE AND SHELTER SERVICES.
4. Upon activation of a FACILITY for MASS CARE AND SHELTER SERVICES, SCHOOL DISTRICT shall provide COUNTY with continuous and unimpeded access to the FACILITIES (including restrooms) for 24 hours a day while COUNTY is operating and managing the MASS CARE AND SHELTER SERVICES at the FACILITIES.
5. The COUNTY shall open the FACILITIES and operate and manage the MASS CARE AND SHELTER SERVICES at the FACILITIES for the duration of the emergency operations or until ARC takes over the operations and management of the MASS CARE AND SHELTER SERVICES at the FACILITIES. COUNTY may transfer the shelter manager role to ARC if/when ARC has the capacity to manage the MASS CARE AND SHELTER SERVICES at the FACILITIES. Once ARC takes over as shelter manager, all legal and financial liability shall shift to ARC, and ARC shall be liable pursuant to the SCHOOL DISTRICT's agreement with ARC. This Agreement will no longer be applicable to those MASS CARE AND SHELTER SERVICES at the FACILITIES. The COUNTY will notify the SCHOOL DISTRICT when the responsibility of shelter manager is transferred to ARC. COUNTY shall not be liable for any acts or omissions of ARC.
6. The COUNTY may use either COUNTY personnel or other volunteers to staff and support the MASS CARE AND SHELTER SERVICES at the FACILITIES. COUNTY personnel or other volunteers assigned to staff and support the MASS CARE AND SHELTER SERVICES at the FACILITIES shall be trained to provide MASS CARE AND SHELTER SERVICES by either the COUNTY or ARC.
7. The COUNTY may provide security services, if needed.
8. The SCHOOL DISTRICT shall identify eligible FACILITIES to be used and provide the 24-hour contact information for the appropriate liaison upon execution of this Agreement as outlined on Attachment I – School District Facility List and Contacts. Any subsequent updates to Attachment I – School District Facility List and Contacts shall be disseminated to the COUNTY immediately as changes occur in accordance with the Notices section of this Agreement. Updates will not require amendment to this Agreement.



9. The SCHOOL DISTRICT shall suspend its regular use of the FACILITY being used for MASS CARE AND SHELTER SERVICES. If any of the areas within the FACILITY are unavailable due to construction or similar activities, the SCHOOL DISTRICT will make replacement space available to the COUNTY.
  10. The SCHOOL DISTRICT shall provide a facility coordinator to provide equipment or services for the FACILITY used for MASS CARE AND SHELTER SERVICES that include, but are not limited to, the following:
    - a. Protective floor coverings, if required
    - b. Tables
    - c. Chairs
    - d. Heating/cooling thermostat access and use instruction
    - e. Lighting control access and use instruction
    - f. Access to restrooms
    - g. Parking lot lighting
    - h. Generator, if available, with instructions for use
  11. The SCHOOL DISTRICT shall provide custodial resources, including but not limited to supplies and workers, to provide cleaning and sanitation services at the FACILITY being used for MASS CARE AND SHELTER SERVICES.
  12. Upon request by the COUNTY, and if such resources are available, the SCHOOL DISTRICT will make the food service resources of the FACILITY being used for MASS CARE AND SHELTER SERVICES, including food, supplies, equipment and food service workers, available to feed the individuals receiving MASS CARE AND SHELTER SERVICES. The facility coordinator will designate a Food Service Manager to coordinate the provision of meals at the direction of and in cooperation with the SHELTER MANAGER.
    - a. The Food Service Manager will establish a feeding schedule, determine food service inventory and needs, and supervise meal planning and preparation.
    - b. The Food Service Manager and SHELTER MANAGER will jointly conduct a pre-occupancy inventory of the food and food service supplies in the FACILITY before the FACILITY is used for food service as part of MASS CARE AND SHELTER SERVICES.
    - c. When the COUNTY closes the FACILITY, or turns over the shelter manager role to ARC, and food was served as part of MASS CARE AND SHELTER SERVICES, the SHELTER MANAGER and facility coordinator or Food Service Manager will conduct a post-occupancy inventory of the food and supplies used during the COUNTY's time as SHELTER MANAGER at the FACILITY being used for MASS CARE AND SHELTER SERVICES.
  13. Questions regarding shelter operation management shall be directed to the SHELTER MANAGER.
  14. While the COUNTY is operating and managing MASS CARE AND SHELTER SERVICES at the FACILITIES, the facility coordinator shall report any damage incurred to the FACILITIES to the SHELTER MANAGER within 24 hours.
- B. OPENING A FACILITY
1. The COUNTY shall notify the SCHOOL DISTRICT of the following:
    - a. Date and time when the MASS CARE AND SHELTER SERVICES at the FACILITIES will begin.



- b. SHELTER MANAGER's contact information for general shelter operations.
  - c. EOC Care & Shelter Branch Director contact information for instances in which pre-approval is required for expenditures to be claimed in accordance with the Reimbursement section of this Agreement.
2. Prior to the FACILITY being used for MASS CARE AND SHELTER SERVICES, the COUNTY and the SCHOOL DISTRICT shall jointly conduct a pre-occupancy inspection of the FACILITY being used for MASS CARE AND SHELTER SERVICES.
  3. Both parties shall document any existing damage or conditions using the Riverside County Mass Care "Facility Walk Through Form" (provided by SHELTER MANAGER).
  4. The SCHOOL DISTRICT shall identify and secure all equipment that the COUNTY should not use while providing MASS CARE AND SHELTER SERVICES at the FACILITY.
  5. The SCHOOL DISTRICT shall advise and post any restrictions related to parking or areas that are off limits.
- C. CLOSING A FACILITY
1. If the COUNTY has not turned over the shelter manager role to ARC, the COUNTY shall notify the SCHOOL DISTRICT of the date and time when the MASS CARE AND SHELTER SERVICES at the FACILITY are no longer required and will vacate the FACILITY on that date.
  2. Before the COUNTY vacates the FACILITY or turns over the shelter manager role to ARC, the COUNTY and the SCHOOL DISTRICT shall jointly conduct a post-occupancy inspection to record any damage or conditions using the Riverside County Mass Care "Facility Walk Thru Form" (provided by the SHELTER MANAGER). If food was served by SCHOOL DISTRICT, the COUNTY and the SCHOOL DISTRICT shall also conduct a post-occupancy inventory of the food and supplies used during the time MASS CARE AND SHELTER SERVICES were provided at the FACILITY.
  3. Should the SCHOOL DISTRICT request that the MASS CARE AND SHELTER SERVICES be relocated before the COUNTY vacates a FACILITY, upon mutual agreement, the COUNTY will relocate the MASS CARE AND SHELTER SERVICES within 48 hours of either the COUNTY or SCHOOL DISTRICT finding a suitable alternative FACILITY.
- D. SIGNAGE AND PUBLICITY
1. The COUNTY may post signs identifying the FACILITY as a site of MASS CARE AND SHELTER SERVICES.
  2. The COUNTY may use the SCHOOL DISTRICT's name and address for promoting the FACILITY as a site of MASS CARE AND SHELTER SERVICES.
  3. The SCHOOL DISTRICT shall not issue press releases or other publicity concerning the MASS CARE AND SHELTER SERVICES at the FACILITY without the express written consent of the COUNTY.
  4. The SCHOOL DISTRICT shall refer all media questions about the MASS CARE AND SHELTER SERVICES at the FACILITY to the SHELTER MANAGER.



## A.2 FISCAL

### A. FEES

No fees shall be charged to the COUNTY for use of the FACILITIES for MASS CARE AND SHELTER SERVICES, including when using the FACILITIES to train for MASS CARE AND SHELTER SERVICES.

### B. REIMBURSEMENT

1. The SCHOOL DISTRICT may request reimbursement for the following:
  - a. Reasonable, actual, and out-of-pocket costs associated with custodial services, food services, equipment, supplies, and utilities to the extent that such costs would not have been incurred by the SCHOOL DISTRICT but for COUNTY's use of the FACILITIES for MASS CARE AND SHELTER SERVICES.
    - i. Any request for reimbursement of staff time must be accompanied by a list of the personnel with dates and hours worked; timesheets and payroll registers, queries and/or other proof of payment documentation.
    - ii. Eligible supplies will be reimbursed by the COUNTY at cash value and must be accompanied by original invoices and proof of payment.
  - b. Loss, damage, or destruction of FACILITIES used for MASS CARE AND SHELTER SERVICES under this Agreement while the COUNTY is operating and managing the MASS CARE AND SHELTER SERVICES; however, no reimbursement will be made for loss, damage, or destruction when due to (1) ordinary wear and tear, (2) the fault or negligence of the SCHOOL DISTRICT or SCHOOL DISTRICT's agent(s), or (3) circumstances beyond the control of the COUNTY. The COUNTY shall restore the FACILITIES to the condition they were in immediately prior to the period in which they were used by the COUNTY for MASS CARE AND SHELTER SERVICES except for (1) ordinary wear and tear, (2) loss, damage, or destruction due to the fault or negligence of the SCHOOL DISTRICT or SCHOOL DISTRICT's agent(s), and (3) loss, damage, or destruction due to circumstances beyond the control of the COUNTY; restoration shall be performed to the extent reasonably practical. If the FACILITIES are not restored to the SCHOOL DISTRICT's satisfaction, claims for reasonable costs incurred by the SCHOOL DISTRICT to restore the FACILITIES to their prior condition, and all other claims shall be submitted in accordance with the Notices section of this Agreement. Reimbursement of FACILITIES damage will be based on repair or replacement at actual cash value. The COUNTY is not responsible for damages caused by the disaster; however, the COUNTY will support the SCHOOL DISTRICT to apply for reimbursement from State or Federal programs, if available.
2. Any deployment of personnel, equipment, and other resources, in addition to what is agreed to during the pre-occupation inspection by the COUNTY and SCHOOL DISTRICT, which may result in reimbursement by the COUNTY, shall first be approved by the COUNTY's EOC Care & Shelter Branch Director in order for the expenditure to be claimed.
3. The SCHOOL DISTRICT shall submit invoices to the EMD according to the Notices Section of this Agreement. Invoices are to be submitted to the COUNTY within thirty (30) business days after COUNTY operation and management of the MASS CARE AND SHELTER SERVICES at the FACILITIES end. Any request for reimbursement must be accompanied by the COUNTY EOC Care & Shelter Branch Director pre-approval and other supporting documentation.



4. If the disaster is a State or Federally-declared disaster, the SCHOOL DISTRICT shall work with the COUNTY and the appropriate emergency management agencies to seek reimbursement of eligible costs and expenses from the State and Federal agencies' programs, as applicable and available.

C. FISCAL REPORTING

1. The SCHOOL DISTRICT shall be responsible to provide annual baseline rates as listed in Attachment II to the EMD Business and Finance Division, as listed in the Notices section, for security services, custodial services, food services, and utilities at the beginning of each fiscal year, by the 5<sup>th</sup> business day of July.





**ATTACHMENT II  
School District Annual Baseline Rates**

School District Name: \_\_\_\_\_

Date: \_\_\_\_\_

<b>Personnel (Hourly)</b>	<b>Hourly Rate</b>	<b>Number of Hourly Employees Required</b>
Security (if required)		
Security Guard		
Custodial		
Janitor		
Food Service (if requested)		
Food Prep/Service		
<b>Utilities</b>	<b>Monthly Average</b>	
Water		
Gas		
Electricity		
Waste Disposal		

Completed form (due 5<sup>th</sup> business day of July) and subsequent updates shall be emailed to: [dpssmasscare@rivco.org](mailto:dpssmasscare@rivco.org) and [emdfiscal@rivco.org](mailto:emdfiscal@rivco.org)

**ATTACHMENT III**

**Federal Contract Provisions and Orders of Local, State or Federal Health Officials**

A. ORDERS OF LOCAL, STATE OR FEDERAL HEALTH OFFICIALS, EXECUTIVE ORDERS

COUNTY and SCHOOL DISTRICT mutually acknowledge that local, state, or federal authorities may issue official orders or take other official actions, subsequent to the execution of this Agreement, that parties to this Agreement cannot presently predict. COUNTY and SCHOOL DISTRICT mutually acknowledge and agree that this Agreement shall be subject to the provisions of any such official action or order, particularly but not limited to Executive Orders of the State of California and Orders of the County Public Health Officer, and the like ("Official Actions"), and if the provisions of any such Official Actions materially impact the terms of this Agreement, the provisions of those Official Actions shall govern.

To the extent SCHOOL DISTRICT is providing the services under this Agreement at the request of COUNTY under the California Emergency Services Act (the "Act" (California Government Code, § 8550 et seq.)), the COUNTY is subject to certain immunities with respect thereto and would not be liable for any claim based upon the exercise or performance, or the failure to exercise or perform, a discretionary function or duty on the part of the County or any employee of the County in carrying out the provisions of the Act.

B. FEDERAL CONTRACT PROVISIONS

The parties acknowledge that the COUNTY or State may request FEMA financial assistance to fund all or a portion of this Agreement. The SCHOOL DISTRICT shall comply with all applicable Federal law, regulations, executive orders, FEMA policies, procedures, and directives. To the extent applicable, the following federal contract provisions required under 2 C.F.R. § 200.326 and 2 C.F.R. Part 200, Appendix II, are hereby fully incorporated herein and made a part of the Agreement, and all references to this Agreement shall include the following provisions. In the event of any inconsistency or redundancy between the Agreement and these provisions, these provisions shall control. As used in these provisions, "contractor" or "Contractor" is the same as the SCHOOL DISTRICT as defined above, and "the contract" is this Agreement. All capitalized terms used herein without definition shall have the same meaning as set forth in 41 C.F.R. Part 60.

1. REMEDIES

See sections 4 and 15 of the Agreement.

2. TERMINATION FOR CAUSE AND CONVENIENCE

See section 4 of the Agreement.

3. EQUAL EMPLOYMENT OPPORTUNITY

During the performance of this contract, the contractor agrees as follows:

- (1) The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, or national origin. The contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, color, religion, sex, sexual orientation, gender identity, or national origin. Such action shall include, but not be limited to the following:



Employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided setting forth the provisions of this nondiscrimination clause.

- (2) The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.
- (3) The contractor will not discharge or in any other manner discriminate against any employee or applicant for employment because such employee or applicant has inquired about, discussed, or disclosed the compensation of the employee or applicant or another employee or applicant. This provision shall not apply to instances in which an employee who has access to the compensation information of other employees or applicants as a part of such employee's essential job functions discloses the compensation of such other employees or applicants to individuals who do not otherwise have access to such information, unless such disclosure is in response to a formal complaint or charge, in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or is consistent with the contractor's legal duty to furnish information.
- (4) The contractor will send to each labor union or representative of workers with which he has a collective bargaining agreement or other contract or understanding, a notice to be provided advising the said labor union or workers' representatives of the contractor's commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.
- (5) The contractor will comply with all provisions of Executive Order 11246 of September 24, 1965, and of the rules, regulations, and relevant orders of the Secretary of Labor.
- (6) The contractor will furnish all information and reports required by Executive Order 11246 of September 24, 1965, and by rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his books, records, and accounts by the administering agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.
- (7) In the event of the contractor's noncompliance with the nondiscrimination clauses of this contract or with any of the said rules, regulations, or orders, this contract may be canceled, terminated, or suspended in whole or in part and the contractor may be declared ineligible for further Government contracts or federally assisted construction contracts in accordance with procedures authorized in Executive Order 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoked as provided in Executive Order 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.
- (8) The contractor will include the portion of the sentence immediately preceding paragraph (1) and the provisions of paragraphs (1) through (8) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to section 204 of Executive Order 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The contractor will take such action with respect to any subcontract or purchase order as



the administering agency may direct as a means of enforcing such provisions, including sanctions for noncompliance:

Provided, however, that in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the administering agency, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

The applicant further agrees that it will be bound by the above equal opportunity clause with respect to its own employment practices when it participates in federally assisted construction work: *Provided*, That if the applicant so participating is a State or local government, the above equal opportunity clause is not applicable to any agency, instrumentality or subdivision of such government which does not participate in work on or under the contract.

The applicant agrees that it will assist and cooperate actively with the administering agency and the Secretary of Labor in obtaining the compliance of contractors and subcontractors with the equal opportunity clause and the rules, regulations, and relevant orders of the Secretary of Labor, that it will furnish the administering agency and the Secretary of Labor such information as they may require for the supervision of such compliance, and that it will otherwise assist the administering agency in the discharge of the agency's primary responsibility for securing compliance.

The applicant further agrees that it will refrain from entering into any contract or contract modification subject to Executive Order 11246 of September 24, 1965, with a contractor debarred from, or who has not demonstrated eligibility for, Government contracts and federally assisted construction contracts pursuant to the Executive Order and will carry out such sanctions and penalties for violation of the equal opportunity clause as may be imposed upon contractors and subcontractors by the administering agency or the Secretary of Labor pursuant to Part II, Subpart D of the Executive Order. In addition, the applicant agrees that if it fails or refuses to comply with these undertakings, the administering agency may take any or all of the following actions: Cancel, terminate, or suspend in whole or in part this grant (contract, loan, insurance, guarantee); refrain from extending any further assistance to the applicant under the program with respect to which the failure or refund occurred until satisfactory assurance of future compliance has been received from such applicant; and refer the case to the Department of Justice for appropriate legal proceedings.

#### 4. COMPLIANCE WITH THE DAVIS-BACON ACT

- a. All transactions regarding this contract shall be done in compliance with the Davis-Bacon Act (40 U.S.C. §§ 3121-3144, and 3146-3148) and the requirements of 29 C.F.R. pt. 5 as may be applicable. The contractor shall comply with 40 U.S.C. §§ 3141-3144, and 3146-3148 and the requirements of 29 C.F.R. pt. 5 as applicable.
- b. Contractors are required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor.
- c. Additionally, contractors are required to pay wages not less than once a week.



## 5. COMPLIANCE WITH THE COPELAND "ANTI-KICKBACK" ACT

- a. Contractor. The contractor shall comply with 18 U.S.C. § 874, 40 U.S.C. § 3145, and the requirements of 29 C.F.R. pt. 3 as may be applicable, which are incorporated by reference into this contract.
- b. Subcontracts. The contractor or subcontractor shall insert in any subcontracts the clause above and such other clauses as FEMA may by appropriate instructions require, and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime contractor shall be responsible for the compliance by any subcontractor or lower tier subcontractor with all of these contract clauses.
- c. Breach. A breach of the contract clauses above may be grounds for termination of the contract, and for debarment as a contractor and subcontractor as provided in 29 C.F.R. § 5.12.

## 6. COMPLIANCE WITH THE CONTRACT WORK HOURS AND SAFETY STANDARDS ACT

- (1) *Overtime requirements.* No contractor or subcontractor contracting for any part of the contract work which may require or involve the employment of laborers or mechanics shall require or permit any such laborer or mechanic in any workweek in which he or she is employed on such work to work in excess of forty hours in such workweek unless such laborer or mechanic receives compensation at a rate not less than one and one-half times the basic rate of pay for all hours worked in excess of forty hours in such workweek.
- (2) *Violation; liability for unpaid wages; liquidated damages.* In the event of any violation of the clause set forth in paragraph (1) of this section the contractor and any subcontractor responsible therefor shall be liable for the unpaid wages. In addition, such contractor and subcontractor shall be liable to the United States (in the case of work done under contract for the District of Columbia or a territory, to such District or to such territory), for liquidated damages. Such liquidated damages shall be computed with respect to each individual laborer or mechanic, including watchmen and guards, employed in violation of the clause set forth in paragraph (1) of this section, in the sum of \$27 for each calendar day on which such individual was required or permitted to work in excess of the standard workweek of forty hours without payment of the overtime wages required by the clause set forth in paragraph (1) of this section.
- (3) *Withholding for unpaid wages and liquidated damages.* The COUNTY shall upon its own action or upon written request of an authorized representative of the Department of Labor withhold or cause to be withheld, from any moneys payable on account of work performed by the contractor or subcontractor under any such contract or any other Federal contract with the same prime contractor, or any other federally-assisted contract subject to the Contract Work Hours and Safety Standards Act, which is held by the same prime contractor, such sums as may be determined to be necessary to satisfy any liabilities of such contractor or subcontractor for unpaid wages and liquidated damages as provided in the clause set forth in paragraph (2) of this section.
- (4) *Subcontracts.* The contractor or subcontractor shall insert in any subcontracts the clauses set forth in paragraphs (1) through (4) of this section and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime contractor shall be responsible for compliance by any subcontractor or lower tier subcontractor with the clauses set forth in paragraphs (1) through (4) of this section.



## 7. CLEAN AIR ACT AND THE FEDERAL WATER POLLUTION CONTROL ACT

Clean Air Act

1. The contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. § 7401 et seq.
2. The contractor agrees to report each violation to the COUNTY and understands and agrees that the COUNTY will, in turn, report each violation as required to assure notification to the Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.
3. The contractor agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with Federal assistance provided by FEMA.

Federal Water Pollution Control Act

1. The contractor agrees to comply with all applicable standards, orders, or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 et seq.
2. The contractor agrees to report each violation to the COUNTY and understands and agrees that the COUNTY will, in turn, report each violation as required to assure notification to the Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.
3. The contractor agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with Federal assistance provided by FEMA.

## 8. SUSPENSION AND DEBARMENT

- (1) This contract is a covered transaction for purposes of 2 C.F.R. pt. 180 and 2 C.F.R. pt. 3000. As such, the contractor is required to verify that none of the contractor's principals (defined at 2 C.F.R. § 180.995) or its affiliates (defined at 2 C.F.R. § 180.905) are excluded (defined at 2 C.F.R. § 180.940) or disqualified (defined at 2 C.F.R. § 180.935).
- (2) The contractor must comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, and must include a requirement to comply with these regulations in any lower tier covered transaction it enters into.
- (3) This certification is a material representation of fact relied upon by the COUNTY. If it is later determined that the contractor did not comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, in addition to remedies available to the COUNTY, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment.
- (4) The bidder or proposer agrees to comply with the requirements of 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C while this offer is valid and throughout the period of any contract that may arise from this offer. The bidder or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions.

## 9. BYRD ANTI-LOBBYING AMENDMENT, 31 U.S.C. § 1352 (as amended)

Contractors who apply or bid for an award of \$100,000 or more shall file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, officer or employee of Congress, or an employee of a Member of Congress in connection with obtaining any Federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Each tier shall also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the recipient who in turn will forward the certification(s) to the awarding agency.



*If applicable, the contractor must sign and submit the following certification:*  
APPENDIX A, 44 C.F.R. PART 18 – CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

The Contractor, [ADD CONTRACTOR NAME], certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. Chap. 38, Administrative Remedies for False Claims and Statements, apply to this certification and disclosure, if any.

\_\_\_\_\_  
Signature of Contractor's Authorized Official

\_\_\_\_\_  
Name and Title of Contractor's Authorized Official

\_\_\_\_\_  
Date

## 10. PROCUREMENT OF RECOVERED MATERIALS

- i. In the performance of this contract, the Contractor shall make maximum use of products containing recovered materials that are EPA-designated items unless the product cannot be acquired –
  1. Competitively within a timeframe providing for compliance with the contract performance schedule;
  2. Meeting contract performance requirements; or
  3. At a reasonable price.
- ii. Information about this requirement, along with the list of EPA-designated items, is available at EPA's Comprehensive Procurement Guidelines web site, <https://www.epa.gov/smm/comprehensive-procurement-guideline-cpg-program>.
- iii. The Contractor also agrees to comply with all other applicable requirements of Section 6002 of the Solid Waste Disposal Act.

## 11. ACCESS TO RECORDS

The following access to records requirements apply to this contract:

- (1) The Contractor agrees to provide the COUNTY, the FEMA Administrator, the Comptroller General of the United States, or any of their authorized representatives access to any books, documents, papers, and records of the Contractor which are directly pertinent to this contract for the purposes of making audits, examinations, excerpts, and transcriptions.
- (2) The Contractor agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.
- (3) The Contractor agrees to provide the FEMA Administrator or his authorized representatives access to construction or other work sites pertaining to the work being completed under the contract.
- (4) In compliance with the Disaster Recovery Act of 2018, the COUNTY and the Contractor acknowledge and agree that no language in this contract is intended to prohibit audits or internal reviews by the FEMA Administrator or the Comptroller General of the United States.

## 12. CHANGES

See section 20 of the Agreement.

## 13. DHS SEAL, LOGO, AND FLAGS

The contractor shall not use the DHS seal(s), logos, crests, or reproductions of flags or likenesses of DHS agency officials without specific FEMA pre-approval.

## 14. COMPLIANCE WITH FEDERAL LAW, REGULATIONS, AND EXECUTIVE ORDERS

This is an acknowledgement that FEMA financial assistance will be used to fund all or a portion of the contract. The contractor will comply with all applicable Federal law, regulations, executive orders, FEMA policies, procedures, and directives.

## 15. NO OBLIGATION BY FEDERAL GOVERNMENT

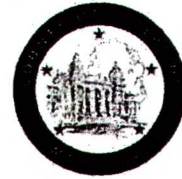
The Federal Government is not a party to this contract and is not subject to any obligations or liabilities to the non-Federal entity, contractor, or any other party pertaining to any matter resulting from the contract.



**16. PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENT OR RELATED ACTS**

The Contractor acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to the Contractor's actions pertaining to this contract.

**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



**ITEM**  
3.22  
(ID # 10490)

**MEETING DATE:**

Tuesday, August 6, 2019

**FROM :** EMERGENCY MANAGEMENT DEPARTMENT:

**SUBJECT:** EMERGENCY MANAGEMENT DEPARTMENT: Adopt Resolution No. 2019-180 to Approve the Riverside County Emergency Operation Plan and Direct the Emergency Management Department to submit it to the Governor's Office of Emergency Services (CalOES). All Districts [\$0]

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Adopt Resolution No. 2019-180 to approve the Riverside County Emergency Operations Plan (the "Plan") updated August 2019 and direct the Emergency Management Department to submit it to the Governor's Office of Emergency Services;
2. Authorize the Emergency Management Department to implement policies, protocols and procedures for the effective implementation and periodic updating of the Plan; and
3. Direct the Emergency Management Department to receive and file an annual report with the Board of Supervisors on the County's emergency management program, including any updates to the Plan, and to submit the Plan to the Board of Supervisors every five years for adoption by resolution.

**ACTION:Policy**

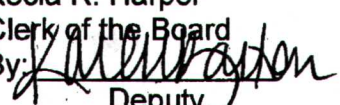
  
Bruce Barton, EMD Director 7/23/2019

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**MINUTES OF THE BOARD OF SUPERVISORS**

On motion of Supervisor Jeffries, seconded by Supervisor Perez and duly carried, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Spiegel, Washington and Perez  
Nays: None  
Absent: Hewitt  
Date: August 6, 2019  
xc: EMD

Kecia R. Harper  
Clerk of the Board  
By:   
Deputy



**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,  
STATE OF CALIFORNIA**

<b>FINANCIAL DATA</b>	<b>Current Fiscal Year:</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost</b>
<b>COST</b>	\$ 0	\$ 0	\$ 0	\$ 0
<b>NET COUNTY COST</b>	\$ 0	\$ 0	\$ 0	\$ 0
<b>SOURCE OF FUNDS: N/A</b>			<b>Budget Adjustment: No</b>	
			<b>For Fiscal Year: 19/20</b>	

**C.E.O. RECOMMENDATION:** Approve

**BACKGROUND:**

**Summary**

It is recommended that the Board of Supervisors adopt Resolution 2019-180 to ratify and approve the Riverside County Emergency Operations Plan (the "Plan"), updated for 2019. The Emergency Management Department has updated the plan in conjunction with Ordinance 533.7 (adopted by the Board on April 30, 2019 and effective May 29, 2019), to reflect the revised Emergency Management Organization of the County of Riverside.

The Board last approved the revised Plan on February 28, 2006 (item 3.25) when the Plan was rewritten in accordance with the Governor's Office of Emergency Services plan format, which included Standard Emergency Management System (SEMS) and National Incident Management System (NIMS) elements. The updated EOP contains concepts, processes, roles and responsibilities that have been constantly updated; examples include:

- Designation and development of the Emergency Management Department (EMD)
- State, Federal and BOS approval of an updated Local Hazard Mitigation Plan (LHMP)
- Update of the County Continuity of Operations Plan (COOP) guidelines
- Updated Emergency Operations Center (EOC) Plan which was utilized during 14 EOC activations in 2018-2019
- Inclusion of 21 Emergency Support Function (ESF) annexes to align County department roles and responsibilities with Presidential Policy National Preparedness Goals and the National Incident Response Framework.
- Updates to emergency communications systems including implementation of:
  - The PSEC radio system
  - The Riverside County reverse 9-1-1 Alert and the Early Warning System (AlertRivCo)
  - Processes for integration with the Federal Reverse-911 Wireless Emergency Alert (WEA) system
  - Effective use of web based and social media platforms to inform the public
- Inclusion of Whole Community elements throughout the plan.

Regular reports are given and input on the plan is received at the Operational Area Planning Committee (OAPC) meetings attended by Operational Area emergency management partners.

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,  
STATE OF CALIFORNIA**

All County Departments and Operational Area emergency management partners were provided the opportunity to review and provide written comments during development of the updated EOP.

**Impact on Residents and Businesses**

The updated Plan will provide better education, training and response in case of emergencies or disasters. Residents and businesses will benefit through preparedness efforts based on the Plan.


Resolution No. 2019-180 has been approved by County Counsel as to form.

**ATTACHMENTS:**

1. Resolution No. 2019-180
2. Riverside County Emergency Operations Plan (August 2019)
3. Annexes: Emergency Support Functions (ESF) 1-21
  - a. ESF 1: Transportation
  - b. ESF 2: Communications
  - c. ESF 3: Construction and Engineering
  - d. ESF 4: Fire and Rescue
  - e. ESF 5: Management Command and Control
  - f. ESF 6: Care and Shelter
  - g. ESF 7: Resource Management
  - h. ESF 8: Public Health and Medical
  - i. ESF 9: Search and Rescue
  - j. ESF 10: Hazardous Materials
  - k. ESF 11: Food and Agriculture
  - l. ESF 12: Utilities
  - m. ESF 13: Law Enforcement
  - n. ESF 14: Long Term Recovery
  - o. ESF 15: Public Information
  - p. ESF 16: Evacuation and Re-Entry
  - q. ESF 17: Volunteer and Donations Management
  - r. ESF 18: Multi-Agency Coordination System
  - s. ESF 19: Debris Management
  - t. ESF 20: Animal Care
  - u. ESF 21: Continuity of Operations and Continuity of Government



**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,  
STATE OF CALIFORNIA**

  
\_\_\_\_\_  
Gregory V. Priaplos, Director County Counsel 7/26/2019

1 Board of Supervisors

County of Riverside

2  
3 RESOLUTION NO. 2019-180

4 A RESOLUTION OF THE BOARD OF SUPERVISORS OF  
5 THE COUNTY OF RIVERSIDE ADOPTING THE COUNTY OF RIVERSIDE EMERGENCY  
6 OPERATIONS PLAN

7  
8 WHEREAS, the Emergency Management Department (EMD), on behalf of the County of  
9 Riverside, has acted as the lead agency in the development of the County of Riverside Emergency  
10 Operations Plan (the "Plan");

11 WHEREAS, the Plan meets all federal and state criteria as described in the Federal Emergency  
12 Management Agency (FEMA) National Incident Management System (NIMS) and Standardized  
13 Emergency Management System (SEMS) developed by the State Office of Emergency Services (OES);

14 WHEREAS, the Plan describes how the County of Riverside will manage and respond to major  
15 emergency incidents, including a system of organization consisting of clear designations of distinct  
16 functions which must be conducted during a disaster; assignment of each distinct function, which must be  
17 conducted during a disaster; assignment of each distinct function to County departments; and guidelines  
18 for performance of the distinct functions by the departments;

19 WHEREAS, the Plan describes the method of requesting mutual aid resources from the state and  
20 federal governments when needed;

21 WHEREAS, the Plan has been prepared in coordination with input from each County department,  
22 and reviewed and approved by County department heads; and

23 WHEREAS, the County of Riverside has determined that it would be in the best interest of the  
24 County to adopt the Plan.

25 NOW, THEREFORE, BE IT RESOLVED, DETERMINED AND ORDERED by the Board of  
26 Supervisors of the County of Riverside, State of California (the "Board"), in regular session assembled on  
27 August 6, 2019, at 9:30 a.m. or soon thereafter, in the meeting room of the Board of Supervisors, located

28 08.06.19 3.22

FORM APPROVED COUNTY COUNSEL  
BY:  SUSANNA N. OH  
DATE 7/23/19



1 on the first floor of the County Administrative Center, 4080 Lemon Street, Riverside California, adopts  
2 the Riverside County Emergency Operations Plan.

3 BE IT FURTHER RESOLVED, DETERMINED AND ORDERED that the County of Riverside  
4 Emergency Management Department submit the Riverside County Emergency Operations Plan to the  
5 California Governor's Office of Emergency Services on behalf of the County.

6  
7  
8 ROLL CALL:

9 Ayes: Jeffries, Spiegel, Washington and Perez  
10 Nays: None  
11 Absent: Hewitt

12 The foregoing is certified to be a true copy of a resolution duly  
13 adopted by said Board of Supervisors on the date therein set forth.

14 Kecia R. Harper, Clerk of said Board

15 By   
16 Deputy

*Clark Original*  
TP

**From:** Tom Paulek atpaul70@gmail.com  
**Subject:** August 6, 2019 BOS - Agenda Item 3.22 - Emergency Management Department Emergency Operations Plan  
**Date:** August 4, 2019 at 9:01 PM  
**To:** Kevin Jeffries district1@rcbos.org, Karen Spiegel district2@rcbos.org, Chuck Washington district3@rcbos.org, V. Manual Perez district4@rcbos.org, Jeff Hewitt district5@rcbos.org, Bruce Barton BBarton@RIVCO.ORG  
**Cc:** Susan Nash snashlaw@gmail.com, Tom Paulek atpaul70@gmail.com

BOS / Mr Barton:

Please take the time to read the July 28, 2019 **Arizona Republic** news article [see link below]: " *Where will the West's next deadly wildfire strike? The risks are everywhere.*" The BOS should note the news agencies examined approximately 5000 communities across 11 western states. Of small communities with fewer than 15,000 households 526 face a wildfire potential greater than Paradise [Camp Fire]. You should note the Wildfire Hazard Potential (WHP) for Paradise, on the 1 to 5 scale, was 3.81; while our Idyllwild-Pine Cove community has a 4.81 WHP. The article recognizes the Wildfire Hazard Potential (WHP) is only the first step in assessing human risks. Risks can rise further, based on: 1) Evacuation constraints 2) Age [older residents] 3) Disabilities 4) Community Alerting [does the Idyllwild-Pine Cove community need a stationary siren alert system] 5) Mobile homes. All of these human risks are applicable to the Idyllwild-Pine Cove community and have yet to be considered in evacuation planning and implementation.

Thank you for your consideration and courtesy.

Tom Paulek / Susan Nash  
Idyllwild Residents



<https://www.azcentral.com/in-depth/news/local/arizona-wildfires/2019/07/22/wildfire-risks-more-than-500-spots-have-greater-hazard-than-paradise/1434502001/>

Submitted by Tom Paulek  
8/6/19 Item 3.22  
(date)



*Clerk's  
Original*

Susan Nash  
P.O. Box 4036  
Idyllwild CA 92549  
909-228-6710  
snashlaw@gmail.com

August 6, 2019

Riverside County Board of Supervisors  
4080 Lemon Street  
Riverside CA 92501

Re: MAST Idyllwild Emergency Evacuation Plan

Supervisors:

All of the residents of Idyllwild with whom I have spoken are becoming increasingly concerned regarding a viable evacuation plan in the case of a wind-driven fire from the north. Such a fast-moving fire through a forest that has not burned in over 100 years could easily result in a disaster worse than the Paradise fire of 2018.

**IDYLLWILD NEEDS A PUBLICLY PREPARED FIRE EVACUATION PLAN WITH A GOAL OF ZERO LOSS OF LIFE THAT IS EASILY UNDERSTOOD BY ALL THOSE WHO NEED TO RELY ON A SAFE EVACUATION TO SAVE THE LIVES OF THEMSELVES AND THEIR FAMILIES.**

1. I have renewed my public records request for the MAST Idyllwild Emergency Evacuation Plan. As this is the same public records request I made in June, the people of Idyllwild should not need to wait more weeks and months for a written response, including any reasons this document is exempt in whole or in part.
2. There has been around \$100,000 spent on advertising and planned delays in road re-construction in order to bring tourist dollars to Idyllwild, but to date none spent on updating the evacuation plan in light of the Paradise fire:
  - a. Stationary Sirens are needed to alert the community of fast-approaching wind-driven fires.

Submitted by

*Susan Nash*

8/6/2019 Item 3.22  
(date)

- b. "Amber Alert" type calls must be made to all phones.
- c. Ensuring that all public agencies and private groups involved with fire emergencies have daily updates on fire risk assessment on their websites and apps. The fire risk, wind speed and directions and temperature should be readily available so people can make wise choices on leaving their children on the hill while they go to work, visiting Idyllwild, or deciding to pre-emptively evacuate Idyllwild. These websites and apps include but are not limited to:

- ✚ County Emergency Management Department
- ✚ County Fire Department
- ✚ Idyllwild Fire Department
- ✚ US Forest Service
- ✚ Mountain Communities Fire Safe Council ([WWW.mcfsc.org](http://WWW.mcfsc.org))
- ✚ Mountain Area Safety Taskforce  
(<http://rvcweb.org/MASTPortal/Default.aspx?tabid=66>)

Since the Cranston and Paradise fires several things have changed that require significant updates to the MAST Idyllwild Emergency Evacuation Plan.

1. SCE's Public Safety Power Shutoffs is Edison's plan to shutoff all electricity on windy days. People need to know what the wind speed criteria are, so that they can check the weather and make arrangements. (Just as many leave the hill or do not come up the hill when a snowstorm is predicted).
2. The impact on all evacuation communication plans when the electricity is turned off before a fire starts [no electricity does not mean no fires]. What about Internet, landline and smart phones, radio etc. without electricity. Will the sirens work? **HOW ARE FIRE AGENCIES GOING TO COMMUNICATE UP-TO-DATE EVACUATION ORDERS TO PEOPLE WITHOUT ELECTRICITY? WHAT IF IT IS A NIGHT FIRE?**
3. Road closures: Will 74 to Hemet be open for evacuees, or solely for fire equipment? If cars are "staged" along 243 and 74, do evacuees need to prepare for many hours of delay? Of especial concern are those with small children or critical health issues.
4. We have been told that the evacuation will be orderly in "zones" as people are notified when to evacuate and on



which routes. Just as in a crowded movie theater, an usher comes by and tells row by row to leave, so that a panic does not ensue and the exits are not blocked. This works only in a Cranston or Mt. Fire. This plan does not work where flames are blowing into town and setting homes on fire a mile from the face of the fire, which is moving with winds of 40 mph.

5. When we asked about that scenario, the public was recently told not wait for an evacuation order, but to leave town immediately with the first whiff or sight of smoke. **THE PUBLIC WAS NEVER TOLD HOW THE FIRE AGENCIES ARE GOING TO PREVENT PEOPLE FROM BEING TRAPPED WHEN THE ONE EXIT FROM TOWN IS BLOCKED WITH EVERYONE'S CAR LEAVING IN A PANIC AT THE SAME TIME.**
6. The public has been told repeatedly that "shelter in place" is not an option in Idyllwild, as the dense forest means there are no safe open spaces and no safe buildings, even with a "curtain of water". If there are safe spaces, we need to be told where they are now, not in the midst of a raging fire.
7. We cannot continue to invite additional visitors to Idyllwild on HIGH FIRE RISK days. Not only are visitors often unfamiliar with the roads (how frequently do tourists ask us how to get out of town?) but also thousands of visitors crowd the roads, making it even more difficult for those who live and work in Idyllwild to leave. All year, but especially in the summer fire season, camps and schools board children without their parents.

**IT IS READILY APPARENT THE COUNTY OF RIVERSIDE CARES MORE ABOUT TOURIST DOLLARS COMING TO IDYLLWILD THAN IT DOES ABOUT PEOPLE BEING ABLE TO ESCAPE WITH THEIR LIVES IN THE CASE OF A WIND-DRIVEN FIRE FROM THE NORTH, FROM WHICH THERE MAY BE NO ESCAPE FOR MANY.**

*Susan Nash*

Susan Nash  
Idyllwild Resident

Riverside County Board of Supervisors  
Request to Speak

Submit request to Clerk of Board (right of podium), Speakers are entitled to three (3) minutes, subject to Board Rules listed on the reverse side of this form.

SPEAKER'S NAME: Tom Paulek

Address: 5300 Meadow Dr

City: Idyllwild Zip: 92549

Phone #: \_\_\_\_\_

Date: Aug 6, 2019 Agenda # 3.22

PLEASE STATE YOUR POSITION BELOW:

Position on "Regular" (non-appealed) Agenda Item:

Support  Oppose  Neutral

Note: If you are here for an agenda item that is filed for "Appeal", please state separately your position on the appeal below:

Support  Oppose  Neutral

I give my 3 minutes to: \_\_\_\_\_



## BOARD RULES

### Requests to Address Board on "Agenda" Items:

You may request to be heard on a published agenda item. Requests to be heard must be submitted to the Clerk of the Board before the scheduled meeting time.

### Requests to Address Board on Items that are "NOT" on the Agenda/Public Comment:

Notwithstanding any other provisions of these rules, a member of the public shall have the right to address the Board during the mid-morning "Oral Communications" segment of the published agenda. Said purpose for address must pertain to issues which are under the direct jurisdiction of the Board of Supervisors. YOUR TIME WILL BE LIMITED TO THREE (3) MINUTES. Donated time is not permitted during Public Comment.

### Power Point Presentations/Printed Material:

Speakers who intend to conduct a formalized Power Point presentation or provide printed material must notify the Clerk of the Board's Office by 12 noon on the Monday preceding the Tuesday Board meeting, insuring that the Clerk's Office has sufficient copies of all printed materials and at least one (1) copy of the Power Point CD. Copies of printed material given to the Clerk (by Monday noon deadline) will be provided to each Supervisor. If you have the need to use the overhead "Elmo" projector at the Board meeting, please ensure your material is clear and with proper contrast, notifying the Clerk well ahead of the meeting, of your intent to use the Elmo.

### Individual Speaker Limits:

Individual speakers are limited to a maximum of three (3) minutes. Please step up to the podium when the Chairman calls your name and begin speaking immediately. Pull the microphone to your mouth so that the Board, audience, and audio recording system hear you clearly. Once you start speaking, the "green" podium light will light. The "yellow" light will come on when you have one (1) minute remaining. When you have 30 seconds remaining, the "yellow" light will begin to flash, indicating you must quickly wrap up your comments. Your time is up when the "red" light flashes. The Chairman adheres to a strict three (3) minutes per speaker. *Note: If you intend to give your time to a "Group/Organized Presentation", please state so clearly at the very bottom of the reverse side of this form.*

### Group/Organized Presentations:

Group/organized presentations with more than one (1) speaker will be limited to nine (9) minutes at the Chairman's discretion. The organizer of the presentation will automatically receive the first three (3) minutes, with the remaining six (6) minutes relinquished by other speakers, as requested by them on a completed "Request to Speak" form, and clearly indicated at the bottom of the form.

### Addressing the Board & Acknowledgement by Chairman:

The Chairman will determine what order the speakers will address the Board, and will call on all speakers in pairs. The first speaker should immediately step to the podium and begin addressing the Board. The second speaker should take up a position in one of the chamber aisles in order to quickly step up to the podium after the preceding speaker. This is to afford an efficient and timely Board meeting, giving all attendees the opportunity to make their case. Speakers are prohibited from making personal attacks, and/or using coarse, crude, profane or vulgar language while speaking to the Board members, staff, the general public and/or meeting participants. Such behavior, at the discretion of the Board Chairman, may result in removal from the Board Chambers by Sheriff Deputies.



Riverside County Board of Supervisors  
Request to Speak

Submit request to Clerk of Board (right of podium), Speakers are entitled to three (3) minutes, subject to Board Rules listed on the reverse side of this form.

SPEAKER'S NAME: Susan Nash

Address: Idyllwild.

City: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone #: \_\_\_\_\_

EMD. Plan

Date: 6 Aug 19 Agenda # 3.22.

PLEASE STATE YOUR POSITION BELOW:

Position on "Regular" (non-appealed) Agenda Item:

\_\_\_\_\_ Support  Oppose  Neutral

Note: If you are here for an agenda item that is filed for "Appeal", please state separately your position on the appeal below:

\_\_\_\_\_ Support \_\_\_\_\_ Oppose \_\_\_\_\_ Neutral

I give my 3 minutes to: \_\_\_\_\_



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# Emergency Operations Plan (EOP) Riverside County Operational Area (OA)



August 2019

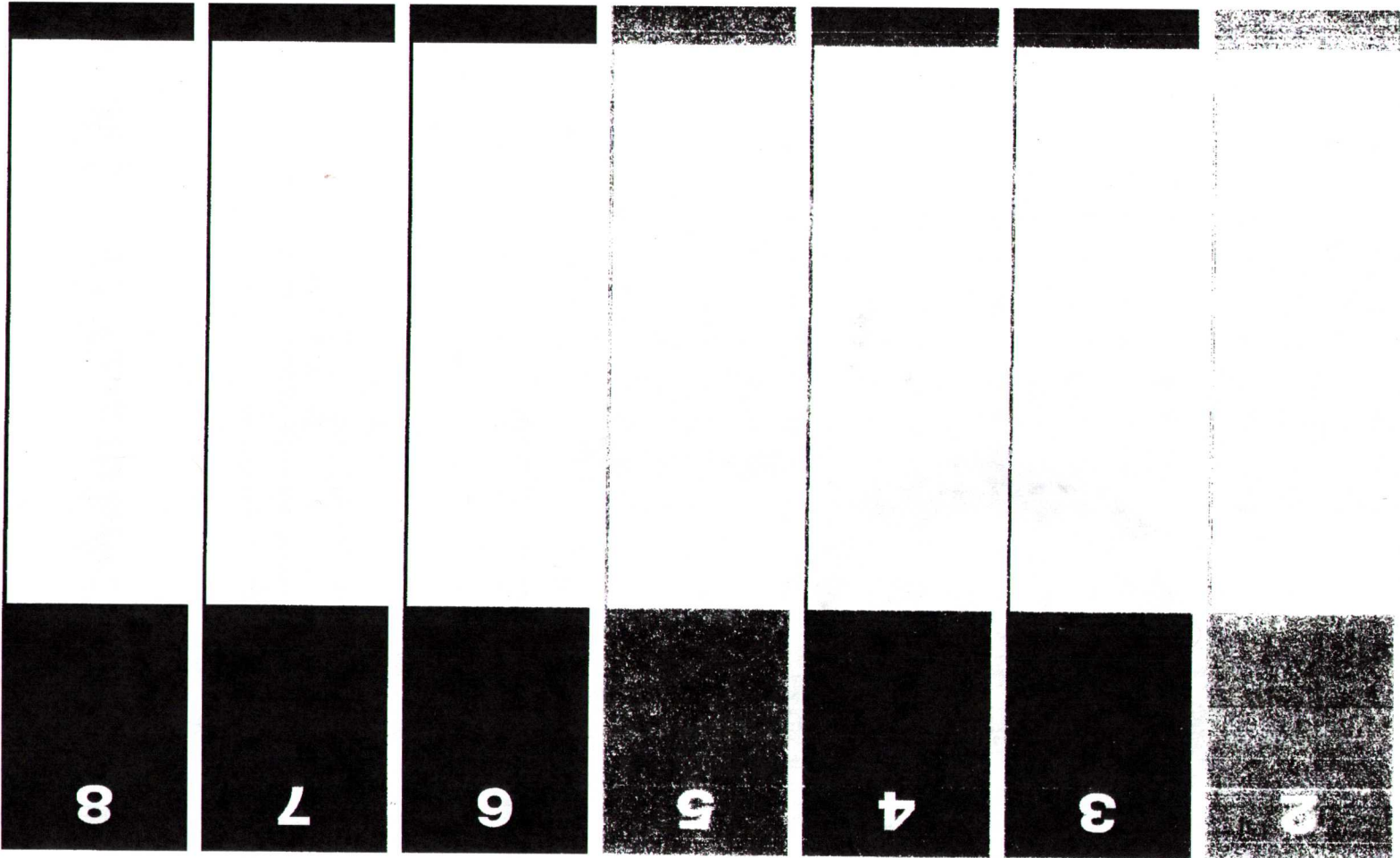
Riverside County  
Emergency Management Department

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 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.



# Emergency Operations Plan (EOP)

<b>2</b>	Emergency Support Function (ESF) #1 - 4
<b>3</b>	Emergency Support Function (ESF) #5-8
<b>4</b>	Emergency Support Function (ESF) #9-11
<b>5</b>	Emergency Support Function (ESF) #12-14
<b>6</b>	Emergency Support Function (ESF) #15-16
<b>7</b>	Emergency Support Function (ESF) #17-19
<b>8</b>	Emergency Support Function (ESF) #20-21





# Emergency Operations Plan (EOP) Riverside County Operational Area (OA)



August 2019

Riverside County  
Emergency Management Department

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## **FOREWORD**

August 2019

Enclosed is the revised County of Riverside Emergency Operations Plan (EOP), which is designed as a reference tool for coordinating emergencies, whether it be a localized event or a catastrophic disaster.

The EOP serves as the foundation for response and recovery operations for the County of Riverside, as it establishes roles and responsibilities, assigns tasks, and specifies policies and general procedures. The plan includes critical elements of the Standardized Emergency Management System, the National Incident Management System, the Incident Command System, and the National Response Framework.

The EOP assists with facilitating an effective response to any emergency by providing a platform that encourages collaboration between The County of Riverside Operational Area (OA) Emergency Operations Center (EOC), first responders, and support agencies.

The County of Riverside gives full support to this plan and urges all officials, employees, and residents, individually and collectively, to do their share in emergency preparedness, response, and recovery efforts.

The EOP will be reviewed and exercised periodically and revised as necessary to meet changing conditions. The EOP will become effective upon resolution and adoption by the County of Riverside Board of Supervisors.

**Copy of Resolution 2019-180**



## **PLAN CONCURRENCE**

August 2019

The County of Riverside Emergency Operations Plan (EOP) is a reference tool for coordinating emergencies and serves as a foundation for response and recovery operations. This statement confirms that the EOP, including annexes for the 21 Emergency Support Functions (ESFs), has been reviewed and concurred by departments within the County of Riverside and the Operational Area (OA). The OA consists of a combination of a County, all unincorporated areas, all cities and all political subdivisions within a County's geographic boundaries.

The ESFs are the framework of governmental capabilities into an organizational structure to provide support, resources, program implementation, and services that are most likely needed to save lives, protect property and the environment, restore essential services and critical infrastructure, and help victims and communities return to normal following any localized or catastrophic event.

The Emergency Management organization of the County of Riverside is rooted in an all hazards, whole community approach. Whole community includes all residents, visitors, businesses and employees, and is fully inclusive of those who have disabilities and/or access and functional needs. As outlined in the EOP and the ESFs, Riverside County, its employees, contractors and partner agencies, are committed to the planning, mitigation, response, and recovery for the whole community.

Regardless of where ESFs may be assigned, the OA is committed to protecting life and property through the actions delineated in the EOP and ESFs.

## Plan Development and Maintenance

County of Riverside Emergency Management Department is responsible for writing, reviewing, and updating of the EOP.

The updates will include new information such as relevant standard operational procedures or organizational structure. A record of changes and revisions will be maintained by the Emergency Management Department. A receive and file will be submitted annually to the County of Riverside Board of Supervisors with an updated EOP.

## Distribution List

This distribution list names the departments or agencies receiving copies of the County of Riverside Emergency Operations Plan. The plan will be distributed in a printed or electronic version.

Organization	#	Organization	#
Cal OES, Southern Region	1	Office of Education	1 each
Board of Supervisors	5	Public Utility Districts (names, titles)	1 each
County Chief Executive Officer	1	School Districts (names, titles)	1 each
County Library Reference Desk	1	Special Districts (names, titles)	1 each
County Departments	1 each	Tribal Governments (names, titles)	1 each
Fire Protection Districts	1 each		
Operational Area Planning Committee	1 each		

City	#	City	#
City of Banning	1	City of Lake Elsinore	1
City of Beaumont	1	City of La Quinta	1
City of Blythe	1	City of Menifee	1
City of Calimesa	1	City of Moreno Valley	1
City of Canyon Lake	1	City of Murrieta	1
City of Cathedral City	1	City of Norco	1
City of Coachella	1	City of Palm Desert	1
City of Corona	1	City of Palm Springs	1
City of Desert Hot Springs	1	City of Perris	1
City of Eastvale	1	City of Rancho Mirage	1
City of Hemet	1	City of Riverside	1
City of Indian Wells	1	City of San Jacinto	1
City of Indio	1	City of Temecula	1
City of Jurupa Valley	1	City of Wildomar	1



## Record of Revisions

The County of Riverside Emergency Management Department will maintain the official copy of the EOP and use the record of revisions table below to track changes to the EOP.

Change No.	Description	Change Date	Approved By

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## BASIC PLAN

### SECTION 1.0 ADMINISTRATIVE FEATURES

#### 1.1 Plan Format

The EOP consists of the Base Plan, Appendices, and Emergency Support Functions:

- Base Plan includes:
  - Introduction and administrative features; concept of operations including the principles and methods used to carry out emergency operations; hazards and threats to the county to provide a rationale for prioritizing emergency preparedness actions for specific hazards; and recovery and mitigation operations.
- Appendices include:
  - Glossary; resources; contact lists; supporting documentation; EOC Operations; Department Emergency Operations
- Emergency Support Functions:
  - The Emergency Support Function annexes represent a set of specific protocols that are complementary to the EOP and will be used during specific, significant emergency situations that require unique planning and coordination beyond the all hazards approach within the Basic Plan (e.g., transportation).

#### 1.2 Purpose and Scope

This Emergency Operations Plan (EOP) applies to the County of Riverside. The EOP addresses the planned response to extraordinary situations associated with natural disasters and/or human caused incidents. The plan focuses on coordinating mutual aid and provides an overview of the operational concepts relating to various emergency situations, identifies components of the emergency response, and describes the overall responsibilities of the OA for supporting stakeholders in protecting life and property.

The EOP addresses the roles and responsibilities of the County during all-hazards emergency response. Specifically, the EOP identifies and describes interaction with the County of Riverside, State, and Federal entities, the role of the OA Emergency Operations Center (EOC), and the coordination that occurs between the EOC and OA departments and agencies. The Emergency Support Functions (ESF) to this plan will describe in more detail response actions specific to each corresponding ESF. In addition to this plan, every department within the County of Riverside maintains a departmental emergency plan, which shall be consistent with the provisions of the EOP. In accordance with Homeland Security Presidential Directive (HSPD)-5 and the subsequent National Incident Management System (NIMS), this plan falls under the response element noted in the National Preparedness Goal mission.

The OA EOP provides a consistent framework for emergency management and includes management staff and employees, federal, state and city governments, tribal governments, partner agencies, special districts, and school districts that serve Entity residents, and private and volunteer organizations involved in emergencies. This plan provides the structure for activation of the OA EOC during incidents and use of the OA EOC by OA Members.



### 1.3 Riverside County/OA EOP Implementation

Activation of the Riverside County OA EOP occurs due to one of the following conditions:

- Upon the declaration of a Local Emergency by the Board of Supervisors of Riverside County, or by persons herein authorized to act in its stead; (Ordinance No. 533, as amended through 533.7, Section 5);
- Upon the existence of a State of War Emergency;
- Upon the Proclamation by the Governor of the State of California, or of persons authorized to act in his/her stead, of a State of Emergency affecting and including Riverside County; or
- Upon the Proclamation of a Local Emergency by the Board of Supervisors of Riverside County, or by persons herein authorized to act in its stead.
- Upon the Proclamation of a Public Health Emergency by the Board of Supervisors of Riverside County, or by persons herein authorized to act in its stead.
- Two or more local government jurisdictions within the Operational Area have activated their emergency operations center or upon a request from a local government jurisdiction.
- The Operational Area is requesting resources from outside its boundaries, except those resources used in normal day-to-day operations which are obtained through existing agreements providing for the exchange or furnishing of certain types of facilities and services on a reimbursable, exchange, or other basis as provided for under the Master Mutual Aid Agreement;
- The Operational Area has received resource requests from outside its boundaries, except those resources used in normal day-to-day operations which are obtained through existing agreements for the exchange or furnishing of certain types of facilities and services on a reimbursable, exchange, or other basis as provided for under the Master Mutual Aid Agreement.
- It is deemed necessary by the Director of Emergency Services in order to support emergency or extreme peril conditions beyond normal day to day operations.

### 1.4 Authorities and References

The following documents provide emergency authorities for conducting and/or supporting emergency operations:

#### Federal

- Homeland Security Presidential Directive (HSPD) 5, Management of Domestic Incidents issued February 28, 2003;
- Presidential Policy Directive (PPD) 8, National Preparedness issued March 30, 2011;
- U.S. Department of Homeland Security, National Incident Management System (NIMS);
- U.S. Department of Homeland Security, National Protection Framework;





- U.S. Department of Homeland Security, National Prevention Framework;
- U.S. Department of Homeland Security, National Response Framework (NRF)
- U.S. Department of Homeland Security, National Mitigation Framework;
- U.S. Department of Homeland Security, National Recovery Framework;
- Robert T. Stafford Disaster Relief and Emergency Assistance Act (42 U.S.C. §§ 5121, *et seq.*);
- National Fire Protection Association, Safer Act Grant; National Fire Protection Americans With Disabilities Act of 1990, 42 U.S.C. § 12101, *et seq.* (ADA);
- Association Standard No. 1710, 2010;
- Americans With Disabilities Act of 1990, 42 U.S.C. § 12101, *et seq.* (ADA);
- Post-Katrina Emergency Management Reform Act of 2006 (6 U.S.C. §§ 701, *et seq.*);
- Sandy Recovery Improvement Act;
- The Pets Evacuation and Transportation Standards Act of 2006;
- Flood Control and Coastal Emergency Act (33 U.S.C. § 701n);
- NRT-1, Hazardous Materials Emergency Planning Guide and NRT-1A Plan Review Guide (Environmental Protection Agency's National Response Team) and
- National Environmental Policy Act of 1969 (42 U.S.C. §§ 4321, *et seq.*).

### **State**

- California Constitution;
- California Emergency Services Act (Government Code §§ 8550, *et seq.*);
- Standardized Emergency Management System (SEMS) Regulations (19 Cal. Code of Regulations §§ 2400, *et seq.* and Government Code § 8607);
- California State Emergency Plan;
- California Natural Disaster Assistance Act (Government Code §§ 8680, *et seq.*);
- California State Private Nonprofit (PNP) Organizations Assistance Program, 2011;
- California Hazardous Materials Incident Contingency Plan;
- California Oil Spill Contingency Plan (Government Code §§ 8670.1, *et seq.*);
- California Health and Safety Code §§ 25115 and 25117; §§ 2550, *et seq.*; and §§ 25600 through 25610, dealing with hazardous materials;
- Orders and Regulations selectively promulgated by the Governor during a State of Emergency;
- Orders and Regulations promulgated by the Governor to take effect during a State of War;
- California Master Mutual Aid Agreement and
- Emergency Management Assistance Compact (Government Code §§ 179, *et seq.*).

### **County**

- County of Riverside, California, Code of Ordinances; Title 2 – Administration: Chapter 2.100 – Emergency Management Organization;

- County of Riverside Emergency Services Ordinance 533.7; item 3.16 on April 30, 2019 (effective May 30, 2019);
- Resolution, adopting the California Master Mutual Aid Agreement, July 1958;
- Resolution SLR-28, adopting Workmen's Compensation Benefits for Disaster Service Workers, June 8, 1988;
- Resolution SLR-55, adopting the Emergency Operations Plan, November 15, 1988;
- Resolution 95-205, adopting the Standardized Emergency Management System (SEMS), August 15, 1995;
- Resolution 95-206, adopting the Operational Area Agreement, August 15, 1995;
- Resolution 2006-051 adopting the National Incidental Management System (NIMS) within County of Riverside on February 28, 2006;
- Resolution adopting the County of Riverside Multi-Jurisdictional Local Hazard Mitigation Plan; item 3.11 on September 18, 2018; and
- Resolution 2019-180 adopting the revised County of Riverside Emergency Operations Plan on August 6, 2019.

## 1.5 Relationship to Other Plans and References

The County of Riverside EOP is the primary document used by the County and the OA to describe the conduct of emergency management activities from the OA perspective. The County EOP provides a conceptual framework for emergency management planning to support the Operational Area, but not of OA Members who need their own EOP that reflects their resources and response capacity.

The County of Riverside EOP describes how activities will be conducted within OA limits, and how support will be requested and coordinated - in the form of mutual aid and other resources. When emergencies or disasters necessitate resource support from regional, State, Federal, international, private or non-profit sources outside the immediate control of OA Members, then this EOP will serve as a guide to coordinating those resources.

The County of Riverside EOP is not a stand-alone document. Its purpose is to support the emergency plans and procedures of OA Members. This plan is designed to be flexible enough that that it can adapt to a changing response environment and to the needs of supporting and requesting organizations. Some of the plans and guidelines that this EOP will frequently support include:

- Federal Disaster Relief Act of 1974 (PL 93-288) Section 406 Minimum Standards for Public and Private Structures;
- California State Emergency Plan;
- California Coroner's Mutual Aid Plan;
- Disaster Assistance Procedure Manual (Cal OES);
- California Law Enforcement Mutual Aid Plan;
- California Fire and Rescue Operations Plan;



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- California State Emergency Plan;
- California Coroner's Mutual Aid Plan;
- Disaster Assistance Procedure Manual (Cal OES);
- California Law Enforcement Mutual Aid Plan;
- California Fire and Rescue Operations Plan;





- Disaster Service Workers regulations, adopted by the California Emergency Council, amended January 9, 1979;
- Riverside County Hazard Mitigation Plan and
- Local City Emergency Operations Plans and Procedures.

## **1.6 Standard Operating Procedures/Guidelines**

Departments that have responsibilities in this plan have prepared organizational and/or position-specific Standard Operating Procedures (SOPs), Standard Operating Guidelines (SOGs), or plans detailing personnel assignments, policies, notification rosters, resource lists, and specific steps for accomplishing the functions assigned in this EOP. Staff emergency response personnel should be acquainted with these SOPs/SOGs and receive periodic training on the policies and procedures contained within the SOPs/SOGs in support of this EOP.

## **SECTION 2.0 SITUATION AND ASSUMPTIONS**

### **2.1 General Description**

County of Riverside was officially formed on May 9, 1893 through a measure approved by voters. The county seat is in the City of Riverside. According to the January 2016 estimates from the State of California, Department of Finance, the county has a total population of 2,348,783, and is the fourth most populous county in California. There are 28 incorporated cities and many unincorporated communities and neighborhoods within the County of Riverside. The County of Riverside is located inland from Los Angeles County and is bordered by Orange County on the west; by La Paz County, Arizona on the east; by San Diego County on the southwest; by Imperial County on the southeast; and by San Bernardino County on the north.

The only commercial airport is Palm Springs International Airport. There is a military airport at March Air Reserve Base. The general aviation airports are Banning Municipal Airport, Bermuda Dunes Airport, Blythe Airport, Corona Municipal Airport, Flabob Airport, French Valley Airport, Murrieta, Hemet-Ryan Airport, San Jacinto Valley, Jacqueline Cochran Regional Airport, Thermal Airport, Perris Valley Airport, and Riverside Municipal Airport.

There are 12 federally recognized Tribal Governments and Reservations in the County of Riverside, which is second in the nation for the number of tribes within a county. The tribes in the County of Riverside are:

- Agua Caliente Band of Cahuilla Indians;
- Augustine Band of Cahuilla Indians;
- Cabazon Band of Mission Indians;
- Cahuilla Band of Mission Indians;
- Colorado River Indian Tribe (partly in La Paz County, AZ and San Bernardino County, CA);
- Morongo Band of Serrano Mission Indians;
- Pechanga Band of Luiseno Mission Indians;
- Ramona Band of Cahuilla Mission Indians;



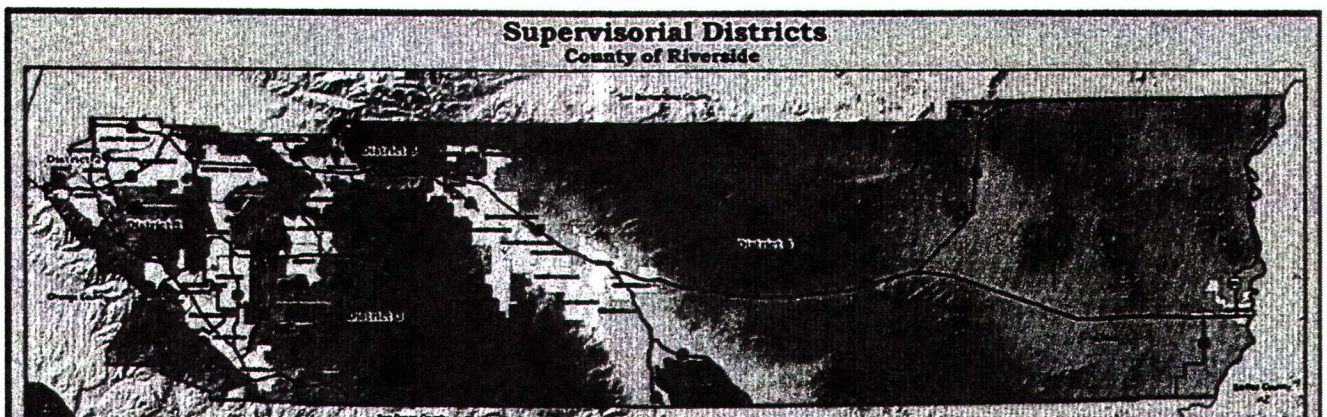
- Santa Rosa Reservation;
- Soboba Band of Luiseno Indians;
- Torres-Martinez Desert Cahuilla Indians (partly in Imperial County, California) and
- Twenty-Nine Palms Band of Mission Indians (partly in San Bernardino County).

Critical facilities are sites that must remain operational after an incident or facilities that pose unacceptable risks to public safety if severely damaged. Critical facilities identified include schools, hospitals, fire and police stations, emergency operation centers, communication centers, and industrial sites that use or store explosives, toxic materials or petroleum products. Critical facilities also include dams, highways, waste management and water treatment sites, reservoirs, transportation providers and routes, and public utilities.

## 2.2 Geography

Geographically, the county is roughly 180 miles wide from east to west. The county elevation ranges from 60 feet in the city center of Riverside to 9561 feet at San Jacinto Peak. The total area of the county is 7,303.13 square miles, of which land is 7207.37 square miles, and water is 95.76 square miles. The county has a Mediterranean climate in the western portion of the county and is mostly desert in the central and eastern portions of the county. The County of Riverside experiences hot summers with average highs at 95 degrees, and cold winters with lows averaging at 42 degrees. The county is home to the Coachella Valley National Wildlife Refuge, the Santa Rosa and San Jacinto Mountains National Monument, and parts of the Joshua Tree National Park, Cleveland National Forest, and the San Bernardino National Forest. There are 19 official wilderness areas in the County of Riverside that are part of the National Wilderness Preservation System. Some are integral parts of the protected areas listed above. Most (11 of the 19) of these areas are managed solely by the Bureau of Land Management (BLM), and some share management between the BLM and relevant other agencies.

**Figure 2.3 County of Riverside Boundaries Map**







### 2.3 Hazard Analysis

A hazard represents an event or physical condition that has the potential to cause fatalities, injuries, property damage, infrastructure damage, agricultural losses, damage to the environment, interruption of business, or other types of harm or loss.

A detailed analysis of the hazards facing the County of Riverside are identified in the Multi-Jurisdictional Local Hazard Mitigation Plan, prepared by the County of Riverside in 2017. Formulas provided by FEMA were used to determine the 2017 hazard ranking for potential impact.

The natural hazards included in this EOP were agreed upon by the County of Riverside Hazard Mitigation Steering Committee. The hazards selected were ranked on potential effect using key criteria such as frequency, deaths, injuries, property damage, and economic effect. The natural hazards evaluated as part of this plan include those that have occurred historically or have the potential to cause significant human and/or monetary losses in the future. The following hazards were ranked by the Steering Committee for the 2017 plan:

Hazard	2017 Ranking for Potential Impact in Riverside County
Earthquake	1
Pandemic Flu	2
Wildland Fire	3
Electrical Failure	4
Emergent Disease/Contamination	5
Cyber Attack	6
Terrorist Event	7
Communications Failure	8
Flood	9
Civil Disorder	10
Drought	11
Nuclear/Radiological Incident	12
Extreme Weather	13
Transportation Failure	14
Dam Failure	15
Aqueduct	16
Tornado	17
Insect Infestation	18
Jail/Prison Event	19
Pipeline Disruption	20
Landslide	21
HazMat Incident	22
Water Supply Disruption/Contamination	23

## 2.4 Hazard Situation and Summaries

Earthquakes, wildland fire, and flooding are the most common incidents in the County of Riverside, followed by electric and communication failure and utility outages.

### 2.4.1 Earthquake

Earthquakes are caused by the sudden slip on a fault resulting in ground shaking. Earthquakes may cause great damage to human structures such as buildings, roads, rails, dams and bridges. The severity of the earthquake may also initiate additional hazards such as fires and damage to lifeline systems, elevating risk to psychological impacts, injury and death. The earthquake hazard for the County of Riverside comes primarily from three major faults that traverse the county: The San Andreas Fault, the Elsinore Fault, and the San Jacinto Fault. Proximity of earthquakes to populated areas and the time of day factor in to the number of deaths and property damage.

The San Andreas Fault passes 11 miles from the downtown area of the City of Riverside. The fault stretches from Northern California to the Mexican border, and is over 600 miles long. It has the potential for an 8.3 Moment Magnitude Scale (MMS) earthquake. The Elsinore Fault, though smaller than the San Jacinto Fault runs near the cities of Corona, Eastvale, Norco, Jurupa Valley, and south into Lake Elsinore. This fault has the potential for producing a 6.0 MMS earthquake. Earthquake effects could be aggravated by collateral emergencies such as fires, flooding, hazardous material spills, utility disruptions, landslides, transportation emergencies, or dam failure. Aftershocks to major earthquakes could also be large enough to cause damage and must be part of planning.

### 2.4.2 Pandemic Flu

Pandemic influenza is a widespread outbreak of disease that would affect a large number of people worldwide caused by a new Influenza A virus. A pandemic flu outbreak can cause catastrophic consequences to Riverside County. The County Health Officer has the authority to proclaim a public health emergency and would lead the efforts throughout the OA in the event of a pandemic.

The 20th century saw three global pandemic influenza outbreaks, the most notable of which was the 1918 Spanish influenza pandemic that was responsible for 20-40 million deaths throughout the world. The most recent pandemic, the 2009 H1N1 flu, first identified in Imperial and San Diego counties, killed more than 550 Californians, sent thousands more to hospitals, caused widespread fear and anxiety and the declaration of a public health emergency.

County of Riverside EMD may establish Point of Dispensing sites in conjunction with the Riverside University Health System - Public Health, as part of the Strategic National Stockpile (SNS) plan and preparedness. The sites would be established at large gathering facilities such as a community center or public-school gym. These sites would allow for the dispensing of medications to many people for prophylaxis of asymptomatic individuals as well as treatment of symptomatic persons.





### **2.4.3 Wildland Fires**

Fire is a continuous threat in the County of Riverside. Wildland fire (wildfire) spreads through vegetative fuels resulting in destruction to property. Wildfires can occur in undeveloped areas and spread to urban areas. The western end of the county is more urban, densely populated, and covered with vegetation that is susceptible to wildfires. The eastern end of the county is primarily desert, with far less population and far less vegetation than the western end of the county. People living near the borders of major forests and brush areas increases the probability of human-caused fires is growing. Other factors related to fire spreading include lightning strikes, Santa Ana winds, homes with a shake roof, and poor control of flammable growth around structures.

In the County of Riverside, the cities and special districts that are most vulnerable to wildland fires are the cities of Banning, Beaumont, Canyon Lake, Corona, Desert Hot Springs, Eastvale, Hemet, Jurupa Valley, Lake Elsinore, Murrieta, Norco, Perris, Wildomar, and the Fern Valley Water District, Idyllwild Fire Protection District, Idyllwild Water District, Menifee Union School District, Riverside County Office of Education, Riverside Unified School District, and San Jacinto Unified School District.

### **2.4.4 Electrical Failure and Utility Outages**

A utility failure of extended duration may become a major emergency when it involves a power outage, a disruption in natural gas delivery, or a loss of water supply. Even a short duration loss of telephone service may also rise to the level of a major emergency if it involves the public's ability to access the 9-1-1 system. Persons with access and functional needs are at highest risk from utility disruptions at home as well as at government, business, and private services.

Utility disruptions can be generally grouped into two categories: intentional and unintentional. Intentional disruptions include planned service for maintenance or upgrading. Unintentional disruptions can be caused by an accident; malfunctioning equipment, or equipment overload caused by natural, human-caused, or technological hazards.

### **2.4.5 Emergent Disease/Contamination**

According to the Center for Disease Control, the term "emerging infectious diseases" refers to diseases of infectious origin whose incidence in humans has either increased within the past two decades or threatens to increase soon. Emergent diseases are new, new to the area, reappearing in the area after being dormant, or a strain has become resistant to antibiotics. These illnesses are caused by bacteria, viruses or fungi. Infectious diseases can be spread throughout the County population in several different ways:

- Vector;
- Person to person and
- Contaminated food water or soil.

### **2.4.6 Cyber Attack**

Cyber-terrorism is the use of computer network tools to shut down critical infrastructures such as energy, transportation, and government operations, or to coerce or intimidate a government or civilian

population. As nations and critical infrastructure became more dependent on computer networks for their operation, new vulnerabilities are created. These vulnerabilities can be exploited to penetrate a computer network and disrupt or even shut down critical public or business operations.

The goal of cyber terrorism is aimed at hurting the economy or causing confusion and panic. In 2016, the County of Riverside Emergency Management Department was targeted for a ransomware attack that resulted in a disruption of work. It affected a shared network drive, which could have hindered response to a disaster.

#### **2.4.7 Terrorist Event**

County of Riverside is home to business and government agencies, transportation infrastructure, tourist attractions, natural parks/historic sites, and cultural facilities which are vulnerable to terrorist attack. Terrorism is a continuing threat throughout the world and a variety of political, social, religious, cultural, and economic factors underlie terrorist activities. Terrorists typically target civilians to advance their agenda and the media interest generated by terrorist attacks makes this a high visibility threat.

Domestic Security Threats may cause mass casualties, extensive property damage, fires, flooding, and other ensuing hazards. Domestic Security Threats takes many forms, including:

- Active Shooter Event;
- Chemical;
- Cyber-terrorism;
- Biological;
- Radiological;
- Nuclear;
- Explosive and
- Vehicle Ramming.

The California State Terrorism Response Plan outlines the authorities and procedures for dealing with a terrorist incident in California. The Federal Bureau of Investigation (FBI) is designated as the lead federal agency for all terrorist activities within the United States. The FBI coordinates this activity with local law enforcement within the Riverside County OA through the Joint Regional Intelligence Center. The Riverside County Terrorism Response Plan aligns with and supports the State Terrorism Plan. The Riverside County Sheriff's Department supports the prevention and detection of terrorist activities through the Criminal Intelligence Unit.

#### **2.4.8 Communication Failure**

The County Network (CoRNet) provides Voice and Data communication for most County departments and facilities. CoRNet is a distributed design consisting of regional hub locations which sites in that region connect. Each of these Hub locations is then connected to its adjacent Hub locations via high bandwidth circuits.

CoRNet provides both Voice and Data over the same network infrastructure. The same network connection that provided a data connection for the customers hardwired PC's now provides the





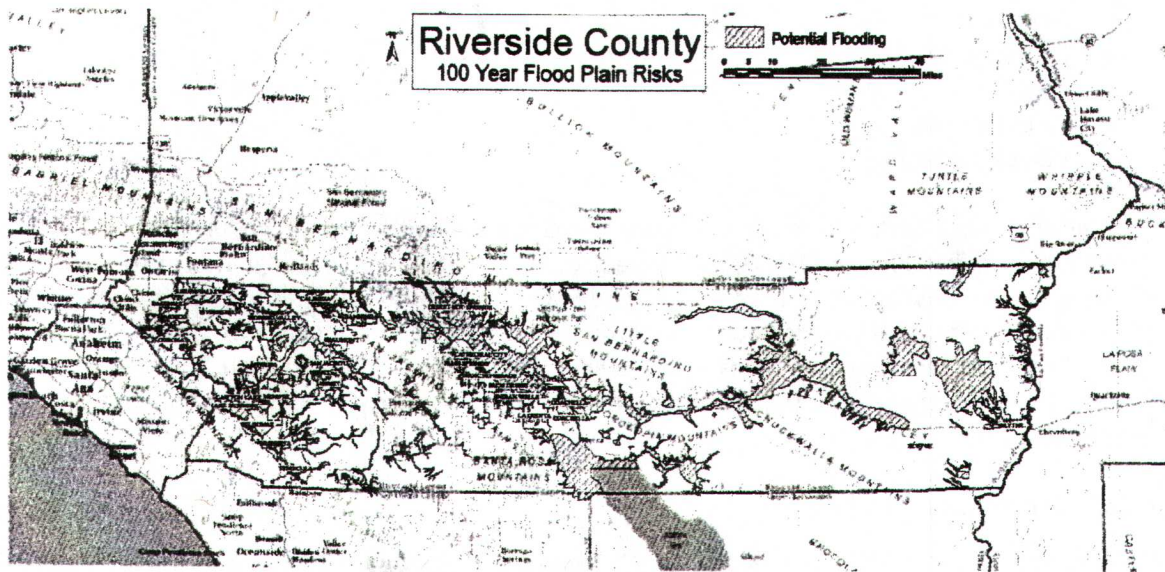
connectivity for all phone communications and wireless devices. A loss of Network connectivity now impacts both Voice and Data and wireless (Wi-Fi) communications. There are multiple hazards that could result in a “Network” failure such as earthquake, power outage and other natural disasters.

**2.4.9 Flooding**

Flooding is a frequent natural hazard in the county. Floods are generally classified as either slow-rise or flash floods. Slow-rise floods may be preceded by a warning time lasting from hours to days. Flash floods are characterized by extremely short warning times.

The County has several major river systems, dams, and reservoirs. Excessive rainfall can stress these systems causing flooding with serious damage to property and potential loss of life. The western portion of the County of Riverside contains portions of the Santa Ana River, San Jacinto River, and Santa Margarita River watersheds near urban centers. The eastern portion of the county is generally a sparsely populated agricultural region that experiences sporadic flooding and more flash flooding than other areas. Winter storm events and summertime monsoonal flows from Mexico’s Pacific Coast are common causes of flooding. Prevention and mitigation efforts consider the essential public facilities and hazardous materials sites located within 100-year flood zones.

FEMA has identified 100-year flood hazard areas across the County of Riverside as shown in the map below.



**2.4.10 Civil Disorder**

Civil disorder disrupts community affairs and threaten the public’s safety. Civil disorder includes riots, mob violence, and any unlawful demonstration resulting in police intervention and arrests. Civil Disorder is generally associated with controversial political, judicial, and/or economic issues and events.

The outcomes from civil disorder in County may include traffic congestion, fire, destruction of property, disruption of utilities power, injury to persons, and even loss of life.



## 2.5 Planning Assumptions

This plan has been developed based on several general assumptions as follows:

- California SEMS requires the County Board of Supervisors to establish an OA to include all political subdivisions in the geographic area of the county which consists of the County, Cities, Special Districts, and School Districts. The OA is an intermediate level of the State emergency organization and provides coordination between and communication with the political subdivisions and the State;
- 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 Services/Operational Area Coordinator (DES/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.

## 2.6 Defining Emergencies – Incidents, Disasters and Catastrophes

These terms are often used interchangeably and in some cases are used to both define a situation and to describe the level of response to a situation.

### 2.6.1 Incidents

Incidents are generally routine events handled at the local level. An incident is a natural, technological, or human caused event which requires emergency response to protect life, property, or the environment. Incidents may become disasters or catastrophes without immediate emergency response.





### 2.6.2 Disaster

A disaster is an emergency event that requires additional resources and are longer in duration than an incident, bringing severe damage, destruction, and loss of life. Disasters may occur with little or no warning and may develop from an incident or they may develop from natural, technological or a human-caused hazards.

Cascading disasters are occurrences that result from the initial disaster. These events are of concern and examples include flash flooding after a fire burns vegetation on a hillside or fires starting from ruptured natural gas line after an earthquake.

### 2.6.3 Catastrophe

A catastrophe is a disaster affecting a large geographical area bringing grave damage, large loss of life, and enormous environmental damage. Catastrophes require extensive outside aid and severely disrupt social order. Examples of catastrophes include Hurricane Katrina, September 11, and the Japanese Earthquake of 2011. Characteristics of incidents, disasters, and catastrophes are listed below.

Characteristics of Emergencies: Incidents, Disasters, and Catastrophes	
<b>Incident</b>	<ul style="list-style-type: none"> <li>● Single event.</li> <li>● Short in duration.</li> <li>● Local resources are sufficient.</li> <li>● Routine event.</li> <li>● Ordinary threat to life, property and environment.</li> <li>● Usually few agencies are involved.</li> <li>● Local emergency may not be proclaimed.</li> <li>● Limited disruption or long-term effect.</li> </ul>
<b>Disaster</b>	<ul style="list-style-type: none"> <li>● Emergency Proclamation.</li> <li>● Single or multiple events.</li> <li>● Resources are exhausted and additional aid is required.</li> <li>● High threat to life, property and environment.</li> <li>● Disrupts social order and psyche of region.</li> <li>● Widespread population and geographic area affected.</li> <li>● Longer in duration and state will proclaim an emergency.</li> <li>● Emergency operations center activated to provide centralized coordination, department, and incident support functions, and initial recover operations.</li> </ul>
<b>Catastrophe</b>	<ul style="list-style-type: none"> <li>● Emergency Proclamation.</li> <li>● Extreme events.</li> <li>● May include multiple, simultaneous disasters.</li> <li>● Most, if not all, community structures and services are destroyed or impacted.</li> <li>● Most first responders not able to perform their normal duties.</li> </ul>

	<ul style="list-style-type: none"><li>● Affects the entire nation.</li><li>● Exhaustion of state and local resources.</li><li>● Extensive national and international aid required.</li><li>● Very long in duration.</li><li>● Significant loss of life and property.</li><li>● Long term disruption to social order.</li></ul>
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## SECTION 3.0 CONCEPT OF OPERATIONS

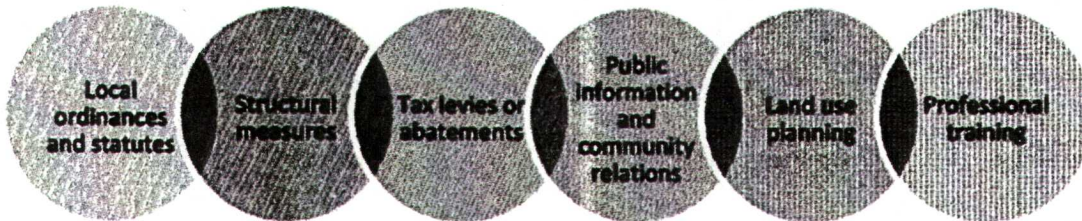
### 3.1 Phases of Emergency Management

Emergency management activities during peacetime and national security emergencies are often associated with the four federal emergency management phases indicated below, however, not every disaster necessarily includes all indicated phases. All departments of the County of Riverside have responsibilities in all the emergency phases.



#### 3.1.1 Mitigation Phase

Mitigation is the effort to reduce loss of life and property by lessening the impact of disasters. It is required by the Robert T. Stafford Disaster Relief and Emergency Assistance Act. Mitigation efforts occur before and following disaster events as part of the recovery process. Hazard mitigation includes:



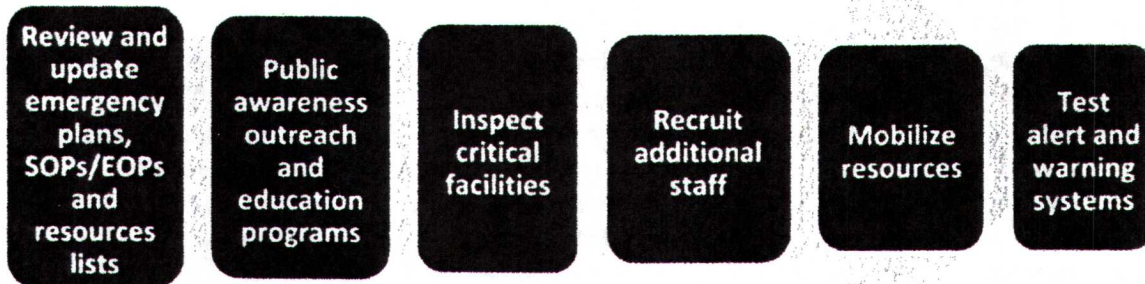
#### 3.1.2 Preparedness Phase

The preparedness phase involves activities that are undertaken in advance of an emergency or disaster to develop operational capabilities and effective responses to a disaster including:

- Emergency/disaster planning;
- Training and exercises and
- Public education on preparedness.

For disasters with some warning INCREASED READINESS actions to be accomplished include, but are not necessarily limited to the activities listed below:

*Increased Readiness between Warning and Disaster*



Disaster plans are reviewed to guide disaster response and increase available resources. Planning activities include developing hazard analyses, training response personnel, and improving public information and communications systems. Public awareness and education create resiliency from the bottom up, so our communities are less likely to need help if they can sustain themselves. Critical facilities undergo last minute preparations, additional staff and resources are brought in, and warning systems are utilized both to test and to let staff know what efforts are occurring.

### 3.1.2 Response Phase

The emergency response phase can be further broken down into:

- Pre-Emergency;
- Emergency and
- Sustained Emergency.

**Pre-Emergency Response** – When a disaster is inevitable, actions are precautionary and emphasize protection of life. Typical responses might be:

- Evacuation of threatened populations to safe areas;
- Alerting populations of safety measures to be implemented;
- Notifying your organization leadership and partners;
- Identifying and requesting mutual aid and
- Requesting an emergency proclamation by local authorities.

**Emergency Response** – During this phase and as the Operational Area Coordinator for Emergency Management, emphasis is placed on the support of saving lives and property, controlling the situation, and minimizing the effects of the disaster. Immediate response is accomplished by local agencies through timely and effective deployment and the activation of designated department operations centers and emergency operations centers. One of the following conditions will apply during this phase:





- Support incident response;
- Maintain good situational awareness and a common operating procedure;
- Assist in the actions to minimize threats to the whole community;
- Provide mass notification and evaluation instructions to affected residents, pets, and livestock;
- Determine the requirements of opening of care and reception and shelter facilities;
- Act as a liaison by providing coordination, communication, collaboration and cooperation between local and tribal governments, special and school districts, state and federal government and private and non-profit sectors;
- Assist and provide with request of mutual aid of personnel and resources;
- Functions as the brokering of scarce resources within the OA and
- Ensure smooth transition from the response phase to the recovery phase.

The County of Riverside will give priority to the following operations:

- Dissemination of accurate and timely emergency alert and warning to the public;
- Situation analysis;
- Resource allocation and control;
- Evacuation and rescue operations;
- Medical care operations;
- Mass Care: reception, feeding, and shelter operations;
- Access and perimeter control;
- Public health operations;
- Restoration of vital services and utilities;
- Multi-agency coordination and
- Prioritization of resource allocations.

When local resources are overwhelmed, and additional resources are required, requests for mutual aid will be initiated through the County Emergency Management Department Duty Officer OR the Riverside County OA EOC (if activated). Fire and law enforcement agencies will request mutual aid directly through established mutual aid agreements. If required, the State of California, Governor's Office of Emergency Services (Cal OES) may be requested the County of Riverside to coordinate where resources and supplies can be received, stockpiled, allocated, and dispatched to support operations in affected areas.

Depending on the severity of the emergency, the Riverside County OA EOC may be activated to coordinate emergency activities for jurisdictions within the Riverside County OA. An emergency may be proclaimed at city and/or county levels. Cal OES may request a gubernatorial proclamation of a State of Emergency. Should a State of Emergency be proclaimed, state agencies will, to the extent possible, respond to requests for assistance. These activities will be coordinated with Cal OES, who may also activate the State Operations Center (SOC) in Sacramento to support regions within the state, state agencies, and other entities in the affected areas, and to ensure the effectiveness of the state's emergency response. The State Southern Regional EOC (REOC) in Los Alamitos will support the Riverside County OA EOC. If the Governor requests and receives a Presidential Declaration of an Emergency, or a Major Disaster under Public Law 93-288, he will appoint a State Coordinating Officer (SCO). Federal and State coordinating officers use the options in the strategic plan to make decisions regarding priorities and resources for recovery operations and to coordinate with other State and Federal agencies to leverage available resources and funding.



In the event the Southern REOC is overwhelmed or inoperable, the State and Federal governments form a Unified Coordination Group to consolidate incident-related operational elements of the REOC, SOC, and Incident Management Assistance Team (IMAT) at the Joint Field Office (JFO). Forming the Unified Coordination Group is a decisive concept of operations task that is aimed at achieving effective incident management. The Unified Coordination Group does not assume responsibility for field-level Incident Command activities but provides a structure for the command, control, and coordination of State and Federal resources not yet delivered to the Operational Areas, field-level Incident Command, or end users.

**Sustained Emergency** – As initial life safety priorities continue; other objectives must be considered. In addition to continuing life and property protection operations, mass care, relocation, registration of displaced persons, family reunification, resource procurement, and damage assessment operations will be initiated.

### 3.1.3 Recovery Phase

Recovery operations address the procedures for accessing Federal and state programs available for individual, business, and public assistance following a disaster. This phase also continues long after the disaster is over with the purpose of getting the community back to normal, recovering disaster response funding, and learning from the response to prepare and mitigate for future responses.



## 3.2 Presidential Policy Directive 8- the National Preparedness Goal

The Presidential Policy Directive 8 (September 2011) directed creation of the National Preparedness Goal (NPG) by stating:

“I hereby direct the development of a national preparedness goal that identifies the core capabilities necessary for preparedness and a national preparedness system to guide activities that will enable the Nation to achieve the goal. The system will allow the Nation to track the progress of our ability to build and improve the capabilities necessary to prevent, protect against, mitigate the effects of, respond to, and recover from those threats that pose the greatest risk to the security of the Nation.”

The National Preparedness Goal which was published in 2011 and again in 2015 is:





“A secure and resilient nation with the capabilities required across the whole community to prevent, protect against, mitigate, respond to, and recover from the threats and hazards that pose the greatest risk.”

The National Preparedness Goal is meant to strengthen the security and resilience of the United States preparing for threats with the greatest risk to the Nation such as terrorism, cyber-attacks, pandemics, and catastrophic natural disasters. National preparedness is a shared responsibility between governments, the private and nonprofit sectors, and individual citizens. Key elements of the National Preparedness Goal include:

- National Planning Frameworks organized to achieve the NPG:
  - National Prevention Framework: Prevent, avoid or stop an imminent, threatened or actual act of terrorism.
  - National Protection Framework: Protect our citizens, residents, visitors and assets against the greatest threats and hazards in a manner that allows our interests, aspirations and way of life to thrive.
  - National Mitigation Framework: Reduce the loss of life and property by lessening the impact of future disasters.
  - National Response Framework: Respond quickly to save lives, protect property and the environment, and meet basic human needs in the aftermath of a catastrophic incident.
  - National Recovery Framework: Recover through a focus on the timely restoration, strengthening and revitalization of infrastructure, housing and a sustainable economy, as well as the health, social, cultural, historic and environmental fabric of communities affected by a catastrophic incident.
- 32 Core Capabilities
- Strategic National Risk Assessment Scenarios
- Concept of the “whole community”

### 3.3 National Incident Management System (NIMS)

Homeland Security Presidential Directive-5 (HSPD-5) established the National Incident Management System (NIMS), integrating best practices into a consistent, flexible and adjustable nationwide approach for emergency management. Using NIMS, Federal, State, local and tribal governments, and private sector and non-governmental organizations work together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size or complexity. Federal and State government agencies are required to use NIMS, while local government agencies and special districts must use NIMS to be eligible for federal funding for emergency and disaster preparedness activities.

### 3.4 Standardized Emergency Management System (SEMS)

SEMS is required by the California Emergency Services Act (Government Code Section 8607(a)) for managing multiagency and multijurisdictional responses to emergencies in California. The system unifies all elements of California’s emergency management community into a single integrated system and



standardizes key elements. SEMS incorporates the use of the Incident Command System, California Disaster and Civil Defense Master Mutual Aid Agreement, the Operational Area concept, and multiagency coordination. State agencies are required to use SEMS and local government entities must use SEMS to be eligible for any reimbursement of response-related costs under the state's disaster assistance programs.

What sets SEMS apart from the Incident Command System (ICS) is that ICS applies to field operations and SEMS originated at the state level for coordinating multiagency resources and working together in a coordinated effort for sharing of critical resources and the prioritization of incidents. Unified command is what allows multiple agencies with responsibility for an incident, either geographical or functional, to manage an incident by establishing a common set of incident objectives and strategies. This is accomplished without losing or abdicating agency authority, autonomy, responsibility, or accountability.

### **3.5 Incident Command System (ICS)**

The Incident Command System (ICS) – which a part of both SEMS and NIMS - is a standardized, on-scene, all-hazards incident management approach that:

- Allows for the integration of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure;
- Enables a coordinated response among various jurisdictions and functional agencies, both public and private and
- Establishes common processes for planning and managing resources.

ICS is used by all levels of government—Federal, State, tribal, and local—as well as by many nongovernmental organizations and the private sector. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during incidents. ICS is also applicable across disciplines. It is structured to facilitate activities in five major functional areas: Command, Operations, Planning/Intelligence, Logistics, and Finance/Administration. All the functional areas may or may not be used depending on the needs of the incident.

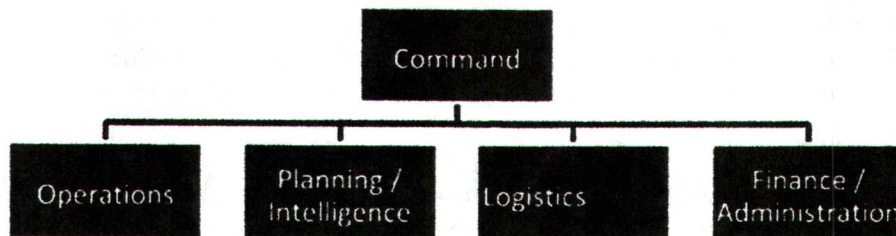
### **3.6 SEMS Organizational Levels**

Fully activated, SEMS consists of five organizational levels: field response, local government, operational areas, Cal OES Mutual Aid Regions, and State government.

#### **3.6.1 Field Response Level**

The field response level is where emergency response personnel and resources, under the command of an appropriate authority, carry out tactical decisions and activities in direct response to an incident or threat. Police and fire departments of the incorporated areas within the OA serve at the field response level. SEMS regulations require the use of ICS at the field level of a multi-agency or multi-jurisdictional incident. There are five major management functions in ICS:





Requests for any resources or support that cannot be filled at the field level are requested through a Department Operations Center (DOC) or the City EOC and/or the County/OA EOC.

### 3.6.2 Local Government Level

A local government is one of the five levels of SEMS. The basic role of a local government is to manage and coordinate the overall emergency response and recovery activities within its jurisdiction. A local government under SEMS is defined as a city, county, city and county, school district, or special district.

The County of Riverside Emergency Management Department has the lead responsibility for SEMS planning within the County of Riverside organization. This involves:

- Communicating information within the County of Riverside on SEMS requirements and guidelines;
- Coordinating SEMS development among departments and agencies;
- Identification of all departments and agencies involved in field level response;
- Identification of departments and agencies with DOCs;
- Coordinating with other local governments, the operational area and volunteer and private agencies on development of SEMS;
- Ensuring SEMS is incorporated into the County of Riverside Emergency Operations Plan and procedures;
- Ensuring SEMS is incorporated into the County of Riverside emergency ordinances, agreements, memorandum of understandings, etc.;
- Identification of special districts that operate or provide services within the boundaries of the County of Riverside. The emergency role of these special districts should be determined, and provisions made for coordination during emergencies and
- Identification of local volunteer and private agencies that have an emergency response role. Contacts should be made to develop arrangements for coordination in emergencies.

### 3.6.3 Operational Area Level

The operational area is defined in the Emergency Services Act as an intermediate level of the state's emergency services organization consisting of a county and all political subdivisions within the County. Political subdivisions include cities and special districts. There are 58 Operational Areas within the State representing each geographic county. The County OA has an agreement in place that defines roles and responsibilities, as well as jurisdictional authority in an emergency.

The OA is responsible for:

- Managing and coordinating information, resources and priorities among local governments within the Riverside County OA;
- Serving as the coordination and communication link between the local governments within the operational area and the regional level and
- Using multi-agency or inter-agency coordination to facilitate decisions for overall operational area level emergency response activities.

The County of Riverside Emergency Management Department is the lead agency for the Riverside County OA. All local, state and federal governments should cooperate in organizing an effective operational area, but the operational area authority and responsibility is not affected by the nonparticipation of any local government.

Activation of the OA EOC during a State of Emergency or a Local Emergency is required by SEMS regulations under the following conditions:

- A local government within the operational area has activated its EOC and requested activation of the OA EOC to support their emergency operations;
- The county and one or more cities have proclaimed a local emergency;
- A city, city and county, or county has requested a governor's proclamation of a state of emergency, as defined in the Government Code Section 8558(b);
- A state of emergency is proclaimed by the governor for the county or two or more cities within the operational area;
- The OA is requesting resources from outside its boundaries. This does not include resources used in normal day-to-day operations that are obtained through existing mutual aid agreements and
- The OA has received resource requests from outside its boundaries. This does not include resources used in normal day-to-day operations which are obtained through existing mutual aid agreements.

The Riverside County OA is responsible for coordinating with local governments and the field response level, and for providing mutual aid within their capabilities. The County of Riverside will comply with SEMS regulations to be eligible for state funding of response-related personnel costs and will:

- Use SEMS when a local emergency is declared or proclaimed, or the local government EOC is activated;
- Establish coordination and communications with Incident Commander(s) either through DOCs to the EOC or directly to the EOC;
- Use existing mutual aid systems for coordinating fire and law enforcement resources;
- Establish coordination and communications between city and special district EOCs when activated, the Riverside County OA EOC, and any state or local emergency response agency having jurisdiction at an incident within the county's boundaries and
- Use multi-agency or inter-agency coordination to facilitate decisions for overall local government level emergency response activities.

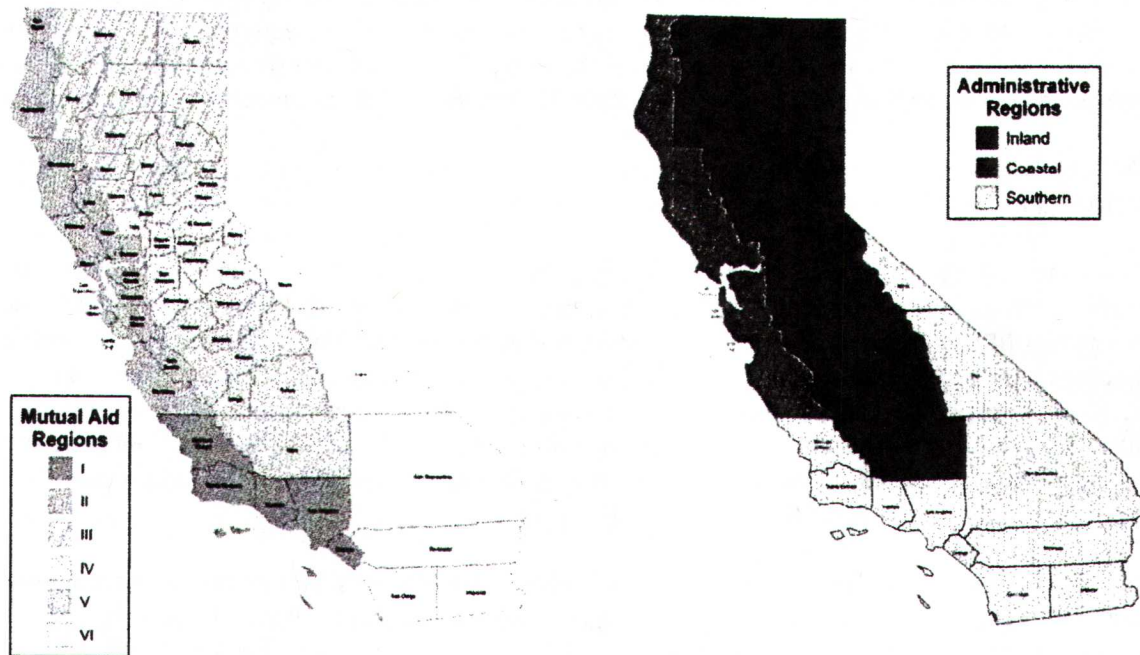




### **3.6.4 Regional Level**

The regional level manages and coordinates information and resources among operational areas. Cal OES has divided California into three Administrative Regions – Inland, Coastal and Southern – which are further divided into six mutual aid regions. The County of Riverside is in the Southern Administrative Region, and in Mutual Aid Region VI, which includes the counties of San Diego, Imperial, San Bernardino, Inyo and Riverside. Region VI is managed through the Regional Emergency Operations Center (REOC) at the Cal OES Southern Region Office, 4671 Liberty Avenue, Building 283, Los Alamitos, CA. The REOC is managed and staffed by Cal OES personnel.

## Cal OES Mutual Aid and Administrative Regions



### 3.6.5 State Level

In response to the emergency needs and requests from local governments and operational areas, the state level manages state resources and coordinates mutual aid among the mutual aid regions and between the regional and state levels. The state level also serves as the coordination and communication link between the state and the federal disaster response system. The State Cal OES office is located at 3650 Schriever Avenue, Mather, CA 95655.

### 3.6.6 Federal Level

The Department of Homeland Security has designated the Federal Emergency Management Agency (FEMA) to serve as the main federal government contact during disasters and national security emergencies. In a disaster, different federal agencies may be involved in the response and recovery operations. Federal disaster assistance is organized under the concept of Emergency Support Functions as defined in the National Response Framework. All contact with FEMA and other federal agencies is made through the Operational Areas to the State during the response phase. During the recovery phase, cities, or special district may have direct contact with FEMA and other federal agencies. The FEMA Region IX Office is located at 1111 Broadway, Suite 1200 Oakland, CA 94607.





### 3.7 SEMS Organization

SEMS has several features based on the Incident Command Organizational/ Response Levels System (ICS). The field response level uses functions, principals, and components of ICS as required in SEMS regulations. Many of these field response level features are also applicable at local government, operational area, regional and state levels. In addition, there are other ICS features that have application to all SEMS levels.

SEMS regulations require local governments to provide for the five management functions as the basis for structuring the EOC organization:

**Management:** Responsible for overall emergency policy and coordination through the joint efforts of governmental agencies and private organizations. In the Incident Command System (ICS), the Incident Commander (IC), with appropriate policy direction and authority from the responding agency, sets the objectives to be accomplished and approves the strategy and tactics to be used to meet those objectives. The IC must respond to higher authority. Depending upon the incident's size and scope, the higher authority could be the next ranking level in the organization up to the agency or department executive. This relationship provides an operational link with policy executives who customarily reside in the Department Operations Center (DOC) or EOC, when activated.

**Operations:** Responsible for coordinating all jurisdictional operations in support of the emergency response through implementation of the local government's EOC Action Plan. At the Field Level, the Operations Section is responsible for the coordinated tactical response directly applicable to, or in support of the objectives in accordance with the Incident Action Plan (IAP). In the EOC, the Operations Section Coordinator manages functional coordinators who share information and decisions about discipline-specific operations.

**Planning/Intelligence:** Responsible for collecting, evaluating, and disseminating information; developing the EOC Action Plan and After-Action Report; and maintaining documentation. Planning/Intelligence also maintains information on the current and forecasted situation and on the status of resources assigned to the emergency or the EOC. As needed, Unit Leaders are appointed to collect and analyze data, prepare situation reports, develop action plans, set Geographic Information Systems (GIS) priorities, compile and maintain documentation, conduct advance planning, manage technical specialists, and coordinate demobilization.

**Logistics:** Responsible for providing facilities, services, personnel, equipment, and materials. Unified ordering takes place through the Logistics Section Supply Unit to ensure controls and accountability over resource requests. As needed, Unit Leaders are appointed to address the needs for communications, food, medical, supplies, facilities, and ground support.

**Finance/Administration:** Responsible for financial activities and other administrative aspects. As needed, Unit Leaders are appointed to record time for incident or EOC personnel and hired equipment, coordinate procurement activities, process claims, and track costs.



### 3.7.1 SEMS Components

- **Management by Objectives:** The Management by Objectives feature of ICS as applied to SEMS, means that each SEMS level establishes for a given operational period, measurable and attainable objectives to be achieved. An objective is an aim or end of an action to be performed. Each objective may have one or more strategies and performance actions needed to achieve the objective. The operational period is the length of time set by command at the field level, and by management at other levels to achieve a given set of objectives. The operational period may vary in length from a few hours to days and will be determined by the situation.
- **Operational Period:** The operational period is the length of time set by command at the Field Response level and by management at other levels to achieve a set of objectives. This period may vary in length from a few hours to days, command may change the length of the operational period and it will be determined by the situation.
- **Incident Action Plans:** At the field response level, written or verbal incident action plans contain objectives reflecting the overall incident strategy and specific tactical action and supporting information for the next operational period. Incident action plans are essential and required element in achieving objectives under ICS.
- **Organizational Flexibility – A Modular Organization:** The intent of this SEMS feature is that at each SEMS level: Modular Organization 1) only those functional elements that are required to meet current objectives need to be activated, and 2) that all elements of the organization can be arranged in various ways within or under the five SEMS essential functions. The function of any non-activated element will be the responsibility of the next highest element of the organization. Each activated element must have a person in charge of it; however, one supervisor may oversee more than one functional element. For example, to establish a "Planning/Intelligence and Logistics Section," it is better to initially create the two separate functions. If necessary, for a short time it is acceptable to place one person in charge of both functions. That way, the transfer of responsibility can be made easier. The reasons not to combine positions are:
  - If they need to be separated later, this could cause confusion due to the mix of assignments, staffing, etc.
  - This creates a "non-standard" organization, which would be confusing to incoming agencies.

Also, General Staff, those functions directly under Management, such as liaison, safety, public information, should not be combined due to the importance and specific nature of these functions.

- **Organizational Unity and Hierarchy of Command:** Organizational unity means every individual within an organization has a designated supervisor. Hierarchy of management/command means all functional elements within each activated SEMs level are linked together to form a singular overall organization with appropriate span of control limits
- **Span of Control:** Maintaining a reasonable span of control is the responsibility of every supervisor at all SEMS levels. The optimum span of control is one-to-five, meaning that one supervisor has direct supervisory authority over five positions or resources. The recommended span of control for supervisory personnel at the field response level and all EOC levels should be in the one-to-





three to one-to-seven range. A larger span of control may be acceptable when the supervised positions or resources are all performing a similar activity.

- **Personal Accountability:** An important feature of ICS applicable to all SEMS levels is personnel accountability. This is accomplished through the Organizational Unity and Hierarchy of Command or Management feature along with the use of check-in forms, position logs and various status keeping systems. The intent in bringing this ICS feature into SEMS is to ensure that there are proper safeguards in place so all personnel at any SEMS level can be accounted for at any time.
- **Common Terminology:** In ICS, common terminology is applied to functional elements, position titles, facility designations and resources. The purpose of having common terminology is to rapidly enable multi-agency, multijurisdictional organizations and resources to work together effectively. This feature, as applied to all SEMS levels, would ensure that there is consistency and standardization in the use of terminology within and between all five SEMS levels.
- **Resource Management:** In ICS, resources management describes the ways in which field level resources are managed and how status is maintained. At all SEMS levels, there will be some functional activity related to managing resources. This will vary from level to level in terms of directing and controlling, to coordination, to resource inventorying. Procedures for effective resources management must be geared to the function and the level at which the function is performed.
- **Integrated Communications:** This feature of ICS relates to: hardware systems; planning for system selection and linking; and the procedures and processes for transferring information. At the field response level, integrated communications are used on any emergency. At all EOC levels, and between all SEMS levels, there must be a dedicated effort to ensure that communications systems, planning, and information flow are being accomplished in an effective manner. The specifics of how this is accomplished at EOC levels will be different than at the field response level.
- **Response Information Management System:** To achieve integrated communications between all EOC Management System (RIMS) levels of SEMS, the Response Information Management System (RIMS) was developed. RIMS is an internet-based system used to coordinate and manage the State's response to disasters and emergencies. RIMS automate reporting of information and tracking resources. RIMS was developed by OES in 1995 and now over 2,000 internal and external clients access RIMS via the Internet. RIMS is available to all cities, special districts, and state agencies within California that have a computer with access to the Internet. Web access to RIMS is controlled by user identifications and passwords. Web browser clients and Internet access are standard and supported in nearly every government agency. RIMS user base has expanded from 137 agencies to 2,500 by developing the Internet-based system.

### 3.7.2 EOC Activation Levels

Management Watch is the initial stage of response activities for the Operational Area response without an OA emergency proclamation. Management Watch requires pre-designated officials to be notified, who will collect and analyze situation information and refer other matters for executive decision. Riverside County Emergency Management Department will monitor current events and notify the CEO that

Management Watch is being initiated. At the discretion of the EOC Director, or designee, the following activities may be taken:

- Recall County/OA EOC staff to the office as necessary for the situation;
- Make necessary preparations to activate the OA EOC;
- Establish communications with key County officials to assess the situation;
- Establish communications with appropriate Riverside County OA partners, such as cities, Special Districts, schools, and/or Tribal Governments;
- Coordinate emergency public information with the appropriate PIO and
- Anticipate EOC logistical needs if situation escalates, e.g., food, lodging, supplies, etc.

If an incident requires additional staffing beyond Management Watch, an EOC activation follows levels similar to the state of California's Emergency Plan. These levels correlate with staffing requirements of the EOC.

**Level Three EOC Activation:** Level three activation is the minimum EOC activation for minor events. For this incident local resources are adequate and available; an emergency proclamation may or may not be proclaimed. Management, Section and Deputy Chiefs, and necessary Branches and Units will be activated.

**Level Two EOC Activation:** A moderate to severe emergency warrants a level two activation. At this level local resources are not adequate and regional or state mutual aid may be required. A Local Emergency is proclaimed, and State of Emergency may be proclaimed. Most positions in the EOC are staffed with some staff fulfilling more than one SEMs function. Management, Section and Deputy Chiefs, and necessary Branches and Units will be activated.

**Level One EOC Activation:** Level one activation occurs when county resources are overwhelmed, and State or Federal resources are required. A Local and State of Emergency are proclaimed, and a Presidential declaration of an emergency or disaster is requested. The EOC will be fully staffed. All response and early recovery activities will be directed from the EOC. Management, Section and Deputy Chiefs, all Branches, and necessary Units will be activated.





**EOC Activation Levels for Riverside County OA**

ACTIVATION LEVEL	EVENT TYPES	STAFFING
	<ul style="list-style-type: none"> <li>•Major earthquake 6.6 or greater magnitude</li> <li>•Major widespread flooding or wind damage occurring</li> <li>•Western United States, So. Cal or Countywide utility outage</li> <li>•Communications failure</li> <li>•Water conveyance system damage</li> <li>•Fuel/natural gas failure</li> <li>•Major hazardous materials</li> <li>•Conflagration in urban area</li> <li>•Wildland urban interface fire</li> <li>•Major law enforcement event(s)</li> <li>•Declared State of War emergency</li> <li>•National security emergency</li> </ul>	<ul style="list-style-type: none"> <li>•Management Staff</li> <li>•Section &amp; Deputy Chiefs</li> <li>•All Branches</li> <li>•Units, as necessary</li> </ul>
	<ul style="list-style-type: none"> <li>•Minor to moderate earthquake 5.6 to 6.5 magnitude with damage</li> <li>•Moderate flooding or wind warning occurring or imminent</li> <li>•Supervisorial District utility outage</li> <li>•Water system compromised</li> <li>•Major transportation incident</li> <li>•Moderate hazardous materials</li> <li>•Conflagration in urban area</li> <li>•Wildland urban interface fire</li> <li>•Multiple law enforcement event(s)</li> <li>•National security emergency</li> <li>•Major public health emergency</li> </ul>	<ul style="list-style-type: none"> <li>•Management Staff</li> <li>•Section &amp; Deputy Chiefs</li> <li>•Branches, as necessary</li> <li>•Units, as necessary</li> </ul>
<p><b>3 (MINOR)</b></p>	<ul style="list-style-type: none"> <li>•Moderate earthquake 4.6 to 5.5 magnitude with damage</li> <li>•Minor flooding occurring, flood or wind watch</li> <li>•Countywide utility outage</li> <li>•Moderate transportation incident</li> <li>•Minor hazardous materials</li> <li>•Conflagration in urban area</li> <li>•Wildland urban interface fire</li> <li>•Law enforcement event</li> <li>•National security event</li> <li>•Moderate public health emergency</li> </ul>	<ul style="list-style-type: none"> <li>•Management Staff</li> <li>•Section &amp; Deputy Chiefs</li> <li>•Branches, as necessary</li> <li>•Units, as necessary</li> </ul>

ACTIVATION LEVEL	EVENT TYPES	STAFF
	<ul style="list-style-type: none"> <li>• 3.5 to 4.5 magnitude earthquake or earthquake swarms near major fault(s)</li> <li>• Isolated weather event</li> <li>• Isolated utility outage</li> <li>• Minor transportation incident</li> <li>• Fire red flag warning</li> <li>• Emergency affecting 1 or more surrounding OA's</li> <li>• Community events/festivals</li> <li>• Low public health emergency</li> </ul>	<ul style="list-style-type: none"> <li>• Duty Chief</li> <li>• Duty Officer</li> <li>• Other EMD Staff, as necessary</li> </ul>
	<ul style="list-style-type: none"> <li>• Minor earthquake 3.0 to 3.4 magnitude</li> <li>• Rolling blackouts</li> <li>• Homeland Security Advisory System-Low</li> <li>• Low risk of terrorist attacks</li> </ul>	<ul style="list-style-type: none"> <li>• Duty Officer</li> </ul>

*\*Activation levels align with the State of California and the Federal Emergency Management Agency. See 2017 California State Emergency Plan for further guidance.*

### 3.8 Field Level Interface with the EOC

The concepts, principles, and organizational structure of the ICS will be used in managing field operations. The size, complexity, hazard environment, and objectives of the situation will determine the ICS organizational size and the support that will be required for field activities. The incident will be managed by objectives to be achieved that were developed using the action planning process.

Members of the IC Command and General Staff will communicate with the OA EOC, either via a DOC or directly. Some members of the EOC Command or General Staff may be asked to attend briefings or planning meetings at an Incident Command Post.

#### 3.8.1 Field/EOC Communications and Coordination

Typically, field to EOC communications will occur at the Command and General Staff levels or, if they are established, field units will communicate with a Department Operations Center (DOC) who will, in turn, relay the information to the appropriate section/function in the Riverside County OA EOC.

The OA EOC will communicate situation and resource status information to the Southern REOC via appropriate means.

#### 3.8.2 Field/EOC Direction and Control Interface

The Director of Emergency Services, or designee, will establish jurisdictional objectives and priorities and communicate those to everyone in the organization through the EOC Action Plan. The EOC Action Plan does not direct or control field units but supports their activities. Incident Commander(s) will ensure incident objectives and priorities are consistent with those policies and guidelines established at the county level by the Director of Emergency Services, or designee.





It is the responsibility of Incident Commanders to communicate critical information to the Director of Emergency Services, or designee, in a timely manner.

### **3.8.3 Field/EOC Coordination with Department Operations Centers (DOCs)**

If a department within the County establishes a DOC to coordinate and support their departmental field activities, its location, time of establishment and staffing information will be communicated to the County OA EOC. All communications with the field units of that department will be directed to the DOC who will then relay situation and resource information to the County OA EOC. DOCs act as an intermediate communications and coordination link between field units and the Riverside County OA EOC.

### **3.9 EOC Action Plans**

At local, operational area, regional and state levels, the use of EOC action plans provide designated personnel with knowledge of the objectives to be achieved and the steps required for achievement. Action plans not only provide direction, but they also serve to provide a basis for measuring achievement of objectives and overall system performance.

Action planning is an important management tool that involves:

- A process for identifying priorities and objectives for response or recovery efforts and
- Documentation of the priorities, objectives, tasks, and personnel assignments.

The action planning process should involve the Management Staff and General Staff along with other EOC elements, special district representatives, and other agency representatives as appropriate. The Planning/Intelligence Section is normally responsible for development of the action plan and for facilitation of action planning meetings.

Action plans are developed for a specified operational period that may range from a few hours to 24 hours. The operational period is determined by first establishing a set of priority actions that need to be performed. A reasonable time frame is then established for accomplishing those actions. The action plans need not be complex but should be sufficiently detailed to guide EOC elements in implementing the priority actions.

### **3.10 After Action/Corrective Action Reports**

SEMS makes it a requirement to complete and transmit an After Action Report to Cal OES within 120 days of the close of the incident period.

The Emergency Services Act, Section 8607 (f) mandates that the County in cooperation with involved state and local agencies complete an After Action Report within 120 days after each declared disaster.

An After Action/Corrective Action Report serves the following important functions:

- Provides a source for documenting response and early recovery activities;
- Identifies problems and successes during emergency operations;
- Analyzes the effectiveness of the different components of SEMS and
- Plans corrective action for implementing recommended improvements to existing emergency



response efforts.

The Riverside County Emergency Management Department will be responsible for the development of the After Action Report with input from other departments as needed.

### **3.11 Coordination with Emergency Response Levels**

#### **3.11.1 Coordination with Field Response Level**

Coordination among SEMS levels is clearly necessary for effective emergency response. In a major emergency, Riverside County OA EOC may be activated to coordinate the overall response while the ICS is used by field responders. Incident Commanders may report pertinent information to DOCs, which in turn will report and coordinate with the EOC. When the Riverside County OA EOC is directly supporting Incident Command teams, the EOC is operating in a centralized coordination and support mode.

#### **3.11.2 Coordination within the Riverside Operational Area**

Coordination and communications should be established between activated local government EOCs and the OA. The communications link may be through the radio system, telephone, fax, email, or amateur radio to ensure notifications, information sharing, and reporting are completed.

#### **3.11.3 Coordination with Special Districts**

A special district may serve several communities and county unincorporated areas. Some special districts serve multiple jurisdictions. In an emergency, the special district may wish to provide a liaison representative to the Riverside County OA EOC to facilitate coordination and communication with the various entities it serves, through appropriate mode of communications.

#### **3.11.4 Coordination with Volunteer and Private Sector Agencies**

Riverside County OA EOC will establish communication with private and volunteer agencies that assist the county during emergencies, e.g., American Red Cross, Volunteers Active in Disasters (VOAD), faith-based organizations, and community-based organizations. These agencies may assign a representative to the Riverside County OA EOC as an Agency Representative. Some agencies may have several personnel participating in functional elements in the Riverside County OA EOC, e.g., Red Cross personnel may be part of the staffing for the Care and Shelter Unit of the Riverside County OA EOC.

Riverside County OA EOC will establish communications with Business EOC partners that assist the county during emergencies. Most critical infrastructure in the county is owned by private agencies and establishing joint operations improves the OA's response and recovery operations.

Agencies that have countywide response roles and cannot respond to numerous city EOC's should be represented within the Riverside County OA EOC. Coordination with volunteer and private agencies that do not have representatives at an EOC may be accomplished through telecommunications, liaison with community councils that represent several agencies, or involvement of agencies in special multi-agency groups on specific issues.





### 3.12 Statewide Emergency Management

Governments at all levels must work together effectively, along with the private sector, business and industry, community-based organizations and volunteers, to meet the challenges posed by a disaster.

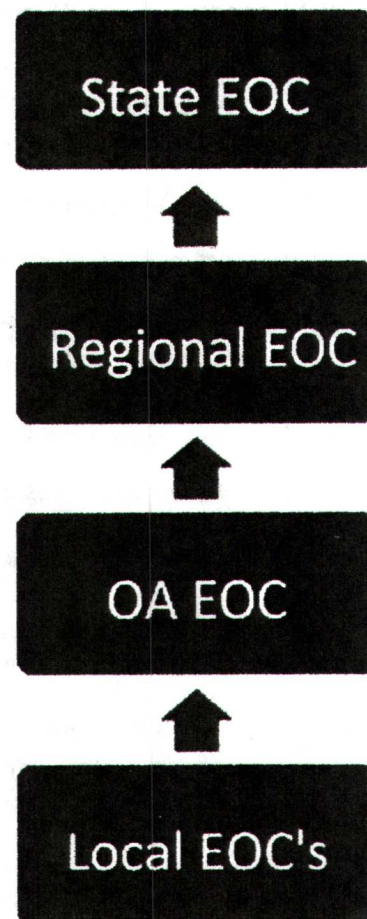
All resources available within the State that may be applied in disaster response and recovery phases, together with the private sector, are collectively referred to as the California Emergency Organization. During a state of war emergency, a state of emergency, or a local emergency, Cal OES will coordinate the emergency activities of all State agencies (California Emergency Services Act, §8587).

Emergency mutual aid response and recovery activities are generally conducted at the request and under the direction of the affected local government. Some emergency responses are led by designated State agencies that will be assigned authority at those emergencies or disasters.

Resource requests for response and recovery originate at the lowest level of government and are progressively forwarded to the next level until filled. When support requirements cannot be met with State resources, the State may request assistance from federal agencies having statutory authority to aid in the absence of presidential declarations. The State may also request a Presidential Declaration of an Emergency or Major Disaster under the provisions of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93288 as amended.

#### 3.12.1 Mutual Aid/Assistance Agreement

*The California Disaster and Civil Defense Master Mutual Aid Agreement* is based on a statewide mutual aid system designed to provide additional resources to the state's political subdivisions whenever their own resources are overwhelmed or inadequate. The various departments and agencies within the political subdivisions, municipal corporations, and public agencies agree to assist each other by providing resources during an emergency. The agreement provides for each signatory entity to offer aid during an emergency without expectation of reimbursement. Riverside County has established best practices by instituting pre-incident mutual aid/assistance agreements with surrounding Operational Areas. Pre-Incident agreements create an opportunity to move resources quickly across county lines since questions of cost, liability, and risk consequence have been resolved prior to the emergency.



The County of Riverside is a participant in the following mutual aid agreements:

- California Master Mutual Aid Agreement;
- Region VI Fire and Rescue Operations Plan;



- Region VI Law Enforcement Mutual Aid Agreement;
- Region VI Public Works Mutual Aid Agreement;
- Region VI Regional Disaster Medical and Health Mutual Aid Agreements;
- Emergency Management Mutual Aid Agreement;
- Volunteer and Private Agencies Mutual Aid Agreement and
- Riverside Operational Area Agreement.

### **3.12.2 Emergency Management Assistance Compact (EMAC)**

California is a signatory to the interstate EMAC; a congressionally ratified organization that provides form, structure, and procedures for rendering emergency assistance between states. Once the governor has declared a state of emergency, Cal OES will assess the needs for the emergency incident. California can then request resources through the EMAC network for assistance provided by other states in the nation. The use of EMAC resolves two of the key issues regarding mutual aid, liability and reimbursement, so that a disaster impacted state can request and receive assistance from other member states quickly and efficiently.

### **3.12.3 Mutual Aid System**

The statewide mutual aid system, operating within the framework of the Master Mutual Aid Agreement, allows for the progressive mobilization of resources to and from emergency response agencies, local governments, operational areas, regions, and state with the intent to provide requesting agencies with adequate resources.

The statewide mutual aid system includes several discipline-specific mutual aid systems, such as fire and rescue, law, medical, and public works, among others. The adoption of SEMS and NIMS does not alter these existing systems but enhances the facilitation of mutual aid through the local government, operational area, regional, and state levels.

### **3.12.4 Mutual Aid Coordinators**

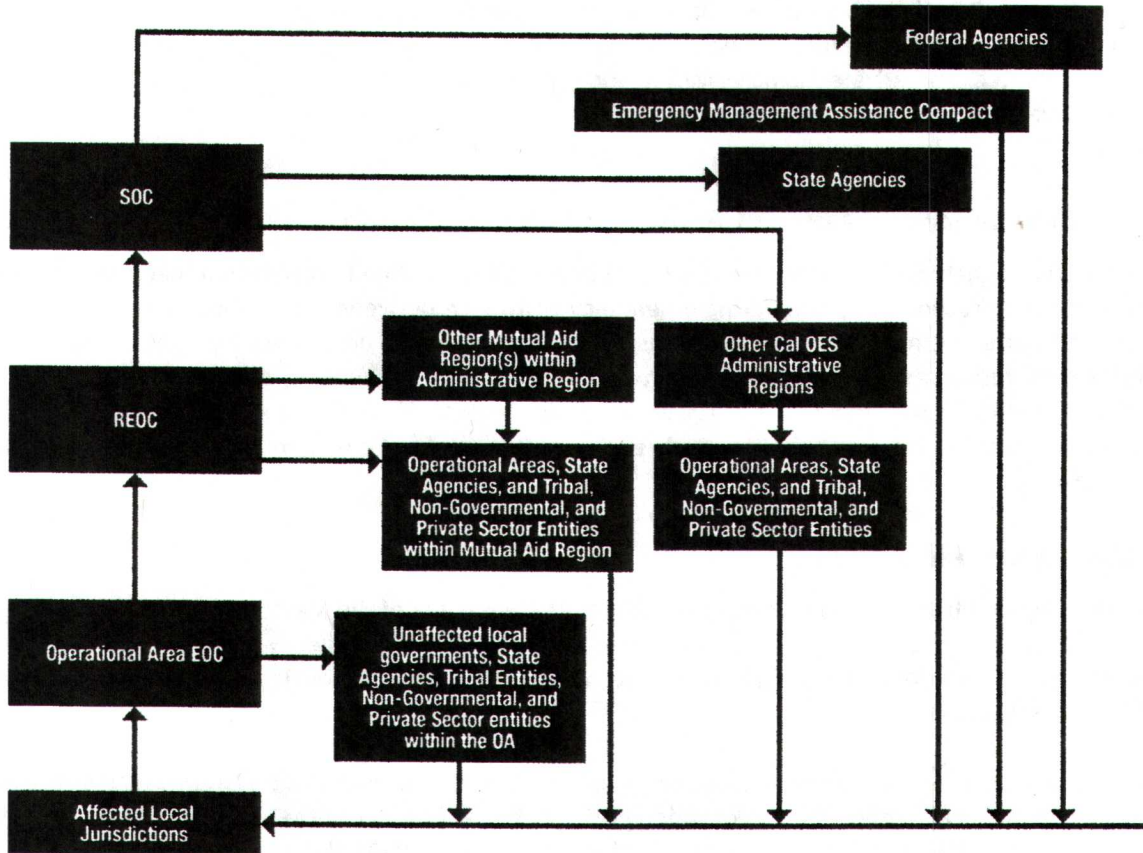
To facilitate mutual aid, discipline-specific mutual aid systems work through designated mutual aid coordinators at the operational area, regional and state levels. The basic role of a mutual aid coordinator is to receive mutual aid requests, coordinate the provision of resources from within the coordinator's geographic area of responsibility and pass on unfilled requests to the next level. Law Enforcement, Fire and Rescue Services, and the Medical Health Operational Area Coordinator work within existing state mutual aid systems for requests and assignments of mutual aid.

When EOC's are activated, all discipline-specific mutual aid systems should establish coordination and communications within the respective local, operational area, regional, or state EOC's.





**Figure: Discipline Specific Mutual Aid System**



**3.12.5 County of Riverside/OA Mutual Aid Requests**

Cities within the County of Riverside will make mutual aid requests through the Riverside County OA EOC. The County of Riverside will make mutual aid requests through the Cal OES Southern REOC. Requests for Fire and Law Enforcement mutual aid will be made through existing Regional Mutual Aid Coordinators that may be present at the Riverside County OA EOC.

**3.13 County of Riverside Emergency Organization**

The California Emergency Services Act requires Riverside County to manage and coordinate the overall emergency response and recovery activities within its jurisdiction. The County Director of Emergency Services, per Riverside County Ordinance 533.7 is responsible to impress into service all officers and employees of the County of Riverside together with volunteers, groups, and organizations enrolled to aid them during an emergency, to constitute the emergency organization of the County of Riverside. All departments and agencies will use the ICS for emergency response and provide emergency related information to the Riverside County OA EOC. The Emergency Organization tables in section 3.13.1.1-3.13.1.5 shows the County departments within the SEMS/NIMS concept.

### 3.13.1 County of Riverside EOC Staff and Positions

#### 3.13.1.1 Management/Command Staff

The EOC Director, Deputy EOC Director, EOC Manager, Deputy EOC Manager, Policy Group, Safety Officer Security Officer, Liaison Officer, and Public Information Officer constitute the Management Section of the OA EOC. This team has overall responsibility for management of the OA EOC and provides support and direction for the General Staff.

The Section Chiefs for Operations, Planning and Intelligence, Logistics, and Finance and Administration constitute the General Staff and are responsible for overseeing the internal function of their respective sections and interacting with other Section Chiefs, the EOC Director, EOC Manager, other entities in the OA EOC to ensure the effective functioning of their section. The table below shows the organizational structure for the Management Section.

**Table 3.13.1.1**

EOC Position	Definition	Position Staffing
<b>EOC Director</b>	The County Executive Officer is Director of Emergency Services but may delegate his/her authority to any of the Assistant County Executive Officers or the Director of the Emergency Management Department. The OA EOC Director who manages and coordinates the county's emergency response.	Riverside County Executive Office or Riverside County Emergency Management Department when delegated
<b>Deputy EOC Director</b>	The Deputy EOC Director oversees EOC activities in the absence of the EOC Director.	Riverside County Executive Office or Riverside County Emergency Management Department
<b>EOC Manager</b>	The EOC Manager is responsible for the overall function of the County OA EOC facility.	Riverside County Emergency Management Department
<b>Deputy EOC Manager</b>	The Deputy EOC Manager oversees the overall function of the County OA EOC in the absence of the EOC Manager.	Riverside County Emergency Management Department
<b>Policy Group</b>	The Policy Group provides executive level oversight during a disaster.	Executive Office (Executive Officer and all Assistant Executive Officers)  Riverside County Emergency Management Department
<b>Safety Officer</b>	The Safety Officer ensures Emergency Operations Center	Human Resources





EOC Position	Definition	Position Staffing
	facility and EOC personnel safety.	
Security Officer	The Security Officer ensures the security of the facility and personnel.	District Attorney
Liaison Officer	The Liaison Officer facilitates ongoing communication with partner agency representatives.	Riverside County Emergency Management Department
Public Information Officer	The Public Information Officer manages media inquiries, information dissemination, and on-going activities of the Joint Information System.	Executive Office
Public Information Support	The Public Information Support position assists with the management of media relations and inquiries, information dissemination, and ongoing activities of the Joint Information System.	Riverside County Emergency Management Department  Riverside County Department of Public Social Services  Riverside University Health System - Public Health



**3.13.1.2 Operations Section**

The Operations Section implements all tactical activities focused on reducing the immediate hazard, saving lives and property, establishing situational control, and restoring normal operations. Lifesaving and responder safety will always be the highest priorities and the first objectives in the EOC Action Plan.

The Operations Section is responsible for supporting field activities to include but not be limited to: coordination of mass care and shelter, road closure information, building assessment and use, utility status, etc.

**Table 3.13.1.2**

<b>EOC Position</b>	<b>Definition</b>	<b>Position Staffing</b>
<b>Operations Chief</b>	The Operations chief manages the Operations Section and provides the Planning and Intelligence Section with intelligence collected from each branch while also directing the execution of Operations Section objectives.	Riverside County Emergency Management Department
<b>Deputy Operations Chief</b>	The Deputy Operations Chief serves as the Operations Chief in their absence.	Riverside County Emergency Management Department
<b>Fire and Rescue Branch Director</b>	The Fire and Rescue Branch Director coordinates functions assigned to the Fire & Rescue Branch and obtains and shares incident information between the Incident Command Post (ICP) and the EOC.	Cal FIRE/Riverside County Fire
<b>Fire Conflagration Unit</b>	The Fire Conflagration Unit provides the EOC with intelligence regarding fire conflagrations.	Cal FIRE/Riverside County Fire
<b>Urban Search and Rescue Unit</b>	The Urban Search and Rescue Unit supports Urban Search & Rescue response operations.	Cal FIRE/Riverside County Fire
<b>Hazardous Materials Unit</b>	The Hazardous Materials Unit supports hazardous material incident response and recovery operations.	Riverside County Department of Environmental Health or CAL FIRE/Riverside County Fire Hazardous Materials Unit
<b>Law Enforcement Branch Director</b>	The Law Enforcement Branch Director supports the development of alert and warning messages and provides	Riverside County Sheriff's Department





EOC Position	Definition	Position Staffing
	intelligence regarding road closures and evacuations.	
Traffic Management Unit	The Traffic Management Unit coordinates and communicates traffic management intelligence between field and OA EOC personnel.	Riverside County Sheriff's Department
Fatalities Management Unit	The Fatalities Management Unit coordinates information sharing in the OA EOC with the Sheriff Department Operations Center (DOC) Coroner Unit; if the Sheriff DOC is not activated this unit in the EOC executes the Sheriff-Coroner mass fatality plan.	Riverside County Sheriff's Department
Facilities Security Unit	The Facilities Security Unit coordinates security at County owned, leased, or operated facilities.	Riverside County Sheriff's Department
Evacuation/Reentry Unit	The Evacuation/Reentry Unit coordinates evacuation and re-entry within the Sheriff's Department jurisdictions. If appropriate, communicates with local police departments regarding the plans for evacuation and re-entry.	Riverside County Sheriff's Department
<b>Medical &amp; Health Branch Director</b>	The Medical & Health Branch Director coordinates with the Medical Health Department Operations Center (MH DOC) and coordinates response activities within the county Medical Health System.	Riverside University Health System - Public Health or Riverside County Emergency Management Department
Public Health Unit	The Public Health Unit coordinates public health-related activities amongst public and private response agencies including hospitals and the Medical Health DOC.	Riverside University Health System - Public Health or Riverside County Emergency Management Department
EMS Unit	The EMS unit gathers data, communicates and coordinates with the MH DOC regarding pre-hospital provider status,	Riverside County Emergency Management Department



EOC Position	Definition	Position Staffing
Behavioral Health Unit	communication and resources. The Behavioral Health Unit coordinates behavioral health staffing at shelters and other locations to meet the psychological needs of the public, first responders. The Behavioral Health Unit also staffs the same position in the MH DOC.	Riverside University Health System-Behavioral Health
Environmental Health Unit	The Environmental Health Unit monitors environmental impacts during incidents and coordinates food and water safety messages with the alert and warning group. Coordinates and communicates with the MH DOC.	Riverside County Department of Environmental Health
Mass Care and Shelter Branch Director	The Mass Care and Shelter Branch Director coordinates the assessment of mass care needs as well as short and long-term housing requirements for the community.	Riverside County Department of Public Social Services
Whole Community Assessment Unit	The Whole Community Assessment Unit coordinates with shelter managers to ensure whole community needs are met.	Riverside County Emergency Management Department
Functional Assessment Services Unit	The Functional Assessment Services Unit mobilizes and tracks Functional Assessment Service Team (FAST) team staff which conduct facility assessments to ensure accessibility for all residents and shelter sites.	Riverside County Emergency Management Department
Senior Services Unit	The Senior Services Unit coordinates with Mass Care Branch, units and/or shelter site managers to ensure the needs of seniors are addressed.	Riverside County Office on Aging
Parks and Open Space Unit	The Parks and Open Space Unit	Riverside County Parks and





EOC Position	Definition	Position Staffing
	coordinates use of parks and open spaces for mass care and shelter.	Open Space District
Mass Care Unit	The Mass Care Unit coordinates with shelter site managers to provide guidance on matters relating to mass care and shelter.	Department of Public Social Services
American Red Cross Liaison	The American Red Cross Liaison coordinates mass care in collaboration with the Mass Care and Shelter Branch Director and units.	Riverside County Chapter of American Red Cross
Animal Services Unit	The Animal Services Unit coordinates all aspects of animal care and shelter and communicates with field personnel.	Riverside County Department of Animal Services
<b>Construction &amp; Engineering Branch Director</b>	The Construction & Engineering Branch Director ensures timely communication and coordination between the EOC and field personnel.	Riverside County Transportation and Land Management Agency
Infrastructure Assessment Unit	The Infrastructure Assessment Unit assesses County infrastructure and prioritizes resource allocation.	Riverside County Transportation and Land Management Agency
Infrastructure Restoration Unit	The Infrastructure Restoration Unit coordinates infrastructure restoration within the County.	Riverside County Transportation and Land Management Agency
Debris Management Unit	The Debris Management Unit executes the County Debris Management Plan including communication and coordination with County Departments, vendors, and stakeholders.	Riverside County Waste Resources
Flood Facilities Unit	The Flood Facilities Unit provides coordination, communication, and information sharing between the EOC and field personnel.	Riverside County Flood Control and Water Conservation District.
<b>Transportation Assessment Branch Director</b>	The Transportation Assessment Branch Director is responsible for the assessment,	Riverside County Transportation and Land Management Agency



EOC Position	Definition	Position Staffing
	coordination, and utilization of County transportation resources.	
Ground Route Restoration Unit	The Ground Route Restoration Unit coordinates re-establishing ground routes, coordination with private, local, state, and federal agencies.	Riverside County Transportation and Land Management Agency
Rail Route Restoration Unit	The Rail Route Restoration Unit responsible for coordination with private, local, state, and federal agency stakeholders who have a role in route restoration.	Riverside County Transportation Commission
Airfield Route Restoration Unit	The Airfield Route Restoration Unit is responsible for coordination with private, local, state, and federal agency stakeholders.	Riverside County Economic Development Agency
<b>Agricultural Branch Director</b>	The Agricultural Branch Unit oversees impacts to plants and livestock that could have an impact on the local economy.	Riverside County Agriculture Commissioner
Plant Unit	The Plant Unit analyzes impacts to plants that could have an impact on local economy.	Riverside County Agriculture Commissioner
Livestock Unit	The Livestock Unit analyzes impacts to livestock that could have an impact on local economy.	Riverside County Agriculture Commissioner
<b>Utilities Branch Director</b>	The Utilities Branch Director oversees the coordination, communication, and information sharing with utility providers and stakeholders.	Riverside County Emergency Management Department
Electric & Power Unit	The Electric & Power Unit acts as liaison with electric utility companies serving the impacted area.	Southern California Edison
Gas & Pipeline Unit	The Gas & Pipeline Unit acts as liaison with gas and pipeline companies serving the impacted area. Communicates and	Southern California Gas





EOC Position	Definition	Position Staffing
	coordinates information sharing amongst OA stakeholders.	
Water & Wastewater Unit:	The Waste & Wastewater Unit acts as liaison with water and wastewater companies serving the impacted area. Communicates and coordinates information sharing amongst OA stakeholders.	This position is staffed by California Water/Wastewater Agency Response Network (CalWARN).
Telecommunications Unit	The Tele-Communications Unit acts as liaison with telecommunications companies serving the impacted area. Communicate and coordinate information sharing amongst OA stakeholders.	AT&T or other agency representatives
<b>Business and Non-Profit Branch Director</b>	The Business and Non-Profit Branch coordinates business and nonprofit information and resource sharing.	Riverside County Emergency Management Department
VOAD Liaison	The VOAD Liaison facilitates nonprofit organizations to fill unmet community needs. Coordinates with Mass Care & Shelter Branch and the Logistics Section.	Voluntary Organizations Active in Disaster (VOAD)
Business Emergency Operation Center (BEOC) Liaison	The BEOC Liaison facilitates information sharing and business to business resource support.	Riverside County Emergency Management Department

**3.13.1.3 Planning and Intelligence Section**

The Planning Section collects, display and disseminates intelligence on behalf of all EOC sections; they prepare and disseminate the EOC Action Plan for each identified operational period

**Table 3.13.1.3**

EOC Position	Definition	Position Staffing
<b>Planning &amp; Intelligence Chief</b>	The Planning & Intelligence Chief Is responsible for managing the Planning & Intelligence section and ensuring section objectives are identified and executed.	Riverside County Emergency Management Department
<b>Deputy Planning and Intelligence Chief</b>	The Deputy Planning and Intelligence Chief assumes the	Riverside County Emergency Management Department



EOC Position	Definition	Position Staffing
	Planning and Intelligence Chief role in their absence.	
Situation Status Unit	The Situation Status Unit directs the collection and display of disaster intelligence and damage assessment information. Monitors and assesses situational and operational information and prepares situation status updates for the EOC Action Plan.	Riverside County Emergency Management Department
GIS Support Unit	The GIS Support Unit develops and displays interactive maps.	Riverside County Information Technology
Advanced Planning Unit	The Advanced Planning Unit identifies issues and requirements related to future time periods, normally 36 to 72 hours or longer. Prepares special reports and briefings as necessary for use in strategy and planning meetings. Monitors action-planning activities to determine the shift in operational objectives from response to recovery.	Riverside County Emergency Management Department
Recovery Planning Group	The Recovery Planning Group is responsible for the planning of long-term recovery efforts.	Riverside County Emergency Management Department
Demobilization Group	The Demobilization Group oversees the development and implementation of the demobilization plan for the OA EOC. Ensures the demobilization plan is included in the EOC Action Plan.	Riverside County Emergency Management Department
Documentation Unit	The Documentation Unit monitors prints information from incident-related emails, reports, EOC Action Plans, and other documents for retention.	Riverside County Emergency Management Department
Technical Specialists	Technical Specialists are responsible to provide subject	Technical Specialists





EOC Position	Definition	Position Staffing
	matter expertise as required.	

**3.13.1.4 Logistics Section**

The Logistics Section provides facilities, services, and material support for the EOC, county departments and the OA.

**Table 3.13.1.4**

EOC Position	Definition	Position Staffing
<b>Logistics Section Chief</b>	The Logistics Section Chief is responsible to oversee the coordination, allocation, distribution and tracking of essential resources, essential services to support field operations, OA Area EOC and department DOC's.	Riverside County Purchasing and Fleet Services
<b>Deputy Logistics Chief</b>	The Deputy Logistics Section Chief serves as the Logistics Section Chief in their absence.	Riverside County Purchasing and Fleet Services
<b>Resources Tracking Branch</b>	The Resources Tracking Branch tracks incident resource locations, delivery, and pick up.	Riverside County Purchasing and Fleet Services
<b>Procurement Branch</b>	The Procurement Branch acquires internal and external commodities and services, administers contracts, rental agreements, and coordinates purchase and delivery of resources.	Riverside County Purchasing and Fleet Services
<b>Personnel Branch</b>	The Personnel Branch Coordinates County personnel, volunteers, and spontaneous volunteers. Develops and maintains a tracking system for assigned personnel and volunteers.	Riverside County Human Resources
<b>Facilities Branch</b>	The Facilities Branch coordinates County facilities and facility maintenance support. Secures locations for incident lodging as necessary for EOC or other personnel.	Riverside County Economic Development Agency
<b>Movement Branch</b>	The Movement Branch coordinates ground, air, and rail	Riverside County Purchasing and Fleet Services

EOC Position	Definition	Position Staffing
	movement. Manages and coordinates the use of transportation resources and services to support emergency operations, evacuations, and disaster survivors.	
<b>Technical Systems Branch</b>	The Technical Systems Branch maintains OA EOC Information systems oversight: phones, RACES, Alert and Warning Coordination, etc.	Riverside County Information Technology
<b>EMD Coordinator</b>	The EMD Coordinator provides subject matter expertise to section responders.	Riverside County Emergency Management Department

### 3.13.1.5 Finance/Administration Section

The Finance/Administration Section is responsible for all financial and cost tracking of an incident. These include recording personnel and equipment time, documenting and processing claims for accidents and injuries occurring at the OA EOC and keeping a running tally of the costs associated with the incident.

**Table 3.13.1.5**

EOC Position	Definition	Position Staffing
<b>Finance/Administration Section Chief</b>	The Finance /Administration Section Chief executes financial components of the EOC Action Plan, provides disaster cost projections to the Management Section and tracks all incident related costs.	Auditor-Controller's Office / EMD
<b>Deputy Finance / Administration Section Chief</b>	The Deputy Finance and Administration Section Chief oversees the section in the absence of the Section Chief.	Auditor-Controller's Office / EMD
<b>Response/Recovery Cost Unit</b>	The Response and Recovery Unit collects and analyze response and recovery processes.	Auditor-Controller's Office / EMD
<b>Timekeeping Unit</b>	The Timekeeping Unit is responsible to obtain and track all costs and documentation related to personnel time worked.	Riverside County Human Resources
<b>Compensation/Claims Unit</b>	The Compensation/Claims Unit oversees the processing of	Riverside County Human Resources Risk Management





EOC Position	Definition	Position Staffing
	claims (workers compensation, property, or liability).	

### 3.13.2 Emergency Support Functions

Riverside County has adopted the concept of ESFs from the Federal National Response Framework for the coordination and organization of EOC operations. As utilized by the County, an ESF represents functional activities needed during local emergency response. Appropriate departments will be charged with the “coordinating” responsibility for each ESF. Several other departments may support the coordinating department and a department may be involved in multiple ESFs.

ESFs are organized by emergency functions in the table below. Some coordinating departments responsible for an ESF may have a statutory responsibility to perform that function. Other departments are assigned the “coordinating” responsibility based on subject-matter expertise.

When the EOC is activated, the coordinating ESF departments will send a qualified representative to the EOC or appropriate DOC to coordinate that ESF, as needed.

**Table 3.13.2**

Emergency Support Function	Definition	Lead Department	Support Department
ESF #1 Transportation	The Transportation Emergency Support Function coordinates the resources (human, technical, equipment, facility, materials, and supplies) of member agencies to support emergency transportation (air, ground, and water) needs during an emergency/disaster situation. In addition, assists in the management of transportation systems and infrastructure during domestic threats or in response to incidents.	Riverside County Transportation & Land Management Agency	Riverside County Economic Development Agency  Riverside County Emergency Management  Purchasing & Fleet Services  Riverside County Waste Resources
ESF #2 Communications	The Communications Emergency Support Function provides provisions for communications support before, during, and after an emergency/disaster situation. The Communications function coordinates communications resources (equipment, services, and personnel) that may be available from a variety of sources (i.e., County departments, state & federal agencies, voluntary groups, the telecommunications industry, etc.) before and/or after the activation of the Operational Area Emergency Operations Center.	Riverside County Information Technology	CAL Fire/Riverside County Fire  Riverside County Economic Development Agency  Riverside County Emergency Management  RUHS Public Health
ESF #3 Construction & Engineering	The Construction & Engineering Emergency Support Function facilitates the delivery of services, technical assistance, engineering	Riverside County Transportation &	Riverside County Economic Development Agency

Emergency Support Function	Definition	Lead Department	Support Department
	expertise, construction management and other support to local jurisdictions.	Land Management Agency	Riverside County Emergency Management  Riverside County Flood Control & Water Conservation District  Riverside County Transportation & Land Management Agency  Riverside County Waste Resources
ESF #4 Fire & Rescue	The Fire & Rescue Emergency Support Function monitors the status of fire mutual aid activities. Provides support related to the detection and suppression of urban, rural and wildland fires and emergency incident scene rescue activities and provides personnel, equipment, and supplies to support local jurisdictions' disaster condition or event in accordance with Fire and Rescue Mutual Aid Plans.	CAL Fire/Riverside County Fire	Riverside County Emergency Management  Riverside County Economic Development Agency
ESF #5 Management Command and Control	The Management Command and Control Emergency Support Function coordinates and resolves issues among the four phases of emergency management to ensure consistency in the development and maintenance of the EOP annexes. During emergencies, serves in an advisory capacity to the EOC Director.	Riverside County Emergency Management	Riverside County Board of Supervisors  Riverside County Counsel  CAL Fire/Riverside County Fire  Riverside County Executive Office  Riverside University Health System - Public Health  Riverside County Sheriff  Riverside County Transportation & Land Management Agency





Emergency Support Function	Definition	Lead Department	Support Department
<p>ESF #6 Care &amp; Shelter</p>	<p>The Care and Shelter Emergency Support Function coordinates actions to assist responsible jurisdictions with the needs of victims displaced during an incident including sheltering, food assistance, clothing, non-medical and medical care, behavioral health care, family reunification, and victim recovery.</p>	<p>Riverside County Department of Public Social Services</p>	<p>Riverside County Animal Control</p> <p>Cal Fire/Riverside County Fire</p> <p>Riverside County Economic Development Agency</p> <p>Riverside County Emergency Management</p> <p>Riverside County Environment Health</p> <p>Riverside County Office of Aging</p> <p>Riverside County Probation</p> <p>Riverside County Purchasing</p> <p>Riverside University Health System - Public Health</p> <p>Riverside County Transportation &amp; Land Management Agency</p> <p>Riverside County Waste Resources</p>
<p>ESF #7 Resource Management</p>	<p>The Resource Management Emergency Support Function coordinates and supports the resource management process that plans, implements, and controls the efficient, effective flow of goods, services, and related information from the point of origin to the point of consumption during emergency response and recovery phases. Coordinates plans and activities to locate, procure and pre-position resources to support emergency operations.</p>	<p>Riverside County Emergency Management</p> <p>Riverside County Purchasing &amp; Fleet Services</p>	<p>Riverside County Agricultural Commissioner</p> <p>Riverside County Animal Control</p> <p>Riverside County Economic Development Agency</p>

Emergency Support Function	Definition	Lead Department	Support Department
			Riverside County Environment Health
			Riverside County Flood Control & Water Conservation District
			Riverside County Human Resources
			Riverside County Information Technology
			Riverside County Office of Aging
			Riverside County Probation
			Riverside County Department of Public Social Services
			Riverside County Purchasing
			Riverside County Registrar of Voters
			RUHS Public Health
			Riverside County Sheriff
			Riverside County Transportation & Land Management Agency
			Riverside County Veteran's Services
			Riverside County Waste Resources
ESF #8	The Public Health & Medical Emergency Support Function coordinates Public Health, Behavioral	RUHS Public Health	Riverside County Animal Control





Emergency Support Function	Definition	Lead Department	Support Department
Public Health & Medical	Health, and Medical services in support of local jurisdiction needs for preparedness, response, and recovery from emergencies and disasters.	Riverside County Emergency Management Department	Riverside County Environment Health  Riverside County Sheriff  Riverside University Health System - Behavioral Health
ESF #9 Search & Rescue	The Search & Rescue Emergency Support Function supports and coordinates personnel and equipment to search for and rescue missing or trapped persons.  <u>Law Enforcement - Search and Rescue (SAR):</u> Support and coordinate responses to search and rescue missing or lost persons or aircraft, high angle rock rope rescue, water rescues, and investigations of missing person incidents that may involve criminal acts.  <u>Fire – Urban Search &amp; Rescue (USAR):</u> Support and coordinate responses to search and rescue victims of structure collapse, construction cave-ins, trenches, confined space, high angle structure rope rescue, and water rescues.	SAR Riverside County Sheriff  USAR CAL Fire/Riverside County Fire	Riverside County Emergency Management  Riverside County Flood Control & Water Conservation District  Riverside County Transportation & Land Management Agency  Riverside County Waste Resources
ESF #10 Hazardous Materials	The Hazardous Materials Emergency Support Function coordinates resources and supports the responsible jurisdictions to prepare for, prevent, minimize, assess, mitigate, respond to and recover from a threat to the public or environment by actual or potential hazardous materials releases.	Riverside County Fire  Riverside County Environment Health	Riverside County Emergency Management  Riverside County Waste Resources
ESF #11 Food & Agriculture	The Food and Agricultural Emergency Support Function supports the responsible jurisdictions and coordinates activities during emergencies impacting the agriculture and food industry and supports the recovery of impacted industries and resources after incidents.	Riverside County Agricultural Commissioner's Office	Riverside County Animal Control  Riverside County Emergency Management  Riverside County Environment Health  Riverside County Waste Resources

Emergency Support Function	Definition	Lead Department	Support Department
<p><b>ESF #12                      Utilities</b></p>	<p>The Utilities Emergency Support Function provides resources and support to responsible jurisdictions (both public and private) responding to or recovering from shortages and disruptions in gasoline, electricity, water, wastewater, telecommunications, fuels, and natural gas in affected areas after emergencies or disaster events. Monitors and coordinates with the suppliers of utilities to ensure that they are available and deliverable for normal community functioning.</p>	<p>Riverside County                      Emergency                      Management</p>	<p>CAL Fire/Riverside                      County Fire</p> <p>Riverside County                      Flood Control &amp; Water                      Conservation District</p> <p>Riverside County                      Information                      Technology</p>
<p><b>ESF #13                      Law Enforcement</b></p>	<p>The Law Enforcement Emergency Support Function coordinates law enforcement personnel and equipment to support law enforcement, coroner activities, and public safety in accordance with Law Enforcement and Coroner’s Mutual Aid Plans.</p>	<p>Riverside County                      Sheriff</p>	<p>Riverside County                      Emergency                      Management</p> <p>Cal Fire/Riverside                      County Fire</p> <p>Riverside County                      District Attorney</p> <p>Riverside County                      Probation</p>
<p><b>ESF #14                      Long-Term                      Recovery</b></p>	<p>The Long-Term Emergency Support Function supports economic recovery of communities from the long-term consequences of emergencies and disasters.</p>	<p>Riverside County                      Emergency                      Management</p>	<p>Riverside County                      Executive Office</p> <p>Riverside County                      Assessor Clerk                      Records Office</p> <p>Riverside County                      Auditor-Controller’s                      Office</p> <p>CAL Fire/Riverside                      County Fire</p> <p>Riverside County                      Economic                      Development Agency</p> <p>Riverside County                      Sheriff</p>





Emergency Support Function	Definition	Lead Department	Support Department
			Riverside University Health System - Public Health  Riverside County Transportation & Land Management Agency  Riverside County Department of Public Social Services  Riverside County Purchasing & Fleet Services
<b>ESF #15 Public Information</b>	<p>The Public Information Emergency Support Function disseminates accurate, coordinated, timely and accessible information regarding emergencies to affected audiences, including government, media, the private sector and the local populace before, during, and following a disaster.</p>	<b>Riverside County Executive Office</b>	Riverside County Counsel  Riverside County Emergency Management  CAL Fire/Riverside County Fire  Riverside County District Attorney  Riverside County Flood Control  Riverside County Information Technology  Riverside University Health System - Public Health  Riverside County Transportation & Land Management Agency
<b>ESF #16 Evacuation and Re-entry</b>	<p>The Evacuation and Re-Entry Emergency Support Function supports jurisdictions in the safe evacuation and re-entry of persons, domestic animals, and livestock from hazardous areas.</p>	<b>Riverside County Sheriff</b>	<b>Riverside County Agricultural Commissioner</b>

Emergency Support Function	Definition	Lead Department	Support Department
			Riverside County Emergency Management  Riverside County Environment Health  Riverside County Office of Aging  Riverside University Health System - Public Health
ESF #17 Volunteer and Donations Management	The Volunteer and Donations Management Emergency Support Function supports jurisdictions use of affiliated and spontaneous unaffiliated volunteers, organizations, and donations to support incidents.	Human Resources/Riverside County Emergency Management	Riverside County Animal Control  CAL Fire/Riverside County Fire  Riverside County District Attorney  Riverside County Office of Aging  Riverside County Department of Public Social Services  Riverside University Health System - Public Health  Riverside County Transportation & Land Management Agency
ESF #18 Multi-Agency Coordination System	The Multi-Agency Coordination System Emergency Support facilitates allocating scarce resources by utilizing a standardized business process for prioritizing multiple requests of resources. The activation of a multi-agency coordination system would be necessary for an incident that is too large in scale for a single jurisdiction or grows beyond the capabilities of the local response efforts.	Policy Group  Riverside County Executive Office	Riverside County Emergency Management  CAL FIRE/Riverside County Fire  Riverside County Information Technology





Emergency Support Function	Definition	Lead Department	Support Department
			Riverside County Sheriff  RUHS Public Health
ESF #19 Debris Management	The Debris Management Emergency Support Function procedures facilitate removal and recovery of debris resulting from natural and technological disasters or other major incidents. The goal will be to use existing solid waste best practice strategies and methods to reduce, reuse, recycle, or recover, with landfill as a final option. Debris Management staff will help establish priorities for the allocation of resources, collaborate with damage assessment team needs, physically remove debris, open transportation routes, and, if needed, locate temporary storage sites for the collection and recovery of debris.	Riverside County Waste Management	Riverside County Emergency Management
ESF #20 Animal Care	The Animal Care Emergency Support Function coordinates public and private sector resources to meet the animal service needs during an emergency including: rescue and capture animals that have escaped confinement, evacuation, transportation, sheltering, medical care, quarantine, and disposal of dead animals	Riverside County Animal Services	Riverside County Emergency Management  Riverside County Environment Health  Riverside County Purchasing & Fleet Services  Riverside University Health System - Public Health
ESF #21 Continuity of Operations/ Continuity of Government	The Continuity of Operations (COOP)/Continuity of Government Emergency Support Function assists in the planning that will ensure that essential government functions continue after a significant event that impacts functions or infrastructure.	Riverside County Emergency Management	All Departments

### 3.13.3 Joint Information Center

A Joint Information Center (JIC) is a central location that facilitates operation of the Joint Information System (JIS). It is a location where personnel with public information responsibilities perform critical emergency information functions, crisis communications, and public affairs functions. The JIC isn't the same as the JIS and doesn't replace the JIS. The JIS is a way of operating; the JIC is one location where the operation takes place. JICs may be established at the OA EOC, incident sites, or can be components of Federal, State, tribal, territorial, regional or local MACs.

A single JIC location is preferable, but the system is flexible and adaptable enough to accommodate virtual or multiple JIC locations, as required. For example, multiple JICs may be needed for complex incidents spanning wide geographic areas or multiple jurisdictions. Each JIC must have procedures and protocols to communicate and coordinate effectively with other JICs.

### **3.13.4 Emergency Proclamations**

A Local Emergency may be proclaimed by the Board of Supervisors or by the County Director of Emergency Services (Chief Executive Officer) as specified by Riverside County Ordinance 533.7 or by the County Health Officer, per Health and Safety Code 101080. A Local Emergency proclaimed by the Chief Executive Officer or Health Officer must be ratified by the Board of Supervisors within seven days. The governing body must review the need to continue the proclamation at least every thirty days until the Local Emergency is terminated or may expire. The Local Emergency may be terminated by resolution when conditions warrant. Proclamations are normally made when there is an actual incident, threat of disaster, or extreme peril to the safety of persons and property within the county caused by natural or man-made situations. The proclamation of a Local Emergency provides the governing body with the legal authority to:

- Request that the Governor proclaim a State of Emergency;
- Promulgate or suspend orders and regulations necessary to provide for the protection of life and property, including issuing orders or regulations imposing a curfew within designated boundaries;
- Exercise full power to provide mutual aid to any affected area in accordance with local ordinances, resolutions, emergency plans, or agreements;
- Request state agencies and other jurisdictions to provide mutual aid;
- Require the emergency services of any local official or employee;
- Requisition necessary personnel and materials from any local department or agency;
- Obtain vital supplies and equipment and, if required, immediately commandeer the same for public use;
- Impose penalties for violation of lawful orders and
- Conduct emergency operations without incurring legal liability for performance or failure of performance (see Article 17 of the Emergency Services Act for privileges/immunities).

### **3.13.5 State of Emergency**

A State of Emergency may be proclaimed by the Governor when:

- Conditions of disaster or extreme peril exist which threaten the safety of persons and property within the state caused by natural or man-made incidents;
- The Governor is requested to do so by local authorities;
- The Governor finds that local authority is inadequate to cope with the emergency and
- Mutual aid shall be rendered in accordance with approved emergency plans when the need arises in any county, city and county, or city for outside assistance.

When a State of Emergency has been proclaimed:





- The Governor shall, to the extent deemed necessary, have the right to exercise all police power vested in the state by the Constitution and the laws of the State of California within the designated area;
- Jurisdictions may command the aid of citizens as deemed necessary to cope with an emergency;
- The Governor may suspend the provisions of orders, rules or regulations of any state agency and any regulatory statute or statute prescribing the procedure for conducting state business;
- The Governor may commandeer or make use of any private property or personnel (other than the media) in carrying out the responsibilities of their office and
- The Governor may promulgate, issue, and enforce orders and regulations deemed necessary.

### **3.13.6 State of War Emergency**

Whenever the Governor proclaims a State of War Emergency, or if a State of War Emergency exists, all provisions associated with a State of Emergency apply, additionally:

- All state agencies and political subdivisions are required to comply with the lawful orders and regulations of the Governor which are made or given within the limits of his authority as provided for in the Emergency Services Act.

### **3.14 Continuity of Government**

Continuity of Government (COG) is the principle of establishing defined procedures that allow a government to continue its essential operations in case of a catastrophic event and ensure an enduring constitutional government. The essential functions are normal operations not disaster response functions. Continuity of Government is operationalized through the Continuity of Operations Plan which specifies essential functions, alternate facilities, and lines of succession.

#### **3.14.1 Alternate Seat of Government**

Section 23600 of the California Government Code provides alternate seats of government:

- The Board of Supervisors shall designate alternative county seats, which may be located outside county boundaries;
- Real property cannot be purchased for this purpose;
- A resolution designating the alternate county seats must be filed with the Secretary of State and
- Additional sites may be designated after the original site designations if circumstances warrant.

In the event the primary location is not usable because of emergency conditions, the City of Indio is designated as the alternate seat of government for the county.

- The alternate seat shall be used at the determination of the Board of Supervisors or the County Director of Emergency Services, or designee, when there is no ability to continue with county business from a location within the general jurisdiction of the city due to war or peacetime emergencies;
- If the alternate seat for the county is activated, all business of the county transacted there shall

be legal and binding as if transacted at the county seat;

- Two emergency operating centers shall be maintained to meet emergency contingencies and shall be maintained in accordance with Board Policy H-14.

### 3.14.2 Lines of Succession

The first step in assuring continuity of government is to have personnel who are authorized and prepared to carry out emergency actions for government in the event of a natural, technological, or national security disaster. Article 15, Section 8638 of the Emergency Services Act authorizes governing bodies to designate and appoint three standby officers for each member of the governing body and for the chief executive, if not a member of the governing body. Standby officers may be residents or officers of a political subdivision other than that to which they are appointed.

Notification of any successor changes shall be made through the established chain of command. Article 15, Section 8637 of the Emergency Services Act authorizes political subdivisions to provide for the succession of officers (department heads) having duties related to law and order and/or health and safety.

Article 15, Section 8633 of the Emergency Services Act establishes a method for reconstituting the governing body. It authorizes that should all members, including all standbys, be unavailable, temporary officers shall be appointed as follows:

- By the chairman of the board of the county in which the political subdivision is located;
- By the chairman of the board of any other county within 150 miles (nearest and most populated down to farthest and least populated) and
- By the mayor of any city within 150 miles (nearest and most populated down to farthest and least populated).

Article 15, Section 8642 of the Emergency Services Act authorizes local governing bodies to convene as soon as possible whenever a State of War Emergency, State of Emergency, or Local Emergency exists, and at a place not necessarily within the political subdivision. Article 15, Section 8643 of the Emergency Services Act describes the duties of a governing body during emergencies as follows:

- Ascertain the damage to the jurisdiction and its personnel and property;
- Reconstitute itself and any subdivisions and
- Perform function in preserving law and order and furnishing local services.

### 3.14.3 Departmental Lines of Succession

Should the County Chief Executive Officer be unavailable or unable to serve, the positions listed below, in order, shall act as the County Director of Emergency Services. The individual who serves as acting director shall have the authority and powers of the Director and will serve until the Director is again able to serve, or until a successor has been appointed by the Board of Supervisors.

1<sup>st</sup> Alternate: Chief Operating Officer





- 2<sup>nd</sup> Alternate: Assistant County Executive Officer – Public Safety
- 3<sup>rd</sup> Alternate: Assistant County Executive Officer – Human Services
- 4<sup>th</sup> Alternate: Assistant County Executive Officer – Economy and Community Development
- 5<sup>th</sup> Alternate: Assistant County Executive Officer – Public Works, Land Use & Environment
- 6<sup>th</sup> Alternate: Assistant County Executive Officer – Riverside University Health System
- 7<sup>th</sup> Alternate: Emergency Management Department Director

### **3.14.4 Vital Record Retention**

Vital records include those records that are essential to the rights and interests of individuals, governments, corporations, and other entities such as vital statistics, land and tax records, license registers, articles of incorporation, and historical information. Vital records also include those records essential for emergency response and recovery operations, including utility system maps, emergency supplies and equipment locations, emergency operations plan and procedures, and personnel rosters.

The preservation of vital records is critical to the County's recovery from a catastrophic event. In addition to the information retrieval requirements of response, each response function has a record-keeping component. Although the principal focus of vital records preservation is to support recovery through reimbursement of disaster-related costs, vital records also have a broader and more important function in that they help to describe a reasonably complete compilation of damage, death, physical and mental trauma, and allocation of public and private resources, making it possible to learn from the disaster experience. Vital records for the County are maintained by the County Assessor-Clerk-Recorder's Office.

These vital records are essential to the re-establishment of normal government functions for the County of Riverside, serving to protect the rights and interests of government which are encapsulated in the constitutions, charters, statues, ordinances, court records, official proceedings, and financial records of the County of Riverside. Vital records of the County of Riverside are routinely stored in the County-Assessor-Clerk-Recorder's Office.

### **3.15 Training, Documentation and Exercises**

The appropriate SEMS/NIMS/ICS training will be provided to all public safety, EOC, and first responder personnel. Each county department is responsible to schedule and document emergency management training for their employees that have been designated with an emergency role.

The core ICS training courses have been revised to reflect lessons learned since their release in 2006. The courses of training will be selected from the following list, commensurate with individual and supervisory responsibilities:

- Introduction to SEMS;
- IS-100.b: Introduction to Incident Command System, ICS 100;
- IS-200.b: ICS for Single Resources and Initial Action Incidents, ICS 200;
- IS-700.a: NIMS An Introduction;
- IS-800.b: National Response Framework, An Introduction;
- ICS-300: Intermediate ICS for Expanding Incidents and



- ICS-400: Advanced ICS Command and General Staff—Complex Incidents

The Riverside County Emergency Management Department is responsible for coordination and scheduling of regular exercises of this plan to train all necessary County staff in the EOC and proper response to disaster situations.

There are additional courses designed to enhance skills development and are geared towards fulfilling SEMS/NIMS credentialing tracks. County departments should document the training provided to emergency response personnel. Copies of SEMS/NIMS training records are maintained by the department as follows:

- An individual training record for each person, kept in their personnel file, or in a separate training record file. The name of the course, instructor, location, and date of the course should be included in the training record;
- Maintenance of the individual training record for as long as the person is employed in a position that involves an emergency response role. Records of personnel involved in an actual emergency are archived for five years after the close of a disaster or indefinitely and
- Documentation of the agency's SEMS/NIMS training program including copies of the training materials used, such as instructor syllabus, lesson plans, student notebook, exercises and tests.

Exercises, drills, and actual incidents are a means for improving plans and systems through evaluation of the response activities. Exercises also encourage participation from Operational Area jurisdictions for effective coordination of disaster response capabilities. An After Action Report will be developed for exercises and actual incidents. In addition, a Corrective Action Plan process will be completed for implementing improvements outlined in AARs. This system is in accordance with the guidance on SEMS/NIMS implementation.

An exercise is a simulation of a series of emergencies for identified hazards affecting the County. During these exercises, emergency response organizations are required to respond as though a real emergency had occurred. If necessary, the public will be made aware of these exercises through normal media communications. Tabletop, Functional, and Full-Scale exercises will be conducted utilizing the concepts and principles of the SEMS/NIMS. Tabletop, Drills, Functional, and Full-Scale exercises will be conducted utilizing the concepts and principles of the SEMS/NIMS and the Homeland Security Exercise and Evaluation Plan.

**Tabletop Exercise:** A tabletop exercise is typically held in an informal setting intended to generate discussion of various issues regarding a hypothetical, simulated emergency. Tabletop exercises are a way to provide convenient and low-cost training.

**Drills:** A drill is a coordinated, supervised activity usually employed to validate a specific operation or function in a single agency or organization. Drills are commonly used to provide training on new equipment, develop or validate new policies or procedures, or practice and maintain current skills.





**Functional Exercise:** Functional exercises are designed to validate and evaluate capabilities, multiple functions and/or sub-functions, or interdependent groups of functions. Functional exercise is typically focused on exercising plans, policies, procedures, and staff members involved in management, direction, command, and control functions. A functional exercise is conducted in a realistic, real-time environment; however, movement of personnel and equipment is usually simulated.

**Full-Scale Exercise:** Full scale exercises simulate an actual emergency. They typically involve complete emergency management staff and are designed to evaluate the operational capability of the emergency management system.

The County Emergency Management Department will inform County departments and OA partners of training and exercise opportunities associated with emergency management. Those with responsibilities under this plan must ensure their personnel partake in training and exercises to effectively carry out their disaster responsibilities. An actual EOC activation may take the place of a scheduled exercise.

### **3.16 Requirements of the Americans with Disabilities Act and California Access and Functional Needs Legislation**

Access to emergency services shall not be denied on the grounds of race, color, national origin, sex, age, or handicap. To ensure that this goal is met, Title II of the ADA requires State and local governments to make their programs and services accessible to persons with disabilities. This requirement extends not only to physical access at government facilities, programs, and events -- but also to policy changes that governmental entities must make to ensure that all people with disabilities and others with access and functional needs can take part in, and benefit from, the programs and services of State and local governments.

The Americans with Disabilities Act of 1990 (ADA) signed into law on July 26, 1990, by President George H. W. Bush, is a broad civil rights law that prohibits discrimination against people with disabilities and others with access and functional needs, including but not limited to mobility, vision, hearing, cognitive disorders, mental illnesses, and language barriers. In 2008, President George W. Bush signed an updated version of the ADA, which is known as the ADA Amendments Act (ADAAA). The revised law broadens the scope of the definition of what it means to have a disability. These changes went into effect January 1, 2009. These amendments make it easier for individuals who require whole community support services to seek protection under the law.

According to a 2010 study, there are almost 11 million people who require access to Whole Community Support Services in California. The lessons documented from the years of assisting individuals who require whole community support services in disasters show three areas that are repeatedly identified as most important to these individuals: communications (alert, warning, notification), evacuation (transportation), and sheltering. California Assembly Bill 2311 (Brown, Chapter 520, Statutes of 2016), added California Government Code section 8593.3, which requires each county and city to integrate access and functional needs upon the next update to its emergency response plan. The new Government Code reads:

8593.3. (a) A county, including cities, shall, upon the next update to its emergency plan, integrate access and functional needs into its emergency plan by addressing, at a minimum, how the access and functional needs population is served by the following:



(1) Emergency communications, including the integration of interpreters, translators, and assistive technology.

(2) Emergency evacuation, including the identification of transportation resources and resources that are compliant with the federal Americans with Disabilities Act of 1990 (42 U.S.C. Sec. 12101 et seq.) for individuals who are dependent on public transportation.

(3) Emergency sheltering, including ensuring that designated shelters are compliant with the federal Americans with Disabilities Act of 1990 (42 U.S.C. Sec. 12101 et seq.) or can be made compliant through modification and that showers and bathrooms are fully accessible to all occupants.

(b) For purposes of this section, the "access and functional needs population" consists of individuals who have developmental or intellectual disabilities, physical disabilities, chronic conditions, injuries, limited English proficiency or who are non-English speaking, older adults, children, people living in institutionalized settings, or those who are low income, homeless, or transportation disadvantaged, including, but not limited to, those who are dependent on public transit or those who are pregnant.

The County will make every effort to address the needs of individuals who require whole community support services. Initially, priorities are focused on lifesaving operations, evacuations and stabilization of the incident. The County of Riverside will take into consideration the needs of individuals such as issues with communications, mobility, and accessibility. Included in the County's planning efforts for individuals who require whole community support services are:

- TTD/TTY contact and captioned cable alert for the hearing-impaired;
- Spanish/English outreach programs identified language skills of County employees for interpretation;
- ADA compliant access to County facilities and Red Cross shelter facilities;
- Identified transportation assistance for those requiring physical assistance;
- Reverse 911 telephone system for specific geographic areas;
- Notification and warning procedures;
- Evacuation considerations;
- Emergency transportation issues;
- Sheltering requirements;
- Accessibility to medications, refrigeration and back-up power;
- Accessibility for mobility devices or service animals while in transit or at shelters and
- Accessibility to emergency information.

The County will plan for and serve access and functional needs including the most needs most commonly found to be needing improvement:

- Emergency communications;





- Emergency evacuations and
- Emergency sheltering.

Part of any successful planning effort is to understand the impacted population(s). The legal requirements are set forth in Government Code section 8593.3, and define access and functional needs as individuals who have:

- Developmental, intellectual or physical disabilities;
- Chronic conditions or injuries and
- Limited English proficiency or non-English speaking.

Or, individuals who are:

- Older adults, children, or pregnant;
- Living in institutional settings;
- Low-income, homeless, and/or transportation disadvantaged; or
- From diverse cultures.

Lessons documented from years of assisting individuals with access and functional needs in disasters show three areas repeatedly identified as needing improvement: communications, evacuation, and sheltering.

#### **Emergency communications**

During a disaster, effective communication becomes especially critical. As such, information delivered at press conferences by public officials and broadcasted on television during a disaster needs to be effective, understood, consumable, and actionable by the whole community. Effective communication considerations include:

- Sign Language interpreters for individuals who are deaf or hard of hearing;
- Alternative formats for individuals who are blind/low vision and
- Translation services for persons with limited English proficiency or for non-English speaking individuals.

#### **Emergency evacuation**

When local evacuations become necessary, considerations for the whole community include:

- Accessible transportation options;
- Medical needs and
- Keeping individuals connected with their families, personal care providers, essential equipment, technologies, and service animals.

Proper planning is including agreements and partnerships with local public and private accessible transportation providers to ensure individuals with disabilities and persons with access and functional needs can evacuate safely during emergencies.

Emergency evacuation plans should be viewed as living documents because communities change and integrating the needs of individuals with access and functional needs is a dynamic process. Emergency

managers should work and partner with their local disability and whole community stakeholders to regularly practice, review, revise, and update their plans to reflect changes in technology, personnel, and procedures.

### **Sheltering**

Shelters can be stressful environments and may, without proper planning, exacerbate the physical and emotional impacts that survivors with access and functional needs experience during disasters.

Sheltering needs to be inclusive and integrated, not segregated. General population shelters need to be in physically accessible locations and equipped with accessible resources (e.g. bathrooms, cots, showers, etc.) to meet the needs of individuals with access and functional needs in a manner that ensures they can remain with their support systems (e.g. personal care provider, service animal, etc.). Assessing potential sheltering facilities before disasters occur is essential as designated shelters should comply with the requirements of the Americans with Disabilities Act (ADA).

### **Cal OES Office of Access and Functional Needs**

The County Operational Area receives guidance from the California Governor's Office of Emergency Services (Cal OES), Office of Access and Functional Needs. The Cal OES Office of Access and Functional Needs has made resources available to assist communities as they integrate access and functional needs within their emergency planning. Two such tools are:

#### **The Cal OES Access and Functional Needs Web Map**

To empower emergency managers to identify the access and functional needs-related assets and resources needed to support the health and independence of survivors, the Cal OES Office of Access and Functional Needs partnered with the Cal OES' GIS Division to create the [California AFN Web Map](#) – the first-ever searchable, comprehensive, statewide resource for locating AFN-related assets and resources in California.

Using data from the U.S. Census, the web map contains the following information for every county in the State of California:

- **Disability** - Total number of individuals in each county with a disability, listed into four categories: hearing difficulty; vision difficulty; cognitive difficulty; and ambulatory difficulty.
- **Culture** - The ethnicity and primary language(s) spoken at home within each county.
- **Age** - The age (across the life spectrum) of individuals in every county.

The web map outlines where each of the following resources are located:

- **Accessible Hygiene Resources** - Showers, toileting, and hand washing stations that meet Americans with Disabilities Act (ADA) standards.
- **Accessible Transportation** - Organizations providing public transportation services to seniors and individuals with disabilities that meet Americans with Disabilities Act (ADA) standards.
- **American Sign Language Interpreting Services** - Organizations providing interpretation services for individuals who are deaf or hard of hearing.





- Assistive Technology - Organizations providing devices, equipment or technology systems, and services for individuals with disabilities.
- Community Emergency Response Teams (CERT) Programs - Local programs that educate individuals about disaster preparedness and train them in basic disaster response skills.
- Independent Living Centers - Community-based, non-profit organizations designed and operated by individuals with disabilities.
- Language Translation Services - Organizations providing written text or interpretation services in a language other than English.
- Regional Centers - Non-profit private corporations that contract with the Department of Developmental Services to provide or coordinate services and support for individuals with developmental disabilities.

**The Cal OES Office of Access and Functional Needs Library**

In order to ensure that community leaders, state agencies, advocacy organizations, emergency managers and others have the best and most current access and functional needs-related planning resources available in an easy to access, one-stop-shop central repository, we created the OAFN Library. The OAFN Library is a comprehensive clearinghouse for access and functional needs-specific best practices, guidance documents, videos, and more. For additional questions regarding access and functional needs contact the Cal OES Office of Access and Functional needs at: [OAFN@caloes.ca.gov](mailto:OAFN@caloes.ca.gov)

**3.17 Animal Care Considerations**

The PETS Act (Pets Evacuation and Transportation Standards Act of 2006) directs that state and local emergency preparedness plans address the needs of people with pets and service animals after a major disaster, including the rescue, care and sheltering of animals. The PETS Act amends the Stafford Act, and requires evacuation plans to consider the needs of individuals with household pets and service animals, prior to, during, and after a major disaster or emergency. The County of Riverside has the department of animal services that will lead the effort to comply with the PETS Act.

In conjunction with the department of animal services, animal control officers and shelter attendants will provide for the coordination of evacuation and sheltering of household and service pets in the event of a disaster.

Shelter Name	Areas Served
Animal Friends of the Valleys	Canyon Lake, City of Lake Elsinore, City of Temecula, City of Murrieta
Beaumont Animal Control	City of Beaumont, Banning, Calimesa
Corona Animal Shelter	City of Corona
Moreno Valley Animal Shelter	City of Moreno Valley
Norco Animal Shelter	City of Norco
Palm Springs Animal Shelter	City of Palm Springs
Perris Animal Control	City of Perris (Animals go to Moreno Valley shelter)
Ramona Humane Society	Hemet, Homeland, Nuevo, Romoland, San Jacinto, Sun City, Winchester
Rancho Cucamonga Animal Shelter	City of Rancho Cucamonga



Shelter Name	Areas Served
Rancho Mirage Animal Control	City of Rancho Mirage (Animals go to the Coachella Valley Animal Campus)
Riverside County Animal Shelter	Blythe
Riverside County Animal Shelter	Coachella Valley
Riverside County Animal Shelter	Western Riverside
Riverside County Animal Shelter	San Jacinto

These shelters also provide animal control services, shelter and rescue services in the event of animal evacuations.

### 3.18 Communications and Warning

Warning is the process of alerting governmental forces and the general public to the threat of imminent danger. Dependent upon the nature of the threat and the population group at risk, warning can originate at any level of government. Success in saving lives and property is dependent upon timely dissemination of warning and emergency information to persons in threatened areas. Local governments are responsible for warning the populations within their jurisdiction. Government officials accomplish this using various warning systems and devices that can originate or disseminate information from a central location that is staffed 24 hours a day, typically a communications center.

The County has several systems available that are described below for providing disaster information to the public to alert and warn them of impending danger.

#### 3.18.1 Emergency Alert System (EAS)

The Emergency Alert System is designed for the broadcast media to disseminate emergency public information. This system enables the President, as well as federal, state, and local governments to communicate with the general public through commercial broadcast stations.

EAS is operated by the broadcast industry on a volunteer basis according to established and approved EAS plans, standard operating procedures, and within the rules and regulations of the Federal Communications Commission (FCC). EAS can be accessed at federal, state, and local levels to transmit essential information to the public. Message priorities under Part 73.922(a) of the FCC's rules are as follows:

- Priority One - Presidential Messages (carried live);
- Priority Two - EAS Operational (Local) Area Programming;
- Priority Three - State Programming and
- Priority Four - National Programming and News.

State programming originates from the state operations center and is transmitted through the state using the state's CLERS VHF/UHF radio relay stations. California has 30 EAS Operational Areas within radio reception range of EAS stations serving the area. The State message priorities are as follows:





- Priority One - Immediate and positive action without delay is required to save lives;
- Priority Two - Actions required for the protection of property and instructions to the public requiring expedient dissemination and
- Priority Three - Information to the public and all others.

Emergency information is broadcast directly through the transmitters to all broadcasters in the County of Riverside simultaneously and to special districts and businesses with more than 100 employees, who by law must monitor this frequency. Emergencies that may warrant an alert include an avalanche, child abduction emergency, civil danger or emergencies, evacuations, law enforcement or fire warning, radiological or hazardous materials warnings, flash flooding, and severe weather warnings.

In the County of Riverside, the EAS is administered under the authority of the Riverside County Sheriff. Any official requesting an EAS warning or message will request such through the Sheriff's Office Watch Commander or County Fire Department. Messages in the County of Riverside will be disseminated through the Sheriff's Communications Center. The message must be a voice message that can be prerecorded. All OA partners are authorized to request an EAS activation.

If the Local Programming (LP) 1 EAS station receives an EAS message request, the station will call-back the requesting communication center using the phone number provided on the separate list to verify authenticity of request. A list of phone numbers for communications centers is provided separately for authentication. It is not for public release, but only for those with a need to know.

**Monitor Assignments**

This FCC Local Area is divided into five (5) Zones comprising two of the largest counties in the United States. No one broadcast station covers one entire county. There are a few locations without adequate California coverage due to terrain and distances. Stations monitor each other for redundancy.

Station/Facility	Monitors
<b>Zone 1: INLAND EMPIRE EAS ZONE</b>	
LP1 KFRG 95.1 MHz Simulcast KXFG 92.9 MHz	KFI 640, KGGI (FM) 99.1, CLERS 158.790 KNWS 162.450 Santa Ana for San Diego NWS
LP2 KGGI 99.1 MHz	KFRG 95.1, NWS 162.45, CLERS 158.790, KFI 640
<b>Zone 2. COACHELLA VALLEY EAS ZONE</b>	
LP1 KDES 104.7 MHz	KFRG 95.1, NWS 162.400, CLERS 158.790, KCLB 93.7, KFI 640
LP2 KCLB 93.7 MHz	KDES 104.7, NWS 162.400, CLERS 158.790, KFRG 95.1
<b>Zone 3. VICTOR VALLEY EAS ZONE</b>	
LP1 KZXY 102.3 MHz	KGGI 99.1, KFI 640, CLERS 155.910, NWS San Diego 162.550 (No LP2)
<b>Zone 4. MOJAVE DESERT EAS ZONE</b>	
LP1 KHVY 98.9 MHz*	KFI 640, KJAT 105.3
KRXV 98.1 MHz*	NWS Las Vegas or San Diego to telephone when alert imminent *
KHYZ 99.7 MHz* (*Trimulcast) (No LP2)	CLERS 155.910 Government Peak



Station/Facility	Monitors
<b>Zone 5. SOUTH WEST (SW) RIVERSIDE EAS ZONE</b>	
LP1 KATY 101.3 MHz (No LP2)	KXFG 92.9 MHz, KFI 640 KHz NWS Las Vegas or San Diego to telephone when alert imminent *
LP2 KXFG 92.9 MHz	KATY 101.3, KFI 640, KWRP

\* Area of incomplete or no NWR coverage, telephone alert arranged with appropriate NWS facility  
 All stations and CATV control points must monitor two of the following:

- LP1 Station for their area;
- LP2 Station for their area;
- Out-of-area LP1 (such as KFI, Los Angeles) and
- NWR, CLERS or EDIS if capable of being received.

Stations unable to reliably receive the LP-1, LP1S, or an LP-1 alternate, must monitor the LP-2 station and one other assignment from paragraph 1.2 above.

In addition, but not in lieu of, any other station listed in 1.1 and 1.2 above are recommended monitoring.

### 3.18.1.1 Integrated Public Alert and Warning System

Mass media used to alert and warn the American public must now incorporate the use of technologies needed to reach people with disabilities and others with access and functional needs. Executive Order 13407 requires FEMA to “include in the public alert and warning system the capability to alert and warn all Americans, including those with disabilities.” In response, FEMA established the Integrated Public Alert and Warning System (IPAWS).

FEMA’s IPAWS allows authorities to send Wireless Emergency Alerts (WEAs), which are geographically targeted, text-like alerts to the public via their wireless handsets. WEAs use a unique signal and vibration to attract attention, which may be helpful to individuals with hearing or vision loss. Industry partners develop content and/or devices that can be used by individuals with disabilities and others with access and functional needs to receive emergency alerts. The public doesn’t need to sign up to receive WEAs and wireless customers are not charged for the delivery of WEA messages. Wireless carriers sell WEA capable phones with the service already included.

FEMA’s IPAWS also allows authorities to send messages through traditional media sources, such as television, radio, etc. along with social media, NOAA alerts, and electronic roadway signs.

Local alerting authorities must complete the necessary authentication steps to use the Integrated Public Alert and Warning System (IPAWS). Riverside and San Bernardino Counties, as a Local Emergency Communications Committee (LECC), are authorized to use IPAWS.





### **3.18.2 National Warning System (NAWAS)**

NAWAS is a dedicated wire-line system that provides two-way voice communications between the federal warning center, state warning points and local warning points. If the situation ever presents itself, NAWAS is a nationwide system developed to send warnings of impending attack throughout the nation. The system may be activated from two federal facilities that are staffed 24 hours daily: The National Warning Center (North American Air Defense Command, Colorado Springs) and the Alternate National Warning Center (Olney, Maryland).

CALWAS is the State portion of NAWAS that extends to communications and dispatch centers throughout the state. Both state and federal circuits are monitored 24 hours a day at the Warning Center, the alternate point, and each of the local warning points. Circuits then extend to county warning points. Counties not on this system will receive warning through other means (normally over the California Law Enforcement Telecommunications System (CLETS)).

NAWAS is tested three times daily at unscheduled times. Immediately following the NAWAS test through the Warning Center, the state conducts the CALWAS test through Cal OES. On alternate Wednesdays, the CHP conducts a test at 10:00 a.m. local time.

Backup communications systems for CALWAS alerts include:

- CESFRS - California Emergency Services Fire Radio System;
- CESRS - California Emergency Services Radio System;
- CLEMARS - California Law Enforcement Mutual Aid Radio System;
- CLERS - California Law Enforcement Radio System and
- CLETS - California Law Enforcement Telecommunications System.

### **3.18.3 California State Warning Center (CSWC)**

The CSWC is a signal and information conduit for Cal OES and a central information hub for statewide emergency communications. The CSWC is under the command and direction of the CHP and staffed by sworn officers and civilian emergency services communications personnel. The CSWC provides service to all California law enforcement agencies and their officers 24 hours a day, 365 days a year. Additionally, the CSWC will provide how fire service agencies can communicate intelligence information to the FBI.

The following is a list of current functions and responsibilities of the CSWC:

- Facilitates multi-regional and statewide AMBER Alerts;
- Carries out critical incident notifications, warnings, and tactical alerts to all involved agencies and organizations;
- Conducts computer crime incident notifications;
- Conducts homeland security incident notifications;
- Conducts hazardous material notifications;
- Monitors natural disasters and coordinates emergency response;
- Monitors and maintains state and national emergency response communications;
- Conducts Governor and executive staff notifications and



- Facilitates toxic call-outs.

#### **3.18.4 Operational Area Satellite Information System (OASIS)**

OASIS is a system that consists of a communications satellite, multiple remote sites, and a hub that allows virtually uninterrupted communication between state, regional, and operational area level EOC's. The system, which uses technology similar to cellular telephones, has 60 channels. When a user picks up the line, the system automatically searches for the best available channel and can conduct six simultaneous voice conversations and one data channel at a rate of 9600 baud.

#### **3.18.5 Emergency Digital Information System (EDIS)**

The Emergency Digital Information Service (EDIS) delivers official information about emergencies and disasters to the public and the news media in California. California emergency bulletins posted to EDIS are available by email and pager from various providers. EDIS has been in operation since 1990 and was upgraded to add image and sound capabilities and to use an advanced satellite datacast technology for reliable statewide service in 1999. People and businesses can receive EDIS messages via their e-mail, wireless cell phone, or pager by registering on the EDIS webpage at <http://edis.oes.ca.gov/>.

#### **3.18.6 Public Safety Enterprise Communication (PSEC)**

PSEC is the County's standards-based P25 Phase II system, encrypted, digital radio system that provides communications and greater geographic coverage, reliability, access to data, and enhanced interoperability for Riverside County Fire, Riverside County Sheriff's Department, and non-public safety county departments.

#### **3.18.7 County Disaster Net**

The Riverside County OA EOC staff uses a low-band radio to communicate countywide with other staff members as well as with City EOCs located in Western Riverside County. The capability exists to link the Western County Disaster Net with the Coachella Valley Disaster Net.

The County Alternate EOC in the Coachella Valley uses a VHF radio system to communicate internally and with City EOCs located in the Coachella Valley.

#### **3.18.8 Satellite Telephones**

The County EOC uses permanent and portable satellite phones to communicate with various cities and agencies that belong to the emergency managers talk group. Satellite phones utilize a high-powered satellite positioned in geostationary orbit, 22,300 miles in the sky, as a repeater. Satellite phones are also an alternate means of communications in the event communications systems are degraded.

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

The County utilizes the services of volunteer HAM radio operators to provide an alternate means of communications when primary systems are non-operational for communications where systems do not





normally exist. Amateur radio operations are under the leadership of the Riverside County Emergency Management Department. Riverside County RACES members are registered disaster service workers licensed by the Federal Communications Commission (FCC) for amateur radio service.

### **3.18.10 Alert RivCo**

The Alert RivCo system uses telephone calls, text messages, and emails to alert residents, and businesses in Riverside County with emergency notifications. The Alert RivCo system uses phone numbers in the region's 9-1-1 database to contact listed and unlisted landline telephones. It is TTY/TDD capable. If the call is picked up by an answering machine, the system will leave a voice message. In addition, Alert RivCo allows community members to register additional contact information not in the 9-1-1 database including Voice over Internet Protocol (VoIP) lines, cell phone numbers, and email addresses.

### **3.18.11 Social Media**

The County of Riverside uses several forms of social media to reach the community during emergency incidents, including Twitter, Facebook, and YouTube. The County also has websites ([www.countyofriverside.us](http://www.countyofriverside.us) or [www.rivcoready.org](http://www.rivcoready.org)) that may be used to post public information. In an emergency or disaster, the Riverside County Emergency Management Department or the EOC will post information to these accounts, as well as conduct social media monitoring for rumors and trends.

### **3.18.12 Relay Services**

Free relay services are available within the State of California and anywhere in the United States by dialing 711. This service allows individuals with hearing or speech disorders to communicate with all telephone users.

### **3.18.13 SKYMARS**

SKYMARS (Sky Mutual Aid Radio System). Mutual Aid talk group on the "Skycell" satellite based 2-way telephone/radio system. Used for interagency (Cal Fire, etc.) and Cal OES internal communications with mobile or portable units in remote locations.

### **3.18.14 Green Phone**

GREEN PHONE (Operational Dial Telephone) is primarily a redundant system. ODT is a State-owned network of dedicated telephone circuits using the State Public Safety microwave system and dedicated switches. Used to connect critical State dispatch and command facilities in case of PSTN failure.

## **SECTION 4.0 THE COUNTY OF RIVERSIDE DISASTER RECOVERY OPERATIONS**

The recovery phase of an emergency or disaster is often defined as restoring a community to its pre-disaster condition. In other words, recovery refers to the measures taken by the County following a disaster that will return existence back to normal, or at least as normal as possible. Effective recovery consists of an array of interdependent and coordinated actions. The specific approach to recovery

operations following a disaster will be determined by the location, type, magnitude, and effects of the incident. Recovery operations are divided into two phases; short term and long term.

#### **4.1 Federal – Robert T Stafford Disaster Relief Act of 1974**

The following is a brief overview of this program:

A Presidential Declaration of Major Disaster or Emergency is required to activate the provisions of this law. Eligible applicants include the following:

- State agencies;
- Counties;
- Cities;
- Special districts;
- Schools K-12;
- Colleges and institutions of higher education;
- Tribal Governments;
- Private non-profit organizations organized under § 501(c) 3 of the Internal Revenue Code;
- Utilities;
- Emergency agencies;
- Medical agencies;
- Custodial care organizations and
- Government services such as: community centers, libraries, homeless shelters, senior citizen centers, and similar facilities open to the general public.

#### **4.2 Short Term Recovery**

Short term recovery refers to the measures taken by the County following a disaster addresses the health and safety needs beyond rescue, the assessment of the scope of damages and needs, the restoration of basic infrastructure and the mobilization of recovery National Disaster Recovery Framework organizations and resources including restarting and/or restoring essential services for recovery decision-making. Effective recovery consists of a complex array of interdependent and coordinated actions. Recovery operations are divided into two phases; short term and long term.

The first phase of recovery operations is short term. The goal of short-term recovery is to restore local government services to at least minimal capacity operations. Short-term recovery includes:

- Assessment of the extent and severity of damages to homes and other property;
- Restoration of services generally available in communities - water, food, and medical assistance
- Repair of damaged homes and property;
- Professional counseling when the sudden changes resulting from the emergency have resulted in mental anguish and inability to cope;
- Utility and infrastructure restoration;
- Expanded social, medical, and behavioral health services;





**Emergency Support Function 6:  
Mass Care, Housing & Human Services**  
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 # 6: Mass Care, Housing, & Shelter

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## 1. Introduction

### 1.1 Coordinating and Supporting Departments

<b>Lead Agency</b>	Riverside County Department of Public Social Services (DPSS)
<b>Supporting Agencies</b>	American Red Cross (ARC), the Salvation Army, Riverside County Sheriff's Department (RSD), Emergency Management Department (EMD), Riverside County Department of Animal Services (DAS), Riverside University Health System-Public Health (RUHS-PH), Riverside County Department of Environmental Health, Riverside County Office on Aging, Riverside County Department of Mental Health, Riverside County Economic Development Agency, Riverside County Park and Open Space District (RCPOSD), Volunteers Active in Disasters (VOAD), Faith-based Organizations, Functional Assessment Service Teams (FAST), California Department of Social Services, and Operational Area cities

### 1.2 Emergency Support Function Responsibilities

Department	Responsibilities
<b>DPSS</b>	<ul style="list-style-type: none"> <li>▪ Coordinate shelter operations</li> <li>▪ Coordinate feeding operations through procurement via the OA EOC, non-profits or other means</li> <li>▪ Coordinate the bulk distribution of personal care supplies</li> <li>▪ Coordinate the use and/or acquisition of translator services</li> <li>▪ Coordinate staffing plans for shelter workers and shelter managers with DPSS staff and/or ARC as appropriate</li> <li>▪ Provide Public Information Officer (PIO) with information to disseminate about mass care services</li> <li>▪ Staff the Riverside Mass Care and Shelter Branch positions in the Riverside County Operational Area (OA EOC) Operations Section</li> <li>▪ Coordinate utilization of non-profits such as American Red Cross (ARC) to provide or support mass care operations</li> </ul>



<p><b>Supporting Agencies</b></p>	<ul style="list-style-type: none"><li>▪ Provision of shelter facilities to include coordination with ARC, Riv. Co. Office of Education and or individual school districts</li><li>▪ Coordinate with Public Health and/or Behavioral Health (BH) for the provision of Medical/behavioral health services</li><li>▪ Coordinate family reunification planning with appropriate agencies such as ARC</li><li>▪ Coordinate with DAS for the provision of animal care or sheltering; coordinate with DAS for the provision of service animals at the shelter to include food, water, relief areas, etc.</li><li>▪ Coordinate social services and relief needs for the whole community from within DPSS divisions if appropriate; coordinate for provision of such with OA EOC VOAD Liaison</li><li>▪ Coordinate for the provision of all necessary mass care and shelter services as required, including but not limited to: identifying residents who have transportation needs, or other access and functional needs such as toilet lifts, durable medical equipment, translators, etc.</li><li>▪ Technical Assistance in the provision of support services in compliance with Americans with Disabilities Act (ADA) and other disability rights laws</li></ul>
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### 1.3 Purpose

The *Mass Care, Housing & Human Services Emergency Support Function* to the Riverside County Emergency Operations Plan (EOP) has been developed to coordinate actions to establish and assist responsible jurisdictions to meet the needs of victims displaced during a disaster, including food assistance, public information, transportation, clothing, non-medical and medical care, behavioral health, and sheltering, and family reunification.

### 1.4 Scope

This ESF addresses temporary, short-term, and long-term needs during a disaster and the coordination of mass care through the Riverside County Operational Area Emergency Operations Center (OA EOC).

This ESF is intended to address the mass care and shelter needs of the whole community, including those with access and functional needs. Individuals who require emergency medical services or are medically fragile, may be sheltered at a general population shelter if feasible to do so. Public Health and other departments will be consulted to determine best placement for individuals requiring a higher level of care, with the interest and safety of the individual(s) and the shelter workers level of skill to provide such assistance, will be considered. In some cases, individuals requiring medical services and/or full-time caretakers may be sent to a licensed facility that can best support their needs, or to a site set up specifically for medical treatment. For the purposes of this ESF, mass care and shelter include:

- **Sheltering:** to include the designation of previously identified or unidentified shelter sites, the temporary construction of shelter facilities (e.g. tents or constructions), or the use of facilities in or outside the OA.





- **Feeding operations:** including feeding workers and shelter residents through fixed facilities at or near the shelter, purchase of food from vendors, mobile feeding unit, and/or bulk food distributions. Considerations during feeding operations will include but not be limited to: dietary considerations of the individual(s), dietary considerations of shelter workers, access to resources, availability of resources, etc.
- **First aid and medical treatment:** Typically during shelter operations, a Public Health Nurse or ARC nurse will be on site initially to determine if any individual needs or accommodations are required. A nurse will conduct an assessment to determine how to best meet the needs of the individual(s). If a nurse is not already on-site, a nurse can be requested to DPSS or during an OA EOC activation, requests will go directly to the Mass Care and Shelter Branch.
- **Bulk distribution of emergency items:** to provide clothing, basic personal care items, and other essentials for people in the shelter that may have been evacuated without time to gather personal belongings. DPSS will facilitate collaboration amongst appropriate non-profit agencies via the VOAD Liaison in the OA EOC.
- **Reunification Assistance:** to aid family members within the shelter population and other family outside the shelter who were separated at the time of the event. This may be using the Red Cross "Safe and Well" website or by other means.

The Mass Care, Housing & Human Services Emergency Support Function activities and programs are implemented to assist individuals and households impacted by potential or actual disaster incidents. Additional assistance may be provided to ensure that immediate needs beyond the scope of the traditional "mass care" services provided at the local level are addressed. These services include but are not limited to: support to evacuees (including registration and tracking of evacuees); provision of aid and services to the whole community, including those with access and functional needs; evacuation transportation assistance, short or long-term sheltering, and coordination of emergency services for household pets and services dogs; support to medical treatment sites; nonconventional shelter management; coordination of donated goods and services; and coordination of voluntary agency assistance.

In the recovery phase of the disaster, the following functions will be provided for shelter residents:

- **Housing:** including housing options such as rental assistance, repair, loan assistance, replacement, factory-built housing, semi-permanent and permanent construction, referrals, identification and provision of accessible housing, and access to other sources of housing assistance. To the extent possible, DPSS will, in coordination with other appropriate agencies such as: Office on Aging, Economic Development Agency (EDA), Veteran's Services, Homeless Solutions Office, and other non-profit agencies such as ARC, will work to identify long-term housing solutions for those displaced by the disaster. The County Homeless Solutions Office also has procedures in place to assist with identifying and providing services to individuals who were pre-disaster homeless. In some cases, agencies have requirements for what services may be available. Refer to each agency for their individual assistance requirements. Short-term housing solutions may include acquisition of hotel vouchers or rental assistance, if available. Long-term housing solutions may include acquisition of housing through EDA or non-profits; in a catastrophic disaster, such options as Federal Emergency Management Agency (FEMA) trailers or modulars may be an option.
- **Human Services:** to include the implementation of disaster assistance programs to help disaster victims recover their non-housing losses, including programs to replace destroyed personal





property, and help to obtain disaster loans, food stamps, crisis counseling, disaster unemployment, disaster legal services, support and services for individuals with access and functional needs (including their service animal), and other Federal and State benefits. In the case of assisting individuals with such services, each individual scenario may need to be considered based on services available.

## 1.5 Policies

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The following general policies apply and will guide Care and Shelter missions, activity, and support.

- This ESF is effective immediately upon approval.
- All appropriate governmental and volunteer agency resources will be used as available.
- All services will be provided without regard to economic status or racial, religious, political, ethnic, or other affiliation.
- Priorities will be established for use of limited public transportation assets.
- As much as possible, all agencies and organizations involved in the execution of this ESF will be organized, equipped, and trained to perform all designated and implied responsibilities contained in this ESF and its implementing instructions for both response and recovery operations.
- All organizations are responsible for the development and maintenance of their own internal operating and notification procedures. *No part of this ESF is intended to supplant agency SOP/SOGs.*
- All organizations are responsible for filling any important vacancies; recalling personnel from leave, and, alerting those who are absent due to other duties or assignments.
- Personnel designated as on-scene responders or representatives to the OA EOC should make prior arrangements to ensure that their families are provided for in the event of a disaster, so to ensure a prompt, worry-free response and subsequent duty.
- All agencies, departments and/or organizations involved in any aspect of the mass care and shelter functions for the County must be prepared to support the whole community approach
- It is the intent of Riverside County to provide equal access to all residents, visitors, businesses and tourists during a disaster and to the best of their ability, upon identification of specific needs or accommodation requests, to facilitate meeting such needs in a timely and professional manner.





## 2. Concept of Operations (ConOps)

### 2.1 General Concepts

The Incident Commander, or the staff at the OA EOC, is expected to determine the need for opening shelters and commencing care and shelter operations based on the emergency that prevails. The American Red Cross (ARC) has been chartered under federal law to provide mass care to victims of natural disasters. The Riverside County OA will work closely with ARC and other volunteer disaster assistance organizations, to provide temporary shelter and essential life support services for people displaced from their homes. The ARC representative to the OA EOC may function as the ARC Liaison within the Operations Section, Mass Care and Shelter Branch. DPSS, as the County lead for mass care and shelter, shall remain ready to provide all aspects of services if ARC is determined to not be available.

- The DPSS and other private disaster assistance organizations may be called upon to:
  - Open and manage temporary shelters for the displaced population
  - Activate or organize shelter teams
  - Register those occupying public shelters
  - Provide feeding, first aid, and other support needs for those occupying temporary shelters; if services are not provided directly by DPSS, ensure coordination of such services
  - During extended shelter operations, activate a family reunification system in coordination with ARC or other non-profit agencies

The Volunteer and Donations Management function will be closely coordinated by the whole community unit and VOAD Liaison within the OA EOC, supported by the Logistics Section, to facilitate the distribution of donated items to individuals affected by the disaster. Generally, the County of Riverside does not directly accept or request donations; the County will however, facilitate the utilization of non-profits with experience in donations management, to request, accept, track and distribute such goods to affected individuals. The County of Riverside does not benefit from such donations and in cases where donated good remain after a disaster, the County should attempt to donate remaining items to the agencies who assisted with donations management or like organizations, who in-turn, utilize the donations to continue to assist disaster victims or others in the community.

In the County of Riverside there are several emergencies for which shelters may be required including but not limited to: earthquakes, floods, hazardous material accidents, and wildfires.

Sheltering for Riverside County evacuees will be coordinated through the Emergency Operations Center OA EOC. DPSS is responsible for shelter operations in the county or for coordinating such services with ARC; OA cites are responsible for shelters within their jurisdictions. A high percentage of evacuees will seek shelter with friends, relatives or find their own means of shelter rather than go to a public shelter. Typically, only 10%-20% of the affected population will seek public shelter. Evacuees will be provided with information on available shelters from the Public Information Officer through the Joint Information Center (JIC). Shelters will provide continuing information about the disaster situation to evacuees while in the shelter. Means of public information and/or alerting will be coordinated with the OA EOC Public Information Officer in conjunction with the County Joint Information System Plan.



## **2.2 Primary Roles**

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### **2.2.1 Riverside County Operational Area Emergency Operations Center (OA EOC)**

During an activation of the OA EOC, countywide care and shelter functions affecting residents in the unincorporated areas, will be carried out through the OA EOC Mass Care and Shelter Branch; such services may be coordinated in order to support OA needs as well. The mission of the OA EOC Mass Care and Shelter Branch is to establish and coordinate support for field activities including shelter, mass feeding, animal care and assisting the community with any identified unmet needs. Service provision is also highly focused on meeting the needs of the whole community timely and professionally.





### Overarching Responsibilities

- Estimate the number and location of persons who will require services (i.e. sheltering, feeding, or the distribution of relief supplies)
- Decide which shelters, feeding, bulk distribution, disaster assistance, or other service sites to open and coordinate their opening
- Determine resource availability among supporting departments and agencies
- Request County support services through the EOC Operations Section
- Establish communication with shelter and other field sites
- Arrange for the distribution of food
- Establish physical and behavioral health services for people in shelters
- Animal Services as part of the Mass Care branch will coordinate animal services and shelters to include provision and care for service animals
- Coordinate site inspections with Environmental Health Department
- Provide situation status updates, including mass care and shelter information for public distribution via the Joint Information Center (JIC)

### Care and Shelter Branch Positions

- Care and Shelter Branch Director
- Mass Care Unit Leader
- Parks/Facilities Unit Leader
- Animal Care Unit Leader
- Public Health Nurse Unit Leader
- School District Liaison
- American Red Cross Liaison
- Whole Community Coordinator
- VOAD Liaison

## 2.3 Mass Care Operations

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### 2.3.1 Shelter Operations

#### Initial Activities

Typically, the decision to open a shelter is made when evacuations are or are likely to occur. Shelter selection will occur at the OA EOC in coordination with relevant partner organizations that may be providing the actual facilities; input from Incident Command may also be a factor in selecting a service site. Shelter sites will initially be selected from the list of approved shelter facilities based on the assumption that the public will want to be sheltered as close as possible to their neighborhood. The County utilizes sites identified in advance by ARC, through their National Shelter Site Survey system (NSS), for which sites have already been evaluated for ADA compliance. DPSS, as the lead agency for mass care operations will coordinate with ARC and other agencies, departments or non-profits to meet the needs of the whole community. The OA Mass Care Plan contains detail on the operational area's role and responsibilities during mass care events.





Following a major disaster that displaces a large population, the ARC may not initially have adequate local resources to operate all the shelter sites that may be required. Until they can mobilize their national response system (normally within 3-5 days), DPSS personnel will supplement their capability by staffing and running the necessary service sites, utilizing Disaster Service Workers (DSWs) and mutual aid resources if necessary. Once the ARC national disaster response program is fully mobilized, ARC may assume the lead role for shelter management functions and the Riverside County OA will transition to a supporting role.

### **Shelter Operations**

Shelter sites managed by personnel within the ARC system will report directly to the ARC government liaison or local ARC EOC Liaison, as established for larger events. Conversely, as Riverside County OA personnel are assigned to run shelters, these sites will then report to the Mass Care and Shelter Branch within the OA EOC. Extensive on-going communication is required between the shelter site(s) and the Mass Care and Shelter Branch in the OA EOC to ensure coordinated support for shelter operations and to avoid duplication when ordering resources. The general rule of thumb is that if ARC is managing a shelter, or if the site is being operated under the auspices of the ARC (i.e. using ARC trained shelter management staff), then the site is considered an "ARC shelter site" and the ARC assumes both the liability and cost of the operation. If DPSS is providing the site manager, then the site is considered a County operation. It is possible for ARC to provide a site manager and DPSS to provide shelter workers. In this case, if ARC is providing the site manager, it is considered an ARC shelter and DPSS assumes the support role.

### **Shelter Site Management Support**

Disasters that displace a limited number of people and require only a few shelters (2 or 3) that are only open a few days and are being managed through a partner agency, like ARC, may not require an elaborate site management support system. However, when a large disaster occurs that requires dozens of shelters, some staying open for several weeks, the establishment of a site management support system will be required. The support system will involve establishing roving shelter site support teams composed of experienced ARC and/or DPSS staff. If multiple shelter site support teams are developed, each team can serve a designated set of shelter sites.

The primary role of the shelter site support team is to go onsite and help less experienced shelter managers to resolve service delivery or operational problems. The support team can provide the on-the-job mentoring that first-time shelter managers may need to feel fully confident in their role. Support teams are encouraged to assess how the shelter is currently running and then work with the shelter manager if any operational adjustments are needed. Fast establishment of the shelter support system is especially important when a significant number of first-time shelter managers are assigned.

Functional Assessment Service Teams (FAST teams) are another aspect of field support. FAST teams consist of a group of people with expertise in identifying access and functional needs. Functional service needs within a shelter may include a need for durable medical equipment, assistive listening devices, or specific support services (e.g., mental health, personal care assistance, sign language or other language interpretation). FAST teams may be requested from the State through the mutual aid request process.

### **2.3.2 Feeding Operations**

As soon as possible, feeding programs will need to be established to serve people in shelters and to serve people in affected neighborhoods or at other congregate locations. The scope of feeding program activity is determined by the situation. If the impacts of the incident are limited in scope and the utility





systems, restaurant and retail food distribution networks are uninterrupted, the feeding program may be limited to providing meals, snacks, and beverages at shelters, or at other service delivery sites. In smaller shelter operations, the Salvation Army will typically prepare and deliver hot meals to shelter, or meals may be purchased directly from neighborhood commercial entities. In all cases, considerations are provided for those with dietary restrictions.

However, if the impacts of the disaster are widespread and include utility and private sector food distribution system disruptions, the feeding activity will be extensive and may involve fixed feeding sites, distribution of packaged food, or distribution of grocery store vouchers.

In large, widespread disasters, where the utility, transportation system and other infrastructure are disrupted, feeding programs will initially rely on pre-prepared, packaged meals that are shelf-stable, such as military meals-ready-to-eat (MREs), or commercial products such as "heater meals". As the utilities are restored, or when emergency field kitchens arrive from outside the area, the feeding program will shift from packed meals to freshly prepared hot meals. Considerations for those with dietary considerations will be a priority in all cases.

### **2.3.3 Bulk Distribution Operations**

Bulk distribution programs are designed to provide disaster victims with access to supplies and materials that are life-sustaining or support their recovery. Distribution programs also support the ability of people to continue to shelter-in-place at home, versus, evacuating to shelter sites, for necessities. The distribution programs may be required when normal retail distribution systems have been disrupted. As noted in the Transportation ESF, considerations and feasibility of providing shelter in place services may vary depending on incident size, scope and complexity. Numerous considerations must be evaluated to determine best means for providing these services when emergency conditions exist.

The Riverside County OA bulk distribution program described within the Mass Care, Housing & Human Services Emergency Support Function will integrate the distribution programs established by agencies such as Non-profit Food Banks within the county and Salvation Army and will supplement their activities and resources, when required.

#### **Points of Distribution**

Depending on the scope of damage and the areas of the County most heavily impacted, additional fixed distribution points at strategic locations may need to be established where the public can come to receive MREs and liters of water. The Federal Emergency Management Agency (FEMA) defines the sites as Points of Distribution (POD sites). PODs will distribute the commodities that FEMA and other relief entities provide to the local jurisdiction. POD sites generally have easy access to major streets, a large open paved area to park trucks or semi-trailers and off-load supplies, traffic flow in and out of the site, and potential for indoor storage. In this case, the County will rely on a multitude of agencies, departments and non-profits to coordinate delivery to residents who do not have transportation or who are unable to leave their homes; in some cases, the County may depend on individuals self-identifying that they are in need of distribution assistance as it not possible for the County to know the location of every resident who needs transportation or delivery assistance. This will be coordinated through multiple agencies, departments, non-profits and social media, network media, etc. Mobile supply distribution- where trucks can roam the impacted area and hand out items off the truck-allows relief supplies to reach people who lack the ability to come to fixed distribution points. It provides the opportunity to exercise some control over who accesses the materials because mobile supply distribution will target the worst impacted neighborhoods. In situations where some neighborhoods are impacted by the disaster and others are not, fixed distribution sites can make it difficult to control who



accesses the supplies. The bulk distribution program should be scaled back or discontinued once access to normal retail outlets are restored (generally as soon as utilities are restored, and roads reopened), so as not to inhibit economic recovery of the private sector.

## **2.4 Shelter Special Conditions**

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### **2.4.1 Family Reunification**

The ARC Safe and Well website is setup to handle inquiries from family members, friends, and employers who want information on the status of persons in the affected area who either cannot be located. Persons affected by the disaster may register their well-being at the Safe and Well website (<https://disastersafe.redcross.org>). People without access to a computer or without electricity or connectivity can call the Red Cross, 1-800-REDCROSS, for help registering. Family and friends can then log on and search for registered individuals to learn of their whereabouts and safety. Registration may be offered at shelters, bulk distribution sites and emergency aid stations. Various social media and other Internet-based bulletin boards can also be used to search for and find separated family members. In addition to shelter lists and as part of the reunification process.

### **2.4.2 Support for the Whole Community, including individuals with access and functional needs**

Persons, who because of age, disability, language, or medical condition, may have access and functional needs within a shelter environment that need to be met before they can fully benefit from Care and Shelter services. The following are guidelines for meeting functional needs.





### **Seniors and People with Disabilities and Others with Access and Functional Needs**

- Ensure the accessibility of disaster services, programs and facilities in compliance with Title II of the ADA, including accessible transportation to reach service sites.
- Support the Whole Community approach by providing equal access and services at all shelters.

### **People who are Medically Fragile or Dependent**

- Ongoing medical supervision for medically fragile persons required to evacuate to public shelter settings.
- Support for health care facilities given the need to evacuate their medically fragile resident population (like-facility evacuation, alternate shelter facility, temporary infirmary, or medical needs shelter).

### **Non-English-Speaking Persons**

- Provide interpretation and translation assistance at service delivery sites so that Non-English-speaking persons can convey needs and receive disaster information and services equally.

### **Children Separated from their Parent or Guardian**

- **Children who present at a shelter who are unaccompanied, should be provided one on one supervision to ensure the safety of the minor. Guidelines for management of unaccompanied minors can be found in the Mass Care and Shelter Plan.**
- **DPSS Children's Services will assist with attempting to connect minor with parent(s) or legal guardians.**

### **2.4.3 Housing Assistance Operations**

Riverside County Care and Shelter personnel will play a role with coordinating post-disaster housing plans and with the delivery of recovery assistance to disaster victims. Support will come from Non-Governmental Organizations and in the case of larger events, federal and state agencies will establish various assistance programs. DPSS will coordinate with the Economic Development Agency Housing Division in the event long-term housing needs are identified.

#### **Temporary and Interim Housing**

The severity of the event and the availability of other/interim housing for shelter residents will dictate when shelter operations can conclude. In most emergencies, shelters will generally not be open for more than a week. Even in longer term operations, the shelter population tends to peak by the 7<sup>th</sup> day as shelter residents who can afford other housing or have family or friends with whom they can stay, will leave the shelter as soon as those arrangements are made.

Those remaining shelter residents are frequently persons with fewer resources who need more assistance. If multiple shelters are in operation following a large event, the process of closing operations will be a function of how quickly replacement housing is found. As noted earlier in this document, when housing needs are identified, the OA EOC Mass Care and Shelter Branch will facilitate working with other EOC positions or County departments to best support the needs of the remaining individuals. Outreach to departments such as DPSS adult and/or children services, EDA Housing, Veteran's Services, Office on Aging, VOAD agencies, Homeless Solutions Office should be done to meet those needs.

### **2.5 Information Flow**

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The Mass Care, Housing & Human Services Emergency Support Function facilitates communication



among multiple response levels during OA wide coordination of care and shelter information. The following provides an overview of the various coordination levels that maintain communication during a disaster event. The list below depicts the relationship of how information is collected and passed up from the field level to the OA EOC and from the OA EOC back to the field level.

- **Field Level - DPSS**
  - Assess and monitor the status of care and shelter systems
  - Implement resource and material assessment along with determination of facilities and necessary care
  - Submit frequent situation status reports to the OA EOC Mass Care Branch
  - Consult with Mass Care and Shelter Branch on matters that arise where further direction or guidance is required
  - Report/advise if individuals with unmet needs, access and functional needs concerns, etc. arise
- **OA EOC, Mass Care and Shelter Branch**
  - Gather information from field level ARC or DPSS shelter managers on a continual basis
  - Submit situation status reports to the Operations Section Chief
  - Disseminate cumulative EOC Situation Status reports to the field level
  - Develop objectives in the EOC Action Plan to include care and shelter assessments including expected needs of resources and appropriate facilities.
  - Coordinate with regional, state, and/or federal entities as necessary
  - Coordinate with Whole Community Coordinator and VOAD Liaison to facilitate meeting unmet needs of shelter residents
- **OA EOC Operations Section Chief**
  - Ensure EOC situational awareness of ongoing care and shelter status and issues
  - Exchange information about support operations, needed resources, and field situation status for projected multiple-operational periods

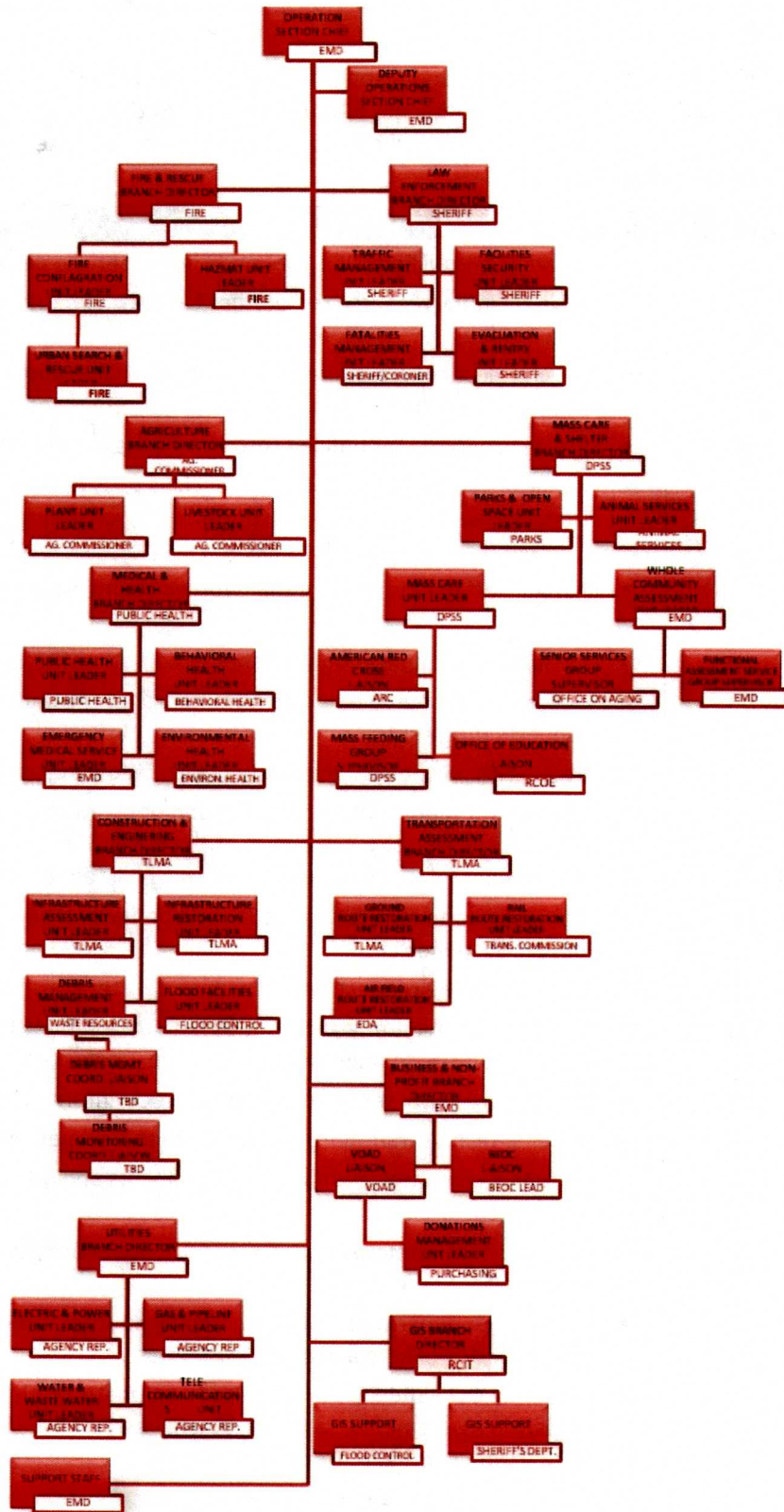
## **2.6 Organization and Structure**

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### **2.6.1 Organization**

The Mass Care, Housing & Human Services Emergency Support Function receives support from numerous departments and agencies to ensure that OA -wide care and shelter information and activities are communicated and conducted in a coordinated manner to meet the needs of the whole community. The Mass Care and Shelter Branch of the OA EOC is the central location in which this coordination takes place during incident. The organization chart below depicts the relationship between the OA EOC Care and Shelter Branch, its' functional units, and the various involved departments, as well as its coordination within the EOC.







### 2.6.2 Care and Shelter Responsibilities

The following table identifies the overall roles and responsibilities of each entity that may be involved in the Mass Care, Housing & Human Services Emergency Support Function Entities needed to support Care and Shelter operations will vary and will be determined according to the needs of the event. Overall roles and responsibilities are as follows:

Position	Responsibility
<b>DPSS</b>	<ul style="list-style-type: none"> <li>▪ Develop overall Riverside Care and Shelter service delivery plan</li> <li>▪ Develop initial resource requirement estimates needed to implement the service plan</li> <li>▪ Determine resource availability among Riverside Care and Shelter supporting departments and agencies</li> <li>▪ Process requests for unfilled resource needs (submit to the EOC)</li> <li>▪ Request County support services, such as post-earthquake structural inspections, site security, transportation, or communications supplies, through the EOC Operations Section</li> <li>▪ Assign staff to sites; ensure that worker health, safety and security needs are met</li> <li>▪ Establish communication with shelter and other field sites</li> <li>▪ Coordinate resource requests from field sites (ARC sites may make requests thru ARC)</li> <li>▪ Work with partner agencies to establish feeding programs at shelter sites</li> <li>▪ Arrange for feeding of shelter staff and population; considerations for dietary needs must be included. At the onset of feeding, request Environmental Health to inspect to ensure safety of food service</li> <li>▪ Coordinate the request of nursing and behavioral health services for people in shelters.</li> <li>▪ Coordinate the request for opening of disaster pet shelters with RCDAS</li> <li>▪ Work with community and faith-based organizations that can support service delivery to meet the needs of the whole community</li> <li>▪ Collect and verify service delivery statistical information from field sites</li> <li>▪ Provide technical support and guidance to field personnel</li> <li>▪ Maintain communication with the field units and other OA EOC branches and units</li> <li>▪ Collect situation status updates and activity information from the Care and Shelter Branch</li> <li>▪ Keep other departments represented by liaisons at the OA EOC, updated on the status of care and shelter activities</li> <li>▪ Keep the Care and Shelter Unit Leaders updated with countywide situation assessments, response objectives, and other EOC reports (i.e., EOC Action Plans and policy decisions)</li> <li>▪ Monitor need for additional service sites</li> </ul>





Position	Responsibility
	<ul style="list-style-type: none"> <li>▪ Ensure Care and Shelter Unit Leaders have a countywide operating picture of the overall response</li> <li>▪ Expedite requests for resources that are submitted by the field units to the Mass Care and Shelter Branch to the OA EOC Logistics Section</li> <li>▪ Facilitate EOC support for the Mass Care, Housing &amp; Human Services Emergency Support Function operations</li> <li>▪ Submit policy level questions from the Mass Care and Shelter Branch to the Operations Section Chief</li> <li>▪ Act as a subject matter expert on Mass Care, Housing &amp; Human Services Emergency Support Function related activities for the Policy Group and other EOC staff</li> <li>▪ Identify and provide mass care and shelter services to the whole community</li> <li>▪ After a moderate to severe earthquake, work with operations chief in EOC to determine need to have shelter sites inspected for inhabitation use as a shelter</li> </ul>
<b>RIVCO Parks and Open Space District</b>	<ul style="list-style-type: none"> <li>▪ Determine status of Park and Open Space District facilities for shelter use</li> <li>▪ Identify Park and Open Space District staff to assist with shelter operations at shelter sites</li> <li>▪ Aid with site logistics and resources at Park and Open Space District sites</li> <li>▪ Provide recreation centers for use as shelter facilities when feasible</li> <li>▪ Locate space for outdoor sheltering</li> </ul>
<b>RIVCO Animal Services</b>	<ul style="list-style-type: none"> <li>▪ Assist in the evacuation of pets and the transportation of pets to identified animal shelter sites</li> <li>▪ Assist in the evacuation and transportation of service dogs to shelters with their owners</li> <li>▪ Assist with the needs (food, water, relief area identification) of service animals at public shelters</li> <li>▪ Establish and operate animal shelters</li> <li>▪ Contact other local animal care providers to assist and leverage additional resources</li> </ul>
<b>Emergency Management Department</b>	<ul style="list-style-type: none"> <li>▪ Activate the OA EOC</li> <li>▪ Assist in acquiring OA, Regional, State, and Federal resources, if requested</li> </ul>
<b>Riverside County Sheriff's Department</b>	<ul style="list-style-type: none"> <li>▪ Coordinate evacuations of residents</li> <li>▪ Provide data on the number of evacuated structures and population</li> </ul>



Position	Responsibility
<b>Riverside University Health System</b>	<ul style="list-style-type: none"> <li>▪ Provide basic medical screening and physical health support for people in shelters</li> <li>▪ Coordinate behavioral health (mental health) services for people in shelters as needed</li> <li>▪ Assist residents in obtaining required medications while in shelters; Coordinate or request refrigeration if necessary for such medications.</li> <li>▪ Leverage partner resources through coordination with Community Health Clinics</li> <li>▪ Activate medical mutual Aid Systems - DMAT Teams, State Disaster Healthcare Volunteers/DHV</li> <li>▪ Provide first aid supplies in shelters and first aid stations</li> </ul>
<b>Environmental Health</b>	<ul style="list-style-type: none"> <li>▪ Conduct environmental health monitoring of conditions in shelters</li> </ul>
<b>CAL OES</b>	<ul style="list-style-type: none"> <li>▪ Activate the Southern Region Emergency Operations Center (REOC) as needed</li> <li>▪ Receive a damage report (Situation Status Report) that includes damage, incapacitation, closure of facilities and of major roads; casualties sustained on construction and engineering systems in the Riverside County OA</li> <li>▪ Prepare, coordinate, and communicate regional emergency information, response activities, resources, and construction and engineering capabilities available to respond to the construction and engineering needs for the Riverside County OA</li> </ul>
<b>State and Federal Care and Shelter Agencies</b>	<ul style="list-style-type: none"> <li>▪ Provide access to State and Federal resources and agencies, including The California Department of Social Services (CDSS), which has overall responsibility for coordinating state-level support for Mass Care and Shelter activities</li> <li>▪ Provide background, technical, and/or scientific information relative to a disaster event requiring mass care and sheltering</li> <li>▪ Provide federal assistance with FEMA as the coordinating agency for mass care and shelter at the federal level, to include support for emergency shelters, feeding, distribution of supplies, first-aid, welfare inquiry and interim housing</li> </ul>





Position	Responsibility
<b>Non-Profit Organizations and Private Sector</b>	<ul style="list-style-type: none"> <li>▪ Work as community partners to help meet care and shelter needs</li> <li>▪ Provide shelter management expertise</li> <li>▪ Open, staff and operate emergency shelters when requested</li> <li>▪ Support shelters with resources as available</li> <li>▪ Assist with transition of residents out of shelters into interim or more permanent housing when feasible</li> <li>▪ Provide trained shelter management and operations personnel, including trained community volunteers to support shelter operations if requested</li> <li>▪ Provide basic operational supplies when requested:               <ul style="list-style-type: none"> <li>○ Cots and blankets</li> <li>○ Comfort kits/toiletries</li> <li>○ Signage and forms</li> <li>○ Food service resources (vendor contracts)</li> <li>○ Bulk distribution items</li> </ul> </li> <li>▪ Activate the Emergency Assistance Program (for families and individuals) – including casework, financial assistance, and/or vouchers for replacement items</li> <li>▪ Help fill/support resource gaps (especially housing and feeding – i.e., hotels, etc.)</li> <li>▪ Assist in providing facilities for shelters (hotel space, auditoriums, clubs and lodges)</li> <li>▪ Assist in meeting identified unmet needs of the whole community to include acquisition of durable medical equipment, access and functional needs resources, etc.</li> </ul>

## **2.7 Notification and Activation**

### **2.7.1 Notification**

Given an event that requires some level of anticipated or actual care and shelter response within Riverside, the Department of Public Social Services, will determine which elements of the Mass Care, Housing & Human Services Emergency Support Function will be implemented. Notification will then be issued to all relevant supporting Care and Shelter partner organizations, and to any additional county departments, or community organizations as needed. Notification will be issued through the most appropriate communications equipment for the event requirements. Notification will detail event information, reporting instructions and any relevant coordination information. Upon notification of an event, the Department of Public Social Services will begin planning efforts to include:

- Identifying potential response/resource requirements and needs
- Placing relevant personnel on standby or mobilizing

### **2.7.2 Activation**

The activation of the OA EOC Care and Shelter Branch and corresponding activities coincide with an activation of the OA EOC. The extent of activation and needed positions will be directly correlated



with the needs and scope of the event (e.g. during a small, uncomplicated event only certain positions may be activated, while a large-scale event may require the activation of all positions). Conditions in which the Mass Care and Shelter Branch of the OA EOC may be activated include:

- During an event (natural or manmade) of such magnitude that the need for countywide care and shelter coordination is self-evident
- During any event that requires close coordination and monitoring of Riverside County OA care and shelter systems to guarantee successful event management
- When there are unmet community needs that warrant further coordination of county departments and non-profit agencies

***Step 1: Establish the Care and Shelter Branch***

- Review preliminary incident data
- Notify the relevant care and shelter partner organizations
- Provide representation at the OA EOC if activated

***Step 2: Gather and Analyze Information***

- Based on the level of care and shelter needs involved, develop an initial plan for providing services based on the Mass Care and Shelter Plan
- Obtain from the OA EOC the:
  - Estimated number of people requiring shelter support
  - Estimated number of people requiring feeding at Mass Care sites to include staff and residents
  - General areas (neighborhoods) with significant numbers of displaced households
  - Number, location and sequence of service sites or shelters to be opened
  - Identify where residents may bring their animals
  - Designate lead agencies for each site
- Determine the availability of partner agency resources (facilities, personnel, supplies and equipment)
- Determine the number of ARC, DOPH staff and other DSWs available for assignment to support sheltering activities
- Identify expected resource shortfalls
- Discover where spontaneous shelters may have opened (sites operated independently from ARC or the Riverside County OA) and decide how to best support or transition those services to existing County-run shelters
- As residents arrive at a shelter, identify any access and functional needs, dietary considerations, medication needs, transportation requirements to ensure the needs of the whole community are met
- Provide Care and Shelter representatives in the OA EOC with regular situation status updates





**Step 3: Obtain and Deploy Resources**

- Begin to implement service plan
- Mobilize care and shelter personnel and resources from partner agencies or DPSS
- Work with the ARC to ensure that qualified shelter management teams are identified for each site; DPSS may also utilize their trained shelter managers if ARC is not available
- Request supplies, equipment and specialized services through the following:
  - Supporting departments, or partners (from inventory or through a vendor)
  - The OA EOC (through another Riverside County OA Dept. or through the EOC Logs Section)
  - State and federal agencies (via the EOC Logistics Section)

**Step 4: Coordinate Response**

- Open shelter and other service delivery sites
- Ensure that all care and shelter site managers are provided with communication equipment (cell phone or handheld radio) for required coordination with the Mass Care and Shelter Branch
- Coordinate with OA EOC Public Information to ensure incident updates are provided periodically to residents through briefings
- Get feeding and beverage services going at shelters as soon as possible and build up the provision of other basic services as needed:
  - Emergency first aid (physical health support)
  - Behavioral health support
  - Support with access and functional needs (durable medical equipment, etc.)
  - Security
  - Environmental health inspections, etc.
  - Coordinate the opening/closing of shelters with OA EOC Operations Section Chief
  - Expand current sheltering and field response capacity as needed
  - Develop feeding capacity and response
  - Based on demand, setup bulk distribution, outside of the shelter system, for potable water, food (MREs), ice, clothing, sanitary items and other basic life sustaining supplies

**Step 5: Continue to Monitor, Track, and Inform**

- Monitor overall implementation of the service delivery plan
- Ensure all shelter sites report current situation status on a daily basis:



- Number of beds currently occupied
- Number of beds currently available
- New registrations in the last 12 hours
- Number of meals fed in the last 12 hours.
- Receive and respond to resource or information requests from shelter and field sites
- Identify potential breakdowns in coordination and support and intervene accordingly
- Provide ongoing situation reports to the OA EOC on care and shelter status
- Conduct periodic OA EOC Mass Care and Shelter Branch briefings to identify and resolve issues
- Update situation information
- Revise service delivery plan
- Determine future needs

### **2.7.3 Deactivation & Demobilization**

These terms deactivate and demobilize overlap in meaning and are often used interchangeably. The difference between them is, deactivate refers to stopping a function (deactivate sheltering), whereas demobilize refers to ceasing and returning resources including staffing (demobilize shelter supplies and staff).

The activities and operations described within the Mass Care, Housing, & Human Services ESF will be deactivated when the need for care and shelter response coordination has ceased. Deactivation 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 Department Operations Center, EOC Manager, or EOC Operations Section Chief, as appropriate. Staff should also decide on any triggers to deactivation or demobilization. After the decision to deactivate has been determined, the following activities may be necessary to coordinate:

- Prepare documents for financial reimbursement;
- Complete or transfer remaining Mass Care, Housing & Human Services Emergency Support Function responsibilities to the appropriate department(s)
- Provide deactivation information to all involved supporting Mass Care, Housing & Human Services Emergency Support Function departments
- Plan for resources need to demobilize assets including conduct inventory, return to owner, properly dispose of consumed supplies, and replenish resources
- Demobilize staff and their equipment
- Coordinate deactivation activities with the OA EOC
- Ensure that a debrief is held between key staff, volunteers, and involved Riverside County OA departments
- Continue ongoing efforts for reunification as necessary.





### 3. Planning Assumptions

The following planning assumptions for the Mass Care, Housing & Human Services 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.
- 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 in order to meet the needs of the whole community, including those with access and functional needs.