



SAN BERNARDINO COUNTY Mass Care and Shelter Plan

PREPARED BY:
SAN BERNARDINO COUNTY FIRE DEPARTMENT
OFFICE OF EMERGENCY SERVICES

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The Mass Care and Shelter Committee is made of members of the following organizations who are integral in the development of the Mass Care and Shelter Plan. Their efforts and time are much appreciated.

State Departments/Personnel

- California Emergency Management Agency (Cal EMA)
- Regional Disaster Medical Health Specialist (RDMHS)

County Departments/ Personnel

- Arrowhead Regional Medical Center
- County Administrative Office (CAO)
- County Board of Supervisors
- Risk Management
 - ADA Coordinator
- Fire
 - Office of Emergency Services (OES)
- Human Services (HS)
 - Aging and Adult Services (DAAS)
 - Behavioral Health (DBH)
 - Public Health (DPH)
 - Animal Care and Control (ACC)
 - Environmental Health Services (EHS)
 - Preparedness and Response Program (PRP)
- Information Services (ISD)
- Inland Counties Emergency Medical Agency (ICEMA)
- Sheriff- Coroner
 - Volunteer Forces
- Superintendent of Schools

Cities and Towns

- City of Chino Hills
- City of Hesperia
- City of Loma Linda
- City of Ontario
- City of San Bernardino
- City of Yucaipa

Other

- American Red Cross Serving Orange, Riverside & San Bernardino Counties
- National Orange Show



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PLAN MAINTANENCE AND REVISION HISTORY

The Mass Care and Shelter Plan serves as an annex to the San Bernardino County Emergency Operations Plan (EOP). The plan is maintained by San Bernardino County Fire Office of Emergency Services (OES) and will be reviewed and revised every three (3) years or after any Shelter Operations Compound (SHOC) activation.

Plan updates and revisions will include:

- Operating Procedures
- Organizational structures
- Changes in format

The plan may also be modified after an exercise or changes in procedures, law, rules or regulations pertaining to care and shelter operations.

No.	Revision Date	Section of Plan Revised	Revised by	Comments
1.				
2.				
3.				
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5.				
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7.				
8.				
9.				
10.				



SECTION 1: MASS CARE AND SHELTER OPERATIONS PLAN

1.1 Overview

San Bernardino County has suffered many disasters over the last fifty years, with several disasters resulting in the evacuation of residents of the County. During the 2003 Wildland Fires, the County recognized the need to provide services beyond the basic care and sheltering provided in short-term shelters. The goal was to provide one location where evacuees could obtain information and assistance to return their lives to normal after suffering a catastrophic loss of personal property. Hence, the development of the Shelter Operations Compound (SHOC) concept; a combined human shelter, animal shelter, Local Assistance Center (LAC), and Client Support Services led by a management team providing comprehensive services to shelter residents and evacuees at a SHOC. A SHOC is a facility that accommodates 3,000 or more shelter residents.

The County's sheltering operations are guided by two documents, the *Mass Care and Shelter Plan* and a corresponding *Mass Care and Shelter Concept of Operations (ConOps)*. The documents detail Shelter Service Types for an incident, depending upon the complexity of the incident and the number of persons affected. The scale of these services may range from a simple referral to a local community social services agency, to complex services including but not limited to federal, state and local agencies providing emergency grants, housing assistance, feeding, clothing, basic medical necessities, and other basic items necessary to sustain life.

While disasters affect everyone, it is recognized that people with disabilities and others with access and functional needs may require more assistance than others to access disaster relief services. All efforts will be made to meet the needs of these groups. For specific efforts taken to meet the needs of people with disabilities and others with access and functional needs, see *San Bernardino County Mass Care and Shelter Concept of Operations (ConOps)*.

This Plan and the *San Bernardino County Mass Care and Shelter Concept of Operations (ConOps)* form the core of Mass Care and Shelter Operations for the County.

A committee consisting of agencies directly involved with sheltering and mass care services developed this Plan as a guide for County personnel involved in care and shelter operations. This document is intended for use during the preparedness phase to help guide care and shelter planning. It provides all the planning information and guidelines that are relevant for local government's consideration before opening disaster shelters. Again, this document is intended to help local jurisdictions plan for shelter operations, while also providing an overview of the complete scope of care and shelter services.



1.2 Purpose

The Mass Care and Shelter Plan is only a guidance document, and may be modified based on disaster response requirements.

San Bernardino County strives to provide mass care and shelter operations in a timely manner to any resident of the County who needs services as a result of a major disaster.

The function of care and shelter is to provide temporary emergency relief to disaster victims. Providing temporary emergency relief involves a range of emergency human services (e.g., food, shelter, health care, crisis counseling support, etc.).

1.3 Assumptions

Care and shelter planners and operations personnel must keep these assumptions in mind when planning for disasters.

- Experience gained from prior American Red Cross (ARC) shelter operations shows that approximately 10-20% of those evacuated will need temporary sheltering provisions.
- Based on *HAZUS-MH: Earthquake Event Report (2009)*, it is estimated that of the 1,798,652 people (2000 Census Bureau data) in the County, **13,556 people will seek temporary public shelter** with a 7.8 magnitude earthquake scenario. The scenario was chosen because it is the same scenario used in the *Southern California Catastrophic Earthquake Plan (January 2011)*.
 - HAZUS is a regional earthquake loss estimation model that was developed by the Federal Emergency Management Agency and the National Institute of Building Sciences. The primary purpose of HAZUS is to provide a methodology and software application to develop earthquake losses at a regional scale.
- Responsibility for care and shelter belongs to the local government. However, the American Red Cross (ARC) along with other community-based organizations (CBOs) and voluntary organizations may assist local governments as partners in delivering these services. For example, the County has an agreement with 211/United Way to provide referral services, serve as a call center to provide incident information during disasters, and act as a forum of information regarding other CBOs.
- Local government's responsibility for mass care and shelter does not end when the County assumes operation of a mass care and shelter facility.



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- In a major disaster, the ARC will require an influx of resources from outside the area to be operational.
- In accordance with the Standardized Emergency Management System (SEMS), additional resources and assistance outside the local jurisdiction shall be available to local government through the Operational Area (OA). However, expect resources to be extremely limited during the first few days following a disaster where there has been widespread damage. Local jurisdictions will fare better in the short-term by developing their own local resource base.
- In the immediate days after a major disaster, neighborhood organizations and local congregations will emerge to provide care and shelter support independent of local government. Local government will want to coordinate care and shelter services with these groups that emerge spontaneously.
- In the County of San Bernardino, Human Services (HS) is the lead County Agency responsible for administering public assistance programs. Acting in this capacity, HS may support the ARC's care and shelter operations, as during and immediately following a disaster the demand for public assistance is expected to increase.
- Some displaced residents may converge on public parks and open spaces, as an alternative to using indoor mass care shelters.
- Many residents who suffer some structural damage to their home, following a major disaster, will choose to remain on their property (i.e., camp-out), versus going to a public disaster shelter or a SHOC. Yet, they will still have needs and expectations for disaster assistance from local government.
- Given the above, in addition to opening disaster shelters, jurisdictions will need to open Local Assistance Centers (LACs) as a place for local residents to go for disaster assistance.
- CBOs that provide social services and serve access and functional needs populations will initially be overwhelmed with demands for service. Local government can support this effort by using its Emergency Operations Center (EOC) to obtain the resources that CBOs need to sustain operations post-disaster. In the Operational Area EOC there may be a Volunteer Coordinator or a Liaison Officer who coordinates the activation of the different CBOs to the field. Once assigned to the field, the field supervisor will oversee the CBOs' activities. The County is unable to reach CBOs that have not registered with a VOAD, COAD or 211.



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- Essential public and private services will need to continue during shelter and mass care operations. However, for a major disaster that generates a SHOC operation, normal activities at schools, community centers, churches and other facilities used as shelter sites may be curtailed.
- If several Shelter Operations Compounds (SHOC) are open at one time, the geographic landscape and the ability to travel between sites may be difficult.
- This *Mass Care and Shelter Plan* is in compliance with SEMS and the National Incident Management System (NIMS).
- The needs of people with disabilities and others with access and functional needs vary depending upon the type of disabilities or access and functional needs and the type of disaster affecting them. Mass Care and Shelter Operations personnel will meet their needs through the identification and understanding of those needs, along with planning strategies to meet them.
 - For example, through shelter registration, the needs of this population will be identified and resource requests can be made accordingly. In addition, the Shelter Support Group consisting of a representative from the American Red Cross, Human Services, Department of Public Health, and Department of Behavioral Health will ensure that basic needs of evacuees are met. A request can also be made through the Operational Area Emergency Operations Center (OA EOC) for the State Functional Assessment Service Team, who will visit shelters and identify the needs of this population, facilitating resource requests to the appropriate department or to the OA EOC.
- There are many more people who have disabilities and access and functional needs than is commonly recognized and after a large scale disaster the numbers can be significantly higher.
- People with disabilities and others with access and functional needs may include but are not limited to:
 - People with disabilities:
 - Visual
 - Speech
 - Mobility
 - Developmental, cognitive, intellectual
 - Deaf and hard of hearing
 - Psychiatric
 - People with additional needs in functional areas:
 - Communication
 - Maintaining Health (e.g., persons requiring essential medication, supplies and/or equipment)
 - Independence



- Safety and Support
- Transportation¹
- People with additional needs for response assistance:
 - Persons who live in institutionalized settings
 - Older adults
 - Unaccompanied minor children
 - Persons from diverse cultures
 - Persons who have limited English proficiency or are non-English speaking
 - Persons who are transportation disadvantaged
 - Persons who are in poverty and are isolated
 - Persons who are pre-disaster homeless
- The following County Departments may provide services to people with disabilities and others with access and functional needs during mass care and shelter operations in varying degrees:
 - Department of Aging and Adult Services
 - Department of Public Health
 - Department of Behavioral Health
 - Department of Veterans Affairs
 - Transitional Assistance Department
 - Children and Family Services
 - Arrowhead Regional Medical Center
 - Office of Homeless Services

1.4 Legal Requirements for Local Government

State of California Emergency Plan and Standardized Emergency Management System (SEMS) puts local government at the first level of response for meeting the disaster needs of people in its jurisdiction by providing emergency care and shelter. As per the California Health and Safety Code Section 34070 – 34072, local government is to provide or contract with recognized community organizations to make emergency or temporary shelter available for people made homeless by a natural disaster or other emergency.

1.5 Partnership with American Red Cross

This *Mass Care and Shelter Plan* is a cooperative partnership between Local Government and the American Red Cross (ARC).

¹ The official source for revised 'C-MIST' language will be the new course: *Integrating Access and Functional Needs into Emergency Planning, Response and Recovery*. This is California's proposed update to the G 197 course "Emergency Planning for Functional Needs Populations."



ARC partners with local government to help fulfill the government's legal responsibility of providing care and shelter for its citizens in a disaster under the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) by working cooperatively during the preparedness phase to clarify roles and responsibilities. Local jurisdictions may also work in cooperation with other volunteer disaster assistance organizations to provide disaster relief.

1.6 Shelter Staffing Estimates

The American Red Cross recommends 6 or more staff per 100 shelter residents (1 shelter manager, 1 nurse and 4 support staff). A shelter has to be staffed 24 hours a day. In general, there is one shelter manager who works the primary shift. There are usually two shifts within 24 hours. Two or three shift supervisors each work a shift, with a Disaster Health Services nurse(s) that is available 24 hours a day. The number of other shelter workers is dependent on needs.

It is estimated that there may be 13,556 shelter residents after a 7.8 magnitude earthquake scenario in San Bernardino County (based on *HAZUS-MH: Earthquake Event Report 2009* and the 2000 census). On average it is estimated that most SHOC sites located in San Bernardino County can handle 3,000 people, and the County may be able to open three (3) full SHOCs.

1.7 Plan Distribution

The *Mass Care and Shelter Plan* and *Concept of Operations* will be distributed to the following departments or agencies:

State Departments/Agencies

- California Emergency Management Agency (Cal EMA)
- Department of Social Services (DSS)

County Departments/Officers

- Arrowhead Regional Medical Center (ARMC)
- County Administrative Office (CAO)
 - Assistant Executive Officer for Finance
 - Deputy Executive Officer for Community Services
- County Board of Supervisors
- Finance and Administration
 - Fleet Management
 - Purchasing
- Fire
 - Public Information
 - Office of Emergency Services (OES)



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- First 5 of San Bernardino
- Human Services
 - Administrative Support Division (ASD)
 - Aging and Adult Services (DAAS)
 - Assistant Executive Officer for Human Services
 - Behavioral Health (DBH)
 - Children and Family Services (CFS)
 - Children’s Network (CNET)
 - Child Support Services (DCSS)
 - Preschool Services (PSD)
 - Public Health (DPH)
 - Nursing
 - Animal Care and Control (ACC)
 - Environmental Health Services (EHS)
 - Preparedness and Response Program (PRP)
 - Transitional Assistance (TAD)
 - Veterans Affairs (DVA)
- Information Services (ISD)
- Inland Counties Emergency Medical Agency (ICEMA)
- Probation
- Purchasing
- Real Estate Services
- Risk Management (DRM)
 - ADA Coordinator
- Sheriff- Coroner
- Superintendent of Schools
- Workforce Development (DWD)

Cities and Towns

- City of Adelanto
- Town of Apple Valley
- City of Barstow
- City of Big Bear Lake
- City of Chino
- City of Chino Hills
- City of Colton
- City of Fontana
- City of Grand Terrace
- City of Hesperia
- City of Highland
- City of Loma Linda
- City of Montclair
- City of Needles



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- City of Ontario
- City of Rancho Cucamonga
- City of Redlands
- City of Rialto
- City of San Bernardino
- City of Twentynine Palms
- City of Upland
- City of Victorville
- City of Yucaipa
- Town of Yucca Valley

Other

- American Red Cross Serving Orange, Riverside & San Bernardino Counties
- Community Action Partnership
- United Way



SECTION 2: RESPONSIBILITIES BY ORGANIZATION

2.1 County Departments/Officers

Arrowhead Regional Medical Center (ARMC)

Arrowhead Regional Medical Center (ARMC) may provide the following services during a disaster:

- Rapid medical evaluation, treatment for acute medical needs, and first aid related care.
- Prescription refills, durable medical equipment and consumable medical supplies.
- Arrange for transport of patients who require a higher level of medical care to an acute care facility if they cannot be stabilized in the shelter.
- Consultation with the Department of Public Health for placement of non-critical patients if other shelter medical resources are available.
- Services are provided under the Medical Services Needs Unit in the Shelter Operations Compound.

County Administrative Office (CAO)

The County Administrative Office (CAO) manages the OA EOC Multi- Shelter Operations Compound (SHOC) Unit and appoints the SHOC Coordinator. The Multi-Shelter Operations Compound Unit (Multi-SHOC Unit) is located at the OA EOC and the Unit Leader coordinates all SHOCs activated within the Operational Area. A Shelter Operations Compound Coordinator coordinates a Shelter Operations Compound (SHOC).

Assistant Executive Officer for Finance and Administration

The Assistant Executive Officer for Finance and Administration appoints the Shelter Operations Compound (SHOC) Logistics Section Chief. Responsibilities include managing logistical support to the compound, such as coordination of the set-up and take-down of the Shelter Operations Compound and ensuring that all personnel are fed.

Deputy Executive Officer of Community Services

Deputy Executive Officer of Community Services appoints the Client Support Services Unit Leader at the Shelter Operations Compound. Client Support Services Unit Leader coordinates service providers that are not traditionally found within a Local Assistance Center and is located in the Client Support Services Unit (e.g., mail services, phone banks).



Finance and Administration

Fleet Management

Fleet Management Department will manage the Ground Support Unit in the Shelter Operations Compound. Functions include coordination of transportation within the SHOC, outside of the SHOC and paratransit resources.

Purchasing

Purchasing Department will manage the Supply Unit in the Shelter Operations Compound. Responsibilities include obtaining all non-fire and non-law enforcement mutual aid materials, equipment and supplies to support emergency operations and arranging for delivery of those resources.

Fire

Public Information

The Operational Area Public Information Officer/ Joint Information Center (OA EOC PIO/ JIC) will designate Public Information Officer(s) to the SHOC. The SHOC PIO(s) will manage information and media release for the SHOC.

Office of Emergency Services (OES)

The San Bernardino County Fire Department/Office of Emergency Services (County OES) helps prepare County Departments and the communities and residents of the San Bernardino County Operational Area (OA) for the impacts of emergencies and disasters, both natural and man-made. Emphasis at County OES is placed on coordination and communication of essential information to the public, proactive customer service, and effective planning measures for disaster preparedness, response, recovery and mitigation.

Other responsibilities include:

- Designating a SHOC Volunteer Unit Leader, who may activate Disaster Corps and Community Organizations Active in Disasters as resources.
- Activate Emergency Communication Services to support the SHOC Communications Unit.



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The purpose of the Office of Emergency Services is the central coordination of Mass Care and Shelter activities held at the Operational Area Emergency Operations Center (OA EOC) during disasters.

- **Management Section:**
 - Responsible for overall emergency management coordination through the joint efforts of governmental agencies and private organizations.
 - The Operational Area Emergency Operations Center (OA EOC) Director will either activate appropriate sections or perform their functions as needed.

- **Finance/Administration Section:**
 - Responsible for financial activities and other administrative aspects, such as payroll, payments, revenue collection, claim processing, and cost recovery documentation.
 - Supervise the negotiation and administration of vendor and supply contracts and procedures.

- **Operations Section:**
 - Responsible for coordinating all jurisdictional operations in support of the emergency response through implementation of the County's EOC Action Plan.
 - Manage the tactical operation of various response elements involved in the disaster, such as Fire/Rescue/Hazardous Materials, Law, Coroner, Medical/Health, Public Works, Building and Safety, and Utilities.

- **Logistics Section:**
 - Responsible for providing communications, facilities, services, personnel, equipment, supplies and materials.
 - Normally staffed by County Purchasing Department.
 - Access to vendor lists that include vendors that could address the needs of debris management, people with disabilities and access and functional needs, transportation, etc.

- **Planning/Intelligence Section:**
 - Responsible for collecting, evaluating and disseminating information.
 - Develop the County's EOC Action Plan in coordination with other sections.
 - Initiate and prepare the County's After Action Report and maintain documentation.



First 5 of San Bernardino

Assists Children's Network (CNET), Preschool Services Department (PSD), and American Red Cross (ARC) to set up childcare centers at the Local Assistance Center and the shelters (Health and Human Services Unit).

Human Services (HS)

Human Services (HS) will coordinate all HS services made available at the Operational Area Emergency Operations Center (OA EOC) and at the SHOC. In addition, HS will designate a representative to the Health and Human Services Unit Leadership to coordinate HS services provided at the shelter (Health and Human Services Unit).

The different HS Departments' roles in relation to shelters and a LAC are as follows:

Administrative Support Division (ASD)

Assist the ARC by providing staff to help operate care and shelter centers. ASD maintains a list of fifty (50) ARC trained shelter coordinators. ASD will also assist HS Departments to set up at the LAC and shelters (Health and Human Services Unit).

Aging and Adult Services (DAAS)

Provides Information and Assistance services for seniors at the LAC and shelters (Health and Human Services Unit).

Assistant Executive Officer for Human Services

Assistant Executive Officer for Human Services appoints the Shelter Operations Compound (SHOC) Operations Section Chief.

Behavioral Health (DBH)

County Behavioral Health (DBH) manages the following disaster mental health response functions:

- Designate a representative to the Health and Human Services Unit Leadership and coordinate mental health response under the Health and Human Services Unit in the Shelter Operations Compound (SHOC).
- Assesses and activates teams in response to disaster-related behavioral issues.



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- Makes counselors available at shelter facilities, Red Cross Service Centers, spontaneous shelters, and Local Assistance Centers to provide crisis counseling services.
- Ensures the continuation of behavioral healthcare, treatment and housing for eligible clients currently receiving services within the Behavioral Health System.
- Identifies new behavioral health cases and provides services based on eligibility.

Children and Family Services (CFS)

Provides services as requested at the LAC or shelters (Health and Human Services Unit).

Children's Network (CNET)

Assist First 5, Preschool Services Department (PSD), and ARC to set up childcare centers at the Local Assistance Center and the shelters (Health and Human Services Unit).

Child Support Services (DCSS)

Provides client case information at the LAC or shelters (Health and Human Services Unit).

Preschool Services (PSD)

Assist Children's Network (CNET), First 5, and American Red Cross (ARC) to set up childcare centers at the Local Assistance Center and the shelters (Health and Human Services Unit).

Public Health (DPH)

The Department of Public Health (DPH) provides the following disaster response functions:

- Designates a Medical Services Needs Unit Leader in the Shelter Operations Compound, who is also one of the representatives of the Health and Human Services Unit Leadership.
- Prevents the spread of communicable disease during disasters and at shelters.
- Provides core public health staffing (Registered Nurses, Nurse Practitioners, Public Health Nurses, and other public health professionals) to shelters (Medical Services Needs Unit).
- Monitors, assesses and reports on the community Disaster Health Status.



- Establishes and maintains a public health screening area.
- Animal Care and Control provides evacuation and shelter services for animals that must be evacuated from a disaster area. Animal shelters are established concurrently with SHOC shelters located in the county. Services are provided under the Health and Human Services Unit in the Shelter Operations Compound.
- Environmental Health Services will provide expertise and guidance related to environmental health in the set-up and operations of emergency shelters. These services may include areas such as general sanitation, waste disposal, vector control, and food and water service operation. Services are provided under the Health and Human Services Unit in the Shelter Operations Compound.
- Epidemiological Surveillance will monitor sanitation to prevent the spread of diseases. Services are provided under the Health and Human Services Unit in the Shelter Operations Compound.

Transitional Assistance (TAD)

Processes requests for and issues emergency Disaster CalFresh (Food Stamps) benefits at the LAC or shelters (Health and Human Services Unit). Also provides referrals for any related TAD public assistance programs.

Veterans Affairs (DVA)

Provides information and various services to veterans at the LAC or the shelters (Health and Human Services Unit).

Information Services (ISD)

Information Services Department (ISD) will manage the Communications Unit in the Shelter Operations Compound. The Communications Unit Leader oversees communications infrastructure and maintains voice, data, and two-way communication for the SHOC and outside agencies.

Inland Counties Emergency Medical Agency (ICEMA)

The Inland Counties Emergency Medical Agency (ICEMA) coordinates the immediate emergency medical response in a disaster, pre-hospital (EMS) personnel, Hospital Preparedness Program Grant resources, communications (ReddiNet, emergency radio, etc.), and emergency ambulance services.

Shelter Operations support activities may include:

- Arrange for stand-by EMS (ambulance and EMS personnel).
- Coordinate patient transport and distribution.



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- In collaboration with Department of Public Health, manage the Medical and Health Operational Area Coordinator (MHOAC) Program.
 - Manage all medical and health related resources (ESF 8).
- Services are provided under the Medical Services Needs Unit in the Shelter Operations Compound.

Probation

The Probation Department is a resource for the Sheriff Department who is leading SHOC Security operations. Upon request through the Operational Area Emergency Operations Center (OA EOC), the Probation Department can provide armed and unarmed security within the shelter and around the perimeter. The lead officer from the Probation Department will work with the SHOC Security Officer to develop a staffing plan and hours of coverage. The local law enforcement agency will be notified of the extent of the Probation Department's involvement and will collaborate with security on site and establish lines of communication.

Real Estate Services

Real Estate Services Department will manage the Facilities Unit in the Shelter Operations Compound. Facilities Unit Leader ensures that adequate facilities are provided for SHOC operations, including securing access to the facility and providing staff, furniture, supplies and materials necessary to configure the facility in a manner adequate to accomplish the mission. Other duties may include addressing sanitation needs and construction needs.

Risk Management (DRM)

Department of Risk Management (DRM) will provide SHOC Safety Officers in Shelter Operation Compounds. The Safety Officer is responsible for identifying and mitigating safety hazards and situations of potential County liability during Shelter Operations Compound (SHOC) operations and ensuring a safe environment in the SHOC.

ADA Coordinator

Department of Risk Management will designate an ADA Coordinator to the Shelter Operations Compounds (SHOC). The Risk Management ADA Coordinator is responsible for making recommendations on Americans with Disabilities Act (ADA) compliance and accommodations to ensure SHOC facilities and SHOC services are accessible to evacuees and shelter residents with disabilities. In addition, the ADA Coordinator will receive, investigate, and respond to ADA related complaints from the public pertaining to SHOC operations.



Sheriff - Coroner Department

The Sheriff Department leads SHOC Security and designates the SHOC Security Officer. If a shelter was located in an unincorporated area of the county or part of the Sheriff Department's contract city, then the following would be applicable:

- Provide security services and traffic control and parking-related services. Operations are for 24 hours.
- Establish a check-in process for all SHOC personnel. All SHOC personnel will check in with security before going to their assigned post.
- The Sheriff Department may also facilitate the participation of the Medical Reserve Corps to provide medical service support to the American Red Cross or other medical entity operating in the shelter.
- Available resources include Incident Command Posts, lighting, portable large generators, etc.

If the shelter was located in a city of the county, then the Sheriff Department would only become involved in the above services upon a request for mutual aid from the law agency with jurisdiction for that location.

The Sheriff Department also handles issues related to divisions within their department until the appropriate division arrives on-scene. Examples include the Coroner Department, Medical Reserve Corps, and Citizens-on-Patrol.

Medical Reserve Corps

The Medical Reserve Corps (MRC) is comprised of organized medical and public health professionals who serve as volunteers to respond to natural disasters and emergencies. It is a division within the Sheriff Department. The MRC may provide the following services during shelter operations:

- Evaluation of patients seeking medical care in the shelter.
- Assessment and treatment of patients seeking medical care including, but not limited to, medication refill, first aid, mental health concerns and minor medical treatment.
- Providing Medical Doctors, Registered Nurses, and other MRC staff to assist in shelter medical operations.
- Collaboration in mutual aid with other medical organizations.
- Services are provided under the Medical Services Needs Unit at the Shelter Operations Compound.

Workforce Development

Department of Workforce Development (DWD) is responsible for assessing the need for a Local Assistance Center (LAC) and coordinating with the San Bernardino County Office of Emergency Services to open a LAC. Once the decision has been reached to open a LAC, DWD is responsible for setting up the LAC and for



coordinating the participation of federal agencies, state agencies, county agencies/ departments and private/public organizations.

Others

The above list of participating agencies is not comprehensive. Other County departments may be called upon for services during an incident when needed.

2.2 Volunteer Organizations

American Red Cross (ARC)

The American Red Cross (ARC) will provide care and shelter services to all shelter residents, including people with disabilities and others with access and functional needs. By congressional mandate and in accordance with its corporate policy, the ARC has a long-standing disaster relief mission. ARC's Shelter Manager is the Basic Shelter Needs Unit Leader. The ARC Government Liaison is one of the representatives of the Health and Human Services Unit Leadership and coordinates with County departments that are augmenting shelter operations. In addition, ARC will staff the Food Manager position in the SHOC Supply Unit.

ARC Services provided at the shelters include:

- Registration
- Sheltering
 - Before opening a shelter, the ARC will sign an agreement with the facility.
- Feeding
- Basic First Aid
- Mental Health Support

Preparedness activities include:

- Providing shelter training to members of the County, cities or towns when requested.
- Participating in a cooperative Mass Care and Shelter Planning effort.
- Meeting regularly with representatives of the County-cities/towns to develop Mass Care and Shelter Plans and preparedness activities.
- Surveying shelter sites annually.

Community Action Partnership

Community Action Partnership will manage the Donations Management Unit in the Shelter Operations Compound (SHOC). Responsibilities include the collection, sorting, and distribution of donated goods in the SHOC.



Community Emergency Response Team (CERT)

The Community Emergency Response Team (CERT) Program, administered by San Bernardino County Fire Department/Office of Emergency Services, is an integral part of the County's efforts to prepare residents of San Bernardino for a catastrophic event. In the event of a large-scale incident, such as a large earthquake, CERT volunteers are trained to perform such skills as light search and rescue, disaster medical operations and small fire suppression. In addition to these CERT skills, some local CERTs have also been trained and certified as American Red Cross (ARC) Shelter Workers. Acting as ARC volunteers, these CERT volunteers serve as an important resource for the ARC during shelter operations. In addition to these ARC-trained volunteers, all CERT volunteers who are members of the County's unincorporated program have been fingerprinted and passed Department of Justice background checks. This, in addition to portions of their CERT training, such as disaster psychology, makes them ideal candidates to assist in shelters. CERT services are available under the Volunteer Unit in the Shelter Operations Compound.

Disaster Corps

The California Volunteers Disaster Corps provides a standard system for training, certifying, and classifying disaster volunteers and their programs. This system, developed by subject matter experts throughout the state, professionalizes Disaster Corps volunteers, coordinates volunteer efforts, and connects disaster volunteers to the emergency management community. In addition, Disaster Corps volunteers must meet security screening guidelines and be registered as Disaster Service Worker Volunteers.

Within the San Bernardino County Operational Area there are two hundred volunteers recruited from the already existing CERT programs located within the unincorporated communities of San Bernardino County. The two hundred volunteers are trained in California's Standardized Emergency Management System (SEMS), the Incident Command System (ICS), and the National Incident Management System (NIMS). In addition to the basic Disaster Training, those interested Disaster Corps members are trained in Communications (Radio) and Mass Care and Sheltering. All volunteers are FBI background checked and have received additional training in First Aid and CPR. The San Bernardino County Disaster Corps members will be deployable throughout San Bernardino County. Disaster Corps are available under the Volunteer Unit in the Shelter Operations Compound.



Voluntary Organizations Active in Disasters (VOAD)/ Community Organizations Active in Disasters (COAD)

Voluntary Organizations Active in Disasters (VOAD) improves the disaster preparedness of community-based organizations serving access and functional needs populations. In a disaster, VOAD becomes the link between requests for emergency help and the community-based organizations available to provide help. VOAD will ensure an effective response and recovery for people with disabilities and others with access and functional needs in San Bernardino County. See <http://sbcvoad.org/>.

Community Organizations Active in Disasters (COAD) are a smaller, more localized version of a VOAD, with the same goals and objectives of a VOAD. The regional COADs in San Bernardino County collectively comprise the countywide VOAD. VOAD/ COAD services are available under the Volunteer Unit in the Shelter Operations Compound.

Typical Types of VOAD Members:

- Faith Based Organizations/Churches
- American Red Cross
- Salvation Army
- United Way
- Catholic Charities
- Chambers of Commerce/Local Businesses
- CERT (Community Emergency Response Teams) Programs
- Schools/School Districts
- Hospitals/Medical Facilities
- Nursing Homes/Care Facilities
- Independent Living Centers (e.g., Rolling Start)
- Lodging Facilities (Hotels/Resorts)
- Rotary Clubs
- Lions Clubs
- Non-profit Organizations
- Media
- Humane Societies/Animal Shelters
- Conference Centers/Camps

Additional Partners:

- Local Government
- Edison
- Gas Companies
- Water Districts
- Caltrans
- California Highway Patrol



Community-Based Organizations (CBO)

Community-Based Organizations (CBO) who are COAD/VOAD members may support local jurisdictions with sheltering, language and cultural sensitivity needs, and serve as a conduit for unmet needs and getting information to people that local governments may have difficulty reaching. CBOs that provide direct and on-going services to people with disabilities and others with access and functional needs during non-disaster times are in the best position to support the recovery of more people with access and functional needs following a disaster.

The Office of Emergency Services' Volunteer Coordinator manages a list of CBOs that are members of VOAD. This list includes their contact information and the types of services they provide, which can be accessed at any time when needed. Services are available under the Volunteer Unit at the Shelter Operations Compound.

Salvation Army

Through its various local organizations and with the assistance of its Divisional Headquarters, the Salvation Army provides the following services to individuals and families.

- Mass Care Feeding (including mobile kitchen units)
- Sheltering
- Clothing Distribution
- Counseling
- Assistance in Home Cleanup (for seniors and people with disabilities)

2.3 Other Agencies/Organizations

California Functional Assessment Service Team (FAST)

California Functional Assessment Service Teams (FAST) may be a State requested SEMS/NIMS resource request (only for State or Federally declared disasters) if the County does not have a FAST Program. Requests to the State for FAST assistance occur through the SEMS/NIMS process and partner agencies will be mission tasked through California Department of Social Services (CDSS) and California Emergency Management Agency (CalEMA). In short, local jurisdictions can make a request for a FAST Team through the Operational Area Emergency Operations Center (OA EOC). The purpose of the FAST Program is to provide staff to conduct assessments to identify and meet essential functional needs of people with disabilities and others with access and functional needs who are in general population shelters, such as: communication, personal assistants, equipment, supplies, medications, and quick access fixes, so they can remain at the site. FAST will be deployed as shelters are opened and remain in the shelters until it is determined that they are no longer needed. FAST may transfer to other shelters and will return to shelters as needed or requested.



A FAST consists of trained government employees and community-based organization (CBO) personnel ready to respond and deploy to disaster areas to work in shelters. FAST will work side by side with shelter personnel and other emergency response workers to assist in identifying and meeting essential functional needs so people with disabilities and others with access and functional needs can maintain their health, safety and independence during disasters.

FAST will consist of members with experience in the following areas:

- Aging (services/supports, including dietary needs)
- Chronic health conditions
- Developmental and other cognitive disabilities (i.e., traumatic brain injury, intellectual)
- Hearing loss
- Mental health disabilities
- Physical disabilities
- Substance abuse
- Vision loss

Disaster Medical Assistance Team

Disaster Medical Assistance Team (DMAT) is a component of the National Disaster Medical System (NDMS), and is a resource that must be requested from the federal government through Cal EMA. DMAT members include both medical and non-medical personnel. Services are provided under the Medical Services Needs Unit at the Shelter Operations Compound. Some services provided by DMAT are as follow:

- Respond as needed to provide first aid, casualty clearing (triage and medical stabilization), and emergent surgical stabilization.
- Provide medical staging and definitive medical care in hospital facilities and shelters that have dedicated beds for the NDMS when needed.

Local Business and Industry

Businesses often donate goods or services to assist the community in its recovery from a disaster. Pre-disaster agreements with local businesses may be established to expedite the purchase or use of equipment and supplies required for shelter operations.



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SECTION 3: ORGANIZING A CARE AND SHELTER BRANCH

3.1 OA EOC Operations Section/Care and Shelter Branch

The following information is a brief overview of the County’s sheltering operations; for further details see *San Bernardino County Mass Care and Shelter Concept of Operations (ConOps)*.

Mass Care and Sheltering Operations are assigned to the Care and Shelter Branch of the Operations Section. A Branch Director heads the Care and Shelter Branch. See “*Figure 1. Operational Area Emergency Operations Center (OA EOC).*”

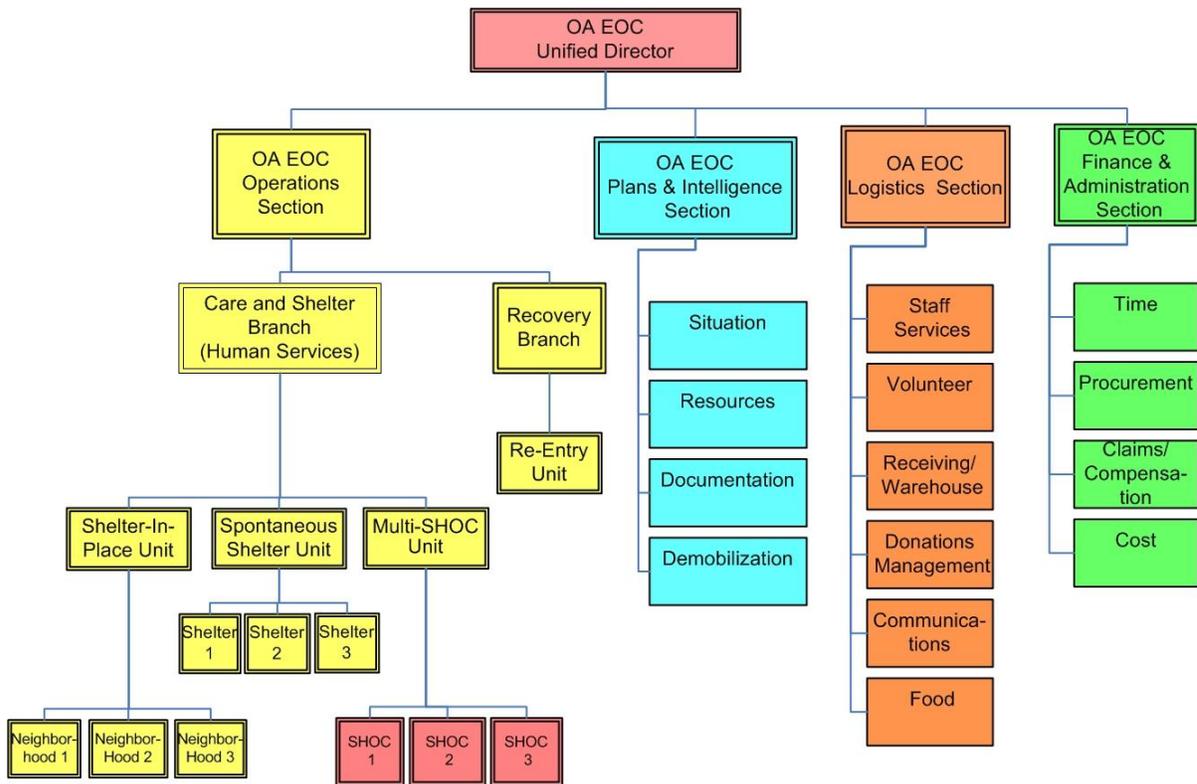


Figure 1. Operational Area Emergency Operations Center (OA EOC)

Care and Shelter Branch responsibilities cover three distinct units:

- **Shelter-in-Place Unit (SIP Unit):** The first unit is for people who are given orders to shelter-in-place, such as in their front yard after an incident.
- **Spontaneous Shelter Unit (SS Unit):** The second area of responsibility is for Spontaneous Shelters, such as those who collect at parks after an incident, without formal guidance from emergency personnel.



- **Multi-Shelter Operations Compound Unit (Multi-SHOC Unit):** The third and final area of responsibility is for organized Mass Care and Shelter efforts and is titled the Operational Area Emergency Operations Center, Shelter Operations Compound Unit (OA EOC Multi-SHOC Unit).

Shelter-in-Place Unit (SIP Unit)

The Shelter-In-Place Unit (SIP Unit) coordinates support and information to residents who were given orders to shelter-in-place by an Incident Commander or appropriate emergency agency. The County may establish local or regional commodity points of distribution (POD). These POD sites will provide basic staples, such as food, water and ice. See “*Figure 2. Shelter-in-Place Unit.*”

Cooperative Outreach involving door-to-door efforts in areas more heavily impacted by a disaster may be necessary to check on people with disabilities and others with access and functional needs to ensure that they have adequate food, water and medications. County agencies will work with community-based organizations, neighborhood emergency teams, faith based organizations, or community volunteers in coordinating neighborhood outreach to persons with access and functional needs. Outreach efforts should include senior housing facilities, Meals-on-Wheels, In-Home Supportive Services recipients, etc.

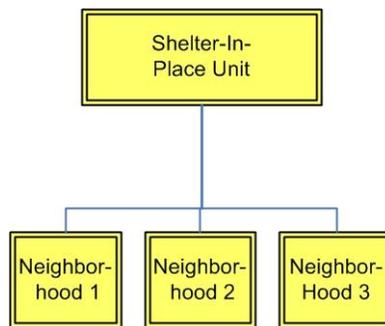


Figure 2. Shelter-in-Place Unit

Spontaneous Shelter Unit (SS Unit)

In the immediate days after a major disaster, neighborhood organizations and local congregations will emerge to provide care and shelter support independent of local government. Local government is encouraged to coordinate care and shelter services with those groups that emerge spontaneously.

When directed by an activated local emergency operations center, residents should be scheduled to go to an established Shelter Operations Compound (SHOC) where they will have access to the Local Assistance Center. The County and the American Red Cross are not able to provide a full range of services to these spontaneous



shelters. Additionally, financial support may not be available to the organization sponsoring the spontaneous shelter.

Spontaneous Shelters should have a representative that reports to the Spontaneous Shelter Unit, Care and Shelter Branch of the Operations Section of the Operational Area Emergency Operations Center. See “*Figure 3. Spontaneous Shelter Unit.*”

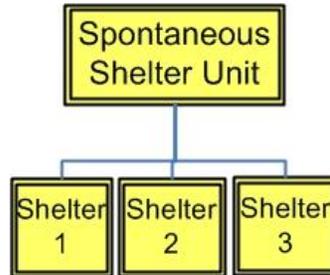


Figure 3. Spontaneous Shelter Unit

Multi-Shelter Operations Compound Unit (Multi-SHOC Unit)

The Multi-Shelter Operations Compound Unit (Multi-SHOC Unit) coordinates all SHOCs activated within the Operational Area. San Bernardino County’s concept of a Mass Care and Shelter organization is shown in “*Figure 4. Shelter Operations Compound (SHOC) Organizational Chart.*” The Shelter Operations Compound (SHOC) is a “one-stop shop” that co-locates a human shelter, animal shelter, Local Assistance Center (LAC) and Client Support Services (services not traditionally found in a LAC) for shelter residents and evacuees in one location. For more details, see *San Bernardino County Mass Care and Shelter Concept of Operations (ConOps)*.

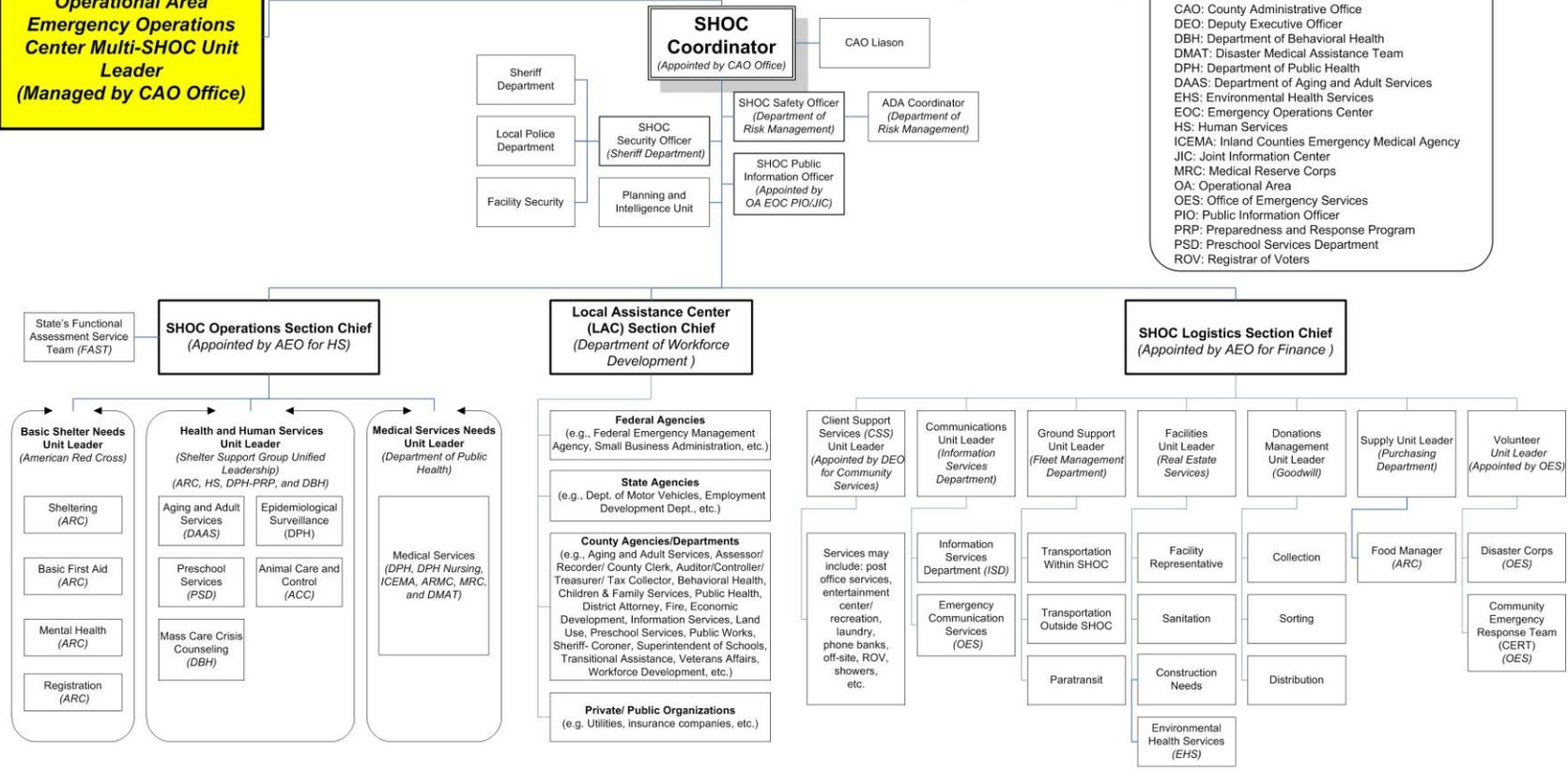


**San Bernardino County Operational Area
 SHELTER OPERATIONS COMPOUND
 (SHOC) ORGANIZATIONAL CHART**

(In the field)

**(In the OA EOC)
 Operational Area
 Emergency Operations
 Center Multi-SHOC Unit
 Leader
 (Managed by CAO Office)**

Abbreviations/Key	
ADA:	Americans with Disabilities Act
AEO:	Assistant Executive Officer
ARMC:	Arrowhead Regional Medical Center
ARC:	American Red Cross
ACC:	Animal Care and Control
CAO:	County Administrative Office
DEO:	Deputy Executive Officer
DBH:	Department of Behavioral Health
DMAT:	Disaster Medical Assistance Team
DPH:	Department of Public Health
DAAS:	Department of Aging and Adult Services
EHS:	Environmental Health Services
EOC:	Emergency Operations Center
HS:	Human Services
ICEMA:	Inland Counties Emergency Medical Agency
JIC:	Joint Information Center
MRC:	Medical Reserve Corps
OA:	Operational Area
OES:	Office of Emergency Services
PIO:	Public Information Officer
PRP:	Preparedness and Response Program
PSD:	Preschool Services Department
ROV:	Registrar of Voters



(Confidential – Do Not Distribute)

October 23, 2012

Figure 4. Shelter Operations Compound (SHOC) Organizational Chart

**Section
 3.1**



3.2 SHOC Unit Concept

SHOC Relationship to the OA EOC

The Shelter Operations Compound (SHOC) reports to the Operational Area Emergency Operations Center (OA EOC) Multi-SHOC Unit through the SHOC Coordinator. A SHOC Coordinator manages a SHOC. The SHOC Coordinator is designated by the County Administrative Office to manage all phases of a SHOC. The SHOC Coordinator reports to the OA EOC Operations Section, Care and Shelter Branch, Multi-SHOC Unit. See “*Figure 5. SHOC OA EOC Relationships.*”

For complete position descriptions, see *San Bernardino County Mass Care and Shelter Concept of Operations (ConOps)*.

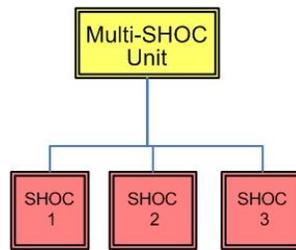


Figure 5. SHOC OA EOC Relationships

SHOC Flexibility

This plan is designed for any size shelter, but was intended for a large scale disaster that required the establishment of a SHOC. The services needed at a shelter are incident driven. While the elements of care remain the same, the organization and layout of the shelter are expanded. Additionally, elements such as logistics play a significant role in the SHOC.

For additional department/agency roles and responsibilities, see *San Bernardino County Mass Care and Shelter Concept of Operations (ConOps)* and the *San Bernardino County – A Guide to Opening a Local Assistance Center (an annex of the Mass Care and Shelter Concept of Operations)*.

Triggers for Establishing a SHOC

Triggers for establishing a SHOC are incident dependent. For example, an incident with two hundred evacuees would not normally need the establishment of a full LAC. However, if the incident involved the destruction of one hundred homes in the same incident, a LAC would be opened at the shelter site to assist affected residents.



Shelter Service Types Per Needs

Shelter Service Typing is incident driven. Three (3) levels of Shelter Service Type have been established to assist in the rapid deployment of shelter services. Typing is based on the complexity of services being provided to shelter residents and evacuees. Individual elements of the SHOC may be utilized in any level of shelter, depending upon the needs and complexity of the incident. Having an individual element from a higher type of Service does not necessarily raise the current Shelter Service Type. Raising the Shelter Service Type depends upon the time any additional services may be needed, the number of persons needing the services, and the complexity and predicted future of the incident.

Shelter Service Type may change during the course of the incident. The number of shelter residents does change the level of services needed at the shelter. The Shelter Service Type needed may be a decision made by a collaborative effort between field responders and the Operational Area Emergency Operation Center.

Table 1. Shelter Service Types Per Needs

Shelter Service Type	Description
<p><u>Type III</u> (1-299 people) <i>Basic Shelter Needs Unit (American Red Cross Only)</i></p>	<ul style="list-style-type: none"> • For planning purposes, if there are 1-299 shelter residents, Shelter Service Type III may be needed. • <u>Activation of the American Red Cross</u> to provide shelter services. This function may also be called Basic Shelter Needs Unit. For more details, see <i>Basic Shelter Needs Unit</i> within <i>Section 3.4: SHOC Operations Section</i>. • Additional services may be added as needed. Consider the need to activate Animal Care and Control, Department of Behavioral Health, Human Services, etc.
<p><u>Type II</u> (300-499 people) <i>SHOC Operations Section (Shelter Support Group)</i></p>	<ul style="list-style-type: none"> • If there are 300-499 shelter residents, a Shelter Service Type II may be needed. A Shelter Service Type II provides the same services as a Type III as well as: • <u>Activation of the SHOC Operations Section</u> – In addition to the Basic Shelter Needs Unit (American Red Cross), activate the Health and Human Services Unit and the Medical Services Needs Unit. For more information, see <i>Section 3.4: SHOC Operations Section</i>. <ul style="list-style-type: none"> – Health and Human Services Unit is led by a unified leadership of the Shelter Support Group (SSG). The Unit may be comprised of services from Aging and Adult Services, Environmental Health Services, Preschool Services, Animal Care and Control, Mass Care Crisis Counseling Services, and Epidemiological Surveillance.



	<ul style="list-style-type: none"> ○ Activation of the Shelter Support Group (SSG): SSG consists of an American Red Cross' Government Liaison, and representatives from Department of Public Health- Preparedness and Response Program, Department of Behavioral Health, and Human Services. – Medical Services Needs Unit is led by the Department of Public Health. The Unit may be comprised of services from Department of Public Health, Department of Public Health Nursing, Inland Counties Emergency Medical Agency (ICEMA), Arrowhead Regional Medical Center (ARMC), Medical Reserve Corps (MRC), and Disaster Medical Assistance Team (DMAT). ● Additional services may be added as needed. Consider activating a limited or full SHOC Logistics Section and/or SHOC Command Staff (i.e., SHOC Safety Officer, SHOC ADA Coordinator, SHOC Public Information Officer and SHOC Security Officer).
<p>Type I (500+ people)</p> <p>SHOC</p>	<ul style="list-style-type: none"> ● If there are 500 or more shelter residents, a Shelter Service Type I may be needed. A Shelter Service Type I provides the same services as a Type II as well as: ● Activation of a limited to full SHOC – In addition to a SHOC Operations Section, activate the Local Assistance Center Section, SHOC Logistics Section, and SHOC Command Staff. <ul style="list-style-type: none"> – SHOC Command Staff includes the SHOC Safety Officer, SHOC ADA Coordinator, SHOC Public Information Officer and SHOC Security Officer. For more details, see <i>Section 3.3: SHOC Command Staff</i>. – Local Assistance Center (LAC) Section may include a combination of County, State, Federal, and public/private organizations. For details, see <i>Section 3.5: Local Assistance Center Section</i>. – SHOC Logistics Section includes Client Support Services Unit, Communications Unit, Ground Support Unit, Facilities Unit, Donations Management Unit, Supply Unit, and Volunteer Unit. For details, see <i>Section 3.6: SHOC Logistics Section</i>.

3.3 SHOC Command Staff

For complete position descriptions, see *San Bernardino County Mass Care and Shelter Concept of Operations (ConOps)*.



SHOC Coordinator

A Shelter Operations Compound Coordinator coordinates a Shelter Operations Compound (SHOC). The SHOC Coordinator is designated by the County Administrative Office to coordinate all phases of a SHOC and will also serve as the point of contact for supporting and cooperating Agency Representatives who do not have an assigned role in the SHOC Organizational Chart. The SHOC Coordinator reports to the Operational Area Emergency Operations Center (OA EOC) Operations Section, Care and Shelter Branch, Multi-SHOC Unit. See “Figure 6. SHOC Coordinator Position.”

SHOC reports to the Operational Area Emergency Operations Center (OA EOC) through the SHOC Coordinator.

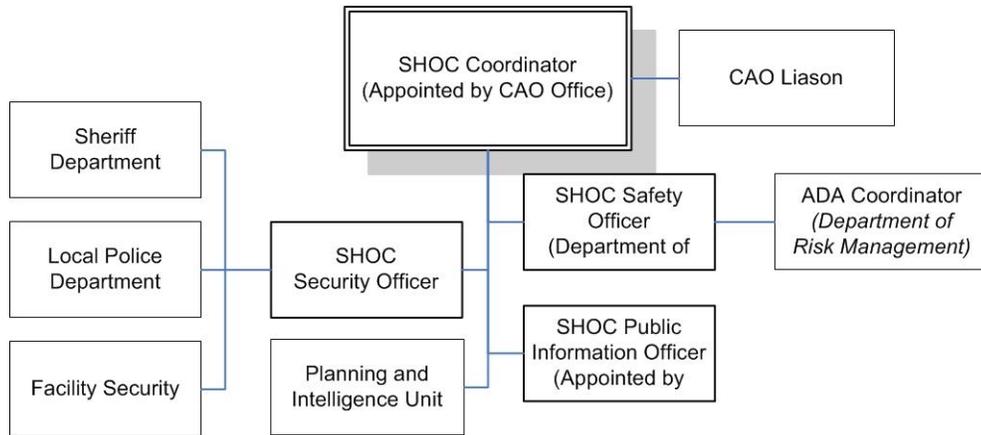


Figure 6. SHOC Coordinator Position

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SHOC Public Information Officer (SHOC PIO)

The Operational Area Emergency Operation Center Public Information Officer (OA EOC PIO) or Joint Information Center (JIC) will designate a SHOC PIO. The SHOC PIO reports to the SHOC Coordinator and will manage information and media release for the SHOC.

SHOC Safety Officer

Department of Risk Management will designate a Safety Officer who reports to the SHOC Coordinator. The Safety Officer is responsible for identifying and mitigating safety hazards and situations of potential County liability during Shelter Operations Compound (SHOC) operations and ensuring a safe environment in the SHOC.



SHOC Security Officer

The Sheriff Department will designate a SHOC Security Officer who will coordinate with the Sheriff Department Operations Center when activated. The SHOC Security Officer reports to the SHOC Coordinator and will lead SHOC Security operations by coordinating support from facility security (if available), local law enforcement agency, County Probation Department or any combination of these agencies. Personnel from other agencies may also be involved in SHOC Security. See “*Figure 7. SHOC Security.*”

SHOC Security ensures that the SHOC is a safe environment for evacuees and shelter residents. Some roles and responsibilities include policing the Compound, providing a security assessment, maintaining traffic control and parking-related operations, and enforcing shelter rules.

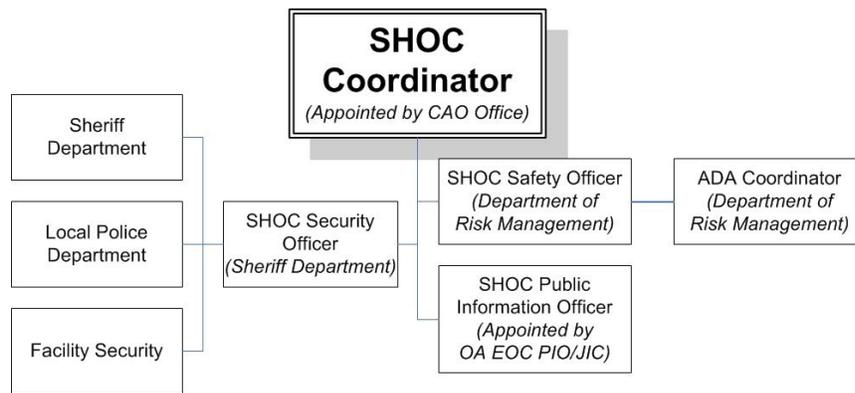


Figure 7. SHOC Security

3.4 SHOC Operations Section (Client Services)

SHOC Operations Section consists of three units: Basic Shelter Needs (American Red Cross), Health and Human Services (Shelter Support Group) and Medical Services Needs (Department of Public Health). These Unit Leaders report to the SHOC Operations Section Chief, who is appointed by the Deputy Executive Officer for Human Services. The SHOC Operations Section Chief reports to the SHOC Coordinator. See “*Figure 8. SHOC Operations Section (Client Services).*”

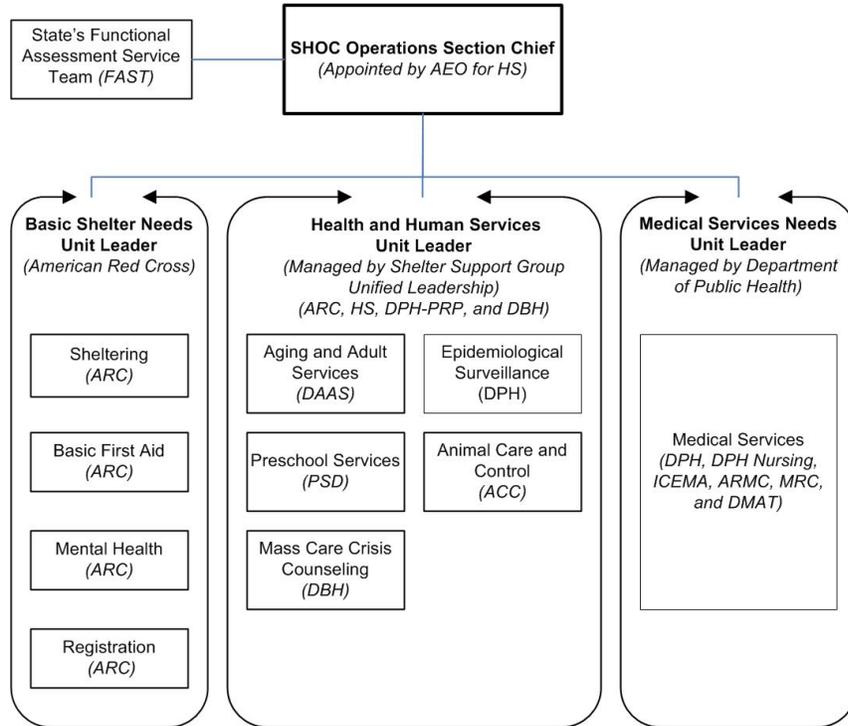


Figure 8. SHOC Operations Section (Client Services)

Basic Shelter Needs Unit

American Red Cross' Shelter Manager manages the Basic Shelter Needs Unit and they will communicate with the SHOC Operations Section Chief to maintain coordination. The American Red Cross (ARC) provides sheltering, feeding, basic first aid, registration, disaster welfare, bulk distribution (separate from the distribution of donations; see *Section 8.2 Appendix B: Glossary*), disaster mental health services, and an emergency aid station.

Health and Human Services Unit

Health and Human Services Unit is managed by the Shelter Support Group (SSG) Unified Leadership. The Shelter Support Group (SSG) is made up of the American Red Cross Government Liaison and representatives from Human Services (HS), Department of Public Health (DPH) and Department of Behavioral Health (DBH). Services that may be activated under this unit may include Aging and Adult Services, Environmental Health Services, Preschool Services, Animal Care and Control, Mass Care Crisis Counseling Services, and Epidemiological Surveillance.

As a group, the SSG's role and responsibility is to inspect the shelter and ensure that all basic needs are met by their respective agencies.



Medical Services Needs Unit

Department of Public Health will designate a Medical Services Needs Unit Leader who reports to the SHOC Operations Section Chief. This Unit Leader coordinates medical services among the many medical agencies/organizations involved with SHOC medical operations: Department of Public Health, Department of Public Health Nursing, Inland Counties Emergency Medical Agency, Arrowhead Regional Medical Center, Medical Reserve Corps, and Disaster Medical Assistance Team.

3.5 Local Assistance Center (LAC) Section

The Local Assistance Center (LAC) Section provides a centralized location for services and resource referrals for unmet needs to communities following a disaster or significant emergency. Department of Workforce Development will designate a LAC Section Chief who reports to the SHOC Coordinator. Services provided by the LAC include County, State and Federal departments: Animal Care and Control (ACC), Transitional Assistance Department (TAD), Department of Aging and Adult Services (DAAS), Department of Veterans Affairs (DVA), State Department of Motor Vehicles (DMV), State Employment Development Department (EDD), Federal Emergency Management Agency (FEMA), Small Business Administration (SBA), Internal Revenue Service (IRS), Department of Agriculture, etc.

Representatives from local, state and federal agencies staff the LAC. California Emergency Management Agency (Cal EMA) is responsible for coordinating the participation of state and federal agencies in a LAC. In cooperation with the local government, the Shelter Operation Compound (SHOC) Coordinator is responsible for coordinating the services provided by the local government in the LAC. Other participants include private/ public organizations such as utilities, insurance companies, etc. See *“Figure 9. SHOC Local Assistance Center (LAC).”* For more information, see *Annex A – San Bernardino County – A Guide to Opening A Local Assistance Center within San Bernardino County Mass Care and Shelter Concept of Operations (ConOps).*

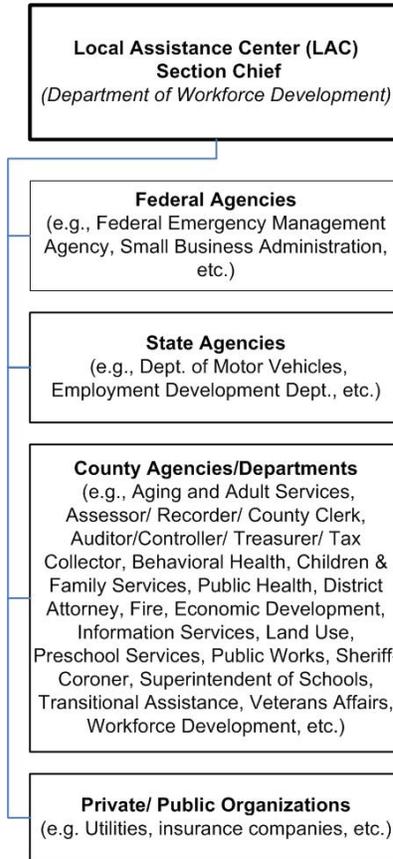


Figure 9. SHOC Local Assistance Center (LAC)

3.6 SHOC Logistics Section

SHOC Logistics Section Chief is appointed by the Assistant Executive Officer for Finance and reports to the SHOC Coordinator. Responsibilities include managing logistical support to the compound, such as coordination of the set-up and take-down of the Shelter Operations Compound and ensuring that all personnel are fed. Units of the SHOC Logistics Section include: Client Support Services (e.g., laundry, phone banks, etc.), Communications, Ground Support, Facilities, Donations Management, Supply, and Volunteer. See “*Figure 10. SHOC Logistics Section.*”

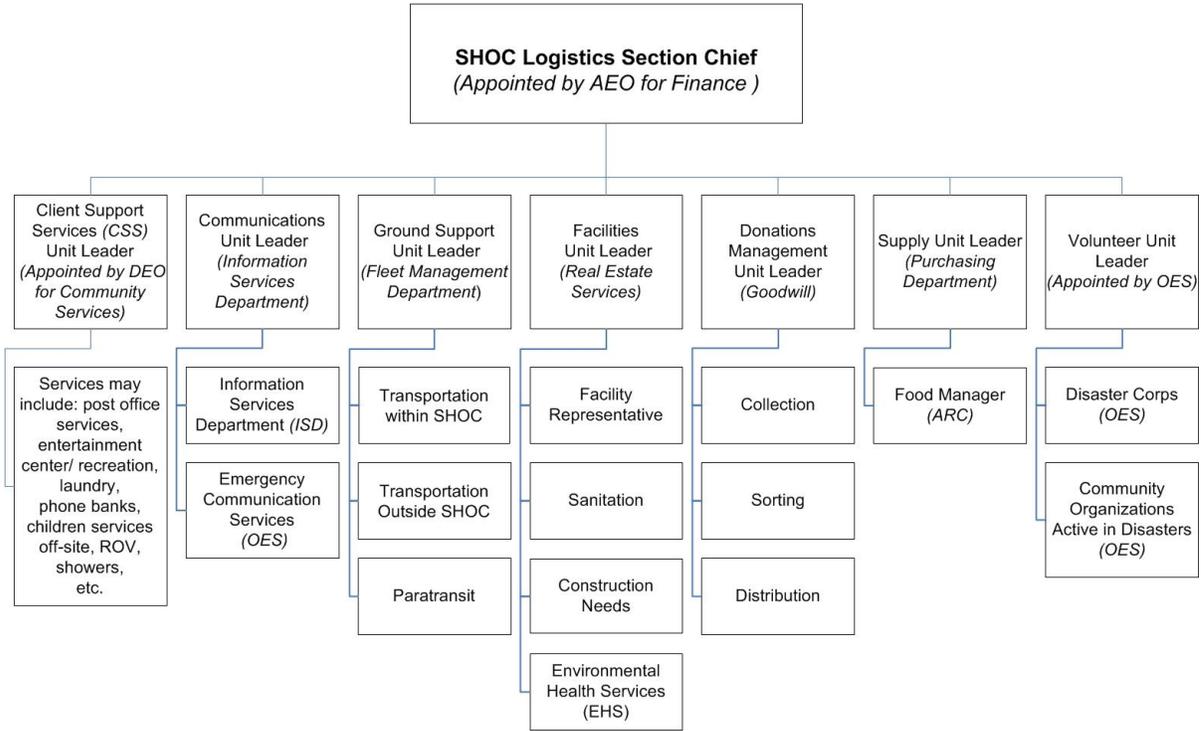


Figure 10. SHOC Logistics Section

Client Support Services (CSS) Unit

Deputy Executive Officer for Community Services appoints the Client Support Services Unit Leader who reports to the SHOC Logistics Section Chief. Participants vary in the Client Support Services Unit depending upon the nature of the incident, the communities involved, and local Client Support Services participants’ availability.

Examples of services may include United States Post Office (delivery of incoming mail and delivery of pre-stamped mail only), Multi-media Center, recreational services, private non-profit organizations (religious charities, Salvation Army, and community PNP social services agencies), Registrar of Voters, showers, laundry services, phone banks, children services off-site, etc., offering services to the evacuees on a free or greatly reduced rate as a public service.

Communications Unit

Information Services Department will designate the Communications Unit Leader and the Communication Unit Leader will report to the SHOC Logistics Section Chief. The Communications Unit Leader oversees communications infrastructure and maintains voice, data, and two-way communication for the SHOC and outside agencies.



Ground Support Unit

Fleet Services will designate the Ground Support Unit Leader and the Ground Support Unit Leader reports to the SHOC Logistics Section Chief. The Ground Support Unit Leader is responsible for ensuring that adequate transportation is provided for SHOC operations: transportation within the SHOC, transportation outside SHOC and paratransit resources.

Facilities Unit

Real Estate Services will designate the Facilities Unit Leader. The Facilities Unit Leader reports to the SHOC Logistics Section Chief and will collaborate with the Facility Representative to ensure that adequate facilities are provided for SHOC operations, including securing access to the facility and providing staff, furniture, supplies and materials necessary to configure the facility in a manner adequate to accomplish the mission. Other duties may include addressing sanitation needs and construction needs.

Donations Management Unit

Community Action Partnership will designate a Donations Management Unit Leader in the Shelter Operations Compound (SHOC). The Donations Management Unit Leader reports to the SHOC Logistics Section Chief and manages the collection, sorting, and distribution of goods donated as a disaster relief to the SHOC.

Supply Unit

The Purchasing Department will designate a Supply Unit Leader at the Shelter Operations Compound (SHOC). The Supply Unit Leader reports to the SHOC Logistics Section Chief and is responsible for obtaining all non-fire and non-law enforcement mutual aid materials, equipment and supplies to support emergency operations and arranging for delivery of those resources. The Food Manager and Ordering Manager reports to the Supply Unit Leader.

Volunteer Unit

The Office of Emergency Services will appoint the Volunteer Unit Leader at the Shelter Operations Compound (SHOC). The Volunteer Unit Leader reports to the SHOC Logistics Section Chief and is responsible for obtaining, coordinating and allocating all non-fire and non-law enforcement mutual aid personnel support requests received; registering volunteers as Disaster Services Workers and managing SHOC personnel issues and requests.



SECTION 4: FAMILY REUNIFICATION SYSTEM

When responding to family inquiries during a disaster, the below resources are options for the County. While these systems are available for use by County Office of Emergency Services, the capabilities of these systems have not been tested by the local Operational Area.

4.1 American Red Cross' Program

Brief Overview of the Safe and Well Linking Program

The Safe & Well Linking program, administered nationwide by the American Red Cross, records limited information of disaster affected persons on a voluntary basis by self-reporting via an internet portal or toll-free telephone number as to indicate if they are safe and well after a disaster. Paper forms are also available to register persons without electronic access and may be back entered as necessary. Facilities may also register in the Safe & Well database so as to indicate that their entire group is safe and well.

Individuals searching for a person, family or facility in the Safe & Well database may search online, or during larger disasters by telephone. While the system is publicly accessible, it requires enough information about the person or family being sought as to limit the ability to search for individual persons generally to immediate friends and family.

For more information on the Safe & Well Linking program, please contact the American Red Cross serving Orange, Riverside and San Bernardino Counties.

4.2 National Program

National Emergency Family Registry and Locator System (NEFRLS)

NEFRLS is a web-based system which, when activated, enables the Federal Emergency Management Agency (FEMA) to provide a nationally accessible system that allows adults, displaced from their homes or pre-incident location, to voluntarily register and share specific information on their post-disaster well-being or location with specified family members or friends. Adults may register with NEFRLS via a toll-free telephone number or the internet. The system is accessible to people with speech or hearing disabilities who use TTYs and 7-1-1 or Video Relay Services. Adults registering or searching for a displaced child under the age of 21 will be directed via an internet link to the National Emergency Child Locator Center (NECLC) or through a referral to the NECLC 800 number. Medical patients who have been displaced due to a major disaster or emergency will have access to and can voluntarily register in the system.



National Emergency Child Locator Center (NECLC)

The National Emergency Family Registry and Locator System works in conjunction with the National Emergency Child Locator Center to help reunite families that have become separated as a result of a presidentially declared disaster. Upon activation, the call center is operational 24-hours a day. It is capable of handling calls in Spanish and is accessible to people with speech or hearing disabilities who use TTYs and 7-1-1 or Video Relay Services. The Center can be activated in times of active disasters. Call center operations are managed by the National Center for Missing and Exploited Children, with support from the Federal Emergency Management Agency (FEMA). FEMA also has a memorandum of understanding with the National Center for Missing and Exploited Children to facilitate the activation and deployment of teams to disaster affected areas to facilitate state efforts to locate and reunite missing children with their families.



SECTION 5: COORDINATION WITH CITIES/TOWNS

Coordination of Mass Care and Shelter operations between the cities/towns and the Operational Area prevents the duplication of services and allows for proper allocation of scarce resources. Confusion over where residents should go for sheltering is also prevented through this coordination. Furthermore, the Local Assistance Center Services and other ancillary services help meet the needs of evacuees.

5.1 Existing City/Town Shelters

The local jurisdiction should first operate their local shelter sites. Cities/Towns are strongly encouraged to work with the local chapter of the American Red Cross (ARC) to establish shelter sites and train volunteers and/or staff in ARC shelter operations.

If the County opens a Shelter Operations Compound (SHOC), local jurisdiction(s) should continue to keep existing shelters open, unless otherwise coordinated between the local jurisdiction's Emergency Operations Center (EOC) and the Operational Area Emergency Operations Center (OA EOC). The SHOC may be open in anticipation of additional evacuees.

To access non-shelter services from a SHOC, the local jurisdiction's EOC should coordinate with the OA EOC to transport shelter residents if necessary from city/town shelters to a SHOC to receive Local Assistance Services.

5.2 Request for County Shelter Support

Local cities/towns have responsibility for mass care and shelter operations within their own jurisdictions. When the local jurisdiction's resources are exhausted and additional mass care and shelter facilities are needed or if assistance is needed to continue the existing sheltering operations, the local jurisdiction will notify the Operational Area Emergency Operations Center (OA EOC) of the need for additional mass care and shelter facilities.

The trigger for activating the County Mass Care and Shelter Plan is:

- The City/Town is no longer able to provide Mass Care and Shelter services.
- Numbers of evacuees requiring sheltering services.

If a City/Town determines the need to request assistance from the OA EOC, the jurisdiction should be prepared to provide:

- The incident type causing the evacuation/shelter
- When the incident occurred
- Where the incident is located



- The population affected
- How long the population will be affected
- Short-term situation
- Additional resources that may be needed
- Shelter(s) location(s)
- Number of people in the shelter
- Number of people evacuated
- Services needed

Local jurisdiction is responsible for continual coordination of mass care and shelter services even after the County provides shelter support to the local jurisdiction.

5.3 Other Jurisdiction Shelters

Sometimes a shelter for residents of one jurisdiction will be housed in a shelter facility located in another jurisdiction. The jurisdiction responsible for the evacuation bears primary responsibility for mass care and shelter operations. Requests for assistance will be routed through the Operational Area Emergency Operations Center (OA EOC) to the hosting jurisdiction.

It is imperative that a liaison officer be assigned to the shelter from the responsible jurisdiction. This permits the rapid, accurate flow of information and assistance requests from the shelter to the hosting jurisdiction and to evacuees.

The local jurisdiction may be asked to provide some or all of a particular mass care and shelter service. If the jurisdiction is unable to assist or can only provide a portion of the requested assistance, the OA EOC should be notified as soon as possible to allow for the missing services to be located.

5.4 County Shelter in Local Jurisdiction

The local jurisdiction's Emergency Operations Center and the Operational Area Emergency Operations Center will coordinate to determine if a local jurisdiction's shelter is to be converted into a Shelter Operations Compound (SHOC). If a SHOC is open, the County will assume coordination of operations, however the local jurisdiction may be asked to provide some or all of a particular mass care and shelter service.

If a County shelter or Shelter Operations Compound is open in a local jurisdiction, the County bears primary responsibility for mass care and shelter operations. The Operational Area Emergency Operations Center (OA EOC) may communicate with the city's Emergency Operations Center to ensure effective coordination. Existing local shelters should remain open, unless coordinated with the OA EOC.



5.5 City/Town Mass Care and Shelter Pre-Need Activities

Cities/Towns should take the below actions during the disaster preparation phase. By taking these steps, mass care and shelter services can be provided to those residents of the jurisdiction in a timely manner with minimum confusion. The jurisdictions can also request additional assistance as the need is identified, thereby providing the highest quality services to those who need them.

- Designate a City/Town Care and Shelter Coordinator. This person will coordinate care and shelter planning and operations for the jurisdiction.
- Develop a Mass Care and Shelter Plan.
- Identify and survey city-supported shelter facilities. Work with the American Red Cross (ARC), school districts and other government agencies to compile an up-to-date list of pre-disaster designated shelters, inclusive of information about accessibility of each potential facility so as to ensure that shelter sites can accommodate people with disabilities and others with access and functional needs. Determination of a shelter site is a collaborative decision of the Emergency Operations Center, which will be based on the incident, situation, and the accessibility of the shelter site among other factors.
- Ensure that agreements are in place. It is helpful to have statements of understanding with designated shelter sites to clarify terms of use. In most jurisdictions, the local ARC chapter accomplishes this.
- Train staff to operate disaster shelters. Work with the ARC to provide shelter training to city/town employees who will staff and manage disaster shelters. Training should address ways to accommodate and assist people with disabilities and others with access and functional needs.
- Provide Care and Shelter Services. Responsibility for care and shelter belongs to local governments. While the hands-on management of this task is typically delegated to the ARC, cities may need to initially open and run shelters following a large or countywide disaster.

Note: Maintain the current contact information for the ARC chapter responsible for your jurisdiction.



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SECTION 6: RECEPTION GUIDE

The Reception Guide is a guidance document to coordinate the acceptance of large numbers of evacuees relocated from another county into San Bernardino County due to a catastrophic incident. Reception sites serve as temporary (maximum 12-18 hours) transit points until shelter accommodations are determined by the evacuee (i.e., friends and families) or OA (i.e., SHOC). Reception Sites are especially useful if a SHOC is not ready for the acceptance of evacuees or an open SHOC is close to capacity and additional SHOCs are needed.

Triggers for the Reception Guide

- Another county relocates large numbers of their residents due to a catastrophic incident.
- The affected county has coordinated with San Bernardino County.
- The affected county will provide transportation for the relocation. This includes the transfer of evacuees from the impacted county to San Bernardino County and from San Bernardino County's Reception Site to a SHOC.

Minimal services will be provided at a Reception Site. Services may include respite (snacks, hydration, shade, etc.), immediate medical emergency services, and distribution of information regarding services available at a SHOC. Additional services such as registration of evacuees, health and human services, and additional medical services will be available at a SHOC.

The Reception Guide provides planning considerations, a list of reception sites, and descriptions of services provided. For details, see *Annex E: Reception Guide* within the *Mass Care and Shelter Concept of Operations*.



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SECTION 7: RESOURCES

7.1 Mass Care and Shelter Trailer/Cache Program

The Mass Care and Shelter Trailer/Cache (MCS Trailer) Program has been developed to supplement San Bernardino County Operational Area (OA) Mass Care and Shelter Operations. Upon completion, a total of thirty-one (31) trailers/caches will be procured primarily through the use of Homeland Security Grant Program (HSGP) funds. Currently, the County has 14 trailers/caches in place, and due to HSGP reduction and available funding, the remaining trailers/caches should be in place by 2015-2016.

Inventory

The MCS Trailer/Cache is a 14' dual axle cargo trailer outfitted with mass care and shelter equipment. Each trailer/cache is equipped to support 200 people, including people with disabilities, and medical needs. The following is a breakdown of the inventory:

- 180 cots, standard
- 10 cots, enhanced (designed for people with mobility limitations):
 - Higher and wider (25"W X 72"L X 18"H)
 - Higher weight capacities than standard cots (up to 450 pounds).
 - Three position head rest
 - Extensions for elevating legs
 - Sleeves to receive IV poles
 - Removable, disposable mattress
- 10 cots, designed for people with medical needs:
 - Higher and wider (28"W X 75"L X 18"H)
 - Higher weight capacities than standard cots (up to 500 pounds)
 - Four position head rest, with breathable mesh
 - Extensions for elevating legs
 - Side rails
 - Zipper storage pouch for personal items
 - Attached IV poles
 - Two inch breathable, washable mattress
- 225 disposable emergency blankets
- 225 stretcher sheets
- 2 first aid kits, serving 100 people per kit
- 10 boxes of nitrile exam gloves, 100 gloves per box
- medical shelters, 10' x 10'



Storage

The MCS Trailers/Caches are deployed to multiple cities/towns and key strategic unincorporated communities throughout the County. According to Homeland Security Grant Program (HSGP) rules, the Trailers/Caches must be stored at government facilities with their primary tow vehicle (prime mover) for deployment. The MCS Trailers/Caches are available for deployment to any emergency/disaster that may occur within the Operational Area. The San Bernardino County Fire Department, Office of Emergency Services (County OES) will maintain a list of the following:

- Locations of trailers/caches with prime mover
- Local point of contact (POC), name and title
- POC contact information, office and cell phone, agency email
- Access procedures (24/7)
- Safety/equipment inventory – County Fire Office of Emergency Services will conduct an annual inventory of each trailer/cache to ensure readiness for deployment. See *Annex D – Mass Care and Shelter Trailer/Cache Standard Operation Procedure* within *San Bernardino County Mass Care and Shelter Concept of Operations (ConOps)* for more information regarding restocking procedures.

The San Bernardino County Fire Department, Office of Emergency Services, will be responsible for the maintenance and oversight of the MCS Trailer/Cache Program.

7.2 SHOC Vehicle

County of San Bernardino Department of Public Health has as a resource a SHOC Vehicle that was procured through the Homeland Security Grant Program FY 09 (HSGP). This vehicle will serve as an Incident Command Post (ICP). It is 214 square feet, equipped with a communication package, lights, and a tent. The communication package includes two telephones with three-way capabilities; cell phone switches to allow for phone services and limited Internet and fax capability; and a communications bridge (ACU-M) which will allow for interoperability with up to four different frequencies. The vehicle will be maintained by and stored with the Department of Public Health- Preparedness and Response Program, and deployment procedures will adhere to Department of Public Health and Preparedness and Response Program's emergency disaster response plan.

7.3 Other Supplies and Equipment

The County may enter into pre-disaster agreements with vendors to acquire needed equipment and supplies. These resource requests should be made through the Operational Area Emergency Operations Center.



SECTION 8: APPENDICES

8.1 Appendix A: Acronyms

ACRONYM	MEANING
ACC	Animal Care and Control
ADA	Americans with Disabilities Act
ARC	American Red Cross
ASD	Administrative Support Division
Cal EMA	California Emergency Management Agency
CAO	County Administrative Office
CBO	Community-Based Organization
CSS	Client Support Services
CDVA	California Department of Veterans Affairs (State)
CNET	Children's Network
COAD	Community Organizations Active in Disasters
ConOps	Concept of Operations
CSLB	Contractors State License Board
DAAS	Department of Aging and Adult Services
CFS	Children and Family Services
DCA	Department of Consumer Affairs
DCSS	Department of Child Support Services
DMAT	Disaster Medical Assistance Team
DMV	Department of Motor Vehicles
DOC	Department Operations Center
DOI	Department of Insurance
DPH	Department of Public Health
DVA	Department of Veterans Affairs (County)
EDD	Employment Development Department
EMS	Emergency Medical Services
EOC	Emergency Operations Center



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EOP	Emergency Operations Plan
FEMA	Federal Emergency Management Agency
FTB	Franchise Tax Board
HS	Human Services
IAP	Incident Action Plan
ICEMA	Inland Counties Emergency Medical Agency
ICS	Incident Command System
IRS	Internal Revenue Service
ISD	Information Services Department
JIC	Joint Information Center
LAC	Local Assistance Center
NGO	Non-Governmental Organization
NIMS	National Incident Management System
OA	Operational Area
OA EOC	Operational Area Emergency Operations Center
OES	Office of Emergency Services
PIO	Public Information Officer
PNP	Private Non-Profit
POD	Point of Distribution
PSD	Preschool Services Department
SEMS	Standardized Emergency Management System
SBA	Small Business Administration
SHOC	Shelter Operations Compound
SIP Unit	Shelter in Place Unit
SSA	Social Security Administration
SSG	Shelter Support Group
SS Unit	Spontaneous Shelter Unit
TAD	Transitional Assistance Department
TTY	Teletypewriter
UC	Unified Command



SAN BERNARDINO COUNTY MASS CARE AND SHELTER PLAN
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VOAD

Voluntary Organizations Active in Disasters

VA

Veterans Affairs (Federal)



8.2 Appendix B: Glossary

TERM	DEFINITION
Accessible	As used in this document, accessible refers to a feature of a facility that is approachable and usable by persons with disabilities.
Access and Functional Needs	See People with disabilities and others with access and functional needs.
Activation	1) Initial activation of an EOC may be accomplished by a designated official of the emergency response agency that implements SEMS as appropriate to accomplish the agency's role in response to the emergency. 2) An event in the sequence of events normally experienced during most emergencies.
Bulk Distribution	Bulk Distribution is separate from the distribution of donations. The County is working on a Commodity Points of Distribution (POD) project to set up distribution points for the delivery and distribution of food, water, and other basic supplies to cities and communities impacted by a disaster. Commodity PODs can be set up at schools, fairgrounds, large parking lots or other facilities with easy roadway access and large open parking areas.
Catastrophe	Any natural or manmade incident, including terrorism, that results in extraordinary levels of mass casualties, damage, or disruption severely affecting the population, infrastructure, environment, economy, national morale, and/or government functions.
Client Support Services (CSS)	Services provided in a Shelter Operations Compound (SHOC). Services include postal services (delivery of incoming mail and delivery of pre-stamped mail only), entertainment center/recreation services, private non-profits, and non-governmental services.
Co-located Staging Area	Location where two or more functions are receiving personnel, supplies, and/or equipment. Once at the site, Logistics personnel on site properly distribute resources.
Command Staff	The Command Staff at the SEMS Field Level consists of the Information Officer, Safety Officer and Liaison Officer. They report directly to the Incident Commander. They may have an assistant or assistants, as needed. These officers are also found



at the EOC levels in SEMS and they report directly to the EOC Director and comprise the Management Staff. They may have an assistant or assistants, as needed.

**Command/
Management**

Command is responsible for the directing, ordering, and/or controlling of resources at the field response level. Management is responsible for overall emergency policy and coordination at the SEMS EOC levels.

Communications

Process of transmission of information through verbal, written, or symbolic means.

**Community
Emergency
Response Team
(CERT)**

Community Emergency Response Team (CERT) Program educates people about disaster preparedness for hazards that may affect their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations. Using the training learned in the classroom and during training exercises, members can assist others in their neighborhood or workplace following an event when professional responders are not immediately available to help. Members also are encouraged to support emergency response agencies by taking a more active role in emergency preparedness projects in their community.

**Consumable
Medical Supplies
(CMS)**

Consumable Medical Supplies (CMS) include, but are not limited to, catheters, colostomy supplies, gloves, bandages, and padding. These supplies are usually disposable and used by one person.

Coordination

The process of systematically analyzing a situation, developing relevant information and informing appropriate command authority of viable alternatives for selection of the most effective combination of available resources to meet specific objectives. The coordination process (which can be either intra-or inter-agency) does not involve dispatch actions. However, personnel responsible for coordination may perform command or dispatch functions within the limits established by specific agency delegations, procedures, legal authority, etc. Multiagency or Interagency coordination is found at all SEMS levels.

**Department
Operations Center
(DOC)**

An Emergency Operations Center (EOC), specific to a single department or agency. Their focus is on internal agency incident management and response. They are often linked to and, in most cases, are physically represented in a combined agency EOC by



authorized agent(s) for the department or agency.

Disaster

A sudden calamitous emergency event bringing great damage, loss or destruction.

Division

The organizational level having responsibility for operations within a defined geographic area. Divisions are established when the number of resources exceeds the manageable span of control of the Section Chief.

Durable Medical Equipment

Includes, but is not limited to, wheelchairs (multiple types), canes, white canes, walkers, shower chairs, toilet chairs, raised toilet seats, oxygen equipment, nebulizer tubing and machines, and speech generating devices.

Emergency

Any incident(s), whether natural or manmade, that requires responsive action to protect life or property. Under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, an emergency means any occasion or instance for which, in the determination of the President, federal assistance is needed to supplement state and local efforts and capabilities to save lives and to protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the United States.

Emergency Operations Center (EOC)

The physical location at which the coordination of information and resources to support incident management (on-scene operations) activities normally takes place. An EOC may be a temporary facility or may be located in a more central or permanently established facility, perhaps at a higher level of organization within a jurisdiction. EOC may be organized by major functional disciplines (e.g., fire, law enforcement and medical services), by jurisdiction (e.g., federal, state, regional, tribal, city, county), or some combination thereof.

Emergency Operations Plan

The ongoing plan maintained by various jurisdictional levels for responding to a wide variety of potential hazards.

Evacuation

Organized, phased and supervised withdrawal, dispersal, or removal of civilians from dangerous or potentially dangerous areas and their reception and care in safe areas.

Evacuation Route

A road or series of roads used to move people out of/away from an incident in a safe manner.



**Evacuation
Staging Area**

See Staging Area.

**Finance/
Administration
Section**

The section responsible for all administrative and financial considerations surrounding an incident or EOC activation.

Food Service

The supplying of food and all related services for storing, preparing, serving, and disposing of food and related supplies.

Full Activation

1) Total activation of an EOC may be accomplished by a designated official of the emergency response agency that implements SEMS as appropriate to accomplish the agency's role in response to the emergency. 2) An event in the sequence of events normally experienced during some emergencies.

Function

Function refers to the five major activities in ICS: Command, Operations, Planning, Logistics and Finance/Administration. The same five functions are also found at all SEMS EOC Levels. At the EOC, the term Management replaces Command. The term function is also used when describing the activity involved, (e.g. the planning function). A sixth function, Intelligence/Investigations, may be established, if required, to meet emergency management needs.

Group

Established to divide the incident management structure into functional areas of operation. Groups are composed of resources assembled to perform a special function not necessarily within a single geographic division. Groups, when activated, are located between branches and resources in the Operations Section. See *Division*.

HAZUS

HAZUS is a regional earthquake loss estimation model that was developed by the Federal Emergency Management Agency and the National Institute of Building Sciences. The primary purpose of HAZUS is to provide a methodology and software application to develop earthquake losses at a regional scale.

Incident

An occurrence or event, natural or man-made, which requires a response to protect life or property. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, civil unrest, wild-land and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, tsunamis,



war-related disasters, public health and medical emergencies and other occurrences requiring an emergency response.

Incident Command

Responsible for overall management of the incident and consists of the Incident Commander, either single or unified command or any assigned supporting staff.

Incident Commander (IC)

The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and the release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.

Incident Command Post (ICP)

The field location where the primary functions are performed. The ICP may be co-located with the incident base or other incident facilities.

Incident Command System (ICS)

A standardized on-scene emergency management construct specifically designed to provide for the adoption of an integrated organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. 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. It is used for all kinds of emergencies and is applicable to small as well as large and complex incidents. ICS is used by various jurisdictions and functional agencies, both public and private, to organize field-level incident management operations.

Information

A piece of raw, unanalyzed data that identifies persons, evidence, events; or illustrates processes that specify the occurrence of an event. May be objective or subjective and is intended for both internal analysis and external (news media) application. Information is the “currency” that produces intelligence.

Intelligence

Product of an analytical process that evaluates information collected from diverse sources, integrates the relevant information into a cohesive package and produces a conclusion or estimate. Information must be real, accurate and verified before it becomes intelligence for planning purposes. Intelligence relates to the specific details involving the activities of an incident



or EOC and current and expected conditions and how they affect the actions taken to achieve operational period objectives. Intelligence is an aspect of information. Intelligence is primarily intended for internal use and not for public dissemination.

Joint Information Center (JIC)

A facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media. Public information officials from all participating agencies should co-locate at the JIC.

Jurisdiction

A range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority. Jurisdictional authority at an incident can be political or geographical (e.g., federal, state, tribal and local boundary lines) or functional (e.g., law enforcement, public health).

Liaison Officer

A member of the Command Staff (Management Staff at the SEMS EOC Levels) responsible for coordinating with representatives from cooperating and assisting agencies or organizations. At SEMS EOC Levels, reports directly to the EOC Director and coordinates the initial entry of Agency Representatives into the Operations Center and also provides guidance and support for them as required.

Local Assistance Center (LAC)

The Local Assistance Center provides assistance to communities by providing a centralized location for services and resource referrals for unmet needs following a disaster or significant emergency. Representatives from Local, State and Federal agencies staff the LAC. SHOC Coordinator is responsible for coordinating the services provided by the local government in the LAC.

Local Government

According to federal code 30 a county, municipality, city, town, township, local public authority, school district, special district, intrastate district, council of governments (regardless of whether the council of governments is incorporated as a nonprofit corporation under state law), regional or interstate government entity, or agency or instrumentality of a local government; an Indian tribe or authorized tribal entity, or in Alaska a Native village or Regional Native Corporation; a rural community, unincorporated town or village, or other public entity.

Logistics

Providing resources and other services to support incident management.



Logistics Section	The section responsible for providing facilities, services and material support for an incident or EOC activation.
Management Staff	See <i>Command Staff</i> .
National Incident Management System (NIMS)	Provides a systematic, proactive approach guiding government agencies at all levels, the private sector and non-governmental organizations to work seamlessly to prevent, protect against, respond to, recover from and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life or property and harm to the environment.
Operational Area (OA)	An intermediate level of the state emergency organization, consisting of a county and all other political subdivisions within the geographical boundaries of the county.
Operations Section	The section responsible for all tactical incident operations and implementation of the Incident Action Plan. In ICS, it normally includes subordinate branches, divisions, and/or groups. At the SEMS EOC levels the section is responsible for the coordination of operational activities. The Operations Section at an EOC contains branches, groups or units necessary to maintain appropriate span of control.
Organization	Any association or group of persons with like objectives. Examples include, but are not limited to, governmental departments and agencies, private sector, and/or non-governmental organizations.
People with Disabilities	People with disabilities are a protected class; protected from discrimination as defined by federal civil rights laws such as ADA and other state civil rights protections that detail the right to equal participation to enjoy and use services. Civil rights definitions protect a broad group of people who meet specific criteria for participation in the class.
People with Disabilities and Others with Access and Functional Needs	People with disabilities and others with access and functional needs is used in this document with the intent to include the broadest group of people who benefit from physical, communication, and program access. This includes people who have functional needs who may or may not meet the definitions of civil rights laws or some of the other 60 plus diverse and sometimes conflicting definitions of disability. I.e., Adults and children who may have disabilities and others with access and



functional needs include, but are not limited to, individuals who have physical, sensory, mental health, cognitive or intellectual disabilities affecting their ability to function independently without assistance; pregnant women; seniors; children; and individuals with limited English proficiency.

Point of Distribution (POD)

A location where certain items can be rapidly and safely distributed to the public. Items could be food, medicines, shelter supplies, water, etc.

Political Subdivisions

Includes any city, city and county, county, tax or assessment district, or other legally authorized local governmental entity with jurisdictional boundaries.

Private Non-Profit (PNP)

An organization legally constituted as a 501(c) 3 corporation.

Private Sector

Organizations and entities that are not part of any governmental structure. The private sector includes for-profit and not-for-profit organizations, formal and informal structures, commerce and industry.

Public Information

Processes, procedures and systems for communicating timely, accurate and accessible information on the incident's cause, size and current situation; resources committed; and other matters of general interest to the public, responders and additional stakeholders (both directly affected and indirectly affected).

Public Information Officer (PIO)

A member of the Command Staff (Management Staff at the SEMS EOC Levels) responsible for interfacing with the public and media and/or with other agencies with incident-related information requirements.

Reception Site

Temporary sites for relocated evacuees of another country until evacuees are moved to a SHOC or other accommodations. It is anticipated that Reception Sites will operate for no more than 12-18 hours, providing only essential services (i.e., respite, dissemination of information regarding SHOC services, etc.).

Recovery

The development, coordination and execution of service- and site-restoration plans; the reconstitution of government operations and services; individual, private-sector, non-governmental and public assistance programs to provide housing and to promote restoration; long-term care and treatment of



affected persons; additional measures for social, political, environmental and economic restoration; evaluation of the incident to identify lessons learned; post incident reporting; and development of initiatives to mitigate the effects of future incidents.

**Regional
Emergency
Operations Center
(REOC)**

Facilities found at Cal EMA Administrative Regions. REOC provides centralized coordination of resources among Operational Areas within their respective regions and between the Operational Areas and the State Level.

**Resource
Management**

Efficient emergency management and incident response requires a system for identifying available resources at all jurisdictional levels to enable timely and unimpeded access to resources needed to prepare for, respond to, or recover from an incident. Resource management under NIMS includes mutual aid agreements and assistance agreements; the use of special federal, state, tribal and local teams; and resource mobilization protocols.

Resources

Personnel and major items of equipment, supplies and facilities available or potentially available for assignment to incident operations and for which status is maintained. Resources are described by kind and type and may be used in operational support or supervisory capacities at an incident or at an EOC.

Respite

Respite includes only essential basic human services that evacuees will require at the reception site, dependent on the circumstances. Examples of services include hydration and snacks, toilets and hand wash stations, seating/resting areas, shade or cover, etc.

Safety Officer

A member of the Command Staff (Management Staff at the SEMS EOC Levels) responsible for monitoring incident operations and advising the Incident Command on all matters relating to operational safety, including the health and safety of emergency responder personnel. The Safety Officer may have assistants.

Section

The organizational level having responsibility for a major functional area of incident or EOC Management, (e.g. Operations, Planning, Logistics, Finance/Administration and Intelligence/Investigations (if established)). The section is organizationally situated between the branch and the Incident



Command.

Service Animal

Service animal as defined by the ADA means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.

Shelter Service Type

Shelter Service Typing is incident driven. Three Shelter Service Types have been established to assist in the rapid deployment of evacuee services. Typing is based on the complexity of services being provided to evacuees. Individual elements of the Shelter Services, Shelter Support Group, the Local Assistance Center, or the Client Support Services may be utilized in any level of shelter, depending upon the needs and complexity of the incident. Having an individual element from a higher type of Service does not necessarily raise the current Shelter Service Type. Raising the Shelter Service Type depends upon the time any additional services may be needed, the number of persons needing the services, and the complexity and predicted future of the incident.

Shelter Agreement

An agreement between a property owner/operator and an organization responsible for operating a mass care shelter facility that allows use of a physical location as a mass care and shelter site/venue.

Shelter-In-Place

Shelter-In-Place is when individuals remain at the location they are at the time an incident occurs.

Shelter Operations Compound (SHOC)

A SHOC is a “One-Stop Shop” that can handle 3,000 shelter residents while providing non-shelter services (i.e., animal shelter, Local Assistance Center (LAC), and Client Support Services) to other evacuees.

Shelter Support Group (SSG)

The Shelter Support Group (SSG) is made up of representatives from the American Red Cross, Human Services, and Department of Public Health and Behavioral Health, depending upon the Shelter Service Type needed.

SHOC Coordinator

Individual assigned as the supervisor of a Shelter Operations Compound. The SHOC Coordinator reports to the Multi-SHOC Unit of the OA EOC.

Spontaneous Shelter

A Spontaneous Shelter is a site where people may gather and reside after an incident, but it is not supported by any



organization.

Staging Area

Temporary location for available resources. A Staging Area can be any location in which personnel, supplies, and equipment can be temporarily housed or parked while awaiting operational assignment.

Standard Operating Procedure (SOP)

Complete reference document or an operations manual that provides the purpose, authorities, duration and details for the preferred method of performing a single function or a number of interrelated functions in a uniform manner.

Standardized Emergency Management System (SEMS)

A system required by California Government Code and established by regulations for managing response to multi-agency and multi-jurisdictional emergencies in California. SEMS consists of five organizational levels, which are activated as necessary: field response, local government, operational area, region and state.

Teletypewriter (TTY)

The teletypewriter, or TTY, is a device that lets people who are deaf or have speech disabilities and hearing people type back and forth using regular telephone lines.

Type

An ICS resource classification that refers to capability. Type I is generally considered to be more capable than Types II or III, respectively, because of size, power, capacity, or (in the case of incident management teams) experience and qualifications.

Unified Command (UC)

An ICS application used when more than one agency has incident jurisdiction or when incidents cross political jurisdictions. Agencies work together through the designated members of the UC, often the senior person from agencies and/or disciplines participating in the UC, to establish a common set of objectives and strategies and a single IAP.

Unit

The organizational element with functional responsibility for a specific incident planning, logistics, or finance/administration activity.

Video Relay Service

A form of Telecommunications Relay Service (TRS) that enables persons with hearing disabilities who use American Sign Language (ASL) to communicate with voice telephone users through video equipment, rather than through typed text.



Volunteer For purposes of NIMS, a volunteer is any individual accepted to perform services by the lead agency (which has authority to accept volunteer services) when the individual performs services without promise, expectation, or receipt of compensation for services performed. See *16 U.S.C. 742f(c) and 29 CFR 553.101*.

8.3 Appendix C: Authorities and References

Authorities

General authorities for the County to perform care and shelter operations are found within the San Bernardino Operational Area Emergency Operational Plan (OA EOP) and the following:

- Americans with Disabilities Act (ADA)
- California State Emergency Plan, 2005
- Incident Command System (ICS)
- National Incident Management System (NIMS)
- National Response Framework, ESF #6 (NRF)
- Standardized Emergency Management System (SEMS)

References

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SECTION 9: CONCEPT OF OPERATIONS

See *San Bernardino County Mass Care and Shelter Concept of Operations (ConOps)*.

(By reference and under separate cover)