



**CITY OF ALBANY
CITY COUNCIL AGENDA
STAFF REPORT**

Agenda Date: October 7, 2024
Reviewed by: NA

SUBJECT: City of Albany Emergency Operations Plan

REPORT BY: James Boito, Fire Chief
Tim Smyser, Fire Captain

SUMMARY

The item before the Council is the adoption of the updated Emergency Operations Plan.

STAFF RECOMMENDATION

That the Council adopt Resolution No. 2024-72 approving the updated City of Albany Emergency Operations Plan.

BACKGROUND

The City of Albany Emergency Operations Plan is a multi-discipline, all-hazards plan that establishes a single, comprehensive framework for the management of extraordinary incident, disaster, or emergency situations within the City of Albany. The plan provides the concepts, processes, and structures necessary when carrying out assigned roles and functional responsibilities to departments, and agencies, consistent with California's Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), and the Incident Command System (ICS). The plan is developed in accordance with best practices, and specifically with guidance from the California Governor's Office of Emergency Services (Cal OES) and the Federal Emergency Management Agency (FEMA) Comprehensive Planning Guide (CPG 101).

The City's Emergency Services Committee, led by the Fire Department, is responsible for reviewing the plan on an annual basis and coordinating the revision of the plan as necessary to meet changing conditions. It is recommended that a complete review of this plan should occur every five years. During the past 12-months a complete review of the City's Emergency Services and Preparedness Program was initiated with the goal to update the Emergency Operations Plan and improve the City's overall level of preparedness.

This multi-staged collaborative process included two teams, the Core Planning Team and the Collaborative Planning team. The Core Planning Team was comprised of representatives from each of the City's departments and select stakeholders. The Collaborative Planning Team was comprised of select City Department representatives, Alameda County Office of Emergency

Services, Emergency Managers from regional cities, State response partners, whole-community representatives, and service providers who would play an instrumental role during an extraordinary emergency condition requiring the activation of the Emergency Operations Plan. This Plan was based on the contributions and input from the Collaborative Planning Team who identified the resources and capabilities they may leverage to assist in a city led response effort. The Core Planning Team led the planning process, created the final draft of the City of Albany Emergency Operations Plan and incorporated feedback from the peer-review process into the final draft.

DISCUSSION

The updated Emergency Operations Plan being presented for adoption is an essential document for emergency management. The plan provides a framework for response and emergency management systems, defines roles and responsibilities of the City's emergency response organization and provides triggers for implementation of this plan during disasters, all of which, along with training and exercises, prepare the emergency organization to respond effectively when Albany is impacted by an extraordinary incident, disaster, or emergency situation. This resolution is required to maintain compliance with the State's Standardized Emergency Management System (SEMS) and the Federal government's National Incident Management System (NIMS) program elements enabling eligibility for State and Federal disaster assistance. This plan also fulfills Federal and State planning requirements for continued Homeland Security Grant eligibility.

For the 2024 Emergency Operations Plan, the most notable elements are compliance with the Federal Emergency Management Agency's (FEMA) Comprehensive Preparedness Guide (CPG) 101, Developing and Maintaining Emergency Operations Plans to include an Alert, Warning and Public Information section, an Evacuation Annex, and a Mass Care Annex to ensure the City has planned for the needs of people with disabilities and access and/or functional needs as required in the California State Government Code 8593.3(a). The Emergency Operations Plan may include additional support annexes in the future as necessary to meet changing conditions, community needs, or response actions. These annexes are considered elements of this living document and may be added, or modified, by the City's Office of Emergency Services without future action by City Council as authorized.

California State Government Code 8610 allows for the governing body of a city to provide for the emergency organization, powers and duties, divisions, services, and staff of the jurisdiction. The Emergency Municipal Code provides the legal basis of the emergency organization and must state "Compliance with the Emergency Services Act". This revision of the City of Albany City Municipal Code Chapter 2-16: Emergency Organizations and Functions adds this statement to ensure compliance with this code.

CITY COUNCIL STRATEGIC PLAN INITIATIVES

This update will help fulfill the Council Strategic Plan Initiative Goal 6: Increase Public Health, Safety & Resiliency.

FINANCIAL CONSIDERATIONS

There are no fiscal impacts with adoption of the Emergency Operations Plan. However, the plan fulfills Federal and State planning requirements for continued Homeland Security Grant eligibility.

NEXT STEPS

Once the updated EOP is adopted, revision of the City of Albany City Municipal Code Chapter 2-16: Emergency Organizations and Functions will be conducted via ordinance through a public hearing process to meet compliance with California State Government Code 8610.

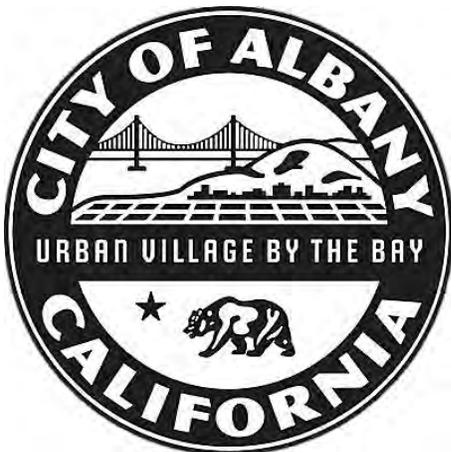
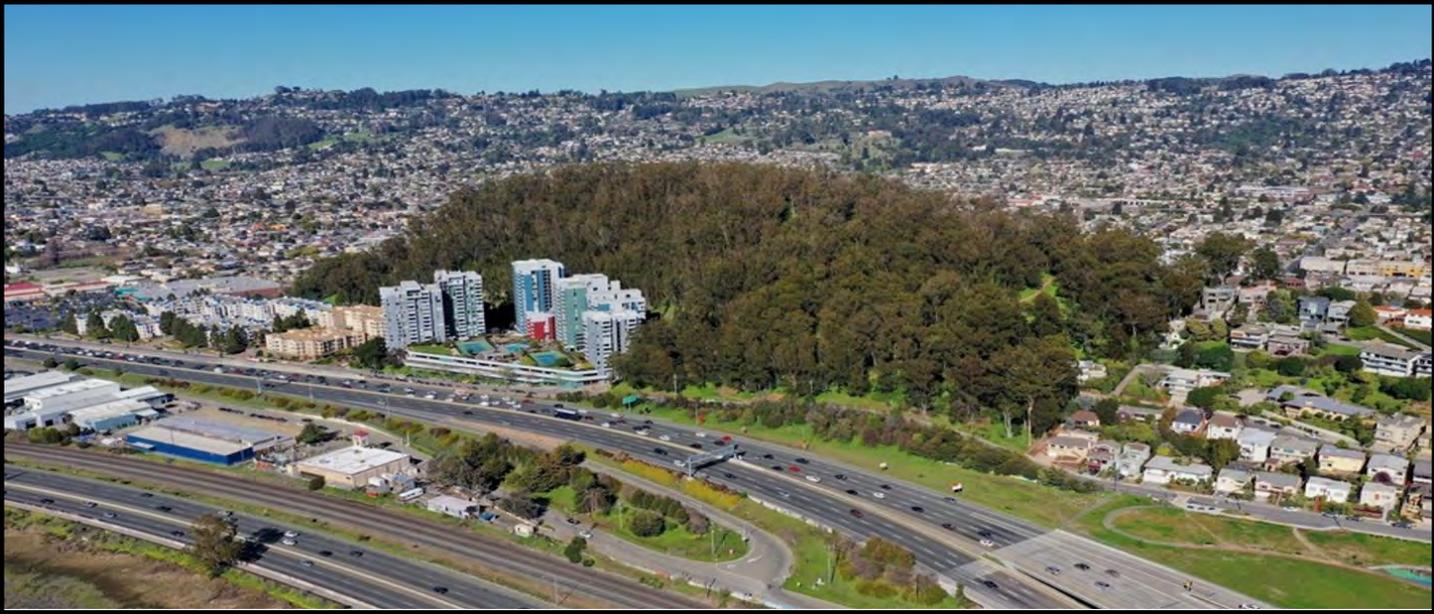
Attachments

1. Resolution No. 2024-72
2. Exhibit A to Resolution 2024-72 – Emergency Operations Plan
3. Emergency Operations Plan presentation

1 **NOW, THEREFORE, BE IT RESOLVED**, that the Albany City Council hereby
2 accepts and adoption of the updated Emergency Operations Plan as official plan for the City
3 of Albany.

4
5 _____
6 JOHN MIKI, MAYOR
7

8 **ATTACHMENT:**
9 EXHIBIT A – 2024 City of Albany Emergency Operations Plan
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**2024
City of Albany
Emergency
Operations
Plan**



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LETTER OF PROMULGATION

Adoption Date: _____

To: City Officials, City Employees, and the Community of Albany, California

The preservation of life, property, and the environment is an inherent responsibility of all levels of government. The City of Albany is primarily responsible for emergency response and recovery activities and will commit all available resources to save lives, minimize injury to persons, preserve the environment, minimize property damage, maintain the local economy, and support recovery. This is best accomplished through a comprehensive Emergency Preparedness Program that includes preparedness measures, planning, training, exercising, and response ready systems.

The City of Albany Emergency Operations Plan is a multi-discipline, all-hazards plan that establishes a single, comprehensive framework for the management of extraordinary incident, disaster, or emergency situations within the City of Albany. The plan provides the concepts, processes, and structures necessary when carrying out assigned roles and functional responsibilities to departments and agencies consistent with California's Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), and the Incident Command System (ICS).

This plan was developed in accordance with best practices, and specifically with guidance from the California Governor's Office of Emergency Services (Cal OES) and the Federal Emergency Management Agency (FEMA) Comprehensive Planning Guide (CPG 101).

This Emergency Operations Plan is an extension of the California Emergency Plan. It will be reviewed and exercised periodically and revised as necessary to meet changing conditions.

The concurrence of this promulgation letter constitutes the adoption of the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) by the City of Albany. This Emergency Operations Plan shall become effective on approval by the Albany City Council.

John Miki, Mayor
City of Albany, California



RESOLUTION OF APPROVAL

City of Albany City Council Resolution



ACKNOWLEDGEMENTS

Preparative Consulting would like to acknowledge and thank the Albany Director of Emergency Services, City Manager Nicole Almaguer, the Assistant Director of Emergency Services Fire Chief James Boito, Police Chief John Geissberger, City Departments, and the various Albany and Alameda County community representatives who helped develop this guidance document. This Emergency Operations Plan was prepared and edited by the Albany Emergency Services Committee, Preparative Consulting, and the following Albany and Alameda community stakeholders:

- Alameda County Fire District
- Alameda County OES
- Alameda County Sheriff's Office
- Alameda County Social Services Agency
- Alameda Paratransit
- Albany CERT
- Albany Chamber of Commerce
- Albany Unified School District
- American Red Cross
- Cal OES Coastal Region
- City of Berkeley Fire Department
- City of Berkeley Police Department
- City of Berkeley Animal Care Services
- City of El Cerrito Fire Department
- City of El Cerrito Police Department
- City of Emeryville Police Department
- Diablo Fire Safe Council (Alameda/Contra Costa)
- Solano Avenue Association



The following vital documents were used as reference information in compiling this plan:

- Federal Emergency Management Agency, Comprehensive Preparedness Guide (CPG) 101, Version 2.0, “Developing and Maintaining Emergency Operations Plans”, September 2021
- California Office of Emergency Services (Cal OES), Emergency Plan Review Crosswalk 2022 Local Government Agencies, September 2022
- Federal Emergency Management Agency, “National Incident Management System”, October 2017
- Federal Emergency Management Agency, “A Whole Community Approach to Emergency Management: Principles, Themes, and Pathways for Action”, September 2017
- Presidential Policy Directive / PPD-8: National Preparedness, March 2011
- The Department of Homeland Security Fusion Center Engagement and Information Sharing Strategy for 2022–2026, July 2022
- National Response Framework, May 2013
- National Preparedness Goal, September 2015
- National Response Framework, October 2019
- California Office of Emergency Services (Cal OES), “Foundation for the Standardized Emergency Management System” (SEMS), 2010
- California Office of Emergency Services (Cal OES), “SEMS Guidelines”, Nov. 2009
- California Office of Emergency Services (Cal OES), “California Implementation Guidelines for the National Incident Management System”, September 2006
- United States Department of Justice, Civil Rights Division, Disability Rights Section, “ADA Checklist for Emergency Shelters”, 2007
- California Government Code 8593.2, 8593.3.3, 8593.3.5.
- California Office of Emergency Services (Cal OES), Integrating Access and Functional Needs within the Emergency Planning Process, Best Practices for Stakeholder Inclusion. June 2020
- California Office of Emergency Services (Cal OES), Updates to County Emergency Plan Legislation Content, Submission, and Review Fact Sheet, July 2022
- California Office of Emergency Services (Cal OES), California Disaster Recovery Framework, January 2019
- Federal Emergency Management Agency, “Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters”, 2010
- American Red Cross, “American Red Cross Sheltering Handbook”, 2013
- Alameda County Local Hazard Mitigation Plan, January 2018

The recommendations and guidance included in this plan are intended to improve emergency preparedness, response, and recovery and to satisfy the Standardized Emergency Management System requirements as presented in Title 19 of the California Code of Regulations and the National Incident Management System as presented in Presidential Policy Directive/ PPD - 8.



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Emergency Operations Plan

INTRODUCTION



**City of Albany, California
2024**



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PREFACE

This City of Albany Emergency Operations Plan (EOP) addresses the planned response to an actual or threatened extraordinary incident, disaster, or emergency associated with natural, technological, and human caused hazards, or a national security emergency in or affecting the City of Albany. This plan is not intended to address the recurrent emergency incidents that are addressed through the well-established and routine procedures used in coping with such incidents. Instead, the operational concepts reflected in this plan focus on potential large-scale incidents, disasters, or emergencies that can generate unique situations requiring extraordinary responses and resources.

The Emergency Operations Plan requires planning, training, and exercising prior to an actual or threatened extraordinary incident, disaster, or emergency in order for the city to respond effectively. This plan outlines the roles and responsibilities assigned to city employees for response and short-term recovery activities and is flexible enough for use to address all hazards. This plan is a preparedness document, which should be read, understood, and exercised prior to an incident, disaster, or emergency. It is designed to include the City of Albany as part of the Cal OES Coastal Region. The plan incorporates concepts and principles from the California Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), and the Incident Command System (ICS) into the City's emergency operations.

This plan provides basic planning information. City departments must prepare Standard Operating Procedures (SOPs) and, in most cases, more detailed checklists and job aids that will describe their internal operations under emergency conditions.



Table 1: Department/Agency Plan Concurrence

Department/Agency Plan Concurrence			
Department/Agency	Signature of Representative	Name/ Title	Date
Director of Emergency Services		Nicole Almaguer City Manager	
Fire Department		James Boito Fire Chief	
Emergency Management Coordinator		Timothy Smyser Captain	
Police Department		John Geissberger Police Chief	
Public Works		Mark Hurley Public Works Director/City Engineer	
Recreation & Community Services Department		Sid Schoenfeld Recreation & Community Services Director	
Community Development		Jeff Bond Director	
Finance & Administrative Services Department		Cassandra Murphy Interim Finance Director/City Treasurer	
Alameda County Office of Emergency Services		Paul Hess Emergency Services Supervisor	
American Red Cross		Kane Wong Disaster Program Manager	



Table 3: EOP Distribution List

EOP Distribution List	
DEPARTMENTS/AGENCIES RECEIVING COPIES OF THE EMERGENCY OPERATIONS PLAN	NO. OF COPIES
California Office of Emergency Services (Cal OES), Coastal Region	1
City of Albany Emergency Operations Center	1
City Council	1
Director of Emergency Services (City Manager)	1
Fire Department	1
Emergency Management Coordinator	1
Police Department	1
Public Works	1
Recreation & Community Services Department	1
Community Development	1
Finance & Administrative Services Department	1
Alameda County Office of Emergency Services	1



ACTIVATION CONDITIONS OF THE EMERGENCY OPERATIONS PLAN (EOP)

- Ordered by an official authorized by Albany Municipal Code CHAPTER 2-16: EMERGENCY ORGANIZATIONS AND FUNCTIONS.
- The existence or threatened existence of a Local Emergency has been proclaimed in accordance with the Albany Municipal Code.
- Scheduled and/or unusual events that requires centralized management.
- An emergency situation that has occurred or might occur of such a magnitude that it will require a large commitment of resources from two or more City Departments over an extended period of time.
- The Governor has proclaimed a State of Emergency in an area including the County.
- Conditions exist constituting a State of War Emergency as defined in Section 8558 of the California Emergency Services Act (Chapter 7, Division 1, Title 2, California Government Code).
- A Presidential declaration of a National Emergency.
- Automatically on receipt of an attack warning, the observation of a nuclear detonation or act of terrorism.



APPROVAL AND PROMULGATION

This EOP will be reviewed by all departments/agencies assigned a primary function in the Emergency Responsibilities Matrix (**Section 3.0: Emergency Operations**). Upon completion of review and written concurrence by these departments/agencies, (**Table 1: Department/Agency Plan Concurrence**) the City of Albany Emergency Services Committee will submit the plan for review and recommendation to the City Council for approval and adoption. Upon approval, the plan will then be submitted to the Alameda County Office of Emergency Services for review and coordination. Upon concurrence by the City Council, the plan will be officially adopted and promulgated (**Letter of Promulgation**). The plan will be distributed to those departments/agencies listed on the EOP Distribution List (**Table 3: EOP Distribution List**).

PLAN MAINTENANCE RESPONSIBILITY

The Director of Emergency Services has the primary responsibility for ensuring that necessary changes and revisions to this plan are prepared, coordinated, published, and distributed.

PLAN REVIEW AND UPDATING

This plan and its supporting documents will be reviewed annually to ensure that plan elements are valid and current, with a full document review conducted minimally every five (5) years. Each responsible department, organization, or agency will review and update its portion of the EOP and/or modify its Standard Operating Procedures (SOP) as required based on identified areas of improvement experienced in drills, exercises, or actual occurrences and as required by SEMS and NIMS regulations. Additional changes occurring within the five-year cycle of review will be acted upon independently and brought to the City of Albany Emergency Services Committee and the Albany City Council as necessary to maintain functionality and to meet state and federal requirements.

Changes to the plan not requiring formal adoption will be published and distributed to all appropriate departments/ agencies. Recommended changes will be received by the Emergency Services Committee, reviewed and distributed for comment on a regular basis. Non-adoption elements of this plan may also be modified by the Emergency Services Committee at the direction of the Director of Emergency Services any time state or federal mandates, operational requirements, or legal statute so require. Once revised the Director of Emergency Services will ensure the changes to the plan are published, recorded (**Table 2: Records of Revisions**), and distributed. New editions to this plan shall supplant older versions and render them inoperable.



TRAINING AND EXERCISES

The Chair of the Emergency Services Committee is responsible for conducting regular training and exercising of City staff in the use of this plan and other specific training as required for EOC position proficiency and compliance with both SEMS and NIMS. The Chair of the Emergency Services Committee is responsible for coordinating, scheduling and documenting training, exercises, and After-Action and Corrective Action Reports.

Exercises conducted on a regular basis maintain the operational readiness and proficiency of City Emergency Services. Exercises provide personnel with an opportunity to become thoroughly familiar with the procedures, facilities, and systems that will actually be used in an emergency situation. Annual exercises are required by both SEMS and NIMS. The various forms of exercises are as follows:

Discussion Based Exercise

Discussion-based exercises include seminars, workshops, tabletop exercises (TTXs), and games. These types of exercises can be used to familiarize players with, or develop new plans, policies, agreements, and procedures. Discussion-based exercises focus on strategic, policy-oriented issues. Facilitators and/or presenters usually lead the discussion, keeping participants on track towards meeting exercise objectives.

- *Seminars* generally orient participants to, or provide an overview of, authorities, strategies, plans, policies, procedures, protocols, resources, concepts, and ideas.
- *Workshops*, although similar to seminars, differ in two important aspects: participant interaction is increased, and the focus is placed on achieving or building a product.
- *Tabletop Exercises* provide a convenient and low-cost method designed to evaluate policy, plans, and procedures and resolve coordination and responsibilities. Such exercises are a good way to see if policies and procedures exist to handle certain issues.
- *Games* are a simulation of operations that often involves two or more teams, usually in a competitive environment, using rules, data, and procedures designed to depict an actual or hypothetical situation.

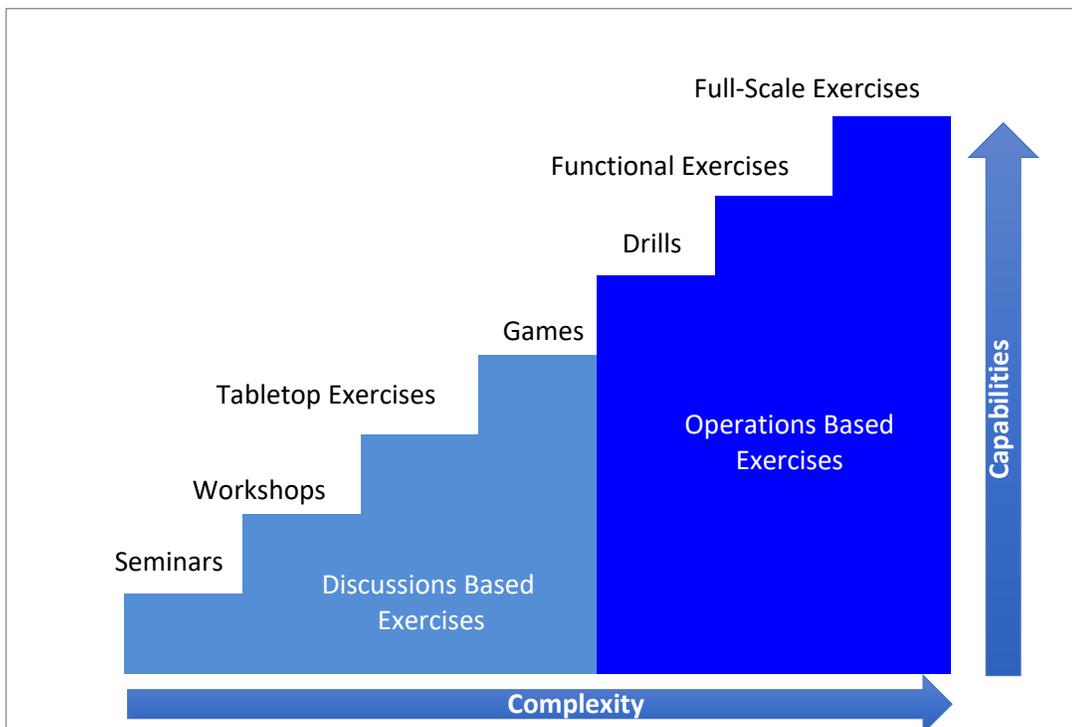
Operations Based Exercises

Operations-based exercises include drills, functional exercises (FEs), and full-scale exercises (FSEs). These exercises can be used to validate plans, policies, agreements, and procedures; clarify roles and responsibilities; and identify resource gaps. Operations-based exercises are characterized by actual reaction to an exercise scenario, such as initiating communications or mobilizing personnel and resources.



- *Drills* are a coordinated, supervised activity usually employed to validate a specific function or capability in a single agency or organization. Drills are commonly used to provide training on new equipment, validate procedures, or practice and maintain current skills.
- *Functional Exercises* are designed to test and evaluate the capability of an individual function such as evacuation, medical, communications, or public information.
- *Full-Scale Exercises* simulate an actual emergency. These exercises typically involve the complete emergency management staff and are designed to evaluate the operational capability of the emergency management system.

Figure 1: Exercise Staircase



Emergency Operations Plan

BASIC PLAN



City of Albany, California
2024

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1.0 OVERVIEW

1.1 PURPOSE

The City of Albany Emergency Operations Plan is a multi-discipline, all-hazards plan that establishes a single, comprehensive framework for the management of extraordinary incident, disaster, or emergency situations associated with natural, technological, and human-caused emergencies affecting The City of Albany. The plan provides an overview of the operational concepts, processes, and structures; identifies components of the City's emergency management organization; and assigns roles and functional responsibilities to federal, state, and the county consistent with California's Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), and the Incident Command System (ICS).

1.2 SCOPE

This Emergency Operations Plan (EOP):

- Describes the organizational structures, roles and responsibilities, and protocols for providing emergency response and short-term recovery.
- Is flexible enough for use in all emergencies to address all hazards.
- Describes the purpose, situation and assumptions, concept of operations, organization, assignment of responsibilities, plan development and maintenance, and authorities and references.
- Is supplemented by function-specific operational plans.
- Assigns jurisdictional and/or functional representatives to the Incident Command, Unified Command, and the Emergency Operations Center (EOC) whenever possible to facilitate responsive and collaborative incident management.
- Includes pre-incident and post-incident public awareness, education, and communications plans and protocols.



1.3 SITUATION AND HAZARD SUMMARY

Every county faces their own unique natural, technological, and human caused threats and hazards. The City of Albany also faces a variety of specific threats and hazards that make it vulnerable due to its geography, population, and residential, commercial, and industrial development. This section of the Emergency Operations Plan consists of an overview threat summary based on an analysis by the City of Albany Emergency Services Committee and the Local Hazard Mitigation Plan (2023). The purpose is to identify the specific area at risk and the anticipated nature of the situation, which could result should the event threaten or occur.

Table 4: City of Albany Threats and Hazards

Natural Hazards	
1	Earthquake
2	Public Health Epidemic
3	Severe Weather
4	Wildfire and Urban Fire
5	Flooding
6	Land Subsidence
7	Landslide
8	Tsunami

Technological Hazards	
1	Hazardous Air Quality
2	Transportation Accident
3	Critical Infrastructure and Utilities Failure
4	Pipeline Failure
5	Hazardous Materials

Human Caused Hazards	
1	Active Shooter Attack
2	Cyber Attack
3	Civil Disorder
4	Terrorism/ National Security Emergency



Situation

Albany is a suburban community of 5.5 square miles, of which 1.8 square miles (4.7 km²) is land and 3.7 square miles (9.6 km²) (67.28%) is water. Albany is located in the East Bay region of the San Francisco Bay Area. Albany has a population of over 20,271 people.

Geography

Albany is located on the eastern shore of San Francisco Bay, bordering the city of Berkeley to the south and east, and the Contra Costa County cities of El Cerrito and Richmond to the north. Albany's northern and southern borders are defined by two creeks, Codornices Creek on the south and Cerrito Creek on the north. Cerrito Creek takes its name from "El Cerrito de San Antonio", now known as Albany Hill. The hill's unusual location near the bay shore makes it a prominent landmark in the East Bay. The rest of the city is relatively flat by Bay Area standards, except for a small area near the base of the Berkeley Hills. The principal shopping street in Albany is Solano Avenue, which cuts across the city from west to east. Another important street is San Pablo Avenue, which travels from north to south.

University Village, a housing unit of the University of California Berkeley, is located in Albany.

Population Considerations

The City of Albany is home to a culturally diverse and multi-lingual population. Considerations for race, culture, ethnicity, and language should be incorporated into public alert, warning, information, and care and shelter.

Table 5: Albany Ethnicity Distribution¹

Ethnicity	Total Number	% Percentage of Population
White (non-Hispanic)	9,446	46.6%
Asian (non-Hispanic)	6,184	30.5%
Two or More Races	2,687	13.3%
Hispanic/ Other Races	1,131	5.6%
Black (non-Hispanic)	716	3.5%
American Indian (non-Hispanic)	90	0.4%
Pacific Islander (non-Hispanic)	17	0.1%
Total	20,271	100.0%

Languages Spoken:

- English
- Spanish
- Chinese – Mandarin



Although the average median age is 35, the highest percentage of the population is between 40 – 49 years old.

Population 65 years of age or over is 13%.

Households

8,239 households. 2.5 persons per household

Total Dwellings

Owner-Occupied Dwellings 49%
Renter-Occupied Dwellings 51%
Housing Units Occupied 96%

Table 6: Albany Population with Disabilities⁴

Type of Disability	Total Number	% Percentage
Hearing Difficulty	304	1.5%
Vision Difficulty	162	0.8%
Cognitive Difficulty	547	2.7%
Ambulatory Difficulty	426	2.1%
Self-Care Difficulty	162	0.8%
Independent Living Difficulty	507	2.5%

Table 7: Albany Size of Households Distribution⁴

Size of Households	Total Number	% Percentage
1 Person	2,210	26.8%
2 Person	2,528	30.7%
3 Person	1,662	20.1%
4 Person	1,296	15.7%
5 Person	389	4.7%
6+ Person	154	1.9%

Schools

The Albany Unified School District has 7 school sites as follows:

Table 8: AUSD Schools

School	Number
High Schools	3
Middle Schools	1
Elementary	3
Preschool	1



- Albany Middle School
- MacGregor High School
- Albany Higbbh School
- Cornell Elementary School
- Marin Elementary School
- Ocean View Elementary School
- Albany Children’s Center (Preschool)

For a complete list of Albany Unified School District School site locations, refer to the Critical Facilities list in Annex C.

Workforce

Albany has a healthy workforce, diverse and educated in a variety of industries.

Table 9: Top Employers in Albany³

Employer	# of Employees
Albany Unified School District	383
Target	358
USDA	266

Using averages, employees in Albany, CA have a longer commute time (31.9 minutes) than the normal US worker (25.3 minutes). This transitory workforce should be considered into mass care estimates, should a disaster occur during the workday stranding people in the city, due to transportation routes or bridges being closed or impassable.

Average annual Albany household income is \$113,602.

Transportation

Albany's primary surface transportation link is via the freeway, Interstate 80, Interstate 580, and State Highway 123/ San Pablo Avenue, which travels from north to south.

Albany is served by the Bay Area Rapid Transit (BART) is available at the El Cerrito Plaza and North Berkeley BART Stations. The AC Transit District is the predominant provider of public transportation in the Albany area. It’s bus fleet includes standard kneeling buses and paratransit bus services that may be utilized for emergency services. The East Bay Paratransit and Albany Paratransit (Alameda - Contra Costa Transit District) also provide Paratransit buses.



Access to a personally owned vehicle is a significant advantage for emergency evacuation.

Table 10: Albany Population Car Ownership²

Car Ownership	% Percentage
No Car	6.01%
1 Car	38.6%
2 Cars	42.2%
3 Cars	10.5%
4 Cars	2.34%
+5 Cars	0.4%

A 2021 Data USA study found that approximately 6.01% of Albany residents do not own a vehicle and that approximately 28.5% of residents used public transportation, bicycle, or walked to work.

Table 11: Albany Population Commute Method²

Commute Method	% Percentage
Drove Alone	37.4%
Work at Home	26.3%
Public Transit	20.6%
Carpool	6.4%
Bicycle	4.5%
Walk	3.5%
Other	1.3%

Government

The City Council is the legislative body of the City of Albany and makes policy decisions regarding the governance of the City. The Council consists of five (5) members elected at large. Municipal elections are held every two years at the November general election of even numbered years. The City Council selects one of its members to serve as Mayor who presides over all Council meetings. Council members appoint citizens to the various Commissions and Committees that make recommendations to the Council on a variety of city policies and projects.

Fire Service

The Albany Fire Department is a full service department providing the community with many diverse services including fire protection, emergency and disaster response, paramedic services, charity outreach, community education, earthquake preparedness and special events. The Fire Department oversees the City Disaster Preparedness and appoints a Fire Captain to serve as the City Emergency Management Coordinator.



Law Enforcement

The Albany Police Department is responsible for the preservation of public peace, enforcement of laws, protection of life and property, and providing police related services to the community. These responsibilities are accomplished through proactive police patrol, traffic enforcement, criminal investigations, and support services activities. The police department maintains a 24-hour Public Safety Answering Point (PSAP) for 911 emergency police, fire, and medical dispatch, as well as routine telecommunications services for these three professional disciplines.

The department also administers the Albany Police Activities League (APAL) youth service programs. Authorized full and part-time staffing currently consists of 26 sworn peace officers, and 11 support staff. A corps of volunteer reserve officers supplements the department staff.

The Albany Police Department is comprised of two divisions-the Patrol Division and the Support Services Division. Each division is commanded by a Lieutenant, who reports directly to the Chief of Police.

Sources (September 2023):

1. <https://data.census.gov/table?q=Albany+city,+California&q=160XX00US0600674>
2. <https://datausa.io/profile/geo/albany-ca/#demographics>
3. https://en.wikipedia.org/wiki/Albany,_California



1.4 EMERGENCY MANAGEMENT GOALS

Assumptions

- The City of Albany is primarily responsible for emergency response and recovery activities and will commit all available resources to save lives, minimize injury to persons, minimize property damage, preserve the environment, provide essential human services, maintain the local economy, and support recovery.
- Emergencies may occur at any time with little or no warning. The occurrence of one or more hazards could result in a situation that could overwhelm City resources requiring a multi-agency and multi-jurisdictional response.
- The City of Albany will begin utilizing its resources before requesting mutual aid assistance when emergency response or recovery requirements exceed the City's ability to address them.
- The City of Albany will utilize SEMS and NIMS in emergency response activities.
- The City will use the Incident Command System (ICS) and the Multi-Agency Coordination System (MACS) for all major incidents.
- The Director of Emergency Services (City Manager) or the Assistant Director of Emergency Services (Fire Chief) will coordinate the City's disaster response in conformance with the CHAPTER 2-16: EMERGENCY ORGANIZATIONS AND FUNCTIONS (Sections 2-16. 1 through 2-16.6 of the Albany Municipal Code)
- The City of Albany will coordinate response and recovery activities with the Alameda County OES.
- The resources of The City of Albany will be made available to local agencies and citizens to cope with disasters affecting this area.

Priorities

In evaluating the Mission, Goal, Objectives and Strategies during response to each emergency, the following priorities are evaluated.

Incident Priorities

- Initiate, support and maintain measures that protect life, safety, property, and the environment.
- Isolate and stabilize the incident.
- Evacuate threatened populations.
- Monitor events and proactively take steps to eliminate or mitigate potential hazards or threats.



- Provide approved, timely, and consistent public information on conditions and suggested personal protective actions.
- Support the emergency needs of people with disabilities or access and functional needs.
- Support the rapid resumption of essential human services and support community and economic recovery.
- Support the rapid assessment and resumption of critical infrastructure and key resources.

Emergency Management Goals

- Provide support to City departments, Incident Command Posts, or other EOC activities throughout the County.
- Ensure City and Countywide situational awareness to create a common operating picture.
- Coordinate effective use of City resources per situational needs and Citywide policy priorities.
- Acquire and allocate critical resources.
- Maintain coordination with City, County, State, Federal, Private and Non-Governmental Agencies.
- Coordinate City response actions and resources with the Operational Area and other County EOCs, and Policy (Executive) Group/Multi-Agency Coordination Group.
- Provide accurate documentation and records required for cost recovery efforts.

1.5 AUTHORITIES AND REFERENCE

Defining Emergencies

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

Incident

An incident is an occurrence or event, natural, technical, or human-caused, which requires an emergency response to prevent, protect, or minimize loss of life or damage to property or the environment. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, wildland and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response.

Incidents may result in extreme peril to the safety of persons and property, and may



lead to or create conditions of disaster. Incidents may also be rapidly mitigated without loss or damage. Larger incidents, while not yet meeting disaster level definition, may call for local governments to proclaim, “a Local Emergency.”

Incidents call for a field on-scene response of an Incident Commander and tactical and support resources organized within an Incident Command System structure.

Examples of incidents could be wide-ranging:

- Protest demonstration
- Broken gas line
- Hostage situation
- Multi-casualty accident
- Downed utility lines
- Structure fire

Disaster

A disaster is a calamitous emergency event bringing great damage, destruction, or loss of life. Disasters may occur with advanced warning e.g., tornado, or major storm, with little or no advance warning, e.g., an earthquake or a flash flood, or they may develop from one or more cascading incidents e.g., a minor brush fire caused by a traffic accident which results in a major wildland fire.

Major Disaster

“Major disaster” means any natural catastrophe (including any hurricane, tornado, storm, high water, wind driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, or drought), or, regardless of cause, any fire, flood, or explosion, in any part of the United States, which in the determination of the President causes damage of sufficient severity and magnitude to warrant major disaster assistance under the [Stafford] Act to supplement the efforts and available resources of States, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby.

Emergency

The actual or threatened existence of conditions of disaster or of extreme peril to the safety of persons and property within the county caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, earthquake, or other conditions, including conditions resulting from war or the threat of war, but other than conditions resulting from a labor controversy, which conditions are likely to be beyond the control of the services, personnel, equipment and facilities of the city, requiring the combined forces of other political subdivisions to combat. (2-16 of the City of Albany Municipal Code)

The term emergency can also be used to define a conditional state such as proclamation of “Local Emergency.” The California Emergency Services Act describes three states of Emergency:



Local Emergency

"Local emergency" means the duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the territorial limits of a county, city and county, or city, caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestation or disease, the Governor's warning of an earthquake or volcanic prediction, or an earthquake, or other conditions, other than conditions resulting from a labor controversy, which are or are likely to be beyond the control of the services, personnel, equipment, and facilities of that political subdivision and require the combined forces of other political subdivisions to combat, or with respect to regulated energy utilities, a sudden and severe energy shortage requiring extraordinary measures beyond the authority vested in the California Public Utilities Commission.

State of Emergency

"State of emergency" means the duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the state caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestation or disease, the Governor's warning of an earthquake or volcanic prediction, or an earthquake, or other conditions, other than conditions resulting from a labor controversy or conditions causing a "state of war emergency," which, by reason of their magnitude, are or are likely to be beyond the control of the services, personnel, equipment, and facilities of any single county, city and county, or city and require the combined forces of a mutual aid region or regions to combat, or with respect to regulated energy utilities, a sudden and severe energy shortage requiring extraordinary measures beyond the authority vested in the California Public Utilities Commission.

State of War Emergency

"State of war emergency" means the condition, which exists immediately, with or without a proclamation thereof by the Governor, whenever this state or nation is attacked by an enemy of the United States, or upon receipt by the state of a warning from the federal government indicating that such an enemy attack is probable or imminent.

1.6 AUTHORITIES

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

Federal

- Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988, as amended (Public Law 93-288)(42 U.S.C. §§ 5121).
- Federal Civil Defense Act of 1950, as amended (Public Law 920).



- Emergency Planning and Community Right-To-Know Act of 1986, also known as the Superfund Amendments and Reauthorization Act of 1986, Title III (42 U.S.C. §§ 11001-11050).
- Homeland Security Act of 2002, as amended (Public Law 107-296) (6 U.S.C. §§ 101-557).
- Volunteer Protection Act of 1997, (Public Law 105-19) (42 U.S.C. §§ 14501-14505).
- U.S. Army Corps of Engineers - Flood Fighting (Public Law 84-99).
- Bio-terrorism Act, June 2002 (Public Law 107-188).
- Office of Homeland Security, October 8, 2001 (Executive Order 13228).
- Critical Infrastructure Protection, October 16, 2001 (Executive Order 13231).
- Citizens Prepared, November 9, 2001 (Executive Order 13234).
- U.S. Policy on Counter-terrorism, June 1995 (Presidential Decision Directive 39).
- Combating Terrorism, May 1998 (Presidential Decision Directive 62).
- Critical Infrastructure Protection, May 1998 (Presidential Decision Directive 63).
- National Strategy to Combat Weapons of Mass Destruction (National Security Presidential Directive 17).

State

- Standardized Emergency Management System (SEMS) Regulations (Chapter 1 of Division 2 of Title 19 of the California Code of Regulations) and Government Code Section 8607(a).
- California Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the Government Code).
- National Incident Management System Integration into the State of California (Executive Order S-2-05).
- Disaster Service Workers (California Government Code, Title 1, Chapter 4, Division 8, Section 3100).
- California Natural Disaster Assistance Act (Chapter 7.5 of Division 1 of Title 2 of the Government Code).
- Physician or surgeon, etc., services in emergency (California Government Code, Title 2, Chapter 1, Division 7, Section 8659).
- Hazardous Materials (California Health and Safety Code, Division 20, Chapter 6.5, Sections 25115 and 25117, Chapter 6.95, Sections 2550 et seq., Chapter 7, Sections 25600 through 25610).
- Continuity of Government (CGC, Title 1, Chapter 4, Division 8, Section 8635).
- Department of Water Resources - Flood Fighting (California Water Code (CWC), § 128).
- Orders and Regulations that may be Selectively Promulgated by the Governor during a State of Emergency.
- Orders and Regulations Promulgated by the Governor to Take Effect upon the Existence of a State of War Emergency.
- California Planning Guidance for persons with disabilities and others with access and functional needs; California Government Code section 8593.3.



Local

- Albany Emergency Preparedness – Municipal Code Chapter 2-16 Emergency Organization and Functions
- Resolution adopting the California Disaster and Civil Defense - Master Mutual Aid agreement, adopted December 12, 1950.
- City of Berkeley Animal Care Services Contract

1.7 MUTUAL AID AUTHORITY

The basis for mutual aid is the California Disaster Master Mutual Aid Agreement, as provided for in the California Emergency Services Act. Mutual aid assistance may be provided under one or more of the following authorities:

- California Disaster and Civil Defense Master Mutual Aid Agreement.
- California Emergency Managers Mutual Aid Plan.
- California Fire and Rescue Emergency Plan.
- California Law Enforcement Mutual Aid Plan.
- California Statewide Transit Mutual Assistance Compact.
- Federal Disaster Relief Act of 1974 (Public Law 93-288).
- City of Berkeley Animal Care Services Contract
- Alameda County Fire Authority
- Alameda County EMS Authority

1.8 CONTINUITY OF GOVERNMENT/ OPERATIONS AUTHORITY

Continuity of Government is detailed in **SECTION FOUR: CONTINUITY OF GOVERNMENT**. The following portions of the California Government Code and the State Constitution provide authority for the continuity and preservation of State and local government:

- Continuity of Government in California (Article IV, Section 21 of the State Constitution).
- Preservation of Local Government (Article 15 of the California Emergency Services Act).
- Temporary Seat of State Government (Section 450, Title 1, Division 3, Chapter 1 of the Government Code).

Key authorities include Sections 8635 through 8643 of the Government Code:

- Furnish a means by which the continued functioning of political subdivisions can be assured by providing for the preservation and continuation of (City and County) government in the event of an enemy attack, or in the event a State of Emergency or Local Emergency is a matter of statewide concern.
- Authorize political subdivisions to provide for the succession of officers (department heads) having duties related to law and order and/or health and



safety.

- Authorize governing bodies to designate and appoint three standby officers for each member of governing body and for the Chief Executive, if not a member of the governing body. Standby officers may be residents or officers of a political subdivision, other than that to which they are appointed. Standby officers take the same oath as regular officers and are designated numbers 1, 2 and 3 as the case may be.
- Authorize standby officers to report ready for duty in the event of a State of War Emergency, State of Emergency or Local Emergency at the place previously designated.
- Authorize local governing bodies to convene as soon as possible whenever a State of War Emergency, State of Emergency or Local Emergency exists, and at a place not within the political subdivision.

1.9 REFERENCES

Federal

- Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988, 42 U.S.C. 5121, et seq., as amended.
- Homeland Security Presidential Directive 5, Management of Domestic Incidents, February 28, 2003.
- Homeland Security Presidential Directive 8, National Preparedness, December 17, 2003.
- The Code of Federal Regulations, Title 44, Chapter 1, Federal Emergency Management Agency, October 1, 2007.
- Post Katrina Emergency Management Reform Act of 2006
- National Response Framework (May 2013)
- National Incident Management System (NIMS)
- Comprehensive Preparedness Guide (CPG) 101

State

- California State Emergency Plan (As revised)
- Governor's Office of Emergency Services Disaster Assistance Procedures Manual
- California Emergency Resources Management Plan
- California Law Enforcement Mutual Aid Plan
- California Fire and Rescue Operations Plan
- California Assistance Procedures Manual (Cal OES)
- Natural Disaster Assistance Act Eligibility Guidelines and Claiming Instructions (Cal OES)



- Weapons of Mass Destruction Guidelines for Local Government
- Hazardous Materials Incident Contingency Plan (Cal OES)
- Public Assistance Guide for Applicants (Cal OES DAP-1)
- California Master Mutual Aid Agreement (and supporting mutual aid agreements)
- Standardized Emergency Management System (SEMS) Guidelines.

County/ Local

- Judicial System, Article VI, Section 1, 4, 5 and 10, of the Constitution of California.
- Local Government, Article XI, of the Constitution of California.
- Preservation of Local Government, Article 15 of the California Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the Government Code).
- Temporary County Seats, Section 23600, Article 1 of Chapter 4 of Division 1 of Title 3 of the Government Code.
- § 2-16 Emergency Organizations and Functions, City of Albany Municipal Code.



2.0 CONCEPT OF OPERATIONS

Operations during peacetime and national security emergencies involve a full spectrum of activities from a minor incident to a major disaster, to a nuclear detonation. There are a number of similarities in operational concepts for responding to natural, technical, and human-caused emergencies. Some disasters or emergencies will be preceded by a build-up or warning period, providing sufficient time to warn the public and implement mitigation measures designed to reduce loss of life, property damage or environmental impact. Other emergencies occur with little or no advance warning, thus requiring immediate activation of the emergency operations plan and commitment of resources. All departments and agencies of the County must be prepared to respond promptly and effectively to any foreseeable disaster or emergency, including the provision and utilization of mutual aid (**Section 10 - MUTUAL AID**).

Emergency management activities are often associated with the five phases of emergency management as indicated below.

- Prevention Phase
- Mitigation Phase
- Preparedness Phase
- Response Phase
- Recovery Phase

2.1 PREVENTION PHASE

Prevention focuses on preventing death or injury to humans or damage to property and the environment, caused by potential natural or technological hazards or human caused threats. Preventive measures are designed to provide more permanent protection from threats or hazards; however, not all threats or hazards can be prevented. The risk of loss of life and injury can be limited with good evacuation plans, environmental planning, and design standards. Prevention may further be described as:

- Actions taken to avoid an incident
- Stopping an incident from occurring
- Deterrence operations and surveillance

2.2 MITIGATION PHASE

Mitigation efforts occur before, during, and after an incident. Mitigation capabilities are those necessary to reduce or eliminate long-term risk to persons or property, or lessen the actual or potential effects or consequences of an incident. These include:

- Understanding, recognizing, communicating, planning for, and addressing risks.
- Building resilient systems, communities, and infrastructure to reduce vulnerability to incidents.



- Identifying, analyzing, and planning for area threats and hazards.
- City of Albany's Local Hazard Mitigation Plan, 2023.
- City codes and ordinances (zoning ordinance, building codes and enforcement, etc.).
- Structural measures.
- Tax levy or abatements.
- Public information and community relations.
- Land use planning.
- Professional training.

Mitigation: FEMA Programs

FEMA's Hazard Mitigation Assistance (HMA) grant programs provide funding for eligible mitigation activities that reduce disaster losses and protect life and property from future disaster damages. FEMA administers the following HMA grant programs:

- ***The Hazard Mitigation Grant Program (HMGP)*** assists in implementing long-term hazard mitigation measures following Presidential disaster declarations.
- ***Building Resilient Infrastructure and Communities (BRIC)*** will support hazard mitigation projects, reducing the risks from disasters and natural hazards through capability- and capacity-building; encouraging and enabling innovation; promoting partnerships; enabling large projects; maintaining flexibility; and providing consistency.
- ***Pre-Disaster Mitigation (PDM)*** provides funds for hazard mitigation planning and the implementation of mitigation projects prior to a disaster.
- ***Flood Mitigation Assistance (FMA)*** provides funds so that measures can be taken to reduce or eliminate risk of flood damage to buildings insured under the National Flood Insurance Program (NFIP).
- ***HMGP Post-Fire Assistance*** grant programs provide funding for eligible activities that reduce or eliminate long-term risk to people and property from future disasters.
- ***Repetitive Flood Claims (RFC)*** provides funds to reduce the risk of flood damage to individual properties insured under the NFIP that have had one or more claim payments for flood damages.
- ***Severe Repetitive Loss (SRL)*** provides funds to reduce the risk of flood damage to residential structures insured under the NFIP that are qualified as severe repetitive loss structures.



2.3 PREPAREDNESS PHASE

The preparedness phase involves activities taken in advance of an emergency. These activities assist in improving operational capabilities and effective responses to a disaster. These actions include mitigation activities, emergency planning, training and exercises, and public education. Those departments and agencies identified in this plan as having either a primary or a support mission relative to response and recovery should prepare Standard Operating Procedures (SOPs) and checklists detailing personnel assignments, policies, notification rosters, and resource lists. Personnel should be acquainted with these SOPs and checklists through periodic training in the activation and execution procedures.

2.3.1 Routine

The preparedness phase involves activities undertaken in advance of an emergency. Disaster plans are developed and revised to guide disaster response and increase available resources.

Planning activities include:

- Developing and revising hazard analyses.
- Writing mutual aid plans and agreements.
- Developing department standard operating procedures (SOPs) and checklists.
- Partner with advocacy groups to identify and ensure response capabilities to people with disabilities and other disabilities or access and functional needs.
- Registering volunteers as Disaster Service Worker Volunteers.
- Update the Multi-Year Integrated Preparedness Program.
- Training and exercising city employees and volunteers.
- Improving public information and communications systems.
- Acquire, test and maintain equipment and technology.
- Developing systems for logistical support and financial accountability, i.e. disaster accounting system, pre-approved disaster contacts, vendor lists.
- Maintain and update photo documentation of pre-disaster condition of public buildings, infrastructure, vehicles and equipment.

2.3.2 Increased Readiness

Increased readiness actions will be initiated upon the receipt of a warning or the observation that a disaster or emergency situation is imminent or likely to occur soon. Actions to be accomplished include, but are not necessarily limited to:

- Review and update of emergency plans, SOPs, and resource lists.
- Dissemination of accurate and timely public information, warning, and desired actions.
- Accelerated training of city employees and volunteers.
- Inspection and preparation of critical facilities.



- Engage advocacy groups to identify and ensure response capabilities to people with disabilities and other access and functional needs.
- Recruitment of additional staff and Disaster Services Workers.
- Mobilization of resources.
- Testing warning and communications systems.

2.3.3 Hazard Identification and Analysis

A hazard analysis has indicated that the City may be at risk to certain types of natural, technological, or human-caused incidents, disasters, or emergencies. These hazards are identified in **HAZARD ANNEX** that provides general and specific information on their possible impact on the jurisdiction. For further all-hazards information, also see the Alameda County and City of Albany’s Local Hazard Mitigation Plan, January 2018.

2.3.4 Public Awareness and Education

The public’s response to any emergency is based on an understanding of the nature of the emergency, the potential hazards, the likely response of emergency services and knowledge of what individuals and groups should do to improve their ability to prepare for, respond to, and recover from incidents, disasters, or emergencies.

Pre-disaster awareness and education programs must be viewed as equal in importance to all other preparations for emergencies and receive an adequate level of planning. These programs must be coordinated among local, state, and federal officials to ensure their contribution to emergency preparedness and response operations. Emergency Public Information procedures are addressed in **Section 6.0 – ALERT, WARNING, AND PUBLIC INFORMATION** and detailed in department procedures and position checklists regarding public warning.

2.3.5 ADA, Access and Functional Needs, Cultural Competence, and Equity Considerations for Local Government

Emergency preparedness and response programs must be made accessible to people with disabilities and other access and functional needs and is required by the Americans with Disabilities Act of 1990 (ADA). Disabilities include but are not limited to mobility, vision, hearing, cognitive disorders, mental illnesses, and language barriers.

California Government Code § 8593.3 defines access and functional needs as individuals who have developmental or intellectual disabilities, physical disabilities, chronic conditions, injuries, limited English proficiency or who are non-English speaking, older adults, children, people living in institutionalized settings, or those who are low income, homeless, or transportation disadvantaged, including, but not limited to, those who are dependent on public transit or those who are pregnant.

The evacuation of people with disabilities and access and functional needs pose additional requirements with respect to alert and notification, information dissemination, evacuation, emergency transportation, and sheltering requirements. Many people who are otherwise self-sufficient may have special circumstances due to short-term issues



such as physical or mental health issues, or have temporary resource shortages (e.g., fuel, transportation, etc.).

It is critical that modes of available transportation are identified that can be used in the evacuation of people with disabilities and others with access and functional needs during an emergency. Transportation that can accommodate wheelchairs, scooters, or other mobility aids will typically be needed in a large-scale evacuation. Lift-equipped buses or vans, maintained by AC Transit may be an option. The City of Albany has established and maintains working relationships with public and private agencies that serve transportation-dependent populations, to include Albany Paratransit and East Bay Paratransit.

Other potentially at-risk residents include those with cognitive or emotional disabilities that may impair their ability to make decisions during an emergency. It is important to note that individuals with disabilities and others with access and functional needs may not be able to reach designated transportation points without assistance.

Cultural Competence

California Government Code § 8593.3 requires the use of culturally appropriate resources and outreach techniques to provide emergency communications, evacuations, and sheltering services, including the integration of interpreters and translators for culturally diverse communities. This law also requires the use of culturally appropriate resources and outreach techniques to educate and prepare community members for emergencies or disasters. **(For additional information refer to Evacuation Annex: 2.12 EVACUATION OF INDIVIDUALS WITH DISABILITIES AND OTHERS WITH ACCESS AND FUNCTIONAL NEEDS)**

“**Cultural competence**” means the ability to understand, value, communicate with, and effectively interact with people across cultures in order to ensure that the needs of all community members are addressed, with priority given to “culturally diverse communities.” “Cultural competence” includes, but is not limited to, being respectful and responsive to the cultural and linguistic needs of diverse population groups.

“**Culturally diverse communities**” includes, but is not limited to, race and ethnicity, including indigenous peoples, communities of color, and immigrant and refugee communities; gender, including women; age, including the elderly and youth; sexual and gender minorities; people with disabilities; occupation and income level including low income individuals and the unhoused; education level; people with no or limited English language proficiency; as well as geographic location.

Equity

“**Equity**” is defined as justice according to natural law or right; specifically: freedom from bias or favoritism; something that is equitable; equitable is having equity; dealing



fairly and equally with all concerned. FEMA defines equity as “the consistent and systematic fair, just and impartial treatment of all individuals.” In other words, equity recognizes that everyone doesn’t begin in the same place in society. Some people face adverse conditions and circumstances making it more challenging with the same effort to achieve the same goals. Equity advocates for those who may have been historically disadvantaged, making it difficult for them to be successful. What is “fair” as it relates to equity isn’t a question of what is the same but rather the point from which a person begins. Equity considers historical and other factors in determining what is fair.

Included in the City’s planning efforts for those with disabilities are:

- Notification and warning procedures.
- Evacuation considerations.
- Emergency transportation issues.
- Care and sheltering requirements.
- Accessibility to medications, refrigeration, and back-up power.
- Accessibility for mobility devices or service animals while in transit or at shelters.
- Accessibility to emergency information.

2.3.6 Disaster Animal Care Considerations for Local Government

The PETS Act (Pets Evacuation and Transportation Standards Act of 2006) directs that state and local emergency preparedness plans address the needs of people with pets and service animals after a major disaster, including the rescue, care and sheltering of animals.

The City of Berkeley Animal Care Services will be the lead agency in planning and response for animal care issues related to disaster preparedness, response, and recovery. The Operations Section, Law Enforcement Branch, Animal Services Unit Leader will oversee this function during an incident, disaster, or emergency and may be assisted by the Alameda County Animal Control.

The evacuation and transportation of animals is documented in the Albany EOP: Evacuation Annex, 2.15 Evacuation of Animals.

Emergency Animal Services Resources

City of Berkeley Animal Care Services

1 Bolivar Dr,
Berkeley, CA 94710
(510) 981-6600

Alameda County Animal Control

4595 Gleason Drive
Dublin, California, 94568
(925) 803-7040



2.4 RESPONSE PHASE

Response begins when an emergency is imminent or immediately after an event occurs, and encompasses the activities that address the short-term, direct effects of an incident. Response capabilities focus on saving lives, protecting property and the environment, and meeting basic human needs.

2.4.1 Pre-Emergency Operations

When a disaster is inevitable, actions are precautionary and emphasize protection of life. Typical responses might be:

- Brief City officials, department heads, and appropriate EOC staff.
- Review and update Plans and department SOPs.
- Evacuation of threatened populations to safe areas.
- Engage advocacy and community groups to identify and ensure response capabilities to people with disabilities and other access and functional needs **(Refer to DAFN Guidance Documents listed in the Position Specific Checklists)**.
- Notify threatened populations of the emergency and advise them of safety measures to be implemented.
- Notify the Alameda County OES of the emergency, if appropriate.
- Identifying the need for and request any needed mutual aid through the appropriate channels.
- Inspecting critical facilities and equipment.
- Test warning and communications systems.
- Mobilizing personnel and pre-positioning resources.
- Accelerating training efforts.
- Consider activating the City EOC.
- Consider a Proclamation of a Local Emergency or request the County proclaim

2.4.2 Initial Emergency Response Operations

During this phase, emphasis is placed on saving lives, property, and the environment; stabilization of the situation; meeting basic human needs; and minimizing effects of the Incident, disaster or emergency. Immediate response is accomplished within the affected area by local government agencies and segments of the private sector.

One of the following conditions will apply to the City during this phase:

- The City is either minimally impacted, or not impacted at all, and is requested to provide mutual aid to other jurisdictions.
- The situation can be controlled without mutual aid assistance from outside the City.
- The situation requires mutual aid from outside the City.
- Evacuations of portions of the City are required due to uncontrollable immediate and ensuing threats.



The City emergency management organization will give priority to the following operations:

- Make necessary notifications and recall appropriate city employees.
- Make necessary notifications to key resources, e.g. American Red Cross, Salvation Army, and utility providers.
- Dissemination of accurate and timely information, warning, and desired actions to the public.
- Medical care and life safety operations.
- Public health operations.
- Evacuation and rescue operations.
- Identifying and assisting people with disabilities and other access and functional needs.
- Situation analysis (Damage, casualty, and impact or hazard assessments).
- Resource allocation and control.
- Care and shelter operations.
- Access and perimeter control.
- Photographic documentation of all disaster damage to public property.
- Maintenance or restoration of vital services, utilities and critical facilities.

When local resources are committed or anticipated to be and additional resources are required, requests for mutual aid will be initiated through the Alameda County OES. Fire and Law Enforcement agencies will request or render mutual aid directly through established channels.

Depending on the severity of the disaster or emergency, the City Emergency Operations Center (EOC) may be activated, and a Local Emergency may be proclaimed. If a Local Emergency is proclaimed, the EOC must be activated. The Alameda County OES must be advised (925) 646-2441 when the EOC is activated.

2.4.3 Extended Emergency Operations

Extended emergency operations involve the coordination and management of personnel and resources to mitigate an emergency and facilitate the transition to recovery operations. Mutual aid may also be requested during this phase.

In addition to continuing operations to save lives, protect property and the environment, provide care and shelter, relocation and registration of displaced persons, and damage assessment operations, the following actions taken during extended operations may include:

- Preparing and reporting detailed damage and casualty assessments.
- Providing life safety, rescue, and emergency medical needs.
- Operating care and shelter facilities.
- Providing for the needs of people with disabilities and other access and functional needs.
- Protecting, controlling, and allocating vital resources.



- Assisting with coroner operations.
- Restoring vital utilities and services.
- Developing and implementing EOC Action Plans for extended operations (first 24 hours and beyond).

2.5 RECOVERY PHASE

Recovery is both a short-term activity intended to return critical systems to operation and a long-term activity designed to return life as close to normal pre-emergency conditions in the community as possible. (**Cal OES, California Disaster Recovery Framework, January 2019**)

The City will provide local government leadership in developing economic recovery plans, mitigation plans, and local legislative strategies necessary to promote recovery. City departments will review impacts on programs, and the City will work with Alameda County and will aggressively pursue state and federal assistance for local recovery.

Outside agencies and nongovernmental organizations may provide some short-term assistance to disaster victims. A County Local Assistance Centers (LAC) and a recovery website may also be established and maintained by the County and or City, providing a "one-stop" service to begin the process of receiving federal, state, and local recovery assistance for the community.

Local Assistance Centers (LAC) may be established to assist communities by providing a centralized location for services and resource referrals for unmet needs following a disaster or significant emergency. The LAC is normally staffed and supported by local, state and federal agencies, as well as non-profit and voluntary organizations. The LAC provides a single facility at which individuals, families and businesses can access available disaster assistance programs and services.

LACs have proven to significantly contribute to a streamlined recovery process and have been field-tested in numerous disasters and emergency events. (**Cal OES, A Guide for Establishing a Local Assistance Center, June 2013**)

When a Presidential Declaration of Emergency or Major Disaster is made, FEMA may establish Disaster Recovery Centers (DRC) to provide direct disaster assistance to victims. The DRC may be co-sponsored by Cal OES and will be self-sufficient, requiring no county support.

The recovery period has major objectives that may overlap, including:

- Reinstatement of personal or family autonomy.
- Reinstatement of essential health and public services.
- Restoration and stabilization of vital services, utilities and critical facilities.
- Restoration of private and public property.



- Identification of residual hazards.
- Plans to mitigate future hazards.
- Recovery of costs associated with response and recovery efforts.

Although recovery is primarily a responsibility of local government, if the emergency or disaster receives a Presidential declaration, a number of assistance programs may be available under the Stafford Act.

- **Public Assistance** is for repair of infrastructure, public facilities, and debris removal, and may include repair or replacement of non-Federal roads, public buildings, and bridges and implementation of mitigation measures.
- **Individual Assistance** is for damage to residences and businesses or for personal property losses and may include: grants to individuals and families for temporary housing, repairs, replacement of possessions, and medical and funeral expenses; Small Business Administration (SBA) loans to individuals and businesses; crisis counseling for survivors and responders; legal services; and disaster unemployment benefits.

Under a Presidential Declaration the following assistance becomes available:

Presidential Declaration of Emergency

IHP – Assistance to Individuals & Households Program
SSGP – State Supplemental Grant Program
SBA – Small Business Administration
USDA – US Department of Agriculture

Presidential Declaration of Major Disaster

IHP – Assistance to Individuals & Households Program
SSGP – State Supplemental Grant Program
SBA – Small Business Administration
USDA – US Department of Agriculture
CCP – Crisis Counseling Programs
DUA – Disaster Unemployment Assistance
DLS – Disaster Legal Services
DCM – Disaster Case Management
D-SNAP – Disaster Supplemental Nutrition Assistance Program

The following recovery issues are addressed in **Section Eleven: Disaster Recovery**:

- The recovery organization.
- The recovery damage assessment organization and responsibilities.
- Recovery documentation procedures.
- Recovery After-Action Reports.
- Recovery Disaster Assistance (programs, purpose, restrictions and application process)



2.6 INTEGRATING FEDERAL, STATE, AND LOCAL SYSTEMS

Taken together the National Recover Framework (NRF), California’s Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), the Incident Command System (ICS), and this EOP integrate the capabilities and resources of various governmental jurisdictions, incident management and emergency response disciplines, non-governmental organizations (NGOs), and the private sector into a cohesive, coordinated, and seamless national framework for domestic incident management. It should be understood that field level emergency responders, Department Operations Center (DOC) staff, Emergency Operations Center (EOC) staff, department executives, elected officials, and public information officers all have a vital role in successful comprehensive incident management and make up the Incident Management.



3.0 EMERGENCY OPERATIONS

This section establishes policies and procedures and assigns responsibilities to ensure the effective management of emergency operations under the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS). It provides information on the City of Albany emergency management structure and how the Emergency Operations Center and EOC staff are activated.

3.1 EMERGENCY MANAGEMENT ORGANIZATION

3.1.1 City Emergency Services Organization

The City Emergency Services Organization (including emergency preparedness, mitigation, response, and recovery), which is directed by the City Manager who serves as the Director of Emergency Services and has the responsibility for:

- Implementing the Emergency Operations Plan.
- Working with the City Council, Emergency Services Committee, and appropriate City staff, to execute the powers and duties prescribed per the City of Albany Municipal Code CHAPTER 2-16: EMERGENCY ORGANIZATIONS AND FUNCTIONS.
- Proclaim the existence or threatened existence of a local emergency.
- Request the City Council ratify the proclamation of local emergency within 7 days and review every 60 days until terminated.
- Represent the City in all dealings with public and private agencies on matters pertaining to emergencies.
- Control and direct the effort of the emergency organization of the City.
- Oversee all City emergency preparedness, mitigation, response, and short-term recovery efforts.
- Activate the Policy Group or Multi-Agency Coordination Group.

The Emergency Services Director may serve as the EOC Director or may appoint the Emergency Management Coordinator or another qualified city employee to serve in this capacity.

3.1.2 City Emergency Services Committee

In accordance with the California Emergency Services Act, the State of California Emergency Council accredited the City of Albany as having an Emergency Services Committee. §8610 CA. Gov. Code details the creation; plans; powers; rules and regulations for dealing with local emergencies. The City of Albany Emergency Services Committee serves as the “City Emergency Services Committee” under §8610 CA. Gov. Code and shall develop plans for meeting any condition constituting a local emergency or state of emergency. The Emergency Services Committee is empowered to review and recommend for adoption by the City Council, emergency services, mutual aid plans



and agreements, ordinances, resolutions, rules, and regulations as are necessary to implement such plans and agreements.

The membership of the Emergency Services Committee is designated in the City of Albany Municipal Code CHAPTER 2-16: EMERGENCY ORGANIZATIONS AND FUNCTIONS. The membership of the Emergency Services Committee is as follows:

- The Chair of the Emergency Services Committee – Director of Emergency Services/City Manager.
- The Vice-Chair of the Emergency Services Committee – Fire Chief or other as appointed by the Director of Emergency Services.
- The Emergency Management Coordinator – Appointed by the Director of Emergency Services.
- Such Chiefs (Coordinators) of Emergency Services as are provided for in the current Emergency Plan of the city, adopted pursuant to the provisions of this chapter.
- Such representatives of civic, business, labor, veterans, professional, or other organizations having an official emergency responsibility as may be appointed by the Director of Emergency Services with the advice and consent of the City Council.

The Emergency Services Committee shall meet at least annually upon the call of the chair or, in his absence from the city or inability to call such meeting, upon the call of the vice-chair. Given the role assigned to the Emergency Services Committee by State law, it should be convened when a significant change is made to the City’s emergency services organization or emergency plans or in the event of a major disaster.

3.1.3 Employee Emergency Responsibilities as Disaster Service Workers

California Labor Code §3211.92(b) identifies all public agency employees as Disaster Service Workers. All City of Albany employees were sworn in as Disaster Service Worker as part of their employment process.

In the event of an emergency or major disaster, all City employees are eligible to be called upon to assume an emergency assignment (California Government Code 3100, 3101, and 3108). Should that become necessary, the City Manager may suspend normal City business activities. The EOC Director will coordinate recruiting, orienting, and assigning City employees and volunteers to emergency tasks, as directed by the Director of Emergency Services.

In addition to being available for an emergency assignment, it is the responsibility of all City employees to:

- Be familiar with the City emergency services organization, emergency operations, concept of operations and the procedures outlined in this Emergency Operations Plan.



- Be familiar with department emergency procedures.
- Maintain proficiency in any special skills needed for emergency assignment.

3.1.4 Disaster Service Workers Volunteer Program

California law requires Disaster Service Workers register with an accredited Disaster Council (Emergency Services Committee), the Governor’s Office of Emergency Services, or an authorized State agency.

A disaster service worker volunteer is “...any person registered with an accredited Disaster Council...for the purpose of engaging in disaster service...without pay or other consideration.” Registered DSW volunteers are persons who have chosen to volunteer their time to assist a disaster or emergency services agency in carrying out the responsibilities of that agency.

The person must:

- Be officially registered with the accredited Disaster Council (Emergency Services Committee); and,
- Not receive any pay, monetary or otherwise, for the service being provided.

The Emergency Services Act (§8657) provides DSW volunteers with limited immunity from liability while providing disaster service as it is defined in §§2570.2 and 2572.2 of the Disaster Service Worker Volunteer Program Regulation (Cal. Code of Regs., Title 19). Additionally, U.S. Public Law 105-19, Volunteer Protection Act of 1997, provides limited protection. Immunity from liability protects the political subdivision or political entity, and the DSW volunteer in any civil litigation resulting from acts of good faith made by the political subdivision or political entity, or the DSW volunteer, while providing disaster service (e.g., damage or destruction of property; injury or death of an individual). Immunity from liability does not apply in cases of willful intent, unreasonable acts beyond the scope of DSW training, or if a criminal act is committed.

The State Compensation Insurance Fund (SCIF) may provide compensation for Disaster Service Worker Volunteers who sustain injuries while performing specific disaster services.

(Functional Annex: Disaster Service Worker Program)

3.2 EMERGENCY OPERATIONS CENTER (EOC) PURPOSE

In a preplanned event or an actual or threatened incident, emergency or disaster, the City will use an Emergency Operations Center to provide a central location of authority and information from which the city may provide coordinated emergency operations, interagency coordination, and executive decision making in support of the response and short-term recovery efforts. The EOC allows for face-to-face coordination among



personnel who must make emergency decisions. The level of EOC staffing will vary with the specific situation and positions within the EOC will be staffed as needed.

(Section 7.0 - SEMS)

The EOC does not command or control the on-scene response, but rather carries out the coordination and support function through:

- Overall management, coordination, and prioritization of emergency response and recovery operations and resources.
- Assess the need for, order, dispatch, and track resources. Establish priorities and resolve any conflicting demands for support or resources.
- Develop emergency policies and procedures, when appropriate consult with the policy group.
- Coordinate, communicate, and liaison with appropriate federal, state and other local government agencies, as well as applicable segments of private sector entities and volunteer agencies as appropriate.
- Control and coordinate, within established policy, the operational and logistical support of department resources committed to the emergency.
- Receive, prepare, and disseminate emergency public information to inform, alert, warn and direct the public.
- Provide emergency information and instructions to the public, making official releases to the news media and the scheduling of press conferences as necessary.
- Compile, evaluate, disseminate, and report damage and casualty information, intelligence, and other essential situational information and reports as required.
- Maintain general and specific maps, information display boards, and other situational data pertaining to operations.



3.3 CONCEPT OF OPERATIONS

The City will operate under the following policies during an actual or threatened incident, disaster, or emergency as the situation dictates:

- The Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) will be followed.
- All county and departmental operating procedures will be adhered to unless modified by the City Council or the Director of Emergency Services.
- All on-duty personnel are expected to remain on duty until properly relieved of duty. Off-duty personnel will be expected to return to work in accordance with the city's policies and the city emergency plan. **(3.5 EOC Activation and Employee Recall Authority)**.
- While the Emergency Operations Center is activated, extended operational periods may be virtual or be 12 ½ hours for the duration of the event. Operational periods will normally change at 6:00 a.m. and 6:00 p.m. The length of the work shifts includes a 30 minute overlap between shifts to facilitate the EOC Operational Period Briefings and may be adjusted to meet operations conditions or needs.

City emergency response and recovery operations will be managed in one of three modes, depending on the magnitude of the incident (**Table 11: Albany Emergency Operations Center Staffing Guidelines**).



3.4 SEMS/NIMS RESPONSIBILITIES

Management Section

Responsible for overall emergency management policy and coordination through the joint efforts of governmental agencies and private organizations. Management will either activate appropriate sections or perform their functions as needed.

Operations Section

Responsible for coordinating all jurisdictional operations in support of the emergency/disaster response through implementation of the city's EOC Action Plan.

Planning/Intelligence Section

Responsible for collecting, evaluating, and disseminating information; coordinating the development of the county's EOC Action Plan in coordination with other sections; initiating and preparation.

Logistics Section

Responsible for providing and managing communications, facilities, services, personnel, equipment, supplies, and materials. Responsible for setting up and ensuring the readiness of the EOC and Alternate EOC.

Finance/Administration Section

Responsible for financial activities and other administrative services.

The EOC organization should include representatives from utilities, special districts, non-governmental organizations, volunteer agencies, and private agencies with significant response roles.

EOC Organization Flexibility - Modular Organization

The five essential SEMS functions will be established as "sections" within the EOC and all other functions will be organized as branches or units within sections. The types of activated functions and their relationship to one another will depend upon the size, scale, scope, and nature of the incident. Only those specific functional positions that are required to meet current objectives will be activated. Those functional positions that are needed but not staffed will be the responsibility of the next higher functional position in the EOC organizational structure. **(Section 7.0 - SEMS)**



3.5 EOC ACTIVATION AND EMPLOYEE EMERGENCY RECALL AUTHORITY

The City Emergency Operations Center (EOC) may be set up and activated when field responders need support or to assist with coordination between multiple agencies; either during a preplanned event or an actual or threatened emergency situation (**Figure 2: City’s Emergency Operations Center Organizational Chart**).

The EOC may be activated when:

- Ordered by an official authorized by the Albany Municipal Code CHAPTER 2-16: EMERGENCY ORGANIZATIONS AND FUNCTIONS.
- The existence or threatened existence of a Local Emergency has been proclaimed in accordance with the Albany Municipal Code.
- Scheduled and/or unusual events that requires centralized management.
- An emergency situation that has occurred or might occur of such a magnitude that it will require a large commitment of resources from two or more City Departments over an extended period of time.
- The Governor has proclaimed a State of Emergency in an area including the County.
- Conditions exist constituting a State of War Emergency as defined in Section 8558 of the California Emergency Services Act (Chapter 7, Division 1, Title 2, California Government Code).
- A Presidential declaration of a National Emergency.
- Automatically on receipt of an attack warning, the observation of a nuclear detonation or act of terrorism.

The Emergency Operation Center may be activated when directed by one of the following City employees:

- Director of Emergency Services (City Manager)
- Assistant Director of Emergency Services (Fire Chief)
- Police Chief
- Any Member of the Albany Fire or Police Department Command Staff

The EOC allows departments and agencies to better communicate and coordinate with each other. It centralizes operations for a lengthy event that involves multiple agencies or county departments. An activated EOC may be partially or fully staffed to meet the demands of the situation.

The Alameda County Sheriff’s Office of Emergency Services shall be notified upon activation of the City of Albany EOC. (925) 803-7800.



For details of the EOC activation procedures refer to the **EOC QUICK ACTIVATION GUIDE**.

3.6 EOC ACTIVATION LEVELS

Level 1 - Centralized Coordination and Direction (Full Activation)

Level 1 activation may be a **major local or regional disaster** wherein resources in or near the impacted area are overwhelmed and extensive state and/or federal resources are required. A Local Emergency will be proclaimed by the City and/or County, a State of Emergency may be proclaimed, and a Presidential Declaration of an Emergency or Major Disaster will be requested. All response and early recovery activities will be conducted from the EOC. All off-duty personnel will be recalled as necessary to support response and recovery efforts.

Level 2 - Centralized Coordination and Decentralized Direction (Partial Activation)

Level 2 activation may be a **moderate to severe** emergency wherein local resources are not adequate and mutual aid may be required on a regional or statewide basis. Key management level personnel from the principal involved agencies will co-locate in a central location to provide jurisdictional or multi-jurisdictional coordination. The EOC should be activated. Off-duty personnel may be recalled. A Local Emergency will be proclaimed by the City and/or County, and a State of Emergency may be proclaimed.

Level 3 - Decentralized Coordination and Direction (Monitor/ Limited Activation)

Level 3 activation may be a **minor to moderate** incident wherein local resources are adequate and available. A Local Emergency may or may not be proclaimed by the City and/or County. The City EOC may be activated to monitor threatening or emerging conditions. Off-duty personnel may be recalled.



Table 12: Albany Emergency Operations Center Staffing Guidelines

Event/Situation	Activation Level	Minimum Staffing
<ul style="list-style-type: none"> Major city wide or regional emergency, Multiple departments with heavy resource involvement Major Earthquake Terrorism threat or incident Extraordinary incidents with a potential for significant impact on the health and safety of the public and/or environment 	One	<ul style="list-style-type: none"> All/ Most EOC Positions
<ul style="list-style-type: none"> Moderate Earthquake Major wind or rainstorm Major scheduled event Two or more large incidents involving two or more departments Imminent Earthquake Alert Local emergency declared or proclaimed The county requests a governor’s proclamation of a state of emergency A state of emergency is proclaimed by the governor for the county Terrorism threat or incident Extraordinary incidents with a potential for significant impact on the health and safety of the public and/or environment 	Two	<ul style="list-style-type: none"> Emergency Management Coordinator/ EOC Director All Section Coordinators Branches and Units as appropriate to situation Agency Representatives as appropriate
<ul style="list-style-type: none"> Severe Weather Advisory Incident Monitoring or Watch within the county Significant incidents involving 2 or more City departments Earthquake Advisory Flood Watch Terrorism threat or isolated incident Extraordinary incidents with a potential for significant impact on the health and safety of the public and/or environment 	Three	<ul style="list-style-type: none"> Emergency Management Coordinator/ EOC Director Other Command and General Staff as required



3.7 EOC ACTIVATION

When it becomes necessary to activate the Emergency Operations Center and additional off-duty city employees are needed to staff it, the Employee Emergency Recall procedure may be initiated. The City Employee Emergency Recall procedure is carried out by the Fire/Police Department Dispatch Staff and will only be implemented when directed by one of the following City officials:

- Director of Emergency Services (City Manager)
- Assistant Director of Emergency Services (Fire Chief)
- Police Chief
- Any Member of the Albany Fire or Police Department Command Staff

The authorizing City official will identify who will assume the role of EOC Director and determine to what level the EOC will be activated (refer to **3.6 EOC ACTIVATION LEVELS**) and communicate this to the Fire/Police Department Dispatch to initiate the activation of the EOC.

The Alameda County Sheriff’s Office of Emergency Services shall be notified upon activation of the City of Albany EOC. (925) 803-7800.

For details of the EOC activation procedures refer to the **EOC QUICK ACTIVATION GUIDE**.

3.8 EOC ACTIVATION AND EMPLOYEE EMERGENCY RECALL PROCEDURE

Once an EOC activation or city employee emergency recall is requested and properly authorized, the Fire/Police Department Dispatch will implement the employee emergency recall procedure. The “City Employee Emergency Recall List” is usually maintained by the Fire/Police Department Dispatch for 24-hour access.

When an EOC activation or city employee emergency recall is necessary, the authorized activating person will advise the Fire/Police Department Dispatch at (510) 525-7300 and instruct them to send out an activation notification via text or telephone, to the appropriate EOC staff or city employees required for emergency recall.

The recall notification will include:

- The reason for the activation (e.g., wildfire, severe flooding, major earthquake)
- The location to report (e.g., Primary EOC, Alternate EOC, primary work assignment)

Either the authorizing City official or the appointed EOC Director will determine the EOC activation level and who will serve as EOC Section Coordinators. The Fire/Police Department Dispatch will notify the EOC Director and EOC Section Coordinators of the EOC activation.



Either the EOC Section Coordinators will notify their own EOC Section staff of the EOC activation and direct them to respond to the EOC or the EOC Section Coordinators will instruct the Fire/Police Department Dispatch to make these notifications for them using the “City Employee Emergency Recall List”.

3.9 NOTIFICATION OF EOC ACTIVATION AND EMERGENCY RECALL

Once the activation of the EOC or the employee emergency recall of city employees is requested, the authorized activation authority will, as soon as practical, notify the Director of Emergency Services (City Manager) or if unavailable, the Assistant Director of Emergency Services (Assistant City Manager or Fire Chief). The City Manager, when appropriate, will contact and inform the City Council of the situation.

Notifications will include a complete status of the incident or disaster, identifying damage sustained, current response actions, resource status, etc. Based on the information provided, the Director of Emergency Services or the Assistant Director of Emergency Services will determine to what Level the primary or alternate EOC will be activated and appoint an EOC Director, usually the Emergency Management Coordinator, who will determine which positions within the EOC will be activated, and which staff will be directed to respond.

Once personnel arrive at the EOC, they will begin setting up the EOC in accordance with prescribed procedures. EOC staff will initiate and sign in on the Form ICS 211- EOC Check-in List, don their position vest, set up their workstation, begin an ICS 214 – Activity Log, review and follow their position checklists, and prepare for the initial briefing.

3.10 EMPLOYEE EMERGENCY RESPONSIBILITIES AND ASSIGNMENT

In the event of an emergency or major disaster, it is the responsibility of all employees to report to the EOC (when directed to assume a position within the EOC), or report to their primary work assignment for emergency /disaster service, provided they are physically able to do so. All on-duty personnel are expected to remain on duty until properly relieved of duty. Off-duty personnel will be expected to return to work or contact their supervisor or the police watch commander in accordance with their individual department plan guidelines. If at home when a disaster occurs, employees are expected to ensure the welfare of their families and homes before reporting to work.

All city employees shall realize as disaster service workers they may need to return to their primary work assignment in the event of an emergency or major disaster when all means of communication are down. Employees should attempt to contact their immediate supervisor for direction and deployment instruction prior to “self-activating”.



Should the telephone system fail, and no other means of communication is available, employees should monitor AC Alert, listen to the radio, TV, and Social Media as the City will utilize the designated Emergency Alert System (EAS) radio station for Alameda County (KCBS 740 AM/ 106.9 FM), KALB Community Media 33, or Social Media via City of Albany VEOCI, X/Twitter, Facebook, Instagram, Nextdoor, and KALB Community Media 33 to broadcast information relative to the recall of City employees. If no emergency instructions are available, employees should report for their next scheduled shift.

In the event of an emergency or major disaster, all City employees are eligible to be called upon to assume an emergency assignment. Should that become necessary, the Director of Emergency Services may suspend normal City business activities. The Personnel Branch in the City EOC Logistics Section will coordinate recruiting, orienting, and assigning City employees and volunteers to emergency tasks, as directed by the Director of Emergency Services or EOC Director.

In addition to being available for an emergency assignment, it is the responsibility of all City staff to:

- Be familiar with the City emergency services organization, emergency operations, concept of operations and the procedures outlined in this Emergency Operations Plan.
- Be familiar with department emergency procedures.
- Maintain proficiency in any special skills needed for emergency assignment.

3.11 MAINTENANCE OF THE CITY EMPLOYEE EMERGENCY RECALL LIST

An Emergency Operations Center City Employee Emergency Recall List has been established providing the names, contact information, and positions within the EOC for each individual assigned to the EOC. The Emergency Management Coordinator maintains the City Employee Emergency Recall List and ensures that Fire/Police Department Dispatch staff, the Director of Emergency Services, and the Assistant Director of Emergency Services have current copies of the City Employee Emergency Recall List.

3.12 EOC DEACTIVATION PROCEDURES

- The EOC Director will determine which units, branches, or sections are no longer needed and order EOC deactivation to begin.
- Deactivated units will complete all required paperwork and transfer any remaining tasks or responsibilities to the appropriate unit, branch, or section.
- As EOC deactivation continues, this process will repeat itself.
- The deactivation should be overseen by the Demobilization Unit to ensure procedures are followed.



Notify the Alameda County Sheriff’s Office of Emergency Services shall be notified upon deactivation of the City of Albany EOC. (925) 803-7800.

3.13 EOC LOCATION AND DESCRIPTION

Primary EOC Albany Police Department
Adjacent the Fire and Police Department
1000 San Pablo Ave.
Albany, CA 94706

This location is equipped to handle all incidents or preplanned events requiring the EOC activation within the Emergency Organizational Structure. This location is able to handle a large incident, disaster, or emergency or effectively coordinate large operations, those requiring Mutual Aid, or centralized coordination and decentralized direction efforts with other emergency operation centers, governmental agencies, non-governmental agencies, and private or volunteer organizations. The primary EOC is located between the Fire and Police Departments and may be quickly and frequently activated for any size incident or event.

Equipment, supplies, and technology for the primary EOC may be found in the Community Room closet and cabinets. **Refer to the “EOC Quick Activation Guide” for EOC set up procedures.**

Alternate EOC: Albany Recreation & Community Services
1249 Marin Avenue
Albany, CA 94706

This location is also equipped to handle most EOC activations. This location is approximately 1/2 of a mile from Primary Emergency Operations Center. It is located at 1249 Marin Avenue Albany, CA 94706 within the Albany Recreation & Community Services.

The Alternate EOC is located within the Albany Recreation & Community Services. This facility offers an alternate location for EOC operations outside the primary Fire/Police Department facility. This location should be utilized when the primary EOC is not available, is damaged, or the nature of the incident or event does not call for extensive Fire/Police participation and may be better handled outside the Fire/Police Department facility.

The City’s Emergency Services Responsibility Matrix is contained in Table 13. The City’s Emergency Operations Center Organizational Chart is contained in Figure 2.



City of Albany EOC Organizational Matrix		Administration/ City Managers, Ofc.	Animal Services	City Attorney	City Clerk	Community Development	Recreation & Community	EMS/ Ambulance	Finance	Fire	Human Resources	Information Technology	Police	Public Works	Albany Unified School District	Utility Companies
MAC/Policy Group		P		S	S		S		S	S	S	S	S			
Management	EOC Director	P		S	S		S	S	S	S	S	S	S	S		
	Public Information Officer	P	S	S	S	S	S	S	S	S	S	S	S	S	S	S
	Liaison Officer	P	S				S	S	S	S	S	S	S	S	S	S
	Safety Officer	S		S			S	S		S	P		S	S		
	DAFN Officer	S	S	S	S	S	P	S	S	S	S	S	S	S	S	S
Operations	Operations Section	P	S	S	S	S	S	S	S	S	S	S	S	S	S	S
	Law Branch	S	S	S			S	S		S	S	S	P	S	S	
	Security/Traffic Control Unit												P	S		
	Evacuation Unit	S	S	S			S	S		S		S	P	S	S	S
	Animal Services Unit		P										P			
	Fire Branch	S					S			P	S	S	S	S		S
	Public Works Branch	S		S	S	S	S				S	S	S	P		S
	Utilities Unit					S			S	S		S	S	P		S
	Debris Removal Unit	S		S	S	S	S		S		S		S	P		S
	Safety/Damage Assess Unit	S				P						S				
	Care & Shelter Branch	S	S	S			P	S		S	S	S	S	S	S	S
Planning	Planning Section	S		S	S	P	S	S	S	S	S	S	S	S	S	S
	Situation Unit	S	S	S	S	P	S	S	S	S	S	S	S	S	S	S
	Documentation Unit	S	S	S	S	P	S	S	S	S	S	S	S	S	S	
	Damage Analysis Unit	S			S	P		S	S	S			S	S		
	Demobilization Unit	S				P					S					
	Advance Planning Unit	S		S	S	P	S	S		S		S	S	S	S	
	Tech. Specialist/ GIS Unit	S				P	S		S		S	P				
Logistics	Logistics Section	S	S	S	S		P	S	S	S	S	S	S	S	S	S
	Supply Unit	S		S	S		P		S			S	S	S		
	Resource Unit	S	S	S	S	S	P	S	S	S	S	S	S	S	S	S
	Personnel/ Volunteers Unit	S					S				P	S				
	Clerical Support Unit	S					P				S	S				
	Facilities Unit	S		S		S	S	S	S	S	S	S	S	P	S	S
	Transportation Unit	S	S	S			P	S		S	S	S	S	S	S	
	Comm./Info. Systems Unit	S			S		S					P	S	S		
Finance/Admin.	Finance/ Admin. Section	S		S	S		S		P	S	S	S	S	S		
	Purchasing Unit	S		S	S		S		P	S	S	S	S	S		
	Time Recording Unit	S	S	S	S	S	S	S	P	S	S	S	S	S	S	
	Cost Recovery Unit	S							P							
	Comp./ Claims Unit	S		S					P		S					
	Cost Analysis Unit	S	S	S	S	S	S	S	P	S	S	S	S	S	S	

Table 13: City’s Emergency Services Responsibility Matrix

P= Principal Agency

S=Support Agency



3.14 EOC SECURITY

Effective EOC security measures include the ability to guard the EOC against potential threats and protect operations from a physical attack or the unauthorized disclosure of sensitive information. The objective is to protect the facility, its occupants, and communications equipment and systems from relevant threats and hazards. Protection can include a wide range of activities, such as hardening facilities, building resilience and redundancy, incorporating threat and hazard resistance into facility design, initiating active or passive countermeasures, installing security systems, promoting workforce access control programs, implementing cyber security measures, training and exercises, governmental continuity planning, and restoration and recovery actions.

Upon activation, only authorized personnel are permitted in the EOC. The Security/Traffic Control Unit Leader in the Law Enforcement Branch, Operations Section, will coordinate security for the EOC. Access shall be granted to all personnel identified as EOC staff or city officials, and those persons having legitimate business in the EOC. Authorized EOC staff, visitors, and the media shall be issued identification for EOC access. The identification shall distinguish the bearer as a member of the EOC staff or as a visitor. The identification should include the bearers name, agency or organization, and an expiration date.

3.15 EOC DISPLAYS

The ability to identify, process, and comprehend the critical information about what is happening during the incident, disaster, or emergency is an essential part of developing situational awareness. Simply put, “Situational Awareness” is “knowing what is going on around you.” Sharing this information with everyone in the EOC will ensure a coordinated and timely emergency response. Information may be shared in a variety of ways to include status boards, maps, GIS, charts, data, and displays that help create a common operating picture within the EOC. All EOC sections must maintain displays so that other sections can quickly comprehend what actions have been taken, what resources are available, and to track the impact of the event. The Planning/Intelligence Section is responsible for coordinating display of information.

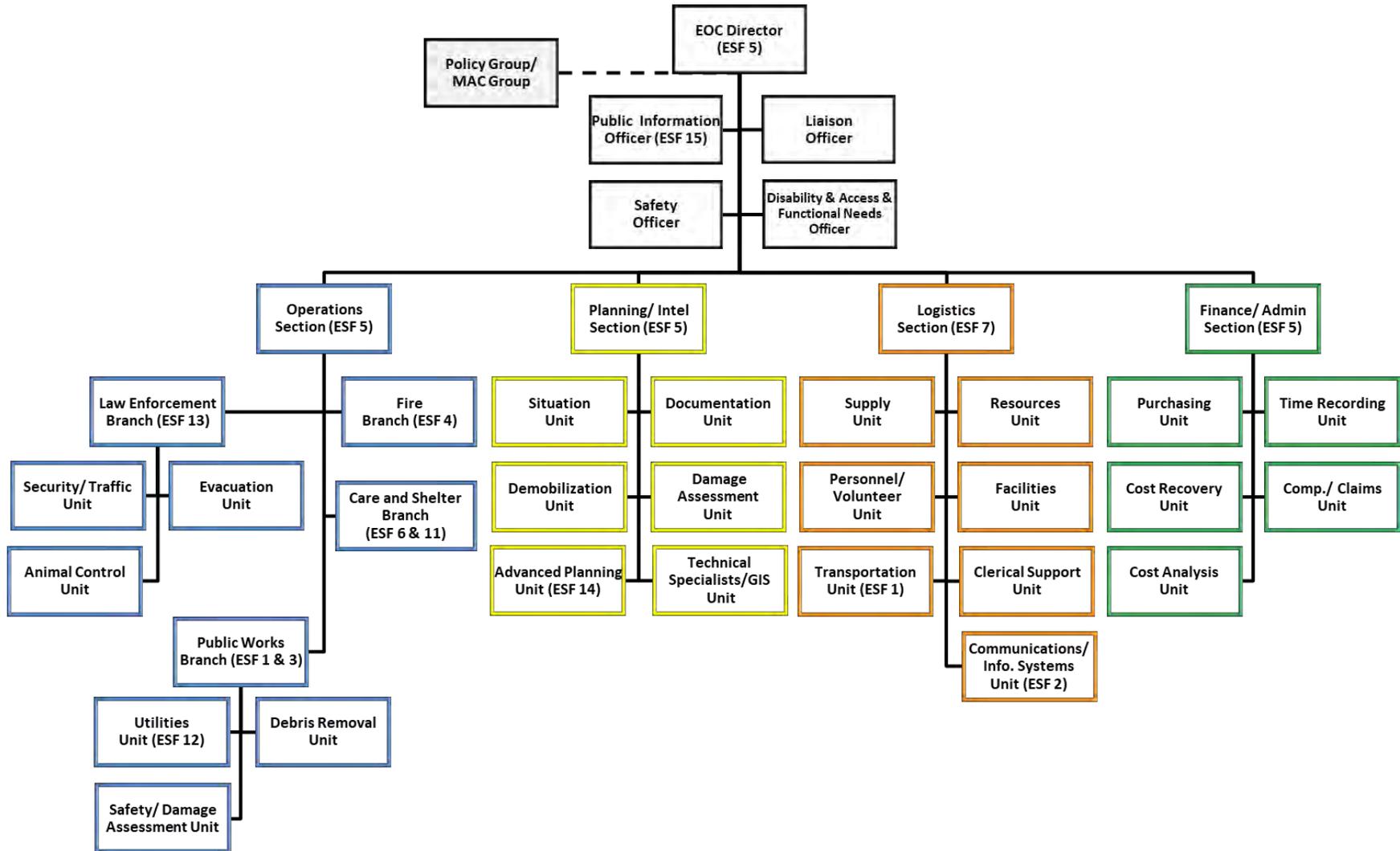
All EOC displays, charts, maps, boards, and materials are stored in secured storage areas within the EOC in the EOC Supplies Storage Room.

3.16 EOC COMMUNICATIONS

Like displays, communication is an essential part of developing situational awareness and a common operating picture. Communications within and outside the EOC are necessary to share information, coordinate activities, and provide direction and feedback. Communication capabilities include the Albany Police dispatch, landline telephone, smartphone, text, social media, satellite phone, videoconferencing, closed-circuit tv, fax, computers, amateur radio, and data. Either city staff or volunteers will continuously staff communication facilities during emergencies. The Logistics Section is responsible for communications.



Figure 2: City of Albany Emergency Operations Center Organizational Chart





3.17 MUTUAL AID COORDINATION

Formal mutual aid requests follow specified procedures and are processed through pre-identified mutual aid coordinators. Mutual aid requests follow discipline-specific chains (i.e. fire, law enforcement, emergency manager) from one level of government to the next. The mutual aid coordinator receives the mutual aid request and coordinates the provision of resources from within the coordinator's geographic area of responsibility. In the event resources are unavailable at one level of government, the request is forwarded to the next higher level of government to be filled.

Field Level Requests: Requests for MMAA resources originate from the Field Level and are managed by the Incident Commander (IC). If the IC is unable to obtain the resource through existing local channels, the request is elevated to the next successive government level until obtained or cancelled.

Local Government Request: Local jurisdictions are responsible for the protection of life and property within the municipal geographic boundaries. The local jurisdiction where the incident occurred should assess its resource inventory and existing local agreements to determine if the requested resource is available. When locally committed resources are exhausted and mutual aid is needed, the local official will request assistance from the OA Mutual Aid Coordinator.

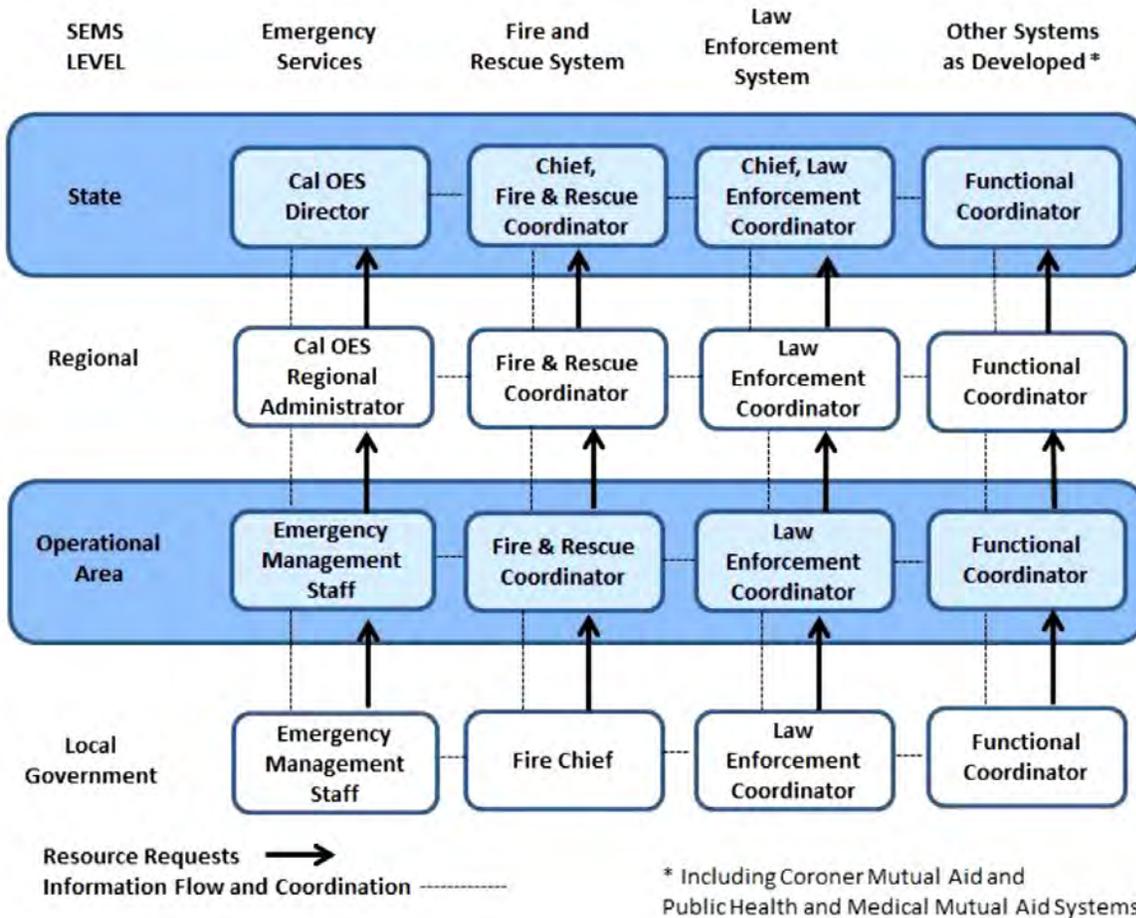
Operational Area Requests: The OA is a composite of its political subdivisions, (i.e., municipalities, contract cities, special districts, and county agencies). The OA Mutual Aid Coordinator assesses the availability of resources within the OA and fulfills the resource request based upon that assessment. In the event resources are unavailable at the OA level, the request is forwarded to the responsible Regional Mutual Aid Coordinator to be filled.

□ **Region Level Requests:** The State is geographically divided into six Mutual Aid Regions. For Law Enforcement Mutual Aid, Region I is divided into two sub-regions. Each Mutual Aid Region is comprised of multiple Operational Areas and has a Regional Mutual Aid Coordinator. The Regional Mutual Aid Coordinator is granted the authority to coordinate the mutual aid response of discipline-specific resources within the Region to support a mutual aid request by a jurisdiction also within the Region. In the event resources are unavailable at the Region level, the request is forwarded to the State Mutual Aid Coordinator to be filled.

State Level Requests: On behalf of the Governor, the Director of Cal OES has the responsibility for coordination of state mutual aid resources in support of local jurisdictions during times of emergency. The Director will analyze and coordinate the request by forwarding the request to an unaffected REOC or tasking the appropriate State agency to fill the need.

Figure 3 Illustrates the flow of information, resource requests, and resources within specific mutual aid agreement relative to the SEMS organization levels.

Figure 3: Discipline-Specific Mutual Aid Systems



3.18 MUTUAL AID REGION EMERGENCY MANAGEMENT

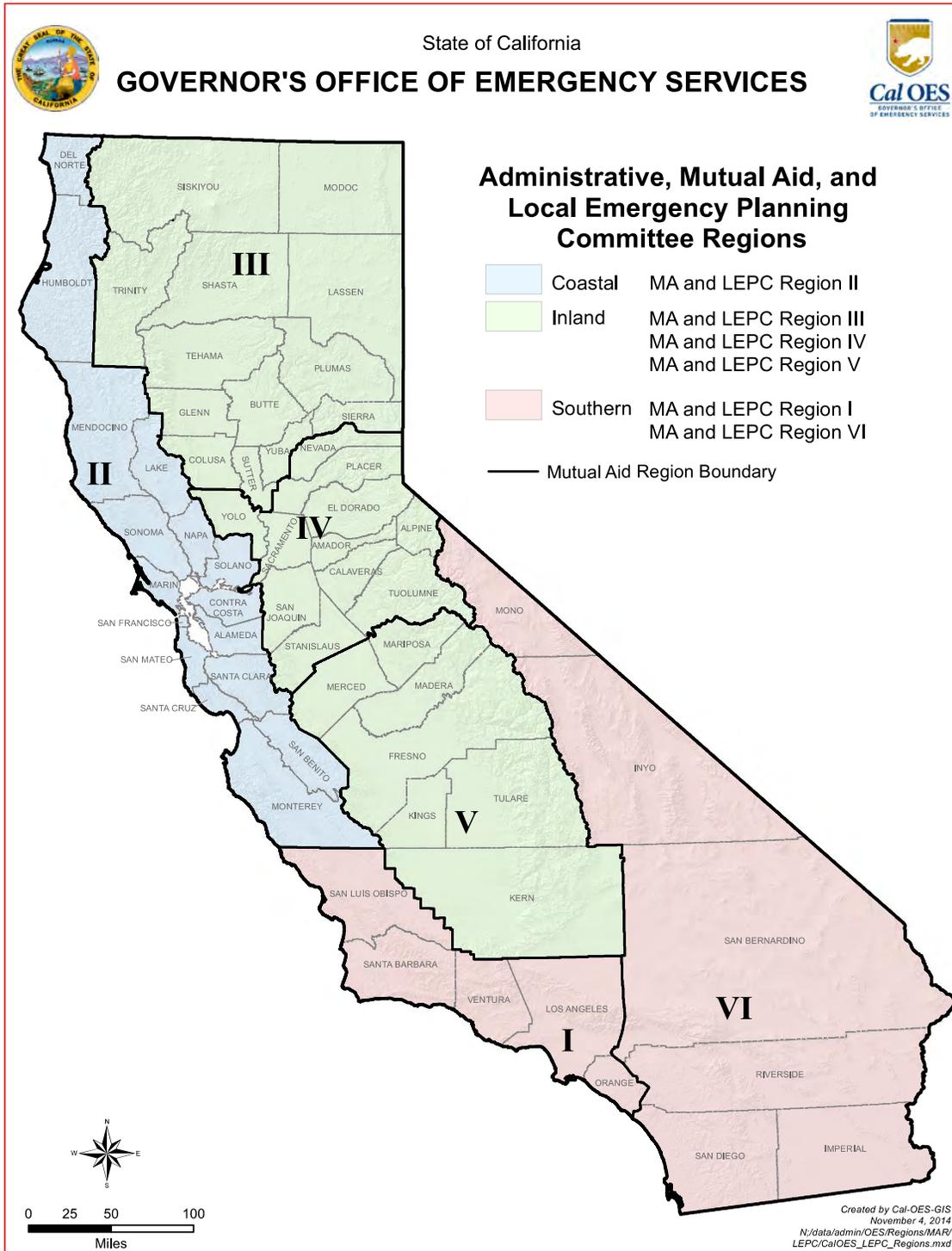
The City of Albany and Alameda Operational Area is within the California Governor’s Office of Emergency Services (Cal OES) Mutual Aid Region II (2), (**Figure 4: California Office of Emergency Services Regional Mutual Aid Map**) and the Cal OES Coastal Administrative Region (**Figure 5: California Office of Emergency Services Coastal Region Map**). The primary mission of Coastal Region’s emergency management organization is to support Operational Area response and recovery operations and to coordinate non-law and non-fire Mutual Aid Regional response and recovery operations through the Regional EOC (REOC).

3.19 STATE EMERGENCY MANAGEMENT

The Governor, through the California Governor’s Office of Emergency Services (Cal OES) and its Mutual Aid Regions, will coordinate statewide operations to include the provision of mutual aid and other support to local jurisdictions and the redirection of essential supplies and other resources as required. The Cal OES Director, assisted by State agency directors and their staffs and identified volunteer agency staff, will constitute the State emergency management staff.



Figure 4: California Office of Emergency Services Regional Mutual Aid Map



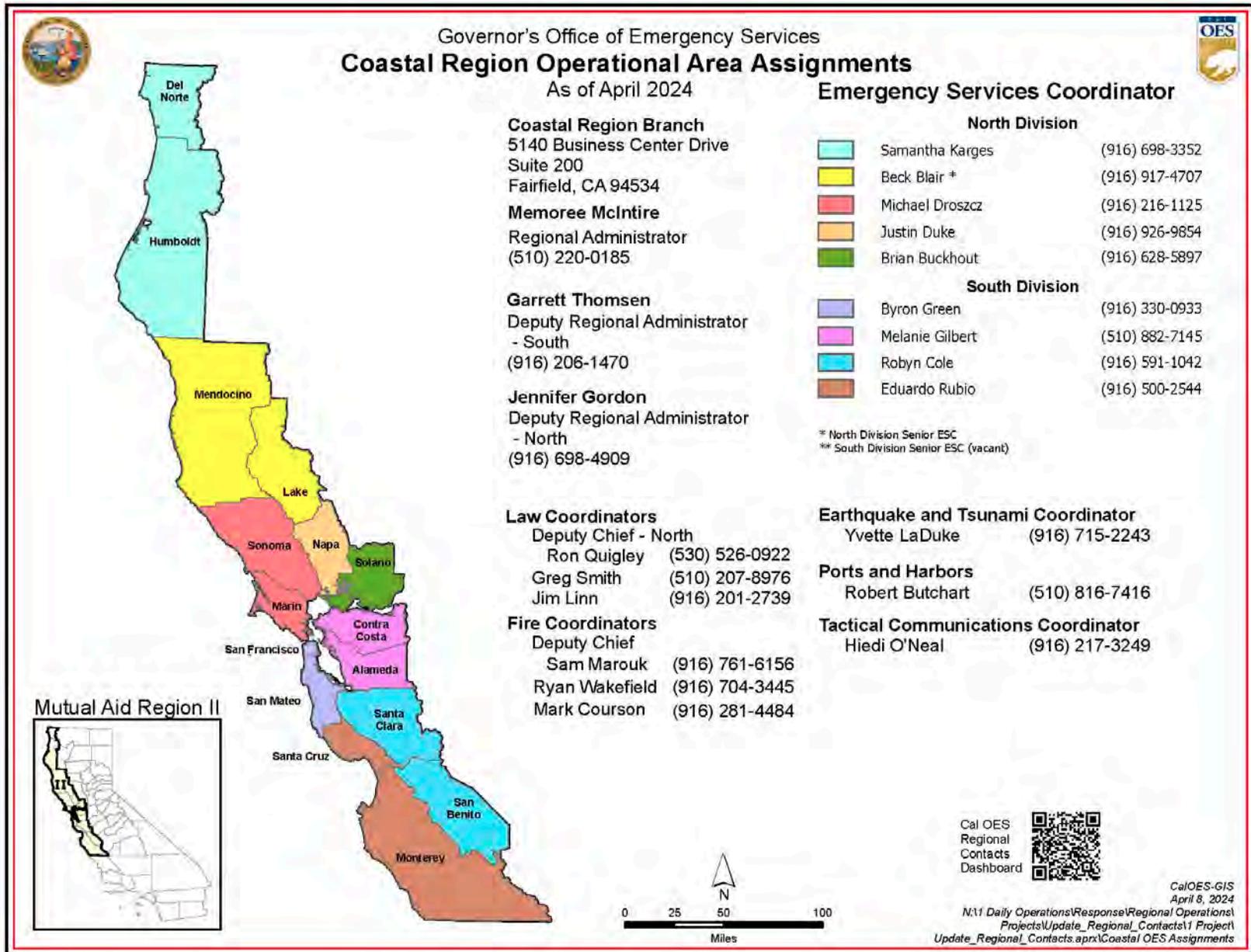


Figure 5: California Office of Emergency Services Coastal Region Map





4.0 CONTINUITY OF GOVERNMENT

A major disaster, emergency, or national security emergency could result in the death or injury of key government officials, the partial or complete destruction of established seats of government, and the loss of public and private records essential for continued operations of government and industry.

4.1 RESPONSIBILITY

The City of Albany takes serious its responsibility to provide continuity of leadership and authority necessary to direct emergency response and recovery operations. Under California's concept of mutual aid, local officials remain in control of their jurisdiction's emergency operations while other jurisdictions may provide additional resources upon request. A key aspect of this control is to be able to communicate official requests, situation reports, and emergency information during any disaster.

4.2 PRESERVATION OF LOCAL GOVERNMENT

The California Government Code Section 8643(b), Article 15 of the California Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the Government Code) and the Constitution of California provide the authority for state and local government to reconstitute itself in the event incumbents are unable to serve.

Generally, Article 15 permits the appointment of up to three standby officers for each member of the governing body and up to three standby officers for the chief executive, if not a member of the governing body. Article 15 provides for the succession of officers who head departments responsible for maintaining law and order, or in furnishing public services relating to health and safety.

Article 15 also outlines procedures to assure continued functioning of political subdivisions in the event the governing body, including standby officers, is unavailable to serve. The Emergency Services Act provides for the preservation of city or county government in the event of a major disaster.

4.3 LINES OF SUCCESSION FOR EMERGENCY OFFICIALS

The first step in assuring continuity of government is to have personnel who are authorized and prepared to carry out emergency actions for government in the event of a natural, technological, human-caused or national security emergency.



City Council

Should a member of the City Council be unable to fulfill their role in office, that vacancy will be filled pursuant to Article 15, Sections 8638 and 8642 - 8644 of the Emergency Services Act.

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

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

Director of Emergency Services

A successor to the director of emergency services is appointed as detailed in Chapter 2-16 Emergency Organizations and Functions of the Municipal Code:

- Should the director be unavailable or unable to serve, the positions listed below, in order, shall act as the director of emergency services.
- Should these positions be unavailable or unable to serve, the individuals who hold permanent appointments to the following positions in the city will automatically serve as acting director in the order shown. The individual who serves as acting director shall have the authority and powers of the director, and will serve until the director is again able to serve, or until a successor has been appointed.
- Such order of succession shall be approved by the City Council.

First Alternate: Assistant Director of Emergency Services, Fire Chief

Second Alternate: Alternate-Asst. Director of Emergency Services, Police Chief

Third Alternate: Emergency Management Coordinator

Notification of any successor changes shall be made through the established chain of command.

Department Heads

Article 15, Section 8637 of the Emergency Services Act authorizes political subdivisions to provide for the succession of officers (department heads) having duties related to law and order and/or health and safety.



4.4 TEMPORARY CITY COUNCIL MEETING

Section 23600 of the California Government Code provides that the City Council shall designate alternative city seats, which may be located outside county boundaries.

In the event the primary location is not usable because of emergency conditions, the temporary seat of city government will be as follows:

First Alternate: Albany Community Center
1249 Marin Ave Albany, CA 94706

Second Alternate: Alameda County Administrative Building
1221 Oak Street Oakland, CA

4.5 PRESERVATION OF VITAL RECORDS

The following individuals are responsible for the preservation of vital records in the City:

1. City Clerk
2. Director, Information Systems

Vital records are defined as those records that are essential to:

- Protect and preserve the rights and interests of individuals, governments, corporations and other entities. Examples include contracts, legislative actions, land and tax records, license registers, birth and death records and articles of incorporation.
- Conduct emergency response and recovery operations. Records of this type include utility system maps, locations of emergency supplies and equipment, emergency operations plans and procedures, personnel rosters, etc.
- Reestablish normal governmental functions and protect the rights and interests of government. Constitutions and charters, statutes and ordinances, court records, official proceedings and financial records would be included here.
- Protect and preserve the historical documents and records of the City of Albany.

Each department within the county should identify, maintain and protect its own essential records. The vital records of the City of Albany are routinely stored pursuant to each department Standard Operating Procedures (SOP).

Maintenance of administrative records continues through all phases of an emergency. The Planning/Intelligence Section shall collect and maintain vital response and recovery records. For reference refer to **Position Specific Annex: Planning and Intelligence Section, Vital Records Retention**.



4.6 CONTINUATION OF GOVERNMENT AUTHORITY

The following portions of the California Government Code and the State Constitution provide authority for the continuity and preservation of State and local government:

- Continuity of Government in California (Article IV, Section 21 of the State Constitution).
- Preservation of Local Government (Article 15 of the California Emergency Services Act).
- Temporary Seat of State Government (Section 450, Title 1, Division 3, Chapter 1 of the Government Code).

Key authorities include Sections 8635 through 8643 of the Government Code:

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

4.7 REFERENCES

- Judicial System, Article VI, Section 1, 4, 5 and 10, of the Constitution of California.
- Local Government, Article XI, of the Constitution of California.
- Preservation of Local Government, Article 15 of the California Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the Government Code)



5.0 EMERGENCY PROCLAMATION PROCESS

The California Emergency Services Act provides the basic authority for conducting emergency operations following a proclamation of Local Emergency, State of Emergency, or State of War Emergency by the Governor and/or appropriate local authorities, consistent with the provisions of the Act. There are three types of proclamations of emergency in the State of California: local emergency, state of emergency, and state of war emergency.

5.1 LOCAL EMERGENCY (CITY or COUNTY)

A Local Emergency may be proclaimed by the Director of Emergency Services, or their designee as specified by CHAPTER 2-16: EMERGENCY ORGANIZATION AND FUNCTIONS of the Albany City Municipal Code and Section 8558 (c) of the California Emergency Services Act.

Definition of Local Emergency: “The duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the territorial limits of a county, city and county, or city, caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestation or disease, the Governor’s warning of an earthquake or volcanic prediction, or an earthquake, or other conditions, other than conditions resulting from a labor controversy, which are or are likely to be beyond the control of the services, personnel, equipment, and facilities of that political subdivision and require the combined forces of other political subdivisions to combat . . .” (California Government Code (Govt. Code) section 8558 (c)). The type of disaster, date of occurrence and area affected are to be identified.

Purpose (Govt. Code sections 8625 and 8634):

The proclamation of a Local Emergency provides the governing body with the legal authority to:

- Request, if necessary, that the Governor proclaim a State of Emergency and/or request a Presidential declaration.
- Promulgate or suspend orders and regulations necessary to provide for the protection of life and property, including issuing orders or regulations imposing a curfew within designated boundaries.
- Exercise full power to provide mutual aid to any affected area in accordance with local ordinances, resolutions, emergency plans, or agreements.
- Request state agencies and other jurisdictions to provide mutual aid.
- Require the emergency services of any local official or employee.
- Requisition necessary personnel and materials from any local department or agency.



- Obtain vital supplies and equipment and, if required, immediately commandeer the same for public use.
- Impose penalties for violation of lawful orders.
- Conduct emergency operations without incurring legal liability for performance, or failure of performance (Note: Article 17 of the Emergency Services Act, Section 8655, provides for certain privileges and immunities).

Deadlines:

- **Issuance:** A Local Emergency must be proclaimed within 10 days of the occurrence of a disaster if assistance will be requested through the California Disaster Assistance Act (CDAA), (Govt. Code section 8685.2).
- **Ratification:** A Local Emergency proclaimed by the Director of Emergency Services must be ratified by the City Council within 7 days (Govt. Code section 8630(b)).
- **Renewal:** The City Council must review the need to continue the proclamation at least every 60 days until the Local Emergency is terminated (Govt. Code section 8630(c)).
- If the City Council meets bi-weekly (1st and 3rd Mondays of the month), the need to continue the proclamation should be reviewed every 14 days until terminated.
- **Termination:** The Local Emergency must be terminated by resolution as soon as conditions warrant (Govt. Code section 8630(d)).

Notification:

- The City of Albany shall notify the Alameda Operational Area (OA) and provide a copy of the proclamation.
- The Alameda Operational Area (OA) shall notify the Cal OES Coastal Region and provide a copy of the proclamation.
- Cal OES Coastal Region will notify the Cal OES Director and Deputy Directors; and shall be the primary contact between the Cal OES Director, OA and the local jurisdiction for updates on any requests for assistance
- Cal OES Director will respond in writing to the local government concerning the status of any requests for assistance included within the local proclamation or accompanying letter.

Initial Damage Estimate (IDE) Requirement:

When the local proclamation of emergency is submitted to Cal OES' Regional Operations, the package should include an IDE. An IDE is the local governments' identification of the impacts and local response and recovery activities. The IDE assists Cal OES to understand the jurisdiction's damages and prioritize Preliminary Damage Assessment (PDA) efforts, which in turn can lead to a state or federal disaster declaration. An Operational Area must include all its affected governing bodies (cities, towns, etc.), special districts (school districts, water districts, community services districts, etc.), and private non-profit organizations within the IDE.



If the City submits a Proclamation of Local Emergency directly to Cal OES, the City shall be responsible for submitting the IDE, usually within 30 days of Proclaiming. However, if the County submits a Proclamation of Local Emergency, the City shall submit an IDE to the County.

An IDE should include:

- Type and extent of public and private sector damage;
- Estimates of damages and emergency response costs; and
- Any acute public health and environmental issues.

The IDE is evaluated, and if warranted, a State assessment is conducted by Cal OES Recovery.

The Recovery Proclamation Team works with local jurisdictions' emergency management and/or public safety agencies in the Operational Areas affected by the disaster event to accomplish these assessments.

Documentation of Response Efforts:

When a local government requests a Gubernatorial State of Emergency Proclamation, Director's Concurrence, and/or California Disaster Assistance Act funding, local government should provide information describing local response efforts and identify the specific type and extent of state emergency assistance needed, including regulatory waivers necessary to facilitate the protection of life and property during response efforts.

A local emergency proclamation and/or Governor's proclamation is not a prerequisite for mutual aid assistance, Red Cross assistance, the federal Fire Management Assistance Grant Program, or disaster loan programs designated by the U.S. Small Business Administration or the U.S. Department of Agriculture.

When the County proclaims a local emergency, they may request that:

- The Director of Cal OES concur with the local proclamation,
- The Governor proclaim a State of Emergency, and/or
- The Governor requests a Presidential Declaration of an Emergency or Major Disaster.

Reference document:

- Cal OES. *Emergency Proclamations; A quick reference guide for Local Government*, March 2014.
- Cal OES. *California Emergency Disaster Proclamation and CDAA Process*, February 2019.



5.2 STATE CONCURRENCE OF A LOCAL EMERGENCY

Director's Concurrence:

Following the proclamation of a local emergency and in the event public real property has been damaged or destroyed and assistance is needed in the repair and restoration, the governing body may request the Cal OES Director to concur in their proclamation of a local emergency and to provide assistance under the California Disaster Assistance Act (CDAA). The CDAA authorizes the Cal OES Director, at his discretion, to provide financial assistance to repair and restore damaged public facilities and infrastructure.

Deadline:

Cal OES must receive request from local government within 10 days of incident (Govt. Code section 8685.2).

Supporting Information Required:

- Local Emergency Proclamation (see Exhibits 1, 2 or 3).
- Initial Damage Estimate (IDE) prepared and submitted in "CalEOC".
- A request from the City Council.
- The resolution must indicate the nature and date of the emergency, and the person designated to receive, process and coordinate all aid.

The following financial assistance is available through Cal OES under the CDAA:

- Assistance to repair, restore, reconstruct or replace public real property or public facilities belonging to local agencies damaged as a result of natural disasters;
- Indirect costs; and
- Direct costs of grant administration.

5.3 STATE OF EMERGENCY

Governor's Proclamation of State of Emergency:

Provides Governor with powers authorized by the Emergency Services Act; authorizes Cal OES Director to provide financial relief under the California Disaster Assistance Act for emergency actions, restoration of public facilities and infrastructure, and hazard mitigation; prerequisite when requesting federal declaration of a major disaster or emergency.

After a proclamation of a Local Emergency, the governing body of the city or county, having determined that local resources are unable to mitigate the situation, may request by resolution that the Governor proclaim a State of Emergency in the area to invoke mandatory mutual aid and provide state assistance under CDAA.

Deadline:

Cal OES must receive request from local government within 10 days of incident (Govt. Code section 8685.2).



Supporting Information Required:

- Certified copy of the Local Emergency proclamation (see Exhibits 1, 2 and 3).
- Damage Assessment Summary (to be provided if state financial assistance under provisions of the California Disaster Assistance Act is requested) prepared in CalEOC.
- Financial assistance available:
- Eligible disaster response costs;
- Assistance to repair, restore, reconstruct or replace public real property or public facilities belonging to local agencies damaged as a result of natural disasters;
- Indirect costs; and
- Direct costs of grant administration.

The Cal OES prepares a recommendation as to the action that should be taken by the Governor. If the action recommends a Governor’s Proclamation, Cal OES prepares the proclamation.

5.4 STATE OF WAR EMERGENCY

Whenever the Governor proclaims a State of War Emergency, or if a State of War Emergency exists, all provisions associated with a State of Emergency apply, plus: All state agencies and political subdivisions are required to comply with the lawful orders and regulations of the Governor which are made or given within the limits of authority as provided for in the Emergency Services Act.

5.5 PRESIDENTIAL DECLARATION OF AN EMERGENCY

Supports response activities of the federal, state and local government. Authorizes federal agencies to provide “essential” assistance including debris removal, temporary housing and the distribution of medicine, food, and other consumable supplies.

Deadline:

Governor must request on behalf of local government within 5 days after the need for federal emergency assistance becomes apparent, but no longer than 30 days after the occurrence of the incident (Title 44 of the Code of Federal Regulations (44 CFR) section 206.35(a)).

Supporting Information Required:

- All of the supporting information required under a Governor’s Proclamation.
- A Governor’s Proclamation,
 - Certification by the Governor that the effective response is beyond the capability of the state, confirmation that the Governor has executed the state’s emergency plan,
 - Information describing the state and local efforts,
 - Identification of the specific type



- Extent of federal emergency assistance needed.

In some circumstances, a Presidential Declaration may allow for the termination of public works contracts (California Government Code 4410-4412).

Assistance Programs available:

- Assistance to Individuals and Households Program (IHP)
- State Supplemental Grant Program (SSGP)
- U.S. Small Business Administration (SBA)
- U.S. Department of Agriculture (USDA)

(For details of these programs refer to **Section 11.0: Disaster Recovery**)

5.6 PRESIDENTIAL DECLARATION OF A MAJOR DISASTER

Supports response and recovery activities of the federal, state, and local government and disaster relief organizations. Authorizes implementation of some or all federal recovery programs including public assistance, individual assistance and hazard mitigation.

Following the above procedures, the governing body of the local jurisdiction may also pass a resolution (see Exhibit 5) asking the Cal OES Director to recommend that the Governor requests a Presidential Declaration of a Major Disaster under the authority of Public Law 93-288. The Governor's Request to the President is submitted through the Federal Emergency Management Agency (FEMA). Supplementary justification data may be required to accompany the local resolution (certified copy) and Damage Assessment Survey.

Deadline:

Governor must request federal declaration of a major disaster within 30 days of incident.

Supporting Information Required:

All of the supporting information required above and a Governor's Proclamation, certification by the Governor that the effective response is beyond the capability of the state, confirmation that the Governor has executed the state's emergency plan, and identification of the specific type and extent of federal aid required.

Financial assistance available:

- Individual assistance to the private sector;
- Matching fund assistance for cost sharing required under federal disaster assistance programs (subject to state eligible project criteria);



- Local agency overtime costs and the costs of supplies used during eligible disaster response projects;
- Assistance to repair, restore, reconstruct or replace public real property or public facilities belonging to local agencies damaged as a result of natural disasters;
- Indirect costs; and
- Direct costs of grant administration.

Assistance Programs available:

- Assistance to Individuals and Households Program (IHP)
- State Supplemental Grant Program (SSGP)
- U.S. Small Business Administration (SBA)
- U.S. Department of Agriculture (USDA)
- Crisis Counseling Programs (CCP)
- Disaster Unemployment Assistance (DUA)
- Disaster Legal Services (DLS)
- Disaster Case Management (DCM)
- Disaster Supplemental Nutrition Assistance Program (D-SNAP)

(For details of these programs refer to **Section 11.0: Disaster Recovery**)



Figure 6: Proclamation/ Response Phase Sequence of Events

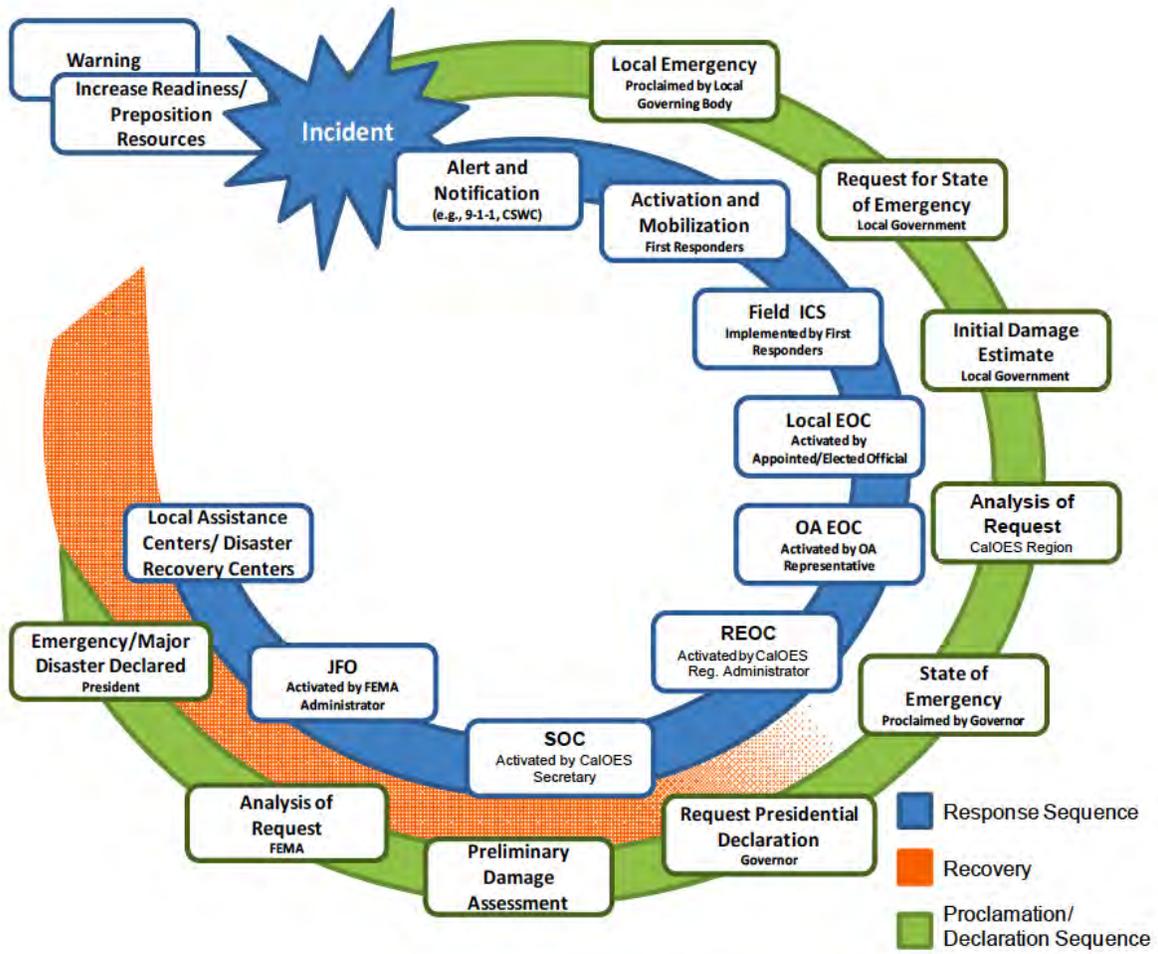




Exhibit 1

**RESOLUTION PROCLAIMING EXISTENCE OF A LOCAL EMERGENCY
(by Director of Emergency Services)**

WHEREAS, Albany Municipal Code 2-16 of the City of Albany empowers the Director of Emergency Services to proclaim the existence or threatened existence of a local emergency when said city is affected or likely to be affected by a public calamity and the City Council is not in session; and

WHEREAS, the Director of Emergency Services of the City of Albany does hereby find; That conditions of extreme peril to the safety of persons and property have arisen within said city, caused by _____; which began on the ____th day of _____, 20____. and;

That these conditions are or are likely to be beyond the control of the services, personnel, equipment, and facilities of said City, and;

That the City Council of the City of Albany is not in session and cannot immediately be called into session;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED that a local emergency now exists throughout said city; and

IT IS FURTHER PROCLAIMED AND ORDERED that during the existence of said local emergency the powers, functions, and duties of the emergency organization of this City shall be those prescribed by state law, by ordinances, and resolutions of this city, and that this emergency proclamation shall expire 7 days after issuance unless confirmed and ratified by the governing body of the City of Albany.

Dated: _____

By: _____

City Manager Nicole Almaguer
Director of Emergency Services
City of Albany



Exhibit 2

RESOLUTION CONFIRMING EXISTENCE OF A LOCAL EMERGENCY

WHEREAS, Albany Municipal Code 2-16 of the City of Albany empowers the Director of Emergency Services to proclaim the existence or threatened existence of a local emergency when said city is affected or likely to be affected by a public calamity and the City Council is not in session, subject to ratification by the City Council within seven days; and

WHEREAS, conditions of extreme peril to the safety of persons and property have arisen within this city, caused by _____ commencing on or about _____.m. on the _____ day of _____, 20____, at which time the City Council of the City of Albany was not in session; and

WHEREAS, said City Council does hereby find that the aforesaid conditions of extreme peril did warrant and necessitate the proclamation of the existence of a local emergency; and

WHEREAS, the Director of Emergency Services of the City of Albany did proclaim the existence of a local emergency within said city on the _____ day of _____, 20____;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED AND ORDERED that said local emergency shall be deemed to continue to exist until its termination is proclaimed by the City Council of the City of Albany, State of California.

Dated: _____

CITY COUNCIL
City of Albany

ATTEST: _____



Exhibit 3

RESOLUTION PROCLAIMING TERMINATION OF LOCAL EMERGENCY

WHEREAS, a local emergency existed in the City of Albany in accordance with the resolution thereof by the City Council on the _____ day of _____, 20____, as a result of conditions of extreme peril to the safety of persons and property caused by; and

WHEREAS, the situation resulting from said conditions of extreme peril is now deemed to be within the control of the normal protective services, personnel, equipment, and facilities of and within said City of Albany;

NOW, THEREFORE, the City Council of the City of Albany, State of California, does hereby proclaim the termination of said local emergency.

Dated: _____

CITY COUNCIL
City of Albany

ATTEST: _____



6.0 STANDARDIZED EMERGENCY MANAGEMENT SYSTEM (SEMS)

The Standardized Emergency Management System (SEMS) is intended to standardize response to emergencies involving multiple jurisdictions or multiple agencies. SEMS is intended to be flexible and adaptable to the needs of all emergency responders in California. Under Government Code Section 8607(a), SEMS requires emergency response agencies to use basic principles and components of emergency management, including the Incident Command System (ICS), a statewide Master Mutual Aid Agreement system (MMAA), the Operational Area concept (OA), and Multi-Agency or inter-agency Coordination System (MACS).

The California Emergency Services Act (ESA) requires the use of SEMS for managing multi-agency and multi-jurisdictional responses to emergencies in California. Chapter 1 of Division 2 of Title 19 of the California Code of Regulations establishes the standard response structure and basic protocols to be used in emergency/disaster response and recovery. Local government entities must use SEMS in order to be eligible for any reimbursement of response-related costs under the state's disaster assistance programs.

The City of Albany has adopted SEMS for managing response to multi-agency and multi-jurisdiction emergencies and to facilitate communications and coordination between all levels of the system and among all responding agencies.

6.1 SEMS ORGANIZATIONAL LEVELS

There are five designated levels in the SEMS organization: field response, local government, operational area, regional, and state. Each level is activated as needed.

Field Response Level

The field response level is where emergency response personnel and resources carry out tactical decisions and activities in direct response to an incident or threat. SEMS regulations require the use of the Incident Command System (ICS) at the field response level of an incident. The ICS field functions to be used for emergency/disaster management are: Command, Operations, Planning/Intelligence, Logistics, and Finance/Administration.

When the City's EOC is activated, it will coordinate and manage the overall response and recovery effort, while the Incident Commander uses the Incident Command System to direct field responders. Incident Commanders may report directly to the EOC, usually the Operations Section. Requests for any resources or support that cannot be obtained at the field level are sent to the City EOC.



Local Government Level

Local governments include cities, counties, and special districts. Local governments manage and coordinate the overall emergency/disaster response and recovery activities within their jurisdiction.

Local governments are required to use SEMS when their Emergency Operations Center is activated or a local emergency is proclaimed in order to be eligible for state funding of response-related personnel costs. Local governmental levels shall provide the following functions: Management, Operations, Planning/Intelligence, Logistics, and Finance/Administration.

Local jurisdictions are responsible for overall direction of personnel and equipment provided for emergency response and recovery operations through mutual aid (Government Code Section 8618).

Cities request all mutual aid (except fire and law) through the Operational Area. Fire and law mutual aid is coordinated through the designated Regional Fire and Law Coordinators (**Section 10.0 - MUTUAL AID**). All local governments are responsible for coordinating with the field response level, other local governments, and the operational area. Local governments are also responsible for providing mutual aid within their capabilities.

Special District Involvement

Special districts are defined as local governments in SEMS. The emergency response role of special districts is generally focused on normal services. During disasters, some types of special districts will be more extensively involved in the emergency response by assisting other local governments.

Coordination and communications should be established among special districts that are involved in emergency response and recovery, other local governments, and the operational area. This may be accomplished in various ways depending on the local situation. Relationships among special districts, cities, county government, and the operational area are complicated by overlapping boundaries and by the multiplicity of special districts. Special districts should work with the local governments in their service areas to determine how best to establish coordination and communications in disasters/emergencies.

When a special district is entirely contained within the City, (i.e., Albany Unified School District) the special district should have a liaison representative at the City EOC, and direct communications should be established between the special district EOC and the City EOC. An exception may occur when there are many special districts within the City.



Nongovernmental, Private, and Volunteer Organizations

In emergency preparedness, response, and recovery, the City or County partners with nongovernmental agencies, private sector business, and volunteer organizations.

- Nongovernmental Organizations (NGOs) provide vital support services to promote the disaster recovery process for disaster victims and some may provide specialized services that help individuals with disabilities. These groups collaborate with first responders, governments at all levels and other agencies and organizations.
- Key business partners should be involved in the local crisis decision-making process or have a direct link to the EOC during an incident.
- Volunteer Organizations may work directly with the City or County as Disaster Service Workers or augment response and recovery efforts as directed.
(Disaster Service Worker Volunteer Program Annex).

The City EOC will generally be a focal point for coordination of response activities with many of these nongovernmental organizations and key businesses working directly with the City of Albany response or recovery efforts. If the nongovernmental organizations and key businesses are working with both the City and the County, then the County/ OA EOC will be the primary point of contact and coordination. The OA EOC should establish communication with private and volunteer agencies providing services within the County.

Organizations that play key roles in the response should have representatives at the EOC or at the Incident Command Post, and their initial contact would be with the Liaison Officer. If an agency supports several functions and has only one representative at the EOC, the agency representative should be located at the liaison area. If an agency is supporting one function only, its representative may be located with that functional element, often in the Operations Section. Some agencies may have several personnel participating in functional elements in the EOC. For example, American Red Cross personnel may be part of the staffing for the Care and Shelter Branch of the EOC. City volunteer organizations or Disaster Service Worker Volunteers may be assigned several other support tasks or may have representatives located in a specific functional element, while other representatives report to the Liaison Officer to be assigned as needed.

Cities or Counties served by a large number of private and volunteer organizations may not be able to accommodate representatives in the EOC from all agencies that have important response roles. Jurisdictions should develop alternate means of communicating with these agencies (i.e. Videoconferencing, telecommunications, email, shared documents, etc.) or when liaison representation is not practical.

Coordination with volunteer and private agencies that do not have representatives at the EOC may be accomplished through telecommunications, liaison with community elected officials that represent several agencies, or involvement of agencies in special multi-agency groups on specific issues.



Operational Area Level

Under SEMS, the operational area is defined in the Emergency Services Act as an intermediate level of the state's emergency services organization consisting of a county and all political subdivisions within that county area. Political subdivisions include cities, a city and county, counties, district or other local governmental agency, or public agency as authorized by law.

The operational area is responsible for:

- Coordinating information, resources, and priorities among local governments within the operational area.
- Coordinating information, resources, and priorities between the regional level and the local government level.
- Using multi-agency or inter-agency coordination to facilitate decisions for overall operational area level emergency response activities.

The Alameda County EOC will fulfill the role of the Operational Area EOC. Activation of the Operational Area EOC during a State of Emergency or a Local Emergency is required by SEMS regulations under the following conditions:

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

6.1.1 Communication, Coordination, and Reporting to the Operational Area

Communications should be established between all cities and the Operational Area. The Operational Area utilizes WebEOC to coordinate and communicate reports and resource requests with the Operational Area EOC. In the absence of WebEOC, all reports and requests are to be sent to the OA EOC via email, or other process as established for the incident.



City reports and notifications are to be made to the Operational Area. These reports and notifications include:

- Activation of the City EOC.
- Proclamation of a Local Emergency.
- Situation Reports.
- City Status Reports.
- Initial Damage Estimates.
- Incident Reports.
- Resource Requests.

The City should report its status to the Operational Area EOC whether or not it has any disaster damage.

The City EOC should include representatives from special districts, volunteer agencies, and private agencies with significant response roles.

The Operational Area will use the Multi-Agency Coordinating System (MACS) concept when developing response and recovery operations.

6.1.2 Resource Request Process

When a disaster or emergency occurs, a city will use its own internal assets to provide emergency services. If a city's internal assets are not sufficient, the City will normally make a request to a neighboring jurisdiction for assistance. Internal assets include supplies and equipment available from local vendors.

- If resources are still not available, resource requests should be directed to the Operational Area EOC via the designated countywide emergency reporting systems.
- Existing mutual aid agreements and financial protocols will be followed.

Regional Level

Because of its size and geography, the State has been divided into six mutual aid regions. The purpose of a mutual aid region is to provide for the more effective application and coordination of mutual aid and other emergency/disaster related activities.

State Cal OES has also established three Administrative Regions (Coastal, Inland and Southern). These Administrative Regions are the means by which State Cal OES maintains day-to-day contact with emergency services organizations at local, county, and private sector organizations. Alameda County is within Cal OES Mutual Aid Region II and the Cal OES Coastal Administrative Region, which includes 16 counties.



(Section 9.0 - MUTUAL AID, Figure 4: Cal OES Administrative and Mutual Aid Regions)

The regional level manages and coordinates information and resources among operational areas within the mutual aid region and also between the operational areas and the State level. The regional level also coordinates overall State agency support for emergency/disaster response activities within the region.

State Level

The State level of SEMS manages state resources in response to the emergency/disaster needs of the other levels and coordinates mutual aid among the mutual aid regions and between the regional level and state level. The State level also serves as the coordination and communication link between the State and the Federal disaster response system.

Federal Level

U.S. Department of Homeland Security (DHS)

The Homeland Security Act of 2002 established the Department of Homeland Security (DHS) to:

- Secure the United States from terrorist threats or attacks.
- Reduce the vulnerability of the United States to terrorism, natural disasters, and other emergencies.
- Minimize the damage and assist in the recovery from terrorist attacks, natural disasters, and other emergencies.

National Response Framework (NRF)

The Department of Homeland Security has provided the National Response Framework as a guide to how the Nation conducts all-hazards response. The National Response Framework provides structures for implementing nationwide response policy and operational coordination for all types of domestic incidents. It can be partially or fully implemented in the context of a threat, in anticipation of a significant event, or in response to an incident. Selective implementation allows for a scaled response, delivery of the resources needed, and an appropriate level of coordination.

Incidents include actual or potential emergencies or all-hazards events that range from accidents and natural disasters to actual or potential terrorist attacks. They include events wholly contained within a single jurisdiction and others that are catastrophic in nature and national in their scope or consequences.



National Incident Management System (NIMS)

The National Incident Management System (NIMS) provides a systematic, proactive approach to guide departments and agencies at all levels of government, nongovernmental organizations, and the private sector 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 and property and harm to the environment. NIMS works hand in hand with the National Response Framework (NRF). NIMS provides the template for the management of incidents, while the NRF provides the structure and mechanisms for national-level policy for incident management. **(Section 8.0 - NIMS)**

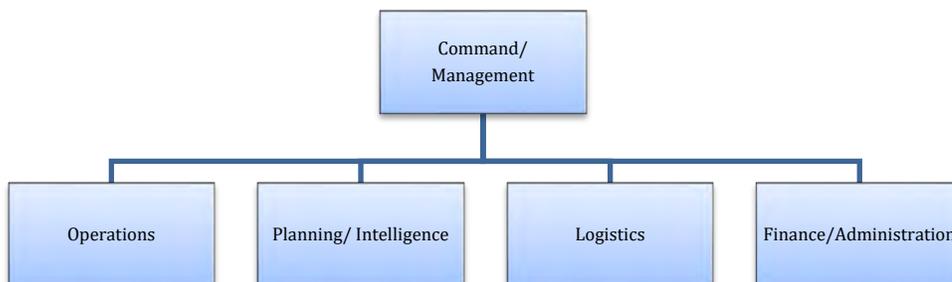
Federal Emergency Management Agency (FEMA)

The Federal Emergency Management Agency (FEMA) serves as the main federal government contact during disasters and national security emergencies. In a disaster, different federal agencies may be involved in the response and recovery operations. Federal disaster assistance is organized under the concept of the Emergency Support Functions (ESFs) as defined in the National Response Framework. All contact with FEMA and other federal agencies must be made through the Operational Area during the response phase. During the recovery phase, there may be direct County contact with FEMA and other federal agencies.

6.2 SEMS FUNCTIONS

SEMS requires that every emergency response involving multiple jurisdictions or multiple agencies include the five functions identified below in Figure 7: SEMS Functions. These functions must be applied at each level of the SEMS organization.

Figure 7: SEMS Functions



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. Command and



Management are further discussed below:

Command: A key concept in all emergency planning is to establish command and tactical control at the lowest level that can perform that role effectively in the organization. In the Incident Command System (ICS), the Incident Commander (IC), with appropriate policy direction and authority from the responding agency, sets the objectives to be accomplished and approves the strategy and tactics to be used to meet those objectives. The IC must respond to higher authority. Depending upon the incident's size and scope, the higher authority could be the next ranking level in the organization up to the agency or department executive. This relationship provides an operational link with policy executives who customarily reside in the Department Operations Center (DOC) or EOC, when activated.

Management: The EOC serves as a central location from which multiple agencies or organizations coordinate information collection and evaluation, priority setting and resource management. Within the EOC, the Management function:

- Facilitates multiagency coordination and executive decision making in support of the incident response,
- Implements the policies established by the governing bodies,
- Facilitate the activities of the Multi-Agency Coordination (MAC) Group

Operations: Responsible for coordinating and supporting all jurisdictional operations in support of the response to the emergency through implementation of the organizational level's EOC Action Plans (EAP). At the Field Level, the Operations Section is responsible for the coordinated tactical response directly applicable to, or in support of the objectives in accordance with the Incident Action Plan (IAP). In the EOC, the Operations Section Chief manages Branch Directors and Unit Leaders who share information and decisions about discipline-specific operations.

Planning/Intelligence: Responsible for the collection, evaluation and dissemination of operational information related to the incident for the preparation and documentation of the IAP at the Field Level or the EAP at an EOC. Planning/Intelligence also maintains information on the current and forecasted situation and on the status of resources assigned to the emergency or the EOC. As needed, Unit Leaders are appointed to collect and analyze data, prepare situation reports, develop action plans, set Geographic Information Systems (GIS) priorities, compile and maintain documentation, conduct advance planning, manage technical specialists and coordinate demobilization.

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



Finance/Administration: Responsible for all financial and cost analysis aspects of the emergency and for any administrative aspects not handled by the other functions. As needed, Unit Leaders are appointed to record time for incident or EOC personnel and hired equipment, coordinate Purchasing activities, process claims and track costs.

Figure 8: Comparison of Field and EOC SEMS Functions

PRIMARY SEMS FUNCTION	FIELD RESPONSE LEVEL	EOCS AT OTHER SEMS LEVELS
Command/ Management	Command is responsible for the directing, ordering, and/or controlling of resources.	Management is responsible for facilitation of overall policy, coordination and support of the incident.
Operations	The coordinated tactical response of all field operations in accordance with the Incident Action Plan.	The coordination of all jurisdictional operations in support of the response to the emergency in accordance with the EOC Action Plan.
Planning/ Intelligence	The collection, evaluation, documentation and use of intelligence related to the incident.	Collecting, evaluating and disseminating information and maintaining documentation relative to all jurisdiction activities.
Logistics	Providing facilities, services, personnel, equipment and materials in support of the incident.	Providing facilities, services, personnel, equipment and materials in support of all jurisdiction activities as required.
Finance/ Administration	Financial and cost analysis and administrative aspects not handled by the other functions.	Responsible for coordinating and supporting administrative and fiscal consideration surrounding an emergency incident.



6.3 MAJOR CONCEPTS OF SEMS

Organization Flexibility - Modular Organization

The five essential SEMS functions will be established as “sections” within the EOC and all other functions will be organized as branches, groups, or units within sections. The types of activated functions and their relationship to one another will depend upon the size and nature of the incident. Only those functional elements that are required to meet current objectives will be activated. Those functions that are needed but not staffed will be the responsibility of the next higher element in the organization.

Management of Personnel - Unity of Command and Span-of-Control

The position title “Section Coordinator” refers to the lead person of each section in the EOC. The position title “Director” refers to the lead person of each organizational branch in the EOC. The position title “Leader” refers to the lead person of each organizational unit in the EOC. Each activated function will have only one person in charge of it (i.e. report to), but a supervisor may be in charge of more than one functional element. Every individual will have a supervisor and each supervisor will generally be responsible for no more than seven employees, with the ideal span-of-control being three to five persons.

The Section Coordinator for Operations, Planning/Intelligence, Logistics, and Finance/Administration constitute the EOC General Staff. The Management Section and General Staff function as the EOC management team. The General Staff are responsible for:

- Overseeing the internal functioning of their section.
- Interacting with each other, Management, and other entities within the EOC to ensure the effective functioning of the EOC organization.

EOC Action Plans

At Local, Operational Area, Regional and State levels, the use of EOC action plans provide designated personnel with knowledge of the objectives to be achieved and the steps required for achievement. Action plans give direction and provide a basis for measuring achievement of objectives and overall performance. Action planning is an important management tool that involves a process for:

- Identifying priorities, objectives, and assignments for emergency response or recovery efforts.
- Documentation of the priorities, objectives, tasks, and personnel assignments in a formal plan.



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

Action plans are developed for a specified operational period that may range from a few hours to 12 hours. The operational period is determined by first establishing a set of priority actions that need to be performed. A reasonable time frame is then established for accomplishing those actions.

The action plans need not be complex but should be sufficiently detailed to guide EOC elements in implementing the priority actions. Guidelines for developing action plans and example action plan formats are contained in the **Planning/Intelligence Support Documentation - Action Planning. Also Refer Figure 9: Action Planning Process “Planning P”**.

Multi-Agency or Inter-Agency Coordination

Multi-agency or inter-agency coordination inside and outside the EOC is important for:

- Establishing priorities for response.
- Allocating critical resources.
- Developing strategies for handling multi-agency response problems.
- Sharing information.
- Facilitating communications.

Inter-agency coordination is an integral part of the EOC. The EOC is staffed by representatives from the departments and agencies working together to coordinate the emergency response and recovery. Agency representatives from special districts, community based organizations, volunteer services, and private organizations, may also participate with EOC functional elements in coordinating the response and recovery effort. Coordination with agencies not represented in the EOC may be accomplished through telecommunications, satellite, or other electronic means.

Emergency response is coordinated at the EOC through:

- Representatives from the City of Albany departments and agencies.
- Representatives from outside agencies including special districts, non-governmental organizations, volunteer agencies, and private organizations.
- Coordination with agencies not represented in the EOC may be accomplished through various methods of communications.
- Involvement in the EOC action planning process is essential for effective emergency management.



Multi-Agency or Inter-Agency Coordination Group (MAC Group)

- May be established formally.
- Should develop consensus on priorities, resource allocation, and response strategies.
- May function within the EOC, at another location or through conference calls - but should remain in contact with the EOC.
- EOC Action Plan should incorporate group priorities and objectives.
- Group objectives should be implemented through the EOC.
- City of Albany may participate with other local governments and agencies in a multi-agency coordination group organized by another local government, operational area, or regional level.



7.0 INCIDENT COMMAND SYSTEM (ICS)

One of the primary components of NIMS/SEMS is the Incident Command System (ICS), which was developed during the 1970s by an inter-agency working group of local, state, and federal fire services in California.

The Incident Command System (ICS) is a nationally used standardized on-scene emergency management concept specifically designed to allow its user(s) to adopt an integrated organizational structure equal to 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, with responsibility for the management of resources to effectively accomplish stated objectives pertinent to an incident.

7.1 USE OF ICS AT THE FIELD LEVEL

The concepts, principles, and organizational structure of the Incident Command System (ICS) will be used in managing field operations. The size, complexity, hazard environment and objectives of the situation will determine the ICS size and the support that will be required to support field activities. The incident will be managed by objectives to be achieved, and those objectives are communicated to field and EOC personnel using the action planning process.

Typically, an Incident Commander (IC) will communicate with the EOC Director as to situation and resource status through established communications channels. Members of the ICS Command and General Staff will communicate with their counterparts in the EOC using the same communications methods. Some members of the EOC Management or General Staff may be asked to attend briefings or planning meetings at the Incident Command Post.

When multiple agencies respond to the incident, the IC will establish a Unified Command/Multi-Agency Coordination System and agency representatives will be asked to report to the Liaison Officer. Outside agencies including those from County, State and Federal agencies will participate in the Unified Command/Multi-Agency Coordination System by assisting in identifying objectives, setting priorities, and allocating critical resources to the incident.

7.2 FIELD/EOC COMMUNICATIONS AND COORDINATION

The City's communication plan outlines the communications channels and protocols to be used during an incident. Typically, field to EOC communications will occur at the Command/Management and General Staff levels or, if they are established, field units



will communicate with a Department Operations Center (DOC) who will, in turn, relay the information to the appropriate section/function in the EOC.

The County OA EOC will communicate situation and resource status information to the Coastal Region and other outside agencies via designated countywide emergency reporting systems.

7.3 FIELD/EOC DIRECTION AND CONTROL INTERFACE

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

It is the responsibility of the Incident Commander to communicate critical information to the EOC Director in a timely manner.

7.4 FIELD/EOC COORDINATION WITH DEPARTMENT OPERATIONS CENTERS

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

7.5 ICS FUNCTIONS

- A standardized management tool for meeting the demands of small or large emergency or nonemergency situations.
- Represents "best practices" and has become the standard for emergency management across the country.
- May be used for planned events, natural disasters, and acts of terrorism.
- Is a key feature of the National Incident Management System (NIMS).

The ICS is a management system designed to enable effective and efficient domestic incident management by integrating a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to enable effective and efficient domestic incident management. A basic



premise of ICS is that it is widely applicable. It is used to organize both near-term and long-term field-level operations for a broad spectrum of emergencies, from small to complex incidents, both natural and manmade. ICS is used by all levels of government—Federal, State, local, and tribal—as well as by many private sector and nongovernmental organizations.

ICS is also applicable across disciplines. It is normally structured to facilitate activities in five major functional areas: command, operations, planning, logistics, and finance and administration.

7.6 INCIDENT COMPLEXITY

“Incident complexity” is the combination of involved factors that affect the probability of control of an incident. Many factors determine the complexity of an incident, including, but not limited to, area involved, threat to life and property, political sensitivity, organizational complexity, jurisdictional boundaries, values at risk, weather, strategy and tactics, and agency policy. Incident complexity is considered when making incident management level, staffing, and safety decisions.

Various analysis tools have been developed to assist consideration of important factors involved in incident complexity. Listed below are the factors that may be considered in analyzing incident complexity:

- Impacts to life, property, and the economy
- Community and responder safety
- Potential hazardous materials
- Weather and other environmental influences
- Likelihood of cascading events
- Potential crime scene (including terrorism)
- Political sensitivity, external influences, and media relations
- Area involved, jurisdictional boundaries
- Availability of resources

7.7 ICS FEATURES

Standardization:

- **Common Terminology:** Using common terminology helps to define organizational functions, incident facilities, resource descriptions, and position titles.

Command:

- **Establishment and Transfer of Command:** The command function must be clearly established from the beginning of an incident. When command is transferred, the process must include a briefing that captures all essential information for continuing safe and effective operations.



- Chain of Command and Unity of Command: Chain of command refers to the orderly line of authority within the ranks of the incident management organization. Unity of command means that every individual has a designated supervisor to whom he or she reports at the scene of the incident. These principles clarify reporting relationships and eliminate the confusion caused by multiple, conflicting directives. Incident managers at all levels must be able to control the actions of all personnel under their supervision.
- Unified Command: In incidents involving multiple jurisdictions, a single jurisdiction with multiagency involvement, or multiple jurisdictions with multiagency involvement, Unified Command allows agencies with different legal, geographic, and functional authorities and responsibilities to work together effectively without affecting individual agency authority, responsibility, or accountability.

Planning/Organizational Structure:

- Management by Objectives: Includes establishing overarching objectives; developing strategies based on incident objectives; developing and issuing assignments, plans, procedures, and protocols; establishing specific, measurable objectives for various incident management functional activities and directing efforts to attain them, in support of defined strategies; and documenting results to measure performance and facilitate corrective action.
- Modular Organization: The Incident Command organizational structure develops in a modular fashion that is based on the size and complexity of the incident, as well as the specifics of the hazard environment created by the incident.
- Incident Action Planning: Incident Action Plans (IAPs) provide a coherent means of communicating the overall incident objectives in the context of both operational and support activities.
- Manageable Span of Control: Span of control is key to effective and efficient incident management. Within ICS, the span of control of any individual with incident management supervisory responsibility should range from three to seven subordinates.

Facilities and Resources:

- Incident Locations and Facilities: Various types of operational support facilities are established in the vicinity of an incident to accomplish a variety of purposes. Typical designated facilities include Incident Command Posts, Bases, Camps, Staging Areas, Mass Casualty Triage Areas, and others as required.
- Comprehensive Resource Management: Maintaining an accurate and up-to-date picture of resource utilization is a critical component of incident management. Resources are defined as personnel, teams, equipment, supplies, and facilities available or potentially available for assignment or allocation in support of



incident management and emergency response activities.

- Communications/Information Management
 - Integrated Communications: Incident communications are facilitated through the development and use of a common communications plan and interoperable communications processes and architectures.
 - Information and Intelligence Management: The incident management organization must establish a process for gathering, analyzing, sharing, and managing incident-related information and intelligence.

Professionalism:

- Accountability: Effective accountability at all jurisdictional levels and within individual functional areas during incident operations is essential. To that end, the following principles must be adhered to:
 - Check-In: All responders, regardless of agency affiliation, must report in to receive an assignment in accordance with the procedures established by the Incident Commander.
 - Incident Action Plan: Response operations must be directed and coordinated as outlined in the IAP.
 - Unity of Command: Each individual involved in incident operations will be assigned to only one supervisor.
 - Personal Responsibility: All responders are expected to use good judgment and be accountable for their actions.
 - Span of Control: Supervisors must be able to adequately supervise and control their subordinates, as well as communicate with and manage all resources under their supervision.
 - Resource Tracking: Supervisors must record and report resource status changes as they occur.
- Dispatch/Deployment: Personnel and equipment should respond only when requested or when dispatched by an appropriate authority.

7.8 MODULAR ORGANIZATION

Standardization of the ICS organizational chart and associated terms does not limit the flexibility of the system. A key principle of ICS is its flexibility. The ICS organization may be expanded easily from a very small size for routine operations to a larger organization capable of handling catastrophic events.

When an ICS position is not staffed, the responsibility for the tasks associated with that position are assumed by the supervisor over that position. (i.e. if the Finance/



Administration position is not filled, the Incident Commander is responsible for all tasks associated with the Finance/Administration position.)

7.9 POSITION TITLES

At each level within the ICS organization, individuals with primary responsibility positions have distinct titles. Titles provide a common standard for all users.

The use of distinct titles for ICS positions allows for filling ICS positions with the most qualified individuals rather than by seniority. Standardized position titles are useful when requesting qualified personnel. For example, in deploying personnel, it is important to know if the positions needed are Unit Leaders, clerks, etc.

Listed below are the standard ICS titles:

Table 14: Incident Command System Titles

Organizational Level	Title	Support Position
Incident Command/ EOC Director	Incident Commander/ EOC Director	Deputy
Command/Management Staff	Officer	Assistant
General Staff (Section)	Chief	Deputy
Branch	Director	Deputy
Division/Group	Supervisor	N/A
Unit	Leader	Manager
Strike Team/Task Force	Leader	Single Resource Boss



Figure 10: Basic ICS Organization for the City of Albany
(Incident Command Post or limited EOC Activation)

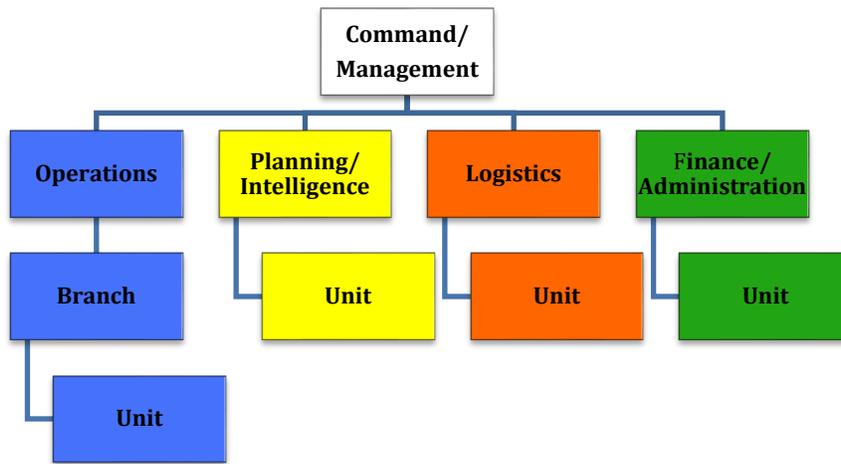
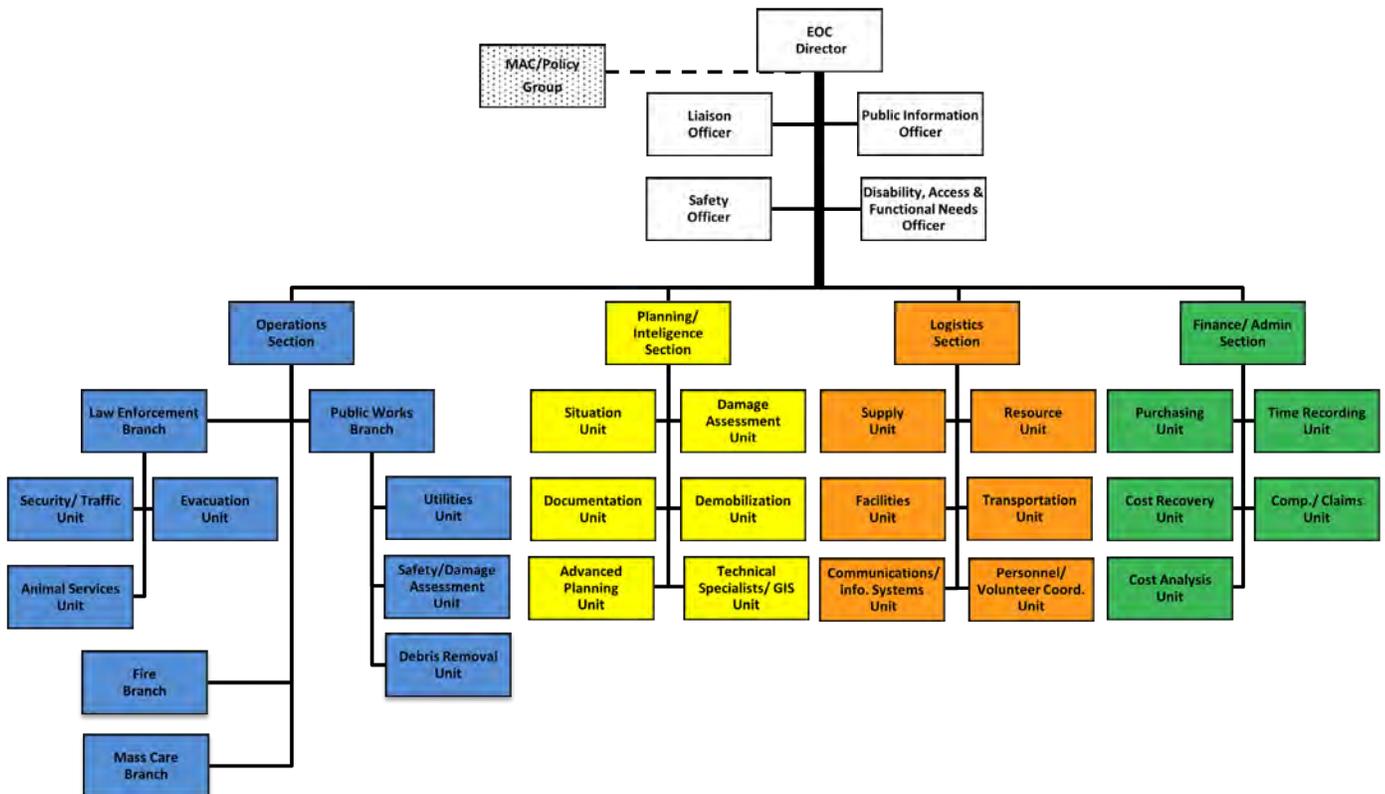


Figure 11: Expanded ICS Organization for the City of Albany
(Full EOC Activation)





8.0 NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)

Homeland Security Presidential Directive (HSPD)-5 called for a single, comprehensive system to enhance the ability of the United States to manage domestic incidents. The National Incident Management System (NIMS) was created to provide a consistent nationwide template to enable all levels of government, the private sector, and non-governmental organizations (NGOs) to work together during an incident.

Integrating these NIMS principles into all phases of an incident and throughout all levels of government ensures that all stakeholders have a common set of principles from which to operate during an incident.

NIMS is foundationally based on SEMS and ICS, which reflect standardized best practices in incident and emergency management techniques and principles that have been applied effectively for many years. Therefore, the techniques and principles of SEMS and ICS are incorporated into NIMS, making them NIMS compliant.

8.1 NIMS COMPONENTS

Three major components make up the NIMS Framework: Resource Management, Command and Coordination, and Communications and Information Management.

<https://training.fema.gov/is/crslist.aspx?all=true> - IS-700.B: An Introduction to the National Incident Management System & IS-800.D: National Response Framework, An Introduction.

Resource Management

Resource Management describes standard mechanisms to systematically manage resources, including personnel, equipment, supplies, teams, and facilities, both before and during incidents in order to allow organizations to more effectively share resources when needed.

<https://training.fema.gov/is/crslist.aspx?all=true> - IS-703.B: National Incident Management System Resource Management

Command and Coordination

Command and Coordination describes leadership roles, processes, and recommended organizational structures for incident management at the operational and incident support levels and explains how these structures interact to manage incidents effectively and efficiently.

NIMS Command and Coordination is comprised of four key organizational structures:

The Incident Command System (ICS) – ICS is a standardized, all-hazard incident management concept. Its organizational structure allows its users to match the



complexities and demands of single or multiple incidents without being hindered by jurisdictional boundaries.

<https://training.fema.gov/is/crslist.aspx?all=true> - IS-100.C: Introduction to the Incident Command System, ICS 100

Emergency Operations Center (EOC): The purpose, authorities, and composition of EOCs vary widely, but EOCs generally perform the following primary functions:

- Collecting, analyzing and sharing information.
- Supporting resource needs and requests, including allocation and tracking.
- Coordinating plans and determining current and future needs.
- In some cases, providing coordination and policy direction.

<https://training.fema.gov/is/crslist.aspx?all=true> - IS-2200: Basic Emergency Operations Center Functions

Multiagency Coordination Groups (MAC Group) - Are part of the off-site incident management structure of NIMS. MAC Groups are also sometimes referred to as Policy Groups. MAC Group members are typically agency administrators, executives or their designees from stakeholder agencies or organizations impacted by and with resources committed to the incident. The MAC Group may also include representatives from non-governmental organizations such as businesses and volunteer organizations.

During incidents, MAC Groups:

- Act as a policy-level body.
- Support resource prioritization and allocation.
- Make cooperative multi-agency decisions.
- Enable decision making among elected and appointed officials and the Incident Commander responsible for managing the incident.

<https://training.fema.gov/is/crslist.aspx?all=true> - IS-908: Emergency Management for Senior Officials

The Joint Information System (JIS) - Integrates incident information and public affairs into a unified organization that provides consistent, coordinated, accurate, accessible, timely and complete information to the public and stakeholders during incident operations.

JIS operates across and supports the other NIMS Management and Coordination structures: ICS, EOC and MAC Group.

JIS activities include:

- Developing and delivering coordinated interagency messages.
- Developing, recommending, and executing public information plans and strategies.
- Advise on public affairs issues that could affect the incident management effort.
- Addressing and managing rumors and inaccurate information that could undermine public confidence.



The JIS performs these activities in support of the Incident Commander or Unified Command, the EOC Director, and the MAC Group.

<https://training.fema.gov/is/crslist.aspx?all=true> - IS-29.A: Public Information Officer Awareness

Communications and Information Management

Communications and Information Management describes systems and methods that help to ensure that incident personnel and other decision makers have the means and information they need to make and communicate decisions.

The NIMS identifies the requirement for a standardized framework for communications, information management (collection, analysis, and dissemination), and information sharing at all levels of incident management. These elements are briefly described as follows:

Incident Management Communications – Incident management organizations must ensure that effective, interoperable communications processes, procedures, and systems exist to support a wide variety of incident management activities across agencies and jurisdictions.

Information Management – Information management processes, procedures, and systems help ensure that information, including communications and data, flows efficiently through a commonly accepted architecture supporting numerous agencies and jurisdictions responsible for managing or directing domestic incidents, those impacted by the incident, and those contributing resources to the incident management effort. Effective information management enhances incident management and response and helps insure that crisis decision-making is better informed.

Supporting Technologies

Technology and technological systems provide supporting capabilities essential to implementing and continuously refining the NIMS. These include voice and data communications systems, information management systems (i.e., record keeping and resource tracking), and data display systems. Also included are specialized technologies that facilitate ongoing operations and incident management activities in situations that call for unique technology-based capabilities.

NIMS Compliance

The State of California’s NIMS Advisory Committee issued “California Implementation Guidelines for the National Incident Management System” to assist State agencies, local governments, tribes and special districts to incorporate NIMS into already existing programs, plans, training and exercises. The County is following this document to ensure NIMS compliance.



Additional information on the National Incident Management System, including training, credentialing and compliance requirements can be found on the FEMA NIMS web site at <http://www.fema.gov/nims/>. A complete copy of the NIMS manual in Adobe PDF format is available from the FEMA NIMS web site and is also located in the electronic version of this plan.

As NIMS standards and practices are further defined and refined, this emergency plan will be updated to incorporate them as required. The Cal OES maintains current SEMS/NIMS Integration guidance. For updates reference the Cal OES website at: <https://www.caloes.ca.gov/cal-oes-divisions/california-specialized-training-institute/training-exercise-programs/emergency-management-training-program>

8.2 NATIONAL RESPONSE FRAMEWORK (NRF)

NIMS works hand in hand with the National Response Framework (NRF). NIMS provides the template for the management of incidents, while the NRF provides the structure and mechanisms for national-level policy for incident management.

The National Response Framework is a guide to how the Nation conducts all-hazards response. It is built upon scalable, flexible, and adaptable coordinating structures to align key roles and responsibilities across the Nation. It describes specific authorities and best practices for managing incidents of all size, scale, or scope. The NRF is intended to strengthen, organize, and coordinate response actions across all levels. The doctrine of tiered response emphasizes that response to incidents should be handled at the lowest jurisdictional level capable of handling the work.

Preparedness is essential for effective response. The NRF identifies the six essential activities for responding to an incident:

Figure 12: Preparedness Cycle

- Planning
- Organizing
- Training
- Equipping
- Exercising
- Evaluating and Taking Corrective Action



Planning

Planning makes it possible to manage incidents, determine capability requirements, and identify roles. It includes the collection and analysis of intelligence and information, as well as the development of policies, plans, procedures, mutual aid and assistance agreements, and strategies to perform missions and tasks. Governments at all levels



have a responsibility to develop detailed, robust, all-hazards response plans. These plans should have clearly defined leadership roles and responsibilities. They should be integrated, operational, and incorporate the whole community.

Organizing

Organizing to execute response activities includes developing an overall organizational structure, strengthening leadership at each level, and assembling well-qualified teams of paid and volunteer staff for essential response and recovery tasks. The National Incident Management System (NIMS) provides standard command and management structures that apply to response. This common system enables responders from different jurisdictions and disciplines to work together to respond to incidents.

Governments at all levels should organize to support effective response and use the NIMS resource management principles as follows to enhance response capabilities.

Individual Resources. Resources are organized by category, kind, size, capacity, skill, and other characteristics. This organization makes resource management more efficient and ensures that similar resources from different agencies are organized according to standard principles.

Emergency Support Functions. The Federal Government and many State governments organize much of their resources and capabilities under 15 Emergency Support Functions (ESFs). ESFs align categories of resources and provide strategic objectives for their use. ESFs utilize standardized resource management concepts such as typing, inventorying, and tracking to facilitate the dispatch, deployment, and recovery of resources before, during, and after an incident. ESF coordinators and primary agencies are identified on the basis of authorities and resources. Support agencies are assigned based on the availability of resources in a given functional area. ESFs provide the greatest possible access to Federal department and agency resources regardless of which organization has those resources. **(Table 15: Federal Emergency Support Functions and Table 16: California Emergency Support Functions).**

Pre-Scripted Mission Assignments. The Federal Government uses pre-scripted mission assignments to assist in planning and to reduce the time it takes to deploy response resources. Pre-scripted mission assignments identify resources or capabilities of government organizations that are commonly called upon during response to an incident. Pre-scripted mission assignments allow primary and supporting ESF agencies to organize resources that can be tailored to develop, train, and exercise rosters of deployable response personnel.

Advanced Readiness Contracting. While the Federal Government has tremendous resources on hand to support local governments, certain resources are more efficiently deployed when procured from the private sector. Advanced readiness contracting



ensures that contracts are in place before an incident for commonly needed commodities and services.

Pre-Positioned Resources. The Federal Government pre-positions resources close to those localities most at risk for particular types of events.

Training

Building essential response capabilities nationwide requires a systematic program to train individual teams and organizations – to include governmental, nongovernmental, private-sector, and voluntary organizations – to meet a common baseline of performance and certification standards. Professionalism and experience are the foundation upon which successful response is built. Rigorous, ongoing training is thus imperative.

Equipping

Jurisdictions at all levels need to establish a common understanding of the capabilities of distinct types of response resources. This facilitates planning before an incident, as well as rapid scaling and flexibility in meeting the needs of an incident. A critical component of preparedness is the acquisition of equipment that will perform to established standards, including the capability to be interoperable with equipment used by other jurisdictions and/or participating organizations.

Exercising

Exercises provide opportunities to test plans and improve proficiency in a risk-free environment. Exercises assess and validate proficiency levels. They also clarify and familiarize personnel with roles and responsibilities. Well-designed exercises improve interagency coordination and communications, highlight capability gaps, and identify opportunities for improvement.

Evaluating and Taking Corrective Action

Evaluation and continual process improvement are cornerstones of effective preparedness. Upon concluding an exercise, jurisdictions should evaluate performance against relevant capability objectives, identify deficits, and institute improvement plans. Improvement planning should develop specific recommendations for changes in practice, timelines for implementation, and assignments for completion.



Table 15: Federal Emergency Support Functions

<p>ESF #1 – Transportation ESF Coordinator: Department of Transportation</p> <p>Coordinates the support of management of transportation systems and infrastructure, the regulation of transportation, management of the Nation’s airspace, and ensuring the safety and security of the national transportation system. Functions include but are not limited to the following:</p> <ul style="list-style-type: none"> ▪ Transportation modes management and control; ▪ Transportation safety; ▪ Stabilization and reestablishment of transportation infrastructure; ▪ Movement restrictions; and ▪ Damage and impact assessment.
<p>ESF #2 – Communications ESF Coordinator: DHS/ Cybersecurity and Infrastructure Security Agency</p> <p>Coordinates government and industry efforts for the reestablishment and provision of critical communications infrastructure and services, facilitates the stabilization of systems and applications from malicious activity (e.g., cyber), and coordinates communications support to response efforts (e.g., emergency communication services and emergency alerts and telecommunications). Functions include but are not limited to the following:</p> <ul style="list-style-type: none"> ▪ Coordination with telecommunications and information technology industries; ▪ Coordination of the reestablishment and provision of critical communications infrastructure; ▪ Protection, reestablishment, and sustainment of national cyber and information technology resources; ▪ Oversight of communications within the federal response structures; and ▪ Facilitation of the stabilization of systems and applications from cyber events.
<p>ESF #3 – Public Works and Engineering ESF Coordinator: DOD/U.S. Army Corps of Engineers</p> <p>Coordinates the capabilities and resources to facilitate the delivery of services, technical assistance, engineering expertise, construction management, and other support to prepare for, respond to, and recover from a disaster or an incident. Functions include but are not limited to the following:</p> <ul style="list-style-type: none"> ▪ Infrastructure protection and emergency repair; ▪ Critical infrastructure reestablishment; ▪ Engineering services and construction management; and ▪ Emergency contracting support for life-saving and life-sustaining services.
<p>ESF #4 – Firefighting ESF Coordinator: USDA/U.S. Forest Service and DHS/FEMA/U.S. Fire Administration</p> <p>Coordinates the support for the detection and suppression of fires. Functions include but are not limited to supporting wildland, rural, and urban firefighting operations.</p>
<p>ESF #5 – Information and Planning ESF Coordinator: DHS/FEMA</p> <p>Supports and facilitates multiagency planning and coordination for operations involving incidents requiring federal coordination. Functions include but are not limited to the following:</p> <ul style="list-style-type: none"> ▪ Deliberate and crisis action planning; and ▪ Information collection, analysis, visualization and dissemination.



ESF #6 – Mass Care, Emergency Assistance, Temporary Housing, and Human Services ESF

Coordinator: DHS/FEMA

Coordinates the delivery of mass care and emergency assistance. Functions include but are not limited to the following:

- Mass care;
- Emergency assistance;
- Temporary housing; and
- Human services.

ESF #7 – Logistics

ESF Coordinator: General Services Administration and DHS/FEMA

Coordinates comprehensive incident resource planning, management, and sustainment capability to meet the needs of disaster survivors and responders. Functions include but are not limited to the following:

- Comprehensive national incident logistics planning, management, and sustainment capability; and
- Resource support (e.g., facility space, office equipment and supplies, and contracting services).

ESF #8 – Public Health and Medical Services

ESF Coordinator: Department of Health and Human Services (HHS)

Coordinates the mechanisms for assistance in response to an actual or potential public health and medical disaster or incident. Functions include but are not limited to the following:

- Public health;
- Medical surge support, including patient movement;
- Behavioral health services;
- Mass fatality management; and
- Veterinary, medical, and public health services.

ESF #9 – Search and Rescue

ESF Coordinator: DHS/FEMA

Coordinates the rapid deployment of search and rescue resources to provide specialized life-saving assistance. Functions include but are not limited to the following:

- Structural collapse (urban) search and rescue;
- Maritime/coastal/waterborne search and rescue; and
- Land search and rescue.

ESF #10 – Oil and Hazardous Materials Response

ESF Coordinator: Environmental Protection Agency

Coordinates support in response to an actual or potential discharge and/or release of oil or hazardous materials. Functions include but are not limited to the following:

- Environmental assessment of the nature and extent of oil and hazardous materials contamination; and
- Environmental decontamination and cleanup, including buildings/structures and management of contaminated waste.



ESF #11 – Agriculture and Natural Resources

ESF Coordinator: Department of Agriculture

Coordinates a variety of functions designed to protect the Nation’s food supply, respond to pest and disease incidents impacting agriculture, and protect natural and cultural resources. Functions include but are not limited to the following:

- Nutrition assistance;
- Agricultural disease and pest response;
- Technical expertise, coordination, and support of animal and agricultural emergency management;
- Meat, poultry, and processed egg products safety and defense; and
- Natural and cultural resources and historic properties protection.

ESF #12 – Energy

ESF Coordinator: Department of Energy

Facilitates the reestablishment of damaged energy systems and components, and provides technical expertise during an incident involving radiological/nuclear materials. Functions include but are not limited to the following:

- Energy infrastructure assessment, repair, and reestablishment;
- Energy industry utilities coordination; and
- Energy forecast.

ESF #13 – Public Safety and Security

ESF Coordinator: Department of Justice/Bureau of Alcohol, Tobacco, Firearms, and Explosives

Coordinates the integration of public safety and security capabilities and resources to support the full range of incident management activities. Functions include but are not limited to the following:

- Facility and resource security;
- Security planning and technical resource assistance;
- Public safety and security support; and
- Support to access, traffic, and crowd control.

ESF #14 – Cross-Sector Business and Infrastructure

ESF Coordinator: DHS/Cybersecurity and Infrastructure Security Agency

Coordinates cross-sector operations with infrastructure owners and operators, businesses, and their government partners, with particular focus on actions taken by businesses and infrastructure owners and operators in one sector to assist other sectors to better prevent or mitigate cascading failures between them. Focuses particularly on those sectors not currently aligned to other ESFs (e.g., the Financial Services Sector). Functions include but are not limited to the following:

- Assessment, analysis, and situational awareness of cross-sector challenges; and
- Facilitates operational coordination with critical infrastructure sectors.



ESF #15 – External Affairs

ESF Coordinator: DHS

Coordinates the release of accurate, coordinated, timely, and accessible public information to affected audiences, including the government, media, NGOs, and the private sector. Works closely with state and local officials to ensure outreach to the whole community. Functions include but are not limited to the following:

- Public affairs and the Joint Information Center;
- Intergovernmental (local, state, tribal, territorial, nongovernmental, and private sector) affairs; and
- Congressional affairs.

Table 16: California Emergency Support Functions

CA-ESF Title	Definition	Lead Agency	Federal ESF
ESF 1 Transportation	Assists in the management of transportation systems and infrastructure during domestic threats or in response to incidents.	California Transportation Agency (Caltrans)	ESF #1 – Transportation
ESF 2 Communications	Provide resources, support, and restoration of government emergency telecommunications, including voice and data.	California Governor's Office of Emergency Services	ESF #2 – Communications
ESF 3 Construction and Engineering	Organizes the capabilities and resources of the State government to facilitate the delivery of services, technical assistance, engineering expertise, construction management, and other support to local jurisdictions.	California Government Operations Agency-Dept. of General Services	ESF #3 – Public Works and Engineering
ESF 4 Fire and Rescue	Monitors the status of fire mutual aid activities. Coordinates support activities related to the detection and suppression of urban, rural, and wildland fires and emergency incident scene rescue activities and provide personnel, equipment, and supplies to support local jurisdictions.	California Governor's Office of Emergency Services	ESF #4 – Firefighting
ESF 5 Management	Coordinates and resolves issues among the CA-ESFs in the four phases of emergency management to ensure consistency in the development and maintenance of the SEP annexes. During emergencies, serves in an advisory capacity to the EOC Director.	California Governor's Office of Emergency Services	ESF #5 – Emergency Management



ESF 6 Care and Shelter	Coordinates actions to assist responsible jurisdictions to meet the needs of victims displaced during an incident including food assistance, clothing, non-medical care and sheltering, family reunification, and victim recovery.	California Health and Human Services Agency	ESF #6 – Mass Care, Emergency Assistance, Housing and Human Services
ESF 7 Resources	Coordinates plans and activities to locate, procure, and pre-position resources to support emergency operations.	California Government Operations Agency-Dept. of General Services	ESF #7 – Logistics Management and Resource Support
ESF 8 Public Health and Medical	Coordinates Public Health, Environmental Health, and Emergency Medical Services activities statewide in support of local jurisdiction resource needs for preparedness, response, recovery, and mitigation from emergencies and disasters.	California Health and Human Services Agency	ESF #8 – Public Health and Medical Services
ESF 9 Search and Rescue	This Emergency Support Function was merged into CA-ESF 4 Fire and Rescue for Urban Search and Rescue requests and CA-ESF 13 Law Enforcement for Wilderness Search and Rescue.	California Governor’s Office of Emergency Services	ESF #9 – Search and Rescue
ESF 10 Hazardous Materials	Coordinates State resources and supports the responsible jurisdictions to prepare for, prevent, minimize, assess, mitigate, respond to, and recover from a threat to the public or environment by actual or potential hazardous materials releases, including oil spills.	California Environmental Protection Agency	ESF #10 – Oil and Hazardous Materials Response
ESF 11 Food and Agriculture	Supports the responsible jurisdiction and coordinates activities during and immediately following a disaster, impacting the agriculture and food industry, and supports the recovery of impacted industries and resources post disaster.	California Department of Food and Agriculture	ESF #11 – Agriculture and Natural Resources
ESF 12 Utilities	Provide resources and support to responsible jurisdictions and in partnership with the private sector to restore gas, electric, water, wastewater and telecommunications.	California Natural Resources Agency-California Energy Commission and California Utilities Emergency Association	ESF #12 – Energy



ESF 13 Law Enforcement	Coordinates State law enforcement personnel and equipment to support responsible law enforcement agencies, coroner activities, Wilderness Search and Rescue, and public safety in accordance with Law Enforcement and Coroner's Mutual Aid Plans.	California Governor's Office of Emergency Services	ESF #13 – Public Safety and Security
ESF 14 Recovery	Supports and enables economic recovery of communities and California from the long-term consequences of extraordinary emergencies and disasters.	California Governor's Office of Emergency Services	ESF #14 – Long-Term Community Recovery
ESF 15 Public Information	Supports the accurate, coordinated, timely, and accessible information to affected audiences, including governments, media, the private sector, and the local populace, including the special needs population.	California Governor's Office of Emergency Services	ESF #15 – External Affairs
ESF 16 Evacuation	This Emergency Support Function was merged into CA-ESF 13 Law Enforcement in August 2013.	N/A	N/A
ESF 17 Volunteer and Donations Management	Supports responsible jurisdictions in ensuring the most efficient and effective use of affiliated and unaffiliated volunteers and organizations and monetary and in-kind donated resources to support incidents requiring a State response.	Office of the Governor - California Volunteers	N/A
ESF 18 Cybersecurity	Coordinates resources to prepare, mitigate, respond to, and recover from a significant cybersecurity event.	California Governor's Office of Emergency Services	N/A



9.0 MUTUAL AID

The foundation of California's emergency planning and response is a statewide mutual aid system that is structured to provide adequate resources, facilities, and other support to jurisdictions whenever their own resources prove to be inadequate to cope with a given situation(s). The basis for the system is the California Disaster and Civil Defense Master Mutual Aid Agreement, as provided for in the California Emergency Services Act. This Agreement was developed in 1950 and has been adopted by the State, all 58 counties, and most incorporated cities in the State of California. The Master Mutual Aid Agreement creates a formal structure wherein each jurisdiction retains control of its own facilities, personnel and resources, but may also receive or render assistance to other jurisdictions within the State. State government is obligated to provide available resources to assist local jurisdictions in emergencies. It is the responsibility of the local jurisdiction to negotiate, coordinate, and prepare mutual aid agreements.

Mutual aid agreements exist in:

- Law Enforcement /Coroners
- Fire Services
- Medical
- Public Health
- Emergency Management
- Hazardous Materials
- Public Utilities
- Engineers

9.1 STATEWIDE MUTUAL AID SYSTEM

A statewide mutual aid system, operating within the framework of the Master Mutual Aid Agreement, allows for the progressive mobilization of resources to and from local governments, operational areas, regions, and State to provide requesting agencies with adequate resources. The general flow of mutual aid resource requests and resources within mutual aid systems are depicted in the diagram in **Figure 13: Mutual Aid System Flow Chart**.

The system includes several discipline-specific mutual aid agreements, such as fire and rescue, law, medical, building and safety, coroners, emergency managers (EMMA) and public works. These systems are consistent with SEMS and NIMS at all levels.

In addition to the mutual aid agreements that are in place within the state of California, the Governor signed the Emergency Management Assistance Compact (EMAC) that allows the State of California to participate with the other states in a nationwide mutual aid system. Interstate mutual aid may be obtained through direct state-to-state contacts,



pursuant to interstate agreements and compacts, or may be coordinated through federal agencies (www.emacweb.org).

9.2 MUTUAL AID REGIONS

Mutual aid regions I-VI were established in California under the Emergency Services Act and each contains designated counties. Alameda County is in Mutual Aid Region II, which is in the Cal OES Coastal Administrative Region. **Figures 16 and 17** depict the State mutual aid and administration regions, respectively.

9.3 MUTUAL AID COORDINATORS

To facilitate mutual aid, discipline-specific mutual aid systems work through designated mutual aid coordinators at the operational area, regional and State levels. The basic role of a mutual aid coordinator is to receive mutual aid requests, coordinate the provision of resources from within the coordinator's geographic area of responsibility, and pass on unfilled requests to the next level.

Mutual aid requests that do not fall into one of the discipline-specific mutual aid systems are handled through the Emergency Management Mutual Aid (EMMA) system by emergency management staff at the local government, operational area, regional and State levels. In the Operational Area, this would be coordinated through the Alameda County Office of Emergency Services. The flow of resource requests and information among mutual aid coordinators is illustrated in **Figure 13: Mutual Aid System Concept: General Flow of Requests and Resources** and **Figure 14: Mutual Aid Coordinators Flow Chart Discipline Specific Mutual Aid Systems**. The discipline-specific mutual aid is coordinated through the Coastal Regional Mutual Aid Coordinators for the specific discipline as illustrated in **Figure 17: Coastal Region Operational Area Mutual Aid Coordinator Map**.

Mutual aid system coordinators at an EOC may be located in various functional elements (sections, branches, groups or units) or serve as an agency representative, depending on how the EOC is organized, and the extent to which it is activated.

9.4 VOLUNTEER, NON-GOVERNMENTAL, AND PRIVATE ORGANIZATIONS

Volunteer, non-governmental, and private organizations may participate in the mutual aid system along with governmental agencies. For example, the disaster medical mutual aid system relies heavily on private sector involvement for medical/health resources. The County's emergency preparedness partnerships, including volunteer agencies such as the American Red Cross, Sheriff's Office volunteer programs, community, and faith-based organizations and others are an essential element of Local, State, and National emergency response to meet the needs of disaster victims. Volunteer and non-governmental organizations mobilize volunteers and other resources



through their own systems. They also may identify resource needs that are not met within their own systems that would be requested through the mutual aid system. Volunteer and non-governmental organizations with extensive involvement in the emergency response should be represented in OA EOC or the City EOC if the agency is only assigned to work with the City. For County wide incidents, the OA EOC will be the lead and coordinate all volunteer, non-governmental, or private organizational assistance.

Some private agencies have established mutual aid arrangements to assist other private agencies and government within their functional area. For example, electric and gas utilities have mutual aid agreements within their industry and established procedures for coordinating with governmental EOCs. In some functional areas, services are provided by a mix of special district, municipal, and private agencies. Mutual aid arrangements may include both governmental and private agencies.

The City of Albany coordinates and maintains two Pre-Registered DSW Volunteer Classification programs: Volunteers In Police Service (VIPS), and Animal Services Volunteers.

- The Volunteers In Police Service (VIPS), program is comprised of adult volunteers who assist with the many administrative duties and non-enforcement related patrol functions. Members perform vacation house checks, school and park patrol, traffic control, special events, abandoned auto abatement, radar trailer placement, illegal sign abatement, handicapped parking enforcement and present crime prevention programs. These local citizens are provided distinctive uniforms and patrol vehicles. They act as additional “eyes and ears” for the Police Department.
- Ready to assist in any emergency, under various types of conditions, the Search and Rescue (SAR) Team is a highly trained group of volunteers. Because the county is diverse in terrain, members have the skills and knowledge to rescue persons in the white water of the local rivers, off the cliffs and mountains and in the back country of several National Forests. Parts of the Search and Rescue Team are also trained in Dive Rescue and Cliff Rescue. Many of the situations encountered by Search and Rescue require personnel to have a strong emergency, medical and technical background. Search and Rescue members respond quickly to emergencies, epitomizing the meaning of team work.
- Radio Amateur Civil Emergency Service (RACES) members provide emergency communications during significant emergencies and/or a major communications outage through the installation, operation and maintenance of various communications systems and perform related services to assist officials and individuals in the protection of life and property.

Liaisons should be established between activated EOCs and private agencies involved in a response. Where there is a need for extensive coordination and information



exchange, private agencies should be represented in activated EOCs at the appropriate SEMS level.

9.5 SAFETY ASSESSMENT PROGRAM (SAP)

The Safety Assessment Program (SAP) utilizes volunteers and mutual aid resources to provide professional engineers and architects and certified building inspectors to assist local governments in safety evaluation of their built environment in the aftermath of a disaster. The program is managed by Cal OES, with cooperation from professional organizations. SAP produces two resources: SAP Evaluators, described above, and SAP Coordinators, which are local government representatives that coordinate the program. Cal OES issues registration ID cards to all SAP Evaluators that have successfully completed the program requirements. Training for this program is now eligible for Homeland Security Grant Program funding.

Certified building inspectors, licensed engineers and architects who are part of the SAP are divided into two resource pools:

- Volunteers.
- Public Resources.
 - Local government employees.
 - State government employees.

All SAP participants must be activated by Cal OES through the State Operations Center (SOC). Requests for SAP mutual aid must be made through the Coastal Region or State Operating Center.

9.6 EMERGENCY FACILITIES USED FOR MUTUAL AID

Incoming mutual aid resources may be received and processed at several types of facilities including: marshaling areas, mobilization centers, and incident facilities. Each type of facility is described briefly below.

Marshaling Area

Defined in the National Response Framework as an area used for the complete assemblage of personnel and other resources prior to their being sent directly to the disaster affected area. Marshaling areas may be established in other states for a catastrophic California earthquake.

Mobilization Center

Off-incident location at which emergency or disaster service personnel and equipment are temporarily located pending assignment, release, or reassignment. For major area-wide disasters, mobilization centers may be located in or on the periphery of the disaster area.



Incident Facilities/Staging Areas

Incoming resources may be sent to staging areas, other incident facilities or directly to an incident, depending on the circumstances. Staging areas are temporary locations at an incident where personnel and equipment are kept while awaiting tactical assignments.

9.7 POLICIES AND PROCEDURES

- Mutual aid resources will be provided and utilized in accordance with the California Master Mutual Aid Agreement.
- During a proclaimed emergency/disaster, inter-jurisdictional mutual aid will be coordinated at the county, operational area or mutual aid regional level.
- Make sure a communications plan is in place for response activities.
- Because different radio frequencies are in use among most agencies, local agencies should provide incoming mutual aid forces with portable radios having local frequencies.
- Law and Fire Mutual aid requests will be made through established regional reporting systems (**See Figure 17: Coastal Region Operational Area Mutual Aid Coordinator Map**).
- The Alameda County will make all non-law and non-fire mutual aid requests via the Coastal Region II mutual aid systems or the State Operations Center (SOC). Requests should specify, at a minimum:
 - Number and type of personnel needed.
 - Type and amount of equipment needed.
 - Reporting time and location.
 - To whom resources should report.
 - Access routes.
 - Estimated duration of operations.
 - Risks and hazards.

9.8 AUTHORITIES AND REFERENCES

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

- State of California Emergency Managers Mutual Aid Plan.
- California Fire and Rescue Emergency Plan.
- California Fire Assistance Agreement.
- California Law Enforcement Mutual Aid Plan.
- California Law Enforcement Guide for Emergency Operations.
- California Master Mutual Aid Agreement.
- Emergency Management Assistance Compact.
- Robert T. Stafford Disaster Relief and Emergency Assistance Act, (Public Law 93-288, as amended: provides federal support to state and local disaster activities).
- Emergency Management Mutual Aid, Cal OES, November 2012.



Figure 13: Mutual Aid System Concept: General Flow of Requests and Resources

Flow of Requests and Resources

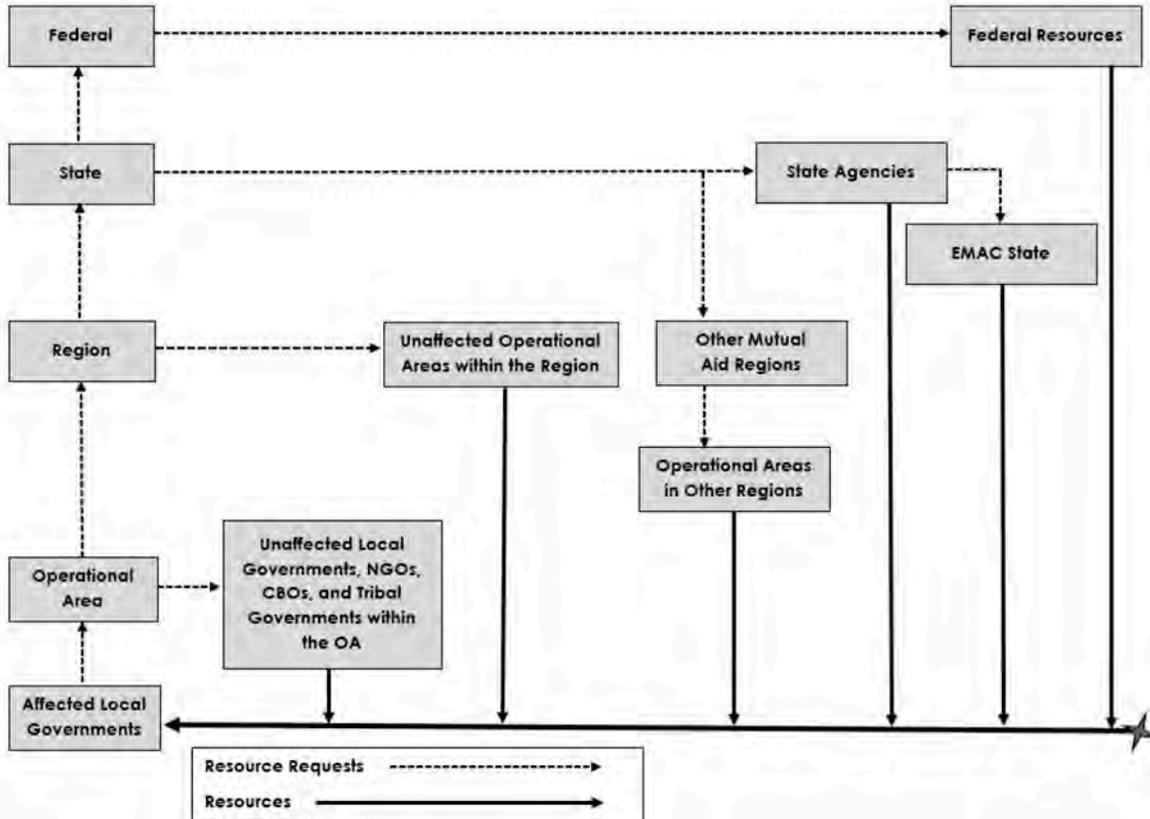


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7.7.7. Flow of Mutual Aid and Other Resource Requests

Exhibit 7.7-3 Flow of Requests and Resources below depicts the resource management process for the state under SEMS. In this model, the affected local government can access all stakeholders at all levels of the system.

Exhibit 7.7-3 Flow of Requests and Resources



OA- Operational Area
NGO-Non-Governmental Organization
CBO-Community Based Organization

Notes: Local governments may request mutual aid directly from other local governments where local agreements exist.



Figure 14: Mutual Aid Coordinators Flow Chart Discipline Specific Mutual Aid Systems



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Cal OES will analyze and coordinate resource requests and assign mission tasking to the appropriate state agency or department to fill the need.

Exhibit 7.7-2 Discipline-Specific Mutual Aid System below documents the flow of information, resource requests, and resources within specific mutual aid agreements relative to the SEMS organization levels.

Exhibit 7.7-2 Discipline-Specific Mutual Aid System

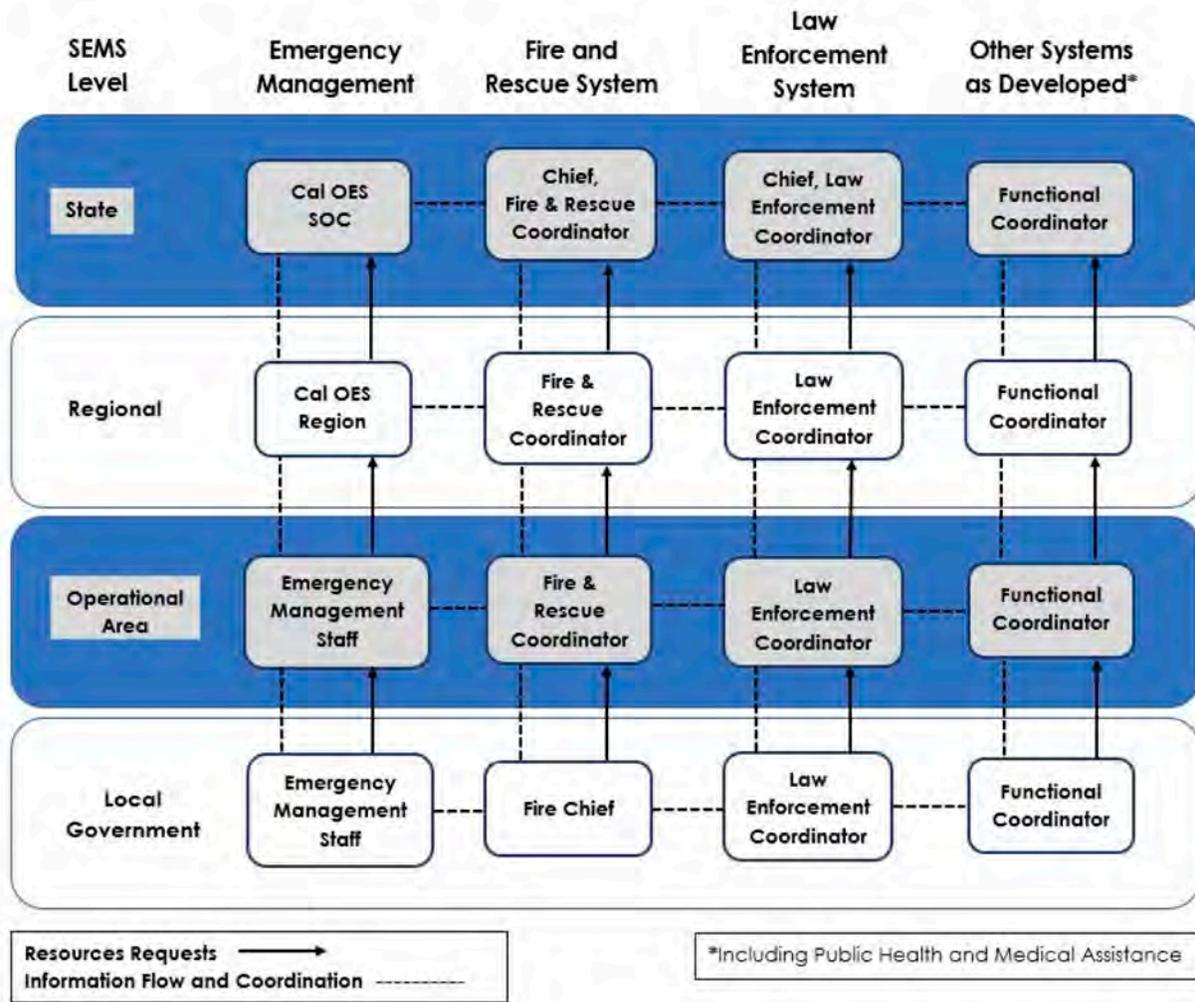
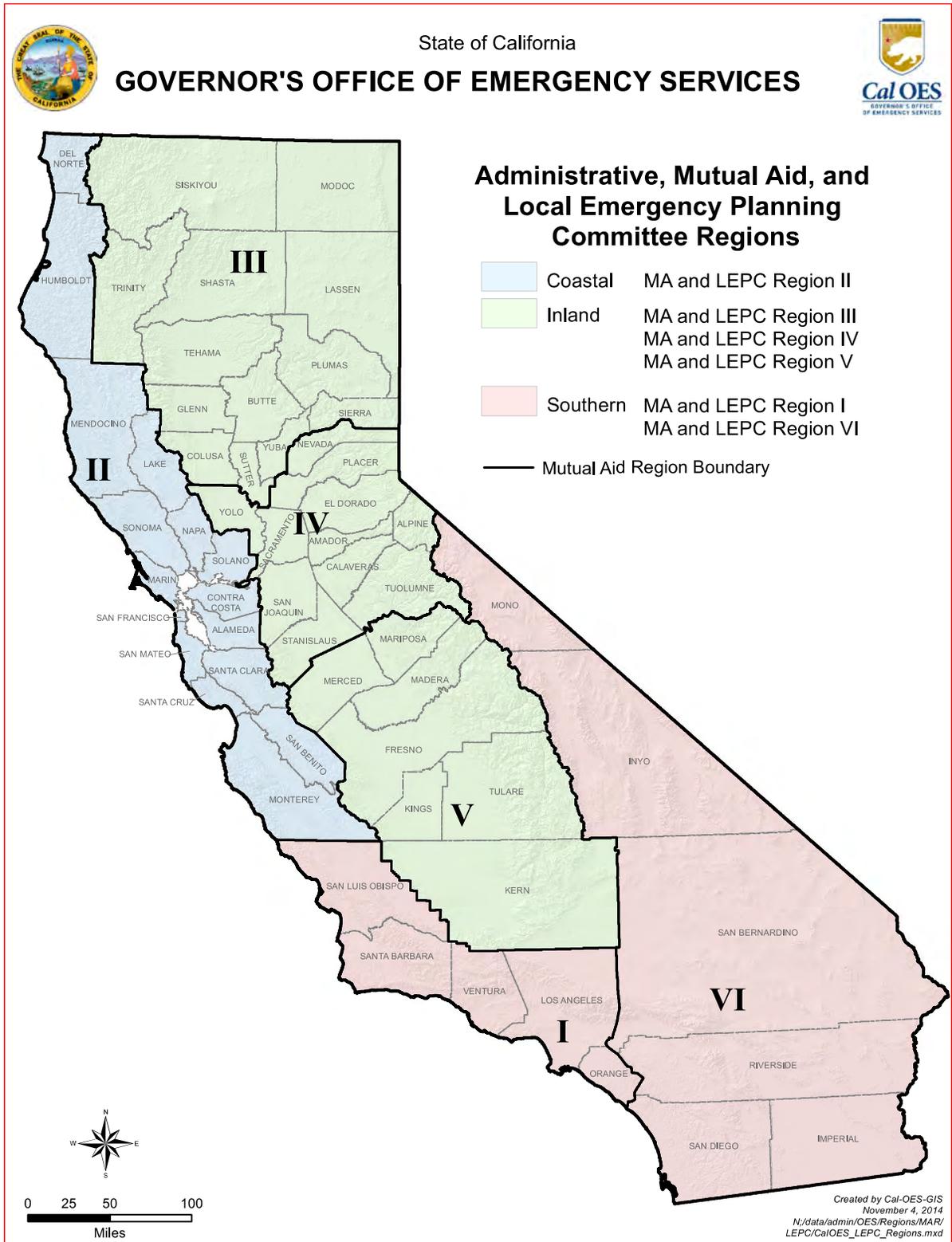


Figure 15: State Cal OES Administrative Regions Map





Figure 16: State Mutual Aid Regions Map



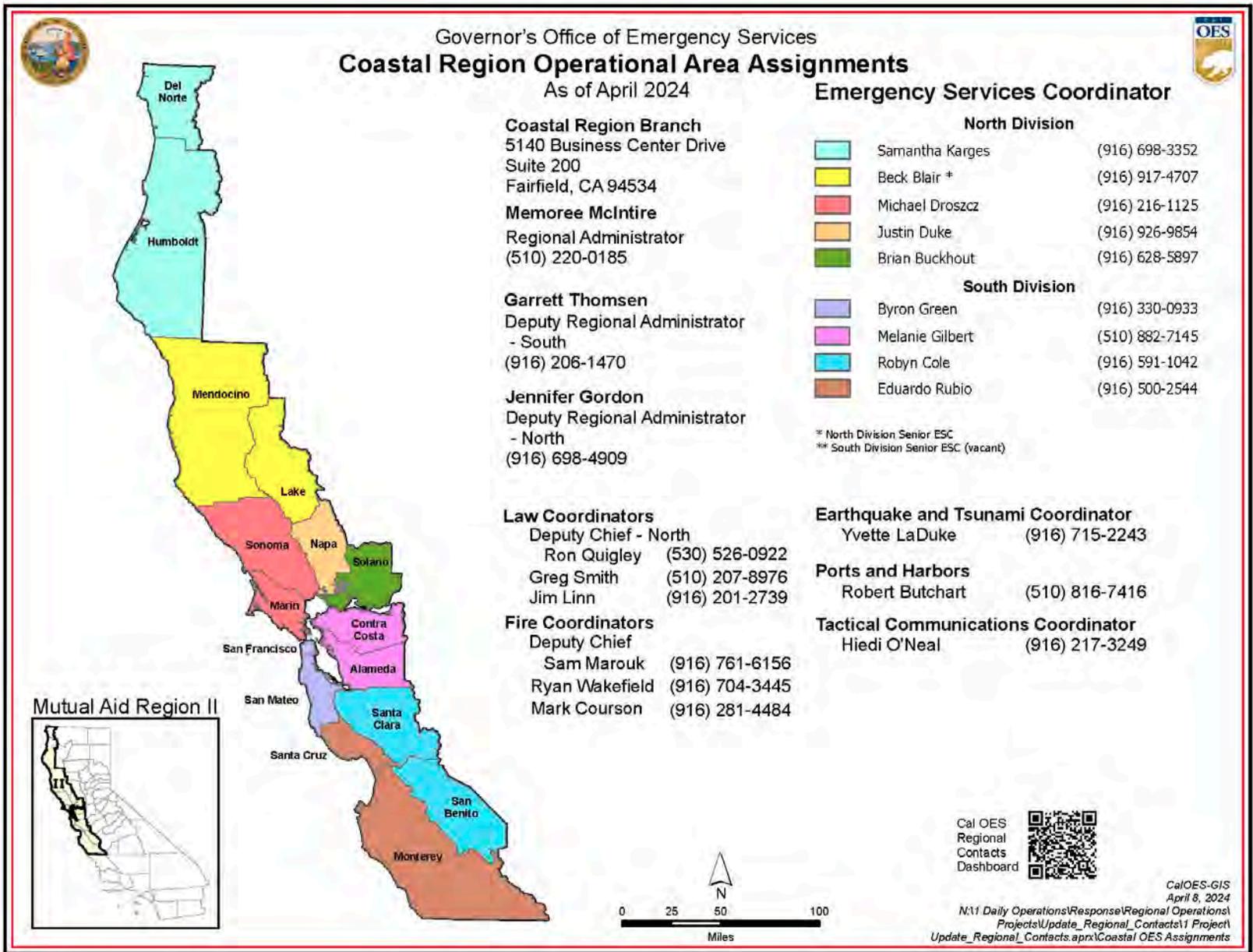


Figure 17: Coastal Region Operational Area Mutual Aid Coordinator Map





10.0 DISASTER RECOVERY

The recovery phase of an emergency or disaster is often defined as restoring a community to its pre-disaster condition. More realistically, recovery is the process of re-establishing a state of normalcy in the affected communities. The location, type, magnitude and effects of the incident will determine the specific approach to recovery operations following a disaster.

Immediately after the onset of an emergency or disaster, the Advance Planning Unit within the Planning/Intelligence Section, with the support and coordination of the Finance/Administration Section, will begin the initial recovery planning.

As the incident progresses and begins to shift from the response phase to the actual recovery phase, the Director of Emergency Services will determine the appropriateness of establishing a separate section from the EOC to focus on recovery operations. The Director of Emergency Services and the Management Section within the EOC will determine which units should be activated for the recovery effort. The following Recovery functions may be established as the need arises and their primary responsibilities include:

- Planning/Intelligence Section
 - Land use and zoning for redevelopment of damaged areas
 - Environmental assessment
 - Housing programs and assistance
- Public Works Branch
 - Building and safety inspections
 - Demolition and debris removal
 - Restoration of utility services
- Finance/Administration Section
 - Accounting and claims processing
 - Contracting for recovery service and supplies
 - Applications for disaster financial assistance
 - Liaison with assistance providers

Staffing for these units will be provided from other Sections within the EOC. In most incidents, pre-existing positions within other Sections, Branches, and Units will simply transition into these positions as the incident progresses from the response phase to the recovery phase.



10.1 RECOVERY COMPONENTS

Transition to Recovery

While the immediate lifesaving activities are occurring, emergency managers are simultaneously assessing how soon the response phase can transition to recovery. Critical response phase operations will gradually shift to assisting individuals, households, businesses and governments in meeting basic needs and returning to self-sufficiency.

Short Term Recovery

Short-term recovery operations begin during or shortly after the response operations. Although referred to as “short-term” recovery, these activities may last for weeks. Short-term recovery includes actions required to:

- Stabilize the situation.
- Rapidly remove debris and cleanup.
- Restore essential services.
- Implement critical infrastructure recovery plans to maintain operations during emergencies and the recovery phase.
- Commence the planning for the restoration of the community, including economic functions.

Long Term Recovery

Long-term recovery continues the short-term recovery actions but focuses on community restoration. Long-term recovery may continue for a number of months or years depending on the severity and extent of the damage sustained. These activities include those necessary to restore a community to a state of normalcy, given the inevitable changes that result from a major disaster. Long-term recovery activities require significant planning to maximize opportunities and mitigate risks after a major incident and may include the following:

- Reconstruction of facilities, infrastructure and essential services necessary for restoration of all operations functions.
- Community planning including the development of long-term housing plans.
- Implementation of waivers, zoning changes and other land use legislation to promote recovery.
- Assistance to displaced families, which may include financial support as well as social and health services.
- Restoration of the local economic system.
- Integration of mitigation strategies into recovery efforts.
- Documentation of eligible disaster-related costs for reimbursement through federal grant programs.
- Complete after-action reporting and improvement plan reports.



Individuals and Households

Individuals and households will try to stabilize their circumstances by seeking adequate shelter, assessing damage to their property, resuming work and other regular activities, applying for federal assistance and obtaining insurance proceeds.

The Private Sector

The private sector engages in activities necessary to resume business operations, including assessing damage, implementing continuity of business plans, caring for employees, shifting operations to temporary facilities or other locations, applying for federal assistance and obtaining insurance proceeds. In coordination with Cal OES and local governments, businesses also may play a key role in donating goods and services for community recovery.

Non-Government Organizations

Non-Government Organizations (NGO's) and community-based organizations, such as the American Red Cross and the Salvation Army will provide support to individuals and households who are displaced by a disaster and work with governmental organizations to support the transition from care and shelter operations to interim housing arrangements. Community organizations active before a disaster may expand their services to meet increased needs. Such groups include churches, neighborhood health clinics and food distribution agencies. NGO and community based organizations may provide a range of services such as donations management, emergency food, clothing and shelter, as well as support of housing reconstruction. They provide these services independently or in coordination with federal, state and local efforts.

Local Governments Actions

The county organizes recovery operations according to established priorities and mechanisms for conducting business. The county may work with neighboring jurisdictions to share resources or address common problems. Regional entities may also play a role in setting priorities and obtaining resources for recovery within their respective areas of authority. The county may undertake the following actions to stimulate recovery:

- Conduct damage and safety assessment.
- Assess the housing situation, identify potential solutions and request support.
- Assess damage to public facilities and initiate temporary repairs.
- Assess damage to private property and issue permits for repairs and demolition.
- Remove debris.
- Open transportation routes.
- Restore services such as power, water, sewer and transportation.
- Activate Local Assistance Centers to assist individuals and households.



- Coordinate program assistance to individuals, businesses, farmers and ranchers.
- Document disaster-related costs for reimbursement through federal grant programs.
- Work with state and federal officials to assess damage, identify needs and secure financial assistance.
- Resume governmental functions.
- Begin planning for long-term community recovery.
- Enact appropriate zoning variances to accommodate business and commercial repairs.
- Assist with the identification of temporary housing and business space.

State Government Actions

When a State of Emergency is proclaimed in the impacted counties, Cal OES will lead California's recovery operations and coordinate assistance provided by other state agencies and the federal government. When federal assistance is required, Cal OES will work together with the FEMA and other federal agencies to ensure effective delivery of services.

Safety Assessment Program (SAP)

It is necessary to plan for increased assistance to building inspection by local government in order to rapidly assess facility safety following a disaster. Mutual aid and volunteer assistance through the Safety Assessment Program is part of this planning.

Safety assessment is the evaluation of facilities following a disaster to determine the condition of buildings and infrastructure for use and occupancy. These assessments are not intended to identify or quantify damage, but to categorize facilities as to their safety.

The Safety Assessment Program (SAP) utilizes volunteers and mutual aid resources to provide professional engineers and architects and certified building inspectors to assist local governments in safety evaluation of their built environment in the aftermath of a disaster. The program is managed by Cal OES, with cooperation from professional organizations. SAP produces two resources: SAP Evaluators, described above, and SAP Coordinators, which are local government representatives that coordinate the program. Cal OES issues registration ID cards to all SAP Evaluators that have successfully completed the program requirements. Training for this program is now eligible for Homeland Security Grant Program funding.

Certified building inspectors, licensed engineers and architects who are part of the SAP are divided into two resource pools:

- Volunteers
- Public Resources
 - Local government employees
 - State government employees



All SAP participants must be activated by Cal OES through the State Operations Center (SOC). Requests for SAP mutual aid must be made through the Contra Costa Operational Area or Coastal Region Emergency Operational Center (REOC).

State Coordinating Officer (SCO)

The Governor appoints a State Coordinating Officer (SCO) to coordinate the state's requests for federal assistance.

Federal Coordinating Officer (FCO)

In accordance with the Stafford Act, the President appoints a Federal Coordinating Officer (FCO) to manage federal operations and coordinate recovery programs.

SOC and REOC Operations

Initially, Cal OES coordinates recovery operations through the SOC and its REOC. The recovery organization will include functions added to the existing EOC organization.

Local Assistance Centers (LAC)

Cal OES often encourages local governments to establish Local Assistance Centers (LACs) in which services for disaster survivors can be centralized. LACs are staffed with representatives of local and state agencies and NGOs and provide a convenient "one-stop shop" for disaster survivors who can access recovery assistance and referrals to other programs and assistance that may not be represented. LACs may also host representatives of organizations that provide other services such as the U.S. Postal Service, utilities and property tax officials who can help survivors begin the process of recovery. Federal agencies may also provide representatives who can provide information regarding federal disaster assistance programs.

LACs are managed by the local government and are staffed by Private non-Profit (PNPs), local, state and federal government, as appropriate. In addition to assisting local governments with the establishment of LACs, Cal OES coordinates the participation of state agency personnel. Cal OES publishes "**A Guide for Establishing Local Assistance Centers**", June 2013.

FEMA Disaster Recovery Centers (DRC)

FEMA may establish Disaster Recovery Centers (DRCs) to centralize public outreach operations for federal agencies and their respective assistance programs and to supplement LAC operations. DRC's are managed by FEMA and are staffed by FEMA, Cal OES, Small Business Administration (SBA), and other federal, state and local agencies as appropriate. Cal OES, FEMA and the local jurisdiction(s) coordinate on the locations of LAC and DRC to best meet the needs of the communities affected by the



disaster. Establishment of a DRC is recommended for Presidential Declared disasters.

Transition to the Joint Field Office

As resources and conditions allow, Cal OES and FEMA establish the JFO to manage and coordinate recovery operations. In general, all Emergency Support Functions (ESFs) that support federal response and recovery efforts operate from the JFO once it is activated. Cal OES and other state agencies deploy staff to the JFO to ensure effective coordination with federal counterparts as part of the joint state/federal operation.

JFO Operations

State and federal officials will coordinate directly with other state agencies, other states and FEMA to provide recovery resources requested by local governments. Under the direction of the SCO, Cal OES will implement Stafford Act assistance programs with FEMA and coordinate the implementation of long-term recovery operations. Cal OES is responsible for:

- Requesting federal assistance.
- Setting priorities for federal assistance in conjunction with local government requirements.
- Ensuring effective implementation of assistance programs.
- Managing grants under the Public Assistance Program, and Coordinating with state agencies that have responsibility for managing grant programs.

Multiagency Coordination Groups

The JFO may establish a Multiagency Coordination (MAC) Group to facilitate coordination among various agencies, technical groups, private sector and NGO. The MAC will develop recommendations on criteria for prioritizing limited resources, the need for technical specialist groups and will provide these recommendations to the SOC and REOC Directors, FCO and SCO as appropriate.

State Agency Assistance

Other state agencies may provide support to local governments under their respective authorities, or under other federal programs. These state agencies coordinate their activities with Cal OES but may direct operations from their respective Department Operations Centers.

Long-Term Recovery Efforts

Cal OES will coordinate long-term recovery efforts within the state. Long-term recovery may include the implementation of Emergency Support Function (ESF) #14, Long-Term Community Recovery whereby federal agencies help affected communities identify



recovery needs and potential sources of recovery funding and provide long-term community recovery planning support, as appropriate.

10.2 PUBLIC ASSISTANCE PROGRAMS (PAP)

Public Assistance, oriented to public entities, can fund the repair, restoration, reconstruction, or replacement of a public facility or infrastructure, which is damaged or destroyed by a disaster. Eligible applicants include State governments, local governments and any other political subdivision of the State, Native American tribes and Alaska Native Villages.

Certain private nonprofit (PNP) organizations may also receive assistance. Eligible PNPs include educational, utility, irrigation, emergency, medical, rehabilitation, and temporary or permanent custodial care facilities (including those for the aged and disabled), and other PNP facilities that provide essential services of a governmental nature to the general public. PNPs that provide “critical services” (power, water--including water provided by an irrigation organization or facility, sewer, wastewater treatment, communications and emergency medical care) may apply directly to FEMA/EPR for a disaster grant. All other PNPs must first apply to the Small Business Administration (SBA) for a disaster loan. If the PNP is declined for a SBA loan or the loan does not cover all eligible damages, the applicant may reapply for FEMA/EPR assistance.

As soon as practicable after the declaration, the State, assisted by FEMA/EPR, conducts the Applicant Briefings for State, local and PNP officials to inform them of the assistance available and how to apply for it. A Request for Public Assistance must be filed with the State within 30 days after the area is designated eligible for assistance. Following the Applicant’s Briefing, a Kickoff Meeting is conducted where damages will be discussed, needs assessed, and a plan of action put in place. A combined Federal/State/local team proceeds with Project Formulation, which is the process of documenting the eligible facility, the eligible work, and the eligible cost for fixing the damages to every public or PNP facility identified by State or local representatives. The team prepares a Project Worksheet (PW) for each project.

Projects fall into the following categories:

- Category A: Debris removal
- Category B: Emergency protective measures
- Category C: Road systems and bridges
- Category D: Water control facilities
- Category E: Public buildings and contents
- Category F: Public utilities
- Category G: Parks, recreational, and other



For insurable structures within special flood hazard areas (SFHA), primarily buildings, assistance from FEMA/EPR (Emergency Preparedness and Response) is reduced by the amount of insurance settlement that could have been obtained under a standard NFIP policy. For structures located outside of a SFHA, FEMA/EPR will reduce the amount of eligible assistance by any available insurance proceeds.

FEMA/EPR reviews and approves the PWs and obligates the Federal share of the costs (which cannot be less than 75 percent) to the State. The State then disburses funds to local applicants.

Projects falling below a certain threshold are considered 'small.' The threshold is adjusted annually for inflation. For fiscal year 2024, that threshold is \$1,037,000. (<https://www.fema.gov/assistance/public/tools-resources/per-capita-impact-indicator>) For small projects, payment of the Federal share of the estimate is made upon approval of the project and no further accounting to FEMA/EPR is required. For large projects, payment is made on the basis of actual costs determined after the project is completed, although interim payments may be made as necessary. Once FEMA/EPR obligates funds to the State, further management of the assistance, including disbursement to subgrantees is the responsibility of the State. FEMA/EPR will continue to monitor the recovery progress to ensure the timely delivery of eligible assistance and compliance with the law and regulations.

State Assistance

The California Disaster Assistance Act (CDAA) authorizes the state to provide financial assistance for costs incurred by local governments as a result of a disaster. CDAA assistance may be implemented in circumstances when local resources are exceeded but the President does not declare an emergency or major disaster under the Stafford Act. In general, the state's share of work that is eligible under CDAA is no more than 75 percent of total state eligible costs. However, funding may vary with the type of disaster at the discretion of the Legislature.

There are two levels of CDAA assistance:

- Director's Concurrence: Under CDAA, the Cal OES Director may concur with a local government request for state assistance independently of a Governor's Proclamation of a State of Emergency. A Director's Concurrence is limited to eligible permanent repair work. There is generally a 75%-25% cost share between state and local governments.
- Governor's Proclamation of State of Emergency: When the Governor proclaims a State of Emergency, both emergency and permanent work are eligible for assistance. Again there is generally a 75%-25% cost share between state and local governments.



Federal Assistance

Under a declaration of emergency or major disaster, the President may designate certain counties in the affected areas as eligible for the Public Assistance (PA).

Major assistance programs available under the Stafford Act are managed by FEMA.

- **FEMA Public Assistance Grant Program:** FEMA provides state agencies, local governments, tribal governments and certain private non-profit entities with federal grants to cover eligible disaster recovery work on a cost-share basis. In accordance with the Stafford Act, the federal cost share is a minimum of 75 percent. The State of California shares the remaining cost with the applicant. Federal share 75%, state share 18.75% and local share 6.25%. Eligible costs must be associated with:
 - Debris removal.
 - Emergency work necessary to save lives, protect public health and safety and protect property.
 - Restoration of damaged facilities, including buildings, equipment and infrastructure and also to pre-disaster design and function.
 - Implementation of cost-effective hazard mitigation measures during repairs to damaged facilities to reduce the risk of future damage to those facilities.
- **Assistance to Tribal Governments:** In accordance with the National Response Framework, the state coordinates with impacted tribal governments within the State and initiates requests for a Stafford Act Presidential declaration of an emergency or major disaster on behalf of an impacted tribe when appropriate. Within California, tribal governments may submit Requests for Public Assistance to Cal OES, which reviews the requests and submits them to FEMA. FEMA may then work directly with the tribal governments as grantees.

Non-Stafford Act Programs

The federal government provides recovery assistance through authorities and programs outside of the Stafford Act. These programs may be implemented in conjunction with Stafford Act programs under a disaster declaration or separately. Depending on the program, the agencies may provide assistance directly to recipients or through another state agency besides Cal OES. Examples include:

- **The Fire Management Assistance Grant (FMAG) program** was authorized by the Disaster Mitigation Act of 2000 and provides for the mitigation, management, and control of fires that threaten such destruction as would constitute a major disaster. The purpose of FMAG is to provide supplemental federal assistance to states and local government to fight fires burning on public (non-federal) or privately-owned forest or grassland.



A Local or State fire agency must request an FMAG through the Cal OES Fire and Rescue Branch or the California State Warning Center (CSWC) while the fire is burning uncontrolled. There are four criteria used to evaluate the threat posed by a fire or fire complex:

- Threat to lives and improved property, including threats to critical facilities/infrastructure, and critical watershed areas;
- Availability of State and local firefighting resources.
- High fire danger conditions, as indicated by nationally accepted indices such as the National Fire Danger Ratings System;
- Potential major economic impact.

The entire process is accomplished on an expedited basis and a decision is rendered in a matter of hours.

- Federal Highway Administration: Under the Emergency Relief Program, the Federal Highway Administration (FHWA) provides assistance to the Department of Transportation (Caltrans) and local governments for damage to roads, bridges and other facilities on the federal-aid system. Caltrans implements this program on behalf of FHWA.
- Natural Resources Conservation Service: Under the Emergency Watershed Protection Program, the Natural Resources Conservation Service (NRCS) provides assistance to state agencies and local governments for emergency work necessary to protect life, property and public health and safety in watersheds that have been damaged by a disaster, such as a wildfire or flood.
- U.S. Army Corps of Engineers: Under the Rehabilitation and Inspection Program, the United State Army Corps of Engineers (USACE) provides assistance for flood fighting, emergency repair and repairs to damaged facilities. The USACE provides this assistance for levees and other flood control works that meet pre-disaster criteria for participation in the program.
- U.S. Department of Housing and Urban Development: The United States Department of Housing and Urban Development's (HUD) Community Development Block Grants may be requested by state, local and tribal governments for a wide range of recovery purposes.
- Congressional Appropriations: The U.S. Congress may make disaster-specific appropriations that allow federal agencies to provide assistance beyond existing authorities and programs. State coordination of this assistance depends on the nature of the appropriation and the federal agency that is charged with its implementation.

10.3 INDIVIDUAL ASSISTANCE PROGRAM (IAP)

- Non-Governmental Organizations Assistance: Many NGOs, such as the American



Red Cross, the Mennonite Disaster Services and the Salvation Army, provide recovery assistance to individuals, families and community organizations. This may include assistance for shelter, food, clothing, and housing reconstruction.

- **State Assistance:** The state does not have authority to offer financial assistance to private sector disaster victims under the California Disaster Assistance Act (CDAA). However, Cal OES actively coordinates with federal, state, local and NGOs to provide other types of recovery assistance to individuals, households, businesses and the agricultural community. Under the Welfare and Institutions Code, the California Department of Social Services (CDSS) is authorized to assist those who receive the maximum grant under the Federal Individuals and Households Program (IHP) and still have eligible losses as identified by the FEMA inspector.

The State also has a variety of other programs and services to assist individuals, businesses, and farmers in recovering from a disaster.

- **FEMA Assistance:** Under the Stafford Act, FEMA provides a wide range of programs for individuals and households. This assistance includes:

The Individuals and Households Program (IHP)

The Individuals and Households Program - is a combined FEMA/EPR and State program. The IHP provides financial and direct assistance to eligible homeowners and renters displaced from their pre-disaster primary residence. When a major disaster occurs, this program provides money and services to people in the declared area whose property has been damaged or destroyed and whose losses are not covered by insurance. In every case, the disaster victim must register for assistance and establish eligibility. The toll-free telephone registration number is 1-800-621-FEMA (or TTY 1-800-462-7585 for the hearing or speech impaired). FEMA/EPR (or the providing agency) will verify eligibility and need before assistance is offered.

- **Housing Assistance:**
 - The IHP - Housing Assistance assures that people whose homes are damaged by disaster have a safe place to live. The IHP - Other Needs Assistance (ONA) provides financial assistance to individuals and households who have other disaster-related necessary expenses or serious needs and do not qualify for a low interest loan from Small Business Administration (SBA). These programs are designed to provide funds for expenses that are not covered by insurance. They are available only to homeowners and renters who are United States citizens, non-citizen nationals, or qualified aliens affected by the disaster. The following is a list of the types of assistance available through this program and what each provides.



- Temporary Housing - homeowners and renters receive funds to rent a different place to live or a temporary housing unit when rental properties are not available.
- Repair - homeowners receive grants to repair damage from the disaster that is not covered by insurance. The goal is to make the damaged home safe and sanitary.
- Replacement - under rare conditions, homeowners receive limited funds to replace their disaster damaged home.
- Permanent Housing Construction - homeowners and renters receive direct assistance or a grant for the construction of a new home. This type of assistance occurs only in very unusual situations, in insular areas or remote locations specified by FEMA/EPR where no other type of housing is possible.
- Other Needs Assistance (ONA): The IHP provides financial assistance for uninsured disaster related necessary expenses and serious needs, including personal property, medical, dental, and transportation expenses. Applicants receive grants for necessary and serious needs caused by the disaster. This includes medical, dental, funeral, personal property, transportation, moving and storage, and other expenses that FEMA/EPR approves. The homeowner may need to apply for a SBA loan before receiving assistance.

U.S. Small Business Administration (SBA)

Low-Interest Loans: The U.S. Small Business Administration provides low-interest disaster loans to homeowners, renters, businesses and private non-profit organizations in declared disaster areas. Loans may be made for uninsured physical damage to homes, businesses and other properties, or for economic losses. Following Presidential disaster declarations, SBA implements its program in conjunction with FEMA's IA Stafford Act programs. When a Presidential disaster declaration is not viable or warranted or does not include IA due to the scope of the disaster, it may be appropriate for Cal OES to coordinate requests for SBA assistance, since this can be done independently of a FEMA declaration. In order to pursue SBA assistance, the damage incurred by the community must meet certain minimum thresholds. The Small Business Administration can provide three types of disaster loans to qualified homeowners and businesses:

- Home disaster loans to homeowners and renters to repair or replace disaster-related damages to home or personal property,
- Business physical disaster loans to business owners to repair or replace disaster-damaged property, including inventory, and supplies; and
- Economic injury disaster loans, which provide capital to small businesses and to small agricultural cooperatives to assist them through the disaster recovery period.



For many individuals the SBA disaster loan program is the primary form of disaster assistance.

Agricultural Assistance

The U.S. Department of Agriculture (USDA) provides low interest loans to farmers, ranchers, and aquaculturists for physical and/or crop production losses in areas designated a disaster by the Secretary of Agriculture. This designation may also follow a Presidential disaster declaration. As a result, the SBA may also provide economic injury disaster loans to small non-farm businesses, small agricultural cooperatives, and most private non-profit organizations of any size.

Disaster Unemployment Assistance (DUA)

The Disaster Unemployment Assistance program provides unemployment benefits and reemployment services to individuals who have become unemployed because of major disasters. Benefits begin with the date the individual was unemployed due to the disaster incident and can extend up to 26 weeks after the Presidential declaration date. These benefits are made available to individuals not covered by other unemployment compensation programs, such as self-employed, farmers, migrant and seasonal workers, and those who have insufficient quarters to qualify for other unemployment compensation.

All unemployed individuals must register with the State's employment services office before they can receive DUA benefits. However, although most States have a provision that an individual must be able and available to accept employment opportunities comparable to the employment the individual held before the disaster, not all States require an individual to search for work.

Disaster Legal Services (DLS)

When the President declares a disaster, FEMA/EPR, through an agreement with the Young Lawyers Division of the American Bar Association, provides free legal assistance to disaster victims. Legal advice is limited to cases that will not produce a fee (i.e., these attorneys work without payment). Cases that may generate a fee are turned over to the local lawyer referral service.

The assistance that participating lawyers provide typically includes:

- Assistance with insurance claims (life, medical, property, etc.)
- Counseling on landlord/tenant problems
- Assisting in consumer protection matters, remedies, and procedures
- Replacement of wills and other important legal documents destroyed in a major disaster



Disaster legal services are provided to low-income individuals who, prior to or because of the disaster, are unable to secure legal services adequate to meet their needs as a consequence of a major disaster.

Crisis Counseling Programs (CCP)

The Crisis Counseling Assistance and Training Program (CCP), authorized by §416 of the Stafford Act, is designed to provide supplemental funding to States for short-term crisis counseling services to people affected in Presidentially declared disasters.

There are two separate portions of the CCP that can be funded: immediate services and regular services. A State may request either or both types of funding. The immediate services program is intended to enable the State or local agency to respond to the immediate mental health needs with screening, diagnostic, and counseling techniques, as well as outreach services such as public information and community networking.

The regular services program is designed to provide up to nine months of crisis counseling, community outreach, and consultation and education services to people affected by a Presidentially declared disaster. Funding for this program is separate from the immediate services grant.

To be eligible for crisis counseling services funded by this program, the person must be a resident of the designated area or must have been located in the area at the time the disaster occurred. The person must also have a mental health problem which was caused by or aggravated by the disaster or its aftermath, or he or she must benefit from services provided by the program.

Disaster Supplemental Nutrition Assistance Program (D-SNAP)

Through the Disaster Supplemental Nutrition Assistance Program (D-SNAP), the USDA Food and Nutrition Service (FNS) is able to quickly offer short-term food assistance benefits to families suffering in the wake of a disaster. Eligible households receive one month of benefits, equivalent to the maximum amount of benefits normally issued to a SNAP household of their size. Benefits are issued via an electronic benefits transfer (EBT) card, which can be used to purchase food at most grocery stores.

Through D-SNAP, affected households use a simplified application. D-SNAP benefits are issued to eligible applicants within 72 hours, speeding assistance to disaster victims and reducing the administrative burden on State agencies operating in post-disaster conditions. Households not normally eligible for SNAP may qualify for D-SNAP as a result of their disaster-related expenses, such as loss of income, damage to property, relocation expenses, and, in some cases, loss of food due to power outages. When States operate a D-SNAP, ongoing SNAP clients can also receive disaster food



assistance. Households with disaster losses whose SNAP benefits are less than the monthly maximum can request a supplement. The supplement brings their benefits up to the maximum for the household size. This provides equity between D-SNAP households and SNAP households receiving disaster assistance.

FNS approves D-SNAP operations in an affected area under the authority of the Robert T. Stafford Disaster Relief and Emergency Assistance Act when the area has received a Presidential disaster declaration of Individual Assistance (IA) from the Federal Emergency Management Agency (FEMA). State agencies request FNS approval to operate a D-SNAP within the disaster area. FNS approves program operations for a limited period of time (typically 7 days) during which the State agency may accept D-SNAP applications.

Disaster Case Management (DCM)

Technical assistance for the development of the State DCM Grant Program application may be requested, in writing, to the Individual Assistance Branch Director (IABD) in the JFO. A pre-application of the grant request may be submitted to FEMA within 45 days of the date of declaration for technical review and negotiation. This option will allow the State to avoid potential delays in the grant award process caused by incomplete information, inaccurate budgets or the need to revise the State's DCM plan. The final DCMP grant application must be submitted by the State within 60 days of the Presidential declaration. Pre-application and final applications should be submitted to the IABD in the JFO.

Once the State submits the application, it is forwarded to the FCO for review. The FCO will provide a written recommendation of approval/denial to the FEMA Regional Office for concurrence and then will forward the package to FEMA HQ. FEMA HQ DCM staff will review and approve/disapprove the State's DCMP application. The HQ review will include the programmatic approval/disapproval as well as the grant business review carried out by a Regional Grants representative to ensure compliance with grant administration standard requirements and to ensure the review is documented in the official grant file via the Grant Application Checklist.

If the application is approved, FEMA HQ will notify the Senate Appropriations Committee for the statutorily required notification process for grants over \$1M. Once the notification is complete, the FEMA Regional Office grants staff will complete an award package to include the Notice of Grant Award (NOGA) either via eSystem (e.g. NEMIS) or manually following standard grant administrative practices.

A State DCM Grant Program Application package should include the following:

- Completed application, including budgets
- Standard Form 424, Application for Federal Assistance
- Standard Form 112-0-3, Standard Assurances (Non-construction)



- Standard Form 112-0-8, Budget Information (Non-construction)
- FEMA Form 089-0-9, Budget Detail Worksheet
- State Administrative Plan for Disaster Case Management Services

Special Tax Considerations

Taxpayers who have sustained a casualty loss from a declared disaster may deduct that loss on the federal income tax return for the year in which the casualty actually occurred, or elect to deduct the loss on the tax return for the preceding tax year. In order to deduct a casualty loss, the amount of the loss must exceed 10 percent of the adjusted gross income for the tax year by at least \$100. If the loss was sustained from a federally declared disaster, the taxpayer may choose which of those two tax years provides the better tax advantage.

The Internal Revenue Service (IRS) can expedite refunds due to taxpayers in a federally declared disaster area. An expedited refund can be a relatively quick source of cash, does not need to be repaid, and does not need an Individual Assistance declaration. It is available to any taxpayer in a federally declared disaster area.

10.4 DEBRIS MANAGEMENT PROGRAMS

Disasters may create significant quantities of debris that must be removed and disposed of to reduce threats to public health and safety and allow for the recovery of the community. Debris management poses challenges for state, local and tribal agencies in terms of available resources for: debris management operations, appropriate Purchasing and management of contractors, reduction of debris volume, disposal and segregation, handling and disposal of household hazardous waste and other hazardous materials. There are also legal requirements to recycle applicable waste streams and specific environmental issues that need to be evaluated for compliance issues.

- **Local Responsibility:** Debris management operations are the responsibility of the affected jurisdiction; however, at the request of the state, the federal government may provide assistance for debris management following a Presidential declaration of emergency or major disaster.
- **State Assistance:** Cal OES can provide Debris Management Technical Assistance to local governments in the development of pre-disaster debris management plans. When a disaster occurs, Cal OES coordinates requests for federal assistance with debris removal and provides state agencies and local governments with guidance regarding requirements that must be met to ensure eligibility of debris management activities for funding.
 - **Recycling of Debris:** To conserve California's landfill capacity and, in keeping with state policy to maximize all diversion options in order to reduce the amount of solid waste that must be disposed, it is the state's intent that disaster-related



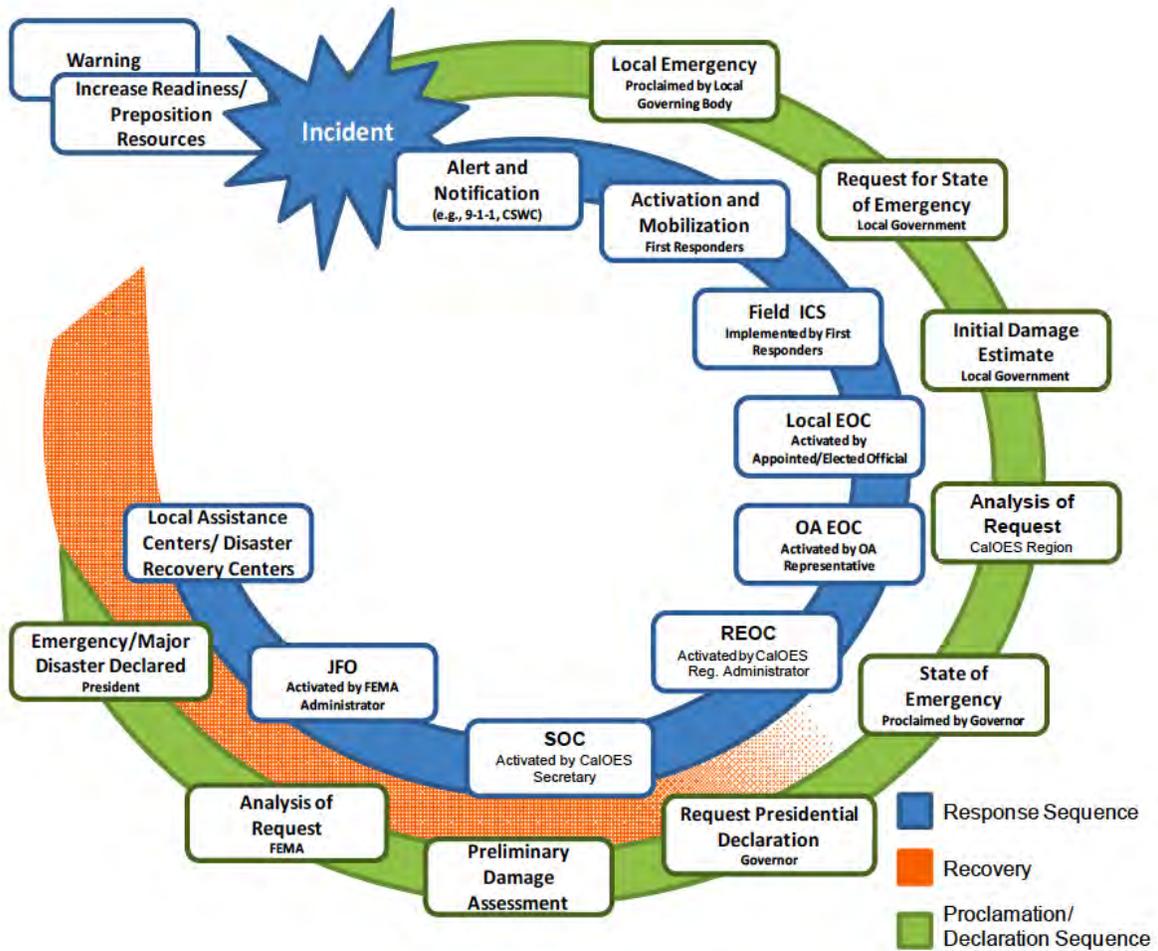
debris be recycled or centrally held until it can be processed for maximum recycling. The Integrated Waste Management Disaster Plan provides guidance on this topic.

- State Environmental Requirements: FEMA is responsible for ensuring compliance with federal laws, regulations and Executive Orders for Stafford Act programs. At the state level, Cal OES ensures that the state's management of these programs proceeds in accordance with these requirements, as well as with applicable state environmental laws and regulations. Cal OES provides guidance to communities regarding the California Environmental Quality Act (CEQA). Additionally, the Cal OES provides technical assistance to Cal OES Environmental Compliance Program applicants.
- Federal Assistance: The following federal debris management assistance programs are coordinated by FEMA:
 - Technical Assistance: The federal, state, local and tribal governments coordinate as a team to identify, evaluate and provide the most appropriate technical assistance available. FEMA may be requested to task another federal agency to provide specific technical expertise to accomplish debris management tasks.
 - Direct Federal Assistance: FEMA, coordinating directly with the FCO, SCO and the Public Assistance Officer (PAO), may task another federal agency, such as the U.S. Army Corps of Engineers (USACE) to perform debris management activities directly on behalf of the state, local government, or tribe when that entity does not have the resources for the work.
 - Financial Assistance: Under the Public Assistance Program (PA), FEMA provides financial assistance to state, local and tribal governments for eligible debris management activities completed by those entities. Cal OES is responsible for providing the technical program assistance for those entities eligible to apply for reimbursement assistance.
 - Federal Environmental Requirements: FEMA and other federal agencies that provide assistance must ensure that all actions comply with applicable federal environmental laws, regulations and Executive Orders (EO). For Stafford Act assistance programs, FEMA ensures compliance with the following, depending on the type and scope of the project:
 - National Environmental Policy Act (NEPA)
 - National Historic Preservation Act
 - Endangered Species Act
 - Clean Water Act
 - Executive Order 11988, Floodplain Management and Executive Order 11990, Protection of Wetlands
 - Executive Order 12898, Environmental Justice



- Exemptions: The Stafford Act and its implementing regulations in 44 Code of Federal Regulations (CFR) Part 9 provide FEMA with exclusions that exempt certain actions from the NEPA review process, including debris removal, emergency protective measures, repairs of damaged facilities to pre-disaster condition and minor mitigation measures. Although a project may be excluded from NEPA review, compliance with other laws, such as the Endangered Species Act and the National Historic Preservation Act, is still required. Additionally, the project must comply with all applicable state environmental laws and regulations.

Figure 18: Response Phase Sequence of Events





11.0 HAZARD MITIGATION

11.1 OVERVIEW

Hazard Mitigation refers to sustained measures enacted to reduce or eliminate long-term risk to people and property from natural hazards and their effects. In the long term, mitigation measures reduce personal loss, save lives, and reduce the cost to the nation of responding to and recovering from disasters.

Two sections of the Stafford Act, §404 and §406, can provide hazard mitigation funds when a Federal disaster has been declared. In each case, the Federal government can provide up to 75 percent of the cost, with some restrictions.

Through the Hazard Mitigation Grant Program (HMGP), authorized by §404 of the Act, communities can apply for mitigation funds through the State. The State, as grantee, is responsible for notifying potential applicants of the availability of funding, defining a project selection process, ranking and prioritizing projects, and forwarding projects to FEMA for funding. The applicant, or subgrantee carries out approved projects. The State or local government must provide a 25 percent match, which can be fashioned from a combination of cash and in-kind sources. Federal funding from other sources cannot be used for the 25 percent non-federal share with one exception. Funding provided to States under the Community Development Block Grant program from the Department of Housing and Urban Development can be used for the non-federal share.

The amount of funding available for the HMGP under a disaster declaration is finite and is limited to 7.5 percent of FEMA/EPR's estimated total disaster costs for all other categories of assistance (less administrative costs). Section 322 of the Disaster Mitigation Act of 2000 emphasizes the importance of planning in reducing disaster losses. States will be required to develop a State Mitigation Plan that provides a summary of the hazards facing them, an assessment of the risks and vulnerabilities to those hazards, and a strategy for reducing those impacts. These plans will be required by November 1, 2004 as a condition of non-emergency assistance under the Stafford Act, and must be reviewed and updated every three years. States may choose to develop an Enhanced State Mitigation Plan in order to receive an increased amount of 20 percent for Hazard Mitigation Grant Program funding. By November 1, 2004, local jurisdictions also must develop mitigation plans in order to be eligible for project grant funding under the Hazard Mitigation Grant Program. In addition, States may use a set-aside of up to five percent of the total HMGP funds available for mitigation measures at their discretion. To be eligible, a set-aside project must be identified in a State's hazard mitigation plan and fulfill the goal of the HMGP, this is, to reduce or prevent future damage to property or prevent loss of life or injury.

Eligible mitigation measures under the HMGP include acquisition or relocation of property located in high hazard areas; elevation of flood prone structures; seismic rehabilitation of existing structures; strengthening of existing structures against wildfire; dry floodproofing activities that bring a structure into compliance with minimum NFIP



requirements and State or local code. Up to seven percent of the HMGP funds may be used to develop State and/or local mitigation plans.

All HMGP projects, including set-aside projects, must comply with the National Environmental Policy Act and all relevant Executive Orders. HMGP grants cannot be given for acquisition, elevation, or construction purposes if the site is located in a designated SFHA and the community is not participating in the NFIP.

FEMA/EPR's primary emphasis for HMGP funds, where appropriate, is the acquisition and demolition, relocation, elevation, or floodproofing of flood damaged or floodprone properties (non-structural measures).

- Acquisition and demolition: Under this approach, the community purchases the flood-damaged property and demolishes the structure. The property owner uses the proceeds of the sale to purchase replacement housing on the open market. The local government assumes title to the acquired property and maintains the land as open space in perpetuity.
- Relocation: In some cases, it may be viable to physically move a structure to a new location. Relocated structures must be placed on a site located outside of the 100-year floodplain, outside of any regulatory erosion zones, and in conformance with any other applicable State or local land use regulations.
- Elevation/Floodproofing: Depending upon the nature of the flood threat, elevating a structure or incorporating other floodproofing techniques to meet NFIP criteria may be the most practical approach to flood damage reduction. Floodproofing techniques may be applied to commercial properties only; residential structures must be elevated. Communities can apply for funding to provide grants to property owners to cover the increased construction costs incurred in elevating or floodproofing the structure.

Funding under §406 that is used for the repair or replacement of damaged public facilities or infrastructure may be used to upgrade the facilities to meet current codes and standards. It is possible for mitigation measures to be eligible for funding under both the HMGP and §406 programs; however, if the proposed measure is funded through §406, the project is not eligible for funds under the HMGP as well.

11.2 ALBANY LOCAL HAZARD MITIGATION PLAN

The Alameda County and the City of Albany are required to have a Federal Emergency Management Agency (FEMA) approved Hazard Mitigation Plan to be eligible for certain disaster assistance and mitigation funding. The City of Albany Hazard Mitigation Plan document fulfills FEMA requirements and provides direction and guidance on implementing hazard mitigation action items on a hazard-level, probability, and cost-priority basis. The overall goal of the Local Hazard Mitigation Plan is to reduce the potential for damage to critical assets from natural hazards. In addition, the plan



describes past and current hazard mitigation activities and philosophies, and outlines future mitigation goals and strategies.

Hazard mitigation planning is a dynamic process built on realistic assessments of past and present information that enables Albany to anticipate future hazards and provide mitigation strategies to address possible impacts and identified needs. The overall approach to the Local Hazard Mitigation Plan included developing a baseline understanding of the natural hazards, determining ways to reduce those risks, and prioritizing mitigation recommendations for implementation.

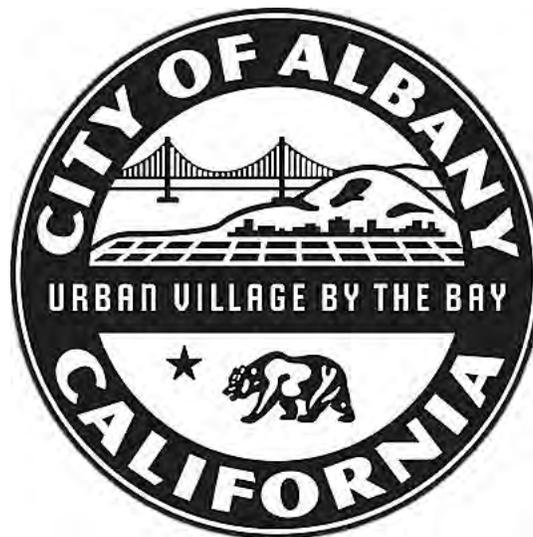
The **“City of Albany Local Hazard Mitigation Plan”, July 2024** is a document maintained as an appendix of this Emergency Operations Plan.



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Emergency Operations Plan

POSITION SPECIFIC CHECKLISTS



City of Albany, California
2024



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POSITION SPECIFIC ANNEXES

POLICY GROUP/ MAC GROUP

Mayor Position Checklist
City Council Member Position Checklist
Legal Advisor Position Checklist

MANAGEMENT SECTION

EOC Director Position Checklist
Public Information Officer Position Checklist
Liaison Officer Position Checklist
Safety Officer Position Checklist
Disabilities and Access and Functional Needs Officer Position Checklist

OPERATIONS SECTION

Law Enforcement Branch Director Position Checklists

Security/Traffic Control Unit Leader Position Checklist
Evacuation Unit Leader Position Checklist
Animal Services Unit Leader Position Checklist

Fire Branch Director Position Checklist

Public Works Branch Director Position Checklists

Utilities Unit Leader Position Checklist
Safety/ Damage Assessment Unit Leader Position Checklist
Debris Removal Unit Leader Position Checklist

Care and Shelter Branch Director Position Checklists

PLANNING AND INTELLIGENCE SECTION

Situation Unit Leader Position Checklist
Documentation Unit Leader Position Checklist
Damage Analysis Unit Leader Position Checklist
Demobilization Unit Leader Position Checklist
Advance Planning Unit Leader Position Checklist
Technical Specialists/ GIS Unit Leader Position Checklist

LOGISTICS SECTION

Supply Unit Leader Position Checklist
Resources Unit Leader Position Checklist
Personnel/ Volunteers Unit Leader Position Checklist
Clerical Support Unit Leader Checklist
Facilities Unit Leader Position Checklist
Transportation Unit Leader Position Checklist



Communications/ Information Systems Unit Leader Position Checklist

FINANCE AND ADMINISTRATION SECTION

Purchasing Unit Leader Position Checklist

Time Recording Unit Leader Position Checklist

Cost Recovery Unit Leader Position Checklist

Compensation/ Claims Unit Leader Position Checklist

Cost Analysis Unit Leader Position Checklist



POLICY GROUP/MULTI-AGENCY COORDINATION (MAC) GROUP

PURPOSE

The Policy Group/Multi-Agency Coordination (MAC) Group will play an important role in interpreting City policy and procedures and providing vital political guidance to the EOC Director. Although their role is very important, it is not a formal position within the Incident Command System or Emergency Operations Center structure. The EOC Director does not report to them, nor do they report to the EOC Director. Their role is advisory only. For this reason, during a Level 1 or 2 EOC activation, they are located outside the actual Emergency Operations Center but within close proximity. This will allow them to be fully accessible to the EOC Director and make it convenient for the EOC Director to consult and brief them regarding emergency operations.

The Policy Group/MAC Group evaluates the situation and considers:

- Proclamation and/or ratification of a local emergency.
- Approval of emergency orders.
- High-level policy decisions.
- Fiscal authorizations.
- Strategic prioritization.
- Strategic policy and direction for recovery and resumption of City operations.
- Providing legal advice.
- Communications with other elected officials and media when appropriate.
- Serving as City Official.

The Policy Group/MAC Group does not:

- Report to the EOC Director nor does the EOC Director report to the Policy Group/MAC Group.
- Direct field or EOC operations.
- Make tactical decisions.
- Direct emergency response or recovery operations.

PRIORITIES

When establishing the Mission, Goal, Objectives and Strategies during emergency response operations, the following priorities are considered.

- Initiate, support and maintain measures that protect life, safety, property, and the environment.
- Isolate and stabilize the incident.
- Eliminate or mitigate hazards.



- Provide for the rapid resumption of essential human services and support community and economic recovery.
- Provide emergency public information on conditions and suggested personal protective actions.
- Provide accurate documentation and records required for cost recovery efforts.

CONCEPT OF OPERATIONS

- The City of Albany will utilize SEMS and NIMS in emergency response activities.
- The City of Albany will begin utilizing its resources before requesting mutual aid assistance when emergency response or recovery requirements exceed the City's ability to address them.
- All existing City and departmental operating procedures will be adhered to unless modified by the City Council.
- All on-duty personnel are expected to remain on duty until properly relieved of duty. Off-duty personnel will be expected to return to work or contact their supervisor or the Police shift supervisor in accordance with their individual department plan guidelines.
- While in a disaster mode, operational periods will be 12 hours for the duration of the event. Operational periods will normally change at 6:00 a.m. and 6:00 p.m., however operational periods should be event driven.
- The City of Albany will coordinate response and recovery activities with the Cal OES Coastal Region.
- The resources of the City of Albany will be made available to local agencies and citizens to cope with disasters affecting this area.

POLICY GROUP ACTIVATION PROCEDURES

The Director of Emergency Services is authorized to activate the Emergency Operations Plan (EOP) and the Emergency Operations Center (EOC). Upon activation of the EOC and the appointment of the EOC Director, the EOC Director may activate the Policy Group/MAC Group and all necessary Sections or positions within the EOC.

When to Activate

The Policy Group/MAC Group positions may be activated when the City's Emergency Operations Center (EOC) is activated or upon the order of the EOC Director.

Upon activation of the EOC and the appointment of the EOC Director, the Policy Group/MAC Group will make themselves available on-call to the Director of Emergency Services and EOC Director for all Level 3 EOC activations. Upon a Level 1 or 2 EOC activation, the Policy Group/MAC Group may assemble in the Policy Group/MAC Group



Conference Room at the City of Albany Council Chambers, 200 H Street Albany, CA 94509.

Where to Report

Upon activation of the EOC and the appointment of the EOC Director, the Policy Group/MAC Group will make themselves available on-call to the Director of Emergency Services and EOC Director for all Level 3 EOC activations. Upon a Level 1 or 2 EOC activation, the Policy Group/MAC Group may assemble in the Policy Group/MAC Group Conference Room at the City of Albany Council Chambers, 200 H Street Albany, CA 94509.

The Policy Group/MAC Group Conference Room is large enough for the Policy Group/MAC Group to meet and deliberate and provides them with full briefing and teleconferencing/videoconferencing capabilities.

POLICY GROUP STAFF

When staffed, the Policy Group/MAC Group may include each of the following positions.

- Mayor Position Checklist
- City Council Position Checklist
- Legal Advisor Position Checklist

The City Manager shall serve as the Director of Emergency Services for the City of Albany. The Director of Emergency Services is responsible for overall emergency management policy and coordination through the joint efforts of governmental agencies, non-governmental organizations, and private organizations. The Director of Emergency Services (City Manager) works closely with the City Council and Department Heads. The City Council, City Attorney or any Department Heads not assigned to an EOC Position will make up the Policy Group/MAC Group. The Legal Advisor is the City Attorney who provides legal advice to the other members of the Policy Group/MAC Group, Director of Emergency Services and the EOC Director in all legal matters relative to the emergency and assists in the proclamation of an emergency. The Police Chief shall serve as first alternate, and the Emergency Management Coordinator shall serve as second alternate to the Director of Emergency Services. The Director of Emergency Services will direct the activation of the Emergency Operations Plan and Emergency Operations Center. Operating outside the EOC, the Director of Emergency Services will keep the Policy Group/MAC Group apprised of situation status, request a proclamation and/or ratify a local emergency, approve emergency orders and serve as a City Official.



Mayor

Proclaim and/or ratify a local emergency, approve emergency orders, provide high-level policy decisions, and serve as a City Official.

City Council Member

Proclaim and/or ratify a local emergency, approve emergency orders, provide high-level policy decisions, and serve as a City Official.

Legal Advisor

Act as the City Attorney; provide legal advice to the other members of the Policy Group/MAC Group, Director of Emergency Services and EOC Director in all legal matters relative to the emergency and assist in the proclamation of an emergency.

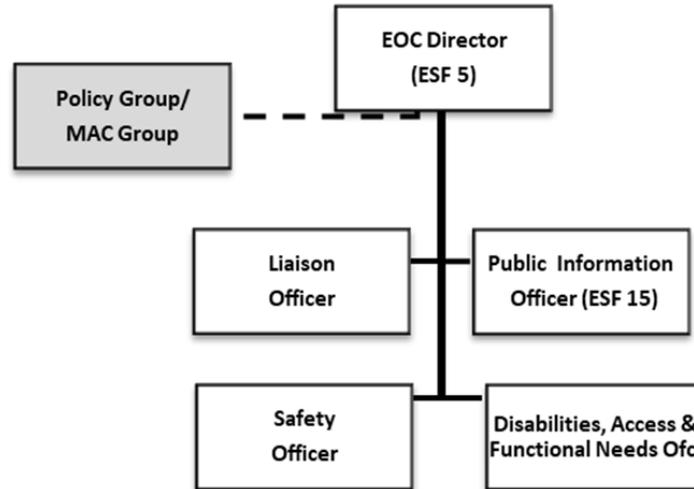


Attachments:

- Figure 19: Policy Group/MAC Group and Management Section Organization Chart
- Policy Group/MAC Group Position Checklists
 - Mayor Position Checklist
 - City Council Position Checklist
 - Legal Advisor Position Checklist



Figure 19: Policy Group/MAC Group and Management Section Organization Chart





MAYOR POSITION CHECKLIST

PRIMARY: Mayor

ALTERNATE: Mayor Pro Tem

SUPERVISOR: Electorate

LOCATION: City Council Chambers

- GENERAL DUTIES:**
- Ratify a local emergency when appropriate.
 - Within the Policy Group/MAC Group, establish executive level policies for management of emergency.
 - Ensure that the EOC Director has clear policy direction.
 - Obtain briefings from EOC Director.
 - Serve as the official spokesperson for the City when appropriate.
 - In conjunction with the PIO, interact with the news media.
 - Within the Policy Group/MAC Group, establish support roles and assignments necessary to assist the City emergency management organization as requested by the EOC Director.
 - Review status of existing emergency ordinances and determine if any additional policy development is needed.
 - Support a multi-agency disaster response.
 - Coordinate with the EOC Director and PIO to host and accompany VIPs and government officials on tours of the emergency/disaster.

RESPONSIBILITIES: Ratify a local emergency, approve emergency orders, provide high-level policy decisions, and serve as a City Official.



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Evaluate level of emergency:
 - Level 3 - Remain on call. The Director of Emergency Services or the EOC Director will provide periodic situation reports.
 - Levels 1 or 2 – Report to Policy Group/MAC Group conference room at the EOC.
- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the Policy/MAC Group. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Review this annex, checklist, department operations plans, guidelines, and checklists, and mutual aid agreements.

STARTUP ACTIONS

- Check-in at the Policy Group/MAC Group conference room.
- Receive incident briefing from the Director of Emergency Services or EOC Director.
- Call emergency meetings of the City Council to proclaim and/or ratify a local emergency and approve emergency orders as needed.
 - 3 members of the City Council are needed for an official quorum.
 - Emergency proclamations must be ratified within seven (7) days.
 - Approve extraordinary expenditure requirements as necessary.
- Review, at least once every 60 days, the need for continuing the Local Emergency and proclaim the termination of the Local Emergency as conditions warrant.



- In consultation with the EOC Director and General Staff, develop temporary emergency policies for managing the strategic aspects of the emergency.
- Assist in the release of official City statements.
- Upon request of PIO or Liaison Officer, host and accompany VIP's and governmental officials on tours of the emergency/disaster area. Coordinate all tours with Public Information Officer (PIO) and Director of Emergency Services/EOC Director.
- Provide interviews to the media as arranged by the PIO.
- Refer all requests for emergency information to the EOC Director or Public Information Officer.
- Serve on and coordinate activities of the Emergency Services Committee.
- Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.
- Identify available internal and external communications capabilities.
- Ensure that all required supplies are available and equipment is working properly (phones, computers, videoconferencing, radios, forms, checklists, guidance documents, job aides, maps, etc.)
- Open and maintain a position activity log. Make sure you note your check-in and check-out times.
- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.

Document:

- Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
- Retain all paperwork (notes, memos, messages, etc.). This documentation may be needed for FEMA reimbursement.



Precise information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.

GENERAL OPERATIONAL DUTIES

- Consider working with the local business or trade association to discuss concerns and disseminate pre-event planning information and post-event recovery information.
- Consider assisting with the development of a plan to provide a “Local Assistance Center” location that can be utilized for information and assistance to citizens and businesses impacted by an emergency.
- Encourage post-event discussions in the community to identify perceived areas of improvements.

NOTE: The role of the Policy Group/MAC Group is advisory to the Director of Emergency Services and EOC Director. The Policy Group/MAC Group should refrain from direct involvement with City/County Emergency Operations Center activities. City Council members will be provided information updates through the Director of Emergency Services/ EOC Director.

- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.

DEACTIVATION DUTIES

- Ensure that any open actions are handled by other members of the Policy Group/MAC Group or transferred to other EOC elements as appropriate.
- Ensure that any required forms, logs, or reports are completed prior to release and departure.
- Be prepared to provide input to the After-Action/ Improvement Plan Report.
- Account for all equipment, personnel, and supplies.
- Provide Logistics Section Supply Unit with list of supplies to be replenished.
- Submit log and other emergency-related documentation to Planning/Intelligence Section Documentation staff.
- Submit Expenditure Tracking and Timekeeping forms to the Finance Section.



- Notify agencies and groups with whom communications have taken place.
Provide contact name and number for any follow-up issues.
- Leave forwarding phone number where staff can be reached.
- Sign out on the sign-in sheet maintained by Time Recording Unit of the
Finance/Administration Section.
- Participate in post-emergency debriefing and critique sessions.



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CITY COUNCIL MEMBER POSITION CHECKLIST

PRIMARY: City Council Member

ALTERNATE: Appointed

SUPERVISOR: Electorate

LOCATION: Alternate EOC Policy Group/MAC Group Room

GENERAL DUTIES:

- Ratify a local emergency when appropriate.
- Within the Policy Group/MAC Group, establish executive level policies for management of emergency.
- Ensure that the EOC Director has clear policy direction.
- Obtain briefings from Director of Emergency Services and/or EOC Director.
- Review status of existing emergency ordinances and determine if any additional policy development is needed.
- Support a multi-agency disaster response.
- Coordinate with the EOC Director and PIO to host and accompany VIPs and government officials on tours of the emergency/disaster.

RESPONSIBILITIES:

- Proclaim and/or ratify a local emergency, approve emergency orders, provide high-level policy decisions, and serve as a City Official.



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Evaluate level of emergency:
 - Level 3 - Remain on call. The City Administrative Officer will provide periodic situation reports.
 - Levels 1 or 2 – Report to Policy Group/MAC Group meeting room at the Alternate EOC.
- Review this annex, checklist, department operations plan, guidelines, and checklists, and mutual aid agreements.

STARTUP ACTIONS

- Check-in at the Policy Group/MAC Group meeting room.
- Receive incident briefing from the EOC Director.
- Call emergency meetings of the City Council to proclaim and/or ratify a local emergency and approve emergency orders as needed.
 - 3 members of the City Council are needed for an official quorum.
 - Emergency proclamations must be ratified within seven (7) days.
 - Approve extraordinary expenditure requirements as necessary.
- Review, at least once every 60 days, the need for continuing the Local Emergency and proclaim the termination of the Local Emergency as conditions warrant.
- In consultation with the EOC Director and General Staff, develop temporary emergency policies for managing the strategic aspects of the emergency.



- Upon request of PIO or Liaison Officer, host and accompany VIP's and governmental officials on tours of the emergency/disaster area. Coordinate all tours with Public Information Officer (PIO).
- Provide interviews to the media as arranged by the PIO.
- Refer all requests for emergency information to the EOC Director or Public Information Officer.
- Serve on and coordinate activities of the Emergency Services Committee.
- Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.
- Identify available internal and external communications capabilities.
- Ensure that all required supplies are available, and equipment is working properly (phones, computers, radios, forms, checklists, guidance documents, job aides, maps, etc.)
- Open and maintain a position activity log. Make sure you note your check-in time on the Unit Time Log.
- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.

Document:

- Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
- Retain all paperwork (notes, memos, messages, etc.). This documentation may be needed for FEMA reimbursement.

Precise information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.

GENERAL OPERATIONAL DUTIES

- Develop or utilize existing citizen's advisory group to address concerns.



- Consider working with the local business or trade association to discuss concerns and disseminate pre-event planning information and post-event recovery information.
- Consider developing a plan to provide a “Local Assistance Center” location that can be utilized for information and assistance to citizens and businesses impacted by an emergency.
- Encourage post-event discussions in the community to identify perceived areas of improvements.

NOTE: The role of the Policy Group/MAC Group is advisory to the Director of Emergency Services/ EOC Director. The Policy Group/MAC Group should refrain from direct involvement with City/State Emergency Operations Center activities. Council members will be provided information updates through the Director of Emergency Services/ EOC Director.

- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.

DEACTIVATION DUTIES

- Consider deactivation of organizational elements when they are no longer required.
- Ensure that any open actions are handled by other members of the Policy Group/MAC Group or transferred to other EOC elements as appropriate.
- Ensure that any required forms, logs, or reports are completed prior to release and departure.
- Be prepared to provide input to the After-Action/ Improvement Plan Report.
- Account for all equipment, personnel, and supplies.
- Provide Logistics Section Supply Unit with list of supplies to be replenished.
- Submit log and other emergency-related documentation to Planning/Intelligence Section Documentation staff.
- Submit Expenditure Tracking and Timekeeping forms to the Finance Section.
- Notify agencies and groups with whom communications have taken place. Provide contact name and number for any follow-up issues.



- Leave forwarding phone number where staff can be reached.
- Sign out on the sign-in sheet maintained by Time Recording Unit of the Finance/Administration Section.
- Participate in post-emergency debriefing and critique sessions.



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LEGAL ADVISOR POSITION CHECKLIST

- PRIMARY:** City Attorney
- ALTERNATE:** City Legal Representation as Assigned
- SUPERVISOR:** Emergency Operations Center Director
- LOCATION:** Alternate EOC Policy Group/MAC Group Room
- GENERAL DUTIES:**
- Prepare proclamations, emergency ordinances, and other legal documents and provide legal services as required.
 - Maintain legal information, records, and reports relative to the emergency.
 - Commence legal proceedings as needed.
 - Participate as a member of the EOC Management Team when requested by EOC Director.
- RESPONSIBILITIES:**
- Act as the City Counsel; provide legal advice to the other members of the Policy Group/MAC Group, Director of Emergency Services and EOC Director in all legal matters relative to the emergency and assist in the proclamation of an emergency.



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.

STARTUP ACTIONS

- Check-in at the Policy Group/MAC Group meeting room.
- Report to and receive incident briefing from the Director of Emergency Services and/or EOC Director.
- Determine personal operating location and set up as necessary.
- Review position responsibilities.
- Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.
- Identify available internal and external communications capabilities.
- Ensure that all required supplies are available, and equipment is working properly (phones, computers, radios, forms, checklists, guidance documents, job aides, maps, etc.)
- Open and maintain a position activity log. Make sure you note your check-in time on the Unit Time Log.



- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.

Document:

- Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
-
- Retain all paperwork (notes, memos, messages, etc.). This documentation may be needed for FEMA reimbursement.

Precise information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.

- Based on the situation as known or forecasted determine likely future needs.
- Think ahead and anticipate situations and problems before they occur.

GENERAL OPERATIONAL DUTIES

- Keep up to date on the situation and resources associated with your position. Maintain current status reports and displays.
- Keep the Director of Emergency Services advised of your status and activity and on any problem areas that now need or will require solutions.
- Review situation reports as they are received. Verify information where questions exist.
- Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.
- Ensure that all contacts with the media are fully coordinated first with the Planning/Intelligence Section Coordinator and the Public Information Officer (PIO).
- Ensure that your personnel and equipment time records and a record of expendable materials used are provided to the Finance Section Coordinator at the end of each operational period.



- Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

UNIT OPERATIONAL DUTIES

- Prepare proclamations, emergency ordinances and other legal documents required by the City Council and the Director of Emergency Services.
- Develop rules, regulations, and laws required for the acquisition and/or control of critical resources.
- Develop emergency ordinances and regulations to provide a legal basis for evacuation and/or population control.
- Commence civil and criminal proceedings as necessary and appropriate to implement and enforce emergency actions.
- Advise the Director of Emergency Services/ EOC Director on areas of legal responsibility and identify potential liabilities.
- Advise the City Council, Director of Emergency Services/ EOC Director, and management personnel of the legality and/or legal implications of contemplated emergency actions and/or policies.
- Prepare documents relative to the demolition of hazardous structures or conditions.

DEACTIVATION DUTIES

- Consider deactivation of organizational elements when they are no longer required.
- Ensure that any open actions are handled by other members of the Policy Group/MAC Group or transferred to other EOC elements as appropriate.
- Ensure that any required forms, logs, or reports are completed prior to release and departure.
 - Be prepared to provide input to the After-Action/ Improvement Plan Report.
 - Account for all equipment, personnel, and supplies.
 - Provide Logistics Section Supply Unit with list of supplies to be replenished.



- Submit log and other emergency-related documentation to Planning/Intelligence Section Documentation staff.
- Submit Expenditure Tracking and Timekeeping forms to the Finance Section.
- Notify agencies and groups with whom communications have taken place. Provide contact name and number for any follow-up issues.
- Leave forwarding phone number where staff can be reached.
- Sign out on the sign-in sheet maintained by Time Recording Unit of the Finance/Administration Section.
- Participate in post-emergency debriefing and critique sessions.



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MANAGEMENT SECTION

PURPOSE

The Management Section directs the City of Albany Emergency Services, coordinates the actions of the EOC staff, establishes operational priorities, ensures development and implementation of strategies to meet the needs of the emergency, works with local elected officials on issues related to emergency response and recovery, communicates with the media, coordinates response with outside agencies, and ensures the safety of the responders. The Management Section staff must evaluate the potential economic, social and environmental impacts of the emergency or disaster on its citizens, while managing response to the conditions within the City. Additionally, the Management Section must consider whether an emergency in a neighboring jurisdiction could impact the City of Albany or draw upon resources normally available to the City.

PRIORITIES

When establishing the Mission, Goal, Objectives and Strategies during emergency response operations, the following priorities are considered.

- Initiate, support and maintain measures that protect life, safety, property, and the environment.
- Isolate and stabilize the incident.
- Eliminate or mitigate hazards.
- Evacuate threatened populations.
- Provide for the rapid resumption of essential human services and support community and economic recovery.
- Provide emergency public information on conditions and suggested personal protective actions.
- Provide accurate documentation and records required for cost recovery efforts.

CONCEPT OF OPERATIONS

- the City of Albany will utilize SEMS and NIMS in emergency response activities.
- the City of Albany will begin utilizing its resources before requesting mutual aid assistance when emergency response or recovery requirements exceed the City's ability to address them.
- All existing City and departmental operating procedures will be adhered to unless modified by the City Council.
- All on-duty personnel are expected to remain on duty until properly relieved of duty. Off-duty personnel will be expected to return to work or contact their supervisor or the Police shift supervisor in accordance with their individual department plan guidelines.



- While in a disaster mode, operational periods will be 12 hours for the duration of the event. Operational periods will normally change at 6:00 a.m. and 6:00 p.m., however operational periods should be event driven.
- the City of Albany will coordinate response and recovery activities with the Cal OES Coastal Region.
- The resources of the City of Albany will be made available to local agencies and citizens to cope with disasters affecting this area.

SECTION ACTIVATION PROCEDURES

The EOC Director is authorized to activate all necessary Sections or positions within the EOC.

When to Activate

The Management Section positions may be activated when the City's Emergency Operations Center (EOC) is activated or upon the order of the EOC Director.

Where to Report

The EOC Director will instruct activated EOC staff to respond to either the Primary EOC or Alternate EOC based on the EOC activation level. The Primary EOC is located Adjacent the Fire and Police Department, 1000 San Pablo Ave. Albany, CA 94706. The Alternate EOC is located in the Albany Recreation & Community Services Center, 1249 Marin Avenue Albany, CA 94706.

MANAGEMENT SECTION STAFF

When fully staffed, the Management Section may include each of the following positions. If staffing is not available for each position, the duties assigned to the unfilled position are the responsibility of the Emergency Operations Center (EOC) Director.

- Emergency Operations Center Director
- Public Information Officer
- Liaison Officer
- Safety Officer
- Disabilities and Access and Functional Needs Officer

The City Manager shall serve as the Director of Emergency Services for the City of Albany. The Director of Emergency Services is responsible for overall emergency management policy and coordination through the joint efforts of governmental agencies, non-governmental organizations, and private organizations. The Director of Emergency Services (City Manager) works closely with the City Council and Department Heads.



The City Council, and City Attorney or any Department Heads not assigned to an EOC Position will make up the Policy Group/MAC Group. The Legal Advisor is the City Attorney who provides legal advice to the other members of the Policy Group/MAC Group, Director of Emergency Services and the EOC Director in all legal matters relative to the emergency and assists in the proclamation of an emergency. The Police Chief shall serve as first alternate and the Emergency Management Coordinator shall serve as second alternate to the Director of Emergency Services. The Director of Emergency Services will direct the activation of the Emergency Operations Plan and Emergency Operations Center. Operating outside the EOC, the Director of Emergency Services will keep the Policy Group/MAC Group apprised of situation status, request a proclamation and/or ratify a local emergency, approve emergency orders and serve as a City Official.

EOC Director

The EOC Director facilitates the overall functioning of the EOC, coordinates with other agencies and SEMS/NIMS levels. The Director of Emergency Services shall appoint the EOC Director. Generally, the City's Emergency Management Coordinator serves as the EOC Director and is assisted by EOC Management and General Staff.

Public Information Officer

The Public Information Officer (PIO) ensures that information support is provided on request; that information released is consistent, accurate, and timely, and appropriate information is provided to all required agencies and the media. Representatives from departments involved in the response/recovery will serve in supportive roles to the lead PIO.

After receiving a briefing from the EOC Director, the PIO will establish an area for the media away from the EOC and Incident Command Post. The PIO will provide news releases, answer questions the media may have and arrange for tours or photo opportunities of the incident. The PIO will coordinate all information releases and media contacts with the EOC Director. When federal agencies are involved and a Joint Information Center (JIC) is established the Public Information Officer will coordinate and communicate with the JIC or assign an individual to the JIC to ensure coordination of information dissemination with federal agencies.

Liaison Officer

The Liaison Officer serves as the point of contact for Outside Agency Representatives from assisting organizations and agencies outside our City government structure. The Liaison Officer aids in coordinating the efforts of these outside agencies to reduce the risk of their operating independently. This ensures each agency is doing what it does



best and maximizes the effectiveness of available resources. Any state and/or federal emergency official should make contact with the Liaison Officer to ensure continuity of operations.

The Liaison Officer may also serve as the multi-agency or inter-agency representative for the City of Albany to coordinate the response efforts. Multi-agency or inter-agency coordination is defined as the participation of agencies and disciplines involved at any level of the SEMS/NIMS organization working together in a coordinated effort to facilitate decisions for overall emergency response activities, including the sharing of critical resources and the prioritization of incidents.

Safety Officer

The Safety Officer is responsible for identifying and mitigating safety hazards and situations of potential City liability during EOC operations and ensuring a safe working environment in the EOC. This position will be needed mostly at the beginning of activating the EOC. Once the safety of the EOC has been assessed, this position may be filled as needed.

Disability and Access and Functional Needs Officer

The Access and Functional Needs Officer is responsible for making recommendations to EOC personnel on issues related to persons with Disabilities and others with Access and Functional Needs (DAFN). Work with EOC General Staff as needed to ensure that the Sections address and coordinate response and recovery functions as they relate to and affect people with disabilities and others with access and functional needs in accordance with the Americans with Disability Act (ADA), the California State Emergency Plan as well as the City of Albany's Emergency Operations Plan.

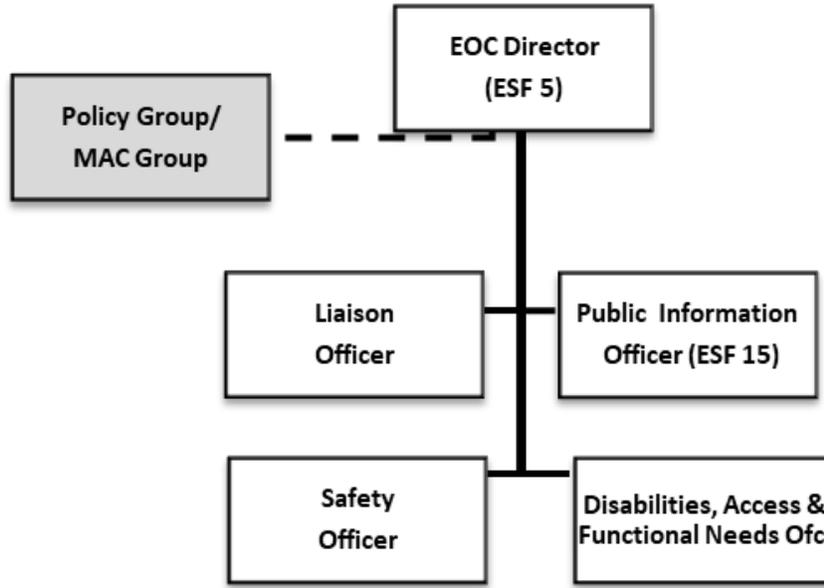


Attachments:

- Figure 20: Management Section Organization Chart
- Management Section Position Checklists
 - EOC Director Position Checklist
 - Public Information Officer Position Checklist
 - Liaison Officer Position Checklist
 - Safety Officer Position Checklist
 - Disabilities and Access and Functional Needs Officer Position Checklists



Figure 20: Management Section Organization Chart





EOC DIRECTOR POSITION CHECKLIST

PRIMARY: Emergency Management Coordinator

ALTERNATE: Fire Department Command Staff

SUPERVISOR: Director of Emergency Services

LOCATION: Emergency Operations Center

- GENERAL DUTIES:**
- Act as Director of Emergency Services for the Emergency Operations Center and the disaster response operations for the City of Albany.
 - Makes executive decisions based on policies of the City Council.
 - Assess need for Council involvement.
 - Recommend rules, regulations, proclamations and orders for Council action or, when required, for immediate action subject to Council confirmation.
 - Assess information related to an event, determines levels of service demands; decides on activation of EOC and determines who should be called to the EOC. Notifies all departments and the City Council of activation.
 - Establish the appropriate level of organization, and continuously monitor the effectiveness of that organization. Make changes as required.
 - Exercise overall management responsibility for the coordination of the response efforts within the affected area. In conjunction with the General Staff, set priorities for response efforts, and ensure that all agency actions are accomplished within the priorities established and documented in an Action Plan.
 - Liaison with legislative representatives as necessary to acquire vital support for your jurisdiction.
 - Ensure that multi-agency or inter-agency coordination is accomplished effectively within the EOC.

RESPONSIBILITIES: Overall management of the City of Albany's emergency response and recovery effort. To include:

- Organizing, staffing, and operating the Emergency Operations Center (EOC).
- Coordinating communications and warning systems.
- Providing information and guidance to the public.



- Maintaining information on the status of resources, services, and operations.
- Directing overall operations.
- Obtaining support for the City of Albany and providing support to other jurisdictions as required.
- Identifying and analyzing potential hazards and recommending appropriate countermeasures.
- Collecting, evaluating, and disseminating damage assessment and other essential information.
- Providing status and other reports to the Cal OES Coastal Region or State Operating Center.



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Select Section Coordinators and determine the availability to deploy to the EOC.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.
- Document preparedness activities, monitor the situation, and maintain readiness posture:
 - Establish and maintain an activity log.
 - Notify alternates of situation.
 - Notify other key management of situation.
 - Assist in the development a potential Incident Action Plan based on the impending emergency.
 - Develop a potential EOC Action Plan and/or Situation Report based on the impending emergency.
- Review this checklist, Emergency Operations Plan, agency guidelines, applicable department plans, standard operating procedures, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.
- Request Department Directors review department emergency plans and standard operating procedures and submit changes.
- Review the Emergency Organization and Functions Chapter of the Albany Municipal Code to identify any revisions needed.
- Ensure lines of succession for the City Council and City Department heads are



current.

- Consider alerting/recalling off-duty personnel and specialized teams.
- Establish an emergency work schedule.
- Test communications equipment.
- Coordinate Emergency Public Information with Public Information Officer (PIO).

STARTUP ACTIONS

- Determine the operational status and appropriate level of activation based on situation as known.
- As appropriate, respond to the EOC.
- Mobilize appropriate personnel for initial activation of the EOC.
- Activate an alternate EOC as required. When there is damage to the primary EOC sufficient to render it unusable or the size, scope, or scale of the incident, disaster or emergency require the activation of the alternate EOC, report to the alternate EOC.
 - Check-in upon arrival at the Emergency Operations Center (EOC).
 - Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Assign staff to initiate EOC personnel check-in procedures.
- Ensure that the EOC Organization and staffing chart is posted and that arriving team members are assigned by name.
- Direct the implementation of the City's Emergency Operations Plan.
- Confirm level of EOC activation and ensure that EOC positions are filled as needed.
- Notify the Operational Area Emergency Operations Center that the City EOC is activated.
- Ensure the EOC is properly set up and ready for operations.
 - Obtain a briefing in accordance with the EOC Action Plan.



- Receive a copy of the field Incident Action Plan and written EOC Action Plan.
- Confirm reporting requirements concerning execution of the action plan.

Briefings should include:

- Current situation assessment.
 - Past actions, present and forecasted activity.
 - Current and anticipated staffing expectations, limitations and demobilization procedures.
 - Organization within the EOC.
 - Location of work area.
 - Expectations of the Position.
 - Identification of specific job responsibilities.
 - Identification of Position co-workers and work areas.
 - Availability of communications and identified paths of communication within the EOC.
 - Fiscal expectations and limitations.
 - Procedural instructions for obtaining additional supplies, services, and personnel.
 - Identification of operational period work shifts.
 - EOC emergency or evacuation procedures and rally points.
 - Identification of eating and sleeping arrangements as appropriate.
 - Procedures to document items for the After Action Report.
 - Encourage them to think ahead and anticipate situations and problems before they occur.
-
- Identify operational period work shifts and communicate that to Section Coordinators.

 - Determine your personal work area.

 - Review responsibilities of your Position. Develop plan for carrying out all responsibilities.

 - Set up your Position workstation, including maps and status boards. Use your EOC Position materials, guidance documents, job aides, and on-site supplies.

 - Develop, document, and implement accountability, safety, and security measures for EOC staff and resources.

 - Clarify any issues you may have regarding authority and assignment and what others in the organization do.

 - Identify available internal and external communications capabilities.
-



- Ensure that all required supplies are available and equipment is working properly (phones, computers, videoconferencing, radios, forms, checklists, guidance documents, job aides, maps, etc.)
- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.

Document:

- Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
 - Check-in and Check-out times
-
- Retain all paperwork (notes, memos, messages, etc.). Ensure that all your Section logs, documents, and files are maintained. This documentation may be needed for FEMA reimbursement.

Precise information is essential to meet requirements for possible reimbursement by the Cal OES and FEMA.

- Authorize activation of Disaster Service Workers and Disaster Service Worker Volunteers (DSWVs).
- Appoint and ensure that EOC Section Coordinators (General Staff) are in place as soon as possible and are staffing their respective sections.
 - Operations Section Coordinator
 - Planning/Intelligence Section Coordinator
 - Logistics Section Coordinator
 - Finance/Administration Section Coordinator
- Ensure that the Management Section is staffed as soon as possible at the level needed.
 - Public Information Officer
 - Liaison Officer
 - Safety Officer
 - Disabilities and Access and Functional Needs Officer
- Review organization in place at the EOC.
- Confirm that all key personnel or alternates are in the EOC or have been notified. Recall the required staff members necessary for the emergency.



- Determine the extent to which functions should be activated and request additional staffing or resources if needed.

If additional Position staffing is needed:

- Request additional personnel to maintain a 24-hour operation as required.
- Ensure that sufficient staffing is in place to provide for coordinating services to meet local government and operational area responsibilities.
- Determine estimated times of arrival of staff.
- Activate elements of your Management Staff, establish work area, assign duties and ensure Position log is opened.
- Ensure that all Management Staff have completed status check on equipment, facilities, and operational capabilities.
- Assign and ensure that all your incoming Management Staff are fully briefed in accordance with the EOC Action Plan.
- Brief the Director of Emergency Services and if requested, Elected Officials, on the situation.
- Determine if a Local Emergency should be declared.
- Confirm the delegation of authority. Obtain any guidance as necessary.
- Instruct the Public Information Officer (PIO) to prepare public notifications and emergency instructions, if necessary.
- Prepare work objectives for Section staff, brief staff and make staff assignments.
- Establish the frequency of briefing sessions.
- Schedule the first Operational Period planning meeting.
- Ensure a scribe documents all EOC Management Team meetings, General Staff meetings and policy decisions.
- Determine appropriate delegation of purchasing authority.
- Based on the situation as known or forecasted determine likely future EOC needs.



- Think ahead and anticipate situations and problems before they occur.
- Ensure all incoming staff are assigned, provided a copy of the EOC Action Plan, and briefed in accordance with the EOC Action Plan.
- Establish reporting requirements concerning execution of the Action Plan.
- Review major incident reports and additional field operational information that may pertain to or affect EOC operations.
 - Based on the situation as known or forecast, determine likely future operational needs.

GENERAL OPERATIONAL DUTIES

- Carry out the responsibilities of Management and General Staff positions not currently assigned or staffed and adjust Section organization as appropriate.
- Evaluate the need for or arrange for stress management, counseling and/or debriefing for all affected personnel.
- Make a list of key issues currently facing the Unit to be accomplished within the next operational period.
- Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.
- Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.
- Use face-to-face communication in the EOC whenever possible and document decisions and policy.
- Obtain a current communications status briefing from the Communication/ Information Systems Unit Leader in Logistics. Ensure that there is adequate equipment, phone, and radio frequencies available as necessary for the section.
- Ensure current status and displays are maintained at all times.
- Brief the Director of Emergency Services and the Policy Group/MAC Group on major problem areas that need or will require their input for solutions.



- Ensure Command and General Staff keep you advised of the status and activity on any problem areas that now need or will require solutions.
- Ensure the establishment of radio, phone, videoconferencing, and data communications with the Operational Area Emergency Operations Center (EOC), local government Emergency Operations Centers, and/or with Incident Commander(s) as directed and coordinate accordingly.
- Ensure internal coordination between sections/branch/unit leaders.
- Coordinate with the Planning Section Coordinator to determine the need for any Technical Specialists.
- Review situation reports as they are received. Ensure information is accurate and confirm where questions exist.
- Ensure that all contacts with the media are fully coordinated first with the Public Information Officer (PIO).
- Retain all paperwork (notes, memos, messages, etc.). This documentation may be needed for FEMA reimbursement.

OPERATIONAL DUTIES

- Ensure that the field agency representatives have been assigned to appropriate Sections or facilities as necessary.
- Determine if support is required from other jurisdictions; request mutual aid from the Operational Area EOC. Logistics Section will implement all Mutual Aid requests, except for Law or Fire Mutual Aid requests, which will be made through the Master Mutual Aid coordinators in Operations Section.
- Determine need and establish, if necessary, a Deputy EOC Director position.
- Develop overall strategy with the Section Coordinators.
- Ensure that Sections are carrying out their principal duties:
- Implementing operational objectives per the EOC Action Plan.
- Preparing action plans and status reports.
- Providing adequate facility and operational support.



- Providing administrative and fiscal record-keeping and support.
- Schedule and hold action-planning meetings of section coordinators and branch directors, agency representatives (as required) and key staff. The activities to be covered in an action planning meeting are:
 - Provide briefings on current and forecasted situation and major incidents.
 - Obtain any additional information from other sources on the current situation assessment.
 - Review availability and status of ordered, enroute or staged resources.
 - Establish with staff the next Operational Period for which the EOC Action Plan should be developed.
 - Define priority actions to be accomplished or undertaken within the next Operational Period in light of the known and forecasted situation and status of available resources.
 - Establish assignments for available and incoming resources based on current and forecast situation and established priorities.
 - Determine need for additional resources. Establish specific responsibilities for ordering.
 - Discuss and resolve any internal coordination issues.
- Assess the impact of the emergency/disaster on the City, including the initial safety/damage assessment by field units.
- Approve and authorize the implementation of the EOC Action Plan developed and prepared by the Planning/Intelligence Section and EOC Management Team.
- In conjunction with the Public Information Officer (PIO), coordinate and conduct news conferences and review media releases as required. Establish procedure for information releases affecting inter-agency coordination. Authorize PIO to release information to the media, social media or the Integrated Public Alert and Warning System (IPAWS) if necessary.
- Ensure that the EOC Liaison Officer is providing for and maintaining positive and effective inter-agency coordination and communication.
- Identify the need for use of special resources.
- Release mutual aid resources as need diminishes.
- Begin planning for recovery.

DEACTIVATION DUTIES



- Authorize deactivation of sections, branches, or units when they are no longer required.
- Notify the Operational Area EOC and other area EOCs as necessary of planned time for deactivation.
- Notify the Director of Emergency Services and Policy Group/MAC Group that the EOC is de-activated.
- Ensure that any open actions not yet completed will be taken care of after deactivation.
- Conclude responses to media and public inquiries.
- Provide wrap-up news releases.
- Identify the location of the Local Assistance Center (LAC) and request the Public Information Officer (PIO) to broadcast the information.
- Identify the resources required by the Local Assistance Center (LAC). Assign staff to support the LAC.
 - Ensure that all personnel, supplies, and equipment time records and a record of expendable materials used are provided to the Time Recording Unit and Cost Analysis Unit of the Finance/Administration Section at the end of each operational period.
- Ensure that all required forms or reports are completed prior to deactivation.
 - Brief relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.
- Deactivate the EOC, close out logs, and ensure staff sign-out when emergency situation no longer requires activation.
- In conjunction with the Legal Advisor, advise the City Council when the Local Emergency proclamation can be terminated.
- Be prepared to provide input to the After-Action Report.
 - Participate in post-emergency debriefing and critique sessions.



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PUBLIC INFORMATION OFFICER POSITION CHECKLIST

PRIMARY: City Public Information Officer

ALTERNATE: Any City Staff as Assigned

SUPERVISOR: EOC Director

- GENERAL DUTIES:**
- Serve as the dissemination point for all public and media releases associated with an incident, emergency, or disaster. Coordinate through the Joint Information System (JIS) the release of information and messaging by other involved agencies.
 - Coordinate as necessary to ensure that the public within the affected area receives complete, accurate, timely, and consistent information and direction about lifesaving and health preservation procedures, emergency response/recovery status, direction for personal protective actions, and other information regarding relief programs and services. Information released should be posted in the EOC.
 - Establish a Public Information component of the EOC or a Joint Information Center (JIC) as directed by the EOC Director.
 - Review and coordinate all related information releases, including dissemination of emergency information to the public, media, and City departments to keep employees apprised of the situation.
 - Maintain a relationship with the media representatives, respond to media inquiries and calls from the public, hold periodic press conferences as required, and arrange for tours or photo opportunities of the incident.
 - Disseminate emergency public information, direction, and news releases using print, radio, television, and social media.
 - Coordinate and address incident Rumor Control to ensure that the public receives complete, accurate, timely, and consistent information and direction.

RESPONSIBILITIES: A vital responsibility of the City of Albany Operational Area during an emergency or disaster is to provide the public with accurate information and instructions. The City of Albany Police Department of Emergency Services (OES) and the City of Albany Public Information Officer (PIO)/ Joint Information



Center (JIC) will use the best available systems and work closely with the news media to accomplish this task.

City disaster-related information is collected, evaluated and disseminated through the City Emergency Operations Center (EOC). The City of Albany PIO/ JIC is tasked with providing or coordinating alert, warning and emergency public information and instructions with the Operational Area EOC and/or JIC.

The PIO/JIC will ensure that information support is provided on request; that complete, accurate, timely, consistent, and appropriate information is provided to all required agencies, the public, and the media. Representatives from departments involved in the response/recovery (Police, Public Works, Recreation, Finance, Economic Development, Community Development, and Transportation, etc.) will serve in supportive roles to the lead PIO.

After receiving a briefing from the EOC Director, the PIO will establish an area for the media away from the EOC and Command Post. The PIO will provide news releases, answer questions the media may have and arrange for tours or photo opportunities of the incident. The PIO will coordinate all information releases and media contacts with the EOC Director. When other jurisdictions or agencies are involved, and a Joint Information Center (JIC) is established the Public Information Officer will coordinate and communicate with the JIC or assign an individual to the JIC to ensure coordination of information dissemination with those jurisdictions or agencies.

- The City of Albany PIO/ JIC will process emergency information and confirm with the City and/or OA EOC Director as to what should be published in emergency updates and/or videos distributed via the City of Albany Police Department Emergency Homepage website, social media sites, and via speaking points at news conferences. Spokespeople for each outside agency should speak within that agency's jurisdiction to avoid giving conflicting information to the public. All City departments will speak in a coordinated fashion within the City and/or OA EOC and field Joint Information Centers (JICs) and will collaborate with outside agencies.
- The City of Albany PIO/ JIC generally disseminates information about areas within the City's jurisdiction only, but makes referrals to, and coordinates with, other jurisdictions. This communication will be coordinated



through the responding jurisdiction's PIO or a representative present at the jurisdictional EOC. In addition, other agency's websites can be linked to the City of Albany Police Department Emergency website.

- The City of Albany PIO/ JIC initiates and responds to local and national news media, providing information at regular and frequent press briefings as information becomes available. Questions from news media representatives are answered completely and truthfully to the extent possible from information available.
- Only information verified/approved by the Incident Commander and the
- EOC Director can be disseminated by the EOC the City of Albany PIO/ JIC or agency personnel.



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.

STARTUP ACTIONS

- Check-in upon arrival at the Emergency Operations Center (EOC).
- Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Report to your EOC organizational supervisor. Confirm the operational period work shift and your assigned workspace.
- Contact your department/supervisor and let them know you have been assigned to the EOC.
- Obtain a briefing from your EOC supervisor in accordance with the EOC Action Plan (if one has been developed).
 - Receive a copy of the written Action Plan (if one has been developed, if not, receive a briefing that includes the items below).
 - Confirm reporting requirements concerning execution of the action plan.
- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.



Document:

- Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
 - Check-in and Check-out times
-
- Retain all paperwork (notes, memos, messages, etc.). Ensure that logs and files are maintained.
 - Determine your personal work area. Set up your Unit workstation, including maps and status boards. Use your EOC Unit materials, guidance documents, job aides, and on-site supplies.
 - Develop and implement accountability, safety, and security measures for staff and resources.
 - Review position responsibilities.
 - Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.
 - Ensure that all required supplies are available and equipment, including internal and external communications equipment, is working properly (phones, computers, radios, forms, checklists, guidance documents, job aides, maps, etc.)
 - Determine the extent to which Unit functions should be activated and request additional staffing or resources from your supervisor if needed.
- If additional staffing is needed:**
- Ensure that sufficient staffing is in place to meet responsibilities. If not, request additional staffing from your EOC Supervisor.
 - Determine estimated times of arrival of staff from your supervisor.
 - Activate elements of your Unit, establish work area, assign duties, and ensure a log is opened.
 - Ensure that all Unit personnel have completed status check on equipment, facilities, and operational capabilities.



- Assign and ensure that all your incoming personnel are fully briefed in accordance with the EOC Action Plan (if developed)
 - Ensure each has a copy of the written Action Plan (if developed)
 - Establish reporting requirements concerning execution of the action plan.
- Request additional resources through the Logistics Section or established ordering procedures, as needed.
- Think ahead and anticipate situations and problems before they occur.
- Inform your EOC Supervisor when your Unit is fully operational.

GENERAL OPERATIONAL DUTIES

- Develop a plan for Unit operations and support of field operations as requested. Assign specific responsibilities. Monitor activities and adjust staffing/organization as appropriate.
- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.
- Make a list of key issues currently facing the Unit to be accomplished within the next operational period.
- Keep up to date on Unit situation and resource status.
- Brief and keep your EOC Supervisor advised of your Unit status and any major problems that need or may need solutions.
- Review situation reports as they are received. Ensure your Unit status/information is accurate and confirm where questions exist.
- Establish operating procedure for use of telephone, radio, videoconferencing, and data systems. Provide staff with direction, expectations, and priorities.
- Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.
- Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.
- Use face-to-face communication in the EOC whenever possible.



- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.
- Ensure that all Unit personnel, equipment, time, and material records are provided to the Time and Cost Analysis Units of the Finance/Administration Section.

POSITION OPERATIONAL DUTIES

- Obtain guidance from the EOC Director regarding the release of available information.
- Keep the EOC Director advised of all unusual requests for information and of all major critical or unfavorable media comments. Provide an estimate of the impact and severity and make recommendations as appropriate.
- Coordinate all media events and press conferences with the EOC Director.
- Identify public information priorities, particularly those that involve saving lives, reducing injuries, and protecting property.
- Ensure that all Command and General Staff, City departments, other agencies and response organizations are aware that they must coordinate release of emergency information through the PIO and that all press releases must be cleared with the EOC Director before releasing information to the media.
- When appropriate, establish a Media Information Center at a site away from the EOC, Command Post, and incident for media use and dissemination of information. Provide necessary workspace, materials, telephones, and staffing.
- Schedule and post times and locations of news briefings and Press Conferences in the EOC, Media Information Center, and other appropriate areas.
- Prepare and provide approved information to the media. Post news releases in the EOC, Media Information Center, Joint Information Center (JIC), and other appropriate areas.
- Maintain up-to-date status boards and other references in the Media Information Center to present a clear picture of the situation for presentation to media.
- Develop an information release program and schedule.
- Prepare media briefing packet that includes the following information.
 - o Nature and scope of Incident



- Time of occurrence
 - How and/or why event occurred
 - Response agencies
 - Situation summary
 - Confirmed and approved statistics:
 - Casualties
 - Damage estimates
 - Number of homeless
 - Number of shelters and locations
 - Locations of other types of services (feeding centers, etc.)
 - Cost estimates
 - Listing of all agencies involved and their responsibilities or current assignments and actions;
 - Number of people committed to event
 - Key areas of concern (current incident objectives)
 - Actions underway
 - Location of Local Assistance Centers (LACs) or Disaster Recovery Centers (DRCs)
 - Major problems associated with:
 - Response:
 - Access
 - Water pressure
 - Search and rescue
 - Severe weather
 - Available resources
 - Public Health:
 - Animal Services issues
 - Coroner operations
 - Hazardous materials
 - Sanitation
 - Transportation difficulties or disruptions:
 - Cause and nature of disruption
 - Roads closed
 - Detour routes
 - Impacts to mass transit
 - Repairs required
 - Estimated time for repairs
 - Long-term outlook
- Interact with other branches/units to provide and obtain information relative to public information operations and releases.



- Coordinate with the Situation Unit of the Planning/Intelligence Section and define areas of special interest for public information action. Identify means for securing and relaying the information as it is developed.
- Obtain, process, and summarize information in a form usable in presentations.
- Provide periodic briefings and press releases about the disaster situation throughout the affected areas. Refer media representatives to incident level PIOs for specific information.
- As required, periodically prepare briefings for the jurisdiction executives or policy group.
- Respond to information requests from the EOC Director and EOC Command and General Staff.
- Ensure that a rumor control function is established as necessary, and has the means for identifying false or erroneous information. Develop procedure to be used to address such information. Ensure that the public receives complete, accurate, timely, and consistent information and direction.
- Provide sufficient staffing and telephones to efficiently handle incoming media and public calls and to gather status information.
- Consider establishing a staffing a Disaster Information Page on the City Website to direct the public to for disaster information as needed.
- Prepare, update, and distribute to the public a Disaster Assistance Information Directory containing locations to obtain food, shelter, supplies, health services, etc.
- Prepare a briefing sheet to be distributed to all employees and the Disaster Hotline at the beginning of each shift so they can answer questions from the public, such as shelter locations, water distribution sites, DRCs, LACs, etc.
- Broadcast emergency information/updates using the various means outlined in the Basic Plan: Section Six - Alert, Warning, and Public Information.

Alerting/Warning of Public

- Coordinate all emergency warning and messages with the EOC Director and the PIO. Disseminate warning to the public. Consider the following dissemination methods:



- Social Media
 - Integrated Public Alert and Warning System (IPAWS)
 - Emergency Alert System (EAS)
 - Wireless Emergency Alert System (WEA)
 - Albany Cable television broadcast
 - Police units using loudspeakers and sirens to announce warning messages.
 - Using volunteers or City personnel as necessary to help with warnings. Request through the Logistics Section.
- Ensure that special facilities requiring warning and/or notification (i.e. hospitals, schools, government facilities, special industries, etc.) have been notified.
- Consider options to deliver an alert or warning to non-English speaking; hearing, visually or mobility impaired persons; and other special needs populations of the emergency situation/hazard by:
- Using bilingual employees whenever possible.
 - Translating all warnings, written and spoken, into appropriate languages.
 - Contacting media outlets (radio/television) that serve the languages you need.
 - Utilizing TDD machines and 9-1-1 translation services to contact the deaf.
 - Using pre-identified lists of disabled and hearing-impaired persons for individual contact.
- Arrange for meetings between media and City officials or incident personnel.
- Provide escort service to the media and VIPs; arrange for tours and photo opportunities when available staff and time permit. Coordinate VIP tours with Liaison Officer, and Policy Group/MAC Group.
- Assist in making arrangements with adjacent jurisdictions for media visits.
- Determine which radio and TV stations are operational.
- Monitor broadcast media and use information to develop follow-up news releases and rumor control.
- When federal emergency response teams respond, coordinate activities through the Cal OES Coastal Region or State Operations Center to ensure coordination of local, state, and federal public information activities. If a federal Joint Information Center (JIC) is established, designate a City representative to the JIC.



- Coordinate with the Access and Functional Needs Unit of the Care and Shelter Branch to ensure that alerts, announcements, information, and other materials are translated and prepared for special needs populations (non-English speaking; non-readers; elderly; the hearing, sight and mobility impaired; etc.).
- Ensure that translators are available for multi-lingual media. Obtain translation services to review, update and publish public information materials as needed.
- Prepare materials that describe the health risks associated with each hazard, the appropriate self-help or first aid actions and other appropriate survival measures.
- Prepare instructions for people who must evacuate from a high-risk area, including the following information for each threat: evacuation routes; suggestions on types and quantities of clothing, food, medical items, etc. the evacuees should bring; location of shelters.
- Issue timely and consistent advisories and instructions for life safety, health and assistance:
 - What **to do** and **why**.
 - What **not to do** and **why**.
 - Hazardous areas and structures to stay away from.
 - Evacuation routes, instructions, and arrangements for persons without transportation or special needs (non-ambulatory, sight-impaired, etc.).
 - Location of shelters, first aid stations, food and water distribution points, etc.
 - Location where volunteers can register and be given assignments.
 - Street and freeway overpass conditions, congested areas to avoid and alternate routes to take.
 - Instructions from the coroner and public health officials pertaining to dead bodies, potable water, human waste and spoiled food disposal.
 - Weather hazards when appropriate.
 - Public information hotline numbers.
 - Status of Local Proclamation, Governor's Proclamation, or Presidential Declaration.
 - Local, state, and federal assistance available; locations and times to apply.
 - Local Assistance Center (LAC) locations, opening dates and times.
 - How and where people can obtain information about relatives/friends in the emergency/disaster area. **(Coordinate with the American Red Cross on the release of this information).**
- When appropriate, issue other information pertaining to the emergency/disaster (acts of heroism, historical property damaged or destroyed, prominence of those injured or killed, other human interest stories).



- Coordinate with state, federal, or private sector agencies to get technical information (health risks, weather, etc.) for release to the public and media.
- Establish a hotline for government employees regarding:
 - Office closures or relocations;
 - Different hours for operation;
 - Changes in operations or services provided; and
 - Permitting and rebuilding.
- Keep the general public informed regarding:
 - Office closures or relocations;
 - New hours of operation; and
 - Location and type of disaster-related assistance available.
- Work with the Liaison Officer to obtain a list, coordinate, and ensure all incident affiliated agencies involved in outreach and individual assistance are identified and provide the same accurate information.
 - Government agencies (local, state, federal)
 - The American Red Cross
 - The Salvation Army
 - Religious organizations
 - Spontaneously created organizations (grassroots) as a result of the event
 - Community organizations
 - Voluntary Organizations Active in Disaster (VOAD)
 - Request space in the newsletter of any of these groups that currently publish or develop as a way of publicizing the jurisdiction's services and activities.
- Develop a list of resource phone numbers to be disseminated by all media.
- Publish information on local City cable-access channel.
- Ensure file copies are maintained of all information released and posted in the EOC.
- Provide copies of all releases to the EOC Director.
- Prepare final news releases and advise media representatives of points-of-contact for follow-up stories.
- Begin planning for recovery.



DEMOBILIZATION/DEACTIVATION DUTIES

- Consider demobilization of organizational elements within the Unit when they are no longer needed. Let your EOC Supervisor know when your position should be demobilized.
- Ensure that any open actions are handled by your position is transferred to other EOC elements as appropriate.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Account for all equipment, personnel, and supplies.
- Demobilize your position and close out logs when authorized by your EOC Supervisor.
- Brief your relief personnel at shift-change time. Ensure that in-progress activities are identified, and follow-up requirements are known.
- Leave forwarding phone number and email where you and your Unit staff can be reached.
- Sign out with your EOC Supervisor and on the sign-in sheet before leaving the EOC.
- Participate in post-emergency debriefing sessions.
- If another shift is not required, contact the person that was supposed to fill your Unit position to let them know they are not needed.
- Contact your department/supervisor and let them know you have been released from the EOC. Contact your EOC supervisor and home department when you've arrived safely at home.



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LIAISON OFFICER POSITION CHECKLIST

PRIMARY: Incident Specific/ City Staff as Assigned

ALTERNATE: City Staff as Assigned

SUPERVISOR: EOC Director

GENERAL DUTIES:

- Coordinate with Agency Representatives assigned to the EOC and handle requests from other agencies for sending liaison personnel to other EOCs.
- Function as a central location for incoming Agency Representatives, provide workspace, and arrange for support as necessary.
- Interact with other sections and branches/groups/units within the EOC to obtain information, assist in coordination and ensure the proper flow of information.
- Ensure that all developed guidelines, directives, action plans and appropriate situation information is disseminated to Agency Representatives.

RESPONSIBILITIES: Serve as the point of contact for Agency Representatives from assisting organizations and agencies outside the City government structure; aid in coordinating the efforts of these outside agencies to reduce the risk of their operating independently. Any state and/or federal emergency official should make contact with the Liaison Officer to ensure continuity of operations.

Facilitate multi-agency or inter-agency coordination and participation of agencies and disciplines involved at any level of the SEMS/NIMS organization working together in a coordinated effort to facilitate decisions for overall emergency response activities, including the sharing of critical resources and the prioritization of incidents.



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.

STARTUP ACTIONS

- Check-in upon arrival at the Emergency Operations Center (EOC).
- Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Report to your EOC organizational supervisor. Confirm the operational period work shift and your assigned workspace.
- Contact your department/supervisor and let them know you have been assigned to the EOC.
- Obtain a briefing from your EOC supervisor in accordance with the EOC Action Plan (if one has been developed).
 - Receive a copy of the written Action Plan (if one has been developed, if not, receive a briefing that includes the items below).
 - Confirm reporting requirements concerning execution of the action plan.
- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.

Document:



- Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
 - Check-in and Check-out times
-
- Retain all paperwork (notes, memos, messages, etc.). Ensure that logs and files are maintained.
 - Determine your personal work area. Set up your Unit workstation, including maps and status boards. Use your EOC Unit materials, guidance documents, job aides, and on-site supplies.
 - Develop and implement accountability, safety, and security measures for staff and resources.
 - Review position responsibilities.
 - Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.
 - Ensure that all required supplies are available and equipment, including internal and external communications equipment, is working properly (phones, computers, radios, forms, checklists, guidance documents, job aides, maps, etc.)
 - Determine the extent to which Unit functions should be activated and request additional staffing or resources from your supervisor if needed.

If additional staffing is needed:

- Ensure that sufficient staffing is in place to meet responsibilities. If not, request additional staffing from your EOC Supervisor.
- Determine estimated times of arrival of staff from your supervisor.
- Activate elements of your Unit, establish work area, assign duties, and ensure a log is opened.
- Ensure that all Unit personnel have completed status check on equipment, facilities, and operational capabilities.
- Assign and ensure that all your incoming personnel are fully briefed in accordance with the EOC Action Plan (if developed)



- Ensure each has a copy of the written Action Plan (if developed)
- Establish reporting requirements concerning execution of the action plan.

- Request additional resources through the Logistics Section or established ordering procedures, as needed.

- Think ahead and anticipate situations and problems before they occur.

- Inform your EOC Supervisor when your Unit is fully operational.

GENERAL OPERATIONAL DUTIES

- Develop a plan for Unit operations and support of field operations as requested. Assign specific responsibilities. Monitor activities and adjust staffing/organization as appropriate.

- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.

- Make a list of key issues currently facing the Unit to be accomplished within the next operational period.

- Keep up to date on Unit situation and resource status.

- Brief and keep your EOC Supervisor advised of your Unit status and any major problems that need or may need solutions.

- Review situation reports as they are received. Ensure your Unit status/information is accurate and confirm where questions exist.

- Establish operating procedure for use of telephone, radio, videoconferencing, and data systems. Provide staff with direction, expectations, and priorities.

- Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.

- Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.

- Use face-to-face communication in the EOC whenever possible.

- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.



- Ensure that all Unit personnel, equipment, time, and material records are provided to the Time and Cost Analysis Units of the Finance/Administration Section.

POSITION OPERATIONAL DUTIES

- Establish field communications with affected areas.
- Arrange and coordinate VIP tours with PIO, and Policy Group/MAC Group members.
- Contact all on-site Agency Representatives. Make sure:
 - They have signed into the EOC.
 - They understand their assigned function.
 - They know their work location.
 - They understand EOC organization and floor plan (provide both).
- Determine if outside liaison is required with other agencies such as:
 - Local/county/state/federal agencies
 - Schools
 - Volunteer organizations
 - Private sector organizations
 - Utilities not already represented
- Evaluate the field conditions associated with the emergency/disaster and coordinate with the Situation Unit of the Planning/Intelligence Section.
- Determine status and resource needs and availability of other agencies.
- Brief Agency Representatives on current situation, priorities and EOC Action Plan.
- Request Agency Representatives contact their agency, determine level of activation of agency facilities, and obtain any intelligence or situation information that may be useful to the EOC.
- Notify and coordinate with adjacent jurisdictions on facilities and/or dangerous releases that may impose risk across boundaries.
- Respond to requests for liaison personnel from other agencies.
- Act as liaison with state or federal emergency response officials and appropriate City personnel.



- Coordinate the activities of all departments and agencies involved in the operations.
- Determine if there are communication problems in contacting outside agencies. Provide information to the Information Systems Unit of the EOC Logistics Section.
- Know the working location for any Agency Representative assigned directly to a branch/unit.
- Compile list of Agency Representatives (agency, name, EOC phone) and make available to all Section Coordinators and Branch Directors/Unit Leader.
- Respond to requests from sections and branches/groups/units for Agency information. Direct requesters to appropriate Agency Representatives.
- Provide all relevant emergency information to the Public Information Officer.
- Release mutual aid resources when no longer needed.
- Consider the need for stress management, counseling and/or debriefing.
- Begin planning for recovery.

DEMOBILIZATION/DEACTIVATION DUTIES

- Consider demobilization of organizational elements within the Unit when they are no longer needed. Let your EOC Supervisor know when your position should be demobilized.
- Ensure that any open actions are handled by your position is transferred to other EOC elements as appropriate.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Account for all equipment, personnel, and supplies.
- Demobilize your position and close out logs when authorized by your EOC Supervisor.
- Brief your relief personnel at shift-change time. Ensure that in-progress activities are identified, and follow-up requirements are known.



- Leave forwarding phone number and email where you and your Unit staff can be reached.
- Sign out with your EOC Supervisor and on the sign-in sheet before leaving the EOC.
- Participate in post-emergency debriefing sessions.
- If another shift is not required, contact the person that was supposed to fill your Unit position to let them know they are not needed.
- Contact your department/supervisor and let them know you have been released from the EOC. Contact your EOC supervisor and home department when you've arrived safely at home.



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SAFETY OFFICER POSITION CHECKLIST

PRIMARY: Human Resources Director

ALTERNATE: City Staff as Assigned

SUPERVISOR: EOC Director

GENERAL DUTIES:

- Ensure that all facilities used in support of EOC operations are secure and have safe operating conditions.
- Monitor all EOC and related facility activities to ensure that they are being conducted in as safe a manner as possible under the circumstances that exist.
- Stop or modify all unsafe operations.
- Prepare an EOC Safety Briefing for each operational period.
- Ensure all EOC staff is provided and receive meals, hydration, breaks, and stress management, counseling and/or debriefing in an area outside their workspace.
- Ensure all EOC staff is provided and receive a place to rest/sleep between operational period shifts.
- Support the Demobilization Unit Leader with demobilizing all personnel /volunteers to ensure their safe release.
- Participate in the EOC Action Planning Process.

RESPONSIBILITIES: Identify and mitigate safety hazards and situations of potential City liability during EOC operations and ensure a safe working environment in the EOC.

ADDITIONAL GUIDANCE DOCUMENTS:

- A Guide to Managing Stress in Crisis Response Professionals, (U.S. Department of Health and Human Services, 2005)
- Tips for Managing and Preventing Stress: A Guide for Emergency Response and Public Safety Workers (U.S. Department of Health and Human Services, 2007)
- Tips for Disaster Responders: Understanding Compassion Fatigue (U.S. Department of Health and Human Services, 2014)

DAFN GUIDANCE DOCUMENTS:

- California Government Code 8593.3.5
- ADA Checklist for Emergency Shelters (US Dept. of Justice, 2007)
- Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters (FEMA, 2010)
- American Red Cross Sheltering Handbook (ARC, 2013)
- Language Guidelines for Inclusive Emergency Preparedness, Response, Mitigation and Recovery (FEMA, 2015)
- Transit Emergency Planning Guidance (Cal OES/Caltrans, 2007)



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.

STARTUP ACTIONS

- Check-in upon arrival at the Emergency Operations Center (EOC).
- Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Report to your EOC organizational supervisor. Confirm the operational period work shift and your assigned workspace.
- Contact your department/supervisor and let them know you have been assigned to the EOC.
- Obtain a briefing from your EOC supervisor in accordance with the EOC Action Plan (if one has been developed).
 - Receive a copy of the written Action Plan (if one has been developed, if not, receive a briefing that includes the items below).
 - Confirm reporting requirements concerning execution of the action plan.
- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.



Document:

- Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
 - Check-in and Check-out times
-
- Retain all paperwork (notes, memos, messages, etc.). Ensure that logs and files are maintained.
 - Determine your personal work area. Set up your Unit workstation, including maps and status boards. Use your EOC Unit materials, guidance documents, job aides, and on-site supplies.
 - Develop and implement accountability, safety, and security measures for staff and resources.
 - Review position responsibilities.
 - Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.
 - Ensure that all required supplies are available and equipment, including internal and external communications equipment, is working properly (phones, computers, radios, forms, checklists, guidance documents, job aides, maps, etc.)
 - Determine the extent to which Unit functions should be activated and request additional staffing or resources from your supervisor if needed.
- If additional staffing is needed:**
- Ensure that sufficient staffing is in place to meet responsibilities. If not, request additional staffing from your EOC Supervisor.
 - Determine estimated times of arrival of staff from your supervisor.
 - Activate elements of your Unit, establish work area, assign duties, and ensure a log is opened.
 - Ensure that all Unit personnel have completed status check on equipment, facilities, and operational capabilities.



- Assign and ensure that all your incoming personnel are fully briefed in accordance with the EOC Action Plan (if developed)
 - Ensure each has a copy of the written Action Plan (if developed)
 - Establish reporting requirements concerning execution of the action plan.
- Request additional resources through the Logistics Section or established ordering procedures, as needed.
- Think ahead and anticipate situations and problems before they occur.
- Inform your EOC Supervisor when your Unit is fully operational.

GENERAL OPERATIONAL DUTIES

- Develop a plan for Unit operations and support of field operations as requested. Assign specific responsibilities. Monitor activities and adjust staffing/organization as appropriate.
- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.
- Make a list of key issues currently facing the Unit to be accomplished within the next operational period.
- Keep up to date on Unit situation and resource status.
- Brief and keep your EOC Supervisor advised of your Unit status and any major problems that need or may need solutions.
- Review situation reports as they are received. Ensure your Unit status/information is accurate and confirm where questions exist.
- Establish operating procedure for use of telephone, radio, videoconferencing, and data systems. Provide staff with direction, expectations, and priorities.
- Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.
- Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.
- Use face-to-face communication in the EOC whenever possible.



- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.
- Ensure that all Unit personnel, equipment, time, and material records are provided to the Time and Cost Analysis Units of the Finance/Administration Section.

POSITION OPERATIONAL DUTIES

- Coordinate with the Security and Traffic Unit of the Operations Section to ensure security and access control has been established at the EOC and other critical facilities.
- Tour the entire facility area and determine the scope of safe on-going operations.
- Study the EOC facility and document the locations of all fire extinguishers, emergency pull stations, and evacuation routes and exits.
- Stop or modify all unsafe operations outside the scope of the EOC Action Plan, notifying the EOC Director of actions taken.
- Ensure all EOC staff have been briefed and are familiar with the building evacuation procedures and know the rally point location.
- Work with the Logistics Section to ensure all EOC staff is provided and receive meals, hydration, breaks, and in an area outside their workspace.
- Contact the City Employee Assistance Plan counselor or American Red Cross and arrange to make them available to EOC staff and field responders.
- Ensure all EOC staff is provided and receive stress management, counseling and/or debriefing in an area outside their workspace.
- Work with the Logistics Section to set up a private space and rotate all EOC staff through the counselor for screening prior to demobilization.
- Work with the Logistics Section to ensure all EOC staff has received a meal and enough rest to ensure their safe travel prior to demobilization. Ensure the Demobilization Unit is logging EOC staff safe arrival at their home, home agency, or rest area.
- Work with the Logistics Section to ensure all EOC staff is provided and receive a place to rest/sleep between operational period shifts.



- Confirm all EOC supervisors are ensuring their staff are eating, hydrating, taking breaks as needed, and are not exhibiting excessive stress or psychological issues.
- Address hazardous or unsafe situations and develop measures to ensure the safety of incident personnel. Report situations to the EOC Director and advise the Operations Section Coordinator of corrective actions to be implemented without delay.
- Evaluate conditions and advise the EOC Director of any conditions and actions which might result in liability—e.g. oversights, improper response actions, etc.
- Prepare and present safety briefings for the EOC Director and General Staff.
- Stop and/or prevent unsafe acts and practices (required for Hazmat by SARA, Title III).
- Monitor operational procedures and activities in the EOC to ensure they are being conducted in a safe manner considering the existing situation and conditions.
- Monitor Operations Section and Planning/Intelligence Section Situation Status Board to identify current or potential safety problems.
- Coordinate with Care & Shelter Branch on location of shelters and ensure that sites have been checked for safety.
- Coordinate with the Personnel Branch of the Logistics Section to ensure that training for personnel includes safety and hazard awareness and is in compliance with OSHA requirements.
- Investigate accidents and forward all safety-related reports to the EOC Director.
- Ensure that the EOC location is free from environmental threats (i.e., radiation exposure, air purity, water potability, etc.)
- If the event that caused activation is an earthquake, provide guidance regarding actions to be taken in preparation for aftershocks.
- Coordinate with Compensation/Claims Unit of the Finance/Administration Section on any personnel injury claims or records preparation as necessary for proper case evaluation and closure.
- Coordinate with the Planning/Intelligence Section Coordinator in the development of the EOC Action Plan.



- Provide safety message for inclusion in the EOC Action Plan.
- Begin planning for recovery.

DEMOBILIZATION/DEACTIVATION DUTIES

- Consider demobilization of organizational elements within the Unit when they are no longer needed. Let your EOC Supervisor know when your position should be demobilized.
- Ensure that any open actions are handled by your position is transferred to other EOC elements as appropriate.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Account for all equipment, personnel, and supplies.
- Demobilize your position and close out logs when authorized by your EOC Supervisor.
- Brief your relief personnel at shift-change time. Ensure that in-progress activities are identified, and follow-up requirements are known.
- Leave forwarding phone number and email where you and your Unit staff can be reached.
- Sign out with your EOC Supervisor and on the sign-in sheet before leaving the EOC.
- Participate in post-emergency debriefing sessions.
- If another shift is not required, contact the person that was supposed to fill your Unit position to let them know they are not needed.
- Contact your department/supervisor and let them know you have been released from the EOC. Contact your EOC supervisor and home department when you've arrived safely at home.



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DISABILITY & ACCESS & FUNCTIONAL NEEDS OFFICER POSITION CHECKLIST

PRIMARY: Recreation & Community Services Director

ALTERNATE: City Staff as Assigned

SUPERVISOR: EOC Director

- GENERAL DUTIES:**
- Advise and assist the EOC Director, Safety Officer, and EOC General Staff on issues related to DAFN.
 - Advise and assist the Safety Officer with the EOC Safety Briefing.
 - Assist with response and recovery functions as they relate to DAFN in accordance with the ADA, the California State Emergency Plan.
 - Maintain and monitor situation reports and the EOC Action Plan for potential issues affecting the DAFN community.
 - Work with the PIO regarding public information and outreach to DAFN community.
 - Advise the PIO on content and best practices to deliver public safety and emergency alerting and warning messages.
 - Assist the Care and Shelter Branch to accommodate DAFN issues.
 - Assist the Transportation Branch with any DAFN needs or issues.
 - Assist the Evacuation Unit with any DAFN needs or issues.
 - Review the EOC Action Plan for DAFN implications.
 - Maintain Unit Log.

RESPONSIBILITIES: Make recommendations to the EOC Director, Safety Officer, and EOC personnel on issues related to persons with Disabilities and others with Access and Functional Needs (DAFN). Work with EOC General Staff as needed to ensure that the Sections address and coordinate response and recovery functions as they relate to and affect people with disabilities and others with access and functional needs in accordance with the Americans with Disability Act (ADA), the California State Emergency Plan as well as the City of Albany's Emergency Operations Plan.

DAFN GUIDANCE DOCUMENTS:

- California Government Code 8593.3.5
- ADA Checklist for Emergency Shelters (US Dept. of Justice, 2007)
- Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters (FEMA, 2010)
- American Red Cross Sheltering Handbook (ARC, 2013)
- Transit Emergency Planning Guidance (Cal OES/Caltrans, 2007)



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.

STARTUP ACTIONS

- Check-in upon arrival at the Emergency Operations Center (EOC).
- Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Report to your EOC organizational supervisor. Confirm the operational period work shift and your assigned workspace.
- Contact your department/supervisor and let them know you have been assigned to the EOC.
- Obtain a briefing from your EOC supervisor in accordance with the EOC Action Plan (if one has been developed).
 - Receive a copy of the written Action Plan (if one has been developed, if not, receive a briefing that includes the items below).
 - Confirm reporting requirements concerning execution of the action plan.
- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.

Document:



- Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
 - Check-in and Check-out times
-
- Retain all paperwork (notes, memos, messages, etc.). Ensure that logs and files are maintained.
 - Determine your personal work area. Set up your Unit workstation, including maps and status boards. Use your EOC Unit materials, guidance documents, job aides, and on-site supplies.
 - Develop and implement accountability, safety, and security measures for staff and resources.
 - Review position responsibilities.
 - Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.
 - Ensure that all required supplies are available and equipment, including internal and external communications equipment, is working properly (phones, computers, radios, forms, checklists, guidance documents, job aides, maps, etc.)
 - Determine the extent to which Unit functions should be activated and request additional staffing or resources from your supervisor if needed.

If additional staffing is needed:

- Ensure that sufficient staffing is in place to meet responsibilities. If not, request additional staffing from your EOC Supervisor.
- Determine estimated times of arrival of staff from your supervisor.
- Activate elements of your Unit, establish work area, assign duties, and ensure a log is opened.
- Ensure that all Unit personnel have completed status check on equipment, facilities, and operational capabilities.
- Assign and ensure that all your incoming personnel are fully briefed in accordance with the EOC Action Plan (if developed)



- Ensure each has a copy of the written Action Plan (if developed)
- Establish reporting requirements concerning execution of the action plan.

- Request additional resources through the Logistics Section or established ordering procedures, as needed.

- Think ahead and anticipate situations and problems before they occur.

- Inform your EOC Supervisor when your Unit is fully operational.

GENERAL OPERATIONAL DUTIES

- Develop a plan for Unit operations and support of field operations as requested. Assign specific responsibilities. Monitor activities and adjust staffing/organization as appropriate.

- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.

- Make a list of key issues currently facing the Unit to be accomplished within the next operational period.

- Keep up to date on Unit situation and resource status.

- Brief and keep your EOC Supervisor advised of your Unit status and any major problems that need or may need solutions.

- Review situation reports as they are received. Ensure your Unit status/information is accurate and confirm where questions exist.

- Establish operating procedure for use of telephone, radio, videoconferencing, and data systems. Provide staff with direction, expectations, and priorities.

- Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.

- Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.

- Use face-to-face communication in the EOC whenever possible.

- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.



- Ensure that all Unit personnel, equipment, time, and material records are provided to the Time and Cost Analysis Units of the Finance/Administration Section.

POSITION OPERATIONAL DUTIES

- Work closely with all Operations Section Coordinator and Branch Directors to determine the scope of people with Disabilities and others with Access and Functional Needs (DAFN) community member's resource and response needs.
- Coordinate with the Operations Section Coordinator and Branch Directors to determine missions based on established priorities.
- Consult with the Care and Shelter Branch Director or Operations Section Coordinator on all issues related to the Disabilities and Access and Functional Needs community members.
- Provide recommendations as appropriate to the Care and Shelter Branch Director or Operations Section Coordinator related to the Disabilities and Access and Functional Needs community.
- Prepare and present briefings for the EOC Director, Management Staff, Operations Section and General Staff as appropriate regarding the Disabilities and Access and Functional Needs community.
- Establish contact with Law Branch, Fire Branch, Community and Care and Shelter Branch, and other relevant EOC Sections and City Departments to stay informed of all Disabilities and Access and Functional Needs issues that may develop in the response and/ or recovery process.
- Request trained and qualified staff to work with non-English speaking and who are sensitive to diversity and culturally diverse groups, when needed.
- Determine if additional representation is required from:
 - Volunteer organizations
 - Disability organizations
 - Community Groups
 - Other agencies
- Identify the need for use of special resources.
- Request trained and qualified staff to work with non-English speaking and who are sensitive to diversity and culturally diverse groups, when needed.



- Receive and process all incoming requests for Disabilities and Access and Functional Needs personnel support. Identify number of personnel, special qualifications or training, location where needed and person to report to upon arrival. Secure an estimated time of arrival for relay back to the requesting agency.
- As requested, assist Logistics staff with responding to requests for acquiring equipment, supplies, and trained personnel to support persons with access and functional needs.
- Develop a system for tracking personnel/volunteers processed by the Position. Maintain sign in/out logs. Control must be established for the accountability of personnel used in the response effort.
- Personnel/volunteers relieved from assignments will be processed through the Demobilization Unit.

Maintain information regarding:

- Personnel/volunteers processed.
 - Personnel/volunteers allocated and assigned by agency/location.
 - Personnel/volunteers on standby.
 - Special personnel requests by category not filled.
- Monitor and assist with message development/translation, as needed, alert and warning messages to ensure they are reaching all elements of the Disabilities and Access and Functional Needs community.
- Monitor and maintain copies of all Action Plans, Situation Reports, Press Releases and other documents as necessary
- Initiate the EOC Action Plan development for the current and forthcoming operational periods.
- Monitor the progress of evacuation planning/operations to assure that persons with Disabilities or Access and Functional Needs are being accommodated.
- Coordinate with the Care and Shelter Coordinator and the Public Information Officer to provide regularly updated information on the location of shelters suitable for DAFN populations.
- Ensure training of assigned response staff and volunteers to perform emergency functions. Coordinate with Safety Officer to ensure that training for personnel



includes safety and hazard awareness and is in compliance with OSHA requirements.

- Coordinate feeding, shelter and care of personnel, employee's families and volunteers with the Logistics Section.
- Establish a plan for childcare for City employees as needed. Coordinate with the Logistics Section Facilities Unit for suitable facilities.
- Assist and support employees and their families who are also disaster victims.
- Develop a plan for communicating with those agencies having personnel resources capable of meeting special needs.
- Initiate the EOC Action Plan development for the current and forthcoming operational periods.
- Account for personnel, equipment, supplies, and materials provided to each facility.
- Consider the need for stress management, counseling and/or debriefing.
- Begin planning for recovery.

DEMOBILIZATION/DEACTIVATION DUTIES

- Consider demobilization of organizational elements within the Unit when they are no longer needed. Let your EOC Supervisor know when your position should be demobilized.
- Ensure that any open actions are handled by your position is transferred to other EOC elements as appropriate.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Account for all equipment, personnel, and supplies.
- Demobilize your position and close out logs when authorized by your EOC Supervisor.
- Brief your relief personnel at shift-change time. Ensure that in-progress activities are identified, and follow-up requirements are known.



- Leave forwarding phone number and email where you and your Unit staff can be reached.
- Sign out with your EOC Supervisor and on the sign-in sheet before leaving the EOC.
- Participate in post-emergency debriefing sessions.
- If another shift is not required, contact the person that was supposed to fill your Unit position to let them know they are not needed.
- Contact your department/supervisor and let them know you have been released from the EOC. Contact your EOC supervisor and home department when you've arrived safely at home.



OPERATIONS SECTION

PURPOSE

To enhance the capability of the City of Albany to respond to emergencies by carrying out coordinated tactical operations based upon the EOC Action Plan, it is the policy of this Section that the priorities of responses are to be:

- Protect life, environment, and property.
- Carry out objectives of the EOC Action Plan.
- Ensure coordinated incident response.
- Cooperate with other sections of the City's emergency response team.

OVERVIEW

The Operations Section's primary responsibility is to manage the operational response of various elements involved in the emergency/disaster. These elements may include:

- Law Enforcement
- Fire
- Public Works
- Care and Shelter

OBJECTIVES

The Operations Section is responsible for coordination of all response elements applied to the emergency/disaster. The Operations Section carries out the objectives of the EOC Action Plan and requests additional resources as needed.

PRIORITIES

When establishing the Mission, Goal, Objectives and Strategies during emergency response operations, the following priorities are considered.

- Initiate, support and maintain measures that protect life, safety, property, and the environment.
- Isolate and stabilize the incident.
- Eliminate or mitigate hazards.
- Evacuate threatened populations.
- Provide for the rapid resumption of essential human services and support community and economic recovery.



- Provide emergency public information on conditions and suggested personal protective actions.
- Provide accurate documentation and records required for cost recovery efforts.

CONCEPT OF OPERATIONS

The Operations Section will operate under the following policies during a emergency/disaster as the situation dictates:

- the City of Albany will utilize SEMS and NIMS in emergency response activities.
- the City of Albany will begin utilizing its resources before requesting mutual aid assistance when emergency response or recovery requirements exceed the City's ability to address them.
- All existing City and departmental operating procedures will be adhered to unless modified by the Director of Emergency Services, EOC Director, or City Council.
- All on-duty personnel are expected to remain on duty until properly relieved of duty. Off-duty personnel will be expected to return to work or contact their supervisor or the Police shift supervisor in accordance with their individual department plan guidelines.
- While in a disaster mode, operational periods will be 12 hours for the duration of the event. Operational periods will normally change at 6:00 a.m. and 6:00 p.m., however operational periods should be event driven.
- the City of Albany will coordinate response and recovery activities with the Operational Area EOC.
- The resources of the City of Albany will be made available to local agencies and citizens to cope with disasters affecting this area.

SECTION ACTIVATION PROCEDURES

The EOC Director is authorized to activate the Operations Section. The Operations Section Coordinator shall request the activation of Units within the Operations Section as needed.

When to Activate

The Operations Section may be activated when the City's Emergency Operations Center (EOC) is activated or upon the order of the EOC Director.

Where to Report

The EOC Director will instruct activated EOC staff to respond to either the Primary EOC or Alternate EOC based on the EOC activation level. The Primary EOC is located Adjacent the Fire and Police Department, 1000 San Pablo Ave. Albany, CA 94706. The Alternate EOC is located in the Albany Recreation & Community Services Center, 1249 Marin Avenue Albany, CA 94706.



OPERATIONS SECTION STAFF

The Operations Section Coordinator and all other positions within the Operations Section will be filled by available staff in accordance with the City of Albany EOC Position Assignments document or as assigned by the EOC Director.

The Operations Section Coordinator will determine, based on present and projected requirements, the need for establishing specific branches or units. The following branches or units may be established as the need arises:

- Law Enforcement Branch
 - Security/Traffic Control Unit
 - Evacuation Unit
 - Animal Services Unit
- Fire Branch
- Public Works Branch
 - Utilities Unit
 - Debris Removal Unit
 - Safety/Damage Assessment Unit
- Care and Shelter Branch

The Operations Section Coordinator may activate additional units as necessary to fulfill an expanded role.

Operations Section Coordinator

The Operations Section Coordinator, a member of the EOC Director's General Staff, is responsible for coordinating all City operations in support of the emergency response through implementation of the City's EOC Action Plan and for coordinating all requests for mutual aid and other operational resources. The Section Coordinator is responsible for:

- Understanding the current situation.
- Predicting probable resource needs.
- Preparing alternative strategies for Purchasing and resources management.

Law Enforcement Branch

The Law Enforcement Branch is responsible for coordinating evacuations, enforcing laws and emergency orders, establishing safe traffic routes, ensuring that security is provided at incident facilities, ensuring access control to damaged areas, ordering and coordinating appropriate mutual aid resources. The Law Enforcement Branch will also be responsible for Animal Services activities.



Security and Traffic Control Unit

Security and Traffic Control Unit is responsible for enforcing laws and emergency orders, ensure that security is provided at evacuated areas, ensure access control to damaged, secured or evacuated areas, coordinate security for critical facilities and resources, coordinate with the Public Works Branch for street closures and board up of buildings, coordinate law enforcement and crowd control services at shelters and evacuation centers, order and coordinate appropriate mutual aid resources. Establish traffic control points and provide traffic control. Necessary units or groups may be activated as needed to carry out these functions.

Evacuation Unit

The Evacuation Unit is responsible for coordinating evacuations and developing evacuation plans, enforce laws and emergency orders, ensure that security is provided at evacuated areas, ensure access control to damaged, secured or evacuated areas, order and coordinate appropriate mutual aid resources. Necessary units or groups may be activated as needed to carry out these functions.

Animal Services Unit

The Animal Services Unit is responsible for general coordination of animal services, treatment, sheltering activities.

Fire Branch

The Albany Fire Department provides fire, rescue, paramedic, arson, and hazardous materials operations for the City of Albany. This relationship is memorialized in the Agreement for Services by and Between Albany Fire Department and the City of Albany. The Albany Fire Department also coordinates all emergency medical/ambulance services through Mutual aid agreements with neighboring jurisdictions. Upon activation of the EOC a representative of the Albany Fire Department may staff the Fire Branch Director position and will communicate and coordinate information, status, and operational objectives. During an emergency/disaster Albany Fire Department will provide and coordinate all fire, rescue, paramedic, arson, hazardous materials, and emergency medical services/ ambulance operations in the City of Albany.

Public Works Branch

The Public Works Branch is responsible for coordinating all Public Works operations; maintaining public facilities; surveying utilities and services, facilitating the restoring of those utilities that are damaged or destroyed; the evaluation and inspection of all City-owned and private structures damaged in an incident; debris removal; water distribution/and coordinating the provision of public health and sanitation.



Utilities Unit

The Utilities Unit is responsible for providing Utility Status Reports as required. Coordinate restoration of damaged utilities with utility representatives. Provide alternate source(s) of potable water to affected population.

Debris Removal Unit

The Debris Removal Unit is responsible for the support of cleanup and recovery operations during disaster events, develop a debris removal plan to facilitate City cleanup operations, clear debris, and coordinate with various waste management regulatory agencies to address associated debris removal problems.

Identify and establish debris collection sites, evaluation of potential recycling of debris, and prioritize debris removal.

Safety/Damage Assessment Unit

The Safety/Damage Assessment Unit is responsible for the evaluation of all City-owned and private structures that may have been damaged in an incident. The Building Official in the City of Albany is the ultimate authority in determining whether or not a building is inhabitable or safely accessible, and those orders will be enforced by local law enforcement.

Care and Shelter Branch

The Care and Shelter Branch is responsible for providing Care and Shelter for disaster victims and animals, and will coordinate efforts with the American Red Cross, Animal Services Unit, and other volunteer agencies.

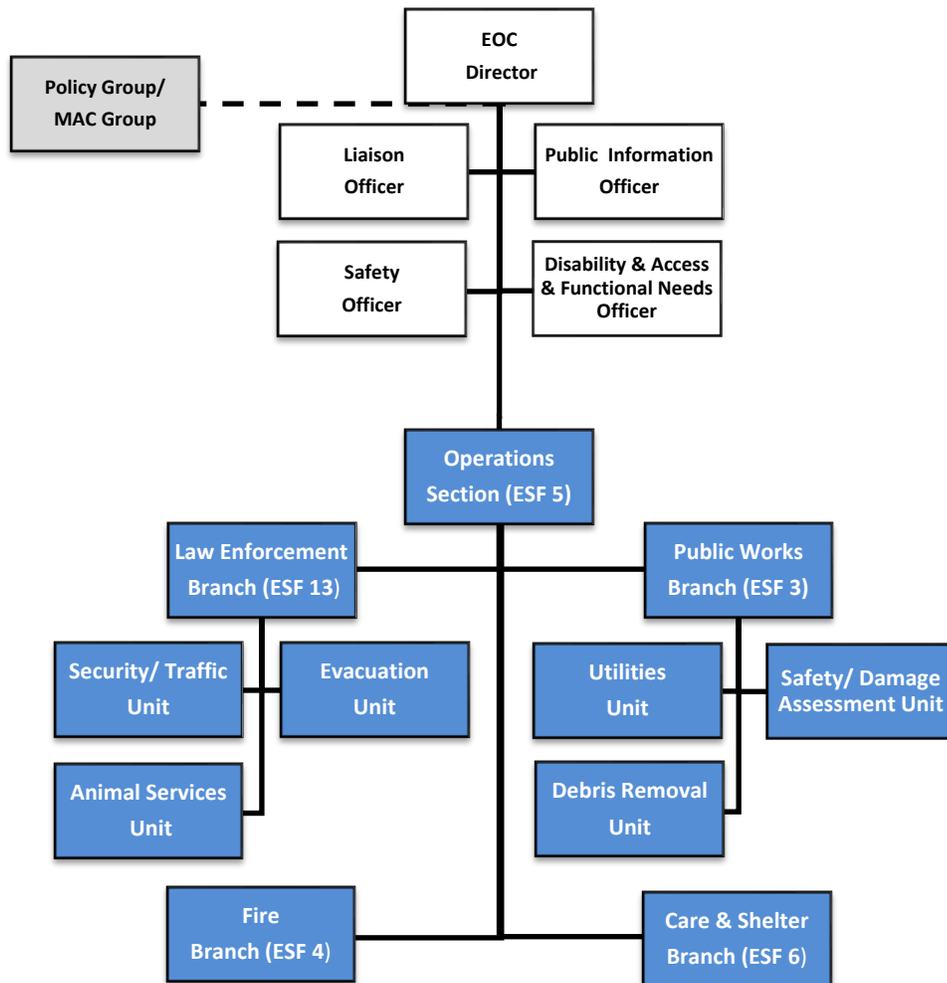


Attachments:

- Figure 21: Operations Section Organization Chart
- Operations Section Position Checklists
 - Operations Section Coordinator Position Checklist
 - Law Enforcement Branch Director Position Checklist
 - Evacuation Unit Leader Position Checklist
 - Security/Traffic Control Unit Leader Position Checklist
 - Animal Services Unit Leader Position Checklist
 - Fire Branch Director Position Checklist
 - Public Works Branch Director Position Checklist
 - Utilities Unit Leader Position Checklist
 - Safety/Damage Assessment Unit Leader Position Checklist
 - Debris Removal Unit Leader Position Checklist
 - Care and Shelter Branch Director Position Checklist



Figure 21: Operations Section Organizational Chart





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OPERATIONS SECTION COORDINATOR POSITION CHECKLIST

PRIMARY: Event Determined

ALTERNATE: Event Determined

SUPERVISOR: EOC Director

- GENERAL DUTIES:**
- Ensure that the Operations Section function is carried out, including the coordination of response within the Law, Fire, Care and Shelter, Public Works branches.
 - Establish and maintain staging areas for incoming resources.
 - Ensure that operational objectives and assignments identified in the EOC Action Plan are carried out effectively.
 - Establish the appropriate level of Branch and Unit organization within the Operations Section, and continuously monitor the effectiveness of that organization. Make changes as required.
 - Exercise overall responsibility for the coordination of Branch and Unit activities within the Operations Section.
 - Conduct periodic EOC Operations briefing for the EOC Director as required or requested.
 - Report to the EOC Director on all matters pertaining to Operations Section activities.
 - Overall supervision of the EOC Operations Section.

- RESPONSIBILITIES:** Coordinate the City's operations in support of the emergency response through implementation of the City's EOC Action Plan and coordinate all requests for mutual aid and other operational resources. The Operations Section Coordinator is responsible for:
- Understanding the current situation.
 - Predicting probable resource needs.
 - Preparing alternative strategies for Purchasing and resources management.

- DAFN GUIDANCE DOCUMENTS:**
- ADA Checklist for Emergency Shelters (US Dept. of Justice, 2007)
 - Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters (FEMA, 2010)
 - American Red Cross Sheltering Handbook (ARC, 2013)
 - A Guide for Local Jurisdictions In Mass Care Planning (Alameda City OEM, 2003)
 - A Whole Community Approach to Emergency Management: Principles, Themes, and Pathways for Action (FEMA, 2011)
 - Language Guidelines for Inclusive Emergency Preparedness, Response, Mitigation and Recovery (FEMA, 2015)
 - Transit Emergency Planning Guidance (Cal OES/ Caltrans, 2007)



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Advise pre-assigned Section staff of the potential need to respond to the EOC.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.
- Document preparedness activities, monitor the situation, and maintain readiness posture:
 - Establish and maintain an activity log.
 - Notify alternates of situation.
 - Notify other key management of situation.
 - Assist in the development a potential Action Plan based on the impending emergency.
 - Prepare to participate in the development of the EOC Incident Action Plan.
- Consider alerting/recalling off-duty personnel and specialized teams.
- Establish an emergency work schedule.
- Test communications equipment.
- Coordinate Emergency Public Information with Public Information Officer (PIO).

STARTUP ACTIONS



- Check-in upon arrival at the Emergency Operations Center (EOC).
- Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Obtain a briefing from the EOC Director in accordance with the EOC Action Plan (if one has been developed).
 - Receive a copy of the written Action Plan (if one has been developed, if not, receive a briefing that includes the items below).
 - Confirm reporting requirements concerning execution of the action plan.

Briefings should include:

- Current situation assessment.
 - Past actions, present and forecasted activity.
 - Current and anticipated staffing expectations, limitations and demobilization procedures.
 - Organization within the EOC.
 - Location of work area.
 - Expectations of the Section.
 - Identification of specific job responsibilities.
 - Identification of Management and General Staff co-workers and work areas.
 - Availability of communications and identified paths of communication within the EOC.
 - Fiscal expectations and limitations.
 - Procedural instructions for obtaining additional supplies, services, and personnel.
 - Identification of operational period work shifts.
 - EOC emergency or evacuation procedures and rally points.
 - Identification of eating and sleeping arrangements as appropriate.
 - Procedures to document items for the After Action Report.
 - Encourage them to think ahead and anticipate situations and problems before they occur.
-
- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.

Document:

- Messages received
- Action taken
- Decision justification and documentation



- Requests filled
- EOC personnel, time on duty and assignments
- Check-in and Check-out times

- Retain all paperwork (notes, memos, messages, etc.). Ensure that logs and files are maintained.

Precise information is essential to meet requirements for possible reimbursement by the Cal OES and FEMA.

- Set up your Section workstation, including maps and status boards. Use your EOC Section materials, guidance documents, job aides, and on-site supplies.
- Develop and implement accountability, safety, and security measures for Section staff and resources.
- Review position responsibilities.
- Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.
- Ensure that all required supplies are available and equipment, including internal and external communications equipment, is working properly (phones, computers, radios, forms, checklists, guidance documents, job aides, maps, etc.)
- Determine the extent to which Section functions should be activated and request approval for additional staffing or resources from the EOC Director. Upon approval initiate staff notification procedure.
- Activate organizational elements within your Section as needed and designate Branch Directors for each element or combination of elements as needed.
 - Law Enforcement Branch
 - Fire Branch
 - Public Works Branch
 - Care and Shelter Branch

If additional Unit staffing is needed:

- Request additional personnel for the Section to maintain a 24-hour operation as required.
- Ensure that sufficient staffing is in place to meet responsibilities. If not, request additional staffing.



- Determine if other Section staff is at the EOC and obtain estimated times of arrival for outstanding staff.
- Activate other elements/Units of the Section, establish work area, assign duties and ensure Section or Unit logs are opened.
- Ensure that all Section/Unit personnel have completed status check on equipment, facilities, and operational capabilities.
- Assign and ensure that all your incoming Section/Unit personnel are fully briefed in accordance with the EOC Action Plan.
 - Ensure each has a copy of the written Action Plan
 - Establish reporting requirements concerning execution of the action plan.
- Determine if there are mutual aid requests for these functional areas. Initiate coordination with appropriate mutual aid systems as required.
- Request additional resources through the Logistics Section or established ordering procedures, as needed.
- Based on the situation as known or forecasted determine likely future Unit needs.
- Think ahead and anticipate situations and problems before they occur.
- Think ahead and anticipate situations and problems before they occur.
- Inform your EOC Supervisor when your Unit is fully operational.

GENERAL OPERATIONAL DUTIES

- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.
- Develop a list of key issues currently facing the Section to be accomplished within the next operational period.
- Prepare work objectives for Section staff and make staff assignments.
- Ensure internal coordination between Branch directors.
- Carry out responsibilities of the Section/ Branches that are not currently staffed.



- Keep up to date on situation and resources associated with the Section. Maintain current status and displays at all times. Provide situation and resources information to the Situation Unit on a periodic basis or as the situation requires.
 - From the Situation Unit of the Planning/Intelligence Section, obtain and review major incident reports and additional field operational information that may pertain to or affect your Section operations. Provide information to appropriate branches.
 - Review situation reports as they are received. Ensure your Section status/information is accurate and confirm where questions exist.
 - Brief the EOC Director on major problem areas that need or will require solutions. Provide periodic situation or status reports.
- Ensure that intelligence information from Branch Directors is made available to the Planning Section in a timely manner.
 - Establish operating procedure for use of telephone, radio, videoconferencing, and data systems. Provide staff with direction, expectations, and priorities.
 - Ensure that Section/Branch/Unit logs and files are maintained.
 - Monitor Section activities and adjust Section organization as appropriate.
 - Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.
 - Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.
 - Use face-to-face communication in the EOC whenever possible.
 - Be prepared to participate in the EOC Director's action planning meetings and policy decisions.
- Identify key issues currently affecting the Section; meet with section personnel and determine appropriate section objectives for the first operational period.
 - Provide the Planning Section Coordinator with the Section's objectives prior to each Action Planning meeting.
 - Ensure that all contacts with the media are fully coordinated first with the EOC Director and the Public Information Officer (PIO).



- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.
- Ensure that all Unit personnel, equipment, time, and material records are provided to the Time and Cost Analysis Units of the Finance/Administration Section.

SECTION OPERATIONAL DUTIES

- Develop a plan for Section operations and support of field operations as requested. Assign specific responsibilities. Monitor activities and adjust staffing/organization as appropriate.
- Establish field communications with affected areas.
- Evaluate the field conditions associated with the emergency/disaster and coordinate with the Situation Unit of the Planning/Intelligence Section.
- Determine the need to evacuate and issue evacuation orders.
- Determine the need for In-Place Sheltering and issue notification orders.
- In coordination with the Situation Unit of the Planning/Intelligence Section, designate primary and alternate evacuation routes for each incident.
- Display on maps the primary and alternate evacuation routes that have been determined for the incident.
- Identify, establish, and maintain staging areas for Operations-related equipment and personnel in coordination with the Planning Section. Authorize release of equipment and personnel to incident commanders in the field.
- Direct Operations Branch Directors to maintain up-to-date Incident Charts, Incident Reports, and Branch specific maps. Ensure that only ACTIVE, ESSENTIAL information is depicted on the charts and maps. All Branch related items of interest should be recorded on an Incident Report.
- Obtain a current communications status briefing from the Communications Unit Leader in Logistics. Ensure that there is adequate equipment and radio frequencies available as necessary for the section.
- Determine status of transportation system into/within the affected area in coordination with the Transportation Unit of the Logistics Section. Find out present priorities and



estimated times for restoration of the disaster route system. Provide information to appropriate branches and units.

- Confer with the EOC Director to ensure that the Planning and Logistics Sections are staffed at levels necessary to provide adequate information and support for operations.
- Coordinate with the Liaison Officer regarding the need for Agency Representatives in the Operations Section.
- Coordinate with the Planning Section Coordinator to determine the need for any Technical Specialists.
- Establish radio or phone and data communications with the Operational Area Emergency Operations Center (EOC), other local government Emergency Operations Centers, and/or with Incident Commander(s) as directed, and coordinate accordingly.
- Develop a backup plan for all plans and procedures requiring off-site communications.
- Coordinate the activities of all departments and agencies involved in the operations.
- Determine resources committed and resource needs.
- Receive, evaluate, and disseminate information relative to the Operations of the emergency/disaster.
- Provide all relevant emergency information to the Public Information Officer through the Operations Section Coordinator or according to specified procedures.
- Conduct periodic Operations Section briefings and work to reach consensus for forthcoming operational periods.
- Coordinate with the Planning/Intelligence Section Coordinator in the development of the EOC Action Plan.
- Coordinate with Logistics Section-Communications/Information Systems Unit in the development of a Communications Plan.
- Work closely with each Branch Director to ensure Operations Section objectives as defined in the current EOC Action Plan are being addressed.



- Ensure that intelligence information from Branch Director is made available to the Planning/Intelligence Section.
- Ensure that unusual weather occurrences within the jurisdiction are reported to the National Weather Service (NWS) in coordination with the Liaison Officer.
- Coordinate with the Facilities and Purchasing Units of the Logistics Section and the Animal Care Unit of the Operations Section on animal care issues.
- Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section, i.e., notification of any emergency expenditures.
- Review suggested list of resources to be released and initiate recommendations for their release. Notify the Resources Unit of the Logistics Section.
- Release mutual aid resources when no longer needed.
- Consider the need for stress management, counseling and/or debriefing.
- Begin planning for recovery.

Alerting/Warning of Public

- Coordinate all emergency warning and messages with the EOC Director and the PIO. Disseminate warning to the public. Consider the following dissemination methods:
 - Social Media
 - Integrated Public Alert and Warning System (IPAWS)
 - Wireless Emergency Alert Systems (WEA)
 - Emergency Alert System (EAS)
 - City of Albany Cable television broadcast.
 - Police units using loudspeakers and sirens to announce warning messages.
 - Using volunteers or City personnel as necessary to help with warnings. Request through the Logistics Section.
- Ensure that special facilities requiring warning and/or notification (i.e. hospitals, schools, government facilities, special industries, etc.) have been notified.
- Warn all non-English speaking; hearing, visually or mobility impaired persons; and other special needs populations of the emergency situation/hazard by:
 - Using bilingual employees whenever possible.



- Translating all warnings, written and spoken, into appropriate languages.
- Contacting media outlets (radio/television) that serve the languages you need.
- Utilizing TDD machines and 9-1-1 translation services to contact the deaf.
- Using pre-identified lists of disabled and hearing impaired persons for individual contact.

Additional Action in Response to Chemical/Biological/Radiological/Nuclear/Explosive (CBRNE) Event

- Identify patients and notify hospitals if contaminated or exposed patient are involved.
- Implement the Radiological Protection Procedures as needed.
- Ensure hospital/ ambulance staff takes appropriate measures to ensure that contamination from victims can be isolated. Ensure decontamination areas, treatment areas and a plan for crowd control has been instituted.
- Coordinate with Incident Commanders to ensure correct Personnel Protective Equipment is used by all first responders to ensure personnel safety.

Additional Actions in Response to Flooding

- Identify facilities subject to flooding and prepare to move people from facilities.
- As available, assist in any mitigation efforts, i.e. sandbagging.
- Additional Actions in response to Hazardous Material Incidents
- Implement the Radiological Protection Procedures as needed.

Additional Actions in response to a Major Air Crash

- Notify the Federal Aviation Agency or appropriate military command.
- Request temporary flight restrictions.



DEMOBILIZATION/DEACTIVATION DUTIES

- Consider demobilization of organizational elements within the Unit when they are no longer needed. Let your EOC Supervisor know when your position should be demobilized.
- Ensure that any open actions that are handled by your position are transferred to other EOC elements as appropriate.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Account for all equipment, personnel, and supplies.
- Demobilize your position and close out logs when authorized by your EOC Supervisor.
- Brief your relief personnel at shift-change time. Ensure that in-progress activities are identified, and follow-up requirements are known.
- Leave forwarding phone number and email where you and your Unit staff can be reached.
- Sign out with your EOC Supervisor and on the sign-in sheet before leaving the EOC.
- Participate in post-emergency debriefing sessions.
- If another shift is not required, contact the person that was supposed to fill your Unit position to let them know they are not needed.
- Contact your department/supervisor and let them know you have been released from the EOC. Contact your EOC supervisor and home department when you've arrived safely at home.



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LAW ENFORCEMENT BRANCH DIRECTOR POSITION CHECKLIST

PRIMARY: Police Command Staff or Supervisor

ALTERNATE: Police Supervisor

SUPERVISOR: Operations Section Coordinator

- GENERAL DUTIES:**
- Coordinate movement and evacuation operations during the disaster.
 - Alert and notify the public of the pending or existing emergency.
 - Activate public warning systems.
 - Coordinate all law enforcement and traffic control operations during the disaster.
 - Ensure security and access control to the secured area of operation, i.e. evacuated neighborhoods, crime scenes, staging areas, other restricted areas.
 - Ensure the provision of security at incident facilities.
 - Coordinate incoming law enforcement mutual aid resources during the emergency.
 - Coordinate and assume responsibility as necessary for Coroner Operations.
 - Coordinate Animal Services Activities.
 - Assist and serve as an advisor to the Operations Section Coordinator as needed.

RESPONSIBILITIES: Alerting and warning the public, coordinate evacuations, enforce laws and emergency orders, establish safe traffic routes, ensure that security is provided at incident facilities, ensure access control to damaged areas, order and coordinate appropriate mutual aid resources and assume responsibility for the Coroner. Coordinate Animal Services Activities. Necessary units or groups may be activated as needed to carry out these functions.

- LAW ENFORCEMENT GUIDANCE DOCUMENTS:**
- Law Enforcement Guide for Emergency Operations (Cal OES, 2019)
 - Law Enforcement Mutual Aid Plan (Cal OES, 2019)
 - State of California Coroners' Mutual Aid Plan (Cal OES, 2014)
 - POST Guidelines-Crowd Management, Intervention, and Control (CA. Commission on Peace Officers Standards and Training, 2022)



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.
- Advise pre-assigned Section staff of the potential need to respond to the EOC.
- Consider alerting/recalling off-duty personnel and specialized teams:
 - Establish an emergency work schedule.
 - Determine clothing suitability for personnel.
- Assess the availability and condition of resources:
 - Determine the number of properly staffed units.
 - Determine vehicle suitability for conditions.
 - Determine department logistics needs:
 - Feeding and lodging requirements
 - Anticipate potential re-supply needs
 - Emergency power
 - Determine specialized equipment needs.
 - Crowd control gear
 - Specialty vehicles
 - CBRNE Personal Protective Equipment (PPE)
 - Request additional emergency supplies, as necessary.
- Pre-position equipment in strategic locations to meet expected needs.
- Test communications equipment.



- Coordinate Emergency Public Information with Public Information Officer (PIO).

STARTUP ACTIONS

- Check-in upon arrival at the Emergency Operations Center (EOC).
- Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Report to your EOC organizational supervisor. Confirm the operational period work shift and your assigned workspace.
- Contact your department/supervisor and let them know you have been assigned to the EOC.
- Obtain a briefing from your EOC supervisor in accordance with the EOC Action Plan (if one has been developed).
 - Receive a copy of the written Action Plan (if one has been developed, if not, receive a briefing that includes the items below).
 - Confirm reporting requirements concerning execution of the action plan.
- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.

Document:

- Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
 - Check-in and Check-out times
- Retain all paperwork (notes, memos, messages, etc.). Ensure that logs and files are maintained.
 - Determine your personal work area. Set up your Branch workstation, including maps and status boards. Use your EOC Branch materials, guidance documents, job aides, and on-site supplies.
 - Develop and implement accountability, safety, and security measures for staff and resources.



- Review position responsibilities.
- Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.
- Ensure that all required supplies are available and equipment, including internal and external communications equipment, is working properly (phones, computers, videoconferencing, radios, forms, checklists, guidance documents, job aides, maps, etc.)
- Set up your Branch workstation, including maps and status boards. Use your EOC Branch materials, guidance documents, job aides, and on-site supplies.
- Determine the extent to which Branch functions should be activated and request additional staffing or resources from your supervisor if needed.

If additional staffing is needed:

- Ensure that sufficient staffing is in place to meet responsibilities. If not, request additional staffing from your EOC Supervisor.
- Determine estimated times of arrival of staff from your supervisor.
- Activate elements of your Branch, establish work area, assign duties, and ensure a log is opened.
- Ensure that all Branch personnel have completed status check on equipment, facilities, and operational capabilities.
- Assign and ensure that all your incoming personnel are fully briefed in accordance with the EOC Action Plan (if developed)
 - Ensure each has a copy of the written Action Plan (if developed)
 - Establish reporting requirements concerning execution of the action plan.
- Request additional resources through the Logistics Section or established ordering procedures, as needed.
- Think ahead and anticipate situations and problems before they occur.
- Inform your EOC Supervisor when your Branch is fully operational.



- Request additional resources through the Logistics Section or established ordering procedures, as needed.
- Review major incident reports and additional field operational information that may pertain to or affect Branch operations.
 - Based on the situation as known or forecasted determine likely future Branch needs.
 - Think ahead and anticipate situations and problems before they occur.
 - Meet with other Branch Directors in the Operations Section.
 - Inform the Operations Section Coordinator when your Branch is fully operational.

GENERAL OPERATIONAL DUTIES

- Develop a plan for Branch operations and support of field operations as requested. Assign specific responsibilities. Monitor activities and adjust staffing/organization as appropriate.
- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.
 - Make a list of key issues currently facing the Branch to be accomplished within the next operational period.
 - Keep up to date on Branch situation and resource status.
 - Brief and keep your EOC Supervisor advised of your Branch status and any major problems that need or may need solutions.
 - Review situation reports as they are received. Ensure your Branch status/information is accurate and confirm where questions exist.
 - Establish operating procedure for use of telephone, radio, videoconferencing, and data systems. Provide staff with direction, expectations, and priorities.
 - Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.
 - Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.



- Use face-to-face communication in the EOC whenever possible.
- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.
- Ensure that all Branch personnel, equipment, time, and material records are provided to the Time and Cost Analysis Units of the Finance/Administration Section.

BRANCH OPERATIONAL DUTIES

- Obtain a briefing from the field command post prior to assuming EOC assignment and brief the Operations Section Coordinator.
- Assess the availability and condition of resources:
 - Determine the number of properly staffed units.
 - Determine vehicle suitability for conditions.
 - Determine department logistics needs:
 - Feeding and lodging requirements
 - Anticipate potential re-supply needs
 - Emergency power
 - Determine specialized equipment needs.
 - Crowd control gear
 - Specialty vehicles
 - CBRNE Personal Protective Equipment (PPE)
 - Request additional emergency supplies, as necessary.
- Pre-position equipment in strategic locations to meet expected needs.
- Ensure that all on-duty Law Enforcement and Public Safety personnel have been alerted and notified of the current situation.
- Ensure that all off-duty Law Enforcement and Public Safety personnel have been notified of call-back status, (when they should report) in accordance with current department emergency procedures.
- Ensure that Law Enforcement and Public Safety personnel have completed status checks on equipment, facilities, and operational capabilities.
- Direct field units to report pertinent information (casualties, damage observations, evacuating status, radiation levels, chemical exposure, etc.) to the appropriate EOC Operations Branch.



- Coordinate casualty tracking system with the Law and Fire Branches and the Alameda OA EOC/Alameda County Office of the Sheriff. (Track casualty information about law enforcement, fire service personnel, and other responders separately). Contact the Alameda County Office of the Sheriff /Coroner's Office, the Albany Fire Department for casualty information.
- Alter normal patrol procedures to accommodate the emergency situation.
- Ensure that field units begin safety/damage assessment survey of critical facilities and report status information to the Planning/Intelligence Section through the Operations Section.
- Maintain contact with established DOCs and dispatch center to coordinate resources and response personnel, when appropriate.
- Coordinate all emergency warning and messages with the EOC Director and the PIO. Disseminate warning to the public. Consider the following dissemination methods:
 - Social Media
 - Integrated Public Alert and Warning System (IPAWS)
 - Emergency Alert System (EAS)
 - Wireless Emergency Alert System (WEA)
 - Police units using loudspeakers and sirens to announce warning messages.
 - Using volunteers, and other City personnel as necessary to help with warnings. Request through the Logistics Section.
- Ensure that special facilities requiring warning and/or notification (i.e. hospitals, schools, government facilities, special industries, etc.) have been notified.
 - Warn all non-English speaking; hearing, visually or mobility impaired persons; and other special needs populations of the emergency situation/hazard by:
 - Using bilingual employees whenever possible.
 - Translating all warnings, written and spoken, into appropriate languages.
 - Contacting media outlets (radio/television) that serve the languages you need.
 - Utilizing TDD machines and 9-1-1 translation services to contact the deaf.
 - Using pre-identified lists of disabled and hearing impaired persons for individual contact.



- Release mutual aid resources when no longer needed.
- Begin planning for recovery.

Additional Action in Response to Chemical/Biological/ Radiological/Nuclear/Explosive (CBRNE) Event

- Identify patients and notify hospitals if contaminated or exposed patient are involved.
- Implement the Radiological Protection Procedures as needed.
- Ensure hospital/ ambulance staff takes appropriate measures to ensure that contamination from victims can be isolated. Ensure decontamination areas, treatment areas and a plan for crowd control has been instituted.
- Coordinate with Incident Commanders to ensure correct Personnel Protective Equipment is used by all first responders to ensure personnel safety.

Additional Actions in Response to Flooding

- Identify facilities subject to flooding and prepare to move people from facilities.
- As available, assist in any mitigation efforts, i.e. sandbagging.
- Additional Actions in response to Hazardous Material Incidents
- Implement the Radiological Protection Procedures as needed.

Additional Actions in response to a Major Air Crash

- Notify the Federal Aviation Agency or appropriate military command.
- Request temporary flight restrictions.

DEMOBILIZATION/DEACTIVATION DUTIES

- Consider demobilization of organizational elements within the Branch when they are no longer needed. Let your EOC Supervisor know when your position should be demobilized.
- Ensure that any open actions are handled by your position is transferred to other EOC elements as appropriate.



- Notify agencies and groups with whom communications have taken place. Provide contact name and number for any follow-up issues.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Account for all equipment, personnel, and supplies.
- Demobilize your position and close out logs when authorized by your EOC Supervisor.
- Brief your relief personnel at shift-change time. Ensure that in-progress activities are identified, and follow-up requirements are known.
- Leave forwarding phone number and email where you and your Branch staff can be reached.
- Sign out with your EOC Supervisor and on the sign-in sheet before leaving the EOC.
- Participate in post-emergency debriefing sessions.
- If another shift is not required, contact the person that was supposed to fill your Branch position to let them know they are not needed.
- Contact your department/supervisor and let them know you have been released from the EOC. Contact your EOC supervisor and home department when you've arrived safely at home.



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SECURITY/TRAFFIC CONTROL UNIT LEADER POSITION CHECKLIST

PRIMARY: Police Sergeant

ALTERNATE: Police Sergeant

SUPERVISOR: Law Enforcement Branch Director

- GENERAL DUTIES:**
- Enforce curfew and other emergency orders, as identified in the EOC Action Plan.
 - Ensure security and access control to the EOC and other critical facilities.
 - Ensure security and access control to secured operational area. i.e. Evacuated neighborhoods, Crime scenes, Staging areas, Other restricted areas.
 - Coordinate incoming law enforcement mutual aid resources during the emergency.
 - Assist and serve as an advisor to the Law Enforcement Branch Director as needed.
 - Coordinate security in the affected areas to protect public and private property by establishing access controls and screening traffic entering the City, as required.
 - Coordinate security for critical facilities and resources.
 - Coordinate with the Public Works Branch for street closures and board up of buildings.
 - Coordinate law enforcement and crowd control services at shelter and evacuation centers.
 - Consider vehicle security and parking issues at incident facilities and coordinate security if necessary.
 - Develop procedures for safe re-entry into evacuated areas.
 - Provide the Public Information Officer with situational updates to support accurate and effective development of the public information message.
 - Establish traffic control points and provide traffic control for evacuation and perimeter control for affected areas

RESPONSIBILITIES: Enforce laws and emergency orders, ensure that security is provided at evacuated areas, ensure access control to damaged, secured or evacuated areas, coordinate security for critical facilities and resources, coordinate with the Public Works Branch for street closures and board up of buildings, coordinate law enforcement and crowd control services at shelter and evacuation centers, order and coordinate appropriate mutual aid resources. Establish traffic control points and provide traffic control. Necessary units or groups may be activated as needed to carry out these functions.



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.

STARTUP ACTIONS

- Check-in upon arrival at the Emergency Operations Center (EOC).
- Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Report to your EOC organizational supervisor. Confirm the operational period work shift and your assigned workspace.
- Contact your department/supervisor and let them know you have been assigned to the EOC.
- Obtain a briefing from your EOC supervisor in accordance with the EOC Action Plan (if one has been developed).
 - Receive a copy of the written Action Plan (if one has been developed, if not, receive a briefing that includes the items below).
 - Confirm reporting requirements concerning execution of the action plan.
- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.



Document:

- Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
 - Check-in and Check-out times
-
- Retain all paperwork (notes, memos, messages, etc.). Ensure that logs and files are maintained.
 - Determine your personal work area. Set up your Unit workstation, including maps and status boards. Use your EOC Unit materials, guidance documents, job aides, and on-site supplies.
 - Develop and implement accountability, safety, and security measures for staff and resources.
 - Review position responsibilities.
 - Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.
 - Ensure that all required supplies are available and equipment, including internal and external communications equipment, is working properly (phones, computers, videoconferencing, radios, forms, checklists, guidance documents, job aides, maps, etc.)
 - Determine the extent to which Unit functions should be activated and request additional staffing or resources from your supervisor if needed.

If additional staffing is needed:

- Ensure that sufficient staffing is in place to meet responsibilities. If not, request additional staffing from your EOC Supervisor.
- Determine estimated times of arrival of staff from your supervisor.
- Activate elements of your Unit, establish work area, assign duties, and ensure a log is opened.
- Ensure that all Unit personnel have completed status check on equipment, facilities, and operational capabilities.



- Assign and ensure that all your incoming personnel are fully briefed in accordance with the EOC Action Plan (if developed)
 - Ensure each has a copy of the written Action Plan (if developed)
 - Establish reporting requirements concerning execution of the action plan.
- Request additional resources through the Logistics Section or established ordering procedures, as needed.
- Think ahead and anticipate situations and problems before they occur.
- Inform your EOC Supervisor when your Unit is fully operational.

GENERAL OPERATIONAL DUTIES

- Develop a plan for Unit operations and support of field operations as requested. Assign specific responsibilities. Monitor activities and adjust staffing/organization as appropriate.
- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.
- Make a list of key issues currently facing the Unit to be accomplished within the next operational period.
- Keep up to date on Unit situation and resource status.
- Brief and keep your EOC Supervisor advised of your Unit status and any major problems that need or may need solutions.
- Review situation reports as they are received. Ensure your Unit status/information is accurate and confirm where questions exist.
- Establish operating procedure for use of telephone, radio, videoconferencing, and data systems. Provide staff with direction, expectations, and priorities.
- Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.
- Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.
- Use face-to-face communication in the EOC whenever possible.



- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.
- Ensure that all Unit personnel, equipment, time, and material records are provided to the Time and Cost Analysis Units of the Finance/Administration Section.

UNIT OPERATIONAL DUTIES

Mobilization

- Ensure that all on-duty Law Enforcement and Public Safety personnel have been alerted and notified of the current situation.
- Ensure that all off-duty Law Enforcement and Public Safety personnel have been notified of call-back status, (when they should report) in accordance with current department emergency procedures.
- Ensure that Law Enforcement and Public Safety personnel have completed status checks on equipment, facilities, and operational capabilities.
- Alter normal patrol procedures to accommodate the emergency situation.

Initial Response

- Ensure that field units begin safety/damage assessment survey of critical facilities and report status information to the Planning/Intelligence Section through the Operations Section.
- Coordinate with the appropriate units of the Logistics Section for supplies, equipment, personnel, and transportation for field operations.
- Direct field units to report pertinent information (casualties, damage observations, evacuating status, radiation levels, chemical exposure, etc.) to the appropriate EOC Operations Branch.
- Begin planning for recovery.

Security/ Access Control

- Ensure security and access control to the EOC and other critical facilities.



- Enforce curfew and other emergency orders, as identified in the EOC Action Plan.
- Request mutual aid assistance through the Cal OES Coastal Region or State Operations Center or through Law and Fire Master Mutual Aid Coordinators.
- Coordinate security in the affected areas to protect public and private property by establishing access controls and screening traffic entering the secured area, as required.
- Coordinate security and access control for critical facilities and resources.
- Coordinate the assisting fire units/ambulances/medical teams/emergency supply vehicles in entering and leaving incident areas, when needed.
- Coordinate with the Public Works Branch for street closures and board up of buildings.
- Coordinate law enforcement and crowd control services at shelter and evacuation centers.
- Provide information to the Law Enforcement Branch Director or PIO on matters relative to public safety.
- Ensure that persons detained or in-custody are protected from potential hazards. Ensure adequate security, and relocate if necessary.
- Consider vehicle security and parking issues at incident locations or facilities and coordinate security if necessary.
- Develop procedures for safe re-entry into evacuated areas.
- Provide the Public Information Officer with situational updates to support accurate and effective development of the public information message.

Traffic

- Establish traffic control points and provide traffic control for evacuation and perimeter control for affected areas.
- Place towing services on stand-by to assist disabled vehicles on evacuation routes.



- Coordinate with the Evacuation Unit to establish emergency traffic routes in coordination with the Public Works Branch.
- Coordinate with the Public Works Branch traffic engineering to determine capacity and safety of evacuation routes and time to complete evacuation.
- Ensure that evacuation routes do not pass through hazard zones.

Alerting/Warning of Public

- Coordinate all emergency warning and messages with the EOC Director and the PIO. Disseminate warning to the public. Consider the following dissemination methods:
 - o Community Warning System (CWS)
 - o Social Media
 - o Integrated Public Alert and Warning System (IPAWS)
 - o Emergency Alert System (EAS)
 - o the City of Albany Cable television broadcast.
 - o Police units using loudspeakers and sirens to announce warning messages.
 - o Using VIPS, ACS, and other volunteers or City personnel as necessary to help with warnings. Request through the Logistics Section.
- Ensure that special facilities requiring warning and/or notification (i.e. hospitals, schools, government facilities, special industries, etc.) have been notified.
- Warn all non-English speaking; hearing, visually or mobility impaired persons; and other special needs populations of the emergency situation/hazard by:
 - o Using bilingual employees whenever possible.
 - o Translating all warnings, written and spoken, into appropriate languages.
 - o Contacting media outlets (radio/television) that serve the languages you need.
 - o Utilizing TDD machines and 9-1-1 translation services to contact the deaf.
 - o Using pre-identified lists of disabled and hearing-impaired persons for individual contact.

DEMOBILIZATION/DEACTIVATION DUTIES

- Consider demobilization of organizational elements within the Unit when they are no longer needed. Let your EOC Supervisor know when your position should be demobilized.



- Ensure that any open actions are handled by your position is transferred to other EOC elements as appropriate.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Account for all equipment, personnel, and supplies.
- Demobilize your position and close out logs when authorized by your EOC Supervisor.
- Brief your relief personnel at shift-change time. Ensure that in-progress activities are identified, and follow-up requirements are known.
- Leave forwarding phone number and email where you and your Unit staff can be reached.
- Sign out with your EOC Supervisor and on the sign-in sheet before leaving the EOC.
- Participate in post-emergency debriefing sessions.
- If another shift is not required, contact the person that was supposed to fill your Unit position to let them know they are not needed.
- Contact your department/supervisor and let them know you have been released from the EOC. Contact your EOC supervisor and home department when you've arrived safely at home.



EVACUATION UNIT LEADER POSITION CHECKLIST

PRIMARY: Police Sergeant

ALTERNATE: Police Sergeant

SUPERVISOR: Law Enforcement Branch Director

- GENERAL DUTIES:**
- Coordinate movement and evacuation operations during the disaster.
 - Coordinate movement and evacuation operations with the Fire Branch, Care and Shelter Branch, Animal Services Unit, Disabilities and Access and Functional Needs Officer, and Transportation Unit.
 - Coordinate with the Disabilities and Access and Functional Needs Officer to ensure these populations are served and evacuation strategies are developed and implemented.
 - Develops the recommended evacuation movement strategy.
 - Prepare evacuation action plans.
 - Ensure security and access control to secured operational area. i.e. Evacuated neighborhoods, Crime scenes, Staging areas, Other restricted areas.
 - Coordinate incoming law enforcement mutual aid resources during the emergency.
 - Assist and serve as an advisor to the Law Enforcement Branch Director as needed.

RESPONSIBILITIES: Coordinate evacuations and develop evacuation plans, enforce laws and emergency orders, ensure that security is provided at evacuated areas, ensure access control to damaged, secured or evacuated areas, order and coordinate appropriate mutual aid resources. Necessary units or groups may be activated as needed to carry out these functions.

GUIDANCE DOCUMENTS:

- Law Enforcement Mutual Aid Plan, Cal OES. 2014.
- Law Enforcement Guide for Emergency Operations, Cal OES. 2014.
- The City of Albany EOP, Evacuation Annex

DAFN GUIDANCE DOCUMENTS:

- California Government Code 8593.3.5
- ADA Checklist for Emergency Shelters (US Dept. of Justice, 2007)
- Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters (FEMA, 2010)
- American Red Cross Sheltering Handbook (ARC, 2013)
- Language Guidelines for Inclusive Emergency Preparedness, Response, Mitigation and Recovery (FEMA, 2015)
- Transit Emergency Planning Guidance (Cal OES/Caltrans, 2007)



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.

STARTUP ACTIONS

- Check-in upon arrival at the Emergency Operations Center (EOC).
- Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Report to your EOC organizational supervisor. Confirm the operational period work shift and your assigned workspace.
- Contact your department/supervisor and let them know you have been assigned to the EOC.
- Obtain a briefing from your EOC supervisor in accordance with the EOC Action Plan (if one has been developed).
 - Receive a copy of the written Action Plan (if one has been developed, if not, receive a briefing that includes the items below).



- Confirm reporting requirements concerning execution of the action plan.
- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.

Document:

- Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
 - Check-in and Check-out times
-
- Retain all paperwork (notes, memos, messages, etc.). Ensure that logs and files are maintained.
 - Determine your personal work area. Set up your Unit workstation, including maps and status boards. Use your EOC Unit materials, guidance documents, job aides, and on-site supplies.
 - Develop and implement accountability, safety, and security measures for staff and resources.
 - Review position responsibilities.
 - Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.
 - Ensure that all required supplies are available and equipment, including internal and external communications equipment, is working properly (phones, computers, videoconferencing, radios, forms, checklists, guidance documents, job aides, maps, etc.)
 - Determine the extent to which Unit functions should be activated and request additional staffing or resources from your supervisor if needed.

If additional staffing is needed:



- Ensure that sufficient staffing is in place to meet responsibilities. If not, request additional staffing from your EOC Supervisor.
- Determine estimated times of arrival of staff from your supervisor.
- Activate elements of your Unit, establish work area, assign duties, and ensure a log is opened.
- Ensure that all Unit personnel have completed status check on equipment, facilities, and operational capabilities.
- Assign and ensure that all your incoming personnel are fully briefed in accordance with the EOC Action Plan (if developed)
 - Ensure each has a copy of the written Action Plan (if developed)
 - Establish reporting requirements concerning execution of the action plan.
- Request additional resources through the Logistics Section or established ordering procedures, as needed.
- Think ahead and anticipate situations and problems before they occur.
- Inform your EOC Supervisor when your Unit is fully operational.

GENERAL OPERATIONAL DUTIES

- Develop a plan for Unit operations and support of field operations as requested. Assign specific responsibilities. Monitor activities and adjust staffing/organization as appropriate.
- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.
- Make a list of key issues currently facing the Unit to be accomplished within the next operational period.
- Keep up to date on Unit situation and resource status.



- Brief and keep your EOC Supervisor advised of your Unit status and any major problems that need or may need solutions.
- Review situation reports as they are received. Ensure your Unit status/information is accurate and confirm where questions exist.
- Establish operating procedure for use of telephone, radio, videoconferencing, and data systems. Provide staff with direction, expectations, and priorities.
- Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.
- Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.
- Use face-to-face communication in the EOC whenever possible.
- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.
- Ensure that all Unit personnel, equipment, time, and material records are provided to the Time and Cost Analysis Units of the Finance/Administration Section.

UNIT OPERATIONAL DUTIES

Mobilization

- Ensure that all on-duty Law Enforcement and Public Safety personnel have been alerted and notified of the current situation.
- Ensure that all off-duty Law Enforcement and Public Safety personnel have been notified of call-back status, (when they should report) in accordance with current department emergency procedures.
- Ensure that Law Enforcement and Public Safety personnel have completed status checks on equipment, facilities, and operational capabilities.
- Alter normal patrol procedures to accommodate the emergency situation.

Initial Response



- Ensure that field units begin safety/damage assessment survey of critical facilities and report status information to the Planning/Intelligence Section through the Operations Section.
- Coordinate with the appropriate units of the Logistics Section for supplies, equipment, personnel, and transportation for field operations.
- Direct field units to report pertinent information (casualties, damage observations, evacuating status, radiation levels, chemical exposure, etc.) to the appropriate EOC Operations Branch.
- Begin planning for recovery.

Evacuation

- Activate the City of Albany EOP Annex 2: Evacuation.
- Prepare Evacuation action plans, listing objectives to be accomplished, and formation of strategies to achieve those objectives as well as Advance planning considerations.
- Consider the impact of adverse weather conditions on evacuations.
- Ensure situation status information pertaining to the Evacuation Unit is updated, posted, and communicated regularly.
- Alert threatened populations. Consider language, hearing, and special needs populations.
- Determine the condition and welfare of dependent care facilities (board & care, day care, hospitals, convalescent) and assist with evacuation, as indicated. Refer to the City of Albany Annex 3: Care and Shelter for guidance.
- Implement the evacuation portion of the EOC Action Plan.
- Coordinate with the Security/Traffic Control Unit to establish emergency traffic routes in coordination with the Public Works Branch, utilizing the City Operational Area Disaster Route Priority Plan.
- Coordinate with the Public Works Branch traffic engineering to determine capacity and safety of evacuation routes and time to complete evacuation.
- Ensure that evacuation routes do not pass through hazard zone.



- Communicate the recommended evacuation movement strategies to the Law Enforcement Branch Director, Operations Section Coordinator, and EOC Management.
- Ensure the recommended evacuation strategy is approved and disseminated to the EOC.
- Request resources needed for development of evacuation recommendation, including: GIS or other static maps of area, traffic light maps, digital mapping tools, photos, etc.
- Coordinate with Law Enforcement Branch Director and the Planning/Intelligence Section to ensure planned evacuation routes are viable and developed.
- Coordinate with Operations Section Coordinator to support effective establishment and staffing of the Evacuation Assembly Points.
- Coordinate with all Evacuation Unit staff and the Security/Traffic Control Unit Leader to develop recommended evacuation routes and the staffing of Evacuation Assembly Points.
- Coordinate with Care and Shelter Branch to ensure evacuation strategy aligns with evacuation center/shelter placement strategy.
- Coordinate with the Operations Section Coordinator, Transportation Unit Leader, AC Transit, and Fire Branch to identify and coordinate the deployment of AFN transportation vehicles.
- Ensure coordination with paratransit vehicle operators in the operational area in support of evacuation task forces, transportation to evacuation centers and/or shelters, and evacuees' return to their original location(s).
- Coordinate the transportation of people with disabilities and access and functional needs with the Care and Shelter Branch.
- Coordinate with the Animal Services Unit to secure and transport animals from residents and businesses to a designated secured evacuation location. Refer to the City of Albany EOP Annex 2: Evacuation, Section 2.15 Evacuation of Animals.



- Provide the Public Information Officer with situational updates to support accurate and effective development of the public information message.
- Ensure that searched areas are appropriately marked.
- Provide security to evacuated areas.
- When evacuation orders are lifted:
 - Coordinate the transportation of evacuated persons back to their homes when possible. Determine effects to public transportation.
 - Provide for the storage and establish a recovery process for large numbers of impounded vehicles.
 - Coordinate with the Public Works Unit for the priority for the repair and reopening of roads to assist with large numbers of evacuees returning to the area.

Alerting/Warning of Public

- Refer to the City of Albany EOP Annex 1: Alert, Warning and Public Information.
- Coordinate all emergency warning and messages with the EOC Director and the PIO. Disseminate warning to the public. Consider the following dissemination methods:
 - Community Warning System (CWS)
 - Integrated Public Alert and Warning System (IPAWS)
 - Wireless Emergency Alert System (WEA)
 - Emergency Alert System (EAS)
 - Unique Alert System (UAS) - Digital signs, subscription based notifications, emails, reverse 9-1-1 systems, websites, or programs based on geographic location and/or type of alert.
 - Social Media
 - Police units using loudspeakers and sirens to announce warning messages.
 - Using VIPS, ACS, and other volunteers or City personnel as necessary to help with warnings. Request through the Logistics Section.
- Ensure that special facilities requiring warning and/or notification (i.e. hospitals, schools, government facilities, special industries, etc.) have been notified.
- Warn all non-English speaking; hearing, visually or mobility impaired persons; and other special needs populations of the emergency situation/hazard by:
 - Using bilingual employees whenever possible.



- Translating all warnings, written and spoken, into appropriate languages.
- Contacting media outlets (radio/television) that serve the languages you need.
- Utilizing TDD machines and 9-1-1 translation services to contact the deaf.
- Using pre-identified lists of disabled and hearing-impaired persons for individual contact.

DEMOBILIZATION/DEACTIVATION DUTIES

- Consider demobilization of organizational elements within the Unit when they are no longer needed. Let your EOC Supervisor know when your position should be demobilized.
- Ensure that any open actions are handled by your position is transferred to other EOC elements as appropriate.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Account for all equipment, personnel, and supplies.
- Demobilize your position and close out logs when authorized by your EOC Supervisor.
- Brief your relief personnel at shift-change time. Ensure that in-progress activities are identified, and follow-up requirements are known.
- Leave forwarding phone number and email where you and your Unit staff can be reached.
- Sign out with your EOC Supervisor and on the sign-in sheet before leaving the EOC.
- Participate in post-emergency debriefing sessions.
- If another shift is not required, contact the person that was supposed to fill your Unit position to let them know they are not needed.
- Contact your department/supervisor and let them know you have been released from the EOC. Contact your EOC supervisor and home department when you've arrived safely at home.



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ANIMAL SERVICES UNIT LEADER POSITION CHECKLIST

PRIMARY: Police Department Staff as Assigned

ALTERNATE: Animal Services Officer

SUPERVISOR: Law Enforcement Branch Director

GENERAL DUTIES:

- Coordinate animal services activities throughout the City.
- Control loose animals.
- Coordinate disposal of dead animals.
- Manage animal rescue and care activities.
- Coordinate rescue of trapped animals.
- Coordinate evacuation of animals which might be endangered by hazardous conditions.
- Coordinate transport of animals.
- Facilitate humane treatment of injured animals via contract veterinarian services.
- Coordinate Animal Disaster Team volunteer efforts.
- Identify and establish emergency animal shelters.
- Coordinate return of animals to their owners after a disaster.

RESPONSIBILITIES: General coordination of animal services, treatment, sheltering activities.

ANIMAL CARE GUIDANCE DOCUMENTS:

- Interim Guidelines for Animal Health and Control of Disease Transmission in Pet Shelters| Natural Disasters and Severe Weather (Center for Disease Control and Prevention, 2014)
- Animals in Public Evacuation Centers (Center for Disease Control and Prevention, 2014)



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.

STARTUP ACTIONS

- Check-in upon arrival at the Emergency Operations Center (EOC).
- Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Report to your EOC organizational supervisor. Confirm the operational period work shift and your assigned workspace.
- Contact your department/supervisor and let them know you have been assigned to the EOC.
- Obtain a briefing from your EOC supervisor in accordance with the EOC Action Plan (if one has been developed).
 - Receive a copy of the written Action Plan (if one has been developed, if not, receive a briefing that includes the items below).
 - Confirm reporting requirements concerning execution of the action plan.
- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.

Document:

- Messages received



- Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
 - Check-in and Check-out times
-
- Retain all paperwork (notes, memos, messages, etc.). Ensure that logs and files are maintained.
 - Determine your personal work area. Set up your Unit workstation, including maps and status boards. Use your EOC Unit materials, guidance documents, job aides, and on-site supplies.
 - Develop and implement accountability, safety, and security measures for staff and resources.
 - Review position responsibilities.
 - Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.
 - Ensure that all required supplies are available and equipment, including internal and external communications equipment, is working properly (phones, computers, videoconferencing, radios, forms, checklists, guidance documents, job aides, maps, etc.)
 - Determine the extent to which Unit functions should be activated and request additional staffing or resources from your supervisor if needed.

If additional staffing is needed:

- Ensure that sufficient staffing is in place to meet responsibilities. If not, request additional staffing from your EOC Supervisor.
- Determine estimated times of arrival of staff from your supervisor.
- Activate elements of your Unit, establish work area, assign duties, and ensure a log is opened.
- Ensure that all Unit personnel have completed status check on equipment, facilities, and operational capabilities.
- Assign and ensure that all your incoming personnel are fully briefed in accordance with the EOC Action Plan (if developed)



- Ensure each has a copy of the written Action Plan (if developed)
- Establish reporting requirements concerning execution of the action plan.

- Request additional resources through the Logistics Section or established ordering procedures, as needed.

- Think ahead and anticipate situations and problems before they occur.

- Inform your EOC Supervisor when your Unit is fully operational.

GENERAL OPERATIONAL DUTIES

- Develop a plan for Unit operations and support of field operations as requested. Assign specific responsibilities. Monitor activities and adjust staffing/organization as appropriate.

- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.

- Make a list of key issues currently facing the Unit to be accomplished within the next operational period.

- Keep up to date on Unit situation and resource status.

- Brief and keep your EOC Supervisor advised of your Unit status and any major problems that need or may need solutions.

- Review situation reports as they are received. Ensure your Unit status/information is accurate and confirm where questions exist.

- Establish operating procedure for use of telephone, radio, videoconferencing, and data systems. Provide staff with direction, expectations, and priorities.

- Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.

- Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.

- Use face-to-face communication in the EOC whenever possible.

- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.



- Ensure that all Unit personnel, equipment, time, and material records are provided to the Time and Cost Analysis Units of the Finance/Administration Section.

UNIT OPERATIONAL DUTIES

- Identify the need for use of special resources.
- Initiate the EOC Action Plan development for the current and forthcoming operational periods.
- Identify potential emergency animal shelters.
- Identify available veterinarians to assist with animal emergencies.
- Obtain staff for each emergency animal shelter from Animal Disaster Team (ADT) and personnel/volunteers provided by the Logistics Section.
- Contact jurisdictional animal welfare facilities and determine their status and ability to function.
- Determine location and time of any animal welfare facilities activated.
- Determine location and status of major events involving a threat to or from animal(s).
- Determine extent of damage to, and the operational capacity of animal shelter facilities.
- Coordinate disposal of dead animals.
- Manage animal rescue and care activities. Coordinate rescue of trapped animals.
- Assist the Evacuation Unit with the transportation of animals to sheltering sites.
- Coordinate with the Care and Shelter Branch to maintain evacuee's animals until the disaster ends.
- Coordinate with Care and Shelter Branch sheltering of displaced persons' animals.
- Establish a reunification procedure for sheltered animals.
- Release mutual aid resources when no longer needed.
- Consider the need for stress management, counseling and/or debriefing.



- Begin planning for recovery.

DEMOBILIZATION/DEACTIVATION DUTIES

- Consider demobilization of organizational elements within the Unit when they are no longer needed. Let your EOC Supervisor know when your position should be demobilized.
- Ensure that any open actions are handled by your position is transferred to other EOC elements as appropriate.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Account for all equipment, personnel, and supplies.
- Demobilize your position and close out logs when authorized by your EOC Supervisor.
- Brief your relief personnel at shift-change time. Ensure that in-progress activities are identified, and follow-up requirements are known.
- Leave forwarding phone number and email where you and your Unit staff can be reached.
- Sign out with your EOC Supervisor and on the sign-in sheet before leaving the EOC.
- Participate in post-emergency debriefing sessions.
- If another shift is not required, contact the person that was supposed to fill your Unit position to let them know they are not needed.
- Contact your department/supervisor and let them know you have been released from the EOC. Contact your EOC supervisor and home department when you've arrived safely at home.



FIRE BRANCH DIRECTOR POSITION CHECKLIST

PRIMARY: Fire Department Command Staff or Supervisor

ALTERNATE: Fire Department Supervisor

SUPERVISOR: Operations Section Coordinator

- GENERAL DUTIES:**
- Act as a Liaison between the Albany Fire Department and the City of Albany EOC.
 - Coordinate the prevention, control and suppression of fires and hazardous materials incidents.
 - Evaluate and process requests for fire and rescue resources.
 - Evaluate and process requests or reports of hazardous materials spills or releases.
 - Coordinate search and rescue operations.
 - Coordinate hazardous materials incidents.
 - Coordinate Emergency Medical Services (EMS)
 - Coordinate the provision of emergency medical care.
 - Serve as liaison between the City and local hospital representatives.
 - Monitor and coordinate all tactical operations of triage, emergency medical care and treatment of the sick and injured resulting from the incident.
 - Assist and serve as an advisor to the Operations Section Coordinator as needed.
 - Coordinate with the Alameda County Health Department regarding all disease prevention and control activities.
 - Coordinate Fire Marshall inspections to incident facilities prior to occupation.

RESPONSIBILITIES: Liaison between The Albany Fire Department and the City of Albany EOC. Facilitate the timely and adequate response to fire and rescue requests and hazardous materials spills or releases. Coordinate with field incident commanders, the Alameda County Health Department; Medical/Health Operational Area Coordinator (MHAOC) and the fire mutual aid system to assign medical staff to Field Treatment Sites (FTS).



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.
 - Advise pre-assigned Section staff of the potential need to respond to the EOC.
 - Consider alerting/recalling off-duty personnel and specialized teams:
 - Establish an emergency work schedule.
 - Determine clothing suitability for personnel.
 - Test communications equipment.
 - Establish contact with the Operational Area Fire and Rescue agencies.
 - Advise of the situation.
 - Encourage the adoption of increased readiness posture; fax copy of Increased Readiness Checklist as appropriate.
 - Consider Pre-positioning equipment in strategic locations to meet expected needs.
 - Coordinate Emergency Public Information with the Operations Section Coordinator.



STARTUP ACTIONS

- Check-in upon arrival at the Emergency Operations Center (EOC).
- Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Report to your EOC organizational supervisor. Confirm the operational period work shift and your assigned workspace.
- Contact your department/supervisor and let them know you have been assigned to the EOC.
- Obtain a briefing from your EOC supervisor in accordance with the EOC Action Plan (if one has been developed).
 - Receive a copy of the written Action Plan (if one has been developed, if not, receive a briefing that includes the items below).
 - Confirm reporting requirements concerning execution of the action plan.
- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.

Document:

- Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
 - Check-in and Check-out times
- Retain all paperwork (notes, memos, messages, etc.). Ensure that logs and files are maintained.
 - Determine your personal work area. Set up your Branch workstation, including maps and status boards. Use your EOC Branch materials, guidance documents, job aides, and on-site supplies.
 - Develop and implement accountability, safety, and security measures for staff and resources.
 - Review position responsibilities.



- Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.
- Ensure that all required supplies are available and equipment, including internal and external communications equipment, is working properly (phones, computers, videoconferencing, radios, forms, checklists, guidance documents, job aides, maps, etc.)
- Set up your Branch workstation, including maps and status boards. Use your EOC Branch materials, guidance documents, job aides, and on-site supplies.
- Determine the extent to which Branch functions should be activated and request additional staffing or resources from your supervisor if needed.

If additional staffing is needed:

- Ensure that sufficient staffing is in place to meet responsibilities. If not, request additional staffing from your EOC Supervisor.
- Determine estimated times of arrival of staff from your supervisor.
- Activate elements of your Branch, establish work area, assign duties, and ensure a log is opened.
- Ensure that all Branch personnel have completed status check on equipment, facilities, and operational capabilities.
- Assign and ensure that all your incoming personnel are fully briefed in accordance with the EOC Action Plan (if developed)
 - Ensure each has a copy of the written Action Plan (if developed)
 - Establish reporting requirements concerning execution of the action plan.
- Request additional resources through the Logistics Section or established ordering procedures, as needed.
- Think ahead and anticipate situations and problems before they occur.
- Inform your EOC Supervisor when your Branch is fully operational.
- Request additional resources through the Logistics Section or established ordering procedures, as needed.



- Review major incident reports and additional field operational information that may pertain to or affect Branch operations.
 - Based on the situation as known or forecasted determine likely future Branch needs.
 - Think ahead and anticipate situations and problems before they occur.
 - Meet with other Branch Directors in the Operations Section.
 - Inform the Operations Section Coordinator when your Branch is fully operational.

GENERAL OPERATIONAL DUTIES

- Develop a plan for Branch operations and support of field operations as requested. Assign specific responsibilities. Monitor activities and adjust staffing/organization as appropriate.
- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.
- Make a list of key issues currently facing the Branch to be accomplished within the next operational period.
- Keep up to date on Branch situation and resource status.
- Brief and keep your EOC Supervisor advised of your Branch status and any major problems that need or may need solutions.
- Review situation reports as they are received. Ensure your Branch status/information is accurate and confirm where questions exist.
- Establish operating procedure for use of telephone, radio, videoconferencing, and data systems. Provide staff with direction, expectations, and priorities.
- Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.
- Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.
- Use face-to-face communication in the EOC whenever possible.



- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.
- Ensure that all Branch personnel, equipment, time, and material records are provided to the Time and Cost Analysis Units of the Finance/Administration Section.

BRANCH OPERATIONAL DUTIES

- Conduct periodic briefings for the Fire Branch. Ensure they are aware of priorities.
- Report to the Operations Section Coordinator or EOC Director on major problems, actions taken and resources available or needed.
- Request mutual aid resources through proper channels when approved by the Operations Section Coordinator.
- Report to the Operations Section Coordinator when:
 - EOC Action Plan needs modification.
 - Additional resources are needed or surplus resources are available.
 - Significant events occur.
- Check with the other Operations Section Branches for a briefing on the status of the emergency.
- Alert all emergency responders to the dangers associated with hazardous materials and fire. Determine if current and forecasted weather conditions will complicate large and intense fires, hazardous material releases, major medical incidents and/or other potential problems.
- Direct field units to report pertinent information (casualties, damage observations, evacuation status, chemical exposures, etc.) to the Operations Section Coordinator.
- Evaluate the need to evacuate or shelter-in-place and coordinate with the Care and Shelter Branch of the Law Enforcement Branch and Public Information Officer.
- Obtain regular briefings from field command post(s) or the Albany Fire Department.
- Coordinate search and rescue operations.



- Coordinate radiation monitoring and decontamination operations.
- Coordinate heavy equipment crews to assist in rescuing trapped persons.
- Coordinate support for decontamination operations.
- Keep up to date on situation and resources associated with the Fire Branch and adjust Section organization as appropriate.
- Resolve logistical problems reported by the field units.
- Determine and anticipate support needs and forward to the Operations Section Coordinator.
- Estimate need for fire and medical mutual aid.
- Review situation reports as they are received. Verify information where questions exist.
- Keep the Operations Section Coordinator advised of Fire Branch status and activity and on any problem areas that now need or will require solutions.
- Provide periodic situation or status reports to the Operations Section Coordinator for updating information to the Planning/Intelligence Section.
- Assist situational awareness by coordinating windshield surveys of response areas and report damage to Operations Section Coordinator and Situation Unit of the Planning/Intelligence Section.
- Provide to the PIO the location of first aid facilities, Field Treatment Sites, public health hazards and mitigation procedures and other information for press release.
- Refer all media contacts to Operations Section Coordinator.
- Assist with the needs of the Incident Command Post as requested.
- Develop a plan for the Fire Branch operations and support of field operations as requested. Assign specific responsibilities.
- Assist Law Enforcement with the direction and management of population evacuation; assist in evacuating non-ambulatory persons.



- Coordinate with the Supply Unit and Facilities Units of the Logistics Section for feeding and shelter of fire personnel.
- Coordinate provision of vehicles, shelter, food, water, sanitation, equipment, and supplies for fire personnel with Logistics Section personnel.
- Access status of local hospitals and resources. Coordinate with the Medical/Health Branch in the City of Albany EOC.
- Coordinate emergency medical care and transportation to appropriate facilities, utilizing City resources and private providers.
- Arrange for emergency medical support and hospital care for disaster victims during and after an incident.
- Coordinate local medical staff with National Disaster Medical System (NDMS) responders.
- Coordinate with the City to identify hospitals, nursing homes and other facilities that should be expanded into emergency treatment centers for disaster victims.
- Coordinate with the City to provide continued medical care for patients who cannot be moved when hospitals, nursing homes and other health care facilities are evacuated.
- Coordinate the establishment and operation of first aid stations for emergency workers as appropriate to the incident.
- Coordinate inspection of health hazards in damaged buildings.
- Coordinate with the Alameda County Operational Area EOC/ Public Health in appropriate disease prevention measures and control activities, i.e., inoculation, water purification, pest control, inspection of foodstuffs and other consumables, etc.
- Coordinate with the Alameda County Operational Area EOC/ Public Health in developing procedures to distribute medications to shelters or treatment areas as needed.
- Provide information on the disaster routes established within the EOC Action Plan to local hospitals, health care facilities, ambulance companies, etc.
- Coordinate debris clearance with the Public Works Branch from disaster routes to support emergency vehicle operation.



- In conjunction with the Situation Unit of the Planning/Intelligence Section, establish a patient tracking system.
- In conjunction with the Transportation Unit of the Logistics Section, coordinate transportation and care of injured persons to treatment areas.
- In the event of an evacuation, coordinate with the Law Enforcement Branch to reduce the patient population in hospitals, nursing homes and other care facilities.
- Coordinate with the Personnel Branch of the Logistics Section to obtain additional health/medical personnel.
- Assist in efforts to identify spilled substances, including locating shipping papers and placards, and contacting as required. Alameda County Operational Area EOC/ Environmental Health, Cal OES, shipper, manufacturer, CHEMTREC, etc.
- Assist Public Works to protect sources of potable water and sanitary sewage systems from effects of potential hazards.
- Assist in prioritizing repairs of damaged equipment and water lines.
- Consider wind direction and other weather conditions. Contact the Situation Unit of the Planning/Intelligence Section for updates.
- Coordinate firefighting water supplies with the Public Works Branch. Obtain status of water system and report to field Incident Commander or Command Post.
- Determine number and location of casualties that require hospitalization.
- Ensure that first aid stations for emergency workers as appropriate to the incident are established and operated.
- Ensure that proper clean-up arrangements are made.
- Identify sources of contamination dangerous to the health of the community and post as needed.
- Request activation of evacuation centers or shelters when need is indicated through Care and Shelter Branch.
- Review and approve accident and medical reports originating within the Fire Branch.



- Work with Care and Shelter Branch to provide support for safety assessment for shelter operations.
- Coordinate fire protection and safety assessment of shelters.
- Release mutual aid resources when no longer needed.
- Consider the need for stress management, counseling and/or debriefing.
- Begin planning for recovery.

Alerting/Warning of Public

- Coordinate all emergency warning and messages with the EOC Director and the PIO. Disseminate warning to the public. Consider the following dissemination methods:
 - Community Warning System (CWS)
 - Social Media
 - Integrated Public Alert and Warning System (IPAWS)
 - Emergency Alert System (EAS)
 - Wireless Emergency Alert System (WEA)
 - The City of Albany Cable television broadcast.
 - Police units using loudspeakers and sirens to announce warning messages.
 - Using volunteers or City personnel as necessary to help with warnings. Request through the Logistics Section.
- Ensure that special facilities requiring warning and/or notification (i.e. hospitals, schools, government facilities, special industries, etc.) have been notified.
- Warn all non-English speaking; hearing, visually or mobility impaired persons; and other special needs populations of the emergency situation/hazard by:
 - Using bilingual employees whenever possible.
 - Translating all warnings, written and spoken, into appropriate languages.
 - Contacting media outlets (radio/television) that serve the languages you need.
 - Utilizing TDD machines and 9-1-1 translation services to contact the deaf.
 - Using pre-identified lists of disabled and hearing impaired persons for individual contact.



Additional Action in Response to Chemical/Biological/ Radiological/Nuclear/Explosive (CBRNE) Event

- Identify patients and notify hospitals if contaminated or exposed patient are involved.
- Implement the Radiological Protection Procedures as needed.
- Ensure hospital/ ambulance staff takes appropriate measures to ensure that contamination from victims can be isolated. Ensure decontamination areas, treatment areas and a plan for crowd control has been instituted.
- Coordinate with Incident Commanders to ensure correct Personnel Protective Equipment is used by all first responders to ensure personnel safety.

Additional Actions in Response to Flooding

- Identify facilities subject to flooding and prepare to move people from facilities.
- As available, assist in any mitigation efforts, i.e. sandbagging.
- Additional Actions in response to Hazardous Material Incidents
- Implement the Radiological Protection Procedures as needed.

Additional Actions in response to a Major Air Crash

- Notify the Federal Aviation Agency or appropriate military command.
- Request temporary flight restrictions.

DEMOBILIZATION/DEACTIVATION DUTIES

- Consider demobilization of organizational elements within the Branch when they are no longer needed. Let your EOC Supervisor know when your position should be demobilized.
- Ensure that any open actions are handled by your position is transferred to other EOC elements as appropriate.
- Notify agencies and groups with whom communications have taken place. Provide contact name and number for any follow-up issues.



- Ensure that any required forms or reports are completed prior to your release and departure.
- Account for all equipment, personnel, and supplies.
- Demobilize your position and close out logs when authorized by your EOC Supervisor.
- Brief your relief personnel at shift-change time. Ensure that in-progress activities are identified, and follow-up requirements are known.
- Leave forwarding phone number and email where you and your Branch staff can be reached.
- Sign out with your EOC Supervisor and on the sign-in sheet before leaving the EOC.
- Participate in post-emergency debriefing sessions.
- If another shift is not required, contact the person that was supposed to fill your Branch position to let them know they are not needed.
- Contact your department/supervisor and let them know you have been released from the EOC. Contact your EOC supervisor and home department when you've arrived safely at home.



PUBLIC WORKS BRANCH DIRECTOR POSITION CHECKLIST

PRIMARY: Public Works Director

ALTERNATE: Public Works Director

SUPERVISOR: Operations Section Coordinator

- GENERAL DUTIES:**
- Receive and process all field resource requests for Public Works resources. Coordinate those requests internally and externally as necessary to make sure there are no duplicate orders.
 - Coordinate with the Logistics Section on the acquisition of all resources and support supplies, materials and equipment.
 - Determine the need for and location of general staging areas for unassigned resources. Coordinate with the Facilities Unit of the Logistics Section and participate in any action planning meetings pertaining to the establishment of additional locations.
 - Prioritize the allocation of resources to individual incidents. Monitor resource assignments. Make adjustments to assignments based on requirements.
 - As needed, provide for the Purchasing and distribution of potable water supplies and coordinate with the Fire Branch on water purification notices.

RESPONSIBILITIES: Coordinate all Public Works operations; maintain public facilities, surviving utilities and services, as well as restore those that are damaged or destroyed; assist other functions with traffic issues, search and rescue, transportation, etc. as needed.



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.
 - Advise pre-assigned Section staff of the potential need to respond to the EOC.
 - Consider alerting/recalling off-duty personnel and specialized teams:
 - Establish an emergency work schedule.
 - Determine clothing suitability for personnel.
- Test communications equipment.
 - Assess the availability and condition of resources.
 - Review inventory lists and location of equipment.
 - Determine vehicle suitability for conditions.
 - Determine department logistics needs.
 - Feeding and lodging requirements
 - Anticipate potential re-supply needs
 - Emergency power
 - Determine specialized equipment needs.
 - Street closure materials
 - Heavy equipment
 - Stockpile vital supplies or equipment.
 - Request additional emergency supplies, as necessary.
- Pre-position equipment in strategic locations to meet expected needs.



- Inspect facilities designated as care and shelter facilities.
- Monitor roadways, flood control channels, flumes, dams, and bridges.
- Coordinate Emergency Public Information with Public Information Officer (PIO).

STARTUP ACTIONS

- Check-in upon arrival at the Emergency Operations Center (EOC).
- Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Report to your EOC organizational supervisor. Confirm the operational period work shift and your assigned workspace.
- Contact your department/supervisor and let them know you have been assigned to the EOC.
- Obtain a briefing from your EOC supervisor in accordance with the EOC Action Plan (if one has been developed).
 - Receive a copy of the written Action Plan (if one has been developed, if not, receive a briefing that includes the items below).
 - Confirm reporting requirements concerning execution of the action plan.
- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.

Document:

- Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
 - Check-in and Check-out times
- Retain all paperwork (notes, memos, messages, etc.). Ensure that logs and files are maintained.
 - Determine your personal work area. Set up your Branch workstation, including maps and status boards. Use your EOC Branch materials, guidance documents, job aides, and on-site supplies.



- Develop and implement accountability, safety, and security measures for staff and resources.
- Review position responsibilities.
- Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.
- Ensure that all required supplies are available and equipment, including internal and external communications equipment, is working properly (phones, computers, videoconferencing, radios, forms, checklists, guidance documents, job aides, maps, etc.)
- Set up your Branch workstation, including maps and status boards. Use your EOC Branch materials, guidance documents, job aides, and on-site supplies.
- Determine the extent to which Branch functions should be activated and request additional staffing or resources from your supervisor if needed.

If additional staffing is needed:

- Ensure that sufficient staffing is in place to meet responsibilities. If not, request additional staffing from your EOC Supervisor.
- Determine estimated times of arrival of staff from your supervisor.
- Activate elements of your Branch, establish work area, assign duties, and ensure a log is opened.
- Ensure that all Branch personnel have completed status check on equipment, facilities, and operational capabilities.
- Assign and ensure that all your incoming personnel are fully briefed in accordance with the EOC Action Plan (if developed)
 - Ensure each has a copy of the written Action Plan (if developed)
 - Establish reporting requirements concerning execution of the action plan.
- Request additional resources through the Logistics Section or established ordering procedures, as needed.
- Think ahead and anticipate situations and problems before they occur.



- Inform your EOC Supervisor when your Branch is fully operational.
- Request additional resources through the Logistics Section or established ordering procedures, as needed.
- Review major incident reports and additional field operational information that may pertain to or affect Branch operations.
- Based on the situation as known or forecasted determine likely future Branch needs.
- Think ahead and anticipate situations and problems before they occur.
- Meet with other Branch Directors in the Operations Section.
- Inform the Operations Section Coordinator when your Branch is fully operational.

GENERAL OPERATIONAL DUTIES

- Develop a plan for Branch operations and support of field operations as requested. Assign specific responsibilities. Monitor activities and adjust staffing/organization as appropriate.
- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.
- Make a list of key issues currently facing the Branch to be accomplished within the next operational period.
- Keep up to date on Branch situation and resource status.
- Brief and keep your EOC Supervisor advised of your Branch status and any major problems that need or may need solutions.
- Review situation reports as they are received. Ensure your Branch status/information is accurate and confirm where questions exist.
- Establish operating procedure for use of telephone, radio, videoconferencing, and data systems. Provide staff with direction, expectations, and priorities.
- Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.



- Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.
- Use face-to-face communication in the EOC whenever possible.
- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.
- Ensure that all Branch personnel, equipment, time, and material records are provided to the Time and Cost Analysis Units of the Finance/Administration Section.

BRANCH OPERATIONAL DUTIES

- Receive and process all requests for Transportation & Public Works resources. Allocate personnel and equipment in accordance with established priorities.
- Maintain back-up power in the EOC.
- Assure that all emergency equipment has been moved from unsafe areas.
- Mobilize personnel, heavy equipment, and vehicles to designated general staging areas.
- Obtain Transportation & Public Works resources through the Logistics Section, utilizing mutual aid process when appropriate.
- Allocate available resources based on requests and EOC priorities.
- Determine priorities for identifying, inspecting and designating hazardous structures to be demolished.
- Ensure that sources of potable water and sanitary sewage systems are available and protected from potential hazards.
- Develop priorities and coordinate with utility companies for restoration of utilities to critical and essential facilities.
- In coordination with the Cal Trans, and adjacent City/County Department of Transportation & Public Works, determine status of the Disaster Routes and other transportation routes into and within the affected area. Determine present priorities and estimated times for restoration. Clear and reopen Disaster Routes on a priority basis.



- Coordinate with the Law Enforcement Branch to ensure the safety of evacuation routes following a devastating event.
- Coordinate with the Supply Unit of the Logistics Section for sanitation service during an emergency.
- Support clean-up and recovery operations during disaster events.
- Clear debris from waterways to prevent flooding. Drain flooded areas, as needed.
- Develop a debris removal plan to facilitate City clean-up operations.
- Identification of agencies such as the City Sanitation District and coordination of the debris removal process.
- Identification of and cooperation with landfills (consider fee waivers, modification of landfill operating hours, and public concerns)
- Cooperation with various waste management regulatory agencies to address associated debris removal problems.
- Identification and establishment of debris collection sites.
- Evaluation of potential recycling of debris.
- Prioritization and completion of the debris removal process.
- Disaster Event Analysis and Waste Characterization Analysis.
 - Conduct field assessment survey
 - Use video and photographs
 - Quantify and document amounts and types of disaster debris
 - Coordinate with building and safety branch and track their information on damaged buildings inspected to determine the location, type and amount of potential debris
 - Expect normal refuse volumes to double after a disaster
 - Develop a list of materials to be diverted
 - Make diversion programs a priority
 - Get pre-approval from FEMA, if federal disaster, for recycling programs. Coordinate this with Alameda County Environmental Health, Cal OES and Cal Recycle.
- Determine debris removal/building deconstruction and demolition needs.



- Coordinate with Building and Safety to determine if a City contractor will be needed to remove debris from private property or perform demolition services.
 - Building and Safety should seek reimbursement if property owner does have to coordinate with Building and Safety to include separation and salvaging

 - Determine extent of damage.
 - DESTROYED:
 - Building is a total loss or is damaged to the extent that it is neither usable nor economically repairable.

 - MAJOR:
 - Building is damaged to the extent that it is no longer usable and may be returned to service only with extensive repairs.

 - MINOR:
 - Building is damaged and may be used under limited conditions; may be restored to service with minor repairs. Usually involves damages or losses of \$7400.or less.

 - AFFECTED:
 - Some damage to building and suspected damage to contents. Structure is usable without repairs.

 - Determine specific details of damage, as requested.
 - Structure loss factors
 - Vehicle loss
 - Hazardous materials or waste
 - Structural hazards
 - Erosion potential
 - Estimated costs for repair/replacement

 - Compile and review assessment information from field Task Forces.

 - Identify damaged facilities that require detailed engineering damage assessment.

 - Forward assessment information to Situation Status staff and list of buildings that may require detailed inspection to Damage Assessment staff (Planning/Intelligence Section).

 - Select debris management program(s) from the following:
-



- Curbside collection - source separation of wood, concrete, brick, metals and Household Hazardous Waste
 - Drop-off sites for the source separation of disaster debris
 - Household Hazardous Waste - collection event or curbside program
- Identify temporary storage/processing sites, if necessary.
- Coordinate with surrounding cities and the City
 - Determine capacity needs
 - Selection of sites will depend on type of debris and proximity to where debris is generated.
 - Coordinate with FEMA regarding reimbursement for temporary sites and sorting which may require moving materials twice. Coordinate this activity through Alameda County Environmental Health, Cal OES and Cal Recycle.
- Initiate safety assessment.
- Determine location of damage and public and private damaged structures.
 - If physical address is not discernable, use secondary sources.
 - Utility meter/box number (water, gas, cable)
 - Physical description
 - Other source
- Initiate or continue appropriate mitigation measures:
- Organize crews to continue mitigation efforts and debris clearance.
 - Initiate repairs and restoration.
 - Prioritize repairs of damaged equipment and infrastructure.
 - Construct temporary pipelines as needed.
- Monitor functionality of lifelines such as gas, electricity, and water to key facilities.
- Coordinate with Utilities Unit to identify a schedule for restoration of lifelines to residents and businesses.
- Initiate debris clearance.
- Ensure personnel have adequate protective clothing for operations in hazardous areas.
 - Clear debris from waterways to alleviate or prevent flooding.
- Be prepared to provide equipment and assistance in rescue operations.
- Provide equipment and crews to support hazardous materials removal or containment.
- Confirm perimeter of disaster area.



- Fire agencies may have already identified the perimeter of the incident.
 - Identify facilities and processing operations to be used.
 - Determine contract needs
 - Develop estimates of types and quantities of debris, location of debris and unit cost data for contracts
 - Document how contract price was developed
 - Establish a public information program for debris removal.
 - Establish program length and develop monitoring and enforcement program.
 - Prepare report of program activities and results. Prepare documentation for reimbursement.
 - Consider the activation of the Utilities Unit.
 - Determine the need to staff a water task group and secure resources through the Logistics Section.
 - Maintain information in the Branch regarding facilities opened and operating, supplies and equipment at the various locations, specific operations, and capabilities of each location.
 - As the requirement for emergency use facilities is identified, coordinate the acquisition of required space.
 - In coordination with the Operations Section Coordinator, provide support to facilities used for disaster response and recovery operations, i.e., staging areas, shelters, Local Recovery Centers (LACs), disaster recovery centers (DRCs), etc.
 - Identify communications requirements to the Communications/ Information Systems Unit of the Logistics Section.
 - Identify equipment, material and supply needs to the Supply Unit.
 - Identify personnel needs to the Personnel Unit.
 - Identify transportation requirements and support to the Transportation Unit and other departments.
 - Identify security requirements to the Law Enforcement Branch of the Operations Section.
-



- Ensure utilities are secured in evacuated areas.
- Monitor the actions at each facility activated and provide additional support requested in accordance with Branch capabilities and priorities established.
- Account for personnel, equipment, supplies, and materials provided to each facility.
- Ensure that operational capabilities are maintained at facilities.
- Oversee the distribution of utilities, fuel, water food, other consumables, and essential supplies to all disaster operations facilities.
- Communicate with Law Enforcement about the potential for evacuation.
 - Coordinate Transportation resources if required for evacuating persons or transporting equipment, supplies and personnel.
 - Assist in moving resources and supplies from hazard prone areas.
 - Repair damage to essential routes.
 - Construct detours and alternate routes according to plan.
- Provide barricades for traffic control.
- Assist in the removal of disabled vehicles on evacuation routes.
- Cordon-off areas around hazardous structures
- Ensure that basic sanitation and health needs are met.
- Release mutual aid resources as need diminishes.
- Consider the need for stress management, counseling and/or debriefing.
- Arrange for rest of crews and safety checks of apparatus prior to demobilization.

DEMOBILIZATION/DEACTIVATION DUTIES

- Consider demobilization of organizational elements within the Branch when they are no longer needed. Let your EOC Supervisor know when your position should be demobilized.
- Ensure that any open actions are handled by your position is transferred to other EOC elements as appropriate.



- Notify agencies and groups with whom communications have taken place. Provide contact name and number for any follow-up issues.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Account for all equipment, personnel, and supplies.
- Demobilize your position and close out logs when authorized by your EOC Supervisor.
- Brief your relief personnel at shift-change time. Ensure that in-progress activities are identified, and follow-up requirements are known.
- Leave forwarding phone number and email where you and your Branch staff can be reached.
- Sign out with your EOC Supervisor and on the sign-in sheet before leaving the EOC.
- Participate in post-emergency debriefing sessions.
- If another shift is not required, contact the person that was supposed to fill your Branch position to let them know they are not needed.
- Contact your department/supervisor and let them know you have been released from the EOC. Contact your EOC supervisor and home department when you've arrived safely at home.



UTILITIES UNIT LEADER POSITION CHECKLIST

PRIMARY: Public Works Employee

ALTERNATE: Utility Company Liaison

SUPERVISOR: Public Works Branch Director

GENERAL DUTIES:

- Assess the status of utilities; provide Utility Status Reports as required.
- Coordinate restoration of damaged utilities with utility representatives in the EOC if present, or directly with Utility companies.
- Evaluate, plan and implement actions to acquire and distribute alternative potable water.
- Identify need for and prioritize locations for water distribution (including needs of critical facilities).
- Provide for water quality assurance.
- Determine the need to staff a water task group and secure resources through the Logistics Section.
- Provide information to Public Information Officer to disseminate notifications to the media and public as appropriate.

RESPONSIBILITIES: Provide Utility Status Reports as required. Coordinate restoration of damaged utilities with utility representatives. Provide alternate source(s) of potable water to affected population.



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.

STARTUP ACTIONS

- Check-in upon arrival at the Emergency Operations Center (EOC).
- Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Report to your EOC organizational supervisor. Confirm the operational period work shift and your assigned workspace.
- Contact your department/supervisor and let them know you have been assigned to the EOC.
- Obtain a briefing from your EOC supervisor in accordance with the EOC Action Plan (if one has been developed).
 - Receive a copy of the written Action Plan (if one has been developed, if not, receive a briefing that includes the items below).
 - Confirm reporting requirements concerning execution of the action plan.
- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.



Document:

- Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
 - Check-in and Check-out times
-
- Retain all paperwork (notes, memos, messages, etc.). Ensure that logs and files are maintained.

 - Determine your personal work area. Set up your Unit workstation, including maps and status boards. Use your EOC Unit materials, guidance documents, job aides, and on-site supplies.

 - Develop and implement accountability, safety, and security measures for staff and resources.

 - Review position responsibilities.

 - Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.

 - Ensure that all required supplies are available and equipment, including internal and external communications equipment, is working properly (phones, computers, videoconferencing, radios, forms, checklists, guidance documents, job aides, maps, etc.)

 - Determine the extent to which Unit functions should be activated and request additional staffing or resources from your supervisor if needed.

If additional staffing is needed:

- Ensure that sufficient staffing is in place to meet responsibilities. If not, request additional staffing from your EOC Supervisor.

- Determine estimated times of arrival of staff from your supervisor.

- Activate elements of your Unit, establish work area, assign duties, and ensure a log is opened.

- Ensure that all Unit personnel have completed status check on equipment, facilities, and operational capabilities.



- Assign and ensure that all your incoming personnel are fully briefed in accordance with the EOC Action Plan (if developed)
 - Ensure each has a copy of the written Action Plan (if developed)
 - Establish reporting requirements concerning execution of the action plan.
- Request additional resources through the Logistics Section or established ordering procedures, as needed.
- Think ahead and anticipate situations and problems before they occur.
- Inform your EOC Supervisor when your Unit is fully operational.

GENERAL OPERATIONAL DUTIES

- Develop a plan for Unit operations and support of field operations as requested. Assign specific responsibilities. Monitor activities and adjust staffing/organization as appropriate.
- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.
- Make a list of key issues currently facing the Unit to be accomplished within the next operational period.
- Keep up to date on Unit situation and resource status.
- Brief and keep your EOC Supervisor advised of your Unit status and any major problems that need or may need solutions.
- Review situation reports as they are received. Ensure your Unit status/information is accurate and confirm where questions exist.
- Establish operating procedure for use of telephone, radio, videoconferencing, and data systems. Provide staff with direction, expectations, and priorities.
- Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.
- Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.
- Use face-to-face communication in the EOC whenever possible.



- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.
- Ensure that all Unit personnel, equipment, time, and material records are provided to the Time and Cost Analysis Units of the Finance/Administration Section.

UNIT OPERATIONAL DUTIES

- Allocate available resources based on requests and EOC priorities.
- Determine priorities for identifying, inspecting and designating hazardous structures to be demolished.
- Ensure that sources of potable water and sanitary sewage systems are available and protected from potential hazards.
- Monitor functionality of utility lines such as gas, electricity, and water to key facilities.
- Coordinate with private utility providers to create a schedule for restoration of utilities to residents and businesses.

WATER

- Coordinate with the City of Albany Water Treatment Plan to create a schedule for restoration of water facilities to residents and businesses.
- Contact the California Department of Health Services District Office of Drinking Water, local health department, local water utilities, Public Works, Fire Department, Police Department and other sources to compile situation information including:
 - Cause and extent of water system damage
 - Estimated duration of system outage
 - Geographical area affected
 - Population affected
 - Actions taken to restore system
 - Resources needed to reactivate system
 - Emergency potable water needs (quantity and prioritized areas)
- Notify the Alameda Operational Area EOC of the situation and need for mutual aid and participate in Water Chief conference calls as requested.



- Evaluate and prioritize potable water needs (quantity/location/duration: minimum 2 gallons per person per day).
- In coordination with the Logistics Section, identify and obtain potable water resources. (If necessary, recommend that EOC Director request mutual aid from the Alameda Operational Area EOC to identify and/or obtain water resources. A list of approved commercial vendors is maintained by the Food and Drug Branch of California Department of Health Services and is available through the Regional EOC [REOC] Water Chief).
- Identify and secure locations for water distribution points (e.g., City parks, County Fair Grounds, shelters, etc.).
- In coordination with the Logistics Section, identify and secure staff resources needed to operate water distribution points.
- Consult with Alameda Operational Area EOC, California Department of Health Services District Office, water utilities and PIO for appropriate public information announcements and media interface.
- Transmit to Finance/Administration Section data on costs incurred in EOC effort to purchase and distribute potable water.

Note: Going directly to the State agency (California Department of Health Services District Office of Drinking Water) is not the normal channel of coordination. However, the local level must coordinate directly with and obtain approval of the State water quality agency for water system restoration.

NATURAL GAS

- Coordinate with the Pacific Gas and Electricity (PG&E) to create a schedule for restoration of natural gas services to residents and businesses.
- Contact the Pacific Gas and Electricity (PG&E), Public Works, Fire Department, Police Department and other sources to compile situation information including:
 - Cause and extent of Natural gas system damage
 - Estimated duration of system outage
 - Geographical area affected
 - Population affected
 - Actions taken to restore system
 - Resources needed to reactivate system
 - Residential and commercial natural gas lines shut off by users
- Notify the Alameda Operational Area EOC of the situation and need for mutual aid and participate in Utility Chief conference calls as requested.



ELECTRICITY

- Coordinate with the Pacific Gas and Electric (PG&E) to create a schedule for restoration of electrical services to residents and businesses.
- Contact the Pacific Gas and Electric (PG&E), Public Works, Fire Department, Police Department and other sources to compile situation information including:
 - Cause and extent of electrical system damage
 - Estimated duration of system outage
 - Geographical area affected
 - Population affected
 - Actions taken to restore system
 - Resources needed to reactivate system
- Notify the Alameda Operational Area EOC of the situation and need for mutual aid and participate in Utility Chief conference calls as requested.

Note: The California Utilities Emergency Association (CUEA) provides emergency operations support for gas, electric, water, wastewater, telecommunications (including wireless) and petroleum pipeline utilities on behalf of Cal OES.

- Identify communications requirements to the Communications/ Information Systems Unit of the Logistics Section.
- Identify equipment, material and supply needs to the Supply Unit.
- Identify personnel needs to the Personnel Unit.
- Identify transportation requirements and support to the Transportation Unit and other departments.
- Identify security requirements to the Law Enforcement Branch of the Operations Section.
- Ensure utilities are secured in evacuated areas.
- Account for personnel, equipment, supplies, and materials provided to each facility.
- Release mutual aid resources when no longer needed.
- Consider the need for stress management, counseling and/or debriefing.
- Arrange for rest of crews and safety checks of apparatus prior to demobilization.



- Begin planning for recovery.

DEACTIVATION DUTIES

- Consider demobilization of organizational elements within the Unit when they are no longer needed. Let your EOC Supervisor know when your position should be demobilized.
- Ensure that any open actions are handled by your position is transferred to other EOC elements as appropriate.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Account for all equipment, personnel, and supplies.
- Demobilize your position and close out logs when authorized by your EOC Supervisor.
- Brief your relief personnel at shift-change time. Ensure that in-progress activities are identified, and follow-up requirements are known.
- Leave forwarding phone number and email where you and your Unit staff can be reached.
- Sign out with your EOC Supervisor and on the sign-in sheet before leaving the EOC.
- Participate in post-emergency debriefing sessions.
- If another shift is not required, contact the person that was supposed to fill your Unit position to let them know they are not needed.
- Contact your department/supervisor and let them know you have been released from the EOC. Contact your EOC supervisor and home department when you've arrived safely at home.



DEBRIS REMOVAL UNIT LEADER POSITION CHECKLIST

PRIMARY: Public Works Director

ALTERNATE: Public Works Staff as Assigned

SUPERVISOR: Public Works Branch Director

GENERAL DUTIES:

- Support cleanup and recovery operations during disaster events.
- Develop a debris removal plan to facilitate City cleanup operations.
- Initiate debris clearance.
- Clear debris from waterways to prevent flooding. Drain flooded areas, as needed.
- Cooperation with various waste management regulatory agencies to address associated debris removal problems.
- Identification and establishment of debris collection sites.
- Evaluation of potential recycling of debris.
- Prioritization and completion of the debris removal process.
- Determine debris removal/building deconstruction and demolition needs.
- Forward assessment information to Situation Status staff and list of buildings that may require detailed inspection to Damage Analysis Unit
- Identify temporary storage/processing sites

RESPONSIBILITIES:

- Support cleanup and recovery operations during disaster events, develop a debris removal plan to facilitate City cleanup operations, clear debris, and coordinate with various waste management regulatory agencies to address associated debris removal problems.
- Identify and establish debris collection sites, evaluation of potential recycling of debris, and prioritize debris removal.



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.

STARTUP ACTIONS

- Check-in upon arrival at the Emergency Operations Center (EOC).
- Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Report to your EOC organizational supervisor. Confirm the operational period work shift and your assigned workspace.
- Contact your department/supervisor and let them know you have been assigned to the EOC.
- Obtain a briefing from your EOC supervisor in accordance with the EOC Action Plan (if one has been developed).
 - Receive a copy of the written Action Plan (if one has been developed, if not, receive a briefing that includes the items below).
 - Confirm reporting requirements concerning execution of the action plan.
- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.

Document:



- Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
 - Check-in and Check-out times
-
- Retain all paperwork (notes, memos, messages, etc.). Ensure that logs and files are maintained.
 - Determine your personal work area. Set up your Unit workstation, including maps and status boards. Use your EOC Unit materials, guidance documents, job aides, and on-site supplies.
 - Develop and implement accountability, safety, and security measures for staff and resources.
 - Review position responsibilities.
 - Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.
 - Ensure that all required supplies are available and equipment, including internal and external communications equipment, is working properly (phones, computers, videoconferencing, radios, forms, checklists, guidance documents, job aides, maps, etc.)
 - Determine the extent to which Unit functions should be activated and request additional staffing or resources from your supervisor if needed.

If additional staffing is needed:

- Ensure that sufficient staffing is in place to meet responsibilities. If not, request additional staffing from your EOC Supervisor.
- Determine estimated times of arrival of staff from your supervisor.
- Activate elements of your Unit, establish work area, assign duties, and ensure a log is opened.
- Ensure that all Unit personnel have completed status check on equipment, facilities, and operational capabilities.



- Assign and ensure that all your incoming personnel are fully briefed in accordance with the EOC Action Plan (if developed)
 - Ensure each has a copy of the written Action Plan (if developed)
 - Establish reporting requirements concerning execution of the action plan.
- Request additional resources through the Logistics Section or established ordering procedures, as needed.
- Think ahead and anticipate situations and problems before they occur.
- Inform your EOC Supervisor when your Unit is fully operational.

GENERAL OPERATIONAL DUTIES

- Develop a plan for Unit operations and support of field operations as requested. Assign specific responsibilities. Monitor activities and adjust staffing/organization as appropriate.
- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.
- Make a list of key issues currently facing the Unit to be accomplished within the next operational period.
- Keep up to date on Unit situation and resource status.
- Brief and keep your EOC Supervisor advised of your Unit status and any major problems that need or may need solutions.
- Review situation reports as they are received. Ensure your Unit status/information is accurate and confirm where questions exist.
- Establish operating procedure for use of telephone, radio, videoconferencing, and data systems. Provide staff with direction, expectations, and priorities.
- Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.
- Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.
- Use face-to-face communication in the EOC whenever possible.



- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.
- Ensure that all Unit personnel, equipment, time, and material records are provided to the Time and Cost Analysis Units of the Finance/Administration Section.

UNIT OPERATIONAL DUTIES

- Allocate available resources based on requests and EOC priorities.
- Determine priorities for identifying, inspecting and designating hazardous structures to be demolished.
- Coordinate with the Supply Unit of the Logistics Section for sanitation service during an emergency.
- Support cleanup and recovery operations during disaster events.
- Clear debris from waterways to prevent flooding. Drain flooded areas, as needed.
- Develop a debris removal plan to facilitate City cleanup operations.
- Identification of agencies such as the City Sanitation District and coordination of the debris removal process.
- Identification of and cooperation with landfills (consider fee waivers, modification of landfill operating hours, and public concerns)
- Cooperation with various waste management regulatory agencies to address associated debris removal problems.
- Identification and establishment of debris collection sites.
- Evaluation of potential recycling of debris.
- Prioritization and completion of the debris removal process.
- Disaster Event Analysis and Waste Characterization Analysis.
 - Conduct field assessment survey
 - Use video and photographs
 - Quantify and document amounts and types of disaster debris



- Coordinate with building and safety branch and track their information on damaged buildings inspected to determine the location, type and amount of potential debris
 - Expect normal refuse volumes to double after a disaster
 - Develop a list of materials to be diverted
 - Make diversion programs a priority
 - Get pre-approval from FEMA, if federal disaster, for recycling programs. Coordinate this with Alameda County Environmental Health, Cal OES and Cal Recycle.
- Determine debris removal/building deconstruction and demolition needs.
- Coordinate with Building and Safety to determine if a City contractor will be needed to remove debris from private property or perform demolition services.
 - Building and Safety should seek reimbursement if property owner does have to coordinate with Building and Safety to include separation and salvaging
- Determine extent of damage.
- DESTROYED:
 - Building is a total loss or is damaged to the extent that it is neither usable nor economically repairable.
 - MAJOR:
 - Building is damaged to the extent that it is no longer usable and may be returned to service only with extensive repairs.
 - MINOR:
 - Building is damaged and may be used under limited conditions; may be restored to service with minor repairs. Usually involves damages or losses of \$7400.or less.
 - AFFECTED:
 - Some damage to building and suspected damage to contents. Structure is usable without repairs.
- Determine specific details of damage, as requested.
- Structure loss factors
 - Vehicle loss
 - Hazardous materials or waste
 - Structural hazards
 - Erosion potential
 - Estimated costs for repair/replacement



- Compile and review assessment information from field Task Forces.
- Identify damaged facilities that require detailed engineering damage assessment.
- Forward assessment information to Situation Status staff and list of buildings that may require detailed inspection to Damage Assessment staff (Planning/Intelligence Section).
- Select debris management program(s) from the following:
 - Curbside collection - source separation of wood, concrete, brick, metals and Household Hazardous Waste
 - Drop-off sites for the source separation of disaster debris
 - Household Hazardous Waste - collection event or curbside program
- Identify temporary storage/processing sites, if necessary.
 - Coordinate with surrounding cities and the City
 - Determine capacity needs
 - Selection of sites will depend on type of debris and proximity to where debris is generated.
 - Coordinate with FEMA regarding reimbursement for temporary sites and sorting which may require moving materials twice. Coordinate this activity through City OEM.
- Initiate safety assessment.
 - Determine location of damage and public and private damaged structures.
 - If physical address is not discernable, use secondary sources.
 - Utility meter/box number (water, gas, cable)
 - Physical description
 - Other source
- Initiate or continue appropriate mitigation measures:
 - Organize crews to continue mitigation efforts and debris clearance.
 - Initiate repairs and restoration.
 - Prioritize repairs of damaged equipment and infrastructure.
 - Construct temporary pipelines as needed.
- Monitor functionality of lifelines such as gas, electricity, and water to key facilities.



- Coordinate with Utilities Unit to identify a schedule for restoration of lifelines to residents and businesses.
- Coordinate with Utilities Unit to identify a schedule for restoration of water facilities to residents and businesses.
- Initiate debris clearance.
- Ensure personnel have adequate protective clothing for operations in hazardous areas.
- Clear debris from waterways to alleviate or prevent flooding.
- Be prepared to provide equipment and assistance in rescue operations.
- Provide equipment and crews to support hazardous materials removal or containment.
- Confirm perimeter of disaster area.
- Fire agencies may have already identified the perimeter of the incident.
- Identify facilities and processing operations to be used.
- Determine contract needs
 - Develop estimates of types and quantities of debris, location of debris and unit cost data for contracts
 - Document how contract price was developed
- Establish a public information program for debris removal.
- Establish program length and develop monitoring and enforcement program.
- Prepare report of program activities and results. Prepare documentation for reimbursement.
- Consider the activation of the Debris Removal Unit.
- Maintain information in the Unit regarding facilities opened and operating, supplies and equipment at the various locations, specific operations, and capabilities of each location.
- As the requirement for emergency use facilities is identified, coordinate the acquisition of required space.



- In coordination with the Operations Section Coordinator, provide support to facilities used for disaster response and recovery operations, i.e., staging areas, shelters, disaster recovery centers (DRCs), etc.
- Identify communications requirements to the Communications/ Information Systems Unit of the Logistics Section.
- Identify equipment, material and supply needs to the Supply Unit.
- Identify personnel needs to the Personnel Unit.
- Identify security requirements to the Law Enforcement Branch of the Operations Section.
- Monitor the actions at each facility activated and provide additional support requested in accordance with Unit capabilities and priorities established.
- Release mutual aid resources when no longer needed.
- Consider the need for stress management, counseling and/or debriefing.
- Arrange for rest of crews and safety checks of apparatus prior to demobilization.
- Begin planning for recovery.

DEMOBILIZATION/DEACTIVATION DUTIES

- Consider demobilization of organizational elements within the Unit when they are no longer needed. Let your EOC Supervisor know when your position should be demobilized.
- Ensure that any open actions are handled by your position is transferred to other EOC elements as appropriate.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Account for all equipment, personnel, and supplies.
- Demobilize your position and close out logs when authorized by your EOC Supervisor.
- Brief your relief personnel at shift-change time. Ensure that in-progress activities are identified, and follow-up requirements are known.



- Leave forwarding phone number and email where you and your Unit staff can be reached.
- Sign out with your EOC Supervisor and on the sign-in sheet before leaving the EOC.
- Participate in post-emergency debriefing sessions.
- If another shift is not required, contact the person that was supposed to fill your Unit position to let them know they are not needed.
- Contact your department/supervisor and let them know you have been released from the EOC. Contact your EOC supervisor and home department when you've arrived safely at home.



SAFETY/DAMAGE ASSESSMENT UNIT LEADER POSITION CHECKLIST

PRIMARY: Community Development Director

ALTERNATE: Planning and Building Manager

SUPERVISOR: Public Works Branch Director

- GENERAL DUTIES:**
- Begin the immediate inspection for re-occupancy of key City facilities by departments responsible for emergency response and recovery.
 - Provide engineering support as requested for other Operations Section Branches; i.e. Urban Search and Rescue teams.
 - Coordinate investigation and safety assessment of damage to buildings, structures, and property within the City for the purpose of:
 - Identifying life-threatening hazardous conditions for immediate abatement.
 - Inspecting and identifying buildings and property for re-occupancy and posting and declaring unsafe conditions.
 - Determining the cost and percentage of damage to all buildings, structures and properties.
 - Provide damage and safety assessment information and statistics to the Damage Analysis Unit of the Planning/Intelligence Section.
 - Impose emergency building regulations as determined from performance of structures.
 - Coordinate investigation of building code performance. Determine the extent of damage to buildings and structures and develop recommendations for building code changes.

RESPONSIBILITIES: Evaluation of all City-owned and private structures that may have been damaged in an incident. The Building Official in the City of Albany is the ultimate authority in determining whether or not a building is inhabitable or safely accessible, and those orders will be enforced by local law enforcement.



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.

STARTUP ACTIONS

- Check-in upon arrival at the Emergency Operations Center (EOC).
- Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Report to your EOC organizational supervisor. Confirm the operational period work shift and your assigned workspace.
- Contact your department/supervisor and let them know you have been assigned to the EOC.
- Obtain a briefing from your EOC supervisor in accordance with the EOC Action Plan (if one has been developed).
 - Receive a copy of the written Action Plan (if one has been developed, if not, receive a briefing that includes the items below).
 - Confirm reporting requirements concerning execution of the action plan.
- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.

Document:



- Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
 - Check-in and Check-out times
-
- Retain all paperwork (notes, memos, messages, etc.). Ensure that logs and files are maintained.
 - Determine your personal work area. Set up your Unit workstation, including maps and status boards. Use your EOC Unit materials, guidance documents, job aides, and on-site supplies.
 - Develop and implement accountability, safety, and security measures for staff and resources.
 - Review position responsibilities.
 - Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.
 - Ensure that all required supplies are available and equipment, including internal and external communications equipment, is working properly (phones, computers, videoconferencing, radios, forms, checklists, guidance documents, job aides, maps, etc.)
 - Determine the extent to which Unit functions should be activated and request additional staffing or resources from your supervisor if needed.

If additional staffing is needed:

- Ensure that sufficient staffing is in place to meet responsibilities. If not, request additional staffing from your EOC Supervisor.
- Determine estimated times of arrival of staff from your supervisor.
- Activate elements of your Unit, establish work area, assign duties, and ensure a log is opened.
- Ensure that all Unit personnel have completed status check on equipment, facilities, and operational capabilities.



- Assign and ensure that all your incoming personnel are fully briefed in accordance with the EOC Action Plan (if developed)
 - Ensure each has a copy of the written Action Plan (if developed)
 - Establish reporting requirements concerning execution of the action plan.
- Request additional resources through the Logistics Section or established ordering procedures, as needed.
- Think ahead and anticipate situations and problems before they occur.
- Inform your EOC Supervisor when your Unit is fully operational.

GENERAL OPERATIONAL DUTIES

- Develop a plan for Unit operations and support of field operations as requested. Assign specific responsibilities. Monitor activities and adjust staffing/organization as appropriate.
- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.
- Make a list of key issues currently facing the Unit to be accomplished within the next operational period.
- Keep up to date on Unit situation and resource status.
- Brief and keep your EOC Supervisor advised of your Unit status and any major problems that need or may need solutions.
- Review situation reports as they are received. Ensure your Unit status/information is accurate and confirm where questions exist.
- Establish operating procedure for use of telephone, radio, videoconferencing, and data systems. Provide staff with direction, expectations, and priorities.
- Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.
- Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.



- Use face-to-face communication in the EOC whenever possible.
- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.
- Ensure that all Unit personnel, equipment, time, and material records are provided to the Time and Cost Analysis Units of the Finance/Administration Section.

UNIT OPERATIONAL DUTIES

- Coordinate with City Building and Safety regarding local needs.
- Consider requesting Mutual Aid assistance from the Cal OES Safety Assessment Program (SAP). Requests made through the Cal OES Coastal Region or State Operations Center. **(Refer Basic Plan; Section Eleven: Disaster Recovery)**
- Activate the Operational Area Safety/Damage Assessment Plan. It should include inspection of the following critical facilities (priority) and other facilities:
 - o EOC/DOCs
 - o Police stations
 - o Fire stations
 - o Hospitals
 - o Congregate care facilities (including private schools, convalescent care facilities, board and care facilities, day care centers, etc.) *
 - o Public schools *
 - o Public Works facilities
 - o Potential HazMat facilities, including gas stations
 - o Designated shelters
 - o Unreinforced masonry buildings
 - o Concrete tilt-up buildings
 - o Multi-story structures, commercial, industrial and residential
 - o Mobile homes/modular structures *
 - o Single-family dwellings

***Note: Certain facilities may fall under the jurisdiction of State or County inspectors. These agencies may exercise their jurisdictional authority to inspect these facilities. As a practical matter, there are very few State inspectors available, and they may not be able to respond in a timely manner during the initial stages of the emergency/disaster.**

- Use a three-phase approach to inspection based upon existing disaster intelligence:



- General Area Survey of structures
 - ATC-20 Rapid Inspection
 - ATC-20 Detailed Inspection

 - Be prepared to start over due to aftershocks.

 - After completion of the safety/damage survey, develop a preliminary estimate of the need for mutual aid assistance.

 - Assess the need and establish contacts for requesting or providing mutual aid assistance.

 - Alert and stage safety assessment teams as needed.

 - Implement procedures for posting of building occupancy safety status using ATC-20 guidelines.

 - Activate data tracking system to document and report safety assessment information and forward to the Damage Analysis Unit of the Planning/Intelligence Section.

 - Arrange for necessary communications equipment from the Communications/Information Systems Unit of the Logistics Section and distribute to all field personnel (e.g., radios, cellular phones, etc.)

 - Brief all personnel on Department Emergency Operating Procedures and assignments.

 - Assess the need to require potentially unsafe structures to be vacated.

 - Provide structural evaluation of shelter facilities to the Care and Shelter Branch.

 - Provide public school inspection reports to the state Architect.

 - Consider establishing an area field site to direct and coordinate safety assessment and inspection teams.

 - Coordinate with the Public Works Branch on immediate post-event issues (i.e., debris removal, demolition, fences, etc.)

 - Provide policy recommendations to appropriate City officials for:
 - Emergency Building and Safety ordinances.
 - Expediting plan checking and permit issuance on damaged buildings.

 - Coordinate with the PIO to establish public information and assistance hotlines.
-



- Consider using 24-hour inspection call-in lines to take damage reports and requests for safety inspections.
- Direct field personnel to advise property owners and tenants that multiple inspections of damage property will be required by various assisting agencies, including American Red Cross; FEMA; Cal OES; local Building and Safety; insurance carriers and other local, state and federal agencies.
- If needed, request Police escort of safety assessment and inspection personnel.
- Release mutual aid resources when no longer needed.
- Consider the need for stress management, counseling and/or debriefing.
- Begin planning for recovery.

DEMOBILIZATION/DEACTIVATION DUTIES

- Consider demobilization of organizational elements within the Unit when they are no longer needed. Let your EOC Supervisor know when your position should be demobilized.
- Ensure that any open actions are handled by your position is transferred to other EOC elements as appropriate.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Account for all equipment, personnel, and supplies.
- Demobilize your position and close out logs when authorized by your EOC Supervisor.
- Brief your relief personnel at shift-change time. Ensure that in-progress activities are identified, and follow-up requirements are known.
- Leave forwarding phone number and email where you and your Unit staff can be reached.
- Sign out with your EOC Supervisor and on the sign-in sheet before leaving the EOC.
- Participate in post-emergency debriefing sessions.



- If another shift is not required, contact the person that was supposed to fill your Unit position to let them know they are not needed.

- Contact your department/supervisor and let them know you have been released from the EOC. Contact your EOC supervisor and home department when you've arrived safely at home.



CARE & SHELTER BRANCH DIRECTOR POSITION CHECKLIST

PRIMARY: Parks & Recreation Director

ALTERNATE: Recreation Supervisor

SUPERVISOR: Operations Section Coordinator

GENERAL DUTIES:

- Identify the care and shelter needs of the city.
- Coordinate with the Alameda OA EOC or if assisting, the American Red Cross and other emergency welfare agencies to identify, set up, staff and maintain emergency evacuation shelters and shelter facilities for disaster victims.
- Via the media, encourage residents to go to the shelter nearest their residence.

RESPONSIBILITIES: Provide care and shelter for disaster victims and coordinate efforts with the Alameda OA EOC or if assisting, the American Red Cross and other volunteer agencies when appropriate. The Alameda OA EOC and Human Services will be the lead agency in the County for Care and shelter operations.

DAFN GUIDANCE DOCUMENTS:

- California Government Code 8593.3.5
- ADA Checklist for Emergency Shelters (US Dept. of Justice, 2007)
- Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters (FEMA, 2010)
- American Red Cross Sheltering Handbook (ARC, 2013)
- Language Guidelines for Inclusive Emergency Preparedness, Response, Mitigation and Recovery (FEMA, 2015)
- Transit Emergency Planning Guidance (Cal OES/Caltrans, 2007)

POTENTIAL SHELTER SITES:

The City of Albany is within the jurisdiction of the American Red Cross Northern California Coastal Region, Bay Area Chapter.

Address: American Red Cross Alameda County Branch Office
6230 Claremont Avenue Oakland, CA 94618

Point of Contact: Kane Wong, Disaster Program Manager, Alameda



Business Phone: (510) 595-4400 or (925) 577-7578
After-hours telephone: (800) 540-2000 or (855) 891-7325
Email: kane.wong3@redcross.org

If the disaster is large enough and upon the request of the Alameda OA EOC, the affected American Red Cross chapter(s) may consolidate operations into a disaster operations headquarters at a site to be determined.

The Care and Shelter Branch shall ensure that plans are in place to open and operate temporary evacuations points or emergency evacuation shelters and/or other shelter facilities (i.e., Points of distribution) until, and if, the American Red Cross assumes responsibility.

The City of Albany may open and operate a temporary evacuation point or emergency evacuation shelter for up to 72 hours. Thereafter, the Alameda OA EOC and if assigned the American Red Cross, will assume the lead role for Care and shelter and the Albany EOC Care and Shelter Branch will work closely with and support them and any other volunteer service agencies aiding disaster victims.

Should the emergency/disaster not rise to the level whereby the American Red Cross assumes responsibility for or agrees to open a standard short-term shelter within the Alameda OA assisted by the City of Albany. The Care and Shelter Branch may elect to open and operate the shelter facility on their own.

Potential shelter facilities should:

- Be pre-identified as potential sites with site surveys completed.
- In conjunction with the Alameda OA EOC and if assisting the American Red Cross Alameda Branch Office, (925) 603-7400 or (855) 891-7325, American Red Cross, have permission and Memos of Understanding secured for shelter usage.
- In conjunction with the Alameda County Human Services and the American Red Cross, have procedures for the following inspections and access, both during regular and after hour use, before a shelter is established.
- Structural safety inspection arranged with local Building Department.
- OSHA safety inspection for safety of workers and those sheltered.
- Facility Walk-Through Survey prior to use (to protect owner and user against damage claims).

Examples of suitable potential shelter sites:

- City-owned facilities such as community centers, recreational facilities or auditoriums.
- Churches and other privately owned facilities.



- School multi-purpose buildings and gymnasiums.
- Albany EOC Care and Shelter Branch should coordinate with the American Red Cross in identifying potential sites. Potential shelters should have the following and meet all Americans with Disabilities Act (ADA) requirements:
- Minimum 5000 square feet of open, contiguous space-furniture that can be stacked up or moved out of the way;
- ADA-Compliant bathrooms (preferably equipped with showers) within the same building (preferable but not mandatory);
- ADA-Compliant, ground level entrances/exits directly into the potential shelter space;
- An ability to control HVAC units in shelter area;
- Adequate room lighting for safety and practical use;
- On-site parking under the control of the facility with a minimum of 20 spaces. Parking area must include ADA-compliant parking accessible to entrance of shelter location;
- Strong commitment of your facility staff and volunteers to complete shelter training to support the activities at the site.

The Pre-Identified shelter sites are:

- Albany Recreation & Community Services
1249 Marin Avenue Albany, CA 94706
- Additional Shelters refer to the Alameda Operational Area EOC

Depending upon the scope of the emergency, additional shelter sites may need to be obtained and/or existing shelters upgraded. All suitable buildings, other than those used for other emergency functions, may be used for sheltering.

Community centers and other City-owned facilities have become the most preferred facilities for shelter operations as they are public facilities and can usually accommodate large numbers of people. Churches are also appropriate as they are often large and have kitchen facilities on the premises. Because it is important that a community return to normal activities as soon after a disaster as possible, schools should be used in shelter operations only when other resources are unavailable.



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.
 - Advise pre-assigned Section staff of the potential need to respond to the EOC.
 - Consider alerting/recalling off-duty personnel and specialized teams:
 - Establish an emergency work schedule.
 - Determine clothing suitability for personnel.
 - Test communications equipment.
 - Coordinate Emergency Public Information with Public Information Officer (PIO).

STARTUP ACTIONS

- Check-in upon arrival at the Emergency Operations Center (EOC).
- Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Report to your EOC organizational supervisor. Confirm the operational period work shift and your assigned workspace.
- Contact your department/supervisor and let them know you have been assigned to the EOC.



- Obtain a briefing from your EOC supervisor in accordance with the EOC Action Plan (if one has been developed).
 - Receive a copy of the written Action Plan (if one has been developed, if not, receive a briefing that includes the items below).
 - Confirm reporting requirements concerning execution of the action plan.

- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.

Document:

- Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
 - Check-in and Check-out times
-
- Retain all paperwork (notes, memos, messages, etc.). Ensure that logs and files are maintained.

 - Determine your personal work area. Set up your Branch workstation, including maps and status boards. Use your EOC Branch materials, guidance documents, job aides, and on-site supplies.

 - Develop and implement accountability, safety, and security measures for staff and resources.

 - Review position responsibilities.

 - Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.

 - Ensure that all required supplies are available and equipment, including internal and external communications equipment, is working properly (phones, computers, videoconferencing, radios, forms, checklists, guidance documents, job aides, maps, etc.)

 - Set up your Branch workstation, including maps and status boards. Use your EOC Branch materials, guidance documents, job aides, and on-site supplies.

 - Determine the extent to which Branch functions should be activated and request



additional staffing or resources from your supervisor if needed.

If additional staffing is needed:

- Ensure that sufficient staffing is in place to meet responsibilities. If not, request additional staffing from your EOC Supervisor.
- Determine estimated times of arrival of staff from your supervisor.
- Activate elements of your Branch, establish work area, assign duties, and ensure a log is opened.
- Ensure that all Branch personnel have completed status check on equipment, facilities, and operational capabilities.
- Assign and ensure that all your incoming personnel are fully briefed in accordance with the EOC Action Plan (if developed)
 - Ensure each has a copy of the written Action Plan (if developed)
 - Establish reporting requirements concerning execution of the action plan.
- Request additional resources through the Logistics Section or established ordering procedures, as needed.
- Think ahead and anticipate situations and problems before they occur.
- Inform your EOC Supervisor when your Branch is fully operational.
- Request additional resources through the Logistics Section or established ordering procedures, as needed.
- Review major incident reports and additional field operational information that may pertain to or affect Branch operations.
 - Based on the situation as known or forecasted determine likely future Branch needs.
 - Think ahead and anticipate situations and problems before they occur.
 - Meet with other Branch Directors in the Operations Section.
 - Inform the Operations Section Coordinator when your Branch is fully operational.



GENERAL OPERATIONAL DUTIES

- Develop a plan for Branch operations and support of field operations as requested. Assign specific responsibilities. Monitor activities and adjust staffing/organization as appropriate.
- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.
- Make a list of key issues currently facing the Branch to be accomplished within the next operational period.
- Keep up to date on Branch situation and resource status.
- Brief and keep your EOC Supervisor advised of your Branch status and any major problems that need or may need solutions.
- Review situation reports as they are received. Ensure your Branch status/information is accurate and confirm where questions exist.
- Establish operating procedure for use of telephone, radio, videoconferencing, and data systems. Provide staff with direction, expectations, and priorities.
- Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.
- Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.
- Use face-to-face communication in the EOC whenever possible.
- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.

Ensure that all Branch personnel, equipment, time, and material records are provided to the Time and Cost Analysis Units of the Finance/Administration Section.

BRANCH OPERATIONAL DUTIES

- If need is established, contact the Alameda County OA EOC and request a liaison for the City's EOC. (If the American Red Cross assists the Alameda Branch Office of the American Red Cross will arrange for a liaison at the Operational Area EOC that may satisfy local government needs.)



- Identify the Care and shelter needs of the community, in coordination with the other Operations Branches and the Access and Functional Needs Unit.
- Determine the need for an evacuation center or shelter facility.
- The Alameda OA EOC should be contacted when considering opening a shelter/facility.
- Identify and prioritize which designated shelter facilities will be needed and if they are functional.
- Ensure that the Safety/Damage Assessment Unit has inspected each shelter site prior to occupancy following an earthquake and after each significant aftershock.
- If evacuation is ordered, in conjunction with the Alameda OA EOC or if assigned the American Red Cross, open evacuation centers in low risk areas and inform public of locations.
- Coordinate with the Security and Traffic Control Unit, the Alameda OA EOC and if assigned, the American Red Cross for shelter security and occupant screening. Shelter registration forms ask if the sheltered are required to register with the state for any reason. If the answer is "yes" the shelter manager must speak with the individual immediately. If a shelter resident is identified as a registered sex offender, the Alameda OA EOC or the American Red Cross will work with local law enforcement to determine what's best for the safety of those in the shelter.
- In conjunction with the Alameda OA EOC and if assigned, the American Red Cross, manage Shelter activities to include staffing, registration, shelter, feeding, pertinent evacuee information, and as appropriate clothing, medical care, and other essential life support needs.
- In conjunction with the Alameda OA EOC and if assigned, the American Red Cross, ensure shelter management teams are organized and facilities are ready for occupancy meeting all security, health, safety and ADA standards.
- Coordinate with the Personnel Branch of the Logistics Section to contact volunteer agencies and recall City staff to assist with shelter functions including basic first aid, shelter and feeding of evacuees and sanitation needs.
- Coordinate with the Alameda OA EOC for sheltering of residential care and special needs populations.
- Provide and maintain shelter and feeding areas that are free from contamination and meet all health, safety and ADA standards.



- Coordinate with the Alameda OA EOC and if assigned, the American Red Cross Alameda Branch and other volunteer agencies for emergency mass feeding operations.
- Coordinate with the Alameda OA EOC and if assigned, the American Red Cross Alameda Branch, other volunteer organizations and private sector if mass feeding or other support is required at spontaneous shelter sites, e.g. in parks, schools, etc.
- Coordinate with the Communications/ Information Systems Unit of the Logistic Sections to provide communications where needed to link shelter facilities, the EOC and other key facilities.
- Coordinate with the Animal Services Unit of the Operations Section and the Supply and Facilities Units of the Logistics Section for the care of the sheltered individual's animals.
- Notify the Post Office to divert incoming mail to designated relocation areas or shelter facilities, as necessary.
- Coordinate with the Transportation Unit of the Logistics Section and or Evacuation Unit of the Operations Section for the transportation needs of the sheltered.
- Ensure shelter managers make periodic activity reports to the EOC including requests for delivery of equipment and supplies, any City expenditures, damages, casualties and numbers and types of persons sheltered (The reporting period will be determined by the Operations Section).
- Assist the Alameda OA EOC and if assigned, the American Red Cross to ensure adequate food supplies, equipment and other supplies to operate shelter facilities. Coordinate Purchasing and distribution through the Alameda OA EOC and if assigned, the American Red Cross or the Supply Unit of the Logistics Section if requested by Alameda OA EOC and if assigned, the American Red Cross.
- Coordinate with the Access and Functional Needs Unit of the Operations Section and the Facilities Unit of the Logistics Section in the evacuation and relocation or shelter-in-place of any shelter facilities that may be threatened by any hazardous condition.
- Coordinate with the Alameda OA EOC and if assigned, the American Red Cross in the opening, relocating and closing of shelter operations. Also, coordinate the above with adjacent communities if needed.



- Release mutual aid resources when no longer needed.
- Begin planning for recovery.

DEMOBILIZATION/DEACTIVATION DUTIES

- Consider demobilization of organizational elements within the Branch when they are no longer needed. Let your EOC Supervisor know when your position should be demobilized.
- Ensure that any open actions are handled by your position is transferred to other EOC elements as appropriate.
- Notify agencies and groups with whom communications have taken place. Provide contact name and number for any follow-up issues.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Account for all equipment, personnel, and supplies.
- Demobilize your position and close out logs when authorized by your EOC Supervisor.
- Brief your relief personnel at shift-change time. Ensure that in-progress activities are identified, and follow-up requirements are known.
- Leave forwarding phone number and email where you and your Branch staff can be reached.
- Sign out with your EOC Supervisor and on the sign-in sheet before leaving the EOC.
- Participate in post-emergency debriefing sessions.
- If another shift is not required, contact the person that was supposed to fill your Branch position to let them know they are not needed.

Contact your department/supervisor and let them know you have been released from the EOC. Contact your EOC supervisor and home department when you've arrived safely at home.



PLANNING AND INTELLIGENCE SECTION

PURPOSE

The Planning and Intelligence Section will direct and manage the creation of a comprehensive situation status and damage assessment report, develop the EOC Action Plan for each operational period, manage resources, maintain all documentation related to the incident or emergency, and complete the After-Action Report/Improvement Plan. The Planning and Intelligence Section will evaluate and consider the physical, social, environmental, and economic impact on the community into action planning.

PRIORITIES

When establishing the Mission, Goal, Objectives and Strategies during emergency response operations, the following priorities are considered.

- Initiate, support and maintain measures that protect life, safety, property, and the environment.
- Isolate and stabilize the incident.
- Eliminate or mitigate hazards.
- Evacuate threatened populations.
- Provide for the rapid resumption of essential human services and support community and economic recovery.
- Provide planning and direction for the emergency operations and optimize the management of resources.
- Provide emergency public information on conditions and suggested personal protective actions.
- Provide accurate documentation and records required for cost recovery efforts.

OVERVIEW

The Planning/Intelligence Section's primary responsibility is to collect, evaluate, display and disseminate incident information, intelligence, and status of resources. This Section functions as the primary support for decision-making to the overall emergency organization and as the lead for facilitating the planning process and development of Action Plans.

OBJECTIVES

The Planning/Intelligence Section ensures that safety/damage assessment information is compiled, assembled and reported in an expeditious manner to the various EOC



sections, the Policy Group/MAC Group, and the Alameda Operational Area EOC. The Planning/Intelligence Section is also responsible for the detailed recording of the entire response effort and the preservation of these records during the response and recovery efforts. The Planning/Intelligence Section will accomplish the following specific objectives during a emergency/disaster:

- Collect initial situation and safety/damage assessment information for a Situation Status Report (SitStat) and an Emergency Proclamation.
- Display situation and operational information in the Emergency Operations Center (EOC) using maps, status boards, and visual aids.
- Disseminate intelligence information to the EOC Director, Public Information Officer, General Staff and the Alameda Operational Area EOC.
- Manage, track, and display the status and location of all resources.
- Prepare timely safety/damage assessment reports for dissemination to other sections, City departments, and the Alameda Operational Area EOC, Cal OES and FEMA.
- Prepare required reports identifying the extent of damage and financial losses.
- Determine the City's post-event condition.
- Provide Planning/Intelligence support to other sections.
- Ensure accurate recording and documentation of the incident.
- Prepare the City's EOC Action Plan.
- Prepare the City's After-Action Report/Improvement Plan.
- Prepare a post-disaster recovery plan.
- Maintain proper and accurate documentation of all actions taken to ensure that all required records are preserved for future use per Alameda Operational Area EOC, Cal OES and FEMA filing requirements.
- Acquire technical experts for special interest topics or special technical knowledge subjects.

CONCEPT OF OPERATIONS

The Planning/Intelligence Section will operate under the following policies during an incident, emergency, or disaster as the situation dictates:

- The City of Albany will utilize SEMS and NIMS in emergency response activities.
- The City of Albany will begin utilizing its resources before requesting mutual aid assistance when emergency response or recovery requirements exceed the City's ability to address them.
- All existing City and departmental operating procedures will be adhered to unless modified by the City Council.
- All on-duty personnel are expected to remain on duty until properly relieved of duty. Off-duty personnel will be expected to return to work or contact their supervisor or the Police shift supervisor in accordance with their individual department plan guidelines.



- While in a disaster mode, operational periods will be 12 hours for the duration of the event. Operational periods will normally change at 6:00 a.m. and 6:00 p.m., however operational periods should be event driven.
- The City of Albany will coordinate response and recovery activities with the Alameda Operational Area EOC.
- The resources of the City of Albany will be made available to local agencies and citizens to cope with disasters affecting this area.

SECTION PROCEDURES

The EOC Director is authorized to activate the Planning/Intelligence Section. The Planning/Intelligence Section Coordinator shall request the activation of Units within the Planning/Intelligence Section as needed.

When to Activate

The Planning/Intelligence Section may be activated when the City's Emergency Operations Center (EOC) is activated or upon the order of the EOC Director.

The EOC Director will instruct activated EOC staff to respond to either the Primary EOC or Alternate EOC based on the EOC activation level. The Primary EOC is located Adjacent the Fire and Police Department, 1000 San Pablo Ave. Albany, CA 94706. The Alternate EOC is located in the Albany Recreation & Community Services Center, 1249 Marin Avenue Albany, CA 94706.

Situation Status Reporting

The Planning/Intelligence Section is responsible for developing and distributing Situation Status Reports (Sitstat) on a regular basis. The Section Coordinator reviews status and damage information compiled by the Situation Status function and develops a comprehensive report for review and discussion with the Operations Section Coordinator and the EOC Director. The Sitstat Report contains a narrative describing situation and summarizing service and facility status by exception. Following approval by the EOC Director, the Sitstat Report is distributed throughout the City, and to the Operational Area, State Cal OES, and key external agencies.

EOC Action Planning



Based on the Sitstat Report and response priorities established by the EOC Director, the Planning/Intelligence Section Coordinator facilitates development of an EOC Action Plan for each operational period (usually 12 hours). The Action Plan outlines the objectives to be accomplished, establishes priorities, and describes the response strategies to be employed, including the personnel and major equipment resources assigned to address each objective.

Status Boards

Specific Planning/Intelligence Section staff is responsible to post and maintain confirmed information on specific Status Boards. However, if the Emergency Operations Center (EOC) design does not allow for each Status Board, this Annex provides sample forms, which demonstrate the information that needs to be captured by the assigned staff.

Situation Unit staff are responsible for maintaining status boards that capture information regarding:

- Expedient Facilities to track what critical facilities have been activated, where they are located and who to contact.
- Significant Events to track the most critical events that have occurred, the status of the event, and remarks such as who to contact.
- Utility Disruptions to track the location of utility outages and the current or potential impacts.
- Weather Conditions to track the ongoing weather conditions that could affect emergency response.

Resources Status Unit staff are responsible for maintaining the status boards that capture information regarding:

- EOC Roster to track who has arrived at the EOC and the function that is filled.
- Resources Status to track the resources that have been deployed to field for response to an incident site or Staging Area.
- Mutual Aid Request Status to track mutual aid requests for personnel and resources other than Law and Fire, which have long established procedures. Fire and Law Enforcement Branch staff in the Operations Section track their respective mutual aid request.



- Volunteer Resources Available to track personnel and material resources delivered or offered by private (non-governmental agencies) companies.
- Volunteer Resources Needed to track needed personnel and material resources.

Damage Analysis Unit staff are responsible for mainlining the damage assessment status boards that capture information regarding:

- Damage Assessment Survey to track the overall impact of the emergency/disaster, including the number of people displaced, injured or dead; severity of damaged homes and businesses; damage to public facilities and private enterprise; and utility disruption.
- Critical Facilities to track the public facilities that have been affected by the emergency and to what extent.

Additional information regarding Status Boards is located in the **Section Three: Emergency Operations; EOC Documentation.**

ACTION PLANNING

Action plans are an essential part of SEMS at all levels. Action planning is an effective management tool involving two essential items:

- A process to identify objectives, priorities and assignments related to emergency response or recovery actions.
- Plans that document the priorities, objectives, tasks and personnel assignments associated with meeting the objectives.

There are two kinds of action plans: Incident Action Plans and EOC Action Plans. EOC Action Plans (known as "Action Plans") should focus on jurisdictional related issues.

Incident Action Plans (Field Level)

At the field level, action plans developed for use at incidents are called an Incident Action Plan (IAP). An Incident Action Plan is required for each operational period (An operational period is the length of time scheduled for the execution of a given set of operational actions as specified in the IAP). Incident Action Plans may be either verbal or written.

A written Incident Action Plan is recommended for:

- Any multi-agency and multi-jurisdictional incident.
- Complex incidents.
- Long-term incidents when operational periods would span across shift changes.



Special forms are used within ICS to record information for written Incident Action Plans. These forms should be used whenever possible. The format for an Incident Action Plan will generally include the following elements:

- Incident objectives and priorities (overall, what do we want to achieve?).
- Primary and alternative strategies (as appropriate) to achieve incident objectives. (What are the ways in which we can achieve the objectives? How do the strategies compare in safety, speed, environmental impact, cost, etc.? Is current resource availability a limiting or dictating factor in strategy selection?).
- Tactics appropriate to the selected strategy (Given a selected strategy, what are the specific tactics necessary to implement the strategy?).
- The kinds and number of resources to be assigned (determined by the tactics to be used).
- The operations organization necessary for the selected strategy and tactics (can include describing the incident geographically or functionally).
- Overall support organization including logistical, planning and finance/administration functions.
- A communications plan.
- Safety messages.
- Other supporting documentation needed, e.g. an incident map showing access, key facilities, etc.; a medical support plan, etc.

Action Planning at SEMS/NIMS EOC Levels

Action planning at all EOC levels, like that of the field level, is based around the use of an operational period. By first establishing a set of objectives and priority actions that need to be performed, and then establishing a reasonable time frame for accomplishing those actions, will determine the length of the EOC operational period. Generally, the actions requiring the longest time period will define the length of the operational period. Under most extended operations, the EOC Operational Period will be twelve (12) hours in duration and will normally change at 6:00 a.m. and 6:00 p.m.

Typically, operational periods at the beginning of an emergency are short, sometimes only a few hours. As the emergency progresses, operational periods may be longer, but should not exceed twenty-four hours. Operational periods should not be confused with staffing patterns or shift change periods. They may be the same, but need not be.

The initial EOC Action Plan may be a verbal plan put together in the first hour after EOC activation and usually done by the EOC Director in concert with the General Staff. Once the EOC is fully activated, EOC Action Plans should be written.

EOC Action Plans should not be complex or create a time-consuming process. The format may vary somewhat within the several EOC SEMS/NIMS levels, but the EOC Action Plan should generally cover the following elements:



- Listing of objectives to be accomplished (should be measurable).
- Statement of current priorities related to objectives.
- Statement of strategy to achieve the objectives (Identify if there is more than one way to accomplish the objective, and which way is preferred).
- Assignments and actions necessary to implement the strategy.
- Operational period designation-the time frame necessary to accomplish the actions.
- Organizational elements to be activated to support the assignments (Also, later EOC Action Plans may list organizational elements that will be activated during or at the end of the period).
- Logistical or other technical support required.

Focus of the EOC Action Plan

The primary focus of the EOC Action Plan should be on jurisdictional issues. The plan sets overall objectives for the jurisdiction and may establish the priorities as determined by the jurisdictional authority. It can also include mission assignments to departments, provide policy and cost constraints, inter-agency considerations, etc. Properly prepared, the EOC Action Plan becomes an essential input to developing departmental action plans.

The Action Planning Process (EOC and Incident) and guidance materials are in Position Specific Annexes: Planning and Intelligence Section; Action Planning Process.

VITAL RECORDS RETENTION

Maintenance of administrative records is vital and continues through all phases of an emergency. In preparation for an emergency, training on and distribution of essential forms should occur along with a review of department operating procedures. During a response, staff shall ensure that adequate documentation is collected through the Documentation Unit at the Incident and EOC, for activities of personnel, use of equipment and expenditures for the emergency. Finally, after the response has concluded, records should be protected and maintained for audit purposes. The Cost Unit is responsible for cost recovery records and assisting in collecting any missing information.

AFTER-ACTION/ CORRECTIVE ACTION REPORTS

The completion of After-Action Reports is a part of the required SEMS/NIMS reporting process. The Emergency Services Act, Section 8607(f) mandates that the California Office of Emergency Services (Cal OES) in cooperation with involved state and local agencies, complete an After-Action Report within 120 days after each declared disaster.



Section 2450(a) of the SEMS Regulations states that “Any city, city and county, or county declaring a local emergency for which the governor proclaims a state of emergency, and any state agency responding to that emergency shall complete and transmit an After-Action Report to Cal OES within ninety (90) days of the close of the incident period as specified in the California Code of Regulations, section 2900(j).”

NIMS requires Corrective Action and Implementation Plans. Corrective action plans are designed to implement procedures that are based on lessons learned from actual incidents or from training and exercises.

Use of After-Action/Corrective Action Reports

After-Action Reports are made available to all interested public safety and emergency management organizations and serve the following important functions:

- A source for documentation of response activities.
- Identification of problems/successes during emergency operations.
- Analysis of the effectiveness of the components of SEMS/NIMS.
- Describe and define a plan of action for implementation of improvements.

The SEMS/NIMS approach to the use of After-Action/Corrective Action Reports emphasizes the improvement of emergency management at all levels. The After-Action/Corrective Action Report provides a vehicle for not only documenting system improvements, but also can, if desired, provide a work plan for how these improvements can be implemented.

It may be useful to coordinate the After-Action/Corrective Action Report process when multiple agencies/jurisdictions are involved in the same emergency. Jurisdictions are encouraged to work together in the development of After-Action/Corrective Action Reports when appropriate and feasible. For example, an operational area may take the lead in coordinating the development of an After-Action Report that involves several jurisdictions. If appropriate, jurisdictional reports may become part of an overall operational area report.

COORDINATION

Coordination is required in relaying information to and cooperating with other units and elements of the emergency organization. The dissemination of information, establishment of priorities and distribution of resources cannot be done by any one person-and probably not by any one agency or department; a concerted effort on the part of many individuals in many agencies or departments will be required.

PLANNING/INTELLIGENCE SECTION STAFF



The Planning/Intelligence Section Coordinator will determine, based on present and projected requirements, the need for establishing specific and/or specialized units. The following may be established as the need arises:

- Resources Unit
- Situation Unit
- Documentation Unit
- Damage Analysis Unit
- Demobilization Unit
- Advance Planning Unit
- Technical Specialists/ GIS Unit

The Planning/Intelligence Section Coordinator may activate additional units as necessary to fulfill an expanded role.

The Planning/Intelligence Section Coordinator is responsible for overseeing all demobilization post-disaster. All Planning/Intelligence staff will account for all equipment, personnel, and supplies at the end of any operation.

Planning/Intelligence Section Coordinator

The Planning/Intelligence Section Coordinator, a member of the EOC Director's General Staff, is responsible for the collection, evaluation, forecasting, dissemination and use of information about the development of the incident and status of resources. Information is needed to:

- Understand the current situation.
- Predict probable course of incident events.
- Prepare alternative strategies for the incident.
- Preparing alternative strategies for Purchasing and resources management.

Situation Unit

The Situation Unit is responsible for the collection and organization of incident status and situation information. The Unit is also responsible for the evaluation, analysis and display of information for use by EOC staff.

Documentation Unit

The Documentation Unit is responsible for initiating and coordinating the preparation of the City's EOC Action Plans and After-Action/Corrective Action Reports; maintaining accurate and complete incident files; establishing and operating an EOC Message



Center; providing copying services to EOC personnel and preserving incident files for legal, analytical and historical purposes.

Damage Analysis Unit

The Damage Analysis Unit is responsible for maintaining detailed records of safety/damage assessment information and supporting the documentation process.

Demobilization Unit

The Demobilization Unit is responsible for preparing a Demobilization Plan to ensure an orderly, safe and cost-effective release of personnel and equipment.

Advance Planning Unit

The Recovery Unit is responsible for ensuring that the City receives all emergency/disaster assistance and disaster recovery costs for which it is eligible. The Unit is also responsible for all initial recovery operations and for preparing the EOC organization for transition to a recovery operations organization to restore the City to pre-disaster condition as quickly and effectively as possible.

Technical Specialist/ GIS Unit

Technical Specialists are advisors with special skills needed to support a field or function not addressed elsewhere or by any other discipline. Technical Specialists (which may or may not be an employee of a public or private agency) may report to the Planning/Intelligence Section Coordinator; may function within an existing unit such as the Situation Unit; form a separate unit if required or be reassigned to other parts of the organization, i.e. Operations, Logistics, or Finance/Administration.

The GIS Unit is responsible for providing Geographic Information Systems (GIS) information to the City EOC.

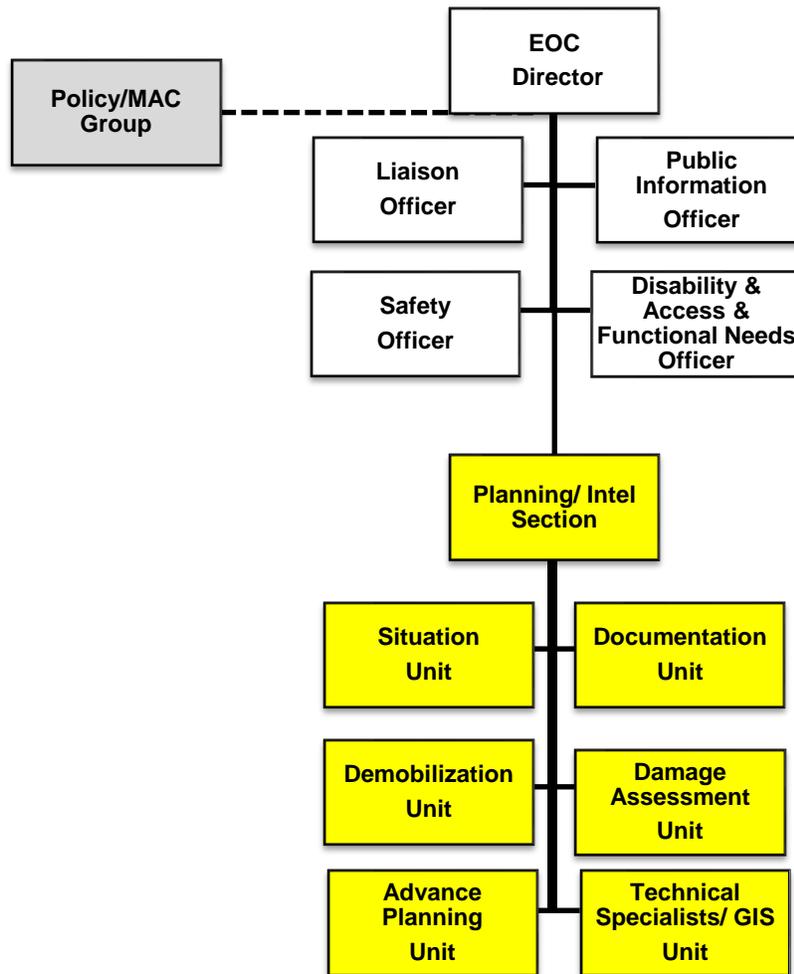


Attachments:

- Figure 22: Planning/Intelligence Section Organization Chart
- Planning/Intelligence Section Position Checklists
 - Planning/Intelligence Section Coordinator Position Checklist
 - Situation Unit Leader Position Checklist
 - Documentation Unit Leader Position Checklist
 - Damage Analysis Unit Leader Position Checklist
 - Demobilization Unit Leader Position Checklist
 - Advance Planning Unit Leader Position Checklist
 - Technical Specialists/ GIS Unit Leader Position Checklist
- Advance Planning Checklist
- Action Planning Process
- After Action Reporting and Corrective Action Plans



Figure 22: Planning/Intelligence Section Organizational Chart





PLANNING/INTELLIGENCE SECTION COORDINATOR POSITION CHECKLIST

PRIMARY: Community Development Director

ALTERNATE: Community Development Staff as Assigned

SUPERVISOR: EOC Director

- GENERAL DUTIES:**
- Ensure that the Planning/Intelligence function is performed consistent with SEMS/NIMS Guidelines, including:
 - Collecting, analyzing and displaying situation information and intelligence
 - Preparing periodic situation reports
 - Preparing damage assessment reports and financial loss reports
 - Initiating and documenting the City's Action Plan and After-Action/Corrective Action Report
 - Resource Tracking
 - Advance planning
 - Planning for demobilization
 - Prepare a post-disaster recovery plan
 - Providing Geographic Information Services and other technical support services to the various organizational elements within the EOC
 - Establish the appropriate level of organization within the Section, and continuously monitor the effectiveness of that organization. Make changes as required.
 - Be prepared to form additional branches or units as dictated by the situation.
 - Provide Planning and Intelligence support to other sections
 - Prepare a post-disaster recovery plan and maintain proper and accurate documentation of all action taken.
 - Exercise overall responsibility for the coordination of unit activities within the Section.
 - Report to the EOC Director on all matters pertaining to Section activities.

- RESPONSIBILITIES:** Collect, evaluate, forecast, formulate, disseminate and use of information about the development of the incident and status of resources. Collect initial situation, safety, and damage assessment information. Display situation and operational information in the EOC and disseminate intelligence information. Information is needed to:
- Understand the current situation.
 - Predict probable course of incident events.
 - Prepare alternative strategies for the incident.



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Advise pre-assigned Section staff of the potential need to respond to the EOC.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.
- Document preparedness activities, monitor the situation, and maintain readiness posture:
 - Establish and maintain an activity log.
 - Notify alternates of situation.
 - Notify other key management of situation.
 - Assist in the development a potential Action Plan based on the impending emergency.
 - Prepare to participate in the development of the EOC Incident Action Plan.
- Consider alerting/recalling off-duty personnel and specialized teams.
- Establish an emergency work schedule.
- Test communications equipment.
- Coordinate Emergency Public Information with Public Information Officer (PIO).



STARTUP ACTIONS

- Check-in upon arrival at the Emergency Operations Center (EOC).
- Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Obtain a briefing from the EOC Director in accordance with the EOC Action Plan (if one has been developed).
 - Receive a copy of the written Action Plan (if one has been developed, if not, receive a briefing that includes the items below).
 - Confirm reporting requirements concerning execution of the action plan.

Briefings should include:

- Current situation assessment.
 - Past actions, present and forecasted activity.
 - Current and anticipated staffing expectations, limitations and demobilization procedures.
 - Organization within the EOC.
 - Location of work area.
 - Expectations of the Section.
 - Identification of specific job responsibilities.
 - Identification of Management and General Staff co-workers and work areas.
 - Availability of communications and identified paths of communication within the EOC.
 - Fiscal expectations and limitations.
 - Procedural instructions for obtaining additional supplies, services, and personnel.
 - Identification of operational period work shifts.
 - EOC emergency or evacuation procedures and rally points.
 - Identification of eating and sleeping arrangements as appropriate.
 - Procedures to document items for the After Action Report.
 - Encourage them to think ahead and anticipate situations and problems before they occur.
-
- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.

Document:

- Messages received
- Action taken
- Decision justification and documentation



- Requests filled
- EOC personnel, time on duty and assignments
- Check-in and Check-out times

- Retain all paperwork (notes, memos, messages, etc.). Ensure that logs and files are maintained.

Precise information is essential to meet requirements for possible reimbursement by the Cal OES and FEMA.

- Set up your Section workstation, including maps and status boards. Use your EOC Section materials, guidance documents, job aides, and on-site supplies.
- Develop and implement accountability, safety, and security measures for Section staff and resources.
- Review position responsibilities.
- Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.
- Ensure that all required supplies are available and equipment, including internal and external communications equipment, is working properly (phones, computers, radios, forms, checklists, guidance documents, job aides, maps, etc.)
- Determine the extent to which Section functions should be activated and request approval for additional staffing or resources from the EOC Director. Upon approval initiate staff notification procedure.
- Activate organizational elements within your Section as needed and designate Branch Directors for each element or combination of elements as needed.
 - Resources Unit
 - Situation Unit
 - Documentation Unit
 - Demobilization Unit
 - Damage Analysis Unit
 - Advance Planning Unit
 - Technical Specialists/ GIS Unit

If additional Unit staffing is needed:

- Request additional personnel for the Section to maintain a 24-hour operation as required.



- Ensure that sufficient staffing is in place to meet responsibilities. If not, request additional staffing.
- Determine if other Section staff is at the EOC and obtain estimated times of arrival for outstanding staff.
- Activate other elements/Units of the Section, establish work area, assign duties and ensure Section or Unit logs are opened.
- Ensure that all Section/Unit personnel have completed status check on equipment, facilities, and operational capabilities.
- Assign and ensure that all your incoming Section/Unit personnel are fully briefed in accordance with the EOC Action Plan.
 - Ensure each has a copy of the written Action Plan
 - Establish reporting requirements concerning execution of the action plan.
- Determine if there are mutual aid requests for these functional areas. Initiate coordination with appropriate mutual aid systems as required.
- Request additional resources through the Logistics Section or established ordering procedures, as needed.
- Based on the situation as known or forecasted determine likely future Unit needs.
- Think ahead and anticipate situations and problems before they occur.
- Think ahead and anticipate situations and problems before they occur.
- Inform your EOC Supervisor when your Unit is fully operational.

GENERAL OPERATIONAL DUTIES

- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.
- Develop a list of key issues currently facing the Section to be accomplished within the next operational period.
- Prepare work objectives for Section staff and make staff assignments.
- Ensure internal coordination between Branch directors.



- Carry out responsibilities of the Section/ Branches that are not currently staffed.
- Keep up to date on situation and resources associated with the Section. Maintain current status and displays at all times. Provide situation and resources information to the Situation Unit on a periodic basis or as the situation requires.
- From the Situation Unit of the Planning/Intelligence Section, obtain and review major incident reports and additional field operational information that may pertain to or affect your Section operations. Provide information to appropriate branches.
- Review situation reports as they are received. Ensure your Section status/ information is accurate and confirm where questions exist.
- Brief the EOC Director on major problem areas that need or will require solutions. Provide periodic situation or status reports.
- Ensure that intelligence information from Branch Directors is made available to the Planning Section in a timely manner.
- Establish operating procedure for use of telephone, radio, videoconferencing, and data systems. Provide staff with direction, expectations, and priorities.
- Ensure that Section/Branch/Unit logs and files are maintained.
- Monitor Section activities and adjust Section organization as appropriate.
- Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.
- Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.
- Use face-to-face communication in the EOC whenever possible.
- Be prepared to participate in the EOC Director's action planning meetings and policy decisions.
- Identify key issues currently affecting the Section; meet with section personnel and determine appropriate section objectives for the first operational period.
- Provide the Planning Section Coordinator with the Section's objectives prior to each Action Planning meeting.
- Ensure that all contacts with the media are fully coordinated first with the EOC Director and the Public Information Officer (PIO).



- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.
- Ensure that all Unit personnel, equipment, time, and material records are provided to the Time and Cost Analysis Units of the Finance/Administration Section.

SECTION OPERATIONAL DUTIES

- Assess the impact of the incident, emergency or disaster on the City, including the initial safety/damage assessment by field units.
- Develop situation analysis information on the impact of the emergency from the following sources:
 - o Operations Section Law Enforcement Branch*
 - o Operations Section Fire Branch*
 - o Operations Section Public Works Branch*
 - o Operations Section Care and Shelter Branch*
 - o Logistics Personnel Unit*
 - o Logistics Transportation Unit*
 - o Utility Companies
 - o The City of Albany Unified School District
 - o Alameda Operational Area EOC
 - o American Red Cross, Northern California Bay Area Chapter, Pleasant Hill Branch
 - o Media (Television, Radio, Internet)

*In the event that Branch/Unit is not established contact associated department(s)

- Ensure that pertinent emergency information is disseminated through appropriate channels to response personnel, City EOC section staff, City departments, Alameda Operational Area EOC.
- Working with the EOC Management Team and the Documentation Unit, prepare an EOC Action Plan to identify priorities and objectives.
- Assemble information on alternative strategies.
- Identify the need for use of special resources.
- Initiate the EOC Action Plan development for the current and forthcoming operational periods.



- Supervise preparation of EOC Action Plans that at a minimum include the following elements.
 - Incident objectives
 - Map of impacted area (Print and GIS Copies)
 - Summary of current actions
 - Basic organization structure
 - Unit/personnel assignments
 - Resource summary

- Hold Action Planning Sessions, distribute the EOC Action Plan, and ensure implementation.
 - Brief on situation and resource status.
 - With Director of Emergency Services, set goals and objectives.
 - Ensure the Operations Section Coordinator develops specific measurable objectives.
 - Work with Operations Section Coordinator to identify needed resources.
 - Plot event facilities and events on map.
 - With Logistics Section Coordinator, consider Communications Plan requirements.
 - With EOC Director and all Section Coordinators, finalize, approve and disseminate the EOC Incident Action Plan.

- Compile and display Situation Status summary information.
 - Display pertinent incident status summary information, including multiple overlays, if needed.
 - Receive information from Situation Status and Resources Status.
 - Review information for completeness; specify location and method of display.
 - Ensure that pertinent reports are displayed.
 - Repeat these procedures at intervals specified by the EOC Director or upon occurrence of significant events.

- As requested direct or assist in the coordination or delivery of periodic incident, emergency, or disaster and strategy plans briefings to the EOC Director and General Staff, including analysis and forecast of incident potential.

- Ensure coordination of collection and dissemination of incident, emergency, or disaster information and intelligence with other sections.

- Account for personnel, equipment, supplies, and materials provided to each facility.

- Release mutual aid resources when no longer needed.



- Consider the need for stress management, counseling and/or debriefing.
- Begin planning for recovery.

DEACTIVATION DUTIES

- Authorize deactivation of organizational elements within the Operations Section when they are no longer required.
 - Consider demobilization of organizational elements within the Branch when they are no longer needed. Let your EOC Supervisor know when your position should be demobilized.
 - Ensure that any open actions are handled by your position is transferred to other EOC elements as appropriate.
 - Notify agencies and groups with whom communications have taken place. Provide contact name and number for any follow-up issues.
 - Ensure that any required forms or reports are completed prior to your release and departure.
 - Be prepared to provide input to the After-Action/Improvement Plan Report.
 - Account for all equipment, personnel, and supplies.
 - Determine what follow-up to your assignment might be required before you leave.
 - Deactivate the Operations Section and close out logs when authorized by the EOC Director.
 - Brief your relief personnel at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.
 - Leave forwarding phone number where Unit staff can be reached.
 - Sign out with your EOC Supervisor and on the sign-in sheet before leaving the EOC.
 - Participate in post-emergency debriefing sessions.

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SITUATION UNIT LEADER POSITION CHECKLIST

PRIMARY: Community Development Director

ALTERNATE: Community Development Staff as Assigned

SUPERVISOR: Planning/Intelligence Section Coordinator

- GENERAL DUTIES:**
- Collect, organize, validate, and analyze situation information from EOC sources.
 - Provide current situation assessments based on analysis of information received from a variety of sources and reports.
 - Develop situation reports for dissemination to Planning/Intelligence Section Coordinator, EOC Director and other Section Coordinators to initiate the action planning process.
 - Transmit approved reports to the Alameda OA EOC via Web EOC, email, or as arranged.
 - Develop and maintain current maps, GIS, and other displays (locations and types of incidents).
 - Assess, verify and prioritize situation information into situation intelligence briefings and situation status reports.
 - Seek from any verifiable source available information that may be useful in the development of current situation assessments of the affected area.
 - Evaluate the content of all incoming field situation and major incident reports. Provide incoming intelligence information directly to appropriate EOC Sections, summarize and provide current information on central maps and displays.
 - Monitor and ensure the orderly flow of disaster intelligence information within the EOC.
 - Ensure and EOC Action Plan is developed for each operational period.
- RESPONSIBILITIES:**
- Collect and organize incident status and situation information and evaluate, analyze, and display information for use by EOC staff.
 - The Situation Unit shall provide the Albany EOC, Alameda OA EOC, and neighboring EOC's updates of pertinent information received from the City.



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.

STARTUP ACTIONS

- Check-in upon arrival at the Emergency Operations Center (EOC).
- Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Report to your EOC organizational supervisor. Confirm the operational period work shift and your assigned workspace.
- Contact your department/supervisor and let them know you have been assigned to the EOC.
- Obtain a briefing from your EOC supervisor in accordance with the EOC Action Plan (if one has been developed).
 - Receive a copy of the written Action Plan (if one has been developed, if not, receive a briefing that includes the items below).
 - Confirm reporting requirements concerning execution of the action plan.
- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.

Document:



- Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
 - Check-in and Check-out times
-
- Retain all paperwork (notes, memos, messages, etc.). Ensure that logs and files are maintained.
 - Determine your personal work area. Set up your Unit workstation, including maps and status boards. Use your EOC Unit materials, guidance documents, job aides, and on-site supplies.
 - Develop and implement accountability, safety, and security measures for staff and resources.
 - Review position responsibilities.
 - Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.
 - Ensure that all required supplies are available and equipment, including internal and external communications equipment, is working properly (phones, computers, radios, forms, checklists, guidance documents, job aides, maps, etc.)
 - Determine the extent to which Unit functions should be activated and request additional staffing or resources from your supervisor if needed.

If additional staffing is needed:

- Ensure that sufficient staffing is in place to meet responsibilities. If not, request additional staffing from your EOC Supervisor.
- Determine estimated times of arrival of staff from your supervisor.
- Activate elements of your Unit, establish work area, assign duties, and ensure a log is opened.
- Ensure that all Unit personnel have completed status check on equipment, facilities, and operational capabilities.
- Assign and ensure that all your incoming personnel are fully briefed in accordance with the EOC Action Plan (if developed)



- Ensure each has a copy of the written Action Plan (if developed)
- Establish reporting requirements concerning execution of the action plan.

- Request additional resources through the Logistics Section or established ordering procedures, as needed.

- Think ahead and anticipate situations and problems before they occur.

- Inform your EOC Supervisor when your Unit is fully operational.

GENERAL OPERATIONAL DUTIES

- Develop a plan for Unit operations and support of field operations as requested. Assign specific responsibilities. Monitor activities and adjust staffing/organization as appropriate.

- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.

- Make a list of key issues currently facing the Unit to be accomplished within the next operational period.

- Keep up to date on Unit situation and resource status.

- Brief and keep your EOC Supervisor advised of your Unit status and any major problems that need or may need solutions.

- Review situation reports as they are received. Ensure your Unit status/information is accurate and confirm where questions exist.

- Establish operating procedure for use of telephone, radio, videoconferencing, and data systems. Provide staff with direction, expectations, and priorities.

- Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.

- Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.

- Use face-to-face communication in the EOC whenever possible.

- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.



Ensure that all Unit personnel, equipment, time, and material records are provided to the Time and Cost Analysis Units of the Finance/Administration Section.

UNIT OPERATIONAL DUTIES

- Direct the collection, organization and display of status of incidents/ events according to the format that the Documentation Unit is utilizing, including:
 - Location and nature of the emergency/disaster.
 - Special hazards.
 - Number of injured persons.
 - Number of deceased persons.
 - Road closures and disaster routes.
 - Structural property damage (estimated dollar value).
 - Personal property damage (estimated dollar value).
 - The City of Albany resources committed to the emergency/disaster.
 - The City of Albany resources available.
 - Assistance provided by outside agencies and resources committed.
 - Shelters, type, location and number of people that can be accommodated.

- Possible Information Sources include:
 - Disaster briefings
 - Field Incident Action Plan (IAP)/EOC Action Plan
 - Section Reports
 - Intelligence Reports
 - Reports from the Local Assistance Centers
 - Field Observations
 - Casualty Information
 - Resource Status Reports
 - Aerial Reports and Photographs
 - Values and Hazards Information
 - On Duty Personnel from other Sections
 - Operational Area Situation Status Reports or EOC Action Plans

- Ensure there is adequate staff available to collect and analyze incoming information, maintain the Situation Status Report and facilitate the Action Planning process.

- Initiate the EOC Action Plan development for the current and forthcoming operational periods.

- Assemble information on alternative strategies.



- Identify the need for use of special resources; i.e., subject matter experts, technology, equipment, or displays.
- Provide information related to the current situation to the Alameda OA EOC.
- Provide updates to the Situation Unit of pertinent information received from the City.
- Direct the collection of photographs, videos, and/or sound recordings of disaster events, as appropriate.
- Request a Law Enforcement, Fire, and Public Works representative to serve as a liaison between the Situation Unit and the Operations Branches.
- Prepare and maintain EOC maps, status boards, and other necessary displays.
- Post to the significant events log to include:
 - Casualty information
 - Health concerns
 - Property damage
 - Fire/ Hazard status
 - Size of risk area
 - Scope of the hazard to the public
 - Number of evacuees
- Coordinate casualty tracking system with the Law and Fire Branches and the Alameda OA EOC/Alameda County Office of the Sheriff. (Track casualty information about law enforcement, fire service personnel, and other responders separately). Contact the Alameda County Office of the Sheriff /Coroner's Office, the Albany Fire Department for casualty information.
- Provide for an authentication (Cross Checking) process in case of conflicting status reports on events.
- Meet with the Planning/Intelligence Section Coordinator and the EOC Director to determine needs for planning meetings and briefings. Determine if there are any special information needs.
- Meet with the PIO to determine best methods for exchanging information and providing the PIO with Situation Unit information.
- Provide information to the PIO for use in developing media and other briefings.



- Establish and maintain an open file of situation reports and major incident reports for review by other sections/units.
- Determine weather conditions-current and upcoming. Keep up-to-date weather information posted.
- Identify potential problem areas along evacuation routes; i.e., weight restrictions, narrow streets, railroad tracks and crossings, road sections susceptible to secondary effects of an incident, etc.
- In coordination with the Operations Section, estimate the number of people who will require transportation out of the risk areas. Coordinate with the Transportation Unit of the Logistics Section on transportation methods.
- As needed, develop methods for countering potential impediments (physical barrier, time, lack of transportation resources, etc.) to evacuation.
- Provide resource and situation status information in response to specific requests.
- Prepare an evaluation of the disaster situation and a forecast on the potential course of the disaster event(s) at periodic intervals or upon request of the Planning/ Intelligence Section Coordinator.
- Prepare required Operational Area reports. Obtain approval from the Planning/Intelligence Section Coordinator and transmit to the Cal OES Coastal Region or State Operations Center.
- Prepare written situation reports at periodic intervals at the direction of the Planning/Intelligence Section Coordinator.
- Account for personnel, equipment, supplies, and materials provided to each facility.
- Release mutual aid resources when no longer needed.
- Begin planning for recovery.

DEMOBILIZATION/DEACTIVATION DUTIES

- Consider demobilization of organizational elements within the Unit when they are no longer needed. Let your EOC Supervisor know when your position should be demobilized.
- Ensure that any open actions are handled by your position is transferred to other EOC elements as appropriate.



- Ensure that any required forms or reports are completed prior to your release and departure.
- Account for all equipment, personnel, and supplies.
- Demobilize your position and close out logs when authorized by your EOC Supervisor.
- Brief your relief personnel at shift-change time. Ensure that in-progress activities are identified, and follow-up requirements are known.
- Leave forwarding phone number and email where you and your Unit staff can be reached.
- Sign out with your EOC Supervisor and on the sign-in sheet before leaving the EOC.
- Participate in post-emergency debriefing sessions.
- If another shift is not required, contact the person that was supposed to fill your Unit position to let them know they are not needed.
- Contact your department/supervisor and let them know you have been released from the EOC. Contact your EOC supervisor and home department when you've arrived safely at home.



DOCUMENTATION UNIT LEADER POSITION CHECKLIST

PRIMARY: Community Development Director

ALTERNATE: Community Development Staff as Assigned

SUPERVISOR: Planning/Intelligence Section Coordinator

GENERAL DUTIES:

- Maintain an accurate and complete record of significant disaster events.
- Assist other parts of the EOC organization in setting up and maintaining files, plans, journals, and special reports.
- Collect and organize all written forms, logs, plan, journals, reports, and conference notes or videoconference recordings at completion of each shift from all sections.
- Provide documentation and copying services to EOC staff.
- Maintain and preserve emergency/disaster files for legal, analytical and historical purposes.
- Compile, copy and distribute the EOC Action Plans as directed by the Section Coordinators.
- Compile, copy and distribute the After-Action Report with input from other sections/units.

RESPONSIBILITIES: Compile and distribute the City's EOC Action Plans and After-Action/Correction Action Reports; maintain accurate and complete incident files; establish and operate an EOC Message Center; provide copying services to EOC personnel and preserve incident files for legal, analytical and historical purposes.



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.

STARTUP ACTIONS

- Check-in upon arrival at the Emergency Operations Center (EOC).
- Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Report to your EOC organizational supervisor. Confirm the operational period work shift and your assigned workspace.
- Contact your department/supervisor and let them know you have been assigned to the EOC.
- Obtain a briefing from your EOC supervisor in accordance with the EOC Action Plan (if one has been developed).
 - Receive a copy of the written Action Plan (if one has been developed, if not, receive a briefing that includes the items below).
 - Confirm reporting requirements concerning execution of the action plan.
- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.

Document:

- Messages received



- Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
 - Check-in and Check-out times
-
- Retain all paperwork (notes, memos, messages, etc.). Ensure that logs and files are maintained.
 - Determine your personal work area. Set up your Unit workstation, including maps and status boards. Use your EOC Unit materials, guidance documents, job aides, and on-site supplies.
 - Develop and implement accountability, safety, and security measures for staff and resources.
 - Review position responsibilities.
 - Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.
 - Ensure that all required supplies are available and equipment, including internal and external communications equipment, is working properly (phones, computers, radios, forms, checklists, guidance documents, job aides, maps, etc.)
 - Determine the extent to which Unit functions should be activated and request additional staffing or resources from your supervisor if needed.

If additional staffing is needed:

- Ensure that sufficient staffing is in place to meet responsibilities. If not, request additional staffing from your EOC Supervisor.
- Determine estimated times of arrival of staff from your supervisor.
- Activate elements of your Unit, establish work area, assign duties, and ensure a log is opened.
- Ensure that all Unit personnel have completed status check on equipment, facilities, and operational capabilities.
- Assign and ensure that all your incoming personnel are fully briefed in accordance with the EOC Action Plan (if developed)



- Ensure each has a copy of the written Action Plan (if developed)
- Establish reporting requirements concerning execution of the action plan.

- Request additional resources through the Logistics Section or established ordering procedures, as needed.

- Think ahead and anticipate situations and problems before they occur.

- Inform your EOC Supervisor when your Unit is fully operational.

GENERAL OPERATIONAL DUTIES

- Develop a plan for Unit operations and support of field operations as requested. Assign specific responsibilities. Monitor activities and adjust staffing/organization as appropriate.

- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.

- Make a list of key issues currently facing the Unit to be accomplished within the next operational period.

- Keep up to date on Unit situation and resource status.

- Brief and keep your EOC Supervisor advised of your Unit status and any major problems that need or may need solutions.

- Review situation reports as they are received. Ensure your Unit status/information is accurate and confirm where questions exist.

- Establish operating procedure for use of telephone, radio, videoconferencing, and data systems. Provide staff with direction, expectations, and priorities.

- Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.

- Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.

- Use face-to-face communication in the EOC whenever possible.

- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.



- Ensure that all Unit personnel, equipment, time, and material records are provided to the Time and Cost Analysis Units of the Finance/Administration Section.

UNIT OPERATIONAL DUTIES

- Create, display, and maintain an EOC roster of all activated EOC personnel and EOC Organizational Chart listing each position with the name of the person currently acting in that position.
- Meet with the Planning/Intelligence Section Coordinator to determine what EOC materials should be maintained for official records.
- Establish and organize files on the emergency/disaster operations, which may include the following categories.
 - Weather Reports
 - Safety/Damage Assessment Information
 - Public Works/State Road Reports
 - EOC Logs/Notes (may need to separate by EOC function)
 - Other Department/Agency EOC Logs/Notes (separate by agency)
 - PIO Press Releases (sent)
 - Rumor Control issues
 - OA Press Releases (received)
 - Outside Agency Press Releases Received
 - City status reports
 - City and Operational Area Situation Reports
 - Safety/damage assessment reports
 - State OES Situation Reports
 - Emergency/Official Actions (Proclamations, Resolutions, Orders)
 - EOC Action Plans
 - Visuals (Pictures, maps, charts, graphs)
 - Newspaper articles
 - Others as needed
- Contact other EOC sections and units and inform them of the requirement to maintain official records. Assist them as necessary in setting up a file records system.
- Ensure the development of a filing system to collect, log and compile copies of message center forms according to procedures approved by the Planning/Intelligence Section Coordinator.
- Ensure EOC position logs are collected and submitted to the Documentation Unit at the end of each shift.



- Coordinate documentation with the Situation Unit.
- Initiate the EOC Action Plan development for the current and forthcoming operational periods.
- Identify the need for use of special resources.
- Assemble information on alternative strategies.
- Following planning meetings, assist in the preparation of any written action plans or procedures.
- Ensure distribution and use of message center forms to capture a written record of actions requiring application of resources, requests for resources or other directions/information requiring use of the message center form.
- Identify and establish a runner support system for collecting, duplicating journals, logs, plans, and message center forms throughout the EOC.
- Establish copying service and respond to authorized copying requests.
- Establish a system for collecting all section and unit journal/logs at completion of each operational period.
- Periodically collect, maintain and store messages, records, reports, logs, journals and forms submitted by all sections and units for the official record.
- Verify accuracy/completeness of records submitted for file – to greatest extent possible; correct errors by checking with EOC personnel as appropriate.
- Prepare an overview of the documented disaster events at periodic intervals or upon request from the Planning/Intelligence Section Coordinator.
- Provide a resources overview and summary information to the Situation Unit of the EOC Planning/Intelligence Section as requested and written status reports on resources allocations as requested by the Section Coordinator.
- Ensure the Advance Planning Unit Leader has EOC materials and documents necessary to provide accurate records and documentation for recovery purposes.
- Assist in strategy planning based on the evaluation of the resources allocation, resources en-route and projected resources shortfalls.
- Account for personnel, equipment, supplies, and materials provided to each facility.



- Release mutual aid resources when no longer needed.
- Consider the need for stress management, counseling and/or debriefing.
- Begin planning for recovery.
- Ensure that the EOC Action Plans and After-Action Report/Corrective Action Plan are compiled, approved, copied and distributed to EOC Sections and Units.
- Ensure the After-Action Report/Corrective Action Plan Point of Contact has all needed event documentation.
- The After-Action Report/Corrective Action Plan will:
 - Identify all organizations involved in the event, exercise or training.
 - Establish a reporting system to collect after action and corrective action information from all organizations involved in the event, exercise or training.
 - Develop a timeline or work plan for completing the AAR/CAP.
 - Establish an AAR/CAP Team, as necessary, to assist in the AAR/CAP development process.
 - Determine the AA/CA Reporting mechanism to be used for the AAR/CAP (After-Action Report/Corrective Action Plan Survey or Briefing/Hot Wash Survey).
 - Identify when and where AAR/CAP Hot Wash will occur and send out AAR/CAP survey form to those involved in the event.
 - Conduct AAR/CAP Hot Wash involving all those activated or participating in the event; document all Hot Wash comments and consolidate into one overall report.
 - Send out AAR/CAP Report survey to those personnel who could not attend the AAR/CAP Hot Wash.
 - Initiate development of the AAR/CAP using all the compiled information from the Hot Wash and the AAR/CAP surveys that were returned.
 - Identify points of contact for each organization that will receive the AAR/CAP.



- Establish suspense dates throughout the process for completing and forwarding AAR/CAP's to meet compliance deadlines:
 - For declared states of emergency, local governments forward AAR/CAP to their respective Cal OES Region within 90 days of the close of the incident or event to meet SEMS requirements.
 - Cal OES Regions forward all AAR/CAP to State Cal OES Headquarters Point of Contact.
 - For all other events, forward the approved AAR/CAP to the next higher SEMS organizational level within 90 days of the close of the event.
- Develop a mechanism or planning tool that can be used for tracking identified corrective actions or lessons learned.
- Identify a point of contact responsible for tracking the corrective action to completion.
- Track the identified corrective action status through its completion or implementation and document the completion date.

For federally funded exercises follow the applicable grant guidelines/conditions.

DEACTIVATION DUTIES

- Consider deactivation of organizational elements within the Unit when they are no longer required.
- Ensure that any open actions are handled by the Unit Leader is transferred to other EOC elements as appropriate.
- Ensure that any required forms or reports are completed prior to the Unit's release and departure.
- Be prepared to provide input to the After-Action/Improvement Plan Report.
- Account for all equipment, personnel, and supplies.
- Deactivate the Documentation Unit Leader position and close out logs when authorized by the Planning/Intelligence Section Coordinator.



- Provide Logistics Section Supply Unit with list of supplies to be replenished.
- Submit log and other emergency-related documentation to Planning/Intelligence Section Documentation staff.
- Submit Expenditure Tracking and Timekeeping forms to the Finance Section.
- Notify agencies and groups with whom communications have taken place. Provide contact name and number for any follow-up issues.
- Brief your relief at shift-change regarding any outstanding or significant items. Ensure that in-progress activities are identified and follow-up requirements are known.
- Leave forwarding phone number where Unit staff can be reached.
- Sign out with your supervisor and on the sign-in sheet maintained by Time Recording Unit of the Finance/Administration Section.
- Participate in post-emergency debriefing and critique sessions.



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DAMAGE ANALYSIS UNIT LEADER POSITION CHECKLIST

PRIMARY: Community Development Director

ALTERNATE: Community Development Staff as Assigned

SUPERVISOR: Planning/Intelligence Section Coordinator

GENERAL DUTIES:

- Collect safety/damage analysis information from the Operations Section and other verifiable sources and prepare appropriate reports.
- Provide safety/damage analysis information to the Planning/Intelligence Section Coordinator.
- Coordinate with the Safety/Damage Assessment Unit of the Operations Section for exchange of information.
- Coordinate with the Alameda OA EOC for damage assessment information.
- Utilize the Alameda OA EOC safety/damage assessment procedures and forms.

RESPONSIBILITIES: Maintain detailed records of safety/damage analysis information and support the documentation process.



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.

STARTUP ACTIONS

- Check-in upon arrival at the Emergency Operations Center (EOC).
- Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Report to your EOC organizational supervisor. Confirm the operational period work shift and your assigned workspace.
- Contact your department/supervisor and let them know you have been assigned to the EOC.
- Obtain a briefing from your EOC supervisor in accordance with the EOC Action Plan (if one has been developed).
 - Receive a copy of the written Action Plan (if one has been developed, if not, receive a briefing that includes the items below).
 - Confirm reporting requirements concerning execution of the action plan.
- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.



Document:

- Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
 - Check-in and Check-out times
-
- Retain all paperwork (notes, memos, messages, etc.). Ensure that logs and files are maintained.

 - Determine your personal work area. Set up your Unit workstation, including maps and status boards. Use your EOC Unit materials, guidance documents, job aides, and on-site supplies.

 - Develop and implement accountability, safety, and security measures for staff and resources.

 - Review position responsibilities.

 - Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.

 - Ensure that all required supplies are available and equipment, including internal and external communications equipment, is working properly (phones, computers, radios, forms, checklists, guidance documents, job aides, maps, etc.)

 - Determine the extent to which Unit functions should be activated and request additional staffing or resources from your supervisor if needed.

If additional staffing is needed:

- Ensure that sufficient staffing is in place to meet responsibilities. If not, request additional staffing from your EOC Supervisor.

- Determine estimated times of arrival of staff from your supervisor.

- Activate elements of your Unit, establish work area, assign duties, and ensure a log is opened.

- Ensure that all Unit personnel have completed status check on equipment, facilities, and operational capabilities.



- Assign and ensure that all your incoming personnel are fully briefed in accordance with the EOC Action Plan (if developed)
 - Ensure each has a copy of the written Action Plan (if developed)
 - Establish reporting requirements concerning execution of the action plan.
- Request additional resources through the Logistics Section or established ordering procedures, as needed.
- Think ahead and anticipate situations and problems before they occur.
- Inform your EOC Supervisor when your Unit is fully operational.

GENERAL OPERATIONAL DUTIES

- Develop a plan for Unit operations and support of field operations as requested. Assign specific responsibilities. Monitor activities and adjust staffing/organization as appropriate.
- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.
- Make a list of key issues currently facing the Unit to be accomplished within the next operational period.
- Keep up to date on Unit situation and resource status.
- Brief and keep your EOC Supervisor advised of your Unit status and any major problems that need or may need solutions.
- Review situation reports as they are received. Ensure your Unit status/information is accurate and confirm where questions exist.
- Establish operating procedure for use of telephone, radio, videoconferencing, and data systems. Provide staff with direction, expectations, and priorities.
- Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.
- Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.
- Use face-to-face communication in the EOC whenever possible.



- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.
- Ensure that all Unit personnel, equipment, time, and material records are provided to the Time and Cost Analysis Units of the Finance/Administration Section.

UNIT OPERATIONAL DUTIES

- Coordinate collection of safety/damage assessment information with the Safety/Damage Analysis Unit of the Operations Section.
- Prepare safety/damage assessment information and provide to the Planning/Intelligence Section Coordinator for approval.
- Establish and maintain database and EOC status boards for damage information and damage cost estimates. Loss estimates are only intended to give state and federal disaster assistance officials a "snapshot" of the scope of damage. More accurate information will be collected during the detailed damage assessments conducted in the days following the disaster.
- Collect, record and total the type, location and estimate value of damage for both Public and Private property.
- Document those structures requiring immediate demolition to ensure the public safety through inspection records, videos, photographs, etc.
- Provide documentation to the EOC Director on those structures that are damaged and may need to be demolished in the interest of public safety.
- Utilizing Assessor's and Tax Collector's and GIS information determine accurate damage data.
- Determine property values of subdivision or community.
- Determine number of parcels in each damage category.
 - DESTROYED:
 - Building is a total loss or is damaged to the extent that it is neither usable nor economically repairable.
 - MAJOR:
 - Building is damaged to the extent that it is no longer usable and may be returned to service only with extensive repairs.
 - MINOR:



- Building is damaged and may be used under limited conditions; may be restored to service with minor repairs. Usually involves damages or losses of \$7,400 or less.
- AFFECTED:
 - Some damage to building and suspected damage to contents. Structure is usable without repairs.
- Coordinate with the Alameda OA EOC, Cal OES Safety Assessment Program (SAP), utility companies and other sources for additional safety/damage assessment information.
- Coordinate with all Operations branches (Law Enforcement, Fire, Public Works, Care and Shelter), other City departments and Disaster Service Volunteers for possible information on damage to structures.
- Initiate the EOC Action Plan development for the current and forthcoming operational periods.
- Assemble information on alternative strategies.
- Identify the need for use of special resources.
- Provide final safety/damage assessment reports to the Documentation Unit.
- Account for personnel, equipment, supplies, and materials provided to each facility.
- Release mutual aid resources as need diminishes.
- Consider the need for stress management, counseling and/or debriefing.
- Begin planning for recovery.

DEMOBILIZATION/DEACTIVATION DUTIES

- Consider demobilization of organizational elements within the Unit when they are no longer needed. Let your EOC Supervisor know when your position should be demobilized.
- Ensure that any open actions are handled by your position is transferred to other EOC elements as appropriate.



- Ensure that any required forms or reports are completed prior to your release and departure.
- Account for all equipment, personnel, and supplies.
- Demobilize your position and close out logs when authorized by your EOC Supervisor.
- Brief your relief personnel at shift-change time. Ensure that in-progress activities are identified, and follow-up requirements are known.
- Leave forwarding phone number and email where you and your Unit staff can be reached.
- Sign out with your EOC Supervisor and on the sign-in sheet before leaving the EOC.
- Participate in post-emergency debriefing sessions.
- If another shift is not required, contact the person that was supposed to fill your Unit position to let them know they are not needed.
- Contact your department/supervisor and let them know you have been released from the EOC. Contact your EOC supervisor and home department when you've arrived safely at home.



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DEMobilIZATION UNIT LEADER POSITION CHECKLIST

PRIMARY: Community Development Director

ALTERNATE: Community Development Staff as Assigned

SUPERVISOR: Planning/Intelligence Section Coordinator

GENERAL DUTIES:

- Provide assistance to the EOC Planning/Intelligence Section Coordinator and EOC Director in planning for the EOC demobilization.
- Develop demobilization strategy and plan with Section Coordinators.
- Prepare written demobilization plan or procedures for all responding departments and agencies if necessary.
- Follow through on the implementation of the plan and monitor its operation.

RESPONSIBILITIES: Prepare an EOC Demobilization Plan to ensure the orderly, safe and cost-effective release of personnel and equipment.



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.

STARTUP ACTIONS

- Check-in upon arrival at the Emergency Operations Center (EOC).
- Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Report to your EOC organizational supervisor. Confirm the operational period work shift and your assigned workspace.
- Contact your department/supervisor and let them know you have been assigned to the EOC.
- Obtain a briefing from your EOC supervisor in accordance with the EOC Action Plan (if one has been developed).
 - Receive a copy of the written Action Plan (if one has been developed, if not, receive a briefing that includes the items below).
 - Confirm reporting requirements concerning execution of the action plan.
- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.

Document:



- Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
 - Check-in and Check-out times
-
- Retain all paperwork (notes, memos, messages, etc.). Ensure that logs and files are maintained.
 - Determine your personal work area. Set up your Unit workstation, including maps and status boards. Use your EOC Unit materials, guidance documents, job aides, and on-site supplies.
 - Develop and implement accountability, safety, and security measures for staff and resources.
 - Review position responsibilities.
 - Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.
 - Ensure that all required supplies are available and equipment, including internal and external communications equipment, is working properly (phones, computers, radios, forms, checklists, guidance documents, job aides, maps, etc.)
 - Determine the extent to which Unit functions should be activated and request additional staffing or resources from your supervisor if needed.

If additional staffing is needed:

- Ensure that sufficient staffing is in place to meet responsibilities. If not, request additional staffing from your EOC Supervisor.
- Determine estimated times of arrival of staff from your supervisor.
- Activate elements of your Unit, establish work area, assign duties, and ensure a log is opened.
- Ensure that all Unit personnel have completed status check on equipment, facilities, and operational capabilities.
- Assign and ensure that all your incoming personnel are fully briefed in accordance with the EOC Action Plan (if developed)



- Ensure each has a copy of the written Action Plan (if developed)
- Establish reporting requirements concerning execution of the action plan.

- Request additional resources through the Logistics Section or established ordering procedures, as needed.

- Think ahead and anticipate situations and problems before they occur.

- Inform your EOC Supervisor when your Unit is fully operational.

GENERAL OPERATIONAL DUTIES

- Develop a plan for Unit operations and support of field operations as requested. Assign specific responsibilities. Monitor activities and adjust staffing/organization as appropriate.

- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.

- Make a list of key issues currently facing the Unit to be accomplished within the next operational period.

- Keep up to date on Unit situation and resource status.

- Brief and keep your EOC Supervisor advised of your Unit status and any major problems that need or may need solutions.

- Review situation reports as they are received. Ensure your Unit status/information is accurate and confirm where questions exist.

- Establish operating procedure for use of telephone, radio, videoconferencing, and data systems. Provide staff with direction, expectations, and priorities.

- Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.

- Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.

- Use face-to-face communication in the EOC whenever possible.

- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.



Ensure that all Unit personnel, equipment, time, and material records are provided to the Time and Cost Analysis Units of the Finance/Administration Section.

UNIT OPERATIONAL DUTIES

- Brief EOC Planning/Intelligence Section Coordinator on demobilization progress.
- Utilizing the worksheets, develop the Demobilization Plan and circulate to the EOC Director and General Staff for review.
- Formalize and obtain approval of the Demobilization Plan from the EOC Director.
- Prepare a Demobilization Plan to include the following:
 - Release plan strategies and general information
 - Priorities for release (according to agency and kind and type of resource)
 - Phase over or transfer of authorities
 - Completion and submittal of all required documentation
- Demobilization planning must occur at least once during the operational period for as long as EOC Sections are formally staffed.
- Ensure that all sections and branches/units understand their specific demobilization responsibilities.
- Advise all Section Coordinators to ensure that demobilized staff complete all reports, timesheets, and exit surveys in coordination with the Personnel Branch prior to leaving the EOC.
- Review the organization and current staffing to determine the likely size and extent of demobilization effort.
- Request the General Staff to assess long-term staffing needs within their sections and provide listing of positions and personnel for release by priority.

Coordinate with the Agency Representatives to determine:

- Agencies not requiring formal demobilization
 - Personal rest and safety needs
 - Coordination procedures with cooperating/assisting agencies
-
- Initiate the EOC Action Plan development for the current and forthcoming operational periods.



- Identify the need for use of special resources.
- Assemble information on alternative strategies.
- Identify issues to be prioritized by the EOC Director on restoration of services to the City.
- Coordinate with the field level Demobilization Unit Leader(s).
- Evaluate logistics and transportation capabilities to support the demobilization effort.
- Supervise execution of the Demobilization Plan.
- Obtain identification and description of surplus resources.
- Establish "check-in" stations, as required, to facilitate the return of supplies, equipment and other resources.
- Account for personnel, equipment, supplies, and materials provided to each facility.
- Release mutual aid resources as need diminishes.
- Consider the need for stress management, counseling and/or debriefing.
- Begin planning for recovery.

DEMOBILIZATION/DEACTIVATION DUTIES

- Consider demobilization of organizational elements within the Unit when they are no longer needed. Let your EOC Supervisor know when your position should be demobilized.
- Ensure that any open actions are handled by your position is transferred to other EOC elements as appropriate.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Account for all equipment, personnel, and supplies.
- Demobilize your position and close out logs when authorized by your EOC Supervisor.



- Brief your relief personnel at shift-change time. Ensure that in-progress activities are identified, and follow-up requirements are known.
- Leave forwarding phone number and email where you and your Unit staff can be reached.
- Sign out with your EOC Supervisor and on the sign-in sheet before leaving the EOC.
- Participate in post-emergency debriefing sessions.
- If another shift is not required, contact the person that was supposed to fill your Unit position to let them know they are not needed.
- Contact your department/supervisor and let them know you have been released from the EOC. Contact your EOC supervisor and home department when you've arrived safely at home.



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ADVANCE PLANNING UNIT LEADER POSITION CHECKLIST

PRIMARY: Community Development Director

ALTERNATE: Community Development Staff as Assigned

SUPERVISOR: Planning/Intelligence Section Coordinator

GENERAL DUTIES:

- Coordinate the development of 36 – 72 hours out, situational/analysis planning.
- Prepare special reports for use in Action Planning.
- Continuously monitor the situation to determine when events require changes in operations from response to recovery.
- Ensure that the City of Albany receives all emergency assistance and disaster cost recovery for which it is eligible.
- Implement a disaster cost recovery program to enable the City of Albany to recover eligible costs.
- Ensure that the City of Albany is prepared to participate jointly with FEMA, Cal OES and non-profit organizations to expedite disaster assistance for individuals, families, businesses, public entities and others entitled to disaster assistance.
- Develop the initial recovery strategy and plan and the transition plan from a response effort to a recovery effort.
- Ensure that required and/or approved mitigation measures are carried out.
- Assist in the implantation of the City's Hazard Mitigation Plan.
- Consider taking advantage of disaster-caused opportunities to correct past poor land-use practices, while ensuring that legal safeguards for property owners and the jurisdiction are observed.

RESPONSIBILITIES: Ensure that the City receives all emergency assistance and disaster recovery costs for which it is eligible; develop the initial recovery strategy and plan, conduct all initial recovery operations and prepare the EOC organization for transition to a recovery operations organization to restore the City to pre-disaster conditions as quickly and effectively as possible.



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.

STARTUP ACTIONS

- Check-in upon arrival at the Emergency Operations Center (EOC).
- Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Report to your EOC organizational supervisor. Confirm the operational period work shift and your assigned workspace.
- Contact your department/supervisor and let them know you have been assigned to the EOC.
- Obtain a briefing from your EOC supervisor in accordance with the EOC Action Plan (if one has been developed).
 - Receive a copy of the written Action Plan (if one has been developed, if not, receive a briefing that includes the items below).
 - Confirm reporting requirements concerning execution of the action plan.



- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.

Document:

- Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
 - Check-in and Check-out times

- Retain all paperwork (notes, memos, messages, etc.). Ensure that logs and files are maintained.

- Determine your personal work area. Set up your Unit workstation, including maps and status boards. Use your EOC Unit materials, guidance documents, job aides, and on-site supplies.

- Develop and implement accountability, safety, and security measures for staff and resources.

- Review position responsibilities.

- Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.

- Ensure that all required supplies are available and equipment, including internal and external communications equipment, is working properly (phones, computers, radios, forms, checklists, guidance documents, job aides, maps, etc.)

- Determine the extent to which Unit functions should be activated and request additional staffing or resources from your supervisor if needed.

If additional staffing is needed:

- Ensure that sufficient staffing is in place to meet responsibilities. If not, request additional staffing from your EOC Supervisor.



- Determine estimated times of arrival of staff from your supervisor.
- Activate elements of your Unit, establish work area, assign duties, and ensure a log is opened.
- Ensure that all Unit personnel have completed status check on equipment, facilities, and operational capabilities.
- Assign and ensure that all your incoming personnel are fully briefed in accordance with the EOC Action Plan (if developed)
 - Ensure each has a copy of the written Action Plan (if developed)
 - Establish reporting requirements concerning execution of the action plan.
- Request additional resources through the Logistics Section or established ordering procedures, as needed.
- Think ahead and anticipate situations and problems before they occur.
- Inform your EOC Supervisor when your Unit is fully operational.

GENERAL OPERATIONAL DUTIES

- Develop a plan for Unit operations and support of field operations as requested. Assign specific responsibilities. Monitor activities and adjust staffing/organization as appropriate.
- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.
- Make a list of key issues currently facing the Unit to be accomplished within the next operational period.
- Keep up to date on Unit situation and resource status.
- Brief and keep your EOC Supervisor advised of your Unit status and any major problems that need or may need solutions.
- Review situation reports as they are received. Ensure your Unit status/information is accurate and confirm where questions exist.



- Establish operating procedure for use of telephone, radio, videoconferencing, and data systems. Provide staff with direction, expectations, and priorities.
- Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.
- Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.
- Use face-to-face communication in the EOC whenever possible.
- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.
- Ensure that all Unit personnel, equipment, time, and material records are provided to the Time and Cost Analysis Units of the Finance/Administration Section.

UNIT OPERATIONAL DUTIES

- Identify issues to be prioritized by the EOC Director on restoration of services to the City.
- Initiate the EOC Action Plan development for the current and forthcoming operational periods.
- Assemble information on alternative strategies.
- Identify the need for use of special resources.
- Be alert for opportunities to recommend actions to alleviate/remedy previous zoning practices that have caused incompatible land uses.
- Maintain contact with Alameda OA EOC, Cal OES, and FEMA sources for advice and assistance in obtaining maximum eligible funds for disaster costs.
- In coordination with the Safety/Damage Assessment Unit of the Operations Section, establish criteria for temporary entry of posted buildings so owners/occupants may retrieve business/personal property.
- In coordination with the Safety/Damage Assessment Unit of the Operations Section, establish criteria for re-occupancy of posted buildings. Posting includes, as a minimum, the categories of Inspected, Restricted Access and Unsafe.



- In coordination with Safety/Damage Assessment Unit of the Operations Section, establish criteria for emergency demolition of buildings/structures that are considered to be an immediate and major danger to the population or adjacent structures. Ensure that homeowners' and business owners' rights are considered to the fullest extent and that arrangements are made for appropriate hearings, if at all possible.
- Ensure that buildings considered for demolition that come under "Historical Building" classification follow the special review process which should be adopted as part of the emergency procedures. (Demolition of historic structures requires a "Certificate of Appropriateness" from the Planning Commission. An alternate process should be adopted after declaration of a disaster giving this authority to the City Planner.)
- With Section Coordinators, develop a plan for initial recovery operations.
- Prepare the EOC organization for transition to Recovery Operations.
- Coordinate with Community Development for all land use and zoning variance issues; permits and controls for new development; revision of building regulations and codes; code enforcement; plan review; and building and safety inspections.
- Coordinate with the Alameda County Health Department for restoration of medical facilities and associated services; continue to provide Behavioral Health services; and perform environ Behavioral reviews.
- Coordinate with Public Works Branch of the Operations Section for debris removal; demolition; construction; management of and liaison with construction contractors; and restoration of utility services.
- Coordinate with Public Works and Care and Shelter Branches of the Operations Section for housing for the needy; oversight of care facility property management; and low income and special housing needs.
- Coordinate with Finance Department for public finance; budgeting; contracting; accounting and claims processing; taxation; and insurance settlements.
- Coordinate with Community Development for redevelopment of existing areas; planning of new redevelopment projects; and financing new projects.
- Coordinate applications for disaster financial assistance; liaison with assistance providers, onsite recovery support; and disaster financial assistance project manager with the Finance/Administration Section.



- Coordinate with City Administrative Officer and City Counsel on emergency authorities; actions, and associated liabilities; preparation of legal opinions; and preparation of new ordinances and resolutions.
- Coordinate with City Administrative Officer's Office for continuity of operations and communications; space acquisition; supplies and equipment; vehicles; personnel; and related support.
- Periodically evaluate the operational situation and assist the Planning/Intelligence Section in making recommendations on priority response and recovery actions.
- Coordinate with the EOC Management and General Staff to answer the following questions 36-72 Hours post event.
 - What issues will be critical?
 - What resources will be needed?
 - What will the response structure look like?
 - Moving from reactive to proactive?
- Coordinate with the EOC Management and General Staff to answer the following questions 72hrs to One week post event.
 - How will we demobilize?
 - How will we transition to recovery?
 - How will we prepare for Federal and State recovery programs?
 - How will we move EOC functions and projects back to Departments?
- Account for personnel, equipment, supplies, and materials provided to each facility.
- Release mutual aid resources as need diminishes.
- Consider the need for stress management, counseling and/or debriefing.
- Begin planning for recovery.

DEMOBILIZATION/DEACTIVATION DUTIES

- Consider demobilization of organizational elements within the Unit when they are no longer needed. Let your EOC Supervisor know when your position should be demobilized.
- Ensure that any open actions are handled by your position is transferred to other EOC elements as appropriate.
- Ensure that any required forms or reports are completed prior to your release and departure.



- Account for all equipment, personnel, and supplies.
- Demobilize your position and close out logs when authorized by your EOC Supervisor.
- Brief your relief personnel at shift-change time. Ensure that in-progress activities are identified, and follow-up requirements are known.
- Leave forwarding phone number and email where you and your Unit staff can be reached.
- Sign out with your EOC Supervisor and on the sign-in sheet before leaving the EOC.
- Participate in post-emergency debriefing sessions.
- If another shift is not required, contact the person that was supposed to fill your Unit position to let them know they are not needed.
- Contact your department/supervisor and let them know you have been released from the EOC. Contact your EOC supervisor and home department when you've arrived safely at home.



TECHNICAL SPECIALIST/GIS UNIT LEADER POSITION CHECKLIST

PRIMARY: Community Development Director

ALTERNATE: Information Technology Manager

SUPERVISOR: Planning/Intelligence Section Coordinator

GENERAL DUTIES:

- Provide technical expertise to the EOC Planning/Intelligence Section and others as required.
- Provide mapping and systems support to EOC operations.

RESPONSIBILITIES: Manipulate, enhance, and display roster imagery using digital image processing software to provide visuals for the Planning/Intelligence and other EOC Sections. Provide support specific to a field or function not addressed elsewhere or by any other discipline. A Technical Specialist may or may not be an employee of a public or private agency.

The GIS Unit is responsible for providing Geographic Information Systems (GIS) information to the City EOC.



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.

STARTUP ACTIONS

- Check-in upon arrival at the Emergency Operations Center (EOC).
- Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Report to your EOC organizational supervisor. Confirm the operational period work shift and your assigned workspace.
- Contact your department/supervisor and let them know you have been assigned to the EOC.
- Obtain a briefing from your EOC supervisor in accordance with the EOC Action Plan (if one has been developed).
 - Receive a copy of the written Action Plan (if one has been developed, if not, receive a briefing that includes the items below).
 - Confirm reporting requirements concerning execution of the action plan.
- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.



Document:

- Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
 - Check-in and Check-out times
-
- Retain all paperwork (notes, memos, messages, etc.). Ensure that logs and files are maintained.
 - Determine your personal work area. Set up your Unit workstation, including maps and status boards. Use your EOC Unit materials, guidance documents, job aides, and on-site supplies.
 - Develop and implement accountability, safety, and security measures for staff and resources.
 - Review position responsibilities.
 - Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.
 - Ensure that all required supplies are available and equipment, including internal and external communications equipment, is working properly (phones, computers, radios, forms, checklists, guidance documents, job aides, maps, etc.)
 - Determine the extent to which Unit functions should be activated and request additional staffing or resources from your supervisor if needed.

If additional staffing is needed:

- Ensure that sufficient staffing is in place to meet responsibilities. If not, request additional staffing from your EOC Supervisor.
- Determine estimated times of arrival of staff from your supervisor.
- Activate elements of your Unit, establish work area, assign duties, and ensure a log is opened.
- Ensure that all Unit personnel have completed status check on equipment, facilities, and operational capabilities.



- Assign and ensure that all your incoming personnel are fully briefed in accordance with the EOC Action Plan (if developed)
 - Ensure each has a copy of the written Action Plan (if developed)
 - Establish reporting requirements concerning execution of the action plan.
- Request additional resources through the Logistics Section or established ordering procedures, as needed.
- Think ahead and anticipate situations and problems before they occur.
- Inform your EOC Supervisor when your Unit is fully operational.

GENERAL OPERATIONAL DUTIES

- Develop a plan for Unit operations and support of field operations as requested. Assign specific responsibilities. Monitor activities and adjust staffing/organization as appropriate.
- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.
- Make a list of key issues currently facing the Unit to be accomplished within the next operational period.
- Keep up to date on Unit situation and resource status.
- Brief and keep your EOC Supervisor advised of your Unit status and any major problems that need or may need solutions.
- Review situation reports as they are received. Ensure your Unit status/information is accurate and confirm where questions exist.
- Establish operating procedure for use of telephone, radio, videoconferencing, and data systems. Provide staff with direction, expectations, and priorities.
- Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.
- Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.
- Use face-to-face communication in the EOC whenever possible.



- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.
- Ensure that all Unit personnel, equipment, time, and material records are provided to the Time and Cost Analysis Units of the Finance/Administration Section.

UNIT OPERATIONAL DUTIES

- Act as a resource to members of the EOC staff in matters relative to your technical specialty.
- Initiate the EOC Action Plan development for the current and forthcoming operational periods.
- Identify the need for use of special resources.
- Assemble information on alternative strategies.
- Assign technical staff to assist other EOC Sections in coordinating specialized areas of response or recovery.
- Set priorities for geospatial production based on the Incident Action Plan.
- Review previous production items and ascertain when updates are required.
- Continually monitor and test the GIS data input to verify reliability and validity. Keep the Planning/Intelligence Section Coordinator informed of system failures and restoration activities.
- Develop instructional guidance for requesting map support and how to interpret map results. Be prepared to conduct training sessions for EOC staff as necessary.
- Ensure that all products have the proper disclaimers displayed before distribution.
- Coordinate geospatial modeling.
- Coordinate product distribution.
- Coordinate with external organizations (i.e., local, county, regional, State, and other Federal agencies) regarding ongoing geospatial efforts.
- Compile records of all maps that were distributed/printed during the event in chronological order so they can be used to evaluate the response and recovery during after action analysis.



- Account for personnel, equipment, supplies, and materials provided to each facility.
- Release mutual aid resources when no longer needed.
- Consider the need for stress management, counseling and/or debriefing.
- Begin planning for recovery.

DEMOBILIZATION/DEACTIVATION DUTIES

- Consider demobilization of organizational elements within the Unit when they are no longer needed. Let your EOC Supervisor know when your position should be demobilized.
- Ensure that any open actions are handled by your position is transferred to other EOC elements as appropriate.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Account for all equipment, personnel, and supplies.
- Demobilize your position and close out logs when authorized by your EOC Supervisor.
- Brief your relief personnel at shift-change time. Ensure that in-progress activities are identified, and follow-up requirements are known.
- Leave forwarding phone number and email where you and your Unit staff can be reached.
- Sign out with your EOC Supervisor and on the sign-in sheet before leaving the EOC.
- Participate in post-emergency debriefing sessions.
- If another shift is not required, contact the person that was supposed to fill your Unit position to let them know they are not needed.
- Contact your department/supervisor and let them know you have been released from the EOC. Contact your EOC supervisor and home department when you've arrived safely at home.



RECOVERY PLANNING CHECKLIST

Rebuilding efforts require decisions on a number of critical activities that have long-term social, economic and physical recovery implications. In addition to common emergency planning considerations (e.g., establishing partnerships, risk identification and reduction, plan maintenance including drills and exercises) local government should consider the activities listed below during the emergency management planning process.

Physical Recovery Activities:

- Preserving historical sites
- Considering environmental concerns
- Upgrading infrastructure and utilities
- Removing debris and managing disposal sites
- Evaluating redevelopment and subdivisions
- Establishing restoration committee
- Deferring permits, fees, etc.
- Pursuing hazard mitigation projects and advancing mitigation efforts
- Modifying land use and zoning requirements
- Improving infrastructure, roads, housing
- Evaluating repair and rebuilding options
- Incorporating changes in construction standards

Governmental Recovery Activities:

- Continuing the performance of governmental functions
- Protecting essential facilities, equipment, records, etc.
- Managing donations
- Coordinating voluntary agencies
- Building community consensus
- Engaging stakeholders, special interests groups and the public in decision-making processes
- Pursuing new opportunities in community planning
- Upgrading communication systems
- Pursuing political support
- Communicating recovery activities to the public
- Addressing community questions about health consequences of the event

Social Recovery Activities:

- Promoting community participation
- Providing services for the Behavioral health of individuals
- Evaluating community stress
- Informing the public of physiological considerations



- Restoring community values
- Promoting family and individual preparedness
- Establishing Local Assistance Centers for 'one-stop' disaster recovery services

Economic Recovery Activities:

- Establishing a documentation system to collect and store disaster-related cost information to ensure maximum state and federal reimbursement
- Addressing economic loss of the community
- Identifying available working capital
- Promoting businesses in damaged areas
- Maximizing the consumer base
- Reestablishing commercial services
- Facilitating business recovery
- Securing disaster business loans, disaster recovery assistance grants and hazard mitigation project funding



ACTION PLANNING PROCESS

PURPOSE

Action plans are an essential part of SEMS/ NIMS at all levels. Action planning is an effective management tool involving two essential items:

- Identifying priorities, objectives, and assignments for emergency response or recovery efforts.
- Documentation of the priorities, objectives, tasks, and personnel assignments in a formal plan.

Action Planning provides a process and a method for establishing and communicating to all involved personnel and agencies the City's emergency response objectives and priorities for a given operational period.

There are two kinds of action plans:

- Incident Action Plan (IAP)
- EOC Action Plan (EAP)

Action planning is a required element in SEMS/NIMS, as described in Title 19 of the California Code of Regulations. The field Incident Action Plan (IAP) differs from the EOC Action Plan:

- **Incident Action Plan (IAP)** - At the field response level, written or verbal Incident Action Plans contain objectives reflecting the overall incident strategy and specific tactical action and supporting information for the next operational period. An operational period is the length of time (generally 12 hours) scheduled for the execution of a given set of operational actions as specified in the IAP. The field incident planning process generally uses perimeter and proposed control lines (where applicable) divided into logical geographical units for planning purposes. The tactics and resources are then determined for each of the planning units and the planning units are combined into divisions/groups, utilizing span-of-control guidelines. IAPs are an essential and required element in achieving objectives under ICS.

Special forms are used within ICS to record information for written Incident Action Plan. These forms should be used whenever possible and include:

- ICS-201 Incident Briefing
- ICS-202 Incident Objectives
- ICS-203 Organizational Assignment List
- ICS-204 Assignment List
- ICS-205 Communications Plan



- ICS-206 Medical Plan
- ICS-208 Safety Message
- ICS-209 Situation Report
- ICS-211 Incident Check-in/Check-out*
- ICS-213 General Message*
- ICS-213RR Resource Request*
- ICS-214 Activity Log*
- ICS-215 Operational Planning Worksheet*
- ICS-215A Safety Analysis
- ICS-221 Demobilization Check-Out*
- ICS-230 Meeting Schedule

*Not generally included in the IAP.

- **EOC Action Plan** - The Action Planning process is an essential tool for the City, particularly in managing sustained emergency operations. If the City is to have a well planned and executed approach to resolving the problems posed by the disaster, the City must remain focused and unified in its efforts. The Action Planning process is a key element in ensuring that the entire City will be focused and acting as a unified, coordinated body. If the City is going to move forward in a unified manner, there must be clear understanding of what goals are being pursued, what time frame is being used (the Operational Period) and how individual unit efforts are a part of the overall City efforts.

For the City to continue its efforts, it is important that common City organizational goals are maintained and pursued. These goals are set by the Management Section. For the Management Section to draft appropriate strategic goals, it must have a good understanding of the current situation and some idea of where the situation is going. They need to know not only what has happened in the last operational period, but also what is likely to occur in the next and future operational periods. The strategic goals are also influenced by the Multi-Agency Coordination (MAC) Group/Policy Group who provides the City vision, policy guidance, and legal authorities. The overall EOC Action Plan should be developed by the Planning/Intelligence Section, with participation from all Sections of the EOC, and approved by the EOC Director.

Special forms are used within ICS to record information for written EOC Action Plan. These forms should be used whenever possible and include:

- ICS/EOC-201 Incident Briefing (1st Operational Period)
- ICS/EOC-202 Incident Objectives
- ICS/EOC-203 Organizational Assignment List
- ICS/EOC-204 Assignment List
- ICS/EOC-205A Communications List
- ICS/EOC-206 Medical Plan*



- ICS/EOC-208 Safety Message
- ICS/EOC-209 Situation Report
- ICS/EOC-211 Incident Check-in/Check-out**
- ICS/EOC-213 General Message**
- ICS/EOC-213RR Resource Request**
- ICS/EOC-214 Activity Log**
- ICS/EOC-215 Operational Planning Worksheet*
- ICS/EOC-215A Safety Analysis*
- ICS/EOC-221 Demobilization Check-Out**
- ICS/EOC-230 Meeting Schedule

*Not mandated/optional for the EAP.

**Not generally included in the EAP.

Incident Action Plan (IAP) Objectives – Incident objectives directly relate to control or mitigation of the incident and are action or tactics oriented. What is the problem and how will we address it?

EOC Action Plan (EAP) Objectives - EOC objectives support the Incident objectives. Their purpose is to provide support and resources to the incident in the field. What can the EOC do to support the effort to address the problem?

EOC Action Plan Section Objectives - Section objectives are section specific and detailed objectives (tasks) in support of the larger EOC objectives. How can our Section do to help achieve the EOC objectives?

PLANNING REQUIREMENT

A written Action Plan is required whenever the following conditions apply.

- Two or more agencies are involved in the response.
- The incident overlaps more than one operational period.
- Complex incidents.
- All City EOC functions are fully staffed.

The Action Plan addresses a specific operational period (usually 12 hours). The plan should be regularly reviewed and evaluated throughout the operational period and revised or updated as warranted.

- Is defined as an oral or written plan containing general objectives reflecting the overall strategy for managing an incident.
- The initial Action Plan may be a verbal plan that is developed during the first hour or two following the on-set of the incident or EOC activation.
- A verbal plan may also be utilized for incidents involving a limited scope, short duration (less than 12 hours) and a limited number of response personnel.



- May include the identification of operational resources and assignments.
- May include attachments that provide direction and important information for management of the incident.
- Should be considered a work in progress during the initial stages of incident response.
- An EOC Action Plan should be developed whenever the EOC is activated, either partially or fully.

PLAN ELEMENTS

An EOC Action Plan includes the following elements.

- Operational period duration and date/times covered by the plan.
- Establishment of operational period objectives that provide direction and priorities.
- Ensure objectives are Specific, Measurable, Achievable, Relevant, and Time bound.
- Identify parts of EOC organization that have been activated on an organization chart.
- Operational objectives for each SEMS function in the EOC and the ability to track progress toward the objectives.
- Ensure the Action Plan provides for accountability and reduce redundancy.
- Assignment of primary and support personnel and material resources to specific tasks and locations.
- Describe any logistical or technical support to be provided and by whom.
- Describe the strategy to be utilized to achieve the objectives.
- Identify policy and/or cost constraints.
- Outline any inter-agency considerations.

PLANNING RESPONSIBILITIES

Primary responsibility for developing the EOC Action Plan rests with the Planning/Intelligence Section. However, development of the plan requires the active participation of the Incident Commander/ EOC Director and the General Staff. The Operations Section must work closely with the Planning/Intelligence Section during Action Plan development. When indicated, the Planning/Intelligence Section Coordinator will request specific technical experts to provide input for the plan. The Incident Commander/ EOC Director is responsible for approving the plan.

For incidents requiring close coordination with external agencies (e.g., Albany FD, other City's fire or sheriff/police departments, special districts, etc.), input from the involved agencies should also be included in the Action Planning process.

The following EOC staff has specific responsibilities for the EOC Action Plan.



EOC Director

- Provide general incident objectives and strategy.
- Provide direction and overall management.
- Ensure incident safety.
- Establishes expense guidelines.
- Approve the completed EOC Action Plan.
- Implements the objectives detailed in the EOC Action Plan.

Liaison Officer

- Coordinate with outside resources.
- Coordinate and plan communications methods and protocols with Logistics.

Safety Officer

- Ensure incident safety.
- Provides details on safety and mitigation precautions to be taken.
- Direct the use of personal protective gear as required.

Operations Section Coordinator

- Develops the strategy and identifies resources necessary to accomplish EOC operational priorities and objectives.
- Coordinate with the branches in the section.
- Determine the tactics necessary to achieve objectives.
- Determine resource requirements.
- Establishes Section objectives and assists in the development of the EOC Action Plan.
- Implements the Section objectives detailed in the EOC Action Plan.
- Conduct Operations Shift Briefing.

Planning/Intelligence Section Coordinator

- Reviews the Situation Report for potential objectives for the next operational period.
- Establish planning timelines.
- Coordinate preparation of the EOC Action Plan.
- Manage the planning process.
- Facilitates the Action Planning Meeting.
- Establishes Section objectives and assists in the development of the EOC Action Plan.
- Implements the Section objectives detailed in the EOC Action Plan.

Situation Unit Leader

- Provide incident/ emergency information and intelligence.
- Assemble and prepare the EOC Action Plan.
- Supports Section objectives and assists in the development of the EOC Action Plan.



- Implements the Section objectives detailed in the EOC Action Plan.

Resources Unit Leader

- Work with the Logistics Section Coordinator to fulfill the resource needs.
- Supports Section objectives and assists in the development of the EOC Action Plan.
- Implements the Section objectives detailed in the EOC Action Plan.

Documentation Unit Leader

- Collate, duplicate, distribute, and archive the EOC Action Plan.
- Supports Section objectives and assists in the development of the EOC Action Plan.
- Implements the Section objectives detailed in the EOC Action Plan.

Logistics Section Coordinator

- Identifies which resources are available or needed for the next operational period.
- Ensure that resource ordering procedures are communicated to EOC/ICP staff.
- Ensure that Logistics Section can support the EOC Action Plan.
- Establishes Section objectives and assists in the development of the EOC Action Plan.
- Implements the Section objectives detailed in the EOC Action Plan.

Finance/Administration Section Coordinator

- Provides cost estimates for objectives as required.
- Ensures the EOC Action Plan is within the fiscal limits established by the EOC Director.
- Establishes Section objectives and assists in the development of the EOC Action Plan.
- Implements the Section objectives detailed in the EOC Action Plan.

PLANNING PROCESS

The planning process may begin with the:

- Scheduling of a planned event
- Identification of a credible threat
- Initial response to an actual or impending incident

The process continues with the implementation of the formalized steps and the staffing required for the development of a written IAP. The planning process may be illustrated in a 5 phase planning process:

1. Understand the Situation



2. Establish Incident/EOC Objectives and Strategy
3. Develop the Plan
4. Prepare and Disseminate the Plan
5. Execute, Evaluate, and Revise the Plan

The **first phase** includes gathering, recording, analyzing, and displaying situation, resource, and incident-potential information in a manner that will facilitate a common operating picture. Obtain an ICS-201 Incident Briefing from the field ICP or a Situation Report.

The **second phase** includes the Incident Commander/ EOC Director developing the initial incident expectations, strategies, objectives, and priorities or revising the current incident objectives for the next operational period.

The **third phase** involves determining the strategic direction and the specific resources, reserves, and support requirements for implementing the selected strategies for the operational period. This phase includes a meeting of the Command or Management and General Staff, with each position making a determination as to what they forecast, how they prioritize their resource needs, and how they will achieve specific objectives. This is the preparation for the Planning Meeting to finalize the IAP or EAP.

The **fourth phase** involves preparing the plan to include the detail that is appropriate for the level of complexity of the incident. The Situation Unit Leader assembles and prepares the Action Plan. The Documentation Unit Leader collates, duplicates, distributes, and archives the Action Plan. The Operations Section Coordinator briefs all staff on the execution of the plan during the operational period.

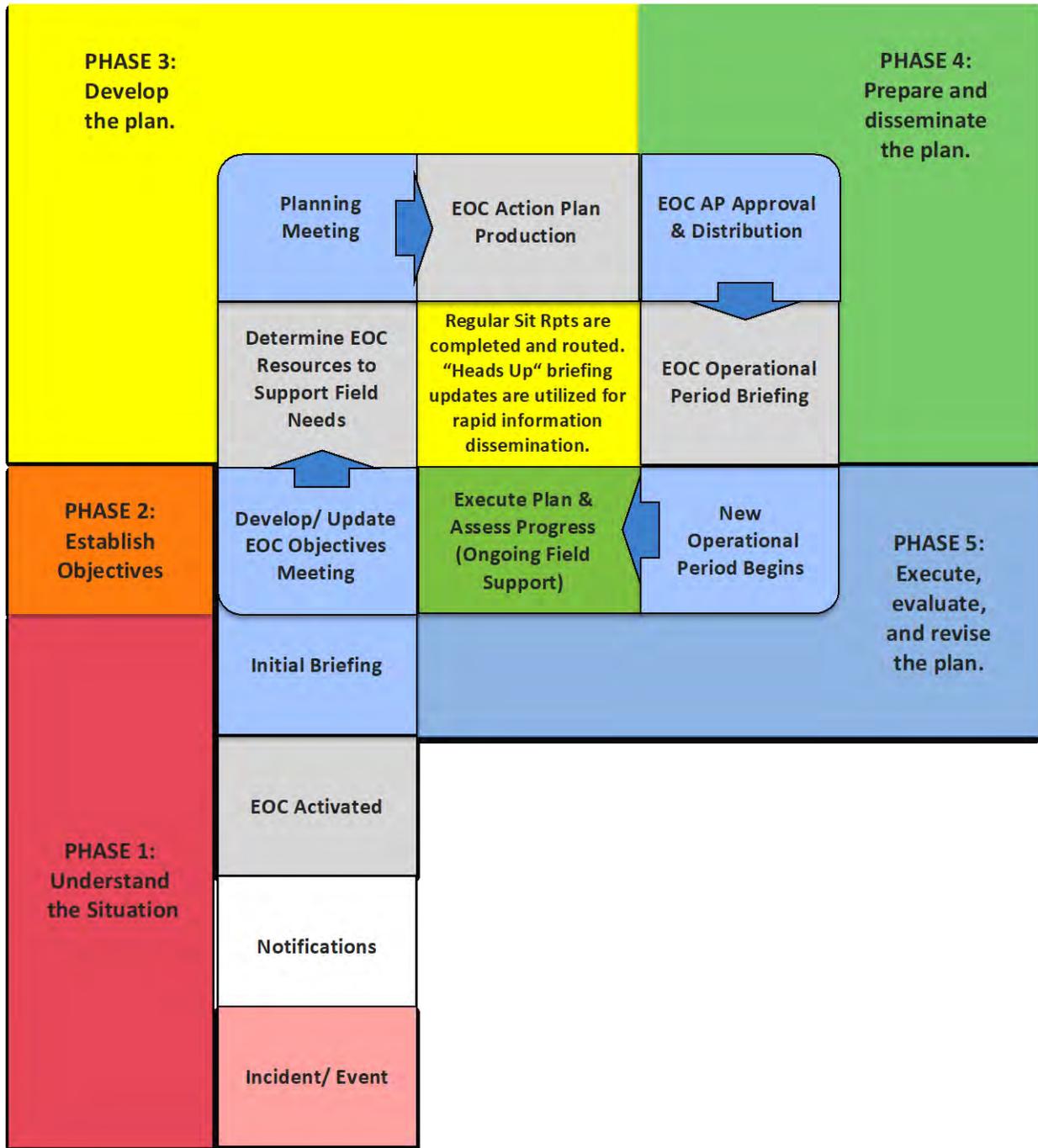
The **fifth phase** involves the expectation to execute and evaluate planned activities and check the accuracy of information to be used in planning for the next operational period. The General Staff should regularly compare planned progress with actual progress during the operational period.

Planning “P”

The Planning “P” (Figure 24) depicts the stages in the incident action planning process. The leg of the “P” includes the initial steps to gain awareness of the situation and establish the organization for incident management. Although maintaining situational awareness is essential throughout the life cycle of the incident, the steps in Phase 1 are done only one time. Once they are accomplished, incident management shifts into a cycle that of planning and operations, informed by ongoing situational awareness that continues and is repeated each operational period (**Figure 23: Planning “P” and Planning Phases**).



Figure 23: Planning Phases and the Planning “P”





PLANNING CONSIDERATIONS

In developing the Action Plan, several issues should be considered, as outlined in the table below. Applicable issues should be addressed in each iteration of the Action Plan.

Table 17: Planning Considerations

ISSUE	CONSIDERATIONS	RESPONSIBILITY
Inter-Agency Coordination	<ul style="list-style-type: none"> • Use of resources • Contact information and frequency • Communications methods 	Liaison
Public Information	<ul style="list-style-type: none"> • Constraints on information to be disseminated • Special instructions • Target areas/audiences 	Public Information Officer EOC Director
Safety	<ul style="list-style-type: none"> • Special precautions to be taken • Personal protective gear required 	Safety Officer
Disability and Access and Functional Needs	<ul style="list-style-type: none"> • Identify needs • Locate resources • Develop messaging 	DAFN Officer and Public Information Officer
Tactical Resources	<ul style="list-style-type: none"> • System maps and schematics • Technical expert input 	Operations Section Branches
Operations	<ul style="list-style-type: none"> • Special skills required • Mutual aid needs • Staging Area need 	Operations Section Coordinator
Policy	<ul style="list-style-type: none"> • Legal/political issues • Fiscal constraints 	EOC Director
Special Needs	<ul style="list-style-type: none"> • Contingency Plans 	Planning/ Intel Section Coordinator
Special Resources	<ul style="list-style-type: none"> • Availability of special supplies and equipment • Transportation support 	Logistics Section Coordinator



PLANNING CYCLE

The Planning/Intelligence Section Coordinator, with input from the EOC Director and the Operations Section Coordinator, establishes the schedule and cycle for action planning. Initially, meetings may be conducted every few hours or several times each day. Over time, meetings may be held twice each day, and then daily.

The following table provides a suggested schedule for development of the Action Plan.

Table 18: Planning Cycle Guide

Planning/Intelligence Section Planning Cycle Guide		
Meeting	Time	Action
M1	0700 – 0730	Operational Period Briefing (Shift Change)
M7	0900 - 1000	Objectives Review Meeting (Ongoing only) Purpose: To review and adjust the current objectives if necessary.
M2	1000 - 1100	Management and General Staff Meeting Purpose: Review the ICS-201 Incident Briefing (1 st Op Period), Situational Report, and the EAP. Establish expectations, strategies, objectives, and priorities.
	1100 - 1400	Prepare for the Resource Meeting Purpose: Operations leads the process of identifying the resources required to meet the objectives.
M3	1400 - 1500	Resource Meeting. Purpose: To identify resource needs and assign responsibility for obtaining them.
	1500 - 1600	Prepare for Planning Meeting Purpose: To review accomplishments, identify new issues, identify resource needs, and determine assignments for next operational period.
	1500 - 1600	Finalize Reports (including Situation Status Report for the Operational Area EOC).
M4	1600 - 1630	Planning Meeting Purpose: To validate the EOC Action Plan (EAP) components: objectives, policies, authorities, and resources. Assign responsibility and obtain support for executing the plan.
	1630 - 1700	Prepare EOC Action Plan
M5	1700 - 1730	Executive Approval Meeting
	1730 - 1830	Complete and Distribute the EOC Action Plan
	1830 – 1900	Prepare for Operational Period Briefing. Purpose: To review EOC Action Plan for next operational period.
M6	1900 – 1930	New Operational Period Shift Change
M7	2100 - 2200	Objectives Review Meeting (Ongoing only)



Action Planning Meeting

The Planning Meeting provides the opportunity to review and validate the Action Plan. The purpose of the Planning Meeting is to put the final touches on the Action Plan, gather support for the plan from the Command and General Staff, and gain approval from the Incident Commander/EOC Director.

- The Incident Commander/ EOC Director ensures Action Planning is accomplished during each Operational Period.
- The Planning/Intelligence Section Coordinator is responsible for the Action Planning process and leading the Action Planning Meeting.
- The Operations Section Coordinator describes the amount and type of resources needed to accomplish the plan.
- The Resources Unit Leader works with the Logistics Section Coordinator to fulfill the resource needs.
- The Planning/Intelligence Section Coordinator will conclude the meeting and explain when all elements of the Action Plan and supporting documents must be submitted so the plan may be collated, duplicated, and distributed for the Operational Briefing.
- The Situation Unit Leader assembles and prepares the Action Plan.
- The Documentation Unit Leader collates, duplicates, distributes, and archives the Action Plan.

Table 19: Action Planning Meeting Agenda

Action Planning Meeting Agenda		
Activity	Presenter	Time Allotted
Call to order and introductions.	Planning/ Intel. Section Coordinator	30 sec.
Briefing on situation/ resource status and incident overview.	Planning & Operations Section Coordinators	5 mins.
Communicate EOC objectives	EOC Director	1 min.
Review of EOC objectives and assignments.	Operations Section Coordinator	10 mins.
Specify safety mitigation measures.	Safety Officer	1 min.
Management & General Staff provide short briefing and concur with EOC/ Section objectives.	All Management and General Staff	10 mins.
Agree on next operational period.	Planning/ Intel. Section Coordinator	1 min.
Set time for next Planning Meeting.	Planning/ Intel. Section Coordinator	1 min.
Adjourn.	Planning/ Intel. Section Coordinator	30 sec.



Documentation Distribution

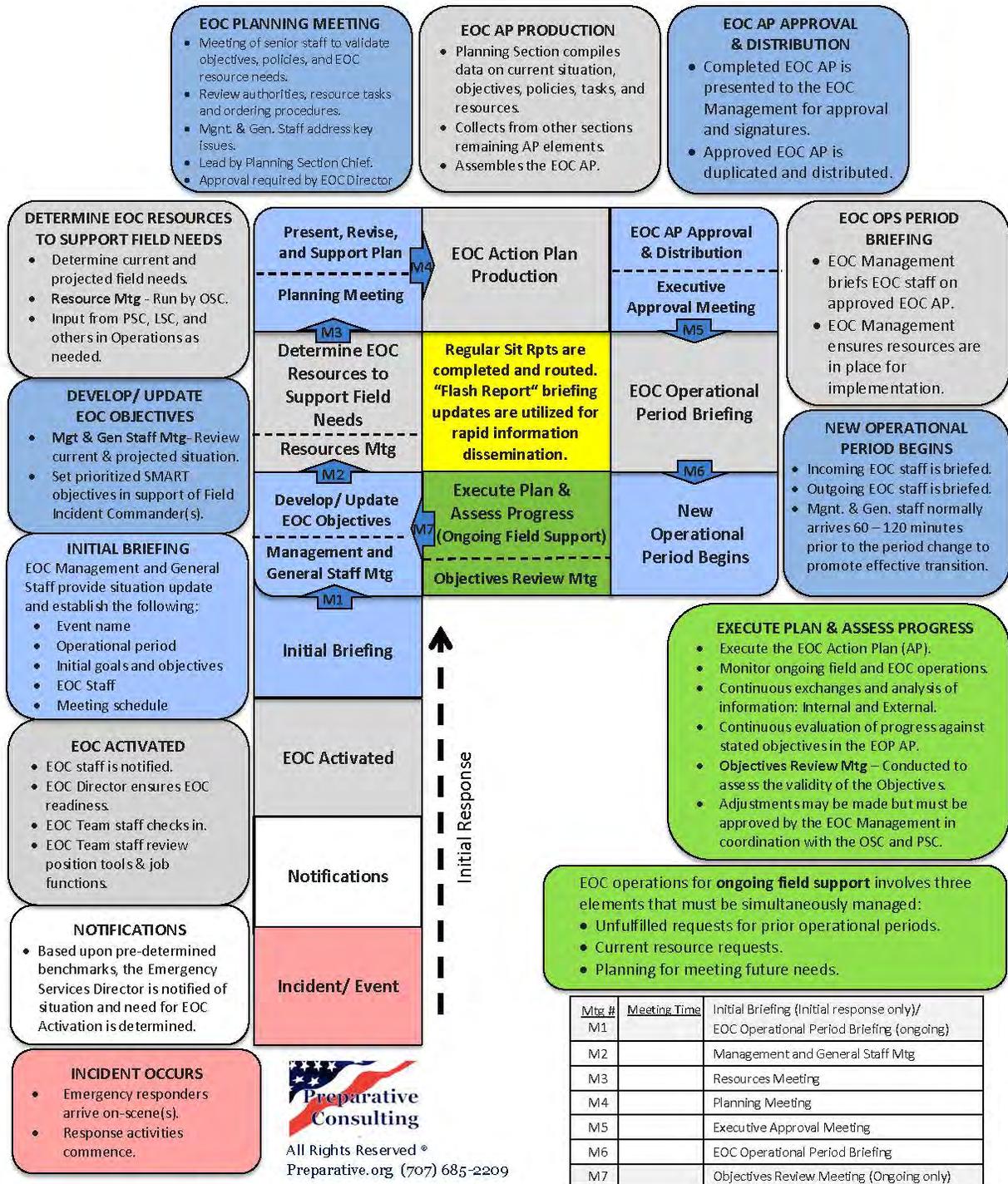
The Situation Unit is responsible for:

- Posting a copy of the current Action Plan in the EOC and on the Intranet, if operational
- Maintaining a copy of each Action Plan as part of the permanent incident record
- Distributing copies of the current Action Plan to all involved agencies and City personnel as directed by the Planning/Intelligence Section Coordinator

The Operations Section Coordinator will ensure that the current EOC Action Plan is distributed to all Operations Section personnel, including the appropriate ICPs



Figure 24: Action Planning Process “Planning P”



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Incident Name



City of Albany Emergency Operations Center Action Plan



Operational Period
Date - Date
Time - Time

Plan Approval

Director of Emergency Services _____ Date/Time: _____

EOC Director _____ Date/Time: _____

Planning Section Coordinator _____ Date/Time: _____



EOC Action Plan

Emergency Operations Center

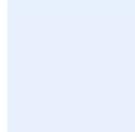


Event Name: [Click here to enter text.](#) **Operational Period:** [Click here to enter text.](#)

Date Prepared: **Time Prepared:** [Click here to enter text.](#)

Jurisdiction Type: City

Map Sketch:



Summary of Priorities, Objectives and Actions

Prepared By: Planning Unit Section Chief Name

Approved By: EOC Director Name



EOC Action Plan

Emergency Operations Center



Overall Event Priorities

1. Initiate, support and maintain measures that protect life, safety, property, and the environment.
2. Isolate and stabilize the incident.
3. Evacuate threatened populations.
4. Monitor events and proactively take steps to eliminate or mitigate potential hazards or threats.
5. Provide approved, timely, and consistent public information on conditions and suggested personal protective actions.
6. Support the emergency needs of people with disabilities and other disabilities or access and functional needs.
7. Support the rapid resumption of essential human services and support community and economic recovery.

Emergency Management Goals

1. Provide support to city departments, Incident Command Posts, the Alameda OA EOC, or other EOC throughout the County.
2. Provide accurate documentation and records required for cost recovery efforts.
3. Ensure Citywide and regional situational awareness to create a common operating picture.
4. Coordinate effective use of City resources per situational needs and Citywide Policy Priorities.
5. Provide accurate documentation and records required for cost recovery efforts.

Prepared By: Planning Unit Section Chief Name

Approved By: EOC Director Name



EOC Action Plan

Emergency Operations Center



Management Section Objectives

1. Notify Director of Emergency Services, all departments, and the City Council of EOC activation.
2. Develop the safety message and work with Logistics and Planning to establish EOC staffing break schedule, days off, meals, and psychological support.
3. Establish Communications and Coordination with other EOC's and OA EOC.
4. Ensure that multi-agency or inter-agency coordination is accomplished effectively within the EOC and with the OA EOC.
5. Ensure that all developed guidelines, directives, action plans and appropriate situation information is disseminated to Agency Representatives.
6. Function as a central location for incoming Agency Representatives, provide workspace, and arrange for support as necessary.
7. Ensure public alert, warning, and public information and establish a joint information center to monitor and manage information and coordination with the media

Operations Section Objectives

1. Provide for Life Safety and Rescue
2. Provide for the protection of property and the environment
3. Provide citywide or countywide situational awareness and a rapid assessment of critical infrastructure and key resources
4. Provide public information and direction
5. Support the evacuation of threatened populations
6. Support public care and shelter
7. Secure and reestablish infrastructure
8. Maintain fiscal responsibility and tracking

Prepared By: Planning Unit Section Chief Name

Approved By: EOC Director Name



EOC Action Plan

Emergency Operations Center



Planning Section Objectives

1. Provide maps, plans, business owner information, property owner information
2. Track and manage resources
3. Document and track damage and safety assessments
4. Develop new goals and objectives for next Operational Period
5. Coordinate and disseminate situational awareness information to create a common operating picture
6. Lead the planning process and develop an EOC Action plan

Logistics Section Objectives

1. Provide additional PPE to be distributed to response and recovery personnel as requested.
2. Ensure barricades and other access denial equipment is available for use to response and recovery personnel as requested.
3. Establish Drop Points for food, water, sanitation needs, supplies/equipment, and refreshment breaks for response and recovery personnel as requested.
4. Establish and support communications in support of response and recovery personnel as requested. Ensure the communications allows for interagency operability and communications to and from the EOC.
5. Coordinate with Personnel Unit to ensure additional staffing for multiple operational periods as requested.
6. Ensure all needed resources are properly identified, procured, purchased, coordinated through Finance Section and delivered as requested.
7. Ensure, coordinate, or support any other needs or resources as requested.

Finance/ Administration Section Objectives

1. Ensure disaster accounting system is established (cost for Logistics and Operations to be maintained separately).
2. Establish appropriate spending authorities and limits
3. Projected cost analysis as requested
4. Assist Logistics with Procurement
5. Establish fiscal amounts for Initial Damage Estimates (IDE)
6. Manage and investigate claims
7. Ensure proper documentation for cost recovery
8. Assist Management with Local Emergency Proclamation
9. Begin planning for recovery

Prepared By: Planning Unit Section Chief Name

Approved By: EOC Director Name

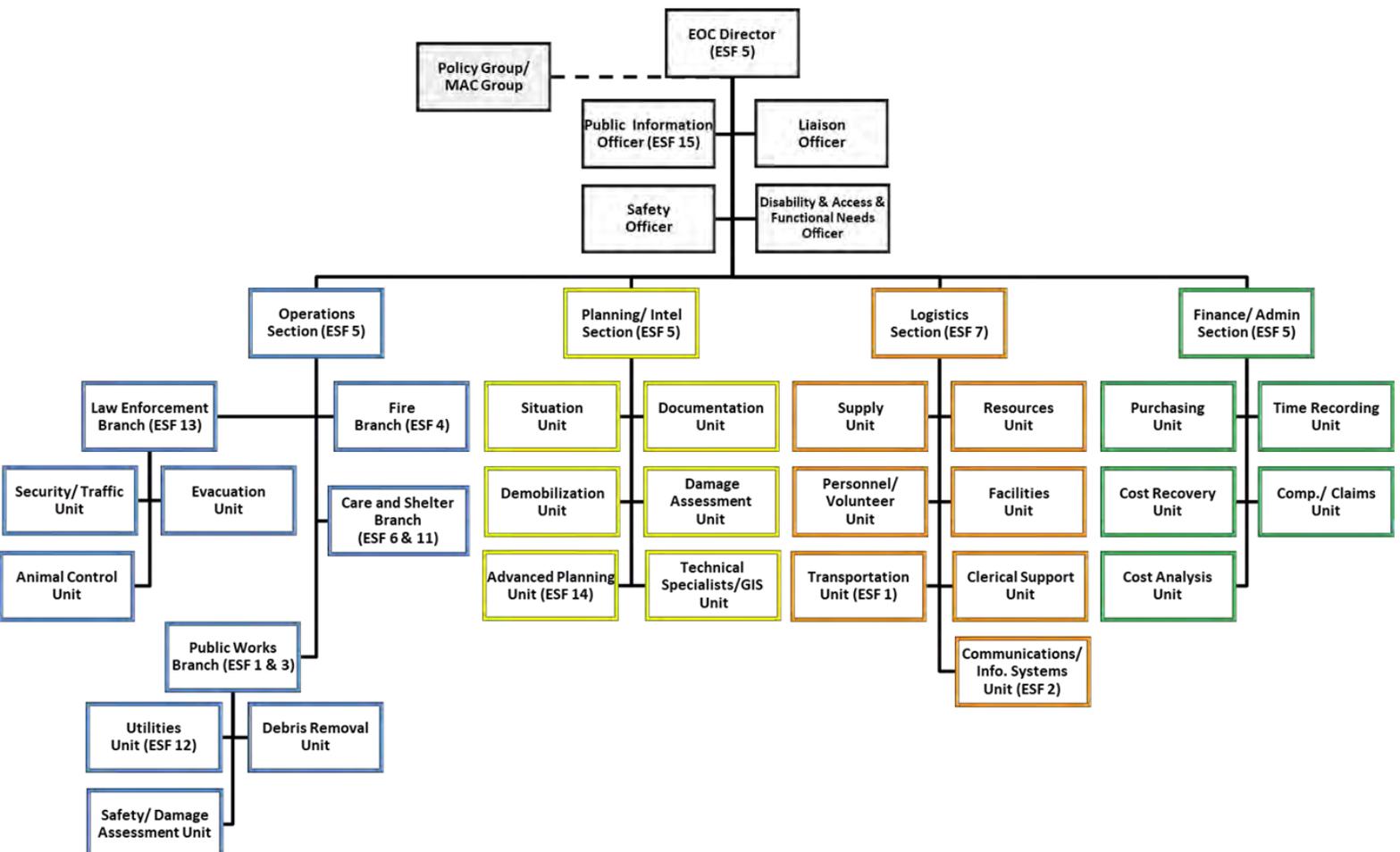


EOC Action Plan

Emergency Operations Center



Organization Chart:



Prepared By: Planning Unit Section Chief Name

Approved By: EOC Director Name



EOC Action Plan

Emergency Operations Center



Weather Impacts on Operations:

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Daily Forecast

Weather 5-day Forecast

Prepared By: Planning Unit Section Chief Name

Approved By: EOC Director Name

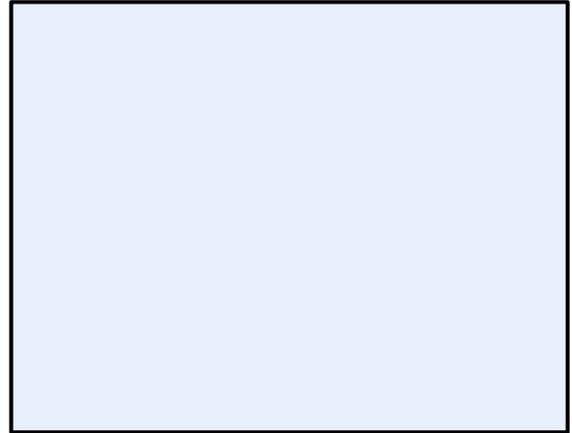


EOC Action Plan

Emergency Operations Center



Weather Maps:



Additional Attachments

EOC 205A – Communications List
EOC 208 – Safety Message
ICS 230 – Daily Meeting Schedule
Situation Report

Prepared By: Planning Unit Section Chief Name

Approved By: EOC Director Name



EOC Action Plan

Emergency Operations Center



SAFETY MESSAGE (ICS-208)

The following safety information is to ensure you are safe and healthy during your EOC shift.

- The facility has been inspected and is safe for use.
 - Ensure you are familiar with the building evacuation procedures and know the rally point location. In the event of an evacuation, use the stairs in an orderly fashion- do not run.
 - Ensure you have checked in on the ICS 211/WebEOC and have provided a contact cellphone number where you may be reached in an emergency on the ICS 205A.
 - Inspect your work area.
 - Ensure all walkways and doorways are clear of obstacles and trip hazards such as cords, personal items, or equipment. Report hazardous or unsafe situations to your supervisor or the Safety Officer, EOC Director or your Section Chief immediately.
 - Take care of yourself so you can take care of the people in the field.
 - Meals and hydration are provided in the breakroom. All Section Coordinators, Branch Directors, and Unit Leaders shall monitor their EOC staff to ensure they are eating, hydrating, taking breaks as needed, and are not exhibiting excessive stress or psychological issues.
 - A private space in the (identify the location) has been established to provide psychological support. All EOC staff will meet with the counseling staff for a debrief prior to demobilization.
 - All EOC staff are provided and will receive a place to rest/sleep between operational period shifts either at home or a designated location by the Demobilization Unit.
 - We are working together in close quarters. Cover your cough, use hand sanitizer, and wipe down phones and equipment as needed.
 - Ensure the HVAC system is closed during a nearby HazMat incident or Fire.
 - Should the EOC need to be evacuated all staff will exit the EOC via the front door or rear door of the building and rally at the...
-

Prepared By: Planning Unit Section Chief Name

Approved By: EOC Director Name



EOC Action Plan

Emergency Operations Center



DAILY MEETING SCHEDULE (EOC 230)

4. Meeting Schedule (Commonly-held meetings are included)				
Date/Time	Meeting Name	Purpose	Attendees	Location
0800	EOC Briefing	Present EOC AP and assignments to all EOC staff for the next operational period.	All EOC Staff	
	Policy Group Meeting	Meeting to discuss current and emerging issues.	Policy Group	
1100	Situation Status Reports Due	Situation Status Reports for EOC and JIC are due to EOC Director.	EOC Planning Section and Lead PIO	
1300	Business Continuity Meeting	Review and discuss City Business Continuity issues.	COOP Led, Policy Group, and Department Heads	
1300	Advance Planning Meeting	EOC Director and Management and General staff discuss Advance Planning Actions.	EOC Management and General Staff	
1430	EOC Objectives/ Resource Meeting	EOC Director and Management & General staff review and revise current incident objectives and priorities.	EOC Management and General Staff	
1530	EOC Planning Meeting	Review status and finalize strategies and assignments to meet incident objectives for the next operational period.	EOC Management, General Staff & Support	
	Recovery Meeting	Discuss issues associated with transition to recovery and the establishment of a Local Assistance Center.	Assigned Recovery Staff	

Prepared By: Planning Unit Section Chief Name

Approved By: EOC Director Name



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AFTER ACTION REPORTING AND CORRECTIVE ACTION PLANS

SEMS/NIMS Requirements

Section 2450 (a) of the California Code of Regulations and the SEMS and NIMS guidelines, require “Any city, city and county, or county declaring a local emergency for which the governor proclaims a state of emergency, and any state agency responding to that emergency **shall complete and transmit** an after action report to Cal OES within **ninety (90) days** of the close of the incident period as specified in the California Code of Regulations, Title 19, §2900(j).”

Section 2450 (b) The after-action report shall, at a minimum:

- Be a review of response actions taken.
- Application of SEMS.
- Suggested modifications to SEMS.
- Necessary modifications to plans and procedures.

The completion of an After Action Reports (AAR)/ Corrective Action Plan (CAP) is a part of the required SEMS reporting process. The Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the Government Code), Section 8607 (f) specifies that the California Governor’s Office of Emergency Services (Cal OES) shall in cooperation with involved state and local agencies complete an AAR within 120 days after each declared disaster. It also states “This report shall review public safety response and disaster recovery activities and shall be made available to all interested public safety and emergency management organizations.”

The City of Albany Director of Emergency Services or designee will be responsible for completion and distribution of the City of Albany After Action Report, including sending it to the Alameda Operational Area OES, who will include it in the Operational Area AAR/CAP and send it to the Governor’s Office of Emergency Services (SharedMail.CalAAR@caloes.ca.gov) within the required 90-day period.

For the City of Albany, the After Action Report’s primary audience will be EOC staff, elected officials, City management and all employees. As public documents, reports are accessible to the public in compliance with requests made under the California Public Records Act.

Public Disclosure

Although, SEMS requires Cal OES to make their AAR/ CAP available to state and local agencies, those local agencies are not mandated to share their AAR/ CAP with any agency except Cal OES. However, it should be noted that state and local government agencies are required to comply with requests under the California Public Records Act.



Purpose

The After Action Report will serve as a source for documenting the City of Albany's emergency response activities and identifying areas of concern and success. It will also be utilized to develop a work plan for implementing Corrective Actions or Improvement Plans.

After Action Reports/ Corrective Action Plans serve the following important functions:

- Provide a source for documentation of response and recovery activities.
- Identify problems and successes that occurred during emergency operations.
- Analyze the effectiveness of components of the SEMS.
- Describe and defines a plan of action for implementing improvements, including mitigation activities.

Requirement for submit an AAR

The AAR requirement is triggered depending on who has proclaimed and for what.

- 1) State Agencies
 - a. If the Governor proclaims a state of emergency for any event(s), any State Agency that responds to the event(s) in question is required to provide an AAR to Cal OES.
- 2) Operational Areas
 - a. If an Operational Area proclaims a local emergency for their county and the Governor proclaims a state of emergency for the emergency-causing event(s), an AAR is due to Cal OES.
- 3) Municipalities
 - a. If a municipality proclaims a local emergency and the Governor proclaims a state of emergency for the emergency-causing event(s), an AAR is due to Cal OES.
- 4) Special Districts, Schools, CA Tribes, Etc.
 - a. There is no requirement that these organizations submit an AAR to Cal OES. It is up to the discretion of Operational Areas and municipalities to determine whether they want to ask for AAR data from these agencies.

AAR Request process

As soon as possible after a Governor's proclamation, Cal OES will send the Proclaiming jurisdiction a Request for Information (RFI) email:

- 1) All State Agencies and Departments who respond, or have previously responded, to any disasters.



- a. It is up to the State Agencies to report whether they did or did not respond to an event. They need to contact us to report this or they will be assumed to have not submitted an AAR despite owing one.
 - b. Cal OES will also require all of its internal branches to provide AAR data.
- 2) The Operational Areas that:
- a. Proclaimed for the same event(s) that the Governor proclaimed for and/or
 - b. Contain a municipality that proclaimed for the same event(s) that the Governor proclaimed for.

Operational Areas are responsible for contacting their municipalities and requesting AAR data.

AARs need to be submitted in the AAR Board in Cal EOC. For State Agencies and Operational Areas. For the municipalities, their Operational Area may decide how to handle AAR submission. They have three options:

- 1) If the Operational Area and the municipality in question both proclaimed local emergencies for the same event for which there is a Governor's proclamation, the Operational Area may include the municipal responses in their own AAR.
- 2) If the Operational Area did not proclaim, they may submit the AAR into Cal EOC on behalf of the municipality. They should clearly indicate in the AAR which municipality the AAR is being submitted for.
- 3) If the Operational Area did not proclaim, the municipality (or the Operational Area on their behalf) may submit their AAR to sharedmail.calAAR@caloes.ca.gov
 - a. It is preferred that the Operational Area submit AARs on behalf of their municipalities, regardless of how it is submitted.

Contents of the After Action Report

The After-Action Report will be written in simple language, well structured, brief, well presented, and geared to the primary audience. Data for the After-Action Report will be collected from documents developed during the disaster response and interviews with emergency responders. The most up-to-date form, with instructions, can be found on Cal EOC.

At a minimum, the After Action Report will provide the following information.

- Response actions taken
- Application of SEMS/NIMS
- Suggested modifications to SEMS/NIMS



- Necessary modifications to plans and procedures
- Training needs
- Recovery activities to date

Reporting Process

The complete AAR/CAP process involves five (5) basic components:

1. Compile and sort all documentation from the response and recovery activities.
2. Analyze and triage emergency response and recovery activities data by SEMS functions.
3. Prepare and submit the AAR, including corrective actions. [In many cases, the AAR will have corrective actions. These may not be final corrective actions, and they may not be the ones that become action items in a corrective action plan.]
4. Identify corrective action planning activities necessary based on the AAR.
5. Implement and track to completion the identified CAs.

An After Action Report will provide a broad perspective on the incident, referencing more detailed documents, and addressing all areas specified in regulations. It will include an overview of the incident, including enclosures, and will address specific areas of the response, if necessary. The report will be coordinated with, but not encompass, hazard mitigation. Hazard mitigation efforts may be included in the “recovery actions to date” portion of the After Action Report.

Importance of Documentation

Documentation is critical for developing After Action Reports and must be initiated early in the preparedness or response phase of an incident, disaster, emergency, pre-planned event, or prior to training or an exercise. Although dynamic events command much focus during the emergency response, adequate documentation:

- Is essential to operational decision-making.
- May have future legal ramifications.
- May have implications for reimbursement eligibility.
- Provides the foundation for development of the AAR and CAP.

The Planning/Intelligence Section shall initiate documentation actions early during response phase and:

- Assign the responsibility for collecting and filing all documents and data pertaining to the event.
- Emphasize the importance of documentation to all sections.
- Emphasize early identification of possible system improvements and facilitate immediate actions to address issues.



- Stress early data collection and reporting prior to staff returning to their normal duties.
- Establish timelines and expedites for the preparation of the AAR/ CAP.

At the completion of the emergency period, and after the field ICS and EOC level organizations have been deactivated, the responsibility for the continuance of the after action report process should be assigned elsewhere within the organization. In many organizations, the same personnel may actually be assigned to the after action report function to provide continuity.

Sources of Documentation

Depending upon the situation, different types of documentation comprise the source documents or "database" for the After Action Report. Documentation should not be restricted to those reports or forms used exclusively by the planning function, but should include materials from the entire emergency organization. Ideally, key components of this database such as time-keeping procedures, would be identified as part of pre-event planning and would then be used during and actual event.

Documentation sources include, but are not limited to:

- Action plans developed to support operational period activities.
- Forms used in the SEMS field level Incident Command Systems.
- Section, branch, or unit activity logs and journals.
- Planning function reports and forms.
- Data from all functions of the emergency organization.
- Cal OES Operational Area EOC resource and reporting program (Cal EOC).
- Written messages.
- Function and position checklists.
- Public information and media reports.
- FEMA-developed forms.
- Other forms or documentation.

Supplemental Documentation

Documentation developed during emergency operations can be supplemented with the following:

- Exit interview or critique forms completed as personnel rotate out of a function.
- Critiques performed at various time frames during and after emergency operational activities.
- Critiques may be conducted informally or with more formal, structured workshops.



- Surveys distributed to individuals and organizations after the event that can be used either for direct input to the AAR or as a basis for workshop discussions.
- Research teams can gather information and write the applicable portions of the AAR.
- Other AARs prepared by participating agencies and organizations may be utilized as a data-gathering tool.

Data Organization and Structuring

There are many approaches to structuring and organizing compiled data. Some questions to consider before preparing the AAR include:

- What is the purpose of the critique or survey?
- Who is the survey's audience?
- Have all key "responders," for example, all activated personnel, were included in the survey/workshop?
- Does the survey/workshop process permit identification of internal, agency-specific improvements and corrective actions to be taken?
- Does the survey/workshop process permit identification of needed external improvements?
- Do the needed improvements involve the SEMS levels?
- Are the identified issues or problems linked to the appropriate corrective actions?
- Are SEMS functions (planning/intelligence, logistics, etc.) being assessed?
- Are all phases of emergency management reflected in the data collection process, including response, recovery, mitigation, and preparedness?
- Does the critique/survey format coincide with the after action report format?
- Does the designated person understand the assignment and tasks?

AAR Preparation

An eight-step process to prepare the AAR is recommended.

1. Compile and sort by SEMS functions the information from surveys, critiques, and after action workshops.
2. Review and analyze documentation based on SEMS functional areas.
3. Evaluate lessons learned, areas needing improvement, corrective action recommendations, and use this information to develop proposed CAs.
4. Prepare draft AAR/CAP and distribute to participating state, local and tribal jurisdictions and private and volunteer organizations for review and comments.
5. Incorporate reviewer's comments as appropriate to develop a final draft report.
6. Redistribute the final draft to all previously identified reviewers for official approval.
7. Review and incorporate final comments from reviewers.



8. Prepare final AAR/CAP, obtain appropriate approval from the Director of Emergency Services or Chairman of the City Emergency Services Committee, and forward the report to the Operational Area, Cal OES Southern Region and Cal OES Headquarters. Consider providing copies to all participating jurisdictions, private and volunteer organizations.

Identification of CAP planning activities

Corrective Action Planning activities describe the actions that must be completed to alleviate the issue or problem identified in the AAR. This will require a system or method of following through, or tracking, the identified corrective action to ensure its completion. Depending on the complexity and severity of the identified issue or problem in the AAR, CAPs could be briefly described in a matrix or may require the development of an integrated plan of action. Regardless of the complexity, each CAP should contain:

- Description of the system and method of tracking the CAP, that is, spreadsheet, database, etc., that will be used to ensure implementation of the CAP.
- Brief description of the issue or problem, and the needed corrective action or activity.
- Party or organization(s) responsible for completing the CAP.
- Expected end product.
- Expected completion date.
- Funding source and justification of the need for funding in order to carry out CAPs.
- Identification of cross-jurisdictional or multi-agency working groups needed to implement the CAPs, if appropriate.

Tracking and Implementing Corrective Action Plans

Implementation of CAPs frequently requires a significant amount of time and commitment that could continue well into the Recovery stage. In some instances, the corrective action plans may require several years to fully implement. The Director of Emergency Services will have the overall responsibility for following through that the Corrective Action plan is implemented and completed as written.

AARs for non-declared disasters / Training and Exercises

Because After Action Reports are used to document an event, identify “corrective actions” that need to be completed and improve the quality of emergency management, an AAR/CAP should be completed for both declared and non-declared disasters, for training/ exercises, and pre-identified planned events consistent with NIMS requirements.



AARs for non-declared events

A similar process as that described in the previous section for declared events, may be followed for non-declared events, exercises/trainings, or pre-identified planned events. When appropriate, Cal OES may request an AAR/CAP be completed, if determined an AAR/CAP would benefit emergency management in California.

After Action Report/Improvement Plan reporting for federally funded exercises

For exercises conducted using federal funding or grants, complete an After Action Report and Improvement Plan using the Homeland Security Exercise and Evaluation Program (HSEEP) templates (<https://preptoolkit.fema.gov/HSEEP.html>), within the grant required timeframe of the event, and post the report on the ODP Grants and Training secure portal, or attach the Word version of the After Action Report/Improvement Plan to the portal.

Cal OES Statewide AAR/CAP

The Emergency Services Act Section 8607 (f) specifies that the Cal OES shall in cooperation with involved state and local agencies complete an AAR within 120 days after each declared disaster.

Cal OES will compile a consolidated statewide AAR for declared events in compliance with the SEMS statute and regulations. This consolidated AAR will also include proposed CAs, based upon input from the appropriate agencies and jurisdictions.

To facilitate timely completion of the Statewide AAR and to provide assistance for state and local agencies with reporting requirements, Cal OES, in accordance with its procedures, will do the following:

- Notify the appropriate jurisdictions, agencies, and other interested parties of the Statewide AAR requirements and 90-day timeframe for submission of their AARs.
- Establish a work group and work plan for developing the Statewide AAR.
- Gather data for the Statewide AAR using a variety of methods, including, but not limited to workshops, hot-washes, interviews, and AARs from the appropriate agencies/departments, and jurisdictions.
- Prepare a draft Statewide AAR that includes the proposed CAs and circulate it for review and comment among the appropriate interested parties. As part of this review process, state agencies and/or departments may be requested to obtain approval of their AAR input from their agency/department, or branch for their component of the consolidated Statewide AAR.



- Prepare a final AAR using comments obtained during the review process. The final AAR will be distributed both electronically and in hardcopy format to the appropriate interested parties. CAs will be shared with the emergency management community and strategies will be developed for implementing the CAs. Strategy development or event specific CA plans will be a collaborative effort among the organizations involved in an event.

Cal OES Statewide AAR/CAP in Recovery Phase

SEMS regulations call for identifying “Recovery activities to date.” The Recovery activities listed in the AAR are the likely areas that will fall within the 120-day scope. The Joint Field Office (JFO) may develop a separate AAR to address Recovery activities.

It is the responsibility of the key stakeholders to develop the CA measures needed to remedy any problems identified in the JFO AAR.

The description of Recovery Activities should include the following information:

- General background and description of recovery activities performed by participating agencies.
- Proclamation/Declaration process.
- Joint Field Office (description of locations and services offered to public).
- Damage Assessment (description of assessed damages).
- Safety Assessment Program activities.
- Public Assistance Programs (description of activities and services provided to government agencies that were adversely impacted by the disaster).
- Applicant Briefings.
- Individual Assistance Program (description of services/programs offered to individuals adversely affected by the disaster).
- Activation of Assistance Centers (description of services offered to public).
- Hazard Mitigation Program (description of services offered).

Based on the number of agencies involved in the response, recovery, and mitigation activities, those activities identified by participating agencies may be displayed in the body of the report, or they may be displayed in an attachment that delineates the information by each participating agency.



AFTER ACTION/CORRECTIVE ACTION (AA/CA) REPORT SURVEY TEMPLATE
for responses to

[Incident Name]

[Affected Operational Areas]

GENERAL INFORMATION

Information Needed	Text goes in text boxes below.
Name of Agency:	
Type of Agency.* (Select one) * City, City, Operational Area (OA), State agency (State), Federal agency (Fed), special district, Tribal Nation Government, UASI City, non-governmental or volunteer organization, other.	
OES Admin Region: (Coastal, Inland, or Southern)	
Completed by:	
Date report completed:	
Position: (Use SEMS/NIMS positions)	
Phone number:	
Email address:	
Dates and Duration of event: (Beginning and ending date of response - using mm/dd /yyyy)	



SEMS/NIMS FUNCTION EVALUATION

MANAGEMENT (Public Information, Safety, Liaison, etc.)

	Satisfactory	Needs Improvement
Overall Assessment of Function (check one)		

If “needs improvement” please briefly describe improvements needed:	
Planning	
Training	
Personnel	
Equipment	
Facilities	

FIELD COMMAND (Use for assessment of field operations, i.e., Fire, Law Enforcement, etc.)

	Satisfactory	Needs Improvement
Overall Assessment of Function (check one)		

If “needs improvement” please briefly describe improvements needed:	
Planning	
Training	
Personnel	
Equipment	
Facilities	



OPERATIONS (Law enforcement, fire/rescue, medical/health, etc.)

	Satisfactory	Needs Improvement
Overall Assessment of Function (check one)		

If “needs improvement” please briefly describe improvements needed:	
Planning	
Training	
Personnel	
Equipment	
Facilities	

PLANNING/INTELLIGENCE (Situation analysis, documentation, GIS, etc.)

	Satisfactory	Needs Improvement
Overall Assessment of Function (check one)		

If “needs improvement” please briefly describe improvements needed:	
Planning	
Training	
Personnel	
Equipment	
Facilities	



LOGISTICS (Services, support, facilities, etc.)

	Satisfactory	Needs Improvement
Overall Assessment of Function (check one)		

If “needs improvement” please briefly describe improvements needed:	
Planning	
Training	
Personnel	
Equipment	
Facilities	

FINANCE/ADMINISTRATION (Purchasing, cost unit, etc.)

	Satisfactory	Needs Improvement
Overall Assessment of Function (check one)		

If “needs improvement” please briefly describe improvements needed:	
Planning	
Training	
Personnel	
Equipment	
Facilities	



AFTER ACTION REPORT QUESTIONNAIRE

(The responses to these questions can be used for additional SEMS/NIMS evaluation)

Response/Performance Assessment Questions	yes	no	Comments
1. Were procedures established and in place for responding to the disaster?			
2. Were procedures used to organize initial and ongoing response activities?			
3. Was the ICS used to manage field response?			
4. Was Unified Command considered or used?			
5. Was the EOC and/or DOC activated?			
6. Was the EOC and/or DOC organized according to SEMS?			
7. Were sub-functions in the EOC/DOC assigned around the five SEMS functions?			
8. Were response personnel in the EOC/DOC trained for their assigned position?			
9. Were action plans used in the EOC/DOC?			
10. Was the action planning process used at the field response level?			
11. Was there coordination with volunteer agencies such as the Red Cross?			
12. Was an Operational Area EOC activated?			
13. Was Mutual Aid requested?			
14. Was Mutual Aid received?			



15. Was Mutual Aid coordinated from the EOC/DOC?			
16. Was a MAC group established at the EOC/DOC level? Were they involved with the shift briefings?			
17. Were communications established and maintained between agencies?			
18. Was the public alert and warning conducted according to procedure?			

19. Was public safety and disaster information coordinated with the media through the JIC?			
20. Were risk and safety concern addressed?			
21. Did event use Emergency Support Function (ESFs) or Emergency Functions (EFs) effectively?			
22. Was communications inter-operability an issue?			



Additional Questions

23. What response actions were taken by your agency? Include such things as mutual aid, number of personnel, equipment and other resources. **Note: Provide statistics on number of personnel and number/type of equipment used during this event. Describe response activities in some detail.**

24. As you responded, was there any part of SEMS/NIMS that did not work for your agency? If so, how would (did) you change the system to meet your needs?

25. As a result of your response, did you identify changes needed in your plans or procedures? Please provide a brief explanation.

26. As a result of your response, please identify any specific areas needing training and guidance that are not covered in the current SEMS Approved Course of Instruction or SEMS Guidelines.

27. If applicable, what recovery activities have you conducted 60 days or less from the end of the incident? Include such things as damage assessment surveys, hazard mitigation efforts, reconstruction activities, and claims filed.

28. Were there any Access and Functional Needs issues identified during your response? If so, please provide a brief explanation.



29. Were there any issues related to Public Information for this incident? If so, please provide a brief explanation.

NARRATIVE

Use this section for additional comments.

POTENTIAL CORRECTIVE ACTIONS

Identify issues, recommended solutions to those issues, and agencies that might be involved in implementing these recommendations. Also, address any problems noted in the SEMS/NIMS Function Evaluation.

Indicate whether issues are an internal agency specific or have broader implications for emergency management.

(Code: I= Internal; R =Regional, for example, OES Mutual Aid Region, Administrative Regions, geographic regions, S=Statewide implications)

Code	Issue or Problem Statement	Corrective Action / Improvement Plan	Agency(s)/ Depts. To Be Involved	Point of Contact Name / Phone	Estimated Date of Completion

If you have questions or need further assistance, please contact Scott Marotte of the Cal OES AAR Team at SharedMail.CalAAR@CalOES.ca.gov or call (916) 845-8780.



RESPONSE SUMMARY

State and local agencies response activities chart

The following chart summarizes the wide array of activities that local and state agencies/departments performed during the *(Name of Incident)*. It reflects the various mutual aid systems (fire and rescue, law enforcement, medical), as well as other state response capabilities.

Note: Agencies and organizations were not asked to provide specific information on personnel and equipment deployment. If available, this information has been included in the matrix. N/A= data not available, not submitted.

Agency/Dept.	Period of Commitment	Personnel	Equipment
Name of State or Local Agency			
Activities:			

Agency/Dept.	Period of Commitment	Personnel	Equipment
<i>Name of State or Local Agency</i>			
Activities:			

Agency/Dept.	Period of Commitment	Personnel	Equipment
<i>Name of State or Local Agency</i>			
Activities:			



LOGISTICS SECTION

PURPOSE

The Logistics Section will be responsible for coordinating acquisitions to supply the incident with the necessary services, equipment and personnel. This includes supplying communications, transportation, medical services, food, water and shelter, incident facilities and other resources in support of incident objectives.

PRIORITIES

When establishing the Mission, Goal, Objectives and Strategies during emergency response operations, the following priorities are considered.

- Initiate, support and maintain measures that protect life, safety, property, and the environment.
- Isolate and stabilize the incident.
- Eliminate or mitigate hazards.
- Evacuate threatened populations.
- Provide for the rapid resumption of essential human services and support community and economic recovery.
- Provide planning and direction for the emergency operations and optimize the management of resources.
- Provide emergency public information on conditions and suggested personal protective actions.
- Provide accurate documentation and records required for cost recovery efforts.

OVERVIEW

The Logistics Section's primary responsibility is to ensure the acquisition, transportation and mobilization of resources to support the response effort at the disaster sites, public shelters, EOCs, etc. This Section provides all necessary personnel, supplies and equipment Purchasing support. Methods for obtaining and using facilities, equipment, supplies, services and other resources to support emergency response at all operational sites during emergency/disaster conditions will be the same as that used during normal operations unless authorized by the EOC Director or emergency orders of the City Council.

OBJECTIVES



The Logistics Section ensures that all other sections are supported for the duration of the incident. Any personnel, equipment, supplies or services required by the other sections, except mutual aid resources requested through law enforcement and fire mutual aid channels, will be ordered through the Logistics Section.

The Logistics Section will accomplish the following specific objectives during an incident, emergency, or disaster:

- Collect information from other sections to determine needs and prepare for expected operations.
- Coordinate provision of logistical support with the EOC Director.
- Prepare required reports identifying the activities performed by the Logistics Section.
- Determine the City's logistical support needs and plan for both immediate and long-term requirements.
- Maintain proper and accurate documentation of all actions taken and all items procured to ensure that all required records are preserved for future use and Cal OES and FEMA filing requirements.

CONCEPT OF OPERATIONS

The Logistics Section will operate under the following policies during an incident, emergency, or disaster as the situation dictates:

- The City of Albany will utilize SEMS and NIMS in emergency response activities.
- The City of Albany will begin utilizing its resources before requesting mutual aid assistance when emergency response or recovery requirements exceed the City's ability to address them.
- All existing City and departmental operating procedures will be adhered to unless modified by the City Council.
- All on-duty personnel are expected to remain on duty until properly relieved of duty. Off-duty personnel will be expected to return to work or contact their supervisor or the Police shift supervisor in accordance with their individual department plan guidelines.
- While in a disaster mode, operational periods will be 12 hours for the duration of the event. Operational periods will normally change at 6:00 a.m. and 6:00 p.m., however operational periods should be event driven.
- The City of Albany will coordinate response and recovery activities with the Cal OES Coastal Region or State Operational Center.
- The resources of the City of Albany will be made available to local agencies and citizens to cope with disasters affecting this area.



SECTION PROCEDURES

The EOC Director is authorized to activate the Logistics Section. The Logistics Section Coordinator shall request the activation of Units within the Logistics Section as needed.

When to Activate

The Logistics Section may be activated when the City's Emergency Operations Center (EOC) is activated or upon the order of the EOC Director.

Where to Report

The EOC Director will instruct activated EOC staff to respond to either the Primary EOC or Alternate EOC based on the EOC activation level. The Primary EOC is located Adjacent the Fire and Police Department, 1000 San Pablo Ave. Albany, CA 94706. The Alternate EOC is located in the Albany Recreation & Community Services Center, 1249 Marin Avenue Albany, CA 94706.

LOGISTICS SECTION STAFF

The Logistics Section Coordinator will determine, based on present and projected requirements, the need for establishing specific and/or specialized units. The following units may be established as the need arises:

- Supply Unit
- Resources Unit
- Personnel/Volunteers Branch
- Clerical Support Services Unit
- Transportation Unit
- Facilities Unit
- Communications/ Information Systems Unit

The Logistics Section Coordinator may activate additional units as necessary to fulfill an expanded role.

Logistics Section Coordinator

The Logistics Section Coordinator, a member of the EOC Director's General Staff, is responsible for supporting the response effort and the acquisition, transportation and mobilization of resources. Information is needed to:

- Understand the current situation.
- Predict probable resource needs.
- Prepare alternative strategies for Purchasing and resources management.



Supply Unit

The Supply Unit 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 Supply Unit is responsible for administering all financial matters pertaining to purchases, vendor contracts, leases, fiscal agreements and tracking expenditures. The Supply Unit is responsible for identifying sources of equipment, preparation and signing equipment rental agreements, and processing all administrative paperwork associated with equipment rental and supply contracts, including incoming and outgoing mutual aid resources. The Supply Unit is also responsible for ensuring that all records identify scope of work and site-specific work location.

Resources Unit

The Resources Unit is responsible for maintaining detailed tracking records of resource allocation and use (resources available, resources assigned, resources requested but not yet on scene, “out-of-service” resources and estimates of future resource needs); for maintaining logs and invoices to support the documentation process and for resources information displays in the EOC. This Unit cooperates closely with the Operations Section (to determine resources currently in place and resources needed).

Personnel/Volunteers Unit

The Personnel Unit is responsible for obtaining, coordinating and allocating all non-fire and non-law enforcement mutual aid personnel support requests received; for registering spontaneous unaffiliated volunteers (SUV) as Disaster Service Workers and for managing EOC personnel issues and requests.

Clerical Support Services Unit

The Clerical Support Services Unit is responsible for the obtaining, coordination and allocation all clerical support requests received and the management of clerical personnel issues and requests.

Transportation Unit

The Transportation Unit is responsible for transportation of emergency personnel, equipment and supplies and for coordinating the Disaster Route Priority Plan.

Facilities Unit

The Facilities Unit is responsible for ensuring that adequate facilities are provided for the response effort, 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.

Communications/ Information Systems Unit

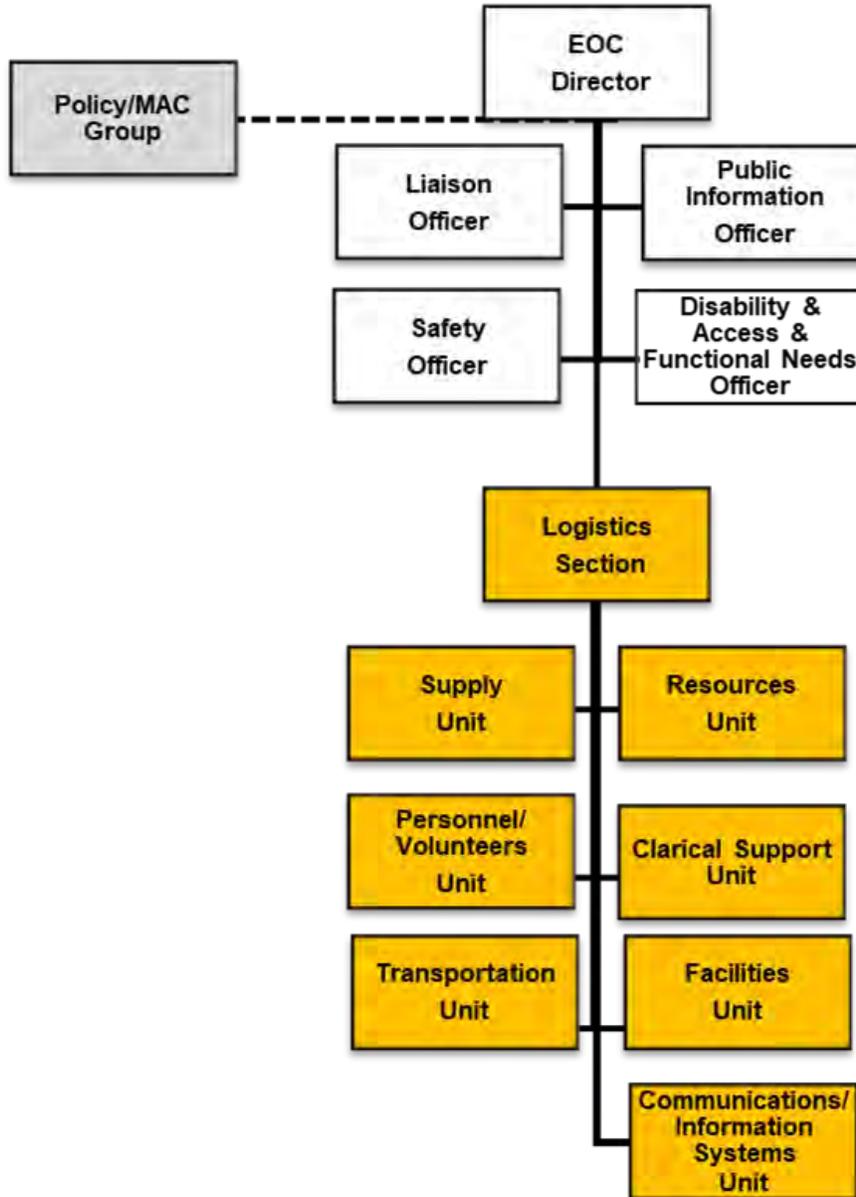
The Communications/ Information Systems Unit is responsible for managing all radio, data, and telephone needs of the EOC staff. This unit is also responsible for developing plans for the effective use of incident communications and information technology equipment and facilities; installing and testing of communications equipment, computers, networks, and related equipment; distribution of communications and information technology equipment to EOC and incident personnel; the maintenance and repair of such equipment; and the supervision of the Incident Communications Center.

Attachments:

- Figure 25: Logistics Section Organization Chart
- Logistics Section Position Checklists
 - Supply Unit Leader Position Checklist
 - Resources Unit Leader Position Checklist
 - Personnel/Volunteers Branch Leader Position Checklist
 - Clerical Support Services Unit Leader Position Checklist
 - Transportation Unit Leader Position Checklist
 - Facilities Unit Leader Position Checklist
 - Communications/ Information Systems Unit Leader Position Checklist
 - The RACES Position Checklist



Figure 25: Logistics Section Organizational Chart





LOGISTICS SECTION COORDINATOR POSITION CHECKLIST

PRIMARY: Recreation and Community Services Director

ALTERNATE: City Staff as Assigned

SUPERVISOR: EOC Director

- GENERAL DUTIES:**
- Ensure the logistics function is carried out consistent with SEMS/NIMS guidelines, including:
 - Resources management and tracking.
 - Managing all radio, data, telephone, videoconferencing needs of the EOC.
 - Coordinating transportation needs and issues.
 - Managing personnel issues and registering spontaneous unaffiliated volunteers as Disaster Services Workers.
 - Obtaining all materials, equipment and supplies to support emergency operations in the field and in the EOC.
 - Coordinating management of facilities used during disaster response and recovery.
 - Establish the appropriate level of organization within the Section, and continuously monitor the effectiveness of that organization. Make changes as required.
 - Be prepared to form additional units as dictated by the situation.
 - Oversee distribution of supplies, equipment, and personnel, in accordance with priorities established by the EOC Director.
 - Obtain, allocate and track ordered resources to support emergency operations.
 - Advise the EOC Director is suspension of competitive bidding is warranted.
 - Assess status of communications and information systems and arrange for repairs and/or alternate systems.
 - Assess damage to City facilities to determine habitability, accessibility and need for repairs.
 - Maintain complete and accurate records of resource requests, acquisitions and distributions.
 - Exercise overall responsibility for the coordination of unit activities within the Section.
 - Coordinate the provision of logistical support for the EOC.
 - Report to the EOC Director on all matters pertaining to Section activities.

RESPONSIBILITIES: Support the response effort and oversee the acquisition, transportation and mobilization of resources.



**READ THE ENTIRE CHECKLIST AT START-UP AND AT THE
BEGINNING OF EACH SHIFT**

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Advise pre-assigned Section staff of the potential need to respond to the EOC.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.
- Document preparedness activities, monitor the situation, and maintain readiness posture:
 - Establish and maintain an activity log.
 - Notify alternates of situation.
 - Notify other key management of situation.
 - Assist in the development a potential Action Plan based on the impending emergency.
 - Prepare to participate in the development of the EOC Incident Action Plan.
- Consider alerting/recalling off-duty personnel and specialized teams.
- Establish an emergency work schedule.
- Test communications equipment.
- Coordinate Emergency Public Information with Public Information Officer (PIO).



STARTUP ACTIONS

- Check-in upon arrival at the Emergency Operations Center (EOC).
- Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Obtain a briefing from the EOC Director in accordance with the EOC Action Plan (if one has been developed).
 - Receive a copy of the written Action Plan (if one has been developed, if not, receive a briefing that includes the items below).
 - Confirm reporting requirements concerning execution of the action plan.

Briefings should include:

- Current situation assessment.
 - Past actions, present and forecasted activity.
 - Current and anticipated staffing expectations, limitations and demobilization procedures.
 - Organization within the EOC.
 - Location of work area.
 - Expectations of the Section.
 - Identification of specific job responsibilities.
 - Identification of Management and General Staff co-workers and work areas.
 - Availability of communications and identified paths of communication within the EOC.
 - Fiscal expectations and limitations.
 - Procedural instructions for obtaining additional supplies, services, and personnel.
 - Identification of operational period work shifts.
 - EOC emergency or evacuation procedures and rally points.
 - Identification of eating and sleeping arrangements as appropriate.
 - Procedures to document items for the After Action Report.
 - Encourage them to think ahead and anticipate situations and problems before they occur.
-
- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.

Document:

- Messages received
- Action taken
- Decision justification and documentation



- Requests filled
- EOC personnel, time on duty and assignments
- Check-in and Check-out times

- Retain all paperwork (notes, memos, messages, etc.). Ensure that logs and files are maintained.

Precise information is essential to meet requirements for possible reimbursement by the Cal OES and FEMA.

- Set up your Section workstation, including maps and status boards. Use your EOC Section materials, guidance documents, job aides, and on-site supplies.
- Develop and implement accountability, safety, and security measures for Section staff and resources.
- Review position responsibilities.
- Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.
- Ensure that all required supplies are available and equipment, including internal and external communications equipment, is working properly (phones, computers, radios, forms, checklists, guidance documents, job aides, maps, etc.)
- Determine the extent to which Section functions should be activated and request approval for additional staffing or resources from the EOC Director. Upon approval initiate staff notification procedure.
- Activate organizational elements within your Section as needed and designate Branch Directors for each element or combination of elements as needed.
 - Supply Unit
 - Transportation Unit
 - Facilities Unit
 - Personnel Branch
 - Clerical Support Services
 - Communications/ Information Systems Unit

If additional Unit staffing is needed:

- Request additional personnel for the Section to maintain a 24-hour operation as required.
- Ensure that sufficient staffing is in place to meet responsibilities. If not, request additional staffing.



- Determine if other Section staff is at the EOC and obtain estimated times of arrival for outstanding staff.
- Activate other elements/Units of the Section, establish work area, assign duties and ensure Section or Unit logs are opened.
- Ensure that all Section/Unit personnel have completed status check on equipment, facilities, and operational capabilities.
- Assign and ensure that all your incoming Section/Unit personnel are fully briefed in accordance with the EOC Action Plan.
 - Ensure each has a copy of the written Action Plan
 - Establish reporting requirements concerning execution of the action plan.
- Determine if there are mutual aid requests for these functional areas. Initiate coordination with appropriate mutual aid systems as required.
- Request additional resources through the Logistics Section or established ordering procedures, as needed.
- Based on the situation as known or forecasted determine likely future Unit needs.
- Think ahead and anticipate situations and problems before they occur.
- Think ahead and anticipate situations and problems before they occur.
- Inform your EOC Supervisor when your Unit is fully operational.

GENERAL OPERATIONAL DUTIES

- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.
- Develop a list of key issues currently facing the Section to be accomplished within the next operational period.
- Prepare work objectives for Section staff and make staff assignments.
- Ensure internal coordination between Branch directors.
- Carry out responsibilities of the Section/ Branches that are not currently staffed.



- Keep up to date on situation and resources associated with the Section. Maintain current status and displays at all times. Provide situation and resources information to the Situation Unit on a periodic basis or as the situation requires.
- From the Situation Unit of the Planning/Intelligence Section, obtain and review major incident reports and additional field operational information that may pertain to or affect your Section operations. Provide information to appropriate branches.
- Review situation reports as they are received. Ensure your Section status/information is accurate and confirm where questions exist.
- Brief the EOC Director on major problem areas that need or will require solutions. Provide periodic situation or status reports.
- Ensure that intelligence information from Branch Directors is made available to the Planning Section in a timely manner.
- Establish operating procedure for use of telephone, radio, videoconferencing, and data systems. Provide staff with direction, expectations, and priorities.
- Ensure that Section/Branch/Unit logs and files are maintained.
- Monitor Section activities and adjust Section organization as appropriate.
- Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.
- Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.
- Use face-to-face communication in the EOC whenever possible.
- Be prepared to participate in the EOC Director's action planning meetings and policy decisions.
- Identify key issues currently affecting the Section; meet with section personnel and determine appropriate section objectives for the first operational period.
- Provide the Planning Section Coordinator with the Section's objectives prior to each Action Planning meeting.
- Ensure that all contacts with the media are fully coordinated first with the EOC Director and the Public Information Officer (PIO).



SECTION OPERATIONAL DUTIES

- Assess the impact of the emergency/disaster on the City, including the initial safety/damage assessment by field units.
- Identify the need for use of special resources.
- Initiate the EOC Action Plan development for the current and forthcoming operational periods.
- Obtain a current communications status briefing from the Communications Unit Leader in Logistics. Ensure that there is adequate equipment and radio frequencies available as necessary for the section.
- Determine status of transportation system into/within the affected area in coordination with the Transportation Unit of the Logistics Section. Find out present priorities and estimated times for restoration of the disaster route system. Provide information to appropriate branches and units.
- Coordinate with the Planning Section Coordinator to determine the need for any Technical Specialists.
- Meet with Finance/Administration Section Coordinator and review financial and administration support needs and procedures. Determine level of purchasing authority to be delegated to Logistics Section.
- Following action planning meetings, ensure that orders for additional resources necessary to meet known or expected demands have been placed and are being coordinated within the EOC and field units.
- Keep the Cal OES Coastal Region or State Operation Center apprised of overall situation and status of resource requests via email, phone, or Cal EOC.
- Establish the appropriate level of organization within the Section, and continuously monitor the effectiveness of that organization. Make changes as required.
- Oversee distribution of supplies, equipment, and personnel, in accordance with priorities established by the EOC Director.
- Obtain, allocate and track ordered resources to support emergency operations.
- Advise the EOC Director is suspension of competitive bidding is warranted.



- Assess status of communications and information systems and arrange for repairs and/or alternate systems.
- Assess damage to City facilities to determine habitability, accessibility and need for repairs.
- Maintain complete and accurate records of resource requests, acquisitions and distributions.
- Identify service/support requirements for planned and expected operations.
- Resolve problems associated with requests for supplies, facilities, transportation, communication and food.
- Initiate the EOC Action Plan development for the current and forthcoming operational periods.
- Direct the coordination of periodic disaster and strategy plans briefings to the EOC Director and General Staff, including analysis and forecast of incident potential.
- Ensure coordination of collection and dissemination of disaster information and intelligence with other sections.
- Account for personnel, equipment, supplies, and materials provided to each facility.
- Release mutual aid resources when no longer needed.
- Consider the need for stress management, counseling and/or debriefing.
- Begin planning for recovery.

DEMOBILIZATION/DEACTIVATION DUTIES

- Consider demobilization of organizational elements within the Unit when they are no longer needed. Let your EOC Supervisor know when your position should be demobilized.
- Ensure that any open actions are handled by your position is transferred to other EOC elements as appropriate.



- Ensure that any required forms or reports are completed prior to your release and departure.
- Account for all equipment, personnel, and supplies.
- Demobilize your position and close out logs when authorized by your EOC Supervisor.
- Brief your relief personnel at shift-change time. Ensure that in-progress activities are identified, and follow-up requirements are known.
- Leave forwarding phone number and email where you and your Unit staff can be reached.
- Sign out with your EOC Supervisor and on the sign-in sheet before leaving the EOC.
- Participate in post-emergency debriefing sessions.
- If another shift is not required, contact the person that was supposed to fill your Unit position to let them know they are not needed.
- Contact your department/supervisor and let them know you have been released from the EOC. Contact your EOC supervisor and home department when you've arrived safely at home.



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SUPPLY UNIT LEADER POSITION CHECKLIST

PRIMARY: Recreation and Community Services Director

ALTERNATE: City Staff as Assigned

SUPERVISOR: Logistics Section Coordinator

GENERAL DUTIES:

- Coordinate and oversee the Purchasing, allocation and distribution of resources not normally obtained through existing mutual aid sources, such as food, potable water, petroleum fuels, heavy and special equipment and other supplies and consumables.
- Provide supplies for the EOC, field operations and other necessary facilities.
- Determine if the required items exist within the City supply system.
- Determine the appropriate supply houses, vendors or contractors who can supply the item, product or commodity if City stocks do not exist.
- Purchase items within limits of delegated authority from EOC Finance/Administration Section. Coordinate with the EOC Finance/Administration Section on actions necessary to purchase or contract for items exceeding delegated authority.
- Arrange for the delivery of the items requisitioned, contracted for or purchased.
- Maintain records to ensure a complete accounting of supplies procured and monies expended.
- Support activities for restoration of disrupted services and utilities.

RESPONSIBILITIES: Obtain all non-fire and non-law enforcement mutual aid material, equipment and supplies to support emergency operations and arrange for delivery of those resources.

The Purchasing of resources will follow the priority outlined below:

1. Resources within the City inventory (City-owned).
2. Other sources that may be obtained without direct cost to the City.
3. Resources that may be leased/purchased within spending authorizations.



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.

STARTUP ACTIONS

- Check-in upon arrival at the Emergency Operations Center (EOC).
- Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Report to your EOC organizational supervisor. Confirm the operational period work shift and your assigned workspace.
- Contact your department/supervisor and let them know you have been assigned to the EOC.
- Obtain a briefing from your EOC supervisor in accordance with the EOC Action Plan (if one has been developed).
 - Receive a copy of the written Action Plan (if one has been developed, if not, receive a briefing that includes the items below).
 - Confirm reporting requirements concerning execution of the action plan.
- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.



Document:

- Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
 - Check-in and Check-out times
-
- Retain all paperwork (notes, memos, messages, etc.). Ensure that logs and files are maintained.
 - Determine your personal work area. Set up your Unit workstation, including maps and status boards. Use your EOC Unit materials, guidance documents, job aides, and on-site supplies.
 - Develop and implement accountability, safety, and security measures for staff and resources.
 - Review position responsibilities.
 - Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.
 - Ensure that all required supplies are available and equipment, including internal and external communications equipment, is working properly (phones, computers, radios, forms, checklists, guidance documents, job aides, maps, etc.)
 - Determine the extent to which Unit functions should be activated and request additional staffing or resources from your supervisor if needed.

If additional staffing is needed:

- Ensure that sufficient staffing is in place to meet responsibilities. If not, request additional staffing from your EOC Supervisor.
- Determine estimated times of arrival of staff from your supervisor.
- Activate elements of your Unit, establish work area, assign duties, and ensure a log is opened.
- Ensure that all Unit personnel have completed status check on equipment, facilities, and operational capabilities.



- Assign and ensure that all your incoming personnel are fully briefed in accordance with the EOC Action Plan (if developed)
 - Ensure each has a copy of the written Action Plan (if developed)
 - Establish reporting requirements concerning execution of the action plan.
- Request additional resources through the Logistics Section or established ordering procedures, as needed.
- Think ahead and anticipate situations and problems before they occur.
- Inform your EOC Supervisor when your Unit is fully operational.

GENERAL OPERATIONAL DUTIES

- Develop a plan for Unit operations and support of field operations as requested. Assign specific responsibilities. Monitor activities and adjust staffing/organization as appropriate.
- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.
- Make a list of key issues currently facing the Unit to be accomplished within the next operational period.
- Keep up to date on Unit situation and resource status.
- Brief and keep your EOC Supervisor advised of your Unit status and any major problems that need or may need solutions.
- Review situation reports as they are received. Ensure your Unit status/information is accurate and confirm where questions exist.
- Establish operating procedure for use of telephone, radio, videoconferencing, and data systems. Provide staff with direction, expectations, and priorities.
- Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.
- Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.
- Use face-to-face communication in the EOC whenever possible.



- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.
- Ensure that all Unit personnel, equipment, time, and material records are provided to the Time and Cost Analysis Units of the Finance/Administration Section.

UNIT OPERATIONAL DUTIES

- Meet and coordinate activities with EOC Finance/Administration Section Coordinator and determine purchasing authority to be delegated to Purchasing Unit. Review emergency purchasing and contracting procedures.
- Review, verify and process requests from other sections for resources.
- Obtain names of personnel who have ordering authority.
- Initiate the EOC Action Plan development for the current and forthcoming operational periods.
- Identify the need for use of special resources.
- Assign a Donation Coordinator, if necessary.
- Place orders in a timely manner. Check with Donation Coordinator for donation items that may fill a need and consolidate orders when possible.
- Maintain information regarding:
 - Resources readily available
 - Resources requests
 - Status of shipments
 - Priority resource requirements
 - Shortfalls
- Coordinate with other branches/groups/units as appropriate on resources requests received from operations forces to ensure there is no duplication of effort or requisition.
- Determine if needed resources are available from City stocks, mutual aid sources or other sources. Arrange for delivery if available.
- Determine availability and cost of resources from private vendors.



- Issue purchase orders for needed items within dollar limits of authority delegated to Unit.
- Notify EOC Finance/Administration Section Coordinator of Purchasing needs that exceed delegated authority. Obtain needed authorizations and paperwork.
- If contracts are needed for procuring resources, request that the Purchasing Unit of the EOC Finance/Administration Section develop necessary agreements.
- Arrange for delivery of procured resources. Coordinate with Transportation and Facilities Units.
- Identify to the Logistics Section Coordinator any significant resource request(s) that cannot be met through local action. Suggest alternative methods to solve the problem if possible.
- Establish contact with the appropriate Operations Section Branches and Red Cross representatives(s) and discuss the food and potable water situation with regard to shelters and mass feeding locations. Coordinate actions.
- Establish a plan for field and EOC feeding operations. Coordinate with EOC Operations Section to avoid duplication.
- Be prepared to provide veterinary care and feeding of animals.
- Assemble resource documents that will allow for agency, vendor and contractor contacts; e.g., telephone listings, Purchasing catalogs, directories and supply locations.
- Continually update communications availability information with the Information Systems Branch. Revise contact methods with suppliers as improved communications become available.
- Review the situation reports as they are received. Determine/anticipate support requirements. Verify information where questions exist.
- Begin disaster documentation and record tracking of disaster-related requests for expenditures of equipment, supplies, personnel, funds, etc.
- Provide updated reports on resource status to Resources Unit.
- Identify and maintain a list of available and accessible equipment and supplies to support response and recovery efforts.



- Arrange for storage, maintenance and replenishment or replacement of equipment and materials.
- Ensure reusable equipment is serviced before being returned to inventory.
- Provide and coordinate with EOC Operations Section the allocation and distribution of utilities, fuel, water, food, other consumables and essential supplies to all disaster operation facilities, including shelters.
- Procure and arrange for basic sanitation and health needs at shelter facilities (toilets, showers, etc.) as requested by EOC Operations Section.
- Support activities for restoration of utilities to critical facilities.
- Procure and coordinate water resources for consumption, sanitation and firefighting.
- Coordinate resources with relief agencies (American Red Cross, etc.)
- Obtain and coordinate necessary medical supplies and equipment for special needs persons.
- Obtain necessary protective respiratory devices, clothing, equipment and antidotes for personnel performing assigned tasks in hazardous radiological and/or chemical environments.
- Ensure the organization, management, coordination and channeling of donations of goods from individual citizens and volunteer groups during and following the emergency/disaster.
- Identify supply sources to augment and/or satisfy expanded medical needs during emergency operations.
- In coordination with EOC Operations Section and Alameda OA EOC, maintain essential medical supplies in designated Field Treatment Sites.
- Oversee distribution of supplies, equipment, and personnel, in accordance with priorities established by the EOC Director.
- Obtain, allocate and track ordered resources to support emergency operations.
- Maintain complete and accurate records of resource requests, acquisitions and distributions.



- Resolve problems associated with requests for supplies, facilities, transportation, communication and food.
- Initiate the EOC Action Plan development for the current and forthcoming operational periods.
- Account for personnel, equipment, supplies, and materials provided to each facility.
- Release mutual aid resources when no longer needed.
- Consider the need for stress management, counseling and/or debriefing.
- Begin planning for recovery.

DEMOBILIZATION/DEACTIVATION DUTIES

- Consider demobilization of organizational elements within the Unit when they are no longer needed. Let your EOC Supervisor know when your position should be demobilized.
- Ensure that any open actions are handled by your position is transferred to other EOC elements as appropriate.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Account for all equipment, personnel, and supplies.
- Demobilize your position and close out logs when authorized by your EOC Supervisor.
- Brief your relief personnel at shift-change time. Ensure that in-progress activities are identified, and follow-up requirements are known.
- Leave forwarding phone number and email where you and your Unit staff can be reached.
- Sign out with your EOC Supervisor and on the sign-in sheet before leaving the EOC.
- Participate in post-emergency debriefing sessions.



- If another shift is not required, contact the person that was supposed to fill your Unit position to let them know they are not needed.

- Contact your department/supervisor and let them know you have been released from the EOC. Contact your EOC supervisor and home department when you've arrived safely at home.



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RESOURCES UNIT LEADER POSITION CHECKLIST

PRIMARY: Recreation and Community Services Director

ALTERNATE: The City Staff as Assigned

SUPERVISOR: Logistics Section Coordinator

GENERAL DUTIES:

- Prepare and maintain displays, charts and lists that reflect the current status and location of controlled resources: personnel, equipment and vehicles.
- Establish a resource reporting system for field and EOC units.
- Prepare and process resource status change information.
- Provide information to assist the Situation Status and Documentation Units of the EOC Planning/Intelligence Section in strategy planning and briefing presentations.

RESPONSIBILITIES: Maintain detailed tracking records of resource allocation and use (resources already in place, resources requested but not yet on scene, "out-of-service" resources and estimates of future resource needs); logs and invoices to support the documentation process and resources information displays in the EOC. Cooperate closely with the EOC Operations Section (to determine resources currently in place and resources needed) and with other Planning/Intelligence Units (to provide resources information to the EOC Action Plan).



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.

STARTUP ACTIONS

- Check-in upon arrival at the Emergency Operations Center (EOC).
- Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Report to your EOC organizational supervisor. Confirm the operational period work shift and your assigned workspace.
- Contact your department/supervisor and let them know you have been assigned to the EOC.
- Obtain a briefing from your EOC supervisor in accordance with the EOC Action Plan (if one has been developed).
 - Receive a copy of the written Action Plan (if one has been developed, if not, receive a briefing that includes the items below).
 - Confirm reporting requirements concerning execution of the action plan.
- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.



Document:

- Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
 - Check-in and Check-out times
-
- Retain all paperwork (notes, memos, messages, etc.). Ensure that logs and files are maintained.
 - Determine your personal work area. Set up your Unit workstation, including maps and status boards. Use your EOC Unit materials, guidance documents, job aides, and on-site supplies.
 - Develop and implement accountability, safety, and security measures for staff and resources.
 - Review position responsibilities.
 - Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.
 - Ensure that all required supplies are available and equipment, including internal and external communications equipment, is working properly (phones, computers, videoconferencing, radios, forms, checklists, guidance documents, job aides, maps, etc.)
 - Determine the extent to which Unit functions should be activated and request additional staffing or resources from your supervisor if needed.

If additional staffing is needed:

- Ensure that sufficient staffing is in place to meet responsibilities. If not, request additional staffing from your EOC Supervisor.
- Determine estimated times of arrival of staff from your supervisor.
- Activate elements of your Unit, establish work area, assign duties, and ensure a log is opened.
- Ensure that all Unit personnel have completed status check on equipment, facilities, and operational capabilities.



- Assign and ensure that all your incoming personnel are fully briefed in accordance with the EOC Action Plan (if developed)
 - Ensure each has a copy of the written Action Plan (if developed)
 - Establish reporting requirements concerning execution of the action plan.
- Request additional resources through the Logistics Section or established ordering procedures, as needed.
- Think ahead and anticipate situations and problems before they occur.
- Inform your EOC Supervisor when your Unit is fully operational.

GENERAL OPERATIONAL DUTIES

- Develop a plan for Unit operations and support of field operations as requested. Assign specific responsibilities. Monitor activities and adjust staffing/organization as appropriate.
- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.
- Make a list of key issues currently facing the Unit to be accomplished within the next operational period.
- Keep up to date on Unit situation and resource status.
- Brief and keep your EOC Supervisor advised of your Unit status and any major problems that need or may need solutions.
- Review situation reports as they are received. Ensure your Unit status/information is accurate and confirm where questions exist.
- Establish operating procedure for use of telephone, radio, videoconferencing, and data systems. Provide staff with direction, expectations, and priorities.
- Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.
- Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.



- Use face-to-face communication in the EOC whenever possible.
- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.
- Ensure that all Unit personnel, equipment, time, and material records are provided to the Time and Cost Analysis Units of the Finance/Administration Section.

UNIT OPERATIONAL DUTIES

- Develop a system to track resources deployed for disaster response.
- Establish a reporting procedure for resources at specified locations.
- Collect, organize and display status of incident resources to include:
 - Category, Kind, and Type
 - Allocation or number
 - Location
 - Status
 - Assigned
 - Unassigned
 - Staged
 - Deployed
 - Demobilized
- Maintain a master list of all resources reported.
- Ensure that adequate staff are assigned to maintain all maps, status boards, and other displays.
- Provide for an authentication (cross check) system in case of conflicting resources status reports.
- Provide a resources overview and summary information to the Situation Unit of the EOC Planning/Intelligence Section as requested and written status reports on resources allocations as requested by the Section Coordinator for the EOC Action Planning Meeting.
- Assist in strategy planning based on the availability of the resources, to include those:



- Requested
 - En-route
 - Available
 - Needed
-
- Identify the need for use of special resources.
 - Initiate the EOC Action Plan development for the current and forthcoming operational periods.
 - Assemble information on alternative strategies.
 - Ensure that the EOC Operations Section staff does not overlook available resources.
 - Make recommendations to the EOC Logistics Section Coordinator of resources that are not deployed or should be demobilized.
 - Account for personnel, equipment, supplies, and materials provided to each facility.
 - Maintain Resource Status Unit records or forward information to Documentation Unit if activated.
 - Release mutual aid resources when no longer needed.
 - Consider the need for stress management, counseling and/or debriefing.
-
- Begin planning for recovery.

DEMOBILIZATION/DEACTIVATION DUTIES

- Consider demobilization of organizational elements within the Unit when they are no longer needed. Let your EOC Supervisor know when your position should be demobilized.
- Ensure that any open actions are handled by your position is transferred to other EOC elements as appropriate.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Account for all equipment, personnel, and supplies.



- Demobilize your position and close out logs when authorized by your EOC Supervisor.
- Brief your relief personnel at shift-change time. Ensure that in-progress activities are identified, and follow-up requirements are known.
- Leave forwarding phone number and email where you and your Unit staff can be reached.
- Sign out with your EOC Supervisor and on the sign-in sheet before leaving the EOC.
- Participate in post-emergency debriefing sessions.
- If another shift is not required, contact the person that was supposed to fill your Unit position to let them know they are not needed.
- Contact your department/supervisor and let them know you have been released from the EOC. Contact your EOC supervisor and home department when you've arrived safely at home.



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PERSONNEL/ VOLUNTEERS UNIT LEADER POSITION CHECKLIST

PRIMARY: Human Resources

ALTERNATE: City Staff as Assigned

SUPERVISOR: Logistics Section Coordinator

GENERAL DUTIES:

- Coordinate all personnel support requests received at or within the EOC, including any category of personnel support requested from the EOC functional elements or from City response elements in the field.
- Identify sources and maintain an inventory of personnel support and volunteer resources. Request personnel resources from those agencies as needed.
- Ensure that all Disaster Service Worker Volunteers and spontaneous unaffiliated volunteers are registered and integrated into the emergency response system.
- Assign personnel within the EOC as needs are identified.
- Coordinate Emergency Management Mutual Aid (EMMA) as necessary through the Alameda OA EOC.

RESPONSIBILITIES: Obtain, coordinate and allocate all non-fire and non-law enforcement mutual aid personnel support requests received; register spontaneous unaffiliated volunteers as Disaster Services Workers and manage EOC personnel issues and requests.

ADDITIONAL GUIDANCE DOCUMENTS:

- A Guide to Managing Stress in Crisis Response Professionals, (U.S. Department of Health and Human Services, 2005)
- Tips for Managing and Preventing Stress: A Guide for Emergency Response and Public Safety Workers (U.S. Department of Health and Human Services, 2007)
- Tips for Disaster Responders: Understanding Compassion Fatigue (U.S. Department of Health and Human Services, 2014)

DAFN GUIDANCE DOCUMENTS:

- Language Guidelines for Inclusive Emergency Preparedness, Response, Mitigation and Recovery (FEMA, 2015)



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.

STARTUP ACTIONS

- Check-in upon arrival at the Emergency Operations Center (EOC).
- Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Report to your EOC organizational supervisor. Confirm the operational period work shift and your assigned workspace.
- Contact your department/supervisor and let them know you have been assigned to the EOC.
- Obtain a briefing from your EOC supervisor in accordance with the EOC Action Plan (if one has been developed).
 - Receive a copy of the written Action Plan (if one has been developed, if not, receive a briefing that includes the items below).
 - Confirm reporting requirements concerning execution of the action plan.
- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.

Document:



- Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
 - Check-in and Check-out times
-
- Retain all paperwork (notes, memos, messages, etc.). Ensure that logs and files are maintained.
 - Determine your personal work area. Set up your Unit workstation, including maps and status boards. Use your EOC Unit materials, guidance documents, job aides, and on-site supplies.
 - Develop and implement accountability, safety, and security measures for staff and resources.
 - Review position responsibilities.
 - Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.
 - Ensure that all required supplies are available and equipment, including internal and external communications equipment, is working properly (phones, computers, radios, forms, checklists, guidance documents, job aides, maps, etc.)
 - Determine the extent to which Unit functions should be activated and request additional staffing or resources from your supervisor if needed.

If additional staffing is needed:

- Ensure that sufficient staffing is in place to meet responsibilities. If not, request additional staffing from your EOC Supervisor.
- Determine estimated times of arrival of staff from your supervisor.
- Activate elements of your Unit, establish work area, assign duties, and ensure a log is opened.
- Ensure that all Unit personnel have completed status check on equipment, facilities, and operational capabilities.
- Assign and ensure that all your incoming personnel are fully briefed in accordance with the EOC Action Plan (if developed)



- Ensure each has a copy of the written Action Plan (if developed)
- Establish reporting requirements concerning execution of the action plan.

- Request additional resources through the Logistics Section or established ordering procedures, as needed.

- Think ahead and anticipate situations and problems before they occur.

- Inform your EOC Supervisor when your Unit is fully operational.

GENERAL OPERATIONAL DUTIES

- Develop a plan for Unit operations and support of field operations as requested. Assign specific responsibilities. Monitor activities and adjust staffing/organization as appropriate.

- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.

- Make a list of key issues currently facing the Unit to be accomplished within the next operational period.

- Keep up to date on Unit situation and resource status.

- Brief and keep your EOC Supervisor advised of your Unit status and any major problems that need or may need solutions.

- Review situation reports as they are received. Ensure your Unit status/information is accurate and confirm where questions exist.

- Establish operating procedure for use of telephone, radio, videoconferencing, and data systems. Provide staff with direction, expectations, and priorities.

- Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.

- Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.

- Use face-to-face communication in the EOC whenever possible.



- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.
- Ensure that all Unit personnel, equipment, time, and material records are provided to the Time and Cost Analysis Units of the Finance/Administration Section.

UNIT OPERATIONAL DUTIES

- Initiate the EOC Action Plan development for the current and forthcoming operational periods.
- Identify the need for use of special resources.
- Receive and process all incoming requests for personnel support. Identify number of personnel, special qualifications or training, location where needed and person to report to upon arrival. Secure an estimated time of arrival for relay back to the requesting agency.
- Develop a system for tracking personnel/volunteers processed by the Unit. Work with the Finance/Administration Section Time Recording Unit to maintain sign in/out logs.
- In conjunction with the Planning/Intelligence Section Documentation Unit, develop a large poster size EOC organization chart depicting each activated position. Upon check in, indicate the name of the person occupying each position on the chart. The chart should be posted in a conspicuous place, accessible to all EOC personnel.
- Coordinate with the Liaison Officer and Safety Officer to ensure that all EOC staff, including volunteers, receive a current situation and safety briefing upon check in. Ensure that training for personnel includes safety and hazard awareness and is in compliance with OSHA requirements.
- Personnel/volunteers relieved from assignments will be processed through the Demobilization Unit.
 - Maintain information regarding:
 - Personnel/volunteers processed.
 - Personnel/volunteers allocated and assigned by agency/location.
 - Personnel/volunteers on standby.
 - Special personnel requests by category not filled.
- Obtain crisis counseling for emergency workers.
- Coordinate feeding, shelter and care of personnel, employee's families and volunteers with the Purchasing Unit and Personnel Unit.



- Establish a plan for childcare for City employees as needed. Coordinate with Personnel Branch for suitable facilities.
- Assist and support employees and their families who are also disaster victims.
- Arrange for childcare, eldercare, and pet care services for EOC personnel as required.
- Develop a plan for communicating with those agencies having personnel resources capable of meeting special needs.
- Coordinate with the Alameda OA EOC of additional personnel needs.
- Ensure the recruitment, registration, mobilization and assignment of volunteers.
- Establish Disaster Service Worker and spontaneous unaffiliated volunteer registration and interview locations - typically at City Local Assistance Centers. Assign staff to accomplish these functions.
- Issue ID cards to spontaneous unaffiliated volunteer Disaster Service Workers per the DSWV policy and procedures.
- Coordinate transportation of personnel and volunteers with the Transportation Unit.
- If the need for a call for volunteers is anticipated, coordinate with the PIO and provide the specific content of any broadcast item desired.
- Keep the PIO advised of the volunteer situation. If the system is saturated with volunteers, advise the PIO of that condition and take steps to reduce or redirect the response.
- Ensure the organization, management, coordination and channeling of the services of individual citizens and volunteer groups during and following the emergency.
- Request technical expertise resources not available within the jurisdiction (hazardous materials, environmental impact, structural analysis, geotechnical information, etc.) through established channels, mutual aid channels or the Alameda OA EOC.
- Initiate the EOC Action Plan development for the current and forthcoming operational periods.
- Account for personnel, equipment, supplies, and materials provided to each facility.



- Release mutual aid resources when no longer needed.
- Consider the need for stress management, counseling and/or debriefing.
- Begin planning for recovery.

DEMOBILIZATION/DEACTIVATION DUTIES

- Consider demobilization of organizational elements within the Unit when they are no longer needed. Let your EOC Supervisor know when your position should be demobilized.
- Ensure that any open actions are handled by your position is transferred to other EOC elements as appropriate.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Account for all equipment, personnel, and supplies.
- Demobilize your position and close out logs when authorized by your EOC Supervisor.
- Brief your relief personnel at shift-change time. Ensure that in-progress activities are identified, and follow-up requirements are known.
- Leave forwarding phone number and email where you and your Unit staff can be reached.
- Sign out with your EOC Supervisor and on the sign-in sheet before leaving the EOC.
- Participate in post-emergency debriefing sessions.
- If another shift is not required, contact the person that was supposed to fill your Unit position to let them know they are not needed.
- Contact your department/supervisor and let them know you have been released from the EOC. Contact your EOC supervisor and home department when you've arrived safely at home.



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CLERICAL SUPPORT UNIT LEADER POSITION CHECKLIST

PRIMARY: Recreation and Community Services Director

ALTERNATE: City Staff as Assigned

SUPERVISOR: Personnel Branch Director

GENERAL DUTIES:

- Coordinate all clerical support requests received at or within the EOC, including any category of clerical support requested from the EOC functional elements or from City response elements in the field.
- Identify sources and maintain an inventory of clerical support and clerical resources.
- Assign clerical personnel within the EOC as needs are identified.

RESPONSIBILITIES: The Clerical Support Unit is responsible for the obtaining, coordination and allocation all clerical support requests received and the management of clerical personnel issues and requests.



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.

STARTUP ACTIONS

- Check-in upon arrival at the Emergency Operations Center (EOC).
- Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Report to your EOC organizational supervisor. Confirm the operational period work shift and your assigned workspace.
- Contact your department/supervisor and let them know you have been assigned to the EOC.
- Obtain a briefing from your EOC supervisor in accordance with the EOC Action Plan (if one has been developed).
 - Receive a copy of the written Action Plan (if one has been developed, if not, receive a briefing that includes the items below).
 - Confirm reporting requirements concerning execution of the action plan.
- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.

Document:



- Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
 - Check-in and Check-out times
-
- Retain all paperwork (notes, memos, messages, etc.). Ensure that logs and files are maintained.
 - Determine your personal work area. Set up your Unit workstation, including maps and status boards. Use your EOC Unit materials, guidance documents, job aides, and on-site supplies.
 - Develop and implement accountability, safety, and security measures for staff and resources.
 - Review position responsibilities.
 - Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.
 - Ensure that all required supplies are available and equipment, including internal and external communications equipment, is working properly (phones, computers, radios, forms, checklists, guidance documents, job aides, maps, etc.)
 - Determine the extent to which Unit functions should be activated and request additional staffing or resources from your supervisor if needed.

If additional staffing is needed:

- Ensure that sufficient staffing is in place to meet responsibilities. If not, request additional staffing from your EOC Supervisor.
- Determine estimated times of arrival of staff from your supervisor.
- Activate elements of your Unit, establish work area, assign duties, and ensure a log is opened.
- Ensure that all Unit personnel have completed status check on equipment, facilities, and operational capabilities.
- Assign and ensure that all your incoming personnel are fully briefed in accordance with the EOC Action Plan (if developed)



- Ensure each has a copy of the written Action Plan (if developed)
- Establish reporting requirements concerning execution of the action plan.

- Request additional resources through the Logistics Section or established ordering procedures, as needed.

- Think ahead and anticipate situations and problems before they occur.

- Inform your EOC Supervisor when your Unit is fully operational.

GENERAL OPERATIONAL DUTIES

- Develop a plan for Unit operations and support of field operations as requested. Assign specific responsibilities. Monitor activities and adjust staffing/organization as appropriate.

- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.

- Make a list of key issues currently facing the Unit to be accomplished within the next operational period.

- Keep up to date on Unit situation and resource status.

- Brief and keep your EOC Supervisor advised of your Unit status and any major problems that need or may need solutions.

- Review situation reports as they are received. Ensure your Unit status/information is accurate and confirm where questions exist.

- Establish operating procedure for use of telephone, radio, videoconferencing, and data systems. Provide staff with direction, expectations, and priorities.

- Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.

- Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.

- Use face-to-face communication in the EOC whenever possible.

- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.



- Ensure that all Unit personnel, equipment, time, and material records are provided to the Time and Cost Analysis Units of the Finance/Administration Section.

UNIT OPERATIONAL DUTIES

- Initiate the EOC Action Plan development for the current and forthcoming operational periods.
- Identify the need for use of special resources.
- Process all incoming requests for clerical support. Identify number of personnel, special qualifications or training, location where needed and person to report to upon arrival. Secure an estimated time of arrival for relay back to the requesting party.
- Develop a system for tracking personnel/volunteers processed by the Unit. Work with the Finance/Administration Section Time Recording Unit to maintain sign in/out logs.
- Personnel/Volunteers relieved from assignments will be processed through the Demobilization Unit.
- Maintain information regarding:
 - Clerical personnel processed.
 - Clerical personnel allocated and assigned by agency/location.
 - Clerical personnel on standby.
 - Special Clerical personnel requests by category not filled.
- Ensure training of clerical personnel to perform emergency functions. Coordinate with Safety Officer to ensure that training for clerical personnel includes safety and hazard awareness and is in compliance with OSHA requirements.
- Coordinate feeding, shelter and care of clerical personnel with the Supply and Facilities Units.
- Develop a plan for communicating with those agencies having clerical personnel resources capable of meeting special needs.
- Coordinate with the Alameda OA EOC for additional clerical personnel needs.
- Coordinate transportation of clerical personnel with the Transportation Unit.



- If the need for a call for clerical volunteers is anticipated, coordinate with the PIO and provide the specific content of any broadcast item desired.
- Account for personnel, equipment, supplies, and materials provided to each facility.
- Release mutual aid resources when no longer needed.
- Consider the need for stress management, counseling and/or debriefing.
- Begin planning for recovery.

DEMOBILIZATION/DEACTIVATION DUTIES

- Consider demobilization of organizational elements within the Unit when they are no longer needed. Let your EOC Supervisor know when your position should be demobilized.
- Ensure that any open actions are handled by your position is transferred to other EOC elements as appropriate.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Account for all equipment, personnel, and supplies.
- Demobilize your position and close out logs when authorized by your EOC Supervisor.
- Brief your relief personnel at shift-change time. Ensure that in-progress activities are identified, and follow-up requirements are known.
- Leave forwarding phone number and email where you and your Unit staff can be reached.
- Sign out with your EOC Supervisor and on the sign-in sheet before leaving the EOC.
- Participate in post-emergency debriefing sessions.
- If another shift is not required, contact the person that was supposed to fill your Unit position to let them know they are not needed.
- Contact your department/supervisor and let them know you have been released from the EOC. Contact your EOC supervisor and home department when you've arrived safely at home.



TRANSPORTATION UNIT LEADER POSITION CHECKLIST

PRIMARY: City Staff as Assigned

ALTERNATE: AC Transit

SUPERVISOR: Logistics Section Coordinator

GENERAL DUTIES:

- Coordinate the transportation of emergency personnel and resources within the City by all available means.
- Coordinate all public transportation resources.
- Provide transportation resources required for evacuations.
- Assist with the transportation of evacuees with disabilities and others with access and functional needs when appropriate.

RESPONSIBILITIES: Transportation of emergency personnel, equipment and supplies and coordinate the Disaster Route Priority Plan.

DAFN GUIDANCE DOCUMENTS:

- Language Guidelines for Inclusive Emergency Preparedness, Response, Mitigation and Recovery (FEMA, 2015)
- Transit Emergency Planning Guidance (Cal OES/ Caltrans, 2007)



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.

STARTUP ACTIONS

- Check-in upon arrival at the Emergency Operations Center (EOC).
- Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Report to your EOC organizational supervisor. Confirm the operational period work shift and your assigned workspace.
- Contact your department/supervisor and let them know you have been assigned to the EOC.
- Obtain a briefing from your EOC supervisor in accordance with the EOC Action Plan (if one has been developed).
 - Receive a copy of the written Action Plan (if one has been developed, if not, receive a briefing that includes the items below).
 - Confirm reporting requirements concerning execution of the action plan.
- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.

Document:



- Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
 - Check-in and Check-out times
-
- Retain all paperwork (notes, memos, messages, etc.). Ensure that logs and files are maintained.
 - Determine your personal work area. Set up your Unit workstation, including maps and status boards. Use your EOC Unit materials, guidance documents, job aides, and on-site supplies.
 - Develop and implement accountability, safety, and security measures for staff and resources.
 - Review position responsibilities.
 - Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.
 - Ensure that all required supplies are available and equipment, including internal and external communications equipment, is working properly (phones, computers, radios, forms, checklists, guidance documents, job aides, maps, etc.)
 - Determine the extent to which Unit functions should be activated and request additional staffing or resources from your supervisor if needed.

If additional staffing is needed:

- Ensure that sufficient staffing is in place to meet responsibilities. If not, request additional staffing from your EOC Supervisor.
- Determine estimated times of arrival of staff from your supervisor.
- Activate elements of your Unit, establish work area, assign duties, and ensure a log is opened.
- Ensure that all Unit personnel have completed status check on equipment, facilities, and operational capabilities.
- Assign and ensure that all your incoming personnel are fully briefed in accordance with the EOC Action Plan (if developed)



- Ensure each has a copy of the written Action Plan (if developed)
- Establish reporting requirements concerning execution of the action plan.

- Request additional resources through the Logistics Section or established ordering procedures, as needed.

- Think ahead and anticipate situations and problems before they occur.

- Inform your EOC Supervisor when your Unit is fully operational.

GENERAL OPERATIONAL DUTIES

- Develop a plan for Unit operations and support of field operations as requested. Assign specific responsibilities. Monitor activities and adjust staffing/organization as appropriate.

- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.

- Make a list of key issues currently facing the Unit to be accomplished within the next operational period.

- Keep up to date on Unit situation and resource status.

- Brief and keep your EOC Supervisor advised of your Unit status and any major problems that need or may need solutions.

- Review situation reports as they are received. Ensure your Unit status/information is accurate and confirm where questions exist.

- Establish operating procedure for use of telephone, radio, videoconferencing, and data systems. Provide staff with direction, expectations, and priorities.

- Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.

- Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.

- Use face-to-face communication in the EOC whenever possible.



- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.
- Ensure that all Unit personnel, equipment, time, and material records are provided to the Time and Cost Analysis Units of the Finance/Administration Section.

UNIT OPERATIONAL DUTIES

- Coordinate with the Planning/Intelligence and Operations Sections to determine which disaster routes are available for emergency use.
- Initiate the EOC Action Plan development for the current and forthcoming operational periods.
- Identify the need for use of special resources.
- Coordinate with the Operational Area EOC, Cal Trans, and CHP for Highway status.
- Coordinate use of disaster routes with the Operations Section.
- Coordinate with Fire and Law on road closures and openings.
- Ensure that current road closures and traffic signal outage information is displayed in the EOC.
- Coordinate with other sections and branches/groups/units to identify transportation priorities.
- Establish a transportation plan for movement of:
 - Personnel, supplies and equipment to the EOC, field units, shelters and Field Treatment Sites (FTSs).
 - Individuals to medical facilities as requested by Operations Section.
 - Emergency workers and volunteers to and from risk area.
- Coordinate with the Operations Section on the movement of disabled and elderly persons.
- Coordinate transportation of animals as required.
- Coordinate with local transportation agencies and schools to establish availability of resources for use in evacuations and other operations as needed.



- As reports are received from field units and EOC sections and as sufficient information develops, analyze the situation and anticipate transportation requirements.
- Maintain inventory of support and transportation vehicles (staff cars, buses, pick-up trucks, light/heavy trucks).
- Prepare schedules as required to maximize use of available transportation.
- Provide Resources Unit of Planning Section with current information regarding transportation vehicles (location and capacity). Notify Resources Unit of all vehicle status change.
- Arrange for fueling of all transportation resources.
- Establish mobilization areas for vehicles as directed.
- Coordinate with staff and other agency representatives to ensure adherence to service and repair policies.
- Ensure that vehicle usage is documented by activity and date and hours in use.
- Initiate the EOC Action Plan development for the current and forthcoming operational periods.
- Account for personnel, equipment, supplies, and materials provided to each facility.
- Release mutual aid resources when no longer needed.
- Consider the need for stress management, counseling and/or debriefing.
- Begin planning for recovery.

DEMOBILIZATION/DEACTIVATION DUTIES

- Consider demobilization of organizational elements within the Unit when they are no longer needed. Let your EOC Supervisor know when your position should be demobilized.
- Ensure that any open actions are handled by your position is transferred to other EOC elements as appropriate.
- Ensure that any required forms or reports are completed prior to your release and departure.



- Account for all equipment, personnel, and supplies.
- Demobilize your position and close out logs when authorized by your EOC Supervisor.
- Brief your relief personnel at shift-change time. Ensure that in-progress activities are identified, and follow-up requirements are known.
- Leave forwarding phone number and email where you and your Unit staff can be reached.
- Sign out with your EOC Supervisor and on the sign-in sheet before leaving the EOC.
- Participate in post-emergency debriefing sessions.
- If another shift is not required, contact the person that was supposed to fill your Unit position to let them know they are not needed.
- Contact your department/supervisor and let them know you have been released from the EOC. Contact your EOC supervisor and home department when you've arrived safely at home.



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FACILITIES UNIT LEADER POSITION CHECKLIST

PRIMARY: Public Works Operations and Management Staff

ALTERNATE: City Staff as Assigned

SUPERVISOR: Logistics Section Coordinator

GENERAL DUTIES:

- Coordinate and oversee the management of and support to the EOC and other essential facilities and sites used during disaster operations.
- Coordinate with other EOC branches/groups/units for support required for facilities.
- Support activities for restoration of disrupted services and utilities to facilities.
- Coordinate with Finance/Administration Section on any claims or fiscal matters relating to Facilities' operations.
- Close out each facility when no longer needed.

RESPONSIBILITIES: Ensure that adequate facilities are provided for the response effort, 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.



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.

STARTUP ACTIONS

- Check-in upon arrival at the Emergency Operations Center (EOC).
- Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Report to your EOC organizational supervisor. Confirm the operational period work shift and your assigned workspace.
- Contact your department/supervisor and let them know you have been assigned to the EOC.
- Obtain a briefing from your EOC supervisor in accordance with the EOC Action Plan (if one has been developed).
 - Receive a copy of the written Action Plan (if one has been developed, if not, receive a briefing that includes the items below).
 - Confirm reporting requirements concerning execution of the action plan.
- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.

Document:

- Messages received



- Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
 - Check-in and Check-out times
-
- Retain all paperwork (notes, memos, messages, etc.). Ensure that logs and files are maintained.
 - Determine your personal work area. Set up your Unit workstation, including maps and status boards. Use your EOC Unit materials, guidance documents, job aides, and on-site supplies.
 - Develop and implement accountability, safety, and security measures for staff and resources.
 - Review position responsibilities.
 - Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.
 - Ensure that all required supplies are available and equipment, including internal and external communications equipment, is working properly (phones, computers, radios, forms, checklists, guidance documents, job aides, maps, etc.)
 - Determine the extent to which Unit functions should be activated and request additional staffing or resources from your supervisor if needed.

If additional staffing is needed:

- Ensure that sufficient staffing is in place to meet responsibilities. If not, request additional staffing from your EOC Supervisor.
- Determine estimated times of arrival of staff from your supervisor.
- Activate elements of your Unit, establish work area, assign duties, and ensure a log is opened.
- Ensure that all Unit personnel have completed status check on equipment, facilities, and operational capabilities.
- Assign and ensure that all your incoming personnel are fully briefed in accordance with the EOC Action Plan (if developed)



- Ensure each has a copy of the written Action Plan (if developed)
- Establish reporting requirements concerning execution of the action plan.

- Request additional resources through the Logistics Section or established ordering procedures, as needed.

- Think ahead and anticipate situations and problems before they occur.

- Inform your EOC Supervisor when your Unit is fully operational.

GENERAL OPERATIONAL DUTIES

- Develop a plan for Unit operations and support of field operations as requested. Assign specific responsibilities. Monitor activities and adjust staffing/organization as appropriate.

- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.

- Make a list of key issues currently facing the Unit to be accomplished within the next operational period.

- Keep up to date on Unit situation and resource status.

- Brief and keep your EOC Supervisor advised of your Unit status and any major problems that need or may need solutions.

- Review situation reports as they are received. Ensure your Unit status/information is accurate and confirm where questions exist.

- Establish operating procedure for use of telephone, radio, videoconferencing, and data systems. Provide staff with direction, expectations, and priorities.

- Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.

- Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.

- Use face-to-face communication in the EOC whenever possible.

- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.



- Ensure that all Unit personnel, equipment, time, and material records are provided to the Time and Cost Analysis Units of the Finance/Administration Section.

UNIT OPERATIONAL DUTIES

- Maintain information in the Unit regarding:
 - Facilities opened and operating.
 - Facility managers.
 - Supplies and equipment at the various locations.
 - Specific operations and capabilities of each location.
- Initiate the EOC Action Plan development for the current and forthcoming operational periods.
- Identify the need for use of special resources.
- As the requirement for emergency-use facilities is identified, coordinate the acquisition of required space to include any use permit, agreement or restriction negotiations required.
- In coordination with the Operations Section, provide support to facilities used for disaster response and recovery operations; i.e., staging areas, shelters, local assistance centers (LACs), etc.
- Identify communications requirements to the Information Systems Branch.
- Identify equipment, material and supply needs to the Purchasing Unit.
- Identify personnel needs to the Personnel Unit.
- Identify transportation requirements to the Transportation Unit. Coordinate evacuation schedules and identify locations involved.
- Identify security requirements to the Law Enforcement Branch of the Operations Section.
- Monitor the actions at each facility activated and provide additional support requested in accordance with Unit capabilities and priorities established.
- Account for personnel, equipment, supplies and materials provided to each facility.
- Coordinate the receipt of incoming resources to facilities.



- Ensure that operational capabilities are maintained at facilities.
- Develop and maintain a status board or other reference which depicts the location of each facility a general description of furnishings, supplies, and equipment at the site, hours of operation, and the name and phone number of the Facility Manager.
- As facilities are vacated, coordinate with the Facility Manager to return the location to its original state. This includes removing and returning furnishings and equipment, arranging for janitorial services, and locking or otherwise securing the facility.
- Oversee the distribution of utilities, fuel, water, food, other consumables and essential supplies to all disaster operation facilities.
- Ensure that basic sanitation and health needs at shelter facilities (toilets, showers, etc.) are met.
- Ensure that access and other related assistance for residential care and special needs persons are provided in facilities.
- Provide facilities for sheltering essential workers, employee's families and volunteers.
- Be prepared to provide facilities for animal boarding as required.
- Coordinate water resources for consumption and sanitation at all facilities.
- Initiate the EOC Action Plan development for the current and forthcoming operational periods.
- Account for personnel, equipment, supplies, and materials provided to each facility.
- Release mutual aid resources when no longer needed.
- Consider the need for stress management, counseling and/or debriefing.
- Begin planning for recovery.

DEMOBILIZATION/DEACTIVATION DUTIES

- Consider demobilization of organizational elements within the Unit when they are no longer needed. Let your EOC Supervisor know when your position should be demobilized.



- Ensure that any open actions are handled by your position is transferred to other EOC elements as appropriate.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Account for all equipment, personnel, and supplies.
- Demobilize your position and close out logs when authorized by your EOC Supervisor.
- Brief your relief personnel at shift-change time. Ensure that in-progress activities are identified, and follow-up requirements are known.
- Leave forwarding phone number and email where you and your Unit staff can be reached.
- Sign out with your EOC Supervisor and on the sign-in sheet before leaving the EOC.
- Participate in post-emergency debriefing sessions.
- If another shift is not required, contact the person that was supposed to fill your Unit position to let them know they are not needed.
- Contact your department/supervisor and let them know you have been released from the EOC. Contact your EOC supervisor and home department when you've arrived safely at home.



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COMMUNICATION/ INFORMATION SYSTEMS UNIT LEADER POSITION CHECKLIST

PRIMARY: Information Technology Manager

ALTERNATE: City Staff as Assigned

SUPERVISOR: Logistics Section Coordinator

- GENERAL DUTIES:**
- Notify support agencies and oversee the installation, activation and maintenance of all radio, data, telephone, videoconferencing and Wifi communications services inside of the EOC and between the EOC and outside agencies.
 - Determine the appropriate placement of all radio transmitting equipment brought to the EOC to support operations. Approve all radio frequencies to minimize interference conditions.
 - Provide necessary communication system operators and ensure effective continuous 24-hour operation of all communications services.
 - Copy and log incoming radio, data, telephone and videoconferencing reports on situation reports, major incident reports, resource requests and general messages.
 - Make special assignment of radio, data, telephone and videoconferencing services as directed by the EOC Director.
 - Organize, place and oversee the operation of amateur radio services working in support of the EOC.
 - Establish appropriate computer distribution/maintenance system.
 - Ensure necessary information technology systems are installed and tested.
 - Ensure an equipment accountability system is established.
 - Ensure EOC laptops, printers, and other related equipment is distributed to assigned EOC workstations.
 - Provide technical information as required on:
 - Adequacy of information technology/ communications systems currently in operation.
 - Geographic limitation on communications systems.
 - Equipment capabilities/limitations.
 - Amount and types of equipment available.
 - Anticipated problems in the use of communications equipment.
 - Anticipated problems in the use of information technology equipment.
 - Prepare and implement the Incident Radio Communications Plan



- Ensure the Incident Communications Center and the Disaster Hotline Center is established.
- Establish appropriate communications distribution/maintenance locations.
- Ensure communications systems are installed and tested.
- Ensure an equipment accountability system is established.
- Ensure personal portable radio equipment from cache is distributed per Incident Radio Communications Plan.
- Supervise Communications Unit activities.

RESPONSIBILITIES: Manage all radio, data, and telephone needs of the EOC staff. Developing plans for the effective use of incident communications and information systems equipment and facilities; installing and testing of computers, networks and related equipment, and communications equipment; distribution of information technology and communications equipment to EOC and incident personnel; supervision of the incident communications center; and the maintenance and repair of information systems and communications equipment. Manage all radio, data, telephone and videoconferencing needs of the EOC staff.



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.

STARTUP ACTIONS

- Check-in upon arrival at the Emergency Operations Center (EOC).
- Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Report to your EOC organizational supervisor. Confirm the operational period work shift and your assigned workspace.
- Contact your department/supervisor and let them know you have been assigned to the EOC.
- Obtain a briefing from your EOC supervisor in accordance with the EOC Action Plan (if one has been developed).
 - Receive a copy of the written Action Plan (if one has been developed, if not, receive a briefing that includes the items below).
 - Confirm reporting requirements concerning execution of the action plan.
- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.



Document:

- Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
 - Check-in and Check-out times
-
- Retain all paperwork (notes, memos, messages, etc.). Ensure that logs and files are maintained.
 - Determine your personal work area. Set up your Unit workstation, including maps and status boards. Use your EOC Unit materials, guidance documents, job aides, and on-site supplies.
 - Develop and implement accountability, safety, and security measures for staff and resources.
 - Review position responsibilities.
 - Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.
 - Ensure that all required supplies are available and equipment, including internal and external communications equipment, is working properly (phones, computers, radios, forms, checklists, guidance documents, job aides, maps, etc.)
 - Determine the extent to which Unit functions should be activated and request additional staffing or resources from your supervisor if needed.

If additional staffing is needed:

- Ensure that sufficient staffing is in place to meet responsibilities. If not, request additional staffing from your EOC Supervisor.
- Determine estimated times of arrival of staff from your supervisor.
- Activate elements of your Unit, establish work area, assign duties, and ensure a log is opened.
- Ensure that all Unit personnel have completed status check on equipment, facilities, and operational capabilities.



- Assign and ensure that all your incoming personnel are fully briefed in accordance with the EOC Action Plan (if developed)
 - Ensure each has a copy of the written Action Plan (if developed)
 - Establish reporting requirements concerning execution of the action plan.
- Request additional resources through the Logistics Section or established ordering procedures, as needed.
- Think ahead and anticipate situations and problems before they occur.
- Inform your EOC Supervisor when your Unit is fully operational.

GENERAL OPERATIONAL DUTIES

- Develop a plan for Unit operations and support of field operations as requested. Assign specific responsibilities. Monitor activities and adjust staffing/organization as appropriate.
- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.
- Make a list of key issues currently facing the Unit to be accomplished within the next operational period.
- Keep up to date on Unit situation and resource status.
- Brief and keep your EOC Supervisor advised of your Unit status and any major problems that need or may need solutions.
- Review situation reports as they are received. Ensure your Unit status/information is accurate and confirm where questions exist.
- Establish operating procedure for use of telephone, radio, videoconferencing, and data systems. Provide staff with direction, expectations, and priorities.
- Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.
- Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.
- Use face-to-face communication in the EOC whenever possible.



- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.
- Ensure that all Unit personnel, equipment, time, and material records are provided to the Time and Cost Analysis Units of the Finance/Administration Section.

UNIT OPERATIONAL DUTIES

- Initiate the EOC Action Plan development for the current and forthcoming operational periods.
- Assemble information on alternative strategies.
- Identify the need for use of special resources.
- Establish operating procedure for use of telephone, videoconferencing, radio and data systems and provide to other units.
- Coordinate with all sections and branches/groups/units on operating procedures for use of telephone, data and radio systems. Receive any priorities or special requests.
- Monitor operational effectiveness of EOC communications systems. Obtain additional communications capability as needed.
- Coordinate frequency and network activities with the Alameda OA EOC.
- Provide communications briefings as requested at action planning meetings.
- Participate in developing the EOC Communication Plan.
- Support activities for restoration, maintenance, operations of computer services.
- Account for personnel, equipment, supplies, and materials provided to each facility.
- Establish appropriate computer distribution/maintenance system.
- Ensure necessary information technology systems are installed and tested.
- Ensure an equipment accountability system is established.
- Ensure EOC laptops, printers, monitors, cameras, and other related equipment is distributed to assigned EOC workstations.



- Provide technical information as required on:
 - Adequacy of information technology systems currently in operation.
 - Equipment capabilities/limitations.
 - Amount and types of equipment available.

- Meet with section and unit coordinators and provide a briefing on EOC on-site and external communications needs, capabilities and restrictions and operating procedures for the use of telephones and radio systems.

- Coordinate all communications activities.

- Establish a primary and alternate system for communications. Link with utilities and contracting and cooperating agencies to establish communications as soon as possible.

- Coordinate with all operational units and the EOC to establish a communications plan to minimize communication issues that includes radio, data, telephone, videoconferencing and Wifi needs utilizing established communications, the private sector, amateur radio and volunteers.

- Coordinate with volunteer and private sector organizations to supplement communications needs.

- Establish a plan to ensure staffing and repair of communications equipment.

- Protect equipment from weather, aftershocks, electromagnetic pulse, etc.

- Prepare and implement the Incident Radio Communications Plan

- Ensure the Incident Communications Center and the Disaster Hotline Center is established.

- Establish appropriate communications distribution/maintenance locations.

- Ensure communications systems are installed and tested.

- Ensure an equipment accountability system is established.

- Ensure personal portable radio equipment from cache is distributed per Incident Radio Communications Plan.

- Provide technical information as required on:
 - Adequacy of communications systems currently in operation.



- Geographic limitation on communications systems.
 - Equipment capabilities/limitations.
 - Amount and types of equipment available.
 - Anticipated problems in the use of communications equipment.
-
- Supervise Communications Unit activities.
 - Anticipated problems in the use of information technology equipment.
 - Release mutual aid resources when no longer needed.
 - Consider the need for stress management, counseling and/or debriefing.
 - Begin planning for recovery.

DEMOBILIZATION/DEACTIVATION DUTIES

- Consider demobilization of organizational elements within the Unit when they are no longer needed. Let your EOC Supervisor know when your position should be demobilized.
- Ensure that any open actions are handled by your position is transferred to other EOC elements as appropriate.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Account for all equipment, personnel, and supplies.
- Demobilize your position and close out logs when authorized by your EOC Supervisor.
- Brief your relief personnel at shift-change time. Ensure that in-progress activities are identified, and follow-up requirements are known.
- Leave forwarding phone number and email where you and your Unit staff can be reached.
- Sign out with your EOC Supervisor and on the sign-in sheet before leaving the EOC.
- Participate in post-emergency debriefing sessions.



- If another shift is not required, contact the person that was supposed to fill your Unit position to let them know they are not needed.

- Contact your department/supervisor and let them know you have been released from the EOC. Contact your EOC supervisor and home department when you've arrived safely at home.



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FINANCE AND ADMINISTRATION SECTION

PURPOSE

To enhance the capability of the City of Albany to respond to emergencies by providing financial support and coordination to City emergency operations and coordinating the recovery of costs as allowed by Federal and State law. It is the policy of this section that the priorities are to be:

- Protect life, environment, and property.
- Provide continuity of financial support to the City and community.
- Documentation of City costs and recovery of those costs as allowable.
- Carry out objectives of the EOC Action Plan.
- Ensure coordinated incident response.
- Cooperate with other sections of the City's emergency response team.

OVERVIEW

The Finance and Administration Section's primary responsibility is to maintain to the greatest extent possible the financial systems necessary to keep the City functioning during an emergency/disaster. These systems include:

- Payroll
- Payments
- Revenue collection
- Claim processing
- Cost recovery documentation

The Section also supervises the negotiation and administration of vendor and supply contracts and procedures.

OBJECTIVES

The Finance/Administration Section acts in a support role in all disasters/emergencies to ensure that all required records are preserved for future use and Cal OES and FEMA filing requirements through maintenance of proper and accurate documentation of all actions taken. To carry out its responsibilities, the Finance/Administration Section will accomplish the following objectives during a emergency/disaster:



For all disasters/emergencies:

- Notify the other sections and City departments that the Disaster Accounting System is to be used for the emergency/disaster.
- Determine the extent to which the City's computer systems are accessible and/or usable.
- Determine if the City's bank can continue handling financial transactions.
- Maintain, as best possible, the financial continuity of the City (payroll, payments and revenue collection).
- Disseminate information about the Disaster Accounting System to other sections and departments as necessary.
- Upon declaration of a disaster by the State and/or Federal Government, coordinate with disaster agencies to initiate the recovery process of the City's costs.
- Coordinate with the other sections and departments the collection and documentation of costs pertaining to the emergency/disaster.
- Coordinate with the disaster assistance agencies for the required inspections, documentation, audits and other necessary work in order to recover costs.

For disasters/emergencies where the City's computer systems and bank are accessible and usable:

- Inform the other sections and City departments that the payroll and payments processing will be handled on a "business-as-usual" basis except that the Disaster Accounting System will be used for emergency/disaster-related costs.

For disasters/emergencies where the City's computer systems and/or bank are either inaccessible or unusable for a short period of time; i.e., less than one week:

- Inform the other sections and City departments that payroll and payments will be on hold for a short time and that processing will continue on a normal basis as of a specified date.

For disasters/emergencies where the City's computer and/or bank systems are either inaccessible or unusable for an extended period of time; i.e., one week or more:

- Inform the other sections and City departments that disaster accounting procedures will be necessary for the next payroll and all critical payments.
- Activate other Finance and Administration Section Units as necessary.

PRIORITIES

When establishing the Mission, Goal, Objectives and Strategies during emergency response operations, the following priorities are considered.



- Initiate, support and maintain measures that protect life, safety, property, and the environment.
- Isolate and stabilize the incident.
- Eliminate or mitigate hazards.
- Evacuate threatened populations.
- Provide for the rapid resumption of essential human services and support community and economic recovery.
- Provide emergency public information on conditions and suggested personal protective actions.
- Provide accurate documentation and records required for cost recovery efforts.

CONCEPT OF OPERATIONS

The Finance/Administration Section will operate under the following policies during a emergency/disaster as the situation dictates:

- The City of Albany will utilize SEMS and NIMS in emergency response activities.
- The City of Albany will begin utilizing its resources before requesting mutual aid assistance when emergency response or recovery requirements exceed the City's ability to address them.
- All existing City and departmental fiscal operating procedures will be adhered to unless modified by the EOC Director or City Counsel.
- All on-duty personnel are expected to remain on duty until properly relieved of duty. Off-duty personnel will be expected to return to work or contact their supervisor or the Police shift supervisor in accordance with their individual department plan guidelines.
- While in a disaster mode, operational periods will be 12 hours for the duration of the event. Operational periods will normally change at 6:00 a.m. and 6:00 p.m., however operational periods should be event driven.
- The City of Albany will coordinate response and recovery activities with the Alameda OA EOC.
- The resources of The City of Albany will be made available to local agencies and citizens to cope with disasters affecting this area.

SECTION ACTIVATION PROCEDURES

The EOC Director is authorized to activate the Finance and Administration Section. The Finance and Administration Section Coordinator shall request the activation of Units within the Finance and Administration Section as needed.

When to Activate

The Finance and Administration Section may be activated when the City's Emergency Operations Center (EOC) is activated or upon the order of the EOC Director.



Where to Report

The EOC Director will instruct activated EOC staff to respond to either the Primary EOC or Alternate EOC based on the EOC activation level. The Primary EOC is located Adjacent the Fire and Police Department, 1000 San Pablo Ave. Albany, CA 94706. The Alternate EOC is located in the Albany Recreation & Community Services Center, 1249 Marin Avenue Albany, CA 94706.

FINANCE/ADMINISTRATION SECTION STAFF

The Finance/Administration Section Coordinator will determine, based on present and projected requirements, the need for establishing any of the following specific units.

- Purchasing Unit
- Time Recording Unit
- Cost Recovery Unit
- Compensation/Claims Unit
- Cost Analysis Unit

The Finance/Administration Section Coordinator may activate additional branches/groups/units to fulfill an expanded role if necessary.

Finance and Administration Section Coordinator

The Finance and Administration Section Coordinator, a member of the EOC Director's General Staff, supervises the financial support, response and recovery for the emergency/disaster; ensures that the payroll and revenue collection process continues and activates the Disaster Accounting System. The Section Coordinator is responsible for:

- Understanding the current situation.
- Predicting probable resource needs.
- Preparing alternative strategies for Purchasing and resources management.

Purchasing Unit

The Purchasing Unit is responsible for administering all financial matters pertaining to purchases, vendor contracts, leases, fiscal agreements and tracking expenditures. The Purchasing Unit is responsible for identifying sources of equipment, preparation and signing equipment rental agreements, and processing all administrative paperwork associated with equipment rental and supply contracts, including incoming and outgoing mutual aid resources. The Purchasing Unit is also responsible for ensuring that all records identify scope of work and site-specific work location. The Finance Purchasing



Unit supports the Logistic Section Supply Unit by providing accounting and financial coding and other accounting support.

Time Recording Unit

The Time Recording Unit is responsible for tracking hours worked by paid personnel, volunteers, contract labor, mutual aid and all others and ensuring that daily personnel time recording documents are prepared and compliance to agency's time policy is being met. The Time Recording Unit is responsible for ensuring that time and equipment use records identify scope of work and site-specific work location consistent with initial safety/damage assessment records, sites and project worksheets. The Time Recording Unit will work closely with each of the individual department's payroll personnel.

Personnel time and equipment use records should be collected and processed for each operational period as necessary. Records must be verified, checked for accuracy and posted according to existing policy. Excess hours worked must also be determined and separate logs maintained. Time and equipment use records must be compiled in appropriate format for cost recovery purposes.

Cost Recovery Unit

The Cost Recovery Unit should be activated at the onset of any emergency/disaster and is responsible for maintaining the Disaster Accounting System and procedures to capture and document costs relating to an emergency/disaster in coordination with other sections and departments. The Unit also acts as liaison with the disaster assistance agencies and coordinates the recovery of costs as allowed by law. Maintenance of records in such a manner that will pass audit is also an extremely important task of this Unit. Accurate and timely documentation is essential to financial recovery. This unit will work closely with the Planning Section Documentation Unit in the City EOC and also with each of the individual department's documentation units.

Compensation/Claims Unit

The Compensation/Claims Unit is responsible for managing the investigation and compensation of physical injuries and property damage claims involving the City of Albany arising out of an emergency/disaster, including completing all forms required by worker's compensations programs and local agencies, maintaining a file of injuries and illnesses associated with the incident and for providing investigative support of claims and for issuing checks upon settlement of claims. The Compensation/Claims Unit will work closely with the Logistics Section Personnel Unit.

Cost Analysis Unit

The Cost Analysis Unit is responsible for providing cost analysis data for the incident to help the planning and recovery efforts. The Unit must ensure that all pieces of equipment and personnel that require payment are properly identified; obtain and record



all cost data; analyze and prepare estimates of incident costs and maintain accurate records of incident costs.

The Cost Analysis Unit will be increasingly tasked to support the planning function in terms of cost estimates of resources used. The Unit must maintain accurate information on the actual costs for the use of all assigned resources.

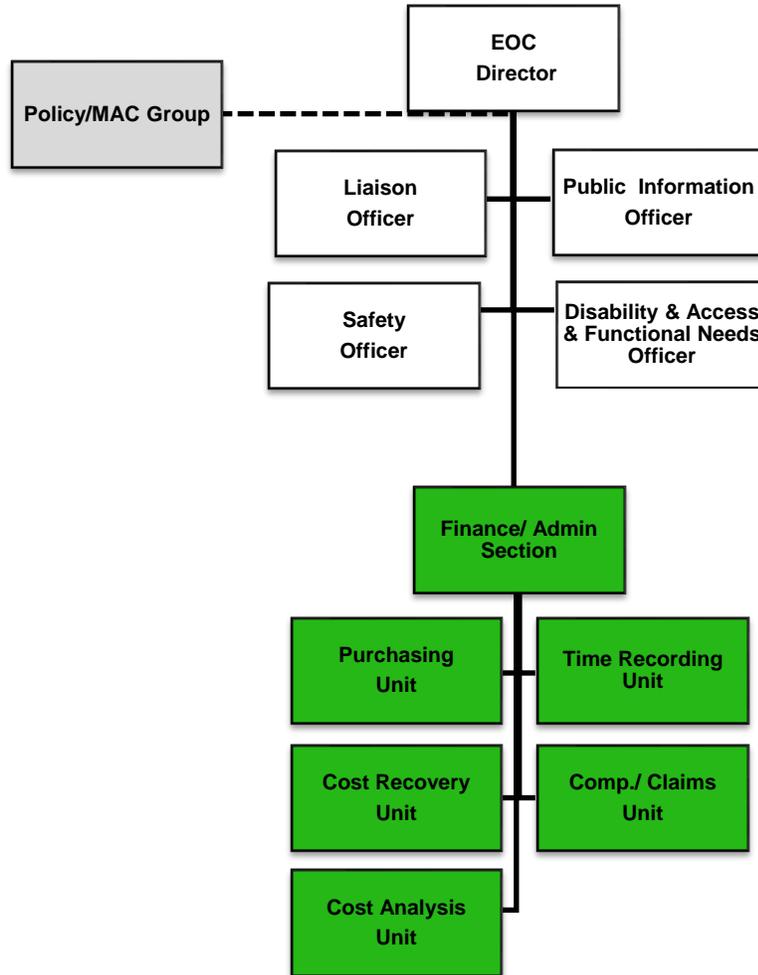


Attachments:

- Figure 26: Finance/Administration Section Organization Chart
- Finance/Administration Section Position Checklists
 - Finance/Administration Section Coordinator Position Checklist
 - Purchasing Unit Leader Position Checklist
 - Time Recording Unit Leader Position Checklist
 - Cost Recovery Unit Leader Position Checklist
 - Compensation/Claims Unit Leader Position Checklist
 - Cost Analysis Unit Leader Position Checklist



Figure 26: Finance and Administration Section Organizational Chart





FINANCE /ADMINISTRATION SECTION COORDINATOR POSITION CHECKLIST

PRIMARY: Finance Director

ALTERNATE: Finance Department Staff as Assigned

SUPERVISOR: EOC Director

- GENERAL DUTIES:**
- Ensure that the Finance/Administration function is performed consistent with SEMS/NIMS Guidelines, including:
 - Implementing a Disaster Accounting System
 - Maintaining financial records of the emergency.
 - Tracking and recording of all agency staff time.
 - Processing purchase orders and contracts in coordination with Logistics Section.
 - Processing worker's compensation claims received at the EOC.
 - Handling travel and expense claims.
 - Providing administrative support to the EOC.
 - Supervise the Finance/Administration Section staff.
 - Establish the appropriate level of organization within the Section, and continuously monitor the effectiveness of that organization. Make changes as required.
 - Be prepared to form additional units as dictated by the situation.
 - Exercise overall responsibility for the coordination of unit activities within the Section.
 - Ensure that the Section is supporting other EOC sections consistent with priorities established in the EOC Action Plan.
 - Keep the EOC Director updated on all significant financial developments.

RESPONSIBILITIES: Supervise the financial support, response and recovery for the emergency/disaster; ensure that the payroll and revenue collection process continues and activate the Disaster Accounting System.



**READ THE ENTIRE CHECKLIST AT START-UP AND AT THE
BEGINNING OF EACH SHIFT**

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINES

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Advise pre-assigned Section staff of the potential need to respond to the EOC.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.
- Document preparedness activities, monitor the situation, and maintain readiness posture:
 - Establish and maintain an activity log.
 - Notify alternates of situation.
 - Notify other key management of situation.
 - Assist in the development a potential Action Plan based on the impending emergency.
 - Prepare to participate in the development of the EOC Incident Action Plan.
- Consider alerting/recalling off-duty personnel and specialized teams.
- Establish an emergency work schedule.
- Test communications equipment.
- Coordinate Emergency Public Information with Public Information Officer (PIO).



STARTUP ACTIONS

- Check-in upon arrival at the Emergency Operations Center (EOC).
- Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Obtain a briefing from the EOC Director in accordance with the EOC Action Plan (if one has been developed).
 - Receive a copy of the written Action Plan (if one has been developed, if not, receive a briefing that includes the items below).
 - Confirm reporting requirements concerning execution of the action plan.

Briefings should include:

- Current situation assessment.
 - Past actions, present and forecasted activity.
 - Current and anticipated staffing expectations, limitations and demobilization procedures.
 - Organization within the EOC.
 - Location of work area.
 - Expectations of the Section.
 - Identification of specific job responsibilities.
 - Identification of Management and General Staff co-workers and work areas.
 - Availability of communications and identified paths of communication within the EOC.
 - Fiscal expectations and limitations.
 - Procedural instructions for obtaining additional supplies, services, and personnel.
 - Identification of operational period work shifts.
 - EOC emergency or evacuation procedures and rally points.
 - Identification of eating and sleeping arrangements as appropriate.
 - Procedures to document items for the After Action Report.
 - Encourage them to think ahead and anticipate situations and problems before they occur.
-
- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.



Document:

- Messages received
- Action taken
- Decision justification and documentation
- Requests filled
- EOC personnel, time on duty and assignments
- Check-in and Check-out times

- Retain all paperwork (notes, memos, messages, etc.). Ensure that logs and files are maintained.

Precise information is essential to meet requirements for possible reimbursement by the Cal OES and FEMA.

- Set up your Section workstation, including maps and status boards. Use your EOC Section materials, guidance documents, job aides, and on-site supplies.
- Develop and implement accountability, safety, and security measures for Section staff and resources.
- Review position responsibilities.
- Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.
- Ensure that all required supplies are available and equipment, including internal and external communications equipment, is working properly (phones, computers, radios, forms, checklists, guidance documents, job aides, maps, etc.)
- Determine the extent to which Section functions should be activated and request approval for additional staffing or resources from the EOC Director. Upon approval initiate staff notification procedure.
- Activate organizational elements within your Section as needed and designate leaders for each element or combination of elements.
 - Purchasing Unit
 - Time Recording Unit
 - Cost Recovery Unit
 - Cost Analysis Unit



- Compensation/ Claims Unit

If additional Unit staffing is needed:

- Request additional personnel for the Section to maintain a 24-hour operation as required.
- Ensure that sufficient staffing is in place to meet responsibilities. If not, request additional staffing.
- Determine if other Section staff is at the EOC and obtain estimated times of arrival for outstanding staff.
- Activate other elements/Units of the Section, establish work area, assign duties and ensure Section or Unit logs are opened.
- Ensure that all Section/Unit personnel have completed status check on equipment, facilities, and operational capabilities.
- Assign and ensure that all your incoming Section/Unit personnel are fully briefed in accordance with the EOC Action Plan.
 - Ensure each has a copy of the written Action Plan
 - Establish reporting requirements concerning execution of the action plan.
- Determine if there are mutual aid requests for these functional areas. Initiate coordination with appropriate mutual aid systems as required.
- Request additional resources through the Logistics Section or established ordering procedures, as needed.
- Based on the situation as known or forecasted determine likely future Unit needs.
- Think ahead and anticipate situations and problems before they occur.
- Think ahead and anticipate situations and problems before they occur.



Inform your EOC Supervisor when your Unit is fully operational.

GENERAL OPERATIONAL DUTIES

- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.
- Develop a list of key issues currently facing the Section to be accomplished within the next operational period.
- Prepare work objectives for Section staff and make staff assignments.
- Ensure internal coordination between Branch directors.
- Carry out responsibilities of the Section/ Branches that are not currently staffed.
- Keep up to date on situation and resources associated with the Section. Maintain current status and displays at all times. Provide situation and resources information to the Situation Unit on a periodic basis or as the situation requires.
- From the Situation Unit of the Planning/Intelligence Section, obtain and review major incident reports and additional field operational information that may pertain to or affect your Section operations. Provide information to appropriate branches.
- Review situation reports as they are received. Ensure your Section status/ information is accurate and confirm where questions exist.
- Brief the EOC Director on major problem areas that need or will require solutions. Provide periodic situation or status reports.
- Ensure that intelligence information from Branch Directors is made available to the Planning Section in a timely manner.
- Establish operating procedure for use of telephone, radio, videoconferencing, and data systems. Provide staff with direction, expectations, and priorities.
- Ensure that Section/Branch/Unit logs and files are maintained.



- Monitor Section activities and adjust Section organization as appropriate.
- Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.
- Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.
- Use face-to-face communication in the EOC whenever possible.
- Be prepared to participate in the EOC Director's action planning meetings and policy decisions.
- Identify key issues currently affecting the Section; meet with section personnel and determine appropriate section objectives for the first operational period.
- Provide the Planning Section Coordinator with the Section's objectives prior to each Action Planning meeting.
- Ensure that all contacts with the media are fully coordinated first with the EOC Director and the Public Information Officer (PIO).
- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.
- Ensure that all Unit personnel, equipment, time, and material records are provided to the Time and Cost Analysis Units of the Finance/Administration Section.

SECTION OPERATIONAL DUTIES

- Assess the impact of the emergency/disaster on the City, including the initial safety/damage assessment by field units.
- Identify the need for use of special resources.



- Initiate the EOC Action Plan development for the current and forthcoming operational periods.

- Authorize use of the Disaster Accounting System.

- Ensure that the payroll process continues.

- Ensure that the revenue collection process continues.

- Ensure that all personnel and equipment time records and record of expendable materials used are received from other Sections and submitted to the Time Recording Unit and the Cost Analysis Unit at the end of each operational period.

- Organize, manage, coordinate, and channel the donations of money received during and following the emergency from individual citizens and volunteer groups.

- Coordinate with the Cost Analysis Unit to make recommendations for cost savings to the General Staff.

- Meet with assisting and cooperating agency representatives as required.

- Provide input in all planning sessions on finance and cost analysis matters.

- Ensure that all obligation documents initiated during the emergency/disaster are properly prepared and completed.

- Keep the General Staff apprised of overall financial situation.

- Account for personnel, equipment, supplies, and materials provided to each facility.

- Release mutual aid resources as need diminishes.



- Consider the need for stress management, counseling and/or debriefing.
- Begin planning for recovery.

DEMOBILIZATION/DEACTIVATION DUTIES

- Consider demobilization of organizational elements within the Unit when they are no longer needed. Let your EOC Supervisor know when your position should be demobilized.
- Ensure that any open actions are handled by your position is transferred to other EOC elements as appropriate.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Account for all equipment, personnel, and supplies.
- Demobilize your position and close out logs when authorized by your EOC Supervisor.
- Brief your relief personnel at shift-change time. Ensure that in-progress activities are identified, and follow-up requirements are known.
- Leave forwarding phone number and email where you and your Unit staff can be reached.
- Sign out with your EOC Supervisor and on the sign-in sheet before leaving the EOC.
- Participate in post-emergency debriefing sessions.
- If another shift is not required, contact the person that was supposed to fill your Unit position to let them know they are not needed.



- Contact your department/supervisor and let them know you have been released from the EOC. Contact your EOC supervisor and home department when you've arrived safely at home.



PURCHASING UNIT LEADER POSITION CHECKLIST

PRIMARY: Finance Director

ALTERNATE: Finance Department Staff as Assigned

SUPERVISOR: Finance/Administration Section Coordinator

GENERAL DUTIES:

- Identify sources for equipment, expendable materials and resources.
- Manage all equipment rental agreements.
- Initiate vendor contracts associated with EOC activities within purchase authority limits established by City Council or EOC Director.
- Process all administrative paperwork associated with equipment rental and supply contracts.

RESPONSIBILITIES: Administration of all financial matters pertaining to purchases, vendor contracts, leases, fiscal agreements and tracking expenditures. Identify sources of expendable materials and equipment, prepare and sign equipment rental agreements, and process all administrative paperwork associated with equipment rental and supply contracts, including incoming and outgoing mutual aid resources. **Ensure that all records identify scope of work and site-specific work location.**



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.

STARTUP ACTIONS

- Check-in upon arrival at the Emergency Operations Center (EOC).
- Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Report to your EOC organizational supervisor. Confirm the operational period work shift and your assigned workspace.
- Contact your department/supervisor and let them know you have been assigned to the EOC.
- Obtain a briefing from your EOC supervisor in accordance with the EOC Action Plan (if one has been developed).
 - Receive a copy of the written Action Plan (if one has been developed, if not, receive a briefing that includes the items below).
 - Confirm reporting requirements concerning execution of the action plan.
- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.



Document:

- Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
 - Check-in and Check-out times
-
- Retain all paperwork (notes, memos, messages, etc.). Ensure that logs and files are maintained.
 - Determine your personal work area. Set up your Unit workstation, including maps and status boards. Use your EOC Unit materials, guidance documents, job aides, and on-site supplies.
 - Develop and implement accountability, safety, and security measures for staff and resources.
 - Review position responsibilities.
 - Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.
 - Ensure that all required supplies are available and equipment, including internal and external communications equipment, is working properly (phones, computers, radios, forms, checklists, guidance documents, job aides, maps, etc.)
 - Determine the extent to which Unit functions should be activated and request additional staffing or resources from your supervisor if needed.

If additional staffing is needed:

- Ensure that sufficient staffing is in place to meet responsibilities. If not, request additional staffing from your EOC Supervisor.
- Determine estimated times of arrival of staff from your supervisor.
- Activate elements of your Unit, establish work area, assign duties, and ensure a log is opened.
- Ensure that all Unit personnel have completed status check on equipment, facilities, and operational capabilities.



- Assign and ensure that all your incoming personnel are fully briefed in accordance with the EOC Action Plan (if developed)
 - Ensure each has a copy of the written Action Plan (if developed)
 - Establish reporting requirements concerning execution of the action plan.
- Request additional resources through the Logistics Section or established ordering procedures, as needed.
- Think ahead and anticipate situations and problems before they occur.
- Inform your EOC Supervisor when your Unit is fully operational.

GENERAL OPERATIONAL DUTIES

- Develop a plan for Unit operations and support of field operations as requested. Assign specific responsibilities. Monitor activities and adjust staffing/organization as appropriate.
- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.
- Make a list of key issues currently facing the Unit to be accomplished within the next operational period.
- Keep up to date on Unit situation and resource status.
- Brief and keep your EOC Supervisor advised of your Unit status and any major problems that need or may need solutions.
- Review situation reports as they are received. Ensure your Unit status/information is accurate and confirm where questions exist.
- Establish operating procedure for use of telephone, radio, videoconferencing, and data systems. Provide staff with direction, expectations, and priorities.
- Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.
- Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.
- Use face-to-face communication in the EOC whenever possible.



- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.
- Ensure that all Unit personnel, equipment, time, and material records are provided to the Time and Cost Analysis Units of the Finance/Administration Section.

UNIT OPERATIONAL DUTIES

- Account for personnel, equipment, supplies, and materials provided to each facility.
- Contact appropriate branch/group/unit leaders on needs and any special procedures.
- Review/prepare EOC purchasing procedures.
- Initiate the EOC Action Plan development for the current and forthcoming operational periods.
- Identify the need for use of special resources.
- Prepare and sign contracts as needed within established contracting authority.
- Establish contracts and agreements with supply vendors.
- Ensure that all records identify scope of work and site-specific locations.
- Ensure that a system is in place that meets City's property management requirements.
- Ensure proper accounting for all new property.
- Interpret contracts/agreements and resolve claims or disputes within delegated authority.
- Coordinate with Compensations/Claims Unit on procedures for handling claims.
- Finalize all agreements and contracts. Coordinate efforts with the Purchasing Unit within the Logistics Section.
- Contact appropriate unit leaders on needs and any special procedures.
- Review/prepare EOC purchasing procedures.



- Prepare and sign contracts as needed within established contracting authority.
- Establish contracts and agreements with supply vendors.
- Ensure that all records identify scope of work and site-specific locations.
- Ensure that a system is in place that meets City's property management requirements.
- Ensure proper accounting for all new property.
- Interpret contracts/agreements and resolve claims or disputes within delegated authority.
- Coordinate with Compensations/Claims Unit on procedures for handling claims.
- Finalize all agreements and contracts.
- Complete final processing and send documents for payment.
- Verify cost data in pre-established vendor contracts with Cost Analysis Unit.
- Release mutual aid resources when no longer needed.
- Consider the need for stress management, counseling and/or debriefing.
- Begin planning for recovery.

DEMOBILIZATION/DEACTIVATION DUTIES

- Consider demobilization of organizational elements within the Unit when they are no longer needed. Let your EOC Supervisor know when your position should be demobilized.
- Ensure that any open actions are handled by your position is transferred to other EOC elements as appropriate.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Account for all equipment, personnel, and supplies.



- Demobilize your position and close out logs when authorized by your EOC Supervisor.
- Brief your relief personnel at shift-change time. Ensure that in-progress activities are identified, and follow-up requirements are known.
- Leave forwarding phone number and email where you and your Unit staff can be reached.
- Sign out with your EOC Supervisor and on the sign-in sheet before leaving the EOC.
- Participate in post-emergency debriefing sessions.
- If another shift is not required, contact the person that was supposed to fill your Unit position to let them know they are not needed.
- Contact your department/supervisor and let them know you have been released from the EOC. Contact your EOC supervisor and home department when you've arrived safely at home.



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TIME RECORDING UNIT LEADER POSITION CHECKLIST

PRIMARY: Finance Director

ALTERNATE: Finance Department Staff as Assigned

SUPERVISOR: Finance/Administration Section Coordinator

GENERAL DUTIES:

- Track, record and report staff time for all personnel/volunteers working at the emergency/disaster.
- Establish and maintain a file for all personnel working at the emergency/disaster.
- Ensure that daily personnel time recording documents are prepared and are in compliance with specific City, Cal OES and FEMA time recording policies.
- Track, record and report equipment use and time.

RESPONSIBILITIES: Track hours worked by paid personnel, volunteers, contract labor, mutual aid and all others and ensure that daily personnel time recording documents are prepared and compliance to agency's time policy is being met. Ensure that time and equipment use records identify scope of work and site-specific work location consistent with initial safety/damage assessment records, sites and Project Worksheets.

Personnel time and equipment use records should be collected and processed for each operational period as necessary. Records must be verified, checked for accuracy and posted according to existing policy. Excess hours worked must also be determined and separate logs maintained. Time and equipment use records must be compiled in appropriate format for cost recovery purposes.



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.

STARTUP ACTIONS

- Check-in upon arrival at the Emergency Operations Center (EOC).
- Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Report to your EOC organizational supervisor. Confirm the operational period work shift and your assigned workspace.
- Contact your department/supervisor and let them know you have been assigned to the EOC.
- Obtain a briefing from your EOC supervisor in accordance with the EOC Action Plan (if one has been developed).
 - Receive a copy of the written Action Plan (if one has been developed, if not, receive a briefing that includes the items below).
 - Confirm reporting requirements concerning execution of the action plan.
- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.



Document:

- Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
 - Check-in and Check-out times
-
- Retain all paperwork (notes, memos, messages, etc.). Ensure that logs and files are maintained.
 - Determine your personal work area. Set up your Unit workstation, including maps and status boards. Use your EOC Unit materials, guidance documents, job aides, and on-site supplies.
 - Develop and implement accountability, safety, and security measures for staff and resources.
 - Review position responsibilities.
 - Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.
 - Ensure that all required supplies are available and equipment, including internal and external communications equipment, is working properly (phones, computers, radios, forms, checklists, guidance documents, job aides, maps, etc.)
 - Determine the extent to which Unit functions should be activated and request additional staffing or resources from your supervisor if needed.

If additional staffing is needed:

- Ensure that sufficient staffing is in place to meet responsibilities. If not, request additional staffing from your EOC Supervisor.
- Determine estimated times of arrival of staff from your supervisor.
- Activate elements of your Unit, establish work area, assign duties, and ensure a log is opened.
- Ensure that all Unit personnel have completed status check on equipment, facilities, and operational capabilities.



- Assign and ensure that all your incoming personnel are fully briefed in accordance with the EOC Action Plan (if developed)
 - Ensure each has a copy of the written Action Plan (if developed)
 - Establish reporting requirements concerning execution of the action plan.
- Request additional resources through the Logistics Section or established ordering procedures, as needed.
- Think ahead and anticipate situations and problems before they occur.
- Inform your EOC Supervisor when your Unit is fully operational.

GENERAL OPERATIONAL DUTIES

- Develop a plan for Unit operations and support of field operations as requested. Assign specific responsibilities. Monitor activities and adjust staffing/organization as appropriate.
- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.
- Make a list of key issues currently facing the Unit to be accomplished within the next operational period.
- Keep up to date on Unit situation and resource status.
- Brief and keep your EOC Supervisor advised of your Unit status and any major problems that need or may need solutions.
- Review situation reports as they are received. Ensure your Unit status/information is accurate and confirm where questions exist.
- Establish operating procedure for use of telephone, radio, videoconferencing, and data systems. Provide staff with direction, expectations, and priorities.
- Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.
- Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.
- Use face-to-face communication in the EOC whenever possible.



- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.
- Ensure that all Unit personnel, equipment, time, and material records are provided to the Time and Cost Analysis Units of the Finance/Administration Section.

UNIT OPERATIONAL DUTIES

- Identify the need for use of special resources.
- Initiate the EOC Action Plan development for the current and forthcoming operational periods.
- Account for personnel, equipment, supplies, and materials provided to each facility. Release mutual aid resources when no longer needed.
- Consider the need for stress management, counseling and/or debriefing.
- Begin planning for recovery.

PERSONNEL TIME RECORDER

- Assist sections and units in establishing a system for collecting equipment time reports.
- Determine specific requirements for the time recording function.
- Initiate, gather, or update a time report from all applicable personnel assigned to the emergency/disaster for each operational period.
- Ensure that all records identify scope of work and site-specific work location.
- Post personnel travel and work hours, assignment to a specific incident (location by address when possible), transfers, promotions, specific pay provisions, and terminations to personnel time documents.
- Tracks all travel requests, forms, and claims.
- Ensure that daily personnel time recording documents are accurate and prepared in compliance with City policy.
- Ensure that all employee identification information is verified to be correct on the time report.



- Ensure that time reports are signed.
- Maintain separate logs for overtime hours.
- Establish and maintain a file for employee time records within the first operational period for each person.
- Maintain records security.
- Close out time documents prior to personnel leaving emergency assignment.
- Keep records on each shift (Twelve-hour shifts recommended).
- Coordinate with the Personnel Branch of the Logistics Section.
- Release mutual aid resources when no longer needed.
- Consider the need for stress management, counseling and/or debriefing.

EQUIPMENT TIME RECORDER

- Ensure that all records identify scope of work and site-specific work location. (See Finance/Administration – Disaster Equipment Records - Sample.)
- Establish and maintain a file of time reports on owned, rented, donated and mutual aid equipment (including charges for fuel, parts, services and operators). Track the type of equipment used, make/model numbers, date and time of usage, operator name/agency affiliation, charges for fuel, parts, and services. Track City-owned equipment separate from rented equipment.
- Maintain records security.
- Release mutual aid resources when no longer needed.
- Consider the need for stress management, counseling and/or debriefing.
- Begin planning for recovery.



DEMOBILIZATION/DEACTIVATION DUTIES

- Consider demobilization of organizational elements within the Unit when they are no longer needed. Let your EOC Supervisor know when your position should be demobilized.
- Ensure that any open actions are handled by your position is transferred to other EOC elements as appropriate.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Account for all equipment, personnel, and supplies.
- Demobilize your position and close out logs when authorized by your EOC Supervisor.
- Brief your relief personnel at shift-change time. Ensure that in-progress activities are identified, and follow-up requirements are known.
- Leave forwarding phone number and email where you and your Unit staff can be reached.
- Sign out with your EOC Supervisor and on the sign-in sheet before leaving the EOC.
- Participate in post-emergency debriefing sessions.
- If another shift is not required, contact the person that was supposed to fill your Unit position to let them know they are not needed.
- Contact your department/supervisor and let them know you have been released from the EOC. Contact your EOC supervisor and home department when you've arrived safely at home.



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COST RECOVERY UNIT LEADER POSITION CHECKLIST

PRIMARY: Finance Director

ALTERNATE: Finance Department Staff as Assigned

SUPERVISOR: Finance/Administration Section Coordinator

GENERAL DUTIES:

- Document information for reimbursement from the state and federal governments.
- Activate and maintain Disaster Accounting System.
- Coordinate documentation of costs with other sections and departments.
- Coordinate cost recovery with disaster assistance agencies.

RESPONSIBILITIES: Maintain the Disaster Accounting System and procedures to capture and document costs relating to a emergency/disaster in coordination with other sections and departments; act as liaison with the disaster assistance agencies and coordinate the recovery of costs as allowed by law and maintain records in such a manner that will pass audit. **The Cost Recovery Unit should be activated at the onset of any emergency/disaster. Accurate and timely documentation is essential to financial recovery.**



**READ THE ENTIRE CHECKLIST AT START-UP AND AT THE
BEGINNING OF EACH SHIFT**

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.

STARTUP ACTIONS

- Check-in upon arrival at the Emergency Operations Center (EOC).
- Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Report to your EOC organizational supervisor. Confirm the operational period work shift and your assigned workspace.
- Contact your department/supervisor and let them know you have been assigned to the EOC.
- Obtain a briefing from your EOC supervisor in accordance with the EOC Action Plan (if one has been developed).
 - Receive a copy of the written Action Plan (if one has been developed, if not, receive a briefing that includes the items below).
 - Confirm reporting requirements concerning execution of the action plan.



- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.

Document:

- Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
 - Check-in and Check-out times
- Retain all paperwork (notes, memos, messages, etc.). Ensure that logs and files are maintained.
- Determine your personal work area. Set up your Unit workstation, including maps and status boards. Use your EOC Unit materials, guidance documents, job aides, and on-site supplies.
- Develop and implement accountability, safety, and security measures for staff and resources.
- Review position responsibilities.
- Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.
- Ensure that all required supplies are available and equipment, including internal and external communications equipment, is working properly (phones, computers, radios, forms, checklists, guidance documents, job aides, maps, etc.)
- Determine the extent to which Unit functions should be activated and request additional staffing or resources from your supervisor if needed.

If additional staffing is needed:

- Ensure that sufficient staffing is in place to meet responsibilities. If not, request additional staffing from your EOC Supervisor.
- Determine estimated times of arrival of staff from your supervisor.
- Activate elements of your Unit, establish work area, assign duties, and ensure a log is opened.



- Ensure that all Unit personnel have completed status check on equipment, facilities, and operational capabilities.
- Assign and ensure that all your incoming personnel are fully briefed in accordance with the EOC Action Plan (if developed)
 - Ensure each has a copy of the written Action Plan (if developed)
 - Establish reporting requirements concerning execution of the action plan.
- Request additional resources through the Logistics Section or established ordering procedures, as needed.
- Think ahead and anticipate situations and problems before they occur.
- Inform your EOC Supervisor when your Unit is fully operational.

GENERAL OPERATIONAL DUTIES

- Develop a plan for Unit operations and support of field operations as requested. Assign specific responsibilities. Monitor activities and adjust staffing/organization as appropriate.
- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.
- Make a list of key issues currently facing the Unit to be accomplished within the next operational period.
- Keep up to date on Unit situation and resource status.
- Brief and keep your EOC Supervisor advised of your Unit status and any major problems that need or may need solutions.
- Review situation reports as they are received. Ensure your Unit status/information is accurate and confirm where questions exist.
- Establish operating procedure for use of telephone, radio, videoconferencing, and data systems. Provide staff with direction, expectations, and priorities.
- Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.



- Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.
- Use face-to-face communication in the EOC whenever possible.
- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.
- Ensure that all Unit personnel, equipment, time, and material records are provided to the Time and Cost Analysis Units of the Finance/Administration Section.

UNIT OPERATIONAL DUTIES

- Identify the need for use of special resources.
- Initiate the EOC Action Plan development for the current and forthcoming operational periods.
- Activate and maintain the Disaster Accounting System and procedures to capture and document costs relating to a emergency/disaster in coordination with other sections and departments.
- Inform all sections and departments that the Disaster Accounting System is to be used.
- Coordinate cost documentation and make decisions on costs codes and items to be tracked by the Disaster Accounting System.
- Act as liaison with the disaster assistance agencies and coordinate the recovery of costs as allowed by law.
- Prepare all required state and federal documentation as necessary to recover all allowable disaster costs.
- Coordinate with the Documentation Unit of the Planning/Intelligence Section.
- Provide analyses, summaries and estimates of costs for the Finance/Administration Section Coordinator, EOC Director, Alameda OA EOC (as appropriate) and the Cal OES Coastal Region or State Operation Center as required.



- Work with EOC sections and appropriate departments to collect all required documentation.
- Receive and allocate payments.
- Organize and prepare records for final audit.
- Prepare recommendations as necessary.
- Initiate the EOC Action Plan development for the current and forthcoming operational periods.
- Account for personnel, equipment, supplies, and materials provided to each facility.
- Consider the need for stress management, counseling and/or debriefing.
- Release mutual aid resources when no longer needed.
- Consider the need for stress management, counseling and/or debriefing.
- Begin planning for recovery.

DEMOBILIZATION/DEACTIVATION DUTIES

- Consider demobilization of organizational elements within the Unit when they are no longer needed. Let your EOC Supervisor know when your position should be demobilized.
- Ensure that any open actions are handled by your position is transferred to other EOC elements as appropriate.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Account for all equipment, personnel, and supplies.
- Demobilize your position and close out logs when authorized by your EOC Supervisor.
- Brief your relief personnel at shift-change time. Ensure that in-progress activities are identified, and follow-up requirements are known.



- Leave forwarding phone number and email where you and your Unit staff can be reached.
- Sign out with your EOC Supervisor and on the sign-in sheet before leaving the EOC.
- Participate in post-emergency debriefing sessions.
- If another shift is not required, contact the person that was supposed to fill your Unit position to let them know they are not needed.
- Contact your department/supervisor and let them know you have been released from the EOC. Contact your EOC supervisor and home department when you've arrived safely at home.



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COMPENSATION/ CLAIMS UNIT LEADER POSITION CHECKLIST

PRIMARY: Finance Director

ALTERNATE: Human Resource Director/ City Clerk

SUPERVISOR: Finance/Administration Section Coordinator

GENERAL DUTIES:

- Accept as agent for the City of Albany claims resulting from an emergency/disaster.
- Collects information for all forms required by Workers Compensation and local agencies.
- Maintain a file of injuries and illness associated with the personnel activity at the EOC and maintains a file of written witness statements on injuries.
- Manage and direct all compensation for injury specialists and claims specialists assigned to the emergency/disaster.
- Provide investigative support in areas of claims for bodily injury and property damage compensation presented to the City of Albany.

RESPONSIBILITIES: Manage the investigation and compensation of physical injuries and property damage claims involving the City of Albany arising out of an emergency/disaster, including completing all forms required by worker's compensations programs and local agencies, maintaining a file of injuries and illnesses associated with the incident, providing investigative support of claims and issuing checks upon settlement of claims.



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.

STARTUP ACTIONS

- Check-in upon arrival at the Emergency Operations Center (EOC).
- Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Report to your EOC organizational supervisor. Confirm the operational period work shift and your assigned workspace.
- Contact your department/supervisor and let them know you have been assigned to the EOC.
- Obtain a briefing from your EOC supervisor in accordance with the EOC Action Plan (if one has been developed).
 - Receive a copy of the written Action Plan (if one has been developed, if not, receive a briefing that includes the items below).
 - Confirm reporting requirements concerning execution of the action plan.
- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.



Document:

- Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
 - Check-in and Check-out times
-
- Retain all paperwork (notes, memos, messages, etc.). Ensure that logs and files are maintained.
 - Determine your personal work area. Set up your Unit workstation, including maps and status boards. Use your EOC Unit materials, guidance documents, job aides, and on-site supplies.
 - Develop and implement accountability, safety, and security measures for staff and resources.
 - Review position responsibilities.
 - Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.
 - Ensure that all required supplies are available and equipment, including internal and external communications equipment, is working properly (phones, computers, radios, forms, checklists, guidance documents, job aides, maps, etc.)
 - Determine the extent to which Unit functions should be activated and request additional staffing or resources from your supervisor if needed.

If additional staffing is needed:

- Ensure that sufficient staffing is in place to meet responsibilities. If not, request additional staffing from your EOC Supervisor.
- Determine estimated times of arrival of staff from your supervisor.
- Activate elements of your Unit, establish work area, assign duties, and ensure a log is opened.
- Ensure that all Unit personnel have completed status check on equipment, facilities, and operational capabilities.



- Assign and ensure that all your incoming personnel are fully briefed in accordance with the EOC Action Plan (if developed)
 - Ensure each has a copy of the written Action Plan (if developed)
 - Establish reporting requirements concerning execution of the action plan.
- Request additional resources through the Logistics Section or established ordering procedures, as needed.
- Think ahead and anticipate situations and problems before they occur.
- Inform your EOC Supervisor when your Unit is fully operational.

GENERAL OPERATIONAL DUTIES

- Develop a plan for Unit operations and support of field operations as requested. Assign specific responsibilities. Monitor activities and adjust staffing/organization as appropriate.
- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.
- Make a list of key issues currently facing the Unit to be accomplished within the next operational period.
- Keep up to date on Unit situation and resource status.
- Brief and keep your EOC Supervisor advised of your Unit status and any major problems that need or may need solutions.
- Review situation reports as they are received. Ensure your Unit status/information is accurate and confirm where questions exist.
- Establish operating procedure for use of telephone, radio, videoconferencing, and data systems. Provide staff with direction, expectations, and priorities.
- Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.
- Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.



- Use face-to-face communication in the EOC whenever possible.
- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.
- Ensure that all Unit personnel, equipment, time, and material records are provided to the Time and Cost Analysis Units of the Finance/Administration Section.

UNIT OPERATIONAL DUTIES

- Identify the need for use of special resources.
- Initiate the EOC Action Plan development for the current and forthcoming operational periods.
- Maintain a log of all injuries occurring during the emergency/disaster.
- Develop and maintain a log of potential and existing claims.
- Prepare claims relative to damage to City property and notify and file the claims with insurers.
- Periodically review all logs and forms produced by Unit to ensure:
 - Work is complete
 - Entries are accurate and timely
 - Work is in compliance with the City of Albany requirements and policies.
- Determine if there is a need for Compensation-for-Injury and Claims Specialists and order personnel as needed.
- Ensure that all Compensation-for-Injury and Claims logs and forms are complete and routed to the appropriate department for post-EOC processing.
- Ensure the investigation of all accidents, if possible.
- Ensure that the Personnel Branch of the EOC Logistics Section completes claims for any injured personnel or volunteers working at the emergency.
- Provide report of injuries and coordinate with the Safety Officer for mitigation of hazards.



- Obtain all witness statements pertaining to claims and review for completeness.
- Account for personnel, equipment, supplies, and materials provided to each facility.
- Release mutual aid resources when no longer needed.
- Consider the need for stress management, counseling and/or debriefing.
- Begin planning for recovery.

DEMOBILIZATION/DEACTIVATION DUTIES

- Consider demobilization of organizational elements within the Unit when they are no longer needed. Let your EOC Supervisor know when your position should be demobilized.
- Ensure that any open actions are handled by your position is transferred to other EOC elements as appropriate.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Account for all equipment, personnel, and supplies.
- Demobilize your position and close out logs when authorized by your EOC Supervisor.
- Brief your relief personnel at shift-change time. Ensure that in-progress activities are identified, and follow-up requirements are known.
- Leave forwarding phone number and email where you and your Unit staff can be reached.
- Sign out with your EOC Supervisor and on the sign-in sheet before leaving the EOC.
- Participate in post-emergency debriefing sessions.
- If another shift is not required, contact the person that was supposed to fill your Unit position to let them know they are not needed.
- Contact your department/supervisor and let them know you have been released from the EOC. Contact your EOC supervisor and home department when you've arrived safely at home.



COST ANALYSIS UNIT LEADER POSITION CHECKLIST

PRIMARY: Finance Director

ALTERNATE: Finance Department Staff as Assigned

SUPERVISOR: Finance/Administration Section Coordinator

GENERAL DUTIES:

- Provide all cost analysis activity associated with the emergency/disaster.
- Obtain and record all cost data for the emergency/disaster.
- Ensure the proper identification of all equipment and personnel requiring payment.
- Analyze and prepare estimates of the emergency/disaster costs.
- Maintain accurate record of the emergency/disaster costs.

RESPONSIBILITIES: Provide cost analysis data for the incident to help the planning and recovery efforts. Ensure that all pieces of equipment and personnel that require payment are properly identified; obtain and record all cost data; analyze and prepare estimates of incident costs and maintain accurate records of incident costs.

This Unit will be increasingly tasked to support the planning function in terms of cost estimates of resources used. This Unit must maintain accurate information on the actual costs for the use of all assigned resources.



READ THE ENTIRE CHECKLIST AT START-UP AND AT THE BEGINNING OF EACH SHIFT

HOW TO USE THE CHECKLIST

If a checklist item is not applicable to the situation, then it should be skipped. However, if a situation develops where a previously skipped item becomes relevant, then that action should be taken.

INCREASED READINESS

- Upon notification of a potential emergency or disaster, adopt an increased readiness posture by preparing to activate to the EOC. Ensure your dependents and pets are cared for and you have the personal effects needed to deploy for multiple operational periods.
- Review this checklist, Emergency Operations Plan, agency guidelines, any applicable annexes, position job aides, and mutual aid agreements in preparation for activation.

STARTUP ACTIONS

- Check-in upon arrival at the Emergency Operations Center (EOC).
- Identify yourself as your position in the EOC by putting on the vest with your title. Print your name on the EOC organization chart next to your assignment.
- Report to your EOC organizational supervisor. Confirm the operational period work shift and your assigned workspace.
- Contact your department/supervisor and let them know you have been assigned to the EOC.
- Obtain a briefing from your EOC supervisor in accordance with the EOC Action Plan (if one has been developed).
 - Receive a copy of the written Action Plan (if one has been developed, if not, receive a briefing that includes the items below).
 - Confirm reporting requirements concerning execution of the action plan.
- Use an **Activity Log (ICS 214)**, to record details of notable activities, basic incident activity documentation and reference for any After Action Report.



Document:

- Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
 - Check-in and Check-out times
-
- Retain all paperwork (notes, memos, messages, etc.). Ensure that logs and files are maintained.
 - Determine your personal work area. Set up your Unit workstation, including maps and status boards. Use your EOC Unit materials, guidance documents, job aides, and on-site supplies.
 - Develop and implement accountability, safety, and security measures for staff and resources.
 - Review position responsibilities.
 - Clarify with your EOC Supervisor any issues you may have regarding your authority and assignment as well as others in the emergency organization structure. Know where to go for information or support.
 - Ensure that all required supplies are available and equipment, including internal and external communications equipment, is working properly (phones, computers, radios, forms, checklists, guidance documents, job aides, maps, etc.)
 - Determine the extent to which Unit functions should be activated and request additional staffing or resources from your supervisor if needed.

If additional staffing is needed:

- Ensure that sufficient staffing is in place to meet responsibilities. If not, request additional staffing from your EOC Supervisor.
- Determine estimated times of arrival of staff from your supervisor.
- Activate elements of your Unit, establish work area, assign duties, and ensure a log is opened.
- Ensure that all Unit personnel have completed status check on equipment, facilities, and operational capabilities.



- Assign and ensure that all your incoming personnel are fully briefed in accordance with the EOC Action Plan (if developed)
 - Ensure each has a copy of the written Action Plan (if developed)
 - Establish reporting requirements concerning execution of the action plan.
- Request additional resources through the Logistics Section or established ordering procedures, as needed.
- Think ahead and anticipate situations and problems before they occur.
- Inform your EOC Supervisor when your Unit is fully operational.

GENERAL OPERATIONAL DUTIES

- Develop a plan for Unit operations and support of field operations as requested. Assign specific responsibilities. Monitor activities and adjust staffing/organization as appropriate.
- Evaluate the need for stress management, counseling and/or debriefing for all affected personnel.
- Make a list of key issues currently facing the Unit to be accomplished within the next operational period.
- Keep up to date on Unit situation and resource status.
- Brief and keep your EOC Supervisor advised of your Unit status and any major problems that need or may need solutions.
- Review situation reports as they are received. Ensure your Unit status/information is accurate and confirm where questions exist.
- Establish operating procedure for use of telephone, radio, videoconferencing, and data systems. Provide staff with direction, expectations, and priorities.
- Anticipate potential situation changes, such as aftershocks or cascading effects, in all planning. Develop a backup plan for off-site communications.
- Conduct periodic briefings to your staff. Provide staff with direction, expectations, and priorities.
- Use face-to-face communication in the EOC whenever possible.



- Be prepared to participate in the EOC Director's action planning meetings and policy decisions if requested.
- Ensure that all Unit personnel, equipment, time, and material records are provided to the Time and Cost Analysis Units of the Finance/Administration Section.

UNIT OPERATIONAL DUTIES

- Collect and record all cost data.
- Maintain a fiscal record of all expenditures related to the emergency/disaster.
- Prepare and provide periodic cost summaries for the Finance/Administration Section Coordinator and the EOC Director.
- Initiate the EOC Action Plan development for the current and forthcoming operational periods.
- Identify the need for use of special resources.
- Maintain cumulative emergency/disaster cost records.
- Ensure that all financial obligation documents are accurately prepared.
- Prepare resources-use cost estimates.
- Maintain accurate information on the actual cost for the use of all assigned resources.
- With the Time Recording Unit, ensure that all pieces of equipment under contract and dedicated personnel are properly identified.
- Ensure that all EOC sections maintain proper supporting records and documentation to support claims.
- Make recommendations for cost savings to the Finance/Administration Section Coordinator.
- Account for personnel, equipment, supplies, and materials provided to each facility.
- Release mutual aid resources when no longer needed.
- Consider the need for stress management, counseling and/or debriefing.



- Begin planning for recovery.

DEMOBILIZATION/DEACTIVATION DUTIES

- Consider demobilization of organizational elements within the Unit when they are no longer needed. Let your EOC Supervisor know when your position should be demobilized.
- Ensure that any open actions are handled by your position is transferred to other EOC elements as appropriate.
- Ensure that any required forms or reports are completed prior to your release and departure.
- Account for all equipment, personnel, and supplies.
- Demobilize your position and close out logs when authorized by your EOC Supervisor.
- Brief your relief personnel at shift-change time. Ensure that in-progress activities are identified, and follow-up requirements are known.
- Leave forwarding phone number and email where you and your Unit staff can be reached.
- Sign out with your EOC Supervisor and on the sign-in sheet before leaving the EOC.
- Participate in post-emergency debriefing sessions.
- If another shift is not required, contact the person that was supposed to fill your Unit position to let them know they are not needed.
- Contact your department/supervisor and let them know you have been released from the EOC. Contact your EOC supervisor and home department when you've arrived safely at home.

Emergency Operations Plan

**ANNEX 1: ALERT,
WARNING, AND
PUBLIC
INFORMATION**



**City of Albany, California
2024**



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1.0 PURPOSE, SCOPE, SITUATION, ASSUMPTIONS

1.1 PURPOSE

Providing Emergency Alerts, Warnings, and Public Information is a priority during a real or threatened disaster or emergency. The City of Albany has a primary responsibility to provide accurate and timely information to the public regarding conditions, threats, and protective measures.

This Alert, Warning, and Public Information Annex establishes guidelines for use in partnership with the City of Albany, the County of Alameda, and the surrounding jurisdictions. The alert and warning program provides public notification of protective actions to take before, during, and after threats or emergencies and to disseminate other kinds of messages to community members who have opted in to receive such messages.

1.2 SCOPE

This Alert, Warning, and Public Information Annex details procedures, processes, and provides tools and resources for the function of emergency notifications and communications during an incident or disaster.

1.3 ASSUMPTIONS

- Natural and manmade disasters can occur with or without warning, at any time of the day or night, and can affect multiple jurisdictions.
- The succession of events in an emergency is not predictable.
- To avoid conflicts and confusion, the Emergency Alert, Warning and Public Information function operates best when centralized and coordinated through the Alameda County Office of Emergency Services and is coordinated among all involved jurisdictions, agencies, and organizations within Alameda County.
- Joint Information Center staffing, and activities will depend on the nature and demands of the emergency.
- Emergency communications during an incident will require use of multiple channels that include mass media (TV, radio, and print), social media, emergency website, email, town halls and community meetings, door-to-door canvassing, signage, and the County's AC Alert which reaches people via their cell phone, landline or email.
- Critical information will be made accessible in accordance with local, State and federal ADA guidelines.



2.0 CONCEPT OF OPERATIONS

2.1 CENTRALIZED AND COORDINATED EMERGENCY MESSAGING

Centralized and coordinated messaging is through the Alameda County Sheriff's Office of Emergency Services.

In conjunction with established public safety warning protocols, the Incident Commander, or activated EOC will manage the dissemination of timely and adequate warnings to threatened populations in the most effective manner possible. Warning information will be issued as quickly as possible once a threat is detected, using the most direct and effective means possible.

The following information describes the various systems available to fulfill this responsibility.

2.1 TRANSMITTING AN EMERGENCY ALERT AND WARNING MESSAGE

A comprehensive alert and warning program is a critical component to a community's ability to effectively respond to emergencies. Most Alert and Warning messages are associated with evacuation advisories and are often the result of a no-notice or short notice incident. Without proper information, people may evacuate towards a hazard, putting them in greater danger, or may evacuate unnecessarily and create additional congestion on identified evacuation routes.

A **Public Alert** is a communication intended to attract public attention to an unusual situation and motivate individual awareness. The measure of an effective alert message is the extent to which the intended audience becomes attentive, takes the intended action, and searches for additional information from the sources you direct them to.

A **Public Warning** is a communication intended to persuade members of the public to take one or more protective actions to reduce losses or harm. The measure of an effective public warning message is the extent to which the intended audience receives the message and takes the intended protective action.

2.1.1 Activation Authority and Process

Alameda County Sheriff's OES administers the Emergency Alerts for the County to include the City of Albany.

When Emergency Public Alert and Warning is required, the City staff requesting the Emergency Public Alert and Warning shall call the Alameda County Sheriff's OES Office or after hours OES Duty Officer at (925) 803-7800.



Activation of the AC Alert or other Emergency Alerting Systems shall be for emergency incidents and conditions of concern. The City of Albany Fire or Police Department supervisor can request activation of the Emergency Alerting Systems via the Alameda County Sheriff's OES.

Emergency Alerting Systems activation can be authorized by any one of the following parties:

- Director of Emergency Services or designee.
- Assistant Director of Emergency Services or designee.
- Emergency Management Coordinator
- Albany Fire Supervisor/Incident Commander
- Albany Police Supervisor/Incident Commander
- City of Albany Emergency Operations Center Director.
- Authorized public official of the City of Albany.

When it becomes necessary to transmit an Emergency Alert or Warning message, the initiating individual/authority shall contact the Alameda County Sheriff's OES Office or after hours OES Duty Officer to request a message be sent. Albany Dispatch may also contact the Alameda County Sheriff's OES to send the message, at the direction of a Fire or Police Supervisor.

Pre-scripted emergency messages for various emergencies may be found in **Appendix 1-A PRE-SCRIPTED EMERGENCY MESSAGES** or are available from the AC Alert .

The initiating individual/authority shall provide the Alameda County Sheriff's OES with:

- Initiating individual/authority's name
- Name of the Incident Commander or person in charge on-scene
- Contact cellphone number
- Nature of the emergency
- Area impacted in need of notification
- Preferred system of notification (EAS, Siren, etc.)
- Public action to be taken (Evacuation Warning, Evacuation Order, Shelter in place, etc.)
- Evacuation routes, roads to avoid, and evacuation arrival points (if established)

Effective, accessible, and informative notifications to the public will be vital in convincing them that they should evacuate or shelter-in-place.

Once additional information is available, the public will need to know a variety of factors pertaining to their evacuation or sheltering in place including:

- Why they need to evacuate or shelter-in-place,
- How long they may need to do so,
- Location of transportation routes and evacuation pick-up points, availability/location of evacuee arrival points, evacuation and emergency shelters,
- What they should take with them,



- How their pets will be accommodated,
- How they should secure their homes,
- Level of security that will be provided when they are away from their homes,
- How to stay updated on the situation.
- How/where students from local schools are being evacuated,

If the event happens during the weekday and school children are being evacuated, parents will need timely information on where to pick up their children. The Albany Unified School District has an Emergency Operations Plan that details the districts evacuation and reunification plan.

Table 1-1: Alerting Systems

Type	Alerting Systems	Req. Systems
Local Alerting Systems		
AC Alert Emergency Alert & Notification System / Includes- WEA, EAS, UAS	<p>AC Alert Emergency Alert & Notification System can alert residents and businesses within Alameda County that are impacted by or are in danger of being impacted by an emergency. The AC Alert message will include basic information about the incident and what specific protective actions (shelter in place, lockdown, evacuate, avoid the area, etc.) are necessary to protect life and health.</p> <p>AC Alert provides geographically targeted consumers emergency alert or warning messages to registered users instantly via cell phone text message, voice dial and/or email. CWS is generally not used for traffic notifications or other non-life threatening incidents.</p>	Landline & Cellphone service, Text, TTY, email, Internet/ WiFi.
Integrated Public Alert and Warning System (IPAWS)/ includes- EAS, WEA, and NWR.	<p>Cellphone calls, Text messages, TV and Radio Alerts, Email, Landline phone calls, Digital signs, Websites-</p> <p>National alert and warning system gateway to send alert and warning messages to the public using EAS, WEA, & NWR.</p>	Landline/ Cellphone service, TV, Radio, WiFi, or satellite internet.
Emergency Alert System (EAS)	<p>TV and Radio Alerts –</p> <p>The Emergency Alert System (EAS) leverages the capabilities of participating analog and digital radio,</p>	TV - KFSN Channel 30 and Radio – KMJ 530 AM Fresno, or



	television, cable, satellite, and wireline providers working in concert to distribute alert and warning messages to the public.	Satellite TV and Radio
Wireless Emergency Alert (WEA) System	Cellphone messages – WEA is a public safety system that allows customers who own certain wireless phones and other enabled mobile devices to receive geographically targeted, text-like messages alerting them of imminent threats to safety in their area.	Cellphone service.
Social Media	Albany FD/ Alameda OES Facebook	Cellphone service, WiFi, or satellite internet
	Albany FD/ Alameda OES Twitter	
	Albany FD Instagram	
	Albany FD Nextdoor	
	Albany FD LinkedIn	
	Albany FD 33 KALB Cable Access	
Albany FD/ City Website		
Fire and Police	Door to door notifications, Albany FD or PD vehicle loudspeakers and sirens, Helicopter loudspeakers and sirens.	Albany FD or PD two-way radio
Volunteer-CERT and Reserve Police Officer	Door to door notifications, and loudspeakers.	Albany FD or PD two-way radio
Public Notices	Electric road signs, Freeway Changeable Message Signs (CMS). Sandwich boards and Flyers	Cal Trans or Public Work sign trailers, boards, flyers.
Operational Area Satellite Information System (OASIS)	Satellite internet, voice, or data system between OA and Cal OES - This satellite voice or data transmission system to Cal OES allows virtually uninterrupted communication between state, regional and operational area level EOCs.	Cal OES provided Satellite dish and equipment.



State Alerting Systems		
California State Warning Center (CSWC)	Internet, voice, or data systems - This 24/7 staffed, central information hub for statewide emergency communications and notifications serves as a highly reliable and accurate “one-stop” resource for emergency management, law enforcement and key decision-making personnel throughout the state. The CSWC has the responsibility to receive, coordinate, verify and disseminate information pertaining to events which occur within California or that could affect California.	Landline/ Cellphone service, WiFi, or satellite internet.
Operational Area Satellite Information System (OASIS)	Satellite internet, voice, or data system between OA and Cal OES - This satellite voice or data transmission system to Cal OES allows virtually uninterrupted communication between state, regional and operational area level EOCs.	Cal OES provided Satellite dish and equipment.
Federal Alerting Systems		
Integrated Public Alert and Warning System (IPAWS)	Presidential Alert and Warning Text messages, TV and Radio Alerts, Websites- National alert and warning system gateway to send alert and warning messages to the public using EAS, WEA, UAS & NWR.	Landline/ Cellphone service, TV, Radio, WiFi, or satellite internet.
Emergency Alert System (EAS)	TV and Radio Alerts – EAS is designed for the broadcast media to disseminate emergency public information.	TV - KFSN Channel 30 and Radio – KMJ 530 AM Fresno
National Weather Service Radio (NWR)	Radio, Text messages, Instant message, RSS, Email messages - National Weather Service transmits continuous weather information on 162.425 MHz frequency, call sign WNG655, Alameda County. https://www.weather.gov/mtr/	Radio, Internet, WiFi,
National Warning System (NAWAS)	During major peacetime emergencies, state agencies may use portions of NAWAS. See State Level CALWAS for more information.	Landline/ Cellphone service, WiFi, or satellite internet.
National Terrorism Advisory System (NTAS)	Terrorism related information may be shared with the DHS and the Federal Bureau of Investigation (FBI) through the California State Threat Assessment Center (STAC) or the Sacramento Regional Threat Assessment Center (RTAC) at https://sacrtac.org or (916) 808-8383.	Cellphone service, Landline phone service, WiFi or email.



2.2 MANAGING ALERTING, WARNING AND PUBLIC INFORMATION

A vital responsibility of the City of Albany during an emergency or disaster is to provide the public with accurate information and instructions. The City of Albany, the Alameda County Office of Emergency Services (OES), and the City of Albany Public Information Officer (PIO)/ Joint Information Center (JIC) will use the best available systems and work closely with the news media to accomplish this task.

City of Albany disaster-related information is collected, evaluated and disseminated through the City Emergency Operations Center (EOC). The City of Albany PIO/ JIC is tasked with providing alert, warning and emergency public information and instructions.

- The City of Albany PIO/ JIC will process emergency information and confirm with the EOC Director as to what should be published in emergency updates and/or videos distributed via the Albany Fire or City Homepage website, social media sites, and via speaking points at news conferences. Spokespeople for each outside agency should speak within that agency's jurisdiction to avoid giving conflicting information to the public. All City departments will speak in a coordinated fashion within the EOC and field Joint Information Centers (JICs) and will collaborate with outside agencies.
- The City of Albany PIO/ JIC generally disseminates information about areas within the City's jurisdiction only, but makes referrals to, and coordinates with, Alameda OA EOC and other jurisdictions. This communication will be coordinated through the responding jurisdiction's PIO or a representative present at the jurisdictional EOC. In addition, other agency's websites can be linked to the City of Albany or Alameda OA EOC website.
- The City of Albany PIO/ JIC initiates and responds to local and national news media, providing information at regular and frequent press briefings as information becomes available. Questions from news media representatives are answered completely and truthfully to the extent possible from information available.
- Only information verified/approved by the Incident Commander and the EOC Director can be disseminated by the City EOC PIO/ JIC or agency personnel.
- At the discretion of the Director of Emergency Services, the City EOC PIO should make press releases available to the Policy/MAC Group for review prior to release.

2.3 COMMUNICATION, ALERT, AND WARNING METHODS

- It is important to consider using multiple communication methods to communicate with the public as individuals receive information in different ways.



For example, residents who are deaf or hard of hearing may not hear messages delivered via bullhorn or telephone message. Consider using text messages, TTY, email, or the EAS television message.

- Residents who are blind or low vision may not see text messages and residents who speak a language other than English may need information translated or interpreted for them. Emergency information should be available in not only English but American Sign Language (ASL), and the primary non-English languages spoken in the city, such as Spanish and Chinese. Translation services may be obtained from certified private contractors, Albany USD, or through the Superior Courts “Limited English Proficiency Plan”.

It is important that disaster information is available in a variety of accessible formats and languages. Available communication tools/capabilities which may be used to notify the general public about the need to evacuate or shelter-in-place include:

- AC Alert - Alameda County Sheriff’s Office of Emergency Services
 - AC Alert provides geographically targeted consumers emergency alert or warning messages to registered users instantly via cell phone text message, voice dial and/or email.
 - Text messages and emails to registered devices
 - Postings on Alameda County Sheriff’s OES website and social media (Facebook and Twitter)
- Integrated Public Alert and Warning System (IPAWS)
 - Wireless Alert System (WEA) – Cellphone voice message and text
 - Emergency Alert System (EAS) – TV and Radio (KCBS 740 AM)
 - National Oceanic and Atmospheric Assoc. (NOAA) Weather Radio
- City of Albany Social Media – Facebook, Twitter, Instagram, Nextdoor, and LinkedIn
- City of Albany website: <https://www.albanyca.org/home> or <https://www.albanyca.org/departments/fire-department>
- Albany Cable Access TV – 33 KALB
- Local radio (KCBS 740 AM)
- Local TV (KTVU Ch2, KCRA Ch3 & 58, KRON Ch4, KPIX Ch5, KGO TV Ch7, KXTV Ch10, KNTV Ch13, KOVR Ch13, KTXL Ch40, KCSO Telemundo Ch33, KTNC Ch42, KSTS Telemundo Ch48, etc.)
- Public address systems
- Fire/Police vehicles equipped with bullhorns
- Helicopters equipped with bullhorns (Upon request from CHP)
- Low power local radios (Auxiliary Communications Service - A.C.S.)
- Door to door notification
- Changeable Message Signs

Most of emergency alerts are based on a no-notice or short notice incident. Without proper information, people may evacuate towards a hazard, putting them in greater



danger, or may evacuate unnecessarily and create additional congestion on identified evacuation routes.

In the event of a no-notice or short-notice incident that will require an evacuation effort, the AC Alert will most likely be the first to notify the public. However, the media will often quickly begin notifying the public with information they obtain. The Albany and Alameda County EOCs Joint Information Center (JIC) will not be operational and therefore the Police or Fire department PIOs will be required to coordinate and provide information to the media or the public until the JIC and EOC is activated. It is also important to note that certain methods of communicating with the public may not be available following an incident, including television and the internet. In the event of a total loss of television or Internet connectivity, the Alameda County Sheriff's OES could utilize the EAS to broadcast emergency alerts over AM/FM radio.

Refer to the Albany Emergency Operations Plan: Evacuation Annex for further information.

2.3.1 Notification Considerations

Effective initial communication to the public will enhance the efficiency of the overall evacuation and reduce the associated mental and physical strains. If available, public notification should, as soon as possible, provide basic information to residents including:

- Whether residents should evacuate or shelter-in-place
- If a shelter-in-place order is issued, residents should be given information regarding any recommended personal protective actions they should take
- The areas that need to be evacuated, with reference to known geographic features (e.g. evacuation zones or street boundaries)
- Why and when residents should evacuate (e.g. is this an evacuation warning or evacuation order)
- The time required for evacuation efforts
- Where residents should evacuate to
- The designated transportation and evacuation pick-up points and evacuation routes
- Available transportation options
- Belongings residents should take (and not take) with them from their homes
- How long the evacuation is expected to last (if known)
- How pets will be accommodated
- Security plans that are in place to protect residential property
- When informational updates will be made available, including where information updates can be found
- Other information deemed appropriate and required before residents evacuate, including information critical for individuals with disabilities and others with access and functional needs
- For people that will be relying on transportation assistance, it is important that they are informed about when transportation services will begin and end,



transportation point pick-up points, frequency of pick-ups, travel destinations (evacuation arrival points), and what to bring with them.

2.4 COMMUNICATING WITH PEOPLE WITH DISABILITIES OR ACCESS AND FUNCTIONAL NEEDS AND OTHER VULNERABLE POPULATIONS

The traditional types of notification methods may not meet the requirements of people with disabilities and other access and functional needs, to include those who are blind, have low vision, are deaf or are hard of hearing or are non-English speaking. As much as possible, notification procedures will accommodate each group, employing multiple methodologies to ensure that all segments of the population are provided with the necessary information.

The City of Albany and the Alameda County Department of Health and Social Services has engaged with public and private agencies/advocates that provide home-based care provision services or work with people with disabilities and other access and functional needs. Additionally, individuals with access and functional needs are also encouraged to develop relationships with community leaders, neighbors, and friends who may be able to support during an emergency and develop a personal evacuation plan. The City of Albany provides public outreach and tools for residents to develop a personal evacuation plan to ensure they have the assistance necessary to safely evacuate during an emergency.

For further detailed methods to Communicate with People with Disabilities or Access and Functional Needs and Other Vulnerable Populations refer to **6.3 COMMUNICATION, ALERT, AND WARNING METHODS**.

2.5 EVACUATION INFORMATIONAL UPDATES

The public must be provided with coordinated, frequent, and accurate information of any changes during an evacuation effort. Real-time updates must be communicated to evacuees whenever possible, including the location of transportation options and temporary evacuation points (TEP); evacuation routes; road and area closures; the availability of hotels, food, fuel, medical and other essential services; traffic conditions; and shelter capacities. Other essential information includes security measures that are being implemented, weather conditions, and any changes to evacuation plans.

Real-time informational updates will be provided to evacuees through Zone Haven, social media, Alameda County Sheriff's OES, Albany Fire Department website, radio stations, television, websites, the NOAA National Weather Service Radios (NWR), and highway changeable message signs. The City of Albany has also posted color coded "Zone Evacuation" signs along major evacuation transportation corridors that provide information about emergency evacuation routes that can be used during an emergency.



The JIC is responsible for providing informational updates to the public and to the media. Depending on the duration of the evacuation, communication methods may vary from the onset of the evacuation to the conclusion of the evacuation. Therefore, it is important that the public understands how they can continue to access informational updates for the duration of the incident.

People at the temporary evacuation points or emergency evacuation centers will need regular briefings on the evolving situation. Family reunification is often one of the most common concerns of evacuees and their families and friends. Special attention should be emphasized regarding available reunification systems using social media coordinated through the Red Cross or Alameda County OES.

2.6 COMMUNICATION CONTINGENCY PLANS

The Alameda County Sheriff's Office Auxiliary Communications Service (ACS) can obtain a great deal of information for local governments even when other communications systems are unavailable. The ACS may be used to relay information from the incident site to the EOC.



3.0 PUBLIC INFORMATION OFFICER REFERENCE INFORMATION

The City of Albany has a responsibility for providing the public with accurate, timely, and consistent information in an emergency. Informing the public is a special priority during emergency incidents, and the public expects timely information about the emergency.

3.1 EMERGENCY PUBLIC INFORMATION OBJECTIVES

The objectives of Emergency Public Information are to:

- Rapidly provide the general public with information about the emergency and instructions about what they should do.
- Provide the media with accurate, timely information about the extent of the emergency and response efforts.

To meet these objectives, public information officers (PIOs) at all levels must work together and with media representatives to disseminate information and instructions to the public when emergencies occur. The PIO team should:

- Provide a PIO planning/work area in or near the EOC, if appropriate.
- Coordinate with the Incident Command Post staff to establish a Media Photo Site for visual access near the scene of the incident.
- Establish a Media Information Center for briefing the news media.
- Establish a rumor control function to respond to public and media inquiries.
- Coordinate with the Liaison Officer to handle VIP tours.

The **primary role** of the PIO is to disseminate emergency instructions and critical information through the media to the public.

A **secondary function** is to provide the public (through the media) with accurate and complete information regarding incident cause, size, status, resources committed and potential short or long-term impacts, if known. For large incidents or incidents involving numerous response agencies, PIOs from all responding agencies should combine to form a public information team under the direction of the designated PIO in the EOC.

3.2 EMERGENCY COMMUNICATIONS PRINCIPLES AND GUIDELINES

Following these basic principles and guidelines from Crisis Emergency Risk Communication, published by the U.S. Department of Health and Human Services Centers for Disease Control and Prevention, can help establish a sense of order and consistency. These principles are applicable to any incident, disaster, and emergency.

- **Be First:** Crises are time sensitive. Communicating information quickly is crucial. For members of the public, the first source of information often becomes the preferred source.



- **Be Right:** Accuracy establishes credibility and trust. Even if all the facts are not known at a given time, the PIO can let the public know: a) what is known, b) what is not known, and c) what is being done to fill in the gaps.
- **Be Credible:** Honesty and truthfulness should not be compromised during crises.
- **Express Empathy:** Crises create harm, and the suffering should be acknowledged in words. Addressing what people are feeling, and the challenges they face, builds trust and rapport.
- **Promote Action:** Giving people meaningful things to do calms anxiety, helps restore order, and promotes some sense of control.
- **Show Respect:** Respectful communication is particularly important when people feel vulnerable. Respectful communication promotes cooperation and rapport.

3.2.1 Proactive – Not Reactive – Communications

A proactive approach to emergency communications will help set a tempo for the release of information to the media and public and establish the JIC as a primary and credible source of information. Proactive methods include:

- As soon as possible, release a statement about the incident to the media and sharing across all channels. Observe the Emergency Communications Principles and Guidelines in crafting and delivering these messages and include public health and safety messages and instructions.
- Establish and publicize a media briefing schedule and closely adhere to it.
- Create a content calendar and use social media to post regular updates and address community concerns in a way that is proactive and not reactive. For example, post broad statements to address emerging trends and do not respond to individual posts unless they contain potentially harmful misinformation.

3.2.2 Content Strategy

The Management Section personnel, the EOC Director and Lead PIO, provide direction for communication priorities and information to be shared with the media and public. The JIC staff will develop a content strategy that reflects these priorities and ensures that the right messages get to the right audiences at the right time in a targeted, culturally competent manner. Elements of a content strategy include situation analysis, audience analysis, communication goals and objectives, key messages, call-to-action, communication channels, timeline, and plan of action.

3.2.3 Spokespersons

The Lead PIO may serve as a spokesperson or delegate a spokesperson and coordinates additional spokespersons for specific areas of responsibility and expertise such as law enforcement, fire, Public Health, Medical Examiner, Consumer and Environmental Protection, Parks, allied agencies and public and private utilities such as



AC Transit, and PG&E. Spokespersons may receive support from the JIC to develop talking points and create supporting visual materials such as maps, graphs, photographs and video.

3.2.4 Social Media

Monitoring social media (Facebook, Instagram) in the JIC helps the communications team to maintain situational awareness and dispel misinformation and potentially harmful rumors. Keeping a regular posting schedule on social media provides a constant flow of useful information and reassurance to the community. When appropriate, the JIC will utilize the lead agency and other relevant County's social media handles to coordinate messaging.

3.3 COMPOSING MESSAGES

In March of 2019, the California Governor's Office of Emergency Services issued the State of California Alert & Warning Guidelines for writing alert and warning messages. To maximize warning effectiveness, the tone and language of a warning message should be:

- **Specific** – The message should make it clear which people are at risk and what protective action they should take. Inevitably, some people who are not at risk will receive the message; and they should be able to determine that from the message.
- **Consistent** – The public should receive consistent and mutually reinforcing messages through all media and from all sources.
- **Confident** – Even if the underlying information is uncertain, there should be no hedging or ambiguity about the protective action recommendations.
- **Clear** – Wording must be in plain language that can be easily understood. Technical jargon should be avoided.
- **Accurate** – If people learn or suspect they are not receiving correct and complete information, they may begin to ignore both the message and source.

Some warning delivery systems have limitations on character length or composition that require a warning message to be brief. Alert and warning messages should address the five essential topics listed in the following chart:



Figure 1-1: Five Essential Topics of Alert and Warning Messages

1. Source	Identify who—agency/authority—the alert or warning is coming from. This should be a source that is familiar to and trusted by the community.
2. Hazard	Describe the threat and its impacts
3. Location	Articulate the impact boundaries in common language, i.e. use street names, landmarks, neighborhood name, etc...
4. Protective Action	Say what protective action to take, the time to do it, how to accomplish it and how doing it reduces the impact.
5. Time	Expected duration, if known, or “until further notice”

3.3.1 Sending Alert and Warning Messages

To increase the effectiveness of alerts and warnings, messages should be disseminated via the alert and warning system and at the same time via social media, website, and mass emails. Those who are authorized to use the Integrated Alert and Warning System (IPAWS) have completed the training course offered by the Office of Emergency Management. The Lead PIO coordinates with the EOC Director to disseminate the alert and warning messages through social media and all other communications channels.

3.4 PIO TEAMS

PIO Teams consist of representatives from all departments who will support the Public Information function. All involved departments will name individuals who can speak and work as a representative of the County and the individual departments. These departments’ representatives will work together under the general direction of the PIO function coordinator so that all information released is through coordinated effort.

3.4.1 PIO Role in Emergency Notification

Emergency notification instructions and advisories are primarily the City’s responsibility. During the initial emergency phase, the City of Albany PIO will assist in alerting the public to hazards and for providing emergency instructions regarding protective actions to be taken to avoid injury and protecting property. These public notifications should be made as soon as possible through the broadcast media to provide adequate time for response.

Notifications should include local and national wire services. To notify news media of a breaking story, give the following information:

- Your name
- City of Albany Fire Department
- Type of incident
- Safety information
- Location of incident



- Any additional information for the news media (command post location, equipment on scene, best access route, etc.).

The PIOs will release emergency public information locally and provide status information to PIOs at higher levels of government. This information should be coordinated with all agencies involved in the incident.

3.4.2 PIO Role in Emergency Phase

During this phase, the public information system is mobilized to provide public information of a pending hazard or to respond to media and public inquiries.

The PIO is an essential part of the field level and EOC Management Staff. The PIO function should be established as soon as possible to ensure prompt access to all current emergency response and health or safety information available. On-scene PIOs will coordinate with the PIO in the EOC.

Rapid dissemination of information is especially critical in a breaking event. The information should advise the public of the potential hazards and the nature of the hazard, area involved, evacuations and traffic control.

3.4.3 Rumor Control

Government is responsible for providing verified information and instructions to the public along with establishing an effective rumor control system. It is important to establish Rumor Control to respond to direct public and media inquiry. PIO Rumor Control staff will work with command/management and other general staff positions as required to collect, verify, and disseminate accurate information to response and recovery personnel, government officials, allied agencies, and the public.

3.5 MEDIA INFORMATION

3.5.1 Media Information Center

Media accommodation begins with access to the scene through a Media Information Center. It is important to remember that the media is an important element of emergency response as they can provide critical information to the Incident Commander/Emergency Operations Director and staff as well as the public.

A Media Information Center should be established to provide warning or precautionary information and to release information:

- On general safety instructions to the public via the media.
- Relating to the response activities on scene, medical, shelter, road/street closures and damage assessment.
- On the status of the incident, deaths (**when confirmed by the Coroner**), injuries, displaced persons, damages, hospital status, school status and major problems.



The Media Information Center should be clearly marked if located within police lines. It should be staffed by qualified PIOs and open to all authorized news media representatives. The Media Information Center should be closed to the general public. Appropriate government officials and incident specialists may be brought into the Media Information Center area for interviews.

When working with the media it is important to provide:

- Location of media center(s)
- Best access routes to media center
- Location of media access photo sites
- Times of news briefings
- Airspace restrictions
- Street closures/detours
- Shelter and hospital addresses
- Hazardous materials dangers
- Language assistance for non-English speaking journalists
- Scheduled media tours of incident area (coordinate with the Liaison Officer)
- Weather information

3.5.2 Media Identification

Provisions for press passes should be determined before an incident occurs. Generally, law enforcement issues press passes to representatives from legitimate news gathering agencies. Provisions for a system of temporary press passes should be addressed to cover the occasion when legitimate journalists arrive on the scene of a major incident.

As a general guideline, any person employed by a news gathering agency, be it newspaper, wire service, television or radio station, or as a free lance journalist or photojournalist, is authorized access to disaster areas under Penal Code section 409.5 (d) or PC 409.6(d). As a general rule, media representatives should not be admitted to National Defense Areas such as the crash site of a military aircraft (66 Ops. Cal. Atty. Gen. 497 (1983).

Other means of identification are Media Vehicle Placards and Press Photographer license plates (California vehicle Code Section 5008). The Department of Motor Vehicles, Special Plate Section states in part:

"Any person who is regularly employed or engaged as a bona fide newspaper, newsreel, or television photographer or cameraman may apply for press photographers plates. No more than one set of the special plates will be issued to a press photographer. Photojournalists must derive more than 50% of their personal income as a press photographer from a bona-fide news organization."

These plates can be identified by the letters PP inside a triangle shaped shield, followed by a number. These vehicle identification plates serve only to identify the vehicle as the property of a media representative and all persons inside the vehicle should be properly identified.



3.5.3 News Conferences and Briefings

The Media Information Center should be able to accommodate all media representatives during news conference briefings. State policy allows all media representatives equal access to information developed for release. Physical access to the media center and site could be controlled or restricted. If access is controlled or restricted, public safety personnel at perimeter/barriers must be instructed in these procedures. For access within police and fire lines, media representatives must have valid "authorized" media identification issued by public safety agency or authorization on company letterhead (67 Ops.Cal.Atty.Gen.535 (1984)).

Media briefings and press conferences should be conducted on a regular or "as needed" basis. In preparing for briefings and press conferences, PIOs shall:

- Arrange for an official spokesperson.
- Announce briefings times to all media.
- Arrange media tours, if such action will not hinder response efforts. (coordinate with the Liaison Officer.)
- Conduct tours for media pool representatives as needed.

PIOs should ensure that all information available for release is clear, concise, confirmed and approved by appropriate authority before release to the media or public. PIOs should not release unconfirmed information or speculate. Information, which is not confidential, would not hamper an investigation or jeopardize the rights and safety of an individual can and should be released.

3.5.4 Media Pools

The media should be allowed reasonable access. If restrictions or limitations are unavoidable, a "pool" system may be used to avoid congestion. Journalists on the scene should be permitted to select representatives from each medium (radio, television, newspaper, wire service, magazine, video and still photographers). They should also consider selecting representatives from each level of coverage (local, regional, national and international). These are then escorted into the area. These representatives will then share all information, photographs, and video/audio tape with other accredited journalists. Only journalists present when the pool is activated should be allowed access to pool material. A sign-up sheet may be used to record participants.

When access by the media must be denied or severely restricted, a valid explanation must be provided. The media pool is seen as a restriction placed on the media and coverage of the news. Media pools should be considered only as a last resort. Media representatives must be reasonably accommodated at disaster scenes.

Journalists selected as pool members must be willing and able to meet deadlines and share video, audio or still coverage, in a timely manner to all entitled to material generated by the media pool. Journalists not assigned to the media pool must obey lawful orders of public safety officers. Once the media pool is formed, only authorized pool members may have access to the immediate scene while access is limited.



3.5.5 Media Access Photo Sites (MAPS)

Media Access Photo Sites (MAPS) should be established for photojournalists to provide visual access. MAPS are specific locations designated for use by still and video media to provide visual access to emergency, crime, and hazardous materials scenes. The MAPS should be identified and established as a priority by the PIO or knowledgeable representative of the Incident Commander.

Criteria considered in identifying locations for Media Access Photo Sites:

- The site should be as close as possible to the incident yet not interfere with the operation of public safety officers or compromise the safety of media representative.
- The location should be chosen to give the best visual access to all areas of interest associated with the incident.
- The need to locate video trucks and support equipment as close as possible for technical reasons should be considered.

Journalists will have access to the media photo site; however, all media briefings and interviews should be conducted at the Media Information Center near the Command Post or EOC.

In the event that the incident falls under the jurisdiction of the National Transportation Safety Board (NTSB), the media photo site should be activated immediately by the PIO Function. The Sheriff's Office will act as the investigator's agent when restricting access. They will decide on access. Deputies are urged to treat the area as a crime scene, even though the incident may not have been the result of an obvious criminal act. Media photo sites should be placed outside the immediate crime scene area(s).

3.6 PIO Role in Post-Emergency Phase

3.6.1 Recovery

Information will continue to be released after termination of the emergency. This will include information on clean-up, possible health effects, traffic reports, restoration of essential services, extent of damage and available assistance programs available.

It is the responsibility of the PIO to:

- Advise the public of recovery efforts
- Provide for public meetings to address public concerns.
- Continue monitoring public attitudes and revise public information strategies accordingly.
- Reduce tension by issuing news releases on a regular basis.
- Record and evaluate actions taken during incident for after-action report.
- Consider contacting the media for their input into the after-action report.
- Ensure that the PIO has business cards with phone numbers to give to media.



5.0 ANNEX DEVELOPMENT AND MAINTENANCE

The City of Albany is responsible for overseeing the development and maintenance of this Alert, Warning, and Public Information Annex. Maintenance and update of this annex will be consistent with the overall City of Albany Emergency Operations Plan (EOP) maintenance and update policies. At a minimum, the city will coordinate and conduct an annual review of this plan with all support agencies. Additional reviews may be conducted if experience with an incident or if a regulatory change indicates a need.

Recommendations for change will be submitted to Albany Fire Department for approval, publications, and distribution. Exercise of the provisions of this annex should occur periodically. Inclusion of County, State, and other partners is strongly encouraged in functional exercises. Each response and support agency will develop internal procedures for administrative support.



Appendix 1.1: ALERTING, WARNING AND NOTIFICATION SYSTEMS

LOCAL ALERTING, WARNING AND NOTIFICATION SYSTEMS

AC Alert (Emergency Alert and Notification System)

AC Alert can alert residents and businesses within Alameda County that are impacted by, or are in danger of being impacted by an emergency. The AC Alert message will include basic information about the incident and what specific protective actions (shelter in place, lockdown, evacuate, avoid the area, etc.) are necessary to protect life and health. AC Alert is generally not used for traffic notifications or other non-life threatening incidents.

This system will allow emergency personnel to rapidly inform users of emergency information and actions, evacuation information, shelter in place and individual protective safety measures information, missing person(s), as well as other relevant safety and community event information. Residents may register for these notifications on-line at the Alameda County Sheriff's OES website (<https://member.everbridge.net/453003085612570/login>).

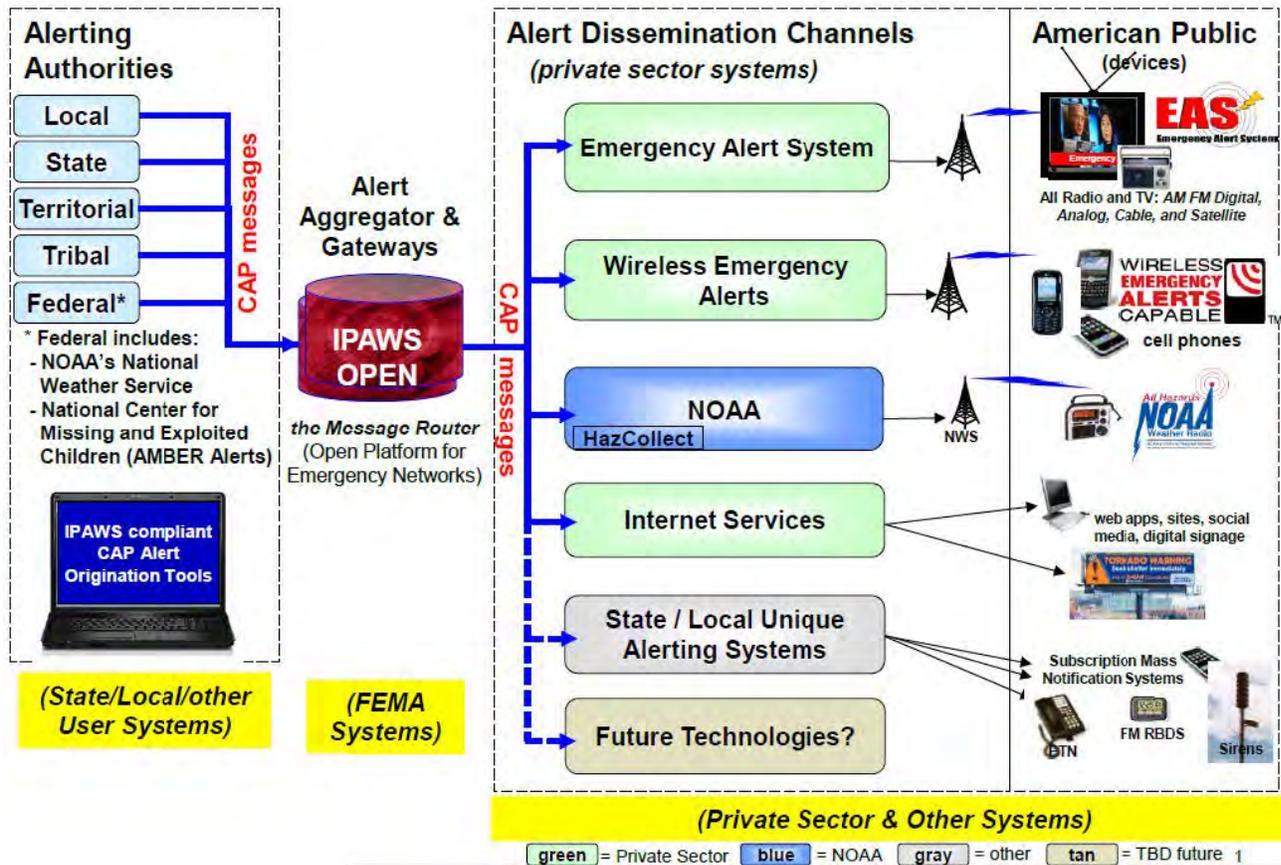
Alameda County Sheriff's Office Auxiliary Communications Service (ACS)

The Alameda County Sheriff's Office Auxiliary Communications Service (ACS) can obtain a great deal of information for local governments even when other communications systems are unavailable. The ACS may be used to relay information from the incident site to the EOC.

Integrated Public Alert and Warning System (IPAWS)

The Integrated Public Alert and Warning System (IPAWS) is a national alert and warning infrastructure available for use by Local, State, Territorial, Tribal, and Federal public alerting authorities to send emergency alerts to citizens. IPAWS provides public safety officials an integrated gateway to send alert and warning messages to the public using the Emergency Alert System (EAS), Wireless Emergency Alerts (WEA), NOAA Weather Radio (NWR), and other public alerting systems, all from a single interface.

Figure 1-2: IPAWS Activation System



Wireless Emergency Alert (WEA) System

The Wireless Emergency Alert System is a public safety system that allows customers who own certain wireless phones and other enabled mobile devices to receive geographically-targeted, text-like messages alerting them of imminent threats to safety in their area.

It is important to understand that WEAs are designed to get the public's attention and alert them to an imminent threat with a unique sound and vibration. When sending alert messages, it is recommended that WEAs be used for highly localized incidents and point people to additional sources of information.

WEAs work hand-in-hand with other alerting systems to create a more layered approach; even if one system does not work, other alerting systems provide redundancy to increase the likelihood the message still reaches the public.

Pre-authorized federal, state or local government authorities may send alerts regarding public safety emergencies, such as evacuation orders or shelter-in-place orders due to severe weather, a terrorist threat or chemical spill, via WEA.



The alerts from authenticated public safety officials are sent through FEMA's Integrated Public Alert and Warning System (IPAWS) to participating wireless carriers, which then push the alerts from cell towers to mobile devices in the affected area. The alerts appear like text messages on mobile devices. Alerts are broadcast only from cell towers whose coverage areas best match the zone of an emergency. Phones that are using the cell towers in the alert zone will receive the WEA. The alerts are free and customers do not need to sign-up or “opt-in” to receive WEA messages.

Emergency Alert System (EAS)

The Emergency Alert System (EAS) is a national public warning system that requires broadcasters, cable television systems, wireless cable systems, satellite digital audio radio service (SDARS) providers, and direct broadcast satellite (DBS) providers to provide the communications capability to the President to address the American public during a national emergency. State and local authorities may also use the system to deliver important emergency information, such as AMBER alerts and weather information.

Each state has been divided into a number of EAS operational areas, consisting of one or more counties within radio reception range of EAS stations serving the area. California has thirty EAS Operational Areas (OA). Almost all AM-FM and TV broadcast stations have national defense emergency authorizations and several of these are protected from fallout. The purpose of EAS in California is to provide warning, emergency information, guidance, instructions and news of a human caused or natural threat to the public safety, health, and welfare.

The California State EAS Plan is the official document for statewide implementation and organization of the EAS based on monitoring assignments and other provisions in local EAS Plans. It includes all Local Area Plans that found in the MAPBOOK section of the State Plan. A Local Area Plan is an FCC-mandated document for organization and implementation of the EAS for a specific local area. In California the divisions are called Operational Areas. Local Plans are based on committees composed of local broadcasters and other EAS participants called Local Emergency Communications Committees (LECC's).

Responsibility for writing, administering and maintaining a Local Area Plan rests with the members of the LECC. The heart of each LECC Plan is a listing of monitoring assignments for local entities with FCC compliance responsibilities that fulfill the compliance requirements of 47 CFR Part 11, and a schedule of Required Monthly Tests (RMT) to be originated by their respective Operational Area warning center(s).

Monitoring assignments stations are detailed out in the Local EAS plan. As the LP-1 & LP-2 (California Local Area Primary Stations) designation can change for a variety of reasons, and sometimes rather quickly, always check with the local LECC Chair for current information. Refer to the “**California State EAS Plan**” for LP and operational details.



Alameda County Operational Area LP stations are:

- LP1 KCBS 740
- LP1S KSOL 98.9 (Spanish)
- LP2 KQED 88.5

Monitors: KQED 88.5, KSJO-FM 92.3, NWS 162.400mhz, CLERS 453.875mhz and Sacramento-Sierra Local Area; 1 of the following: KFBK 1530, KSTE 650, KGBY(FM) 92.5, KEDR(FM) 88.1, KSTN(FM) 107.3, or KSTN 1420.

Alameda County Sheriff's OES administers the EAS. Activation of the Alameda County EAS shall be for emergency incidents and conditions of concern to a significant segment of the population of Alameda County.

See the Federal EAS description for Program Priorities. Message priorities are as follows:

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

Changeable Message Signs (CMS)

Changeable Message Signs (CMS) are located in Alameda County to provide timely safety information to road users. This system may also be used to provide emergency alert, warning, and public information, such as "Amber Alerts", road closure information, evacuation notices, or other information as appropriate.

Emergency messages may be requested through the California Highway Patrol Golden Gate Dispatch.

Albany Fire Department/City Website and Social Media

The Albany Fire Department maintains a website, <https://www.albanyca.org/departments/fire-department>, Albany Cable Access TV 33 KALB, and Facebook, Twitter, Instagram, and Nextdoor social media accounts that may be used to provide public alert, warning, and information before or during an emergency or evacuation.

Mobile Emergency Vehicle Sirens and Loudspeakers

Additional warning systems for the City of Albany include mobile emergency vehicle sirens and loudspeakers. Vehicles will be dispatched to specific locations and assignments made as directed by the Incident Commander or Fire/ Police Supervisor.



For large area evacuations, helicopters could provide low-level flights using PA systems. All areas of the jurisdiction are accessible by vehicle.

Volunteers/ Disaster Service Workers

Other warning systems utilized by the City of Albany include door-to-door notification by Disaster Service Worker Volunteers (CERT & Police Reserves), City staff, and other disaster service workers.

Operational Area Satellite Information System (OASIS)

The Operational Area Satellite Information System (OASIS) project, funded under the Earthquake Hazards Reduction Act of 1986, was established to create the most robust communications system possible using leased transponder space from commercial satellite operators. The result is the establishment of a system that allows virtually uninterrupted communication between state, regional and operational area level EOCs.

OASIS is a system that consists of a communications satellite, multiple remote sites, and a hub.

The satellite is in a stationary or geo-synchronous orbit above the earth's equator. A high frequency (HF) radio system and a satellite communications network were constructed to link all 58 counties with State Cal OES and other state agencies for disaster communications as well as day-to-day traffic. The system, which uses technology similar to cellular telephones, has 60 channels. When a user picks up the line, the system automatically searches for the best available channel.

The equipment necessary for the remote sites includes a six-foot diameter dish antenna using Very Small Aperture Terminal (VSAT) technology. These sites were originally set up by Cal OES and are capable of conducting six simultaneous voice conversations and one data channel at a rate of 9600 baud.

The final component is the hub. The hub is a large external dish antenna and a network control station that is managed by Cal OES personnel. The hub provides access control for the system and can control up to 800 remote stations. Cal OES personnel will use the hub to define the network, detect trouble, and serve as an emergency alert network for other Cal OES personnel.

The Alameda County Sheriff's OES has Cal OES OASIS equipment installed in the Sheriff's Communications Center. OASIS is a system that consists of a communications satellite, multiple remote sites, and a hub. Through this system, the County has the capability of contacting any other County in California either through voice or data transmission. The system also allows the County to have direct access Cal OES and other participating state agencies.



STATE ALERTING, WARNING AND NOTIFICATION SYSTEMS

California State Warning Center (CSWC)

The California State Warning Center (CSWC) is staffed 24 hours a day, seven days a week. The mission of the CSWC is to be the central information hub for statewide emergency communications and notifications. The CSWC is staffed with Emergency Notification Controllers, Emergency Services Coordinators and Senior Communications Coordinators. The CSWC serves as a highly reliable and accurate “one-stop” resource for emergency management, law enforcement and key decision making personnel throughout the state. The CSWC can be reached by calling (916) 845-8911 or (800) 852-7550.

The CSWC has the responsibility to receive, coordinate, verify and disseminate information pertaining to events which occur within California or that could affect California. Information received by the CSWC is coordinated between Cal OES and other sources to ensure that the information, which is disseminated, is both timely and accurate. Procedures have been established for the handling of such incidents as:

- Hazardous Materials Spill Reports
- Earthquakes
- Tsunamis
- Floods
- Major fires
- Missing or overdue aircraft
- Search and rescues
- Radiation or Nuclear Incidents
- Weather watches and warnings
- Train derailments

California Warning System (CALWAS)

The California Warning System (CALWAS) is the state portion of NAWAS that extends to communications and dispatch centers throughout the state. Cal OES headquarters ties into the federal system through the Warning Center in Sacramento. Circuits then extend to county warning points. The California Highway Patrol headquarters in Sacramento is the state's alternate warning point. Both state and federal circuits are monitored 24 hours a day at the Warning Center, the alternate point, and each of the local warning points. Counties not on this system will receive warning through other means (normally over the California Law Enforcement Telecommunications System [CLETS]).

Immediately following the NAWAS test through the Warning Center, the state conducts the CALWAS test. The first of each month, the alternate state warning point, CHP, conducts a test at 9:00 a.m. local time.

Backup systems for CALWAS include:



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

California Emergency Services Fire Radio System (CESFRS)

The California Emergency Services Fire Radio System (CESFRS) is the statewide communications network, available to all fire agencies. The three available channels have been designated Fire White #1, #2, and #3. White #1 is authorized for base station and mobile operations. White #2 and White #3 are for mobile and portable use only. All three white channels are designated by the Federal Communications Commission as “Intersystem” channels and are intended solely for inter-agency fire operations, i.e. mutual aid. White #2 and White #3 are intended for on-scene use only.

California Emergency Services Radio System (CESRS)

The California Emergency Services Radio System (CESRS) serves as an emergency communications system for Cal OES and county emergency services organizations. The system assists in the dissemination of warning information and to support disaster and emergency operations. The system may be used on a day-to-day basis for administrative emergency services business. Statewide communications are provided through a number of microwave interconnected mountain top relays. It operates under appropriate FCC rules and regulations and is administered by the State of California through Cal OES.

California Law Enforcement Mutual Aid Radio System (CLEMARS)

The California Law Enforcement Mutual Aid Radio System (CLEMARS) was established to provide common police radio frequencies for use statewide by state and local law enforcement agencies during periods of human-caused or natural disasters or other emergencies where inter-agency coordination is required. It operates under appropriate FCC rules and regulations and is administered by the State of California through Cal OES.

Participation in CLEMARS is open to all California Law Enforcement agencies that are eligible to operate on radio frequencies authorized by the FCC for the Police Radio Service. In addition, the agency’s political subdivision must be a signatory to the California Disaster and Civil Defense Master Mutual Aid Agreement and have developed a mutual aid response capability with trained personnel who will respond when requested by their operational area or regional mutual aid coordinator to provide required assistance.

The Regional Law Enforcement Coordinator is responsible for coordination of use of the system within the Mutual Aid Region. The system establishes four priorities for use:



- Emergency Operations of law enforcement agencies, primarily mutual aid activities.
- Emergency or urgent operations of above, involving a single agency.
- Special event control activities, generally of a pre-planned nature and generally involving joint participation of two or more agencies; or two or more police divisions, stations of CHP, etc. Drills, rehearsals, command post exercises and like activities shall be considered as Priority III activities.
- When no traffic of a higher priority classification is in progress, agencies participating in CLEMARS may utilize the frequency for local communications as a secondary means of communication.

The Regional Law Enforcement Coordinator is responsible for coordination of use of the system within the Mutual Aid Region. The Alameda County participates in CLEMARS, and is licensed for mobile and base station communications.

California Law Enforcement Radio System (CLERS)

The California Law Enforcement Radio System (CLERS) is a microwave interconnected radio repeater system with statewide coverage. It is managed by the California Office of Emergency Services (Cal OES) and provides point-to-point (fixed and temporary mobile base) or dispatch-to-dispatch communications for interagency coordination among state and local law enforcement agencies. CLERS also serves as the primary Emergency Alert System (EAS) for the State and as the alternate alert system for Operational Areas.

California Law Enforcement Telecommunications System (CLETS)

The California Law Enforcement Telecommunications System (CLETS) is a high-speed message switching system that became operational in 1970. CLETS provides law enforcement and criminal justice agencies access to various databases and the ability to transmit and receive point-to-point administrative messages to other agencies within California or via the National Law Enforcement Telecommunications System (NLETS) to other states and Canada. Broadcast messages can be transmitted intrastate to participating agencies in the Group Bulletin Network and to regions nationwide via NLETS. CLETS has direct interface with the FBI-NCIC, NLETS, DMV, Oregon, and Nevada. The State provides the computer hardware, switching center personnel, administrative personnel, and the circuitry to one point in each county. The local agencies provide the circuitry and equipment that link them to their county termination point. The CLETS terminal and information manual is located in the Albany PD dispatch center.

State Threat Assessment System (STAS)

The California State Threat Assessment Center (STAC), California's primary Fusion Center as designated by the Governor, leads California's Fusion Center network. The STAS is a key prevention component of the statewide Homeland Security Strategy. The STAS assists in the detection, prevention, investigation, and response to criminal and terrorist activity, disseminates intelligence, shares information, and facilitates



communications between tribal, local, state, and federal agencies and private sector partners, to help address critical threats and public safety issues facing California.

The STAS is comprised of the STAC, four Regional Threat Assessment Centers, and one Major Urban Area Intelligence Center:

- STAC (<https://caloes.ca.gov>)
- Joint Regional Intelligence Center (<https://www.jric.org>)
- Central California Intelligence Center (RTAC) (<https://sacrtac.org>)
- Northern California Regional intelligence Center (NCRIC) (<https://ncric.org>)
- San Diego Law Enforcement Coordination Center (<https://sd-lecc.org>)
- Orange County Intelligence Assessment Center (<https://ociac.ca.gov>)

City of Albany and Alameda County are members of the Northern California Regional Intelligence Center (NCRIC).

Northern California Regional intelligence Center (NCRIC)

The NCRIC is a Federal, State and Local public safety government program that serves as a dynamic security nexus that is connected to the National Network of Fusion Centers and our nation's High Intensity Drug Trafficking Areas. NCRIC improves the detection, prevention, investigation, and response to major criminal activity, including acts of terrorism.

450 Golden Gate Avenue, 14th Floor (Physical Address)
P.O. Box 36102 (Mailing Address)
San Francisco, CA, 94102
866-367-8847 for the Duty Officer

FEDERAL ALERTING, WARNING AND NOTIFICATION SYSTEMS

Emergency Alert System (EAS)

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

This system uses the facilities and personnel of the broadcast industry on a volunteer basis. EAS is operated by the broadcast industry according to established and approved EAS plans, standard operating procedures and within the rules and regulations of the Federal Communications Commission (FCC). FCC rules and regulations require all participating stations with an EAS operating area to broadcast a common program. Each broadcast station volunteers to participate in EAS and agrees to comply with established rules and regulations of the FCC. EAS can be accessed at federal, state, and local levels to transmit essential information to the public.

Message priorities under Part 73.922(a) of the FCC's rules are as follows:



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

Presidential messages, national programming, and news will be routed over established network facilities of the broadcast industry. State programming will originate from the state operations center and will be transmitted through the state using the state's California Law Enforcement Radio System (CLERS) VHF/UHF radio relay stations.

The FCC has established committees of broadcast industry personnel at each governmental level to develop EAS plans. These include:

- Federal - EAS Advisory Committee.
- State - State Emergency Communications Committee.
- Local - Operational Area Emergency Communications Committee.

Integrated Public Alert and Warning System (IPAWS)

The Integrated Public Alert and Warning System (IPAWS) is a national alert and warning infrastructure available for use by Local, State, Territorial, Tribal, and Federal public alerting authorities to send emergency alerts to citizens. IPAWS provides public safety officials an integrated gateway to send alert and warning messages to the public using the Emergency Alert System (EAS), Wireless Emergency Alerts (WEA), NOAA Weather Radio (NWR), and other public alerting systems, all from a single interface.

Alameda County Sheriff's OES has established a system for individuals to register to receive emergency alerts via their cellphone. Individuals can register at <https://cwsalerts.com/registration/> for alerts in English or Spanish.

National Warning System (NAWAS)

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

During major peacetime emergencies, state agencies may use portions of NAWAS augmented by state and local systems. Each state has a warning point that controls the NAWAS connection within the state. See State Level CALWAS for more information.

NAWAS is tested two times daily at unscheduled times. The state warning point, California Governor's Office of Emergency Services (Cal OES), acknowledges the test for California. If Cal OES does not respond, the alternate, CHP, will acknowledge the test. Immediately following the national test, the state NAWAS test is conducted.



National Weather Service Radio (NWR)

The National Weather Service transmits continuous weather information on 162.40, 162.475, and 162.55 MHz frequencies. Weather Service severe weather broadcasts are preceded with a 1.050 MHz tone that activates weather monitor receivers equipped with decoders. The Weather Service can also access NAWAS to announce severe weather information.

National Terrorism Advisory System (NTAS)

In 2011, the Department of Homeland Security (DHS) replaced the color-coded alerts of the Homeland Security Advisory System (HSAS) with the National Terrorism Advisory System (NTAS), designed to more effectively communicate information about terrorist threats by providing timely, detailed information to the American public. It recognizes that Americans all share responsibility for the nation's security, and should always be aware of the heightened risk of terrorist attack in the United States and what they should do.

NTAS advisories – whether they be Alerts or Bulletins – encourage individuals to follow the guidance provided by state and local officials and to report suspicious activity. Where possible and applicable, NTAS advisories will include steps that individuals and communities can take to protect themselves from the threat as well as help detect or prevent an attack before it happens. Individuals should review the information contained in the Alert or Bulletin, and based upon the circumstances, take the recommended precautionary or preparedness measures for themselves and their families. DHS will announce the advisories publicly. All advisories will be simultaneously posted at DHS.gov, and released to the media for distribution. DHS will also distribute advisories across its social media channels, including Twitter and Facebook.

Individuals should report suspicious activity to local law enforcement authorities. Often, local law enforcement and public safety officials will be best positioned to provide specific details on what indicators to look for and how to report suspicious activity. The “If You See Something, Say Something”™ campaign across the United States encourages the public and leaders of communities to be vigilant for indicators of potential terroristic activity, and to follow the guidance provided by the advisory and/or state and local officials for information about threats in specific places or for identifying specific types of suspicious activity.

Terrorism related information may be shared with the DHS and the Federal Bureau of Investigation (FBI) through the California State Threat Assessment Center (STAC) or the Sacramento Regional Threat Assessment Center (RTAC) at <https://sacrtac.org> or (916) 808-8383. (Refer to 6.2 State Alerting, Warning and notifications Systems, Sacramento Regional Threat Assessment Center (RTAC))



Appendix 1.2: EMERGENCY CONDITIONS AND WARNING ACTIONS

Methods of warning state and local governments of specific emergency conditions are described below:

Earthquake

Earthquakes occur without warning. Cal OES could receive notification of an earthquake as well as subsequent information, including damage reports, from various sources, such as:

- University of California Seismological Observatory, Berkeley.
- California Institute of Technology, Pasadena.
- Water Resources Department.
- Cal OES Regional Offices.
- Local Governments.
- Federal/State Agencies.
- Honolulu Observatory.

This information may be received through NAWAS, radio, Teletype, and/or telephone and would be further disseminated as appropriate using any or all of these means. The State Warning Center has a seismic alarm system that activates during earthquakes, prompting duty personnel to investigate the disturbance.

Earthquake Advisories

Earthquake Advisories are statements by Cal OES regarding scientific assessment that, within a specified period (usually 3-5 days) there is an enhanced likelihood for damaging earthquakes to occur in areas designated in the Advisory. Advisories are not formal predictions and are issued following earthquakes in which there is concern about subsequent damaging earthquakes. The basis of the advisories is existing knowledge of the seismic history and potential of the area under consideration.

Local Government

Upon notification of an Earthquake Advisory from Cal OES, local government should: disseminate information to key personnel; ensure the readiness of systems essential to emergency operations; implement actions to protect and mitigate; and provide guidance to the public on appropriate precautionary actions.

Notification Process

Cal OES will notify state agencies, local governments, and designated Federal agencies of all Earthquake Advisories through a telecommunications and radio fan-out process.

The method of contact to state agencies, local governments, and Federal agencies will vary depending upon the availability of communications. Systems to be used may include the California Warning System (CALWAS), the California Law Enforcement



Telecommunications System (CLETS), the California Emergency Services Radio System (CESRS), FAX, and commercial telephone service.

Cal OES will follow a four-step process in issuing and canceling advisories:

1. Information regarding additional seismic activity will be disseminated in the form of an Earthquake Advisory. The Advisory will include information on the background of the Advisory, the areas included in the Advisory and the period of time in which the Advisory is in effect. The Earthquake Advisory will be issued to jurisdictions determined to be located within the area of enhanced risk. Advisories are usually issued for a 3-5 day period. Cal OES will keep local governments advised of any updates on the situation as they become available.

In most instances, the notification of the issuance of an Earthquake Advisory will be to the affected counties via CLETS, followed by an announcement over CALWAS. It is the responsibility of county offices that receive the Advisory to forward the information immediately to all cities within the county and county emergency services coordinators. County offices that receive the Advisory should, in turn, forward the information to the County emergency services coordinator.

2. Following the issuance of the Earthquake Advisory to jurisdictions within the area of enhanced risk, Cal OES will issue a Notice of Earthquake Advisory to State departments, specified Federal agencies, and all other counties in the State.

The Notice of Earthquake Advisory is issued for informational purposes. No specific actions are recommended to jurisdictions receiving this notice, except at the discretion of local officials. It will be disseminated via the same telecommunications systems as the Earthquake Advisory.

3. Cal OES will inform the news media and public of an Earthquake Advisory by the issue of an Earthquake Advisory News Release.
4. At the end of the period specified in the initial Advisory, Cal OES will issue an End of Earthquake Advisory Period message. This cancellation message will be issued over the same telecommunications systems initially used to issue the Advisory and Notice of Advisory to State agencies, local government, specified Federal agencies, the news media and the public. An Advisory may be extended if scientific assessments continue to indicate reasons for such a continuation.

Earthquake Prediction (Short-Term)

The Short-Term Earthquake Prediction Response Plan provides direction and guidance to State agencies for responding to (1) a prediction that an earthquake may occur within



a few hours to a few days or (2) issuance of an Advisory regarding an increased likelihood that a damaging earthquake may occur. When implemented, the actions recommended within this Plan will result in increased operational readiness and preparedness of State agencies to deal effectively with a short-term earthquake prediction and with the predicted earthquake, should it occur.

Formal predictions include specific identification of expected magnitude, location, time and likelihood of occurrence (i.e., probability), which have been rigorously reviewed and confirmed by the California Earthquake Prediction Evaluation Council (CEPEC).

MyShake App

Earthquake Warning California is the country's first publicly available, statewide warning system that could give California residents crucial seconds to take cover before you feel shaking. Managed by the Governor's Office of Emergency Services (Cal OES), Earthquake Warning California uses ground motion sensors from across the state to detect earthquakes before humans can feel them and can notify Californians to "Drop, Cover and Hold On" in advance of an earthquake.

To receive earthquake warnings, individuals and family members can download the MyShake App and ensure phone settings are adjusted to receive emergency alerts, including:

- **MyShake App:** Free smartphone app that provides iPhone and Android users with audio and visual warnings [magnitude 4.5 or higher and Modified Mercalli Intensity III (weak) shaking]. Available at in the Apple App and Google Play stores;
- **Android Earthquake Alerts:** Android phones with updated operating systems are automatically subscribed to Android Earthquake Alerts, which uses the same technology as the MyShake App; and
- **Wireless Emergency Alerts (WEAs):** No-cost text messages for emergency situations [magnitude 5.0 or higher and Modified Mercalli Intensity IV (light) shaking].

Fire

Initial warnings of wildland fire are normally issued by local Fire Departments to the local police department. Emergency alerts are often sent out to the community through the Alameda County Sheriff's OES AC Alert Emergency Alert and Notification System. Additionally, notifications and warning may come through a neighboring Operational Area and/or Cal OES Regional Fire Coordinator, using whatever means of communications that are appropriate and available. Requests for mutual aid follow the same channels.

Flood

A flood emergency is normally preceded by a buildup period that permits marshaling of forces as required to address the emergency. During the buildup period, Cal OES



cooperates with the National Weather Service and the State Department of Water Resources by relaying pertinent weather information and river bulletins to local government officials in the affected areas. Cal OES receives this information over selected circuits and relays it to Cal OES Regions through the Cal OES private line Teletype system and to law enforcement agencies via CLETS.

Flood Stages and Bulletins

Flooding poses a serious risk to life, property and public health and safety and could cripple the state's economy. During periods of potential flooding in San Francisco Bay Area, the National Weather Service, San Francisco Office, will issue the appropriate bulletins. After receiving these messages, the State Warning Center transmits these messages immediately on CLETS to local governments in areas that are likely to be affected. California Specific Weather Watches and Warnings may also be obtained through the National Oceanic and Atmospheric Association (NOAA)/National Weather Service (NWS).

Hazardous Materials

The Berkeley Fire Department identifies potential hazardous materials situations during the Planning Phase. Area Plans address in detail the specifics for hazardous materials planning for the local area. A complete list of all locations within the City of Albany using, maintaining, or storing hazardous materials is maintained by the Berkeley FD and the Alameda County Environmental Health Department. The responsible party or the responding agency shall notify the California Warning Center in Sacramento at (800) 852-7550 as soon as the incident occurs. The Warning Center then makes notifications to various state agencies and the regional duty officer.

Terrorism (National Terrorism Advisory System)

The National Terrorism Advisory System effectively communicates information about terrorist threats by providing timely, detailed information to the public, government agencies, first responders, airports and other transportation hubs, and the private sector. It recognizes that Americans all share responsibility for the nation's security, and should always be aware of the heightened risk of terrorist attack in the United States and what they should do.

When there is credible information about a threat, an NTAS Alert will be shared with the American public. Each alert provides information to the public about the threat, including, if available, the geographic region, mode of transportation, or critical infrastructure potentially affected by the threat; and protective actions being taken by authorities, and steps that individuals and communities can take to protect themselves and their families, and help prevent, mitigate or respond to the threat. The advisory will clearly indicate whether the threat is **Elevated**, if we have no specific information about the timing or location, or **Imminent**, if we believe the threat is impending or very soon.



The Secretary of Homeland Security will announce the alerts publicly. Alerts will simultaneously be posted at DHS.gov/alerts and released to the news media for distribution. The Department of Homeland Security will also distribute alerts across its social media channels, including the Department’s blog, Twitter stream, Facebook page, and RSS feed.

Citizens should report suspicious activity to their local law enforcement authorities. The “If You See Something, Say Something™” campaign across the United States encourages all citizens to be vigilant for indicators of potential terrorist activity, and to follow NTAS Alerts for information about threats in specific places or for individuals exhibiting certain types of suspicious activity.

The NTAS Alerts carry an expiration date and will be automatically cancelled on that date. If the threat information changes for an alert, the Secretary of Homeland Security may announce an updated NTAS Alert. All changes, including the announcement that cancels an NTAS Alert, will be distributed the same way as the original alert.

Severe Weather Warning

These include severe weather bulletins and statements relating to special weather conditions. Bulletins are issued by National Weather Service offices in California when severe weather is imminent. By agreement, the National Weather Service office issues the bulletin and transmits the information to the State Warning Center on the National Weather Service Teletype circuit. The Warning Center, in turn, relays the information to the affected areas. The National Weather Service, San Francisco Office, may also broadcast a Weather Watch or Warning.



Appendix 1.3: NATIONAL WEATHER SERVICE ISSUANCES

TYPES OF ISSUANCES

OUTLOOK:	For possible events to develop in the extended period (extended definition depends on the type of event)
ADVISORY:	For events that are occurring or are forecast to develop in the short term (generally within the next 6 hours)
WATCH:	For the possibility of an event happening within the short term (generally refers to the next 6 to 12 hours)
WARNING:	For life-threatening events occurring or forecast to develop within the short term (generally within the next 6 hours)
STATEMENTS (OR UPDATES):	Issued as updates to the above products

SPECIFIC TYPES OF ISSUANCES

FLASH FLOOD WARNING:	Flash Flooding is occurring or imminent.
URBAN AND SMALL STREAM FLOOD ADVISORY:	Flooding is occurring or imminent, but is not life threatening. (Nuisance flooding.) This may be upgraded to a Flash Flood Warning if conditions worsen.
FLASH FLOOD WATCH:	There is a good possibility of Flash Flooding, but it is neither occurring nor imminent (generally means the possibility exists within the next 24 hours).
FLASH FLOOD STATEMENT:	Updates any of the above three issuances.
TORNADO AND SEVERE THUNDERSTORM WARNINGS:	Issued on the observation of a tornado, funnel cloud, or severe thunderstorm (a thunderstorm is defined as severe when it is accompanied by 58 mph winds or 3/4" hail), or the indication of any of the above based on radar data.
TORNADO AND SEVERE THUNDERSTORM WATCHES:	Issued (by the National Severe Storms Forecast Center in Kansas City, MO) when there is a likelihood of development of either tornadoes or severe thunderstorms.



**DENSE FOG
ADVISORY:**

Issued when dense fog (visibility below 2 mile) is expected to last for three hours or longer.

**DENSE FOG
WARNING:**

Issued when widespread zero or near-zero visibilities are forecast to last three hours or longer.

NON-WEATHER EMERGENCY MESSAGES ON NOAA WEATHER RADIO

<u>EAS Event Code</u>	<u>Definition</u>
ADR	Administrative Message
CAE	Child Abduction Emergency (AMBER Alert)
CDW	Civil Danger Warning
CEM	Civil Emergency Message
EQW	Earthquake Warning
EVI	Evacuation Immediate
FRW	Fire Warning
HMW	Hazardous Materials Warning
LAE	Local Area Emergency
LEW	Law Enforcement Warning
NUW	Nuclear Power Plant Warning
RHW	Radiological Hazard Warning
SPW	Shelter in Place Warning
TOE	911 Telephone Outage Emergency



Figure 1-3: National Warning System (NAWAS)



State of California
Draft State Emergency Plan
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Exhibit 14.7-6 California's Portion of the National Warning System (CALWAS)

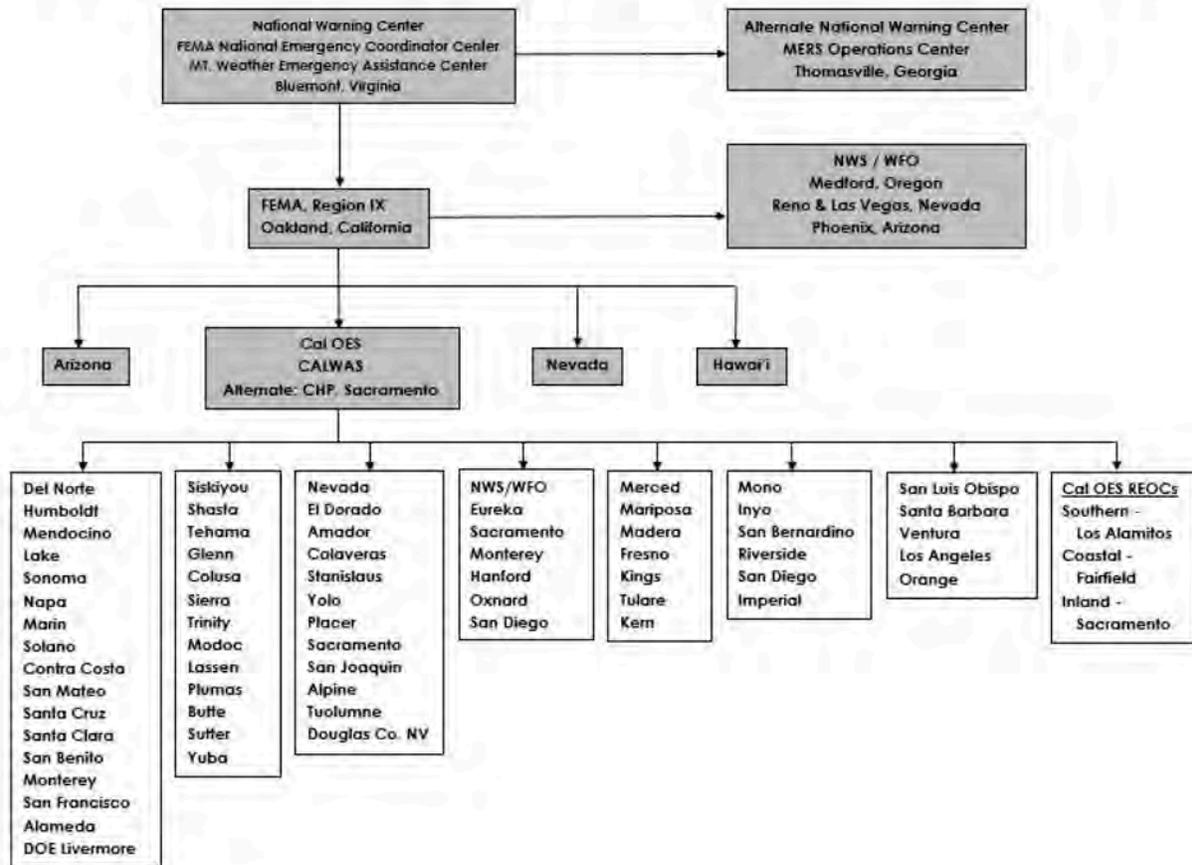




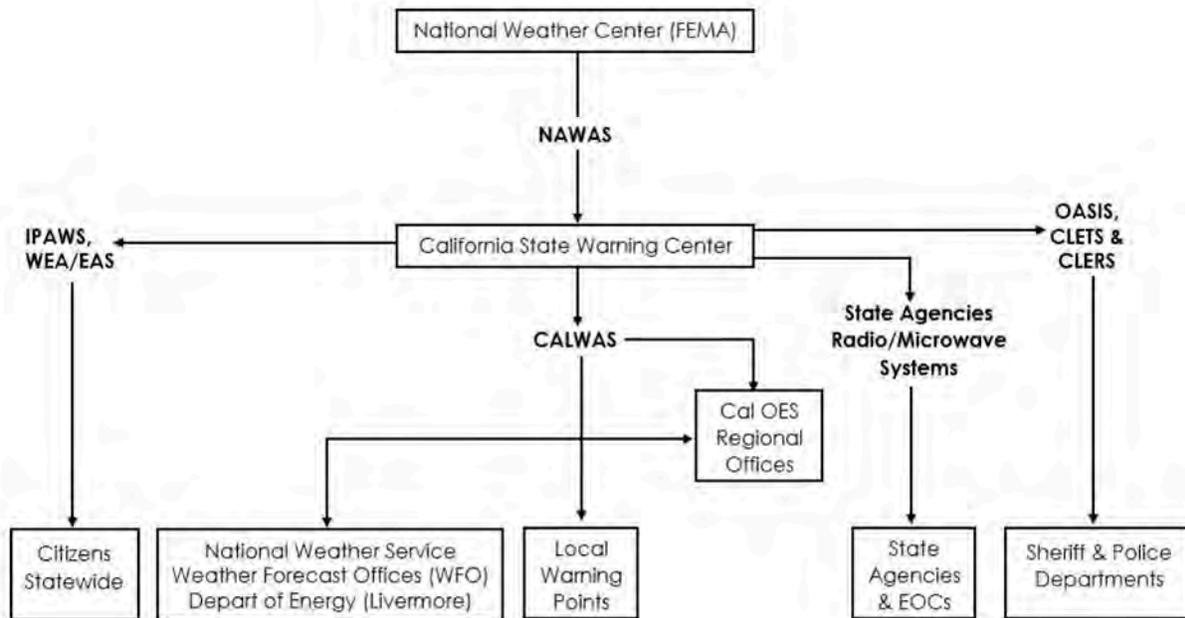
Figure 1-4: California Warning System (CALWAS)



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Draft State Emergency Plan
Section 14 – Attachments

14.7. California Warning System

Exhibit 14.7-1 California Warning System



CALWAS – California Warning System
 CLERS – California Law Enforcement Radio System
 CLETS – California Law Enforcement Telecommunications System
 EAS – Emergency Alert System
 FEMA – Federal Emergency Management Agency

IPAWS – Integrated Public Alert and Warning System
 NAWAS – National Warning System
 OASIS – Operation Area Satellite Information System
 WEA – Wireless Emergency Alerts
 WFO – Weather Forecast Office



Figure 1-5: Severe Weather Warning



State of California
Draft State Emergency Plan
Section 14 – Attachments

Exhibit 14.7-2 Severe Weather Warning

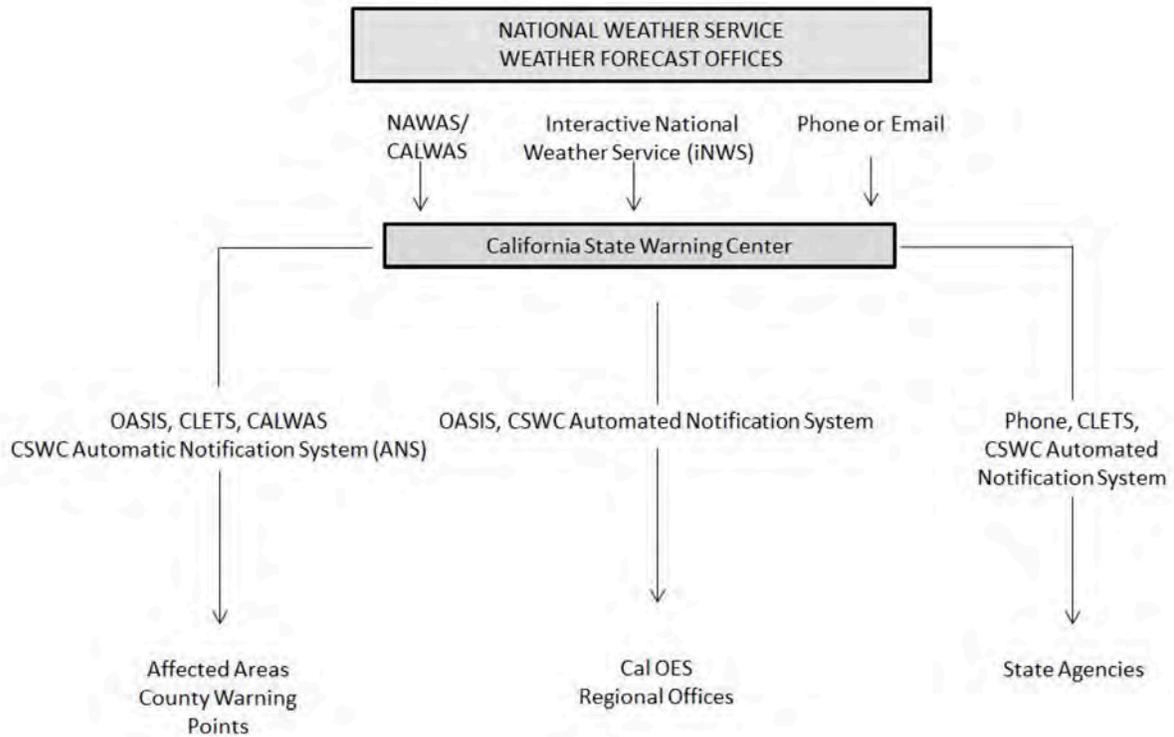




Figure 1-6: Flood Forecast Warning



State of California
Draft State Emergency Plan
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Exhibit 14.7-3 Flood Forecasts and Warnings

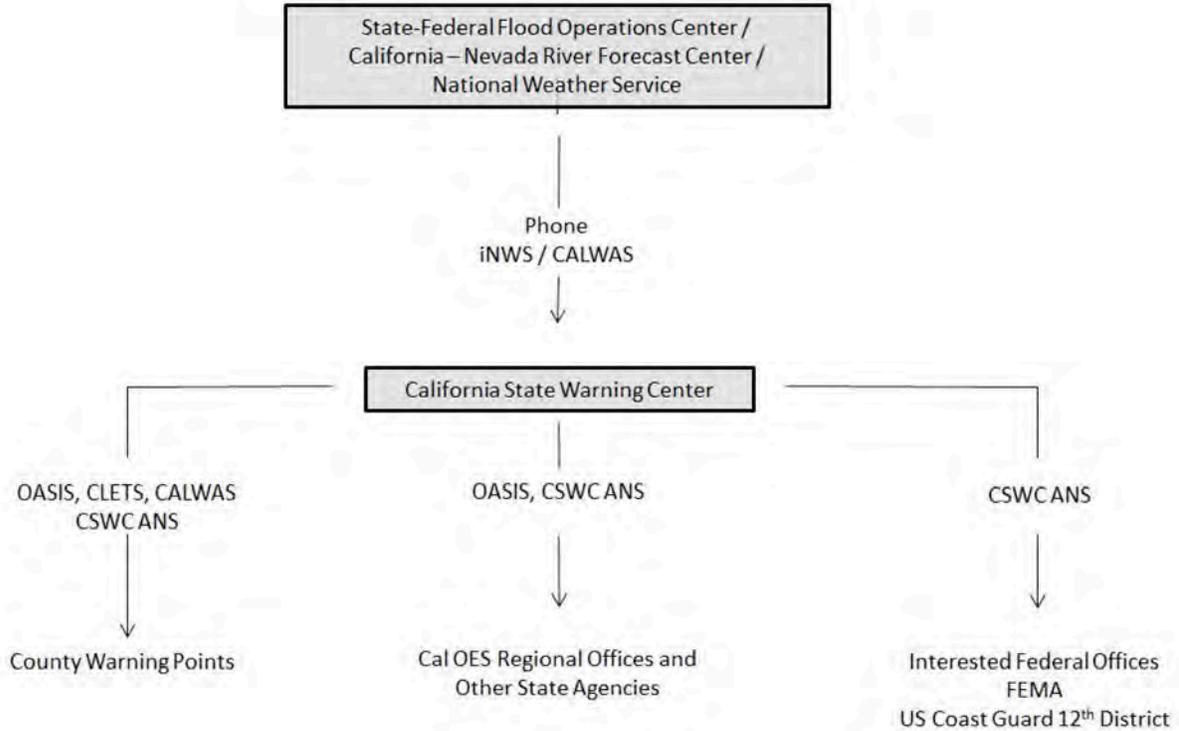


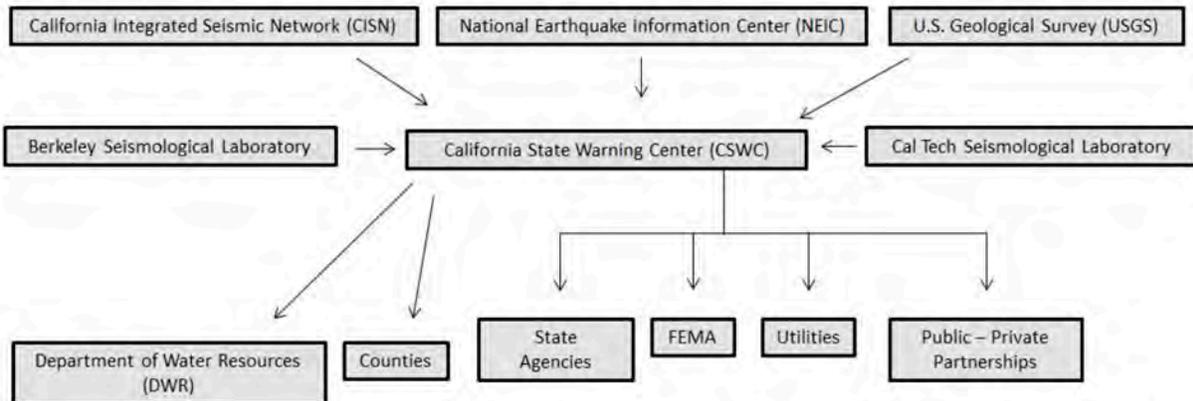


Figure 1-7: Earthquake Warning System



State of California
Draft State Emergency Plan
Section 14 – Attachments

Exhibit 14.7-4 Real Time Earthquake Warning System





Appendix 1.4: PRE-SCRIPTED ALERT AND WARNING MESSAGES

Below are sample messages alerting agencies can use as a guide to draft a specific message relevant to a local emergency. These samples are not exhaustive. Final messages should always be tailored to the specific needs of the unique event precipitating their need.

Evacuation Sample Messages

Long Messages

General Evacuation

• This is the Albany Fire/Police Department with a mandatory evacuation order for [location]. Take the following protective actions and leave immediately;

1. Gather all family members.
2. Gather all pets.
3. Gather only essential items.
4. Be sure to bring essential medications with you.
5. Turn off all appliances and lights in your home
6. Lock your home. The evacuation route is: [Evacuation Route].

An Evacuation Center is open at [Name and Location of Emergency Evacuation Shelter]. For more information, please tune to local radio and television stations, visit [url], or call [###-###-####].

Short Message

Mandatory Evacuation-Between Named Roads

English SMS (Text Message): Mandatory evacuation order for (Name of Road/Street/Neighborhood) from (Name of Road) to (Name of Road). Evacuate immediately.

Spanish SMS (Text Message): Orden de evacuación obligatoria para (Name of Road/Street/Neighborhood in English) de la calle (Road Name in English) a (Road Name in English). Evacue inmediatamente.



Advisory Evacuation-Between Named Roads

English SMS (Text Message): Advisory evacuation order for (Name of Road/Street/Neighborhood) from (Name of Road) to (Name of Road). Use caution.

Spanish SMS (Text Message): Orden de evacuación voluntaria para (Name of Road/Street/Neighborhood in English) de la calle (Road Name in English) a (Road Name in English). Use precaución.

Mandatory Evacuation-North/South/West/East of Roads

English SMS (Text Message): Mandatory evacuation order (North/South/East/West) of (Name of Road) to (North/South/East/West) of (Name of Road). Evacuate immediately.

Spanish SMS (Text Message): Orden de evacuación obligatoria al (norte/sur/este/oeste) de la calle (Name of Road in English) hasta el (norte/sur/este/oeste) de la calle (Name of Road in English). Salga inmediatamente.

Advisory Evacuation-North/South/West/East of Roads

English SMS (Text Message): Advisory evacuation order (North/South/East/West) of (Name of Road) to (North/South/East/West) of (Name of Road). Use caution.

Spanish SMS (Text Message): Orden de evacuación voluntaria al (norte/sur/este/oeste) de la calle (Name of Road in English) hasta el (Norte/Sur/Este/Oeste) de la calle (Name of Road in English). Use precaución.



Flood Evacuation

Long Message

- The Albany Fire/Police Department is issuing a mandatory evacuation order for **[location]**. The National Weather Service has issued a flood warning for **[location]**. All residents in the impacted area should evacuate immediately. An Emergency Evacuation Shelter is open at **[location]**. For more information go to **[insert resource]**. Please listen to **[radio station]** for updated details.

Short Message

Flooding-No Evacuations

English SMS (Text Message): Flooding on **[Name of Road / Area]**. Avoid area. No evacuations at this time.

Spanish SMS (Text Message): Inundaciones sobre **[la calle (Name of Road in English) / el área de (Name of Area in English)]**. Evite esta área. No hay órdenes de evacuación por el momento.

Flooding-Seek Higher Ground

English SMS (Text Message): Flooding on **[Name of Road / Area]**. If you are in the area, seek higher ground immediately.

Spanish SMS (Text Message): Inundaciones sobre **[la calle (Name of Road in English) / el área de (Name of Area in English)]**. Si se encuentra en esta área, busque terreno elevado inmediatamente.

- Wildfire Threat-Evacuation Order for **[location]**-Leave now-Details on the Albany Police Department website, Facebook, or Twitter.



Shelter-in-Place Sample Messages

Long Messages

Hazardous Materials

• This is the Albany Fire/Police Department reporting mandatory shelter in-place for residents in **[location]** due to a hazardous materials release. Take self-protective actions immediately:

1. Go inside immediately and stay inside your house or building
2. Bring pets indoors only if you can do so quickly
3. Close all windows and doors
4. Turn off air conditioners and heating system blowers
5. Close fireplace dampers
6. Gather radio, flashlight, food, water and medicines
7. Call 911 only if you have a true emergency

You will be advised when this dangerous condition has passed and it is safe to go outside and resume normal activities.

For more information, please tune to local radio and television stations, visit **[url]**, or call **[###-###-####]**.

• The Fire Department requests everyone within a ½ mile radius of **[location]** to get inside and remain inside due to a hazardous materials release. Stay indoors, close your windows, turn off your air conditioner, and bring your pets indoors. More information to follow. **[link]**

Short Message

• Hazardous Release. All within ½ mi of **[location]**. Get Inside. Stay Inside. Stay Tuned.

Hazardous Materials-Shelter in Place

English SMS (Text Message): Hazardous material incident at **(Name of Road / Location)**. Shelter in place.

Spanish SMS (Text Message): Incidente de material peligroso en **[la calle (Name of Road in English) / la ubicación de (Name of Location in English)]**. Busque refugio donde se encuentre.

Hazardous Materials-Evacuation

English SMS (Text Message): Hazardous material incident at **(Name of Road / Location)**. Evacuate immediate area by using **(Name of Road)**.

Spanish SMS (Text Message): Incidente de material peligroso en **[la calle (Name of Road in English) / la ubicación de (Name of Location in English)]**. Evacue el área inmediatamente usando la calle **(Name of Road in English)**.



Explosion-Shelter in Place

English SMS (Text Message): Explosion at (Name of Road / Location). Shelter in place.

Spanish SMS (Text Message): Ha ocurrido una explosión en [la calle (Name of Road in English) / la ubicación de (Name of Location in English)]. Busque refugio donde se encuentre.

Explosion-Evacuate

English SMS (Text Message): Explosion at (Name of Road / Location). Evacuate immediate area by using (Name of Road).

Spanish SMS (Text Message): Ha ocurrido una explosión en [la calle (Name of Road in English) / la ubicación de (Name of Location in English)]. Evacue el área inmediatamente usando la calle (Name of Road in English).



Weather Awareness Sample Messages

Long Messages

- This is the Albany Fire/Police Department reporting mandatory evacuation order for **[location]** due to potential flooding. Take the following protective actions and leave immediately:

1. Gather all family members or other individuals
2. Gather all pets
3. Gather only essential items
4. Be sure to bring essential medications with you
5. Turn off all appliances and lights in your home
6. Lock your home

The evacuation route is: **[Evacuation Route]**. An Evacuation Center is open at [Name and Location of Evacuation Center]. For more information, please tune to local radio and television stations, visit **[url]**, or call **[###-###-####]**.

- The National Weather Service is predicting flooding in **[location]** within the next 24 hours. Fire/Police are advising residents who live in this area to be prepared for potential evacuation at any time. Info on how to prepare to evacuate is here. Updates to follow.

Short Message

- Flood Warning for **[location]** Avoid area. Turn Around-Don't Drown. Stay tuned for updates.



Active Shooter Sample Message

Long Message

This is the Albany Fire/Police Department reporting an active shooter near [\[location\]](#). Avoid the area. If you are near [\[location\]](#), get inside, stay inside, and take the following protective measures:

1. Go inside immediately and stay inside your residence
2. Bring pets indoors only if you can do so quickly
3. Close and lock all windows and doors
4. Call 911 immediately if you have a true emergency or hear or see any suspicious activity in or near your location.

You will be advised when your safety is no longer at risk. For more information, please tune to local radio and television stations, visit [\[url\]](#), or call [\[###-###-####\]](#).

• As of [\[insert time\]](#), Police advise public to avoid area of [\[insert location\]](#). Officers are responding to an active shooter. Those located in the area should seek shelter, lock and barricade doors, and mute phones until further notice. If engaged with the shooter, RUN, HIDE, FIGHT. Please go to [\[link\]](#) for additional information and standby for further instruction.

Short Message

Instructions: Road and locations names should always be in English in both the English and Spanish.

English SMS (Text Message) & Email and Web Message Subject: Active Shooter at [\(Name of Road / Location\)](#). Click Link for Information.

English Email & Web Message Body: Active Shooter at [\(Name of Road / Location\)](#). Law enforcement on scene. Seek shelter and lock and barricade doors until further notice.

Spanish SMS (Text Message) & Email and Web Message Subject: Tirador activo en [\[la calle \(Name of Road in English\) / la ubicación de \(Name of Location in English\)\]](#). Haga clic en el enlace para obtener más información.

Spanish Email & Web Message Body: Tirador activo en [\[la calle \(Name of Road in English\) / la ubicación de \(Name of Location in English\)\]](#). Busque refugio y bloquee y cierre las puertas con llave hasta nuevo aviso.

Emergency Operations Plan

ANNEX 2: EVACUATION



City of Albany, California
2024



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1.0 PURPOSE, SCOPE, SITUATION, ASSUMPTIONS

1.1 PURPOSE

The purpose of this City of Albany Evacuation Annex is to provide strategies and procedures for the city, Alameda County, and other supporting agencies and organizations' response to emergencies that involve the evacuation of people from an impacted area.

This involves coordination and support for the safe and effective evacuation of some or all of the City's population, including people with disabilities and access and functional needs who may require additional support to evacuate. Focus areas within this evacuation annex include evacuation triggers; public alert, warning, and information; and evacuation transportation and traffic control. The annex outlines organizational roles and responsibilities, operational concepts, and a documented process to accomplish an evacuation.

This Annex was developed as an Annex to the City of Albany Emergency Operations Plan (EOP); and is consistent with the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS). The development of this Emergency Evacuation Annex was coordinated with the Alameda County Office of Emergency Services, California Governor's Office of Emergency Services (Cal OES) and other local and regional jurisdictions, agencies, community organizations and representatives of the whole community. This Annex is also consistent with the Alameda County and State emergency plans and is applicable to all locations and to all agencies, organizations, and personnel with evacuation and evacuation support function responsibilities.

1.2 SCOPE

The City of Albany Evacuation Annex applies to mass evacuation preparedness, response, and recovery operations during local emergencies or major disasters and to all City of Albany public, private, and nongovernmental organizations (NGOs) with operational responsibilities in a mass evacuation event.

This document is intended to provide evacuation strategies and protocols for Medium-Level (Partial) to High-Level (Multi-Zone or Complete), as defined in **2.5 EVACUATION LEVELS**, evacuation events in the City of Albany and is developed with consideration to predominant threats and hazards impacting the City of Albany.

This Annex is intended to support activation of the City of Albany Emergency Operations Centers (EOC) and the Alameda County Emergency Operations Center (EOC). This plan also provides overall operational guidance for public alert, warning and public information, movement of evacuees; it provides a concept of operations and



provides the roles of key departments and agencies during an evacuation. It does not provide or replace operational plans for specific departments or specific functions, such as shelter management.

In Low-Level (Local) evacuations, as defined in **2.5 EVACUATION LEVELS**, such as those occurring during isolated local structure fire(s), at crimes scenes, or due to a localized hazardous materials spill. This annex assumes that such events will be managed by local first responders in the field Incident Command Post (ICP), typically without an activation of the City EOC and without an activation of this Annex.

1.3 SITUATIONAL OVERVIEW

The City of Albany (population 20,271) is exposed to many hazards, all of which have the potential to disrupt the community, cause damage, and create casualties. The city may experience incidents that threatened the health, safety and life of Albany residents requiring the evacuation of all or a portion of the city. These threats and hazards may include fire, floods, earthquakes, gas or pipeline ruptures, hazardous material releases, or human caused threats. For more information on natural hazards refer to the City of Albany Local Hazard Mitigation Plan (2023).

There are several emergency situations that could require an evacuation from or within the City of Albany. For example, a low-level or localized evacuation might be needed for a localized flood Incident, residential or commercial fire, crime scene, or small hazardous materials incident, while a medium-level or high-level evacuation could be required in the event of a wildfire, earthquake, serious hazardous materials release, or major flooding. Below are some of the threats and hazards that could lead to evacuation operations within the city.

- Earthquake
- Wildfire
- Flooding
- Landslide/Debris Flow
- Tsunami
- Hazardous/Toxic Materials
- Gas/Pipeline Rupture or Explosion
- Transportation Accident
- Terrorism, WMD, Bombing
- Active Shooter
- Civil Unrest
- Enemy Attack, State of War



1.4 SITUATIONAL ASSESSMENT FOR EVACUATION EMERGENCY

In many cases the decision on whether to activate the EOC and respond at any level to an emergency is contingent on first understanding the potential threat and collecting situational data to determine credibility. To conduct this situational assessment the city public safety officials may meet with other key department heads and city leadership to gather and evaluate existing data, evaluate the potential threat, plan for ongoing monitoring and evaluation of the threat, and begin media reporting and rumor control. These individuals that will make up the membership of this meeting may vary depending on the type of potential threat. Examples of threats that could grow in severity to the point of requiring evacuations of populations include:

1. Uncontrolled wildland fire approaching the Albany city limits
2. Weather reports that include flood watches or warnings, and/or storms that may bring large amounts of rain
3. Dam failure advisories for the Albany Municipal Reservoir and Dam
4. Landslide or debris flow threatening or impacting structures or critical infrastructure within the Albany city limits
5. Tsunami warning covering the Bay Area region forecasted to impact Albany
6. Long-term or chronic hazardous materials releases or hazardous substance exposures that are reportedly worsening
7. Localized fire that could grow in severity
8. Gas or pipeline rupture or explosion
9. Railroad, surface transportation or other accident creating a hazardous materials release
10. Airline crash within city limits
11. Warning of terrorist attack, enemy attack or State of War emergency
12. Warning of terrorist weapon of mass destruction (WMD) attack
13. Active shooter
14. Crime scene requiring the evacuation of a neighborhood
15. Large scale civil unrest

1.5 ASSUMPTIONS

The decision to evacuate will normally be made at the incident level by on-scene police or fire supervisors and in accordance with existing plans and protocols. An accurate assessment of the need to initiate the mass evacuation process will consider the following factors and assumptions:

1. Decisions to evacuate or shelter-in-place will be made based on situational analysis, with factors including the type and duration of the threat, potential for the incident to expand and trigger secondary incidents, roadway conditions, health and safety issues and sheltering capacity.
2. High-Level evacuation resource requirements will exceed the response capability of the City of Albany and will require the immediate activation of mutual aid from



a variety of county, state and other evacuation support agencies and organizations.

3. Shelter-in-place may often be the better decision for some types of emergencies, as mass evacuations pose inherent risks, especially in moving those who are medically fragile.
4. Response decisions, including the decision to evacuate, will be based on the preservation of life and safety first, then protecting the environment and property.
5. The need to coordinate evacuation operations including routes, resources, and sheltering with one or more other jurisdictions.
6. The Albany EOC will be activated for an incident severe enough to create the need for a High-Level (Multi-Zone or Complete) evacuation. Consistent with the Albany EOP, the Albany EOC will align management and coordination of the evacuation with the Alameda County EOC and others who provide support.
7. When activated the Albany EOC will assist in the coordination of evacuation related public alert, warning, and information dissemination.
8. In a major disaster, mass evacuation operations will require an influx of resources from outside the area to be fully operational. A full complement of resources will be contingent on the severity of the incident, impact to transportation infrastructure, and the ability to move resources into and within the affected area.
9. State, and federal resources will be extremely limited due to high demand during the first few days after a major regional disaster in which there has been widespread damage to access/ transportation infrastructure and to suppliers.
10. Most people will evacuate if given clear directions and warnings. However, some will refuse to evacuate no matter how dangerous the situation.
11. No one system exists that can quickly warn every citizen of an evacuation emergency, so multiple alert and warning systems should be considered.
 - a. Integrated Public Alert Warning System (IPAWS) –
 - i. Wireless Emergency Alert (WEA),
 - ii. Emergency Alert System (EAS) on television and radio (KCBS 740 AM-106.9 FM)
 - iii. Unique Alerting System (UAS),
 - iv. National Oceanic Atmospheric Administration (NOAA)
 - b. Cell Phone Alerts
 - c. NOAA Weather Radios
 - d. Social Media – Facebook, X/Twitter, LinkedIn, Instagram, and NextDoor
 - e. Albany City Cable Access 33 KALB
 - f. City of Albany Website



- g. Fire/Police Vehicle public address (PA)/Sirens
 - h. East Bay Regional Parks or CHP Helicopter PA/Sirens
12. Evacuation information will need to be available in not only English but American Sign Language (ASL), and the two primary non-English languages spoken in the city, Spanish, and Chinese. Alameda County Health Care Services Agency may provide translation services through their Health Equity Unit.
13. Mass evacuation may cause evacuees to cross jurisdictional boundaries, requiring a regional response.
14. A percentage of the population requiring evacuation and shelter will have disabilities or other access and functional needs. Categories of individuals that may need additional assistance include the following:
- a. Senior citizens
 - b. Medically fragile or dependent people
 - c. Those with limited mobility, hearing, or vision impairments
 - d. People dependent on support services like in-home supportive caregivers
 - e. People who have limited or no proficiency in English
 - f. Unaccompanied minors
 - g. Individuals without access to a vehicle to self-evacuate
 - h. Other population groups that may require extra support include:
 - i. People who are homeless or marginally housed
 - ii. People who are culturally isolated
 - iii. People without a support system
15. Many households have at least one household pet; and of those households, many will not evacuate without their pets. The Pets Evacuation and Transportation Standards (PETS) Act of 2006 requires that states and local jurisdictions be prepared to support the evacuation and sheltering of household pets. Household pets will be treated as the law requires.
16. Service animals shall remain with the people to whom they are assigned throughout every stage of disaster assistance.
17. Some licensed care facilities may require additional resources (personnel and transportation) to evacuate their residents.
18. As soon as evacuations orders are implemented it is vital that emergency evacuation center or sheltering support agencies like the Red Cross and Alameda County Social Services Agency are notified and integrated into the planning. This notification shall be made to the Alameda County OES or Alameda OA EOC as a resource request.
19. Caregivers will stay with their clients to provide the appropriate care throughout the duration of the evacuation period.



20. Law Enforcement will be the primary agency for managing the movement of people, with transportation agencies/departments and other departments and agencies in supporting roles.
21. Roadways and ground transport will be the primary mode for evacuating persons from the affected area. Over-water and air evacuations may be considered on an individual basis.
22. Major roadways will remain intact for some period following the emergency. In the case of a flood event or earthquake, some roadways will remain intact while many others will eventually be submersed in floodwater or damaged by earthquake.
23. In a major disaster, infrastructure (roads, bridges, electrical power) will be affected which will impact mass evacuation operations.
24. Day-to-day mass transit service resources will need to be augmented for additional capacity to meet the demand during an emergency.
25. Approximately 80% of those needing to evacuate will self-evacuate in personal vehicles.
26. Approximately 20% of those needing to evacuate will need assistance, whether via mass transit, obtaining rides from neighbors/friends, paratransit-type vehicles, or other specially designed transport services.
27. The principal responsibility for planning and responding to an evacuation event resides with the community in which the incident has occurred.
28. Each member of the community, whether residents of, or workers in the community, is responsible for preparing their own personal emergency plans. Topics should include the possible need to evacuate on short notice. The City of Albany will provide public education to assist in preparing personal emergency plans.
29. Evacuation procedures in this plan will work in coordination with the evacuation procedures of the Alameda County OES/OA EOC, adjacent cities, and be aligned with regional planning concepts and procedures.
30. For any High-Level Evacuation, the Alameda County Sheriff's Office will become the lead for evacuation coordination in a unified command with Albany Police Department.
31. Most instances that would require a high-level (Complete/City-wide) evacuation in the City of Albany will have some warning and therefore some pre-event activities may be accomplished. Human caused threats, unlike natural disasters, are unpredictable and can occur at any location within the City without warning.
32. The City of Albany has adopted the National Incident Management System (NIMS) and Standardized Emergency Management System (SEMS) and will follow NIMS and SEMS principles and structures for evacuation-related activities.



2.0 CONCEPT OF OPERATIONS

2.1 OVERVIEW

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

- Expedite the timely movement of persons from hazardous areas and entry access for first responders and evacuation support transportation.
- Institute access control measures to prevent unauthorized persons from entering vacated, or partially vacated areas. The Albany Police Department may use discretion in allowing access for caregivers, personal care assistants, or other support personnel on a case-by-case basis as determined by the incident commander.
- Provide for evacuation to appropriate transportation points, evacuation points, and shelters.
- Provide adequate means of transportation for vulnerable populations including individuals with disabilities and access and functional needs, older adults, children, and individuals who are transportation disadvantaged.
- Provide for the procurement, allocation, and use of necessary transportation and law enforcement resources by means of mutual aid or other agreements.
- Control evacuation traffic.
- Account for the needs of individuals with household pets and service animals prior to, during, and following a major disaster or emergency.
- Provide initial notification, ongoing, and re-entry communications to the public through the Joint Information Center (JIC).
- Ensure the safe re-entry of the evacuated persons.

2.2 AUTHORITY TO EVACUATE

In the City of Albany, the decision and authority to issue a shelter-in-place order, evacuation warning, or evacuation order may be given by the following:

- Police Chief
- Police Department command staff.
- Alameda County Health Officer.



The Albany Police Department (PD) is the primary agency to determine the need for and to order an evacuation of the City of Albany. Should a large scale evacuation of the City of Albany be needed, the Alameda County Sheriff's Office, in coordination or Unified Command with the Albany Police Department, will be the lead agency for conducting the evacuation. The Albany Police or Albany Fire Department, as part of a Unified Command, assesses and evaluates the need for evacuations, and orders evacuations according to established procedures, which are outlined in this annex. Additionally, as part of the Unified Command, the Albany PD and or Albany FD will identify available and appropriate evacuation routes and coordinate evacuation traffic management with the Alameda County Sheriff's Office, California Department of Transportation (Caltrans), the California Highway Patrol (CHP), other supporting agencies, and jurisdictions.

The decision to evacuate an area is not made lightly and there is a significant impact to public safety and the economy. The following process describes how emergency evacuation decisions within the city will be coordinated, allowing public safety, emergency management, public health, and other supporting response organizations to make collaborative decisions.

2.3 LEGAL CONSIDERATIONS

Legal Counsel in California has maintained an opinion based on case law that **Penal Code Section 409.5 does not authorize forcible or mandatory evacuations**. The Legal Counsel stated, "without a specific legislative amendment to Penal Code Section 409.5, it would be improper to infer statutory authority to forcibly evacuate people who do not wish to be evacuated, unless their presence in the closed area, resulted from an entry made after the area was closed pursuant to 409.5(a) or 409.5(b)". See Penal Code 409.5. Emergency responders shall make every effort to inform people that failure to evacuate may result in serious physical injury or death and that future opportunities to evacuate may not exist. People must be informed that there is no guarantee that resources to rescue them will be available. Law enforcement will document the location of individuals that refuse to evacuate or, if necessary, have these individuals sign waivers. Once a local jurisdiction orders an evacuation, it is critical that public information dissemination, transportation, sheltering resources, and security and protection of private property are provided to a level where the public feels evacuation is more desirable than staying behind.

2.3.1 California Penal Code 409.5

(a) Whenever a menace to the public health or safety is created by a calamity including a flood, storm, fire, earthquake, explosion, accident, or other disaster, officers of the Department of the California Highway Patrol, police departments, marshal's office or sheriff's office, any officer or employee of the Department of Forestry and Fire Protection designated a peace officer by subdivision (g) of Section 830.2, any officer or employee of the Department of Parks and Recreation designated a peace officer by subdivision (f) of Section 830.2, any officer or employee of the Department of Fish and Game designated a peace officer under subdivision (e) of Section 830.2, and



any publicly employed full-time lifeguard or publicly employed full-time marine safety officer while acting in a supervisory position in the performance of his or her official duties, **may close the area where the menace exists for the duration thereof by means of ropes, markers, or guards to any and all persons not authorized by the lifeguard or officer to enter or remain within the enclosed area. If the calamity creates an immediate menace to public health, the local health officer may close the area where the menace exists pursuant to the conditions set forth in this section.**

(b) Officers of the Department of the California Highway Patrol, police departments, marshal's office or sheriff's office, officers of the Department of Fish and Game designated as peace officers by subdivision (e) of Section 830.2, or officers of the Department of Forestry and Fire Protection designated as peace officers by subdivision (g) of Section 830.2 may close the immediate area surrounding any emergency field command post or any other command post activated for the purpose of abating any calamity enumerated in this section or any riot or other civil disturbance to any and all unauthorized persons pursuant to the conditions set forth in this section whether or not the field command post or other command post is located near to the actual calamity or riot or other civil disturbance.

(c) Any unauthorized person who willfully and knowingly enters an area closed pursuant to subdivision (a) or (b) and who willfully remains within the area after receiving notice to evacuate or leave shall be guilty of a misdemeanor.

(d) Nothing in this section shall prevent a duly authorized representative of any news service, newspaper, or radio or television station or network from entering the areas closed pursuant to this section.

2.4 DECISION TO EVACUATE

The decision whether to evacuate or shelter-in-place must be carefully considered with the timing and nature of the incident. This decision is made by Albany Police Supervisors in the field at the Incident Command Post, generally with input from both fire and law enforcement personnel. An evacuation effort involves an organized and supervised effort to relocate people from an area of danger to a safe location. Although evacuation is an effective means of moving people out of a dangerous area, due to its complexity and the stress it causes to systems and people, it should be considered a last resort option.

The decision to evacuate will depend on the nature, scope, and severity of the emergency, as well as the number of people affected and what actions are necessary to protect the public. In most cases, a medium-level or high-level evacuation will require the activation of the City EOC and possibly the Alameda County EOC and Cal OES Coastal Regional EOC to support the movement of evacuees out of the cities and throughout the county.



The decision on whether to evacuate must be carefully considered with the timing and nature of the incident. Preparation for evacuation should be an immediate consideration because evacuation is an effective means of moving people out of a dangerous area. However, due to its complexity and the stress it puts on the population, in some cases, it may not be the best option when other viable options are available. Evacuation of populations pose some inherent safety concerns associated with the rapid movement of large numbers of people away from their resources, support facilities and familiar surroundings.

Examples of threats that could grow in severity to the point of requiring evacuations of populations include:

- Uncontrolled wildland fire approaching the City of Albany.
- Weather reports that include flood watches or warnings, and/or storms that may bring large amounts of rain.
- Landslide or debris flow threatening or impacting structures or critical infrastructure within the City of Albany.
- Long-term or chronic hazardous materials releases or hazardous substance exposures that are reportedly worsening.
- Localized fire that could grow in severity.
- Gas or pipeline rupture or explosion.
- Railroad, surface transportation or other accident creating a hazardous materials release.
- Airline crash impacting the city limits.
- Warning of terrorist attack, enemy attack or State of War emergency.
- Warning of terrorist weapon of mass destruction (WMD) attack.
- Active shooter.
- Crime scene requiring the evacuation of a neighborhood.
- Large scale civil unrest.

2.4.1 Shelter-In-Place

Sheltering-in-place may become the preferred option to avoid exposure to outside environmental hazards, such as radiological or airborne contaminants. This option will require an organized method of securing building entrances, windows, and ventilation systems to prevent outside environmental hazards from entering the building. Building and safety personnel, homeowners, and residents should have contingency plans to move to or create safe rooms or designated safe areas if sheltering-in-place is recommended.

If people are not directly impacted by the incident, shelter-in-place provides the advantage over evacuation in that it allows families, schools, or businesses to stay in familiar surroundings, with easy access to media reports (TV and radio), phones, internet, food, water, and medicines. However, sheltering can only be maintained as long as personal and emergency supplies last. Shelter-in-place operations also provide the advantage of reducing congestion on major roadways and reducing the strain on mass transportation systems.



2.5 EVACUATION LEVELS

This Evacuation Annex provides a framework for a medium-level (partial) or high-level (multi-zone or complete) evacuation in the City of Albany. These levels are fully defined in relation to the specific threats to the City of Albany in **Tables 2.2 - Evacuation Triggers** and shown briefly in **Table 2.1 - Evacuation Levels**. In general, a low-level emergency is manageable by the Incident Commander (IC), with some limited support by the EOC as needed and requested. A high-level evacuation may require the full-activation and full-staffing of all or most positions in the EOC and includes a great deal of coordination with the Alameda County EOC, local jurisdictional EOCs, and the Cal OES Coastal Region EOC (REOC). A medium-level evacuation lies between these two extremes and can be tailored to specific events or needs. The EOC positions will be staffed appropriately and can be scaled up or down as needed.

The City of Albany recognizes three levels of evacuation:

Low-Level (Local) Evacuation – An evacuation of several residential or commercial neighborhoods or blocks as needed for a localized flood Incident, residential or commercial fire, crime scene, or small hazardous materials incident.

Medium-Level (Partial) Evacuation – An evacuation of a larger area of the city.

High-Level (Multi-Zone or Complete) Evacuation - An evacuation requiring a multi-zone or complete evacuation of the City for a major or catastrophic incident. This incident would require a large portion of the population to evacuate outside the city limits to a Temporary Evacuation Point, Emergency Evacuation Center, or Shelter. This type of evacuation could be required in the event of a large wildfire, earthquake, serious hazardous materials release, major flooding, terrorist threat or state of war emergency.

Table 2-1: Activation/Evacuation Levels, Parameters, and Examples

Evacuation Planning: Activation/Evacuation Levels, Parameters, and Examples		
Levels	Key Parameters	Incident Examples
Low-Level (Local)	<ul style="list-style-type: none"> Localized Area Evacuation zone less than 0.5 mile 	<ul style="list-style-type: none"> Crime Scene Barricaded Suspect Active Shooter Hazardous Materials Gas or Power Flooding Residential or Commercial Fire
Medium-Level (Partial)	<ul style="list-style-type: none"> Portion of the City – Area/Zone Evacuation zone greater than 1.0 mile Possible Alameda County FD and Alameda County EOC coordination 	<ul style="list-style-type: none"> HazMat < 1.0 mile Wildfire < 1.0 mile Flooding < 1.0 mile Tsunami



	<ul style="list-style-type: none"> • EOC activation and coordination • Requires the assistance of out of city resources 	<ul style="list-style-type: none"> • Gas or Power incident of > 1 mile • Earthquake with cascading effects • Terrorism/WMD
High-Level (Multi-Zone or Complete)	<ul style="list-style-type: none"> • Multi-zone or complete city-wide • Massive movement of people and needs for sheltering and resources • Evacuation to or through other counties • Alameda County EOC coordination • Possible Alameda FPD Coordination through Alameda County EOC • EOC activation and coordination • Requires the assistance of out of city resources 	<ul style="list-style-type: none"> • HazMat > 1.0 mile • Wildfire > 1.0 mile • Terrorism/WMD

2.5.1 Evacuation Zones

The geographic area of the City has been divided into Evacuation Zones to allow flexibility in designating and communicating evacuation requirements. Evacuation Zones can be located within the Genasys EVAC Evacuation Management Platform.

2.6 EVACUATION TRIGGERS

The following tables are intended to provide triggers for activating the EOC, specifically related to emergencies that would require the evacuation of persons within the City of Albany. The criteria listed in these trigger tables are meant as guidance and are determinate. The triggers do not replace the judgment of emergency management professionals who must decide the level of activation and level of staffing based on real-time information regarding the situation. However, the triggers do encourage a proactive and substantial level of staffing that would allow the EOC activities to meet the demands of an evolving emergency.

General triggers for EOC activation for evacuation-related emergencies are presented in this Evacuation Plan. These triggers are designed to support the City’s decisions to the appropriate level of evacuation; however, the decision to evacuate must be made on a case-by-case basis. The variables that the City must consider before evacuating a community are complex, and the levels must will be carefully considered. An evacuation will likely cause instances of great community turmoil, separated families, economic loss



for persons and local businesses, and in worse case, the loss of life. An evacuation puts great stress on the sick, elderly, and people with access and functional needs, for whom movement from their care provider and/or care facility may be life threatening.

In the City of Albany, some of the evacuation-related threats, such as wildland fire, flooding from storms can be predicted with some certainty. Hesitancy to evacuate citizens in the face of realistic threats could result in extreme danger and loss of life to citizens. In many geographic areas of the county, time lost in delaying evacuation equals a missed opportunity that cannot be recovered.

People with disabilities and access or functional needs, those in care facilities, and all who need extra time to move to safety should evacuate proactively when advised to do so, especially if living in areas where flood danger is paramount and the forecasted risk of fire or flood is imminent or likely, as an example. Residents in these categories would be well served if they are evacuated as soon as possible, for example when an evacuation warning is issued rather than waiting for an evacuation order.

There is often little warning for other threats, such as terrorism, explosions, air or rail crashes, hazardous materials accidental releases or earthquakes. In these cases, activation of emergency services and evacuation of citizens will be time critical. In all cases, the response, including evacuation will be managed at the lowest level possible, with city having the primary responsibility for evacuation, preparedness, and response. If an incident escalates beyond the capability of the City of Albany EOC, then the Alameda County EOC and Cal OES Coastal Regional County EOC may be activated to provide support. Should support or coordination with any local jurisdictional resources be required, the Albany EOC will facilitate this coordination as required under SEMS and NIMS. If the event impacts multiple jurisdictions within the county, then the response will be managed and coordinated through the Alameda County EOC and closely coordinated with the affected jurisdictional EOCs.

A mass evacuation implies area-wide movement of people throughout the county, the EOC will need to coordinate with entities throughout the impacted region to maintain effective control and prioritization of numerous operational events occurring throughout Alameda County and the region in response to the emergency. In a mass evacuation, the need to activate the county emergency operations plans is required. Mandatory activation of all available county personnel as Disaster Service Workers (DSWs) will likely be required. Once an evacuation order has been issued to the public, intensive proactive support procedures are necessary.



Table 2-2: Evacuation Triggers: Situation – Threats and Hazards

EVACUATION TRIGGERS: SITUATION – THREATS AND HAZARDS		
Situation – Threats and Hazards	Triggers	Reference/ Source
Natural Hazards		
Wildland Fire	<ul style="list-style-type: none"> • Fire impacting urban interface area, potential to continue to grow. 	Alameda County FD CAL FIRE - http://www.fire.ca.gov/current_incidents Fire Agencies Media
Flooding	<ul style="list-style-type: none"> • National Weather Service predicts heavy rains in the region. • National Weather Service (NWS) flood and flash flood warnings. 	City of Albany Flood maps - FEMA Flood Map Service Center Search By Address USGS - https://waterdata.usgs.gov/ca/nwis/rt/ NWS- San Francisco/Monterey Media
Tsunami	<ul style="list-style-type: none"> • Notification of potential Tsunami expected to impact the city. 	NOAA - https://www.weather.gov/safety/tsunami
Major Earthquake	<ul style="list-style-type: none"> • Credible long-term predictions of earthquakes and/or aftershocks. • Bay Area Earthquakes that may impact Albany. 	USGS - https://earthquake.usgs.gov/data/shakemap/ CalOES



EVACUATION TRIGGERS: SITUATION – THREATS AND HAZARDS		
Situation – Threats and Hazards	Triggers	Reference/ Source
Landslide/Debris Flow	<ul style="list-style-type: none"> Heavy rainfall, earthquake, or other conditions that may lead to landslide conditions. 	NWS – https://www.weather.gov/sto/ Albany PW/USGS
Technological Hazards		
Hazardous Materials	<ul style="list-style-type: none"> Notification received of an elevated potential for release of hazardous materials in transportation corridors, at facilities, and/or impacting the City Long-term or chronic hazardous materials releases or hazardous substance exposures that are reportedly worsening near populated areas. Realistic threat of explosion due to facility or transportation accident. 	Albany FD Alameda County FD - HazMat Alameda County Environmental Health - HazMat
Residential or Commercial Fire	<ul style="list-style-type: none"> Localized fire that could grow in severity. 	Albany FD
Gas/Pipeline Rupture or Explosion	<ul style="list-style-type: none"> Natural gas release reported by PG&E or residents. 	PG&E Albany FD Albany PD Alameda County FD Albany PW
Utility Failure	<ul style="list-style-type: none"> Utility companies warning of potential or expected outages due to storm, mechanical failure, high demand for services, or other. 	PG&E Albany PW



EVACUATION TRIGGERS: SITUATION – THREATS AND HAZARDS		
Situation – Threats and Hazards	Triggers	Reference/ Source
Human Caused Threats		
Terrorism/WMD	<ul style="list-style-type: none">Warning of or unconfirmed act of any terrorist-related incident somewhere in the City, neighboring jurisdiction, County or adjacent Bay Area.	Regional DHS FBI Albany PD Alameda County SO
Civil Unrest	<ul style="list-style-type: none">Localized disturbance or crime scene requires potential for evacuating or sheltering in place of low numbers of citizens until potential violent situation is contained.	Albany PD Alameda County SO
Enemy Attack/ State of War	<ul style="list-style-type: none">Warning of or unconfirmed Enemy Attack/ State of War incident somewhere in the City, neighboring jurisdiction, County or adjacent Bay Area.	Regional DHS FBI Albany PD Cal OES



LOW-LEVEL EVACUATION

A low-level evacuation response is also referred to as the “Local Evacuation”. It is typically a localized evacuation of a neighborhood within the city. It typically involves an evacuation of less than 1/2 mile. Twenty percent of evacuated persons may need support and resources. The other eighty percent would self-evacuate and be self-sufficient.

Low-Level Examples

- Localized flooding
- Localized fire
- Hazardous materials release to a local area
- Bomb threat affecting one location. Building, facility, or school evacuation
- Localized civil disturbance
- Localized crime scene, such as a barricaded suspect or active shooter
- Localized gas or pipeline rupture
- Localized utility outage during inclement weather requiring the relocation of the neighborhood
- Tsunami of less than 3 feet inside the bay or impacting a localized area of downtown Albany

Table 2-3: Evacuation Triggers: Low-Level Evacuation

EVACUATION TRIGGERS: LOW-LEVEL EVACUATION		
Threats and Hazards	Triggers	Reference/ Source
Natural Hazards		
Wildland Fire	<ul style="list-style-type: none"> • Fire impacting urban interface area, potential to continue to grow. 	Albany FD Albany PD Alameda County FD CAL FIRE



EVACUATION TRIGGERS: LOW-LEVEL EVACUATION		
		Fire Agencies
Flooding	<ul style="list-style-type: none"> National Weather Service predicts heavy rains in the region. National Weather Service (NWS) flood and flash flood warnings. 	Albany FD Albany PD NOAA/ NWS- San Francisco/Monterey Bay
Tsunami	<ul style="list-style-type: none"> Notification of impending low level <3 Tsunami expected to impact the city. 	Albany FD Albany PD USGS NOAA/NWS
Major Earthquake	<ul style="list-style-type: none"> A low magnitude earthquake and/or aftershock has occurred causing localized damage requiring building or infrastructure inspections. Bay Area earthquakes and/or aftershock has occurred that may impact Albany. 	Albany FD Albany PD Alameda County OES USGS
Landslide/Debris Flow	<ul style="list-style-type: none"> A localized landslide/debris flow impacting the city. 	Albany FD/PD Alameda County FD Albany PW Alameda County OES Cal Trans



EVACUATION TRIGGERS: LOW-LEVEL EVACUATION		
Technological Hazards		
Hazardous Materials	<ul style="list-style-type: none"> Localized Hazmat release occurred. Sheltering in place not practical. Human exposure to hazardous substances in an area creating a localized level of concern. Localized explosion involving facility or transportation requires some level of sheltering and/or evacuation, and area control. 	Albany FD Alameda County FD HazMat
Residential or Commercial Fire	<ul style="list-style-type: none"> Localized fire that could grow in severity. 	Albany FD Alameda County FD
Gas/Pipeline Rupture or Explosion	<ul style="list-style-type: none"> Natural gas rupture or release reported by PG&E or residents. Evacuation distances based on conditions and PG&E/Fire recommendations. 	PG&E Albany FD Albany PD Alameda County FD Albany PW
Utility Failure	<ul style="list-style-type: none"> Utility companies experiencing long-term outages; restoration of services will take up to 5 days. Due to season and other variables, vulnerable persons severely affected. 	PG&E Albany PW
Human Caused Threats		
Terrorism/Bombing	<ul style="list-style-type: none"> Confirmed terror-related intention of violence in the City or neighboring jurisdictions requiring a shelter-in-place or local evacuation. 	Regional DHS FBI Albany PD



EVACUATION TRIGGERS: LOW-LEVEL EVACUATION		
Active Shooter	<ul style="list-style-type: none">Confirmed or suspected active shooter in the City or neighboring jurisdictions requiring a shelter-in-place or local evacuation.	Albany PD
Crime Scene – Barricaded Suspect	<ul style="list-style-type: none">Confirmed or suspected crime scene involving violence in the City or neighboring jurisdictions requiring a shelter-in-place or local evacuation.	Albany PD
Civil Disturbance	<ul style="list-style-type: none">Localized disturbance or crime scene requires potential for evacuating or sheltering in place of low numbers of citizens until potential violent situation is contained.	Albany PD

MEDIUM-LEVEL EVACUATION

A medium level response is also referred to as the “Partial or Area/Zone Evacuation”. It is typically a non-routine type of evacuation and needed to initiate a wide-area evacuation involving multiple neighborhoods within the city and may require a need to evacuate people to areas outside the City of Albany depending on the threat location. Mutual aid may be needed, as well as some support from County or State agencies. Medium-level activations typically involve an evacuation of no more than 1 mile, and the movement of up to 5,000 people. Twenty percent of these people may need support in the form of shelters. They may also need mass transit services. Medium-level activations are those that do not reach the level of catastrophic but are more than simply a low-level evacuation and may require limited EOC support. The EOC may be staffed, contingent on the needs and type of threat or hazard. The EOC may be fully staffed even at the medium-level emergency as a proactive measure when the event has the possibility of rapidly expanding to catastrophic levels.

Medium-Level Examples:

- Uncontrolled wildland fire approaching the Albany city limits
- Weather reports that include flood watches or warnings, and/or storms that may bring large amounts of rain
- Dam failure advisories for the Albany Municipal Reservoir and Dam
- Landslide or debris flow threatening or impacting structures or critical infrastructure within the Albany City limits
- Credible long-term predictions of earthquake aftershocks



- Tsunami of less than 5 feet inside the bay or impacting a localized area of downtown Albany
- Long-term or chronic hazardous materials releases or hazardous substance exposures that are reportedly worsening
- Localized fire that could grow in severity
- Gas or pipeline rupture or explosion that could grow in severity
- Utility outage during inclement weather requiring the relocation of several neighborhoods
- Tsunami of less than 3 feet or impacting a localized area of downtown Albany
- Railroad, surface transportation or other accident creating a hazardous materials release
- Airline crash within city limits
- Warning of terrorist attack
- Police conducting a search for an active shooter that has fled the scene
- Crime scene requiring the evacuation of several neighborhoods
- Growing scale civil unrest

Table 2-4: Evacuation Triggers: Medium-Level Evacuation

EVACUATION TRIGGERS: MEDIUM-LEVEL EVACUATION		
Threats and Hazards	Triggers	Reference/ Source
Natural Hazards		
Wildland Fire	<ul style="list-style-type: none"> • Wildfire expanded due to season and unfavorable weather conditions resulting in urban area evacuations within and out of city. Fires throughout the region likely given conditions. 	Alameda County FD CAL FIRE Fire Agencies
Flooding	<ul style="list-style-type: none"> • National Weather Service predicts heavy rains in the region. • National Weather Service (NWS) flood and flash flood warnings. • Potential impact to Zones 1 & 2 	NOAA/ NWS- San Francisco/Monterey Bay
Tsunami	<ul style="list-style-type: none"> • Notification of impending low level <3 Tsunami expected to impact the city in Zones 1 & 2. 	USGS NOAA/NWS



EVACUATION TRIGGERS: MEDIUM-LEVEL EVACUATION		
Major Earthquake	<ul style="list-style-type: none"> A high magnitude earthquake and/or aftershock has occurred causing localized damage requiring building or infrastructure inspections. Bay Area earthquakes and/or aftershock has occurred that may impact Albany. 	USGS
Landslide/Debris Flow	<ul style="list-style-type: none"> A landslide/debris flow impacting the city. 	Albany PW
Technological Hazards		
Hazardous Materials	<ul style="list-style-type: none"> Hazmat release is sustained with major impact to multiple urban areas and transportation corridors. Impact to vulnerable persons is high, causing severe and detrimental health concerns and need to evacuate and decontaminate evacuees. Impact to critical facilities (e.g. health care, schools) causing need to evacuate large numbers of vulnerable peoples. 	Alameda County FD HazMat
Gas/Pipeline Rupture or Explosion	<ul style="list-style-type: none"> Natural gas rupture, release or explosion reported by PG&E or residents. Evacuation distances based on conditions and PG&E/Fire recommendations. Concern for incident expanding. 	PG&E Alameda County FD Albany PW
Dam Failure	<ul style="list-style-type: none"> High Flow: Downstream flooding may occur due to high flow release; no threat to dam integrity. Potential Failure: Indicates conditions are developing at the dam that could lead to a dam failure. Imminent Failure: Indicates time has run out and the dam has failed, is failing, or is about to fail. 	Albany Water Treatment Plant
Utility Failure	<ul style="list-style-type: none"> Utility companies experiencing long-term outages; restoration of services will take up to 5 days. Due to season and other variables, vulnerable persons severely affected. 	PG&E Albany PW



EVACUATION TRIGGERS: MEDIUM-LEVEL EVACUATION		
Human Caused Threats		
Terrorism/WMD	<ul style="list-style-type: none"> Confirmed terror-related act in the City or neighboring jurisdictions requiring an evacuation. 	Regional DHS FBI Albany PD
Civil Unrest	<ul style="list-style-type: none"> Disturbance or crime scene requires potential for evacuating or sheltering-in-place of citizens until potential violent situation is contained; situation intensity may expand. 	Albany PD

HIGH-LEVEL EVACUATION

A high-level or complete/city-wide evacuation response typically involves a catastrophic emergency and massive numbers of people needing to evacuate. It involves the movement of people, greater than 5,000, and requires the centering/sheltering, transportation, and resources to accommodate an evacuation to multiple counties. This level of evacuation will require the assistance of the Alameda County Sheriff’s Office and Alameda County OES for coordination.

High-Level Examples:

- Large uncontrolled wildland fire threatening the entire city
- Weather reports that include flood watches or warnings, and/or storms that may bring large amounts of rain
- Landslide or wide-spread debris flow impacting structures or critical infrastructure within the Albany City limits
- Long-term or chronic hazardous materials releases or hazardous substance exposures that are reportedly worsening
- Catastrophic gas or pipeline rupture or explosion
- Railroad, surface transportation or other accident creating a major hazardous materials release
- Commercial airline crash within city limits
- Warning of terrorist attack, enemy attack or State of War emergency
- Warning of terrorist weapon of mass destruction (WMD) attack
- Terrorist incident of any significant level, with concurrent media attention and public fear



Table 2-5: Evacuation Triggers: High-Level Evacuation

EVACUATION TRIGGERS: HIGH-LEVEL EVACUATION		
Threats and Hazards	Triggers	Reference/ Source
Natural Hazards		
Wildland Fire	<ul style="list-style-type: none"> Wildfire expanded due to season and unfavorable weather conditions resulting in urban area evacuations within and out of city. Fires throughout the region likely given conditions. 	Albany FD Alameda County FD CAL FIRE Fire Agencies
Major Earthquake	<ul style="list-style-type: none"> A high magnitude earthquake and/or aftershock has occurred causing localized damage requiring building or infrastructure inspections. Bay Area earthquakes and/or aftershock has occurred that may impact Albany. 	USGS
Technological Hazards		
Hazardous Materials	<ul style="list-style-type: none"> Hazmat release is sustained with major impact to multiple urban areas and transportation corridors. Impact to vulnerable persons is high, causing severe and detrimental health concerns and need to evacuate and decontaminate evacuees. Impact to critical facilities (e.g. health care, schools) causing need to evacuate large numbers of vulnerable peoples. 	Alameda County FD HazMat
Gas/Pipeline Rupture or Explosion	<ul style="list-style-type: none"> Natural gas rupture, release or explosion reported by PG&E or residents. Evacuation distances based on conditions and PG&E/Fire recommendations. Concern for incident expanding. 	PG&E Alameda County FD Albany PW
Human Caused Threats		



EVACUATION TRIGGERS: HIGH-LEVEL EVACUATION		
Terrorism/WMD	<ul style="list-style-type: none">Confirmed terror-related act in the City or neighboring jurisdictions requiring an evacuation.	Regional DHS FBI Albany PD
Enemy Attack/ State of War	<ul style="list-style-type: none">Warning of or unconfirmed Enemy Attack/ State of War incident somewhere in the City, neighboring jurisdiction, County or adjacent Bay Area.	Regional DHS FBI Albany PD Cal OES



2.7 EVACUATION ORDERS

Evacuation or shelter-in-place orders should be issued when there is a clear and immediate threat to the health and safety of the population, and it is determined that shelter-in-place or evacuation is the best option for protection. The City of Albany will use the language below to communicate evacuations:

2.7.1 Shelter-In-Place: “Go indoors. Shut and lock doors and windows. Prepare to self-sustain until further notice and/or contacted by emergency personnel for additional direction”.

A Shelter-In-Place order advises people to stay secure at their current location. This tactic shall only be used if an evacuation will cause a higher potential for loss of life or threat to health or safety. Consideration should be given to assigning incident personnel to monitor the safety of citizens remaining in place. The concept of shelter-in-place is an available option in those instances where physical evacuation is impractical. This procedure may be effective for residential dwellings in the immediately impacted areas, or for large facilities that house a high percentage of non-ambulatory persons (e.g., hospitals and convalescent homes). Sheltering-in place attempts to provide a safe haven within the impacted area. This strategy is not practical when the incident involves uncontrolled fire or flooding or other impacts that could have a significant impact on the safety of structures being used for sheltering-in-place.

2.7.2 Evacuation Warning: “Potential threat to life and/or property. Those who require additional time to evacuate, and those with pets and livestock should leave now”.

An Evacuation Warning is the official terminology used to alert people in an affected area(s) of a potential threat to life and property. An Evacuation Warning considers the probability that an area will be affected within a given time frame and prepares people for a potential evacuation order. Evacuation Warnings are particularly necessary when dealing with a variety of issues such as people with disabilities or others with access and functional needs populations, people who may not have access to a vehicle, or people with pets and large animals. People who need additional time should consider evacuating immediately when this notice is given, rather than waiting for an Evacuation order. An Evacuation Warning prepares the public for the potential of an Evacuation Order.

2.7.3 Evacuation Order: “Immediate threat to life. This is a lawful order to leave now. The area is lawfully closed to public access”.

An Evacuation Order requires the immediate movement of people out of an affected area due to an imminent threat to life. Choosing to stay could result in loss of life. Staying may also impede the work of emergency personnel. Due to a rapid onset of the



emergency, a Evacuation Order may be the only warning that people in the affected area(s) receive.

2.8 EVACUATION COORDINATION

The decision to evacuate will depend entirely upon the nature, scope, and severity of the emergency; the number of people affected; and what actions are necessary to protect the public. The determination to evacuate will be made on a case-by-case basis, upon the recommendation of an incident commander, City Manager, other public safety chief or their designee. The Albany EOC may be activated to coordinate and conduct evacuations according to procedures outlined in the EOP. The Evacuation Annex is automatically activated when an incident occurs requiring an evacuation effort within the City of Albany.

Evacuation operations in the field will be managed and conducted by the Police Department. Key functions supporting the law enforcement efforts include the Police Department, Fire Department, Public Works, Local Transit, public and private transportation providers, county fire departments, Alameda County Health Care Services Agency and Alameda County Social Services Agency, City of Berkeley Animal Care Services, Alameda County Animal Control, and other services and departments throughout the city and county. Volunteer, non-profit and private sector resources will also provide critical resource support role.

The Albany EOC may support coordinating the evacuation response according to the EOP, including:

1. Obtaining situational awareness, understanding the severity of the incident.
2. Coordinate with fire, law enforcement, public health, and other relevant support agencies to obtain recommendations on protective actions.
3. Coordinate with jurisdictional emergency management personnel and other public safety personnel. The Albany EOC will coordinate with the City Manager and other leaders to identify command decisions, including:
 - a. Gaining regional situational awareness
 - b. Determining response status and potential resource shortfalls
 - c. Reviewing status of initial protective actions/orders
 - d. Ensure that local emergency proclamations are issued
 - e. Considering additional protective actions
 - f. Evaluating public information needs
 - g. Determining next steps
 - h. Request mutual aid to fill anticipated resource shortfalls
 - i. Establishing a schedule for internal and external updates
 - j. Coordinating with external evacuation support agencies
4. Providing transportation for those who need assistance through the activation of emergency transportation services agreements.



5. Provide support for individuals with disabilities and others with access and functional needs during the evacuation process, which may include, but is not limited to, helping with wayfinding, supervision, language interpretation and access to medical resources such as prescription medications or mobility equipment.
6. Coordinate and communicate with the private sector, community-based organizations, and faith-based organizations to utilize services and resources available to support the response.
7. Coordinate the provision of accessible care, shelter services and household pet care.

If the emergency impacts multiple jurisdictions or exceeds the available resources within a city, Alameda County or the region:

- Impacted jurisdictions may activate their EOCs and the Alameda County EOC, including the Alameda County EOC JIC, will be activated to support and coordinate Alameda County jurisdictions.
- The Alameda County EOC will begin obtaining situational awareness regarding the scope and severity of the incident and establishing a common operational picture.
- The Alameda County EOC will coordinate with fire, law enforcement, public health, and other relevant support agencies to obtain recommendations on protective actions.

The Alameda County EOC will coordinate with jurisdictional emergency management personnel and other public safety personnel. The Alameda County EOC will coordinate with other officials from jurisdictions within the County to identify decisions, including:

- Gaining county and regional situational awareness.
- Determining response status and potential resource shortfalls.
- Reviewing status of initial protective actions/orders.
- Considering additional protective actions.
- Evaluating public information needs.
- Determining next steps.
- Request mutual aid to fill anticipated resource shortfalls.
- Establishing a schedule for internal and external updates.

The Alameda County EOC JIC will coordinate emergency public information to citizens in accordance with procedures outlined in the Alameda County Emergency Operations Plan. The Alameda County EOC may support coordinating the evacuation response including:

- Providing transportation for those who need assistance.
- Provide support for people with disabilities and access and functional needs.



- Coordinate and communicate with the private sector, community groups, and faith-based organizations to utilize their services and resources available to support the response.
- Providing shelter and emergency services for evacuees.

2.8.1 City Staff Notification and Call Back Process

Once a decision is made to issue a Shelter-In-Place or Evacuation Order, the authorized individual(s) as defined in **2.7 Evacuation Orders**, shall as soon as practical, notify their Chief or the City Manager directly or contact the Albany Police Department dispatch center and direct dispatch to make the notification on their behalf.

Activation of City departments to facilitate the evacuation will be made by the Albany Police Department dispatch center through the established Evacuation/ Emergency Operations Center activation/ personnel call out alerting system or “DA Page”. Activated employees will report to the City EOC or designated location as directed.

2.8.2 Public Evacuation Notification Process

Notification of the public to Shelter-In-Place or Evacuate will be conducted as directed in the Emergency Operations Plan **Alert, Warning, and Public Information Annex**. Under most circumstances the Albany Police Dispatcher will be directed by a City of Albany authorized individual to request that a scripted public notification to Shelter-In-Place or Evacuate be sent by the Alameda County Office of Emergency Services to the effected evacuation area of the City.

2.8.3 Partner Agency Notification Process

Medium and High-level evacuations will require the support of external support agencies and organizations. Immediately following the decision to issue an evacuation warning the Police Department Dispatch or Emergency Operations Center staff will notify the following agencies/organizations so they can monitor the situation and begin mobilizing their support resources. Resource contact information is in the Albany EOC Resource Directory Manual located in the Albany EOC or Police Department Dispatch.

- Alameda County Sheriff’s Office (Evacuation Coordination with Albany PD)
- Berkeley Police Department (security and traffic control)
- El Cerrito Police Department (security and traffic control)
- California Highway Patrol (security and traffic control)
- City of Berkeley Animal Care Services (animal transport & sheltering)
- Alameda County Animal Control (animal transport & sheltering)
- Alameda County Social Services Agency (special needs population support and shelter staff)



- Alameda County Health Care Services Agency (special needs population support and shelter staff)
- American Red Cross (general site management staff)
- Alameda County Public Works Department (logistical support)
- Berkeley Fire Department Ambulance (medical transport as needed)
- Albany Paratransit and East Bay Paratransit (special needs population transport)

2.9 EVACUATION SECURITY

After people have been evacuated, access back into the damaged areas will be controlled to secure the area, allow for emergency response operations, and protect public safety. Access Control Points will be established through staffed check points, roadblocks, or road closures and can be used to establish outer and inner perimeter controls. These specific Access Control Points may be assigned by the on-scene incident commander or assigned as identified by Police Department standard operating procedures maintained outside of this Evacuation Annex.

The outer perimeter control will be used to provide information and reduce sight-seeing traffic. The inner perimeter control will function to restrict traffic to emergency response vehicles and personnel only. Should caretakers arrive at an inner perimeter control point and ask to be granted access to facilitate an evacuation, the decision to allow them access will be made by on-scene public safety personnel, incident command or the Albany EOC.

2.9.1 Levels of Closures

A closure prohibits the usage or occupancy of a defined area such as a park, beach, or road due to a potential or actual threat to public health and/or safety. Media is allowed access under all closure levels unless prohibited under Penal Code 409.5.

Hard Closure: Closed to all traffic except Fire and Law Enforcement.

Soft Closure: Closed to all traffic except Fire, Law Enforcement and critical incident resources (i.e. Utility, Caltrans, City/County Roads etc. or those needed to repair or restore infrastructure).

Resident Only Closure: Soft closure with the additional allowance of residents and local government agencies assisting with response and recovery.

Once an area is evacuated, it needs to be kept clear for security reasons, the safety of responders, and to keep individuals out of hazardous areas. Perimeter control is normally accomplished by establishing Access Control Points, roadblocks, or road closures supplemented by suitably equipped mobile patrols.



When possible, law enforcement personnel will also conduct periodic patrols within the secured areas, to deter theft and looting of abandoned residences. Access back into the evacuated areas should initially be limited to:

- Emergency service and public works personnel.
- Utility companies engaged in restoring utility services.
- Contractors restoring damaged buildings, clearing roads, and removing debris.
- Commercial vehicles delivering food, essential supplies, life support equipment, construction supplies, and other related materials.
- Media representatives.

Law enforcement will be present at designated evacuation control points, Temporary Evacuation Points and shelter sites for security, crowd control, and to deter criminal activity. The Albany Police Department may request mutual aid from the Alameda County Sheriff's Office who serves as the Operational Area Law Enforcement Coordinator. The Albany Police Department has coordinated with the following law enforcement agencies for their assistance.

2.9.2 City of Albany Key Traffic Control Points

During a Medium or High-Level evacuation "key traffic control points" may be assigned to responding law enforcement mutual aid resources to better facilitate a rapid and controlled flow of traffic out of the area to be evacuated. The locations may also be used for evacuation security to facilitate various levels of road closures. Either staffed with law enforcement or other traffic control individuals or controlled using traffic signals or other traffic control devices such as barricades, traffic cones, or road flairs, the following locations should be considered as key traffic control points.

- Buchanan Street
- San Pablo Ave
- Solano Ave
- Jacuzzi Street and Cleveland Avenue
- San Pablo Ave at Buchanan Street
- San Pablo Ave at Marin
- I80 all On and Off ramps to Albany
- I580 all On and Off ramps to Albany



Table 2-6: Law Enforcement Assisting Agencies and Roles

LAW ENFORCEMENT ASSISTING AGENCIES AND ROLES	
Agency	Primary Assistance Role
California Highway Patrol	<ul style="list-style-type: none"> Traffic control/ Access control on highways or County roadways
Alameda County Sheriff	<ul style="list-style-type: none"> Evacuation Coordination & Unified Command Traffic control/ Access control on County or City roadways Security, traffic, and crowd control at the Temporary Evacuation Point – Alameda County Fairgrounds Security and crowd control for Haz Mat decontamination operations.
Berkeley Police Department El Cerrito Police Department	<ul style="list-style-type: none"> Traffic control/ Access control on City roadways Traffic and crowd control at the Temporary Evacuation Point – Alameda County Fairgrounds
Alameda County Mobile Field Force	<ul style="list-style-type: none"> Traffic control/ Access control on County or City roadways Security, traffic, and crowd control at the Temporary Evacuation Point – Alameda County Fairgrounds Security and support for the Alameda County or local Hazardous Materials Team decontamination operations.
Albany Police Department	<ul style="list-style-type: none"> Traffic control/ Access control on City roadways Traffic and crowd control at the Temporary Evacuation Point – Alameda County Events Center



2.10 EVACUEE TRANSPORTATION AND RECEPTION SITES

There are many sites that can support the flow of assisted and self-evacuees that are operated as part of the evacuation reception process. The following suggested sites may be used:

- **Temporary Evacuation Point:** This is a site located outside the City of Albany and is intended to be a safe refuge to receive evacuees. This interim site for people who have received transportation assistance or have self-evacuated which will serve as an identified location for evacuees to gather, be accounted for and receive information and services. This site may offer services such as evacuee tracking, canteen or feeding, household pet reception, medical assessment, evacuee communications, incident information, and referral to shelter locations where the evacuees can be housed temporarily. This gathering location is where evacuees who require transportation and/or other assistance in evacuating from an impact or at-risk area are processed and transported out of the area to a more appropriate care facility. This site may also have an adjacent decontamination site, if necessary.

Based on the short duration that evacuees will spend at the Temporary Evacuation Point, only basic needs will be accommodated. These needs include:

- Evacuee registration
- Hydration (water)
- Toilet facilities
- General Information and updates on the emergency and other relevant subjects
- Communication assistance. This would include telephone access to make emergency calls to relatives, friends, doctors, caretakers, etc.
- Bilingual communications as needed
- Protection from the elements
- Health screening

The team that operates the Temporary Evacuation Point site will receive training on site operations. Positions may include:

- Director
- Assistant Director
- Crowd control specialist
- Law enforcement/security personnel
- Hazardous material/decontamination personnel
- Traffic control
- Communications specialists
- General staff to handle hydration station and other duties
- General staff to support team operations as directed
- Lead assessors and evaluators
- Medical staff



- Volunteers

Overall evacuee transfer or sheltering will be managed by the Albany EOC in coordination with the Alameda County EOC and will remain in constant communication and coordination with established Temporary Evacuation Point sites.

The predesignated Temporary Evacuation Point are located below:

- **Golden Gates Fields – 1100 Eastshore Highway, Berkeley, CA 94710**
- **Decontamination Point:** This is a site operating in support of, but not as part of, reception where evacuees who are contaminated or potentially contaminated are assessed and decontaminated before being granted entrance to a Temporary Evacuation Point, Evacuation Center, or Emergency Shelter.

Self-evacuees and transportation-assisted evacuees should be diverted to decontamination points as needed. There will be several unique operational considerations for radiological decontamination and monitoring of evacuees at decontamination points. A decontamination point may be close to a reception site or further away, depending on the nature of the contaminant and health risks.

- **Evacuation Center(s):** Should evacuees require shelter assistance in excess of 12 hours, Evacuation Centers or emergency shelters may be established at the Temporary Evacuation Point or at another location consistent with the Emergency Operations Plan **Care and Shelter Annex**.

2.11 EVACUATION OF SCHOOLS

If evacuation of public schools is required, students will normally be transported on school buses or by transportation identified in the Albany Unified School District Emergency Plan to other schools outside the impacted area or to a reunification point. Students may be temporarily located at this alternate school or reunification point before being returned to their primary school site, when the conditions are safe to do so, or parents/guardians may pick up their children if directed to do so by the School District. It is essential that the public be provided timely information on where parents/guardians may pick up their children and the security procedures that are in place to ensure their protection. The City of Albany Emergency Operations Center will coordinate with the Albany Unified School District and the Alameda County Office of Education for the coordination of school evacuations and student pick-ups, as appropriate. The Albany Unified School District will appoint a school district liaison to the Albany EOC to assist in the coordination of school site evacuations.



2.12 EVACUATION OF INDIVIDUALS WITH DISABILITIES AND OTHERS WITH ACCESS AND FUNCTIONAL NEEDS

California Government Code § 8593.3 defines access and functional needs as individuals who have developmental or intellectual disabilities, physical disabilities, chronic conditions, injuries, limited English proficiency or who are non-English speaking, older adults, children, people living in institutionalized settings, or those who are low income, homeless, or transportation disadvantaged, including, but not limited to, those who are dependent on public transit or those who are pregnant.

The evacuation of people with disabilities and access and functional needs pose additional requirements with respect to alert and notification, information dissemination, evacuation, emergency transportation, and sheltering requirements. Many people who are otherwise self-sufficient may have special circumstances due to short-term issues such as physical or mental health issues, or have temporary resource shortages (e.g., fuel, transportation, etc.).

It is critical that modes of available transportation are identified that can be used in the evacuation of people with disabilities and others with access and functional needs during an emergency. Transportation that can accommodate wheelchairs, scooters, or other mobility aids will typically be needed in a large-scale evacuation. Lift-equipped buses or vans, maintained by AC Transit, Albany Paratransit, or East Bay Paratransit, may be an option. The City of Albany has established and maintains working relationship with public and private agencies that serve transportation-dependent populations. Albany Paratransit and East Bay Paratransit are among the most prominent providers.

Other potentially at-risk residents include those with cognitive or emotional disabilities that may impair their ability to make decisions during an emergency. It is important to note that individuals with disabilities and others with access and functional needs may not be able to reach designated transportation points without assistance.

2.12.1 Personal Evacuation Plan

It is the responsibility of each individual and/or their care provider or guardian to develop and practice a personal evacuation plan (including provisions for household pets) that will ensure their ability to rapidly evacuate under any hazard situation during any hour of the day. The City of Albany has made educational information available to this population and others and encourages everyone to develop a personal evacuation plan with the assistance of neighbors, community managers, family, friends, care takers, guardians, and advocacy groups. This personal evacuation plan should involve several different assistants and contingency plans to ensure someone is always available with the appropriate vehicle and resources to safely assist them in an emergency. A primary and secondary assistant should be identified with access to and the ability to use the appropriate vehicle and resources to safely evacuate the individual during an emergency. Licensed facilities, such as hospitals, skilled nursing facilities, long term care centers, and residential facilities are required to have their own respective evacuation plans and procedures that will be followed during an incident.



The Albany Fire Department and the Alameda County Social Services Agency maintain lists of licensed care facilities and in-home support services providers in the city. Additionally, lists can be obtained from the State of California Community Care Licensing Division and California Department of Public Health. The Albany Fire Department will work with these facilities to evaluate their evacuation capability including identifying the types of vehicles, equipment and personnel that may be needed to safely evacuate these populations.

Providing emergency evacuation assistance and transportation for people with disabilities and others with access and functional needs is a critical step in the evacuation process. An assessment of 2017 and 2018 wildfires in California indicated that several people with disabilities and others with access and functional needs were among the deceased. This issue was discussed in a December 24, 2018 Huffington Post *article "In Natural Disasters, A Disability Can Be A Death Sentence"*. The City of Albany is committed to addressing this issue with a multi-pronged approach for special needs populations to include:

- Preparedness Education
- Advising residents to develop and practice a personal evacuation plan
- Encouraging residents to partner with more than one neighbor to assist them during an evacuation
- Engaging advocacy groups, care providers, and guardians to participate in the development and implementation of a personal evacuation plan to include providing emergency evacuation assistance and transportation

These communities house some individuals that have disabilities and or access and functional needs and may require coordination with the community management to ensure residents are able to safely evacuate. Albany Fire/Police Dispatch maintains a 24-hour point of contact information for the community's management. The City of Albany has engaged these community managers to develop an evacuation plan for residents and ensure residents develop a personal evacuation plan.

Should emergency evacuation transportation be needed for the Albany senior living communities or any other individual within the city with disabilities and or access or functional needs, the city of Albany may assist in coordinating emergency transportation as resources and conditions allow. The first option is for everyone to develop a personal evacuation plan that would involve identifying a primary and secondary neighbor, community manager, guardian or other individual who has access to a vehicle and the appropriate resources and the ability to safely evacuate the individual during an emergency.

2.12.2 Albany Fire Department Ambulance



Albany Fire Department is the primary EMS within the City of Albany. If additional ambulance services are needed they are assisted by Berkeley FD, Piedmont FD, Faulk Ambulance, Alameda City FD and Contra Costa County FPD. Albany FD is also part of the Alameda County EMS Authority to provide emergency medical transportation during an emergency.

2.12.3 The Alameda-Contra Costa Transit District (AC) Transit

The AC Transit District is the third-largest public bus system in California, serving a number of cities and unincorporated areas in Alameda and Contra Costa counties. These include Alameda, **Albany**, Ashland, Berkeley, Castro Valley, Cherryland, East Richmond Heights, El Cerrito, El Sobrante, Emeryville, Fairview, Fremont, Hayward, Kensington, Newark, North Richmond, Oakland, Piedmont, Richmond, San Leandro, San Lorenzo, and San Pablo. Some AC Transit bus routes also serve other areas in the Bay Area, such as Contra Costa Centre, Dublin, Milpitas, Palo Alto, Pinole, Pittsburg, San Francisco, Stanford, and Union City.

AC Transit ADA Paratransit bus service is available to qualified, certified persons with disabilities unable to board a regular AC Transit fixed route bus or otherwise navigate the regular fixed route bus system due to a disabling condition as defined by the Americans with Disabilities Act (ADA). AC Transit may support transportation services to evacuees with disabilities and others with access and functional needs and may help to evacuate all passengers by providing ADA certified transport vehicles to include:

- **Standard Kneeling Buses**
- **Paratransit Buses**

During a public health emergency, the County Public Health Officer, may temporarily adjust or restrict the response actions and resource deployment by the AC Transit, as appropriate.

2.12.4 Private Advocacy Group Transportation Options

Alameda County has several private advocacy groups that provide transportation and assistance to individuals with disabilities and others with access and or functional needs. These groups include:

Alameda County In-Home Support Services (IHSS) - The IHSS program, managed by the Alameda County Social Services Agency, is designed to maintain low-income elderly, as well as disabled adults and children, safely in their own homes. Each recipient chooses an individual provider. A social worker provides limited case management, an annual home visit and consultations with medical providers, family members and other support systems.

2.13 CRITICAL FACILITIES

Critical facilities include public safety and critical infrastructure that may be needed during an emergency. Many City maintained critical facilities provide governmental



functions, such as Fire stations, Police station, and both water and wastewater treatment facilities. Each of these departments has their own evacuation plan and continuity of operations strategies that coordinates with the City of Albany Emergency Operations Plan to ensure their continued essential function. In the case of utilities such as water and sewer, the loss of services at any facility due to an evacuation could create major resource supply challenges to the EOC staff. Mutual aid resources will likely be needed to provide water and back-up power to certain facilities until the main service is restored.

Facilities such as schools, daycare centers, assisted living centers, board and care, adult residential facilities, and other facilities with unique evacuation support needs should also have their own evacuation plan that is coordinated with the city. When considering the movement of clients or residents to avoid hazards, whether within or outside of the facility, the city will consider the inherent risk that the movement and travel conditions could have on an individual's health. The City will involve the Albany Unified School District and/or the Alameda County Social Services Agency for information and direction on the evacuation of these types of facilities. The following are several optional strategies and protective actions for critical facilities:

- Sheltering-in-place without moving clients.
- Depending on the degree of risk, facility staff may decide to remain in place because the threat may have less impact on client health and safety than a voluntary evacuation (Example: A facility becomes aware of a chemical release that will affect it within a short period and the local government advises staying indoors or evacuating the area. Evacuation could expose patients or residents to greater risks than sheltering-in-place).
- Sheltering-in-place on the same level (Example: An evacuation may be necessary from one side of a building or one floor to another based on an approaching or impending threat. Staff would be expected to identify the path and speed of the threat to ensure a timely movement of their residents, patients, staff, and critical equipment).
- Sheltering-in-place vertically, up, or down (For fast-moving, short-duration events, it may be necessary to move residents above or below the ground floor. This is usually done because the time in which to respond to a serious hazard is extremely limited. Lower-level sheltering may be required for high-wind scenarios or during threats from some human induced threat (e.g. a nearby impending explosion). Upper-level sheltering may be required for scenarios involving very fast-moving waters or during the release of low-lying chemicals in the immediate area).
- Evacuating just outside of the facility.
- Evacuating to a nearby like facility.
- Evacuating to a distant like facility.



- Evacuating to a shelter and the originating facility continues to provide all staff and support services.
- Evacuated to a state or federally run medical station/facility

Schools, medical facilities, and care facilities will undertake evacuations using their own resources. Although the assistance of governmental or public resources may be necessary, these facilities are responsible for transportation of the persons in their care and are required by law or regulation to develop their own Evacuation Plan specific to the needs of their respective populations.

2.13.1 Critical Infrastructure and Businesses

Critical infrastructure and key resources are the components that are necessary for the health and welfare of the population of the community. These components include public safety services, health care, utilities, transportation systems, lifelines, and facilities that, if impacted by a hazard event, could result in high potential loss or release of hazardous materials.

The value of critical infrastructure and key resources (CIKR) is based on the essential functions and services they provide, particularly following an incident, emergency, or disaster. Essential functions and services enable agencies to provide vital service, exercise civil authorities, maintain the safety and well-being of the general populace, and sustain the industrial/economic base in an emergency.

Public Services

- Police and fire stations (public safety)
- Emergency Operations Centers
- Evacuation shelters
- Schools
- Community centers

Facilities

- Albany Municipal Reservoir and Dam
- Industrial Area

Historical

- Historical Buildings
- Landmarks/ Monuments

Lifeline Systems

- Potable water
- Wastewater/Sewer
- Oil/natural gas
- Electric power
- Communication

Transportation Systems

- Highways and bridges
- Railways
- Waterways
- Mass transit



2.14 RE-ENTRY PROCEDURES

Guidance and procedures to ensure a coordinated, safe, and orderly re-entry into impacted communities following an incident is provided in the City of Albany Emergency Operations Plan.

Once the decision to repopulate an evacuated area is made and the evacuated area has been established as safe for reentry, persons who have evacuated will be allowed to return to their homes. Re-entry will be approved by the EOC Director after consultation with the Operations Chief and the Incident Commander. The Operations Section Chief will designate the Law Enforcement Branch and the Evacuation Unit, if established, to coordinate the movement of sheltered persons back to their neighborhoods. All involved agencies will need to coordinate for an effective re-entry. The Re-Entry Coordinator is responsible for coordinating the re-entry procedures with all involved agencies and ensuring effective communication. Priorities for re-entry include:

- Safety
- Security
- Damage Assessment
- Restoration of Utilities and other Services
- Communication of Information
- Rescue and Recovery Operations
- Business Restoration

For safety reasons, an assessment should be completed before citizens re-enter the evacuated area. When an evacuation is required due to a catastrophic incident or the area to be repopulated may contain hazardous materials or contamination, the Alameda County EOC shall coordinate with the Coastal Regional EOC, Cal OES and Federal Emergency Management Agency (FEMA) to have the area inspected and cleared for re-entry by Alameda County Environmental Health and Cal Recycle. The re-entry assessment includes an evaluation that the following have been completed:

- Damage assessments to buildings and infrastructure
- Gas leaks or downed power lines repaired
- Water and sewer lines repaired; drinking water has been deemed safe
- Hazardous materials releases and residual contamination contained and do not pose a hazard
- Debris has been removed from major transportation routes
- Trees and other overhead structures are safe
- Search and rescue and any remains recovery operations have been completed

Once re-entry is deemed safe, the same public alert and warning systems can be used to disseminate information regarding the opening and re-accessibility of evacuated areas. The EOC will notify Temporary Evacuation Point and emergency shelter staff of



the re-entry schedule and procedures. The public will be notified of the re-entry status through the notification process as outlined in the City of Albany EOP **Alert, Warning, and Public Information Annex** and may include phones, emergency broadcast radio, television, press releases, informational phone lines such as 2-1-1, community briefings, and informational updates at shelters. The City website must be updated with reentry information for the people who evacuated out of the city or county.

Once evacuees are permitted to return, it is important that procedures are established to properly identify residents and critical support personnel, as well as ensure the legitimacy of contractors, insurance adjustors, and other personnel. Re-entry points should be staffed by law enforcement personnel.

Transportation resources will be required to return evacuees needing transportation assistance from Temporary Evacuation Points and/or shelters back to their communities. The transportation resources will need to be coordinated with the City EOC. Traffic management plans identifying preferred re-entry routes will need to be established to direct the return of evacuees to their communities.

There is a potential that people with disabilities and others with access and functional needs may not be able to enter their homes, especially if required ramps or other means of access have been destroyed. Due to these considerations, short-term housing can be identified in coordination with community partners that can accommodate the needs of people with disabilities and others with access and functional needs. Potential sites could include hotels or motels, apartment buildings, or portable trailers with ramps. It is also important that these temporary housing sites be in proximity to necessary support networks. These resources will be coordinated by the Alameda County EOC and Alameda County Social Services Agency.

Volunteer support in this re-entry period is crucial, as volunteers can support local jurisdictions and individual neighborhoods/communities with collecting data, providing literature and information, as well as provide other supporting services as directed by the EOC.

2.15 EVACUATION OF ANIMALS

Any emergency resulting in the evacuation and sheltering of people will result in impacts to livestock and animals within the impacted area. Ensuring for the evacuation, transportation, care, and sheltering of animals is an important factor in evacuation planning. Many people will refuse to evacuate their homes if they cannot take their pets with them.



In October 2006, the Pets Evacuation and Transportation Standards (PETS) Act (PL 109-308) was signed into law. This Act is an amendment to the Stafford Act, the Robert T. Stafford Disaster Relief and Emergency Assistance Act (42 U.S.C. 5121 et seq.). This legislation requires states accepting federal funding for homeland security under the Stafford Act to ensure that state and local emergency preparedness plans “take into account the needs of individuals with household pets and service animals prior to, during, and following a major disaster or emergency”. This law requires local civil preparedness plans to include provisions for evacuating pets and service animals of people with disabilities.

California Government Code Sec. 8608 ensures that California complies with this federal requirement through the incorporation of the California Animal Response Emergency System (CARES) program, into the State’s Standardized Emergency Management System (SEMS). The CARES program was developed under the California Department of Food and Agriculture (which has jurisdiction over animal rescues) in 1997 to coordinate State agency response in assisting local government and volunteer organizations to address the needs of animals during disasters.

It is estimated that up to 25 percent of pet owners will refuse to evacuate without their animals. Furthermore, about 30-50 percent of pet owners will accidentally leave pets behind, and approximately 50-70 percent of those individuals who leave animals behind, will attempt to re-enter an evacuated site to rescue their animals. Pets left behind in the evacuated area are also a potential danger to first responders. Therefore, it is imperative that evacuation plans address pet evacuation and sheltering procedures to protect both human and animal health and safety. In most cases, the American Red Cross, City of Berkeley Animal Care Services, Alameda County Animal Control and the Albany EOC will coordinate and attempt to collocate animal shelters with people shelters.

Animal owners are primarily responsible for the evacuation and sheltering of their animals. It is the responsibility of each pet owner to develop and carry out their individual evacuation plan for their animal. The individual pet evacuation plan should include the evacuation and transportation of animals from their property to animal shelters. Pet owners should decide, if time allows, to take their animals with them, including vaccination records and identification for each animal. Owners should contain animals or put them on a leash, Owners who need to leave animals behind to leave ample food and water supplies for 3-5 days and do not tether their animals. Upon arrival to a human shelter, pet owners should advise authorities of types of animals and locations where animals were left for search and rescue teams.



2.14.1 Animal Services Evacuation Checklist

Table 2-7: Animal Services Evacuation Checklist

Animal Services Evacuation Checklist	
<input type="checkbox"/>	Refer to the ADA Requirements for Service Animals (https://www.ada.gov/service_animals_2010.htm) for information regarding companion animals, service animals, and pets.
<input type="checkbox"/>	Assist in determining external resources needed to assess the damage and impact to wildlife and contact the California Department of Fish and Wildlife for response actions.
<input type="checkbox"/>	Respond to marine life emergencies by coordinating with the California Department of Fish and Wildlife.
<input type="checkbox"/>	Assist the California Department of Fish and Wildlife with the coordination of specialized personnel and equipment, and assessment of oil-soaked birds or other marine life in response to injured or dead wildlife. Report oiled animals to the Oiled Wildlife Care Network.
<input type="checkbox"/>	Assess overall animal response needs.
<input type="checkbox"/>	Assist with livestock relocation requests and efforts with animal owners. The type of emergency and other factors will determine the type of location appropriate. Owners should provide adequate water for their animals and apply at least one form of identification on each animal. If evacuation of livestock becomes necessary, owners are responsible for arranging transportation to an animal care facility that will be identified. If the owner is unable to provide transportation, ESF #11 – Food, Agriculture, and Animal Services should coordinate with ESF #1 – Transportation to assist the owner(s).
<input type="checkbox"/>	Identify animal care facilities in the case of evacuation.
<input type="checkbox"/>	Assess the safety of deploying units to rescue domestic animals.
<input type="checkbox"/>	Deploy resources to rescue domestic animals from affected, evacuated, and/or otherwise unsafe areas.
<input type="checkbox"/>	Set up staging areas, field/mobile incident command, emergency animal shelters, and support units to rescue, evacuate, and shelter domestic animals.
<input type="checkbox"/>	Determine resource needs and submit resource requests, as appropriate.
<input type="checkbox"/>	Coordinate screening and triage for animals affected by the disaster.
<input type="checkbox"/>	Provide and/or coordinate basic emergency medical care for injured animals (non-oiled wildlife). Speak with local wildlife rehabilitation clinic on what to do with any



Animal Services Evacuation Checklist	
	wildlife brought to a shelter. Injured wildlife can decompensate quickly. Skilled and permitted rehabilitation facilities, from California, can be found at https://www.wildlife.ca.gov/Conservation/Laboratories/Wildlife-Investigations/Rehab/Facilities .
<input type="checkbox"/>	Coordinate transportation to an appropriate facility for domestic animals needing advanced medical care, sheltering, and boarding.
<input type="checkbox"/>	Assist with containment and surveillance efforts.

For details of animal intake and reunification actions at the shelter, refer to the Albany Care and Shelter Annex.

2.15.2 City of Berkeley Animal Care Services and Alameda Co. Animal Control

The City of Berkeley Animal Care Services is the lead agency in the City of Albany to support the evacuation and care of small and large animals. Alameda County Animal Control is available to support the transport and shelter of animals during an emergency, through the Alameda County Sheriff’s Office.

If an area needs rapid evacuation, additional buses may be directed into the impacted area to evacuate citizens. In this case, the buses could be organized into task forces that include several buses followed by animal transportation unit (e.g., trailer and animal kennels/crates) so that evacuees can load their pets onto the trailer and then board the buses. Albany Animal Services will support or coordinate the support, using volunteer or other authorized organizations, with evacuation strike teams. The evacuation strike teams will be directed by the Albany EOC, Law Enforcement Branch, Evacuation Unit.

Albany Animal Services Officers, Alameda Animal Services Shelter assist in the rescue, transport, and sheltering of small and large animals.

- **City of Berkeley Animal Care Services Shelter**
1 Bolivar Dr, Berkeley, CA 94710
(510) 981-6600
- **East County Animal Shelter**
4595 Gleason Drive Dublin, CA 94568
(925) 803-7040

2.15.3 Small Animal Evacuation

The responsibility to evacuate and shelter a person’s pet is the responsibility of the pet owner. It is assumed that residents who have their own means of transportation will evacuate with their small household pets. Residents who do not have access to vehicles will need to secure their pets in cages or carriers for transportation.



2.15.4 Large Animal Evacuations

Livestock owners have the responsibility to maintain their own plans/means of transporting their large animals. However, jurisdictions must not assume that owners will have their own trailers. Alameda County Animal Control will provide support with transportation of large animals, using Animal Services' trailers or through volunteer groups' trailers. Alameda County Animal Control may provide pet owners with information of nearby kennels, animal shelters, and veterinary clinics that may temporarily shelter pets. Through the Alameda County Sheriff's Office of Emergency Services, the Alameda County Sheriff's Animal Services may also ask that a temporary pet shelter be set up at fairgrounds, parks, and other similar facilities.

If local resources become overwhelmed during the disaster response, the Alameda County EOC may request assistance through the Coastal Regional EOC from the California Department of Food and Agriculture, the lead agency for the California Animal Response Emergency System. If necessary, the California Department of Food and Agriculture will coordinate requests for federal assistance. The California Animal Response Emergency System participants will activate and respond to animal rescue, emergency Shelter, veterinary care, and general assistance for animals, at or near the facilities sheltering and caring for people. Alameda County may also contact the UC Davis California Veterinary Emergency Team (CVET).

Hold Your Horses Evacuation is a nonprofit organization focused on helping livestock owners during an emergency evacuation. Following disasters, they provide feed and supplies for affected livestock and their owners. Their members receive training throughout the year to prepare them for emergency evacuations behind fire lines. Their team will respond with the trailers and equipment to load and evacuate large animals and livestock. Their director, Chantel Tieman, may be contacted at (925) 584-1976 or on their website at <https://holdyourhorsesevac.com/>.

2.15.5 Animals in Disasters Working Group

California Department of Food and Agriculture and Cal OES co-lead a workgroup of identified stakeholders to address ongoing issues regarding animal evacuation, care, and shelter in disasters. The working group is a standing body that meets regularly and develops new or enhance existing resources such as policies, guidance, people, and equipment. <https://www.caloes.ca.gov/office-of-the-director/operations/planning-preparedness-prevention/planning-preparedness/animal-preparedness/>

Goals of the Animals in Disasters Working Group:

- Identify, resolve, and provide statewide guidance on animal disaster issues for local governments.
- Continually reassess and identify critical issues that are animal-related for resolution.



2.15.6 California Veterinary Emergency Team (CVET)

University of California, Davis, leaders, veterinarians and California legislators today unveiled a new emergency program to help care for animals in disasters. Called the California Veterinary Emergency Team (CVET) and administered by the UC Davis School of Veterinary Medicine, the program will support and train a network of government agencies, individuals and organizations to respond to domestic animals and livestock affected during emergencies.

A primary goal of the new California Veterinary Emergency Team is to increase response capacity and help standardize disaster response across counties, bringing together disparate and fragmented groups. Currently, the California Animal Response Emergency System, or CARES, within the California Department of Food and Agriculture is charged with managing evacuation and care of animals during emergencies. They also work with community animal response teams and nonprofit organizations.

<https://cvet.vetmed.ucdavis.edu/>

[International Animal Welfare Training Initiative](#)

[Wildlife Disaster Network](#)

[Oiled Wildlife Care Network](#)

2.15.7 California Veterinary Medical Reserve Corps (CAVMRC)

CAVMRC is a unit of the Medical Reserve Corps under the California Emergency Medical Services Authority (EMSA) and works in cooperation with local, statewide, and national agencies. <https://cavmrc.net/> (916) 649-0599



3.0 ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

3.1 ORGANIZATION

The decision to order an evacuation will be made by the Incident Commander at the local level based on situational reports. The City of Albany will be responsible for activating the City EOC during an incident and for communicating and coordinating resources with the Alameda County EOC. If two or more communities are impacted by an evacuation effort, then incident response will be coordinated through the Alameda County EOC under a Unified Command. The roles and responsibilities of local, County, State, and Federal governments in an evacuation effort are summarized in the following sections. In addition, departments and agencies assigned responsibilities in this annex are accountable for developing and maintaining Standard Operating Procedures (SOPs) which cover those responsibilities. The responsibilities listed in this section expand on and add to the response activities identified in Table 2-8 Evacuation Roles and Responsibilities.

3.2 ASSIGNMENT OF RESPONSIBILITIES

3.2.1 City of Albany

The decision to order an evacuation will be recommended to an authorized individual, as defined in section 2.6.1, by the Incident Commander at the local level based on situational reports. The authorized individual will consider the recommendation and issue an order to shelter-in-place or evacuate as appropriate. The City of Albany will be responsible for activating their EOC during an incident and for communicating and coordinating resources with the Alameda County EOC.

The City of Albany EOC may activate in support of a low-level or medium-level evacuation. When the city initiates a high-level evacuation, it will be necessary for the city to activate the EOC for support and coordination. A high-level evacuation will require the support of jurisdictions and agencies outside the City of Albany. Therefore, the Alameda County OES shall be notified of the City EOC activation and a request shall be made for the Alameda County EOC to be activated to carry out the Operational Area (OA) coordination function. This request may be made through the Alameda County Sheriff's Dispatch or directly to Alameda County OES Emergency Services Manager or Assistant Emergency Services Manager. When the City EOC is activated, specific roles and responsibilities of the positions in the EOC are required and described in the City's EOP. Some of those responsibilities include:

- Identify staffing requirements and maintain current notification procedures to ensure appropriately trained city personnel are available for extended emergency duty in the City EOC, or field command posts, as needed.
- Develop and maintain procedures to ensure that the current inventory of city resources and contact lists are available.



- Develop and maintain procedures for identification, location, commitment, deployment, and accountability of applicable emergency support resources.
- Provide, if capable, personnel, equipment, and other assistance to support emergency response and recovery operations.
- Provide situational/operational information in accordance with existing procedures and/or as requested by the Operational Area.

Evacuation Unit in EOC. The Albany Police Department is the primary agency for the evacuation coordination of citizens from a threatened area within the city. As part of their EOC responsibility as the Law Enforcement Branch, they will manage the Evacuation Unit and will be responsible for the coordination of resources to implement the evacuation plan. The primary task of the Evacuation Unit is to:

- Identify the evacuation routes for those evacuating by city roadways and onto other city roadways or highways.
- Gather and provide situation awareness as to effectiveness of evacuation movement.
- Coordinate with transportation agencies within the operational area that are impacted by the evacuation effort.
- Coordinate with the PIO staff to coordinate evacuation process messaging.
- Coordinate routes and situational reports to Evacuation Task Forces or the Alameda County EOC that may be moving people from other threatened areas outside the city.
- Ensure that support agencies are activated to manage the Temporary Evacuation Point locations

The EOC Evacuation Unit will be assisted by other law enforcement and support agencies. Law enforcement agencies, public works departments, and public and private transportation providers will conduct evacuation operations. Procurement, regulation, and allocation of resources will be accomplished by those designated. Evacuation operations will be conducted by the following agencies:

- Albany Police Department and other Law Enforcement Agencies
- Albany Fire Department and other Fire and Rescue Agencies
- The City of Berkeley Animal Care Services and Alameda County Animal Control
- Albany Public Works
- Alameda County Social Services Agency
- Alameda County Health Care Services Agency
- Albany Recreation and Community Services Department
- Albany City Manager's Office
- Other City Departments as assigned
- Non-governmental Organizations (NGO), Community Based Organizations (CBO), and Private Sector or Volunteer Organizations Active in Disasters (VOAD)



Table 2-8: Evacuation Roles and Responsibilities

Evacuation Roles and Responsibilities				
Department/ Agency	Responsibilities	Coordination and Emergency Management	Public Warning	Transportation and Evacuation Control
City Manager	Ensuring public safety and the welfare of the people in the City.	<p>Authority for the activation of the EOC.</p> <p>Appoint an EOC Director to take the lead in EOC direction and control in response to the evacuation.</p> <p>Maintain working relationships with local partners.</p> <p>Implement overall policy decisions.</p> <p>Implement laws and regulations that support emergency management and response.</p> <p>Ensure that local emergency proclamations are issued and approved, as required.</p>	<p>Support the public information function by providing media and public information as requested.</p> <p>Coordinate with the Public Information Officer and Joint Information Center.</p>	
EOC Director	Support and coordinate with the ICPs and carryout the City’s role in response to and recovery from the emergency or disaster.	Activate an Information Coordination conference call or meeting that will include essential stakeholders.	<p>Coordinate the activation of public alert systems and messages</p> <p>Support to the City PIO.</p>	Identify potential resources for providing evacuation transportation services.



Evacuation Roles and Responsibilities				
Department/ Agency	Responsibilities	Coordination and Emergency Management	Public Warning	Transportation and Evacuation Control
		<p>Ensure situational awareness and assess the threat or hazard.</p> <p>Identify necessary steps to ensure public safety and information.</p> <p>Activate the EOC to the appropriate level, in coordination with the County EOC.</p> <p>Notify staff of EOC activation and staff appropriate positions.</p> <p>Ensure EOC action plans are developed, approved and disseminated</p> <p>Approve the release of alert and warning instructions, media releases and other emergency public information related to the evacuation effort.</p> <p>Receive and verify situation reports and identify/estimate evacuation transportation needs.</p>	<p>Direct the activation of the Joint Information Center as needed.</p> <p>Ensure the PIO provides public information on available evacuation routes, transportation options, shelter sites, and services provided.</p>	<p>Arrange for, or coordinate logistical support, including transportation of evacuees and supplies.</p>



Evacuation Roles and Responsibilities				
Department/ Agency	Responsibilities	Coordination and Emergency Management	Public Warning	Transportation and Evacuation Control
		<p>Request assistance from internal and external evacuation support agencies, and communication resources needs, as appropriate.</p> <p>Maintain coordination and communication between the EOC and local jurisdictions that may be affected by the evacuation.</p> <p>Contact American Red Cross (ARC) and other support agencies (see section 2.6.5) to provide care for the needs of displaced population.</p>		
Police Department	<p>Supports information coordination and threat assessment.</p> <p>Makes Evacuation recommendations and decisions.</p> <p>Limits entry and controls access to evacuated areas.</p>	<p>Report as the Operations Section Chief at the EOC. Serve in Law Enforcement Branch if not as the Section Chief.</p> <p>Provide evacuation notification and advisory to unsafe areas.</p> <p>Identify transportation and evacuation points.</p>	<p>Use loud speakers on police vehicles to alert those in the immediately threatened areas.</p> <p>Give ample and redundant information to critical facilities, such as day cares, schools, adult</p>	<p>Directing motorists toward designated / safest evacuation routes. In coordination with the Evacuation Zone Map or Evacuation Unit in the EOC.</p> <p>Control and monitor primary routes and area access.</p>



Evacuation Roles and Responsibilities				
Department/ Agency	Responsibilities	Coordination and Emergency Management	Public Warning	Transportation and Evacuation Control
	<p>Provides traffic control, road closures, and coordinates the movement of evacuees.</p> <p>Provides security and traffic control at the Temporary Evacuation Points.</p> <p>Establish Security for vital facilities and essential supplies.</p>	<p>Coordinate relocation of people to safe areas with other agencies.</p> <p>Search vacated areas to ensure that all people have received warnings.</p> <p>Provide initial field situation reports and updates from field units.</p> <p>Coordinate the provision of transportation resources to access and functional needs populations.</p> <p>Provide traffic control measures for evacuation effort.</p> <p>Provide law enforcement and crowd control at transportation points, evacuation points and shelter facilities.</p> <p>Provide security and access control to evacuated areas.</p> <p>Request mutual aid assistance from the Alameda County EOC.</p>	<p>residential care, skilled nursing, board, and care, etc. These will need additional time to close or evacuate and may need to close or evacuate as a precautionary action.</p> <p>Identify persons and populations that appear to be needing special assistance.</p> <p>Assign Police Dept. PIO to the ICP or EOC, and as part of the JIC.</p>	<p>Assign or locate the Evacuation Pick-up Points or locate alternative safe havens if these are not available/accessible and support orderly evacuation.</p> <p>Ensure mass transit pick-up and movement of those needing assistance.</p> <p>Define traffic control areas using the preestablished Evacuation Zones.</p> <p>Close roads that will not be used as the primary egress or ingress routes to the evacuated area. They will be assisted with road closure support by the Sheriff, CHP, and local police.</p> <p>Station tow trucks on</p>



Evacuation Roles and Responsibilities				
Department/ Agency	Responsibilities	Coordination and Emergency Management	Public Warning	Transportation and Evacuation Control
		Establish traffic control and other measures to permit re-entry into the impacted communities.		<p>evacuation routes to assist disabled vehicles by towing, impounding and/or simply clearing roadway.</p> <p>Facilitate the movement of emergency vehicles with CHP and local police.</p> <p>Limit the entry into areas designated for evacuation by staffing ingress and egress through Access Control Points.</p> <p>Post-emergency: Coordinate the return movement of evacuees back to their homes.</p>
Fire Department	Fire protection and search and- rescue services.	<p>Assist with evacuation efforts and medical response.</p> <p>Coordinate rescue operations.</p>		



Evacuation Roles and Responsibilities				
Department/ Agency	Responsibilities	Coordination and Emergency Management	Public Warning	Transportation and Evacuation Control
		Provide fire protection and search and rescue in the vacated areas. Support public safety in evacuation execution.		
Public Works	Lead the Public Works Branch in the City EOC. Provide support in the movement of evacuees during an emergency. Support the EOC when activated in the Evacuation Unit in the Law Enforcement Branch of the Operation Section.	Report to the Operations Section Chief at the EOC and in the Public Works Branch or Evacuation Unit. CalTrans may also have representatives in this unit. Coordinate Public Works and traffic control resources. Monitor and control city-wide traffic. Communicate with Public Works staff in the County EOC.	Provide data for the City webpage. Coordinate information with the City or County PIO to insure valid and consistent public messaging.	Provide field support to law enforcement by providing barricades, signage, and other traffic related services. Inspect and report on city roads. At the direction of law enforcement, open and close city roads.
Recreation and Community Services	Provide support for the set-up of the Temporary Evacuation Point(s) Assist ARC in providing shelter services.	Assist ARC in providing shelter. Ensure specialized services are provided as required for people with disabilities and other access and functional needs. Assist ARC in coordination with the Logistics Section of		



Evacuation Roles and Responsibilities				
Department/ Agency	Responsibilities	Coordination and Emergency Management	Public Warning	Transportation and Evacuation Control
		<p>the EOC to ensure the transportation of evacuees to and from shelters.</p> <p>Provide care for unaccompanied minors at the Temporary Evacuation Point until shelters are established, and they can be reunited with their legal guardians. If they cannot be reunited with their legal guardians, the Law Enforcement Branch in the EOC should be contacted to request appropriate Law Enforcement agency for assistance.</p>		
City of Berkeley Animal Care Services	Coordinate animal evacuation and sheltering as needed.	<p>Develop and implement a system to identify and track animals received during a disaster.</p> <p>Assist with the intake and care of household pets at the Temporary Evacuation Point.</p> <p>Coordinate the transportation of animals to</p>		



Evacuation Roles and Responsibilities				
Department/ Agency	Responsibilities	Coordination and Emergency Management	Public Warning	Transportation and Evacuation Control
		<p>animal care facilities as requested.</p> <p>Coordinate with Care and Shelter Branch to place evacuated animals. Attempt to place animals with owners when possible.</p> <p>Coordinate the movement of Animal Services Officers to support an Evacuation Task Force.</p> <p>Coordinate the movement of animals at the EOC. This would include coordination with the County EOC. This is especially true for larger animals. The California Department of Food and Agriculture (CDFA) would support this animal care and movement at the REOC.</p> <p>Coordinate with CERTs and other volunteers who may be assisting with animal care issues, including staffing the shelter for a long-term incident.</p>		



Evacuation Roles and Responsibilities				
Department/ Agency	Responsibilities	Coordination and Emergency Management	Public Warning	Transportation and Evacuation Control
		Support animal reunification efforts.		
Alameda County Health Care Services Agency and Alameda County Social Services Agency	<p>Coordinating the movement of people with access and functional needs (not a resident of a nursing or medical facility with their own evacuation plan) populations identified during an evacuation situation.</p> <p>Alameda County SS will also provide medical and mental health intake and assistance within shelters, and Temporary Evacuation Points.</p>	<p>Provide staff member to Albany EOC.</p> <p>Coordinate and assist in the identification, provision, or dissemination of information on the appropriate services to individuals with special needs.</p> <p>Track patients in the SS services system that need special assistance.</p> <p>Coordinate relocation transport of evacuees that arrive at the Temporary Evacuation Points but need a high level of care because of acute medical conditions.</p> <p>Provide medical staff to support the screening of evacuees at the Temporary Evacuation Point(s).</p> <p>Provide specialized Environmental Health, disease monitoring and other health staff to</p>		



Evacuation Roles and Responsibilities				
Department/ Agency	Responsibilities	Coordination and Emergency Management	Public Warning	Transportation and Evacuation Control
		Temporary Evacuation Points and shelters. Support disaster victims and/or shelter inhabitants in understanding what recovery programs may be available to them.		



3.2.2 Alameda County

Upon the request of the City of Albany EOC, the Alameda County EOC shall activate to provide support and coordination within the Operational Area. Alameda County law enforcement, OES, Health Services, and Public Health will be the primary forms of Mutual Aid, however, regional law enforcement, and other support agencies may be required to support an evacuation effort. All other County Department's roles in an evacuation effort will be coordinated through the County EOC.

The Alameda County Law Enforcement Coordinator is responsible for coordinating transportation resources and operations on a countywide basis. This coordination will be accomplished in the Alameda County EOC with the assistance of the involved City EOCs. When the Alameda County EOC activates in accordance with SEMS, the Coastal Regional EOC (REOC), followed by the State Operations Center (SOC), activates in support of the Alameda County EOC. Given the potential extensive impact of evacuations, the EOC management should consider instituting the local emergency proclamation process. A Proclamation of Local Emergency provides:

- Emergency powers
- Liability protections
- Access to standing local mutual-aid agreements (MAAs)
- Support for applying for recovery assistance under the California Disaster Assistance Act (CDAA)

The County agencies with primary roles in evacuation operations are Alameda County OES, Office of the Sheriff, Health Services, and Employment and Human Services Department, Public Works, Environmental Health, and Alameda Animal Services.

Alameda County OES

- Coordinate evacuation efforts with local jurisdictions that may be affected by the evacuation.
- Coordinate resources in support of evacuation efforts.
- Coordinate or assist with the release of warnings, instructions, and other emergency public information related to the evacuation effort.
- Report situation and damage assessments to Cal OES.
- Maintain expenditure records to facilitate reimbursement.
- Coordinate and maintain files of all initial assessment reports.
- Coordinate the development of after-action reports.

Alameda County Sheriff's Office

- Assist the Albany PD to provide evacuation notification and advisory to unsafe areas of the city or unincorporated areas of the county.
- Identify transportation and evacuation points as requested within the unincorporated areas of the county.



- Assist in the relocation of people to safe areas with other agencies.
- Assist the Albany PD in searching vacated areas of the city or unincorporated areas of the county to ensure that all people have received warnings.
- Provide initial field situation reports and updates from field units and Aerial Support to Regional Enforcement Agencies if available.
- Coordinate with the American Red Cross (ARC) for potential and confirmed evacuation and shelter needs of displaced population.
- Assist Health and Social Services with transportation resources to assist in the evacuation of individuals with disabilities and others with access and functional needs.
- Provide traffic control measures for evacuation effort.
- Provide law enforcement and crowd control measures at transportation pick-up points, Temporary Evacuation Points and shelter facilities as requested.
- Coordinate with fire agencies and provide security and crowd control for hazardous materials decontamination.
- Provide security and access control to vacated areas.
- Request mutual aid assistance from the Regional Law Enforcement Coordinator.
- Assist Albany PD to establish traffic control and other measures to permit reentry into the impacted communities as directed.

Alameda County Fire Department Agency Mutual Aid

- Coordinate with the Alameda County FD and assist with evacuation efforts and medical response.
- Coordinate with the Alameda County FD and assist with rescue operations.
- Coordinate with the Alameda County FD and assist fire protection and search and rescue in the vacated areas.
- Coordinate with the Alameda County FD and support public safety in evacuation execution.
- Coordinate with the Alameda County FD and assist with evacuation of people with disabilities and others with access and or functional needs.
- Coordinate with the Alameda County FD and assist with evacuation medical screening as needed at the Temporary Evacuation Points.
- Coordinate with the Alameda County FD and assist with hazardous materials decontamination efforts of evacuees as needed and coordinate security and crowd control with law enforcement.

Alameda County Health Care Services Agency/ Social Services Agency

- Assist American Red Cross (ARC) in providing medical and mental health support at shelters and Temporary Evacuation Points.
- Following the County's Mass Care Annex, ensure shelter operations are integrated and inclusive of individuals with disabilities and others with access and or functional needs.
- Assist ARC in coordination with the Logistics Section of the Alameda County EOC to ensure the transportation of evacuees to and from shelters.



- Provide care for unaccompanied minors until they can be reunited with their legal guardians. If they cannot be reunited with their legal guardians, the Law Enforcement Branch in the Alameda County EOC should be contacted to request appropriate Law Enforcement agency for assistance.
- Conduct health surveillance in shelters to ensure safe and sanitary conditions.

City of Berkeley Animal Care Services

- Direct emergency animal services operations during a disaster within the unincorporated areas.
- Provide mutual aid resource support to impacted jurisdiction(s) to ensure effective care is provided for displaced animals.
- Coordinate emergency animal services operations during a disaster if more than one jurisdiction is impacted.
- Develop and implement a system to identify and track animals received during a disaster.
- Coordinate the transportation of animals to animal care facilities as requested.
- Coordinate Shelter provisions for household pets and service animals.
- Support a reunification program to reunite animals with their owners.

Public Works

- Inspect and report on county road condition.
- Inspect and report on drainage/flood control facilities.
- Inspect and report on County water and wastewater facilities and other county facilities.
- At the direction of law enforcement, open and close county roads.
- Upon request, assist Albany Public Works with traffic and roadway control measures.
- Direct debris removal and recycling in the unincorporated areas.
- Provide logistical support for Temporary Evacuation Points established within the county.

Environmental Health

- Evaluate County facilities for re-occupancy after an emergency, including ventilation systems.
- Perform health hazard evaluations and provide recommendations to departments regarding disaster-related issues (including asbestos, lead, mold, etc.).
- Perform drinking water testing.
- Coordinate with Temporary Evacuation Points, evacuation and emergency shelter managers to ensure sanitation standards are met (including initial facility safety evaluation, sanitation and food preparation programs).

3.2.3 State Agencies

A designated member of the CHP will function as the Cal OES Mutual Aid Region Movement Coordinator and will coordinate traffic control operations on a region-wide basis. The Movement Coordinator will be assisted by a representative of Caltrans, who



will function as the Mutual Aid Region Transportation Coordinator. These coordinators will work between the OA and the State in coordination of resources.

The State agencies with primary roles in evacuation operations are Cal OES, the California Department of Transportation (Caltrans), California Department of Social Services (CDSS), and the California Highway Patrol (CHP). These agencies have the responsibilities listed below.

Cal OES

Provide for the public safety and welfare of the State's citizens. In an evacuation emergency the State's OES Director, in coordination with, and with the approval of the Governor, would aid the evacuation effort specifically through the following activities.

- Coordinating evacuation support operations by other State agencies
- Approving all mission taskings to State agencies
- Make, amend, or suspend certain orders or regulations associated with the response in accordance with State law.
- Communicate to the public and help people, businesses, and organizations cope with the consequences of any type of incident
- Activate the State National Guard, as needed
- Proclaim a State of Emergency
- Request Federal assistance including, if appropriate, a Stafford Act Presidential declaration of an emergency or major disaster. This is done if it becomes clear that State capabilities will be insufficient or have been exceeded
- Coordinate State and Federal resources to aid in disaster response and recovery

Caltrans

- Activate the Transportation Management Center (TMC)
- Report to the County EOC and serve in Operations Section, Law Enforcement Branch, Evacuation Unit
- Provide reports and estimates of state roads, highways, bypasses, and bridges
- Establishes preferred routes in coordination with CHP in support of assigning effective evacuee corridors
- Activate Changeable Message Signs to inform motorists of road conditions
- Update the AM radio message and webpage to provide evacuees with clear directions
- Assessing the conditions of State highways and bridges and estimating the time needed to repair damage
- Determining potential road restrictions or closures
- In coordination with Cal OES, responding to requests from the affected Operational Areas for essential, supportive services related to the State highway infrastructure to help emergency service workers access affected sites



California Department of Social Services (CDSS)

- Through the Department's Disaster Services Section, support local emergency agencies in providing shelter support for those who cannot safely remain in their homes due to a disaster or emergency
- The Disaster Services Section assists in networking with/between counties through the Statewide Mass Care Committee to identify and deploy mutual aid resources in support of shelter activities.
- Track resources needed for Emergency Support Function 6 (ESF-6) with other State agencies
- Coordinates with the American Red Cross to assist in training for shelter operations
- Staff the ESF-6 Branch at one or all three Regional Emergency Operations Centers and the State Operations Center (SOC) at the request of the State OES. Staff is augmented with trained members of the Volunteer Emergency Services Team

California Highway Patrol (CHP)

- Securing routes, regulating traffic flow, and enforcing safety standards for evacuation and re-entry into evacuated areas
- Coordinating interstate highway movement on regulated routes with adjoining states
- Establishing highway safety regulations consistent with location, type, and extent of event conditions
- Supporting Caltrans with traffic route re-establishment and continuing emergency traffic regulation and control procedures as required
- Provide the EOC with information regarding roadway issues such as infrastructure damage and transportation blockages
- Coordinate with the EOC Law Enforcement Branch for traffic control strategy



3.3 SAFETY CONSIDERATIONS FOR RESPONDERS

- Set trigger points for evacuation for example; “When the fire reaches this line, we will start the evacuation process”.
- Police officers who operate their patrol vehicles in a fire zone should:
 - Keep their overhead lights on
 - Turn spotlights to the sky
 - Keep windows on the vehicle rolled up
 - Keep the car running
 - Close the vents and air conditioner
 - Wear appropriate personal protective equipment
- Make sure that someone is tracking the houses that have been notified and those that have not. Additional efforts may be needed to ensure everyone has been notified.
- One of the dangers in a wild land fire are downed power lines. Make sure responders announce downed lines over the radio. Downed wires present a danger to both responders and evacuees.
- Fire retardant will make the roadway slick, making driving even more dangerous in the evacuation area.
 - Airdrops can knock over trees and down power lines
 - Airdrops can knock individuals to the ground.
 - Some aircraft can drop up to 10,000 gallons (80,000 pounds) of water during a single pass.
- Whatever is said on the radio will be broadcast on social media. Be aware of what you are saying and what impact it could have on the operation.



4.0 DIRECTION, CONTROL, AND COORDINATION

4.1 ACTIVATION AND TERMINATION

The decision to evacuate will depend entirely upon the nature, scope, and severity of the emergency; the number of people affected; and what actions are necessary to protect the public. The determination to evacuate will be made on a case-by-case basis, upon the recommendation of an incident commander, city manager, other public safety chief or their designee. The Albany EOC may be activated to coordinate and conduct evacuations according to procedures outlined in the EOP. The Evacuation Annex is automatically activated when an incident occurs requiring an evacuation effort within the City of Albany.

Activation and termination of this Emergency Operations Plan shall be at the direction of:

- Director of Emergency Services (City Manager)
- Assistant Director of Emergency Services (Fire Chief)
- Police Chief
- Any Member of the Albany Fire or Police Department Command Staff

In the City of Albany, the decision and authority to issue a shelter-in-place order, evacuation warning, or evacuation order may be given by the following:

- Police Chief
- Police Department command staff.
- Alameda County Health Officer.

4.2 COMMAND AND CONTROL

Basic command and control of a medium-level or high-level evacuation in the City of Albany will follow the provisions outlined in the Albany EOP. Any multi-jurisdictional evacuation effort will follow the provisions outlined in the Alameda County EOP and the California Master Mutual Aid Agreement and will be coordinated by the Alameda County EOC. All jurisdictions will operate according to NIMS and SEMS and respond utilizing the Incident Command System (ICS).

Response to an emergency or disaster is managed at the lowest level possible. Therefore, the City of Albany will have the primary responsibility for evacuation preparedness and response activities and has developed an Evacuation Annex in coordination with the Albany EOP. SEMS, NIMS, and ICS dictate that response to any incident is initiated by local resources. If the incident escalates beyond the capability of the City of Albany or expands to affect multiple jurisdictions, Alameda County, State, and possibly Federal resources will be requested through the Mutual Aid System and under the NRF.



Any large-scale response to an incident, including those resulting in the evacuation of more than two impacted communities, should be coordinated through the Incident Command, local fire and law enforcement, the local EOC, and the OA EOC with support from the CalOES Coastal Region.

The Alameda County EOC will coordinate the overall multi-jurisdictional evacuation effort and the County Law Enforcement Coordinator will be responsible for coordinating County-wide evacuation activities. All coordination of evacuation will be coordinated with Incident Command, local EOCs, the Alameda County EOC. Law enforcement agencies, highway/ road/ street departments, and public and private transportation providers will conduct evacuation operations in the field. In addition, it is critical that jurisdictional EOCs coordinate evacuation efforts with the Alameda County EOC to avoid potential conflicts and allow the Alameda County EOC to support if necessary. This may involve phasing community evacuation efforts or the allocation of critical resources. Should the incident require evacuation to Alameda County, Alameda County EOC will communicate and coordinate evacuations efforts with Alameda County EOC and any responding resources from Alameda County.



5.0 INFORMATION COLLECTION AND DISSEMINATION

During an evacuation response effort, the Albany EOC will utilize information provided by the incident commander and/or unified command, Alameda County EOC and any other local EOCs activated to support an evacuation.

Situational awareness is crucial to an effective and successful evacuation. The Albany and Alameda County EOCs will coordinate with first responders, jurisdictional EOCs, and other supporting agencies to gather incident related information. Information including but not limited to, the type of incident, where it occurred, when it occurred, estimates of injuries, fatalities, identified or projected critical resource shortfalls, damage estimates are all factors that are relevant to an evacuation.

Situational awareness also includes identifying if there are any facilities (schools, care facilities, etc.) in the affected/hazard area, communities that need to be evacuated, estimates on number of evacuees, their support requirements and potential transportation and sheltering solutions. The Albany and Alameda County EOCs can support field responders and other jurisdictions in obtaining incident information and provide recommendations regarding evacuation.

For multi-jurisdictional evacuations, the Alameda County EOC or a Multi-Agency Coordination (MAC) Group will coordinate with the Incident/Unified Command to recommend appropriate evacuation actions. Alameda County EOC staff are responsible for providing the MAC Group with the current response status, including:

- Which EOCs are activated
- Incident type, location, perimeter and rate of progression
- Incident status: cascading or stabilizing?
- Resource availability, resources being used, resources needed and the status of incoming resource orders
- Responding agencies

First responders are responsible for determining initial protective actions before EOCs and emergency management personnel have an opportunity to convene and for gaining situational awareness. Initial protective actions should be shared/communicated to local EOCs, the Alameda County EOC, and necessary support agencies/organizations as soon as possible to ensure an effective, coordinated evacuation. Initial protective action considerations include:

- What initial protective action (e.g., shelter-in-place, lockdown or evacuate) have been implemented for the following:
 - Critical infrastructures and key resources (CIKR)
 - Schools
 - Healthcare facilities
 - Local residents
 - Industrial Areas
 - Large workforce facilities



- How have the unmet needs of individuals with disabilities and other access and functional needs been addressed?
- What additional protective actions should be considered/recommended and coordinated with emergency management, and who else should be involved in discussions?

An evacuation coordination checklist, designed to assist with the collection of appropriate information regarding evacuations, can be found in **POSITION SPECIFIC CHECKLISTS – Operations Section, Law Enforcement Branch, Evacuation Unit Leader Position Checklist.**



6.0 COMMUNICATIONS

Effective, interoperable, reliable, timely, and redundant communications and information management (both internal operational and public) are essential to a successful evacuation effort. Communications considerations include the initial evacuation notification to the public, inter-jurisdictional and intra-agency communication, situation report updates, real-time communication updates to evacuees, and communications to individuals with disabilities and others with access and functional needs.

6.1 INTER-JURISDICTIONAL AND INTER-AGENCY COMMUNICATIONS

Inter-jurisdictional and inter-agency coordination will be conducted through the Incident Command Posts, Albany EOC, Alameda County EOC, jurisdictional EOCs, and CalOES Coastal Region utilizing available communication equipment and infrastructure and using established procedures. Agency liaisons may also be present in the Albany or Alameda County EOCs and in impacted jurisdictional EOCs to facilitate communication between agency operation centers. Emergency managers must be able to make informed decisions based on changing risks, resources, and capabilities throughout the execution of the evacuation effort. The identification of operational adjustments and alternative evacuation routes based on traffic monitoring, infrastructure damage, and other information must be effectively communicated to all affected jurisdictions, agencies, and the public. Effective and efficient communication is essential for information sharing and status updates to all affected jurisdictions. In addition, it is critical that jurisdictional EOCs coordinate evacuation efforts with the Alameda County EOC and CalOES Coastal Region to avoid potential conflicts. This may involve phasing community evacuation efforts or the allocation of critical resources.

Multiple techniques and systems exist in the City of Albany and Alameda County to facilitate the necessary region-wide communication. These interoperable resources, the agencies that control each of these resources, and the protocols and procedures for activating these resources are provided in the Alameda County Tactical Interoperable Communications Plan.

6.2 EMERGENCY PUBLIC INFORMATION, NOTIFICATION, AND COMMUNICATIONS

Effective, accessible, and informative notifications to the public will be vital in convincing them that they should evacuate or shelter-in-place. The public will need to know a variety of factors pertaining to their evacuation or sheltering in place including:

- Why they need to evacuate or shelter-in-place,
- How long they may need to do so,



- Location of transportation routes and evacuation pick-up points, availability/location of Temporary Evacuation Points, evacuation and emergency shelters,
- What they should take with them,
- How their pets will be accommodated,
- How they should secure their homes,
- Level of security that will be provided when they are away from their homes,
- How to stay updated on the situation.
- How/where students from local schools are being evacuated,

If the event happens during the weekday and school children are being evacuated, parents will need timely information on where to pick up their children. The Albany Unified School District has an Emergency Operations Plan that details the districts evacuation and reunification plan.

6.2.1 Communication Alert and Warning Methods

- It is important to consider using multiple communication methods to communicate with the public as individuals receive information in different ways. For example, residents who are deaf or hard of hearing may not hear messages delivered via bullhorn.
- Residents who are blind or low vision may not see text messages and residents who speak a language other than English may need information translated or interpreted for them. Emergency information should be available in not only English but American Sign Language (ASL), and the primary non-English languages spoken in the city, such Spanish, Tagalog and Chinese. Translation services may be obtained from certified private contractors or through the Superior Courts “Limited English Proficiency Plan”.

It is important that disaster information is available in a variety of accessible formats and languages. Available communication tools/capabilities which may be used to notify the general public about the need to evacuate or shelter-in-place include:

- AC Alert - Alameda County Sheriff’s Office of Emergency Services
 - AC Alert provides geographically targeted consumers emergency alert or warning messages to registered users instantly via cell phone text message, voice dial and/or email.
 - Text messages and emails to registered devices
 - Postings on Alameda County Sheriff’s OES website and social media (Facebook and X/Twitter)
- Integrated Public Alert and Warning System (IPAWS)
 - Wireless Alert System (WEA) – Cellphone voice message and text
 - Emergency Alert System (EAS) – TV and Radio (KCBS 740 AM)
 - National Oceanic and Atmospheric Assoc. (NOAA) Weather Radio



- City of Albany Social Media – Facebook, X/Twitter, Instagram, Nextdoor, and LinkedIn
- City of Albany website: <https://www.albanyca.org/home> or <https://www.albanyca.org/departments/fire-department>
- Albany Cable Access TV – 33 KALB
- Local radio (KCBS 740 AM)
- Local TV (KTVU Ch2, KCRA Ch3 & 58, KRON Ch4, KPIX Ch5, KGO TV Ch7, KXTV Ch10, KNTV Ch13, KOVR Ch13, KTXL Ch40, KCSO Telemundo Ch33, KTNC Ch42, KSTS Telemundo Ch48, etc.)
- Public address systems
- Fire/Police vehicles equipped with bullhorns
- Helicopters equipped with bullhorns (Upon request from CHP)
- Low power local radios (Auxiliary Communications Service - A.C.S.)
- Door to door notification
- Changeable Message Signs

Most emergency alerts are based on a no-notice or short notice incident. Without proper information, people may evacuate towards a hazard, putting them in greater danger, or may evacuate unnecessarily and create additional congestion on identified evacuation routes.

In the event of a no-notice or short-notice incident that will require an evacuation effort, the AC Alert will most likely be the first to notify the public. However, the media will often quickly begin notifying the public with information they obtain. The Albany and Alameda County EOCs Joint Information Center (JIC) will not be operational and therefore the Police or Fire department PIOs will be required to coordinate and provide information to the media or the public until the JIC and EOC is activated. It is also important to note that certain methods of communicating with the public may not be available following an incident, including television and the internet. In the event of a total loss of television or Internet connectivity, the Alameda County AC Alert could utilize the EAS to broadcast emergency alerts over AM/FM radio.

Refer to the Albany Emergency Operations Plan: Public Information Annex for further information.

6.2.2 Notification Considerations

Effective initial communication with the public will enhance the efficiency of the overall evacuation and reduce the associated mental and physical strains. The initial public notification should provide basic information to residents including:

- Whether residents should evacuate or shelter-in-place.
- If a shelter-in-place order is issued, residents should be given information regarding any recommended personal protective actions they should take.
- The areas that need to be evacuated, with reference to known geographic features (e.g. evacuation zones or street boundaries).



- Why and when residents should evacuate (e.g. is this an evacuation warning or evacuation order).
- The time required for evacuation efforts.
- Where residents should evacuate to.
- The designated transportation and evacuation pick-up points and evacuation routes.
- Available transportation options.
- Belongings residents should take (and not take) with them from their homes.
- How long the evacuation is expected to last (if known).
- How pets will be accommodated.
- Security plans that are in place to protect residential property.
- When informational updates will be made available, including where information updates can be found.
- Other information deemed appropriate and required before residents evacuate, including information critical for individuals with disabilities and others with access and functional needs.
- For people that will be relying on transportation assistance, it is important that they are informed about when transportation services will begin and end, transportation pick-up points, frequency of pick-ups, travel destinations (Temporary Evacuation Points), and what to bring with them.

6.3 COMMUNICATING WITH ACCESS AND FUNCTIONAL NEEDS AND OTHER VULNERABLE POPULATIONS

The traditional types of notification methods may not meet the requirements of people with disabilities and other access and functional needs, to include those who are blind, have low vision, are deaf or are hard of hearing or are non-English speaking. As much as possible, notification procedures will accommodate each group, employing multiple methodologies to ensure that all segments of the population are provided with the necessary information.

The City of Albany and the Alameda County Social Services Agency has engaged with public and private agencies/advocates that provide home-based care provision services or work with people with disabilities and other access and functional needs. Additionally, individuals with access and functional needs are also encouraged to develop relationships with community leaders, neighbors, and friends who may be able to support during an emergency and develop a personal evacuation plan. The City of Albany provides public outreach and tools for residents to develop a personal evacuation plan to ensure they have the assistance necessary to safely evacuate during an emergency.



6.4 EVACUATION INFORMATIONAL UPDATES

The public must be provided with coordinated, frequent, and accurate information of any changes during an evacuation effort. Real-time updates must be communicated to evacuees whenever possible, including the location of transportation, evacuation pick-up points, and Temporary Evacuation Points; evacuation routes; road and area closures; the availability of hotels, food, fuel, medical and other essential services; traffic conditions; and shelter capacities. Other essential information includes security measures that are being implemented, weather conditions, and any changes to evacuation plans.

Real-time informational updates will be provided to evacuees through social media, Alameda County AC Alert, Albany Police App., radio stations, television, websites, the NOAA Weather Radios, and highway changeable message signs.

The JIC is responsible for providing informational updates to the public and to the media. Depending on the duration of the evacuation, communication methods may vary from the onset of the evacuation to the conclusion of the evacuation. Therefore, it is important that the public understands how they can continue to access informational updates for the duration of the incident.

People at the temporary evacuation points, emergency evacuation centers, or shelters may need regular briefings on the evolving situation. Family reunification is often one of the most common concerns of evacuees and their families and friends. Special attention should be emphasized regarding available reunification systems through social media.

6.5 COMMUNICATION CONTINGENCY PLANS

The Alameda County Office of the Sheriff Auxiliary Communications Service (ACS) can obtain a great deal of information for local governments even when other communications systems are unavailable. The ACS may be used to relay information from the incident site to the EOC.



7.0 ADMINISTRATION, FINANCE, AND LOGISTICS

When activated the Albany EOC Finance and Administration Section will coordinate and track expenditure, procurement, and cost accounting.

During a response where the Albany EOC is activated, the Resources Unit within the Logistics Section is responsible for recording, tracking expenditures, personnel assignments, hours worked and deployed equipment and other resources and submitting the detailed records to the Finance and Administration section for consolidation and potential use for applying for state or federal reimbursement. For reporting purposes, support entities will document their expenditures and submit them directly to the Finance and Administration Section in the EOC as soon as possible.

Resources, as a general term, refer to the personnel, equipment, systems, and supplies, as well as highly specialized services that may be needed. In all cases, the primary department/agency/coordinator, with continuing representation in the EOC, will serve as the agency liaison to identify resources needed for response activities. The primary department/agency will also work with the Resources Unit for requesting and directing mobilization of the resources. When resources are needed, the Resources Unit will use one or more of the following methods for securing and deploying the needed resources in the most timely and cost-effective manner:

- Active resources under the direct control of the primary department/agency.
- Request resources from other city or partner agencies.
- Request mutual aid through the County EOC from nearby Cities and special districts (jurisdictional partners).
- Private-sector vendors or contractors that would have the resources available.

City Employees/Disaster Service Workers - California Labor Code §3211.92(b) identifies all public agency employees as Disaster Service Workers. All City of Albany employees were sworn in as Disaster Service Worker as part of their employment process.

In the event of an emergency or major disaster, all City employees are eligible to be called upon to assume an emergency assignment (California Government Code 3100, 3101, and 3108). Should that become necessary, the City Manager may suspend normal City business activities. The EOC Director will coordinate recruiting, orienting, and assigning City employees and volunteers to emergency tasks, as directed by the Director of Emergency Services (City Manager) or designee.

Community-based, Non-profit and Faith-based Organizations – The State of California Code of Regulations, Title 19, Division 2, Chapter 6, Article 2, Section 2991-2999 outlines the *State Private Non-Profit Organization Assistance Program*. This program can provide financial reimbursement for disaster response support provided to local government for expenses that are extraordinary for the agency due to their



assistance provided. The program requires that the resources must be requested by government, be local and be supported by detailed documentation.

This program is intended to encourage coordination and utilization of the resources of the whole community following a disaster. Establishment of Memorandums of Understanding between the City and supporting community agencies during disaster response planning will clarify roles and responsibilities and provide critical documentation for potential future reimbursement through the program.

Additional information regarding this program can be found on the CalOES website.

8.0 ANNEX DEVELOPMENT AND MAINTENANCE

The Albany Police Department is responsible for overseeing the development and maintenance of this Evacuation Annex. Maintenance and update of this annex will be consistent with the overall City of Albany Emergency Operations Plan (EOP) maintenance and update policies. At a minimum, the Police Department will coordinate and conduct an annual review of this plan with all support agencies. Additional reviews may be conducted if experience with an incident or if a regulatory change indicates a need.

Recommendations for change will be submitted to Albany Police Department for approval, publications, and distribution. Exercise of the provisions of this annex should occur periodically. Inclusion of County, State and other partners is strongly encouraged in functional exercises. Each response and support agency will develop internal procedures for administrative support.



9.0 AUTHORITIES AND REFERENCES

FEDERAL

- National Incident Management System
- 42 U.S.C. §§ 5121-5206 The Robert T. Stafford Disaster Relief and Emergency Assistance Act, P.L. 93-288, as amended – Provides means by which the federal government may supplement state and local resources in major disasters or emergencies where those state and local resources have been or will be overwhelmed.
- 5 U.S.C. 5709, 5725, 5922, 5923 – Federal employees and their dependents may receive assistance if they must be evacuated.
- 6 U.S.C. 317 – The role of FEMA includes evacuating disaster victims.
- 15 U.S.C. 7301, 7307-7308 – National Construction Safety Teams must evaluate technical aspects of evacuation procedures and recommend research.
- 42 U.S.C. 5195a – Emergency preparedness activities include non-military civilian evacuation and evacuation of personnel during hazards.
- 42 U.S.C. 7403(f)(2) – Computer models for evacuation must be periodically evaluated and improved.
- 42 U.S.C. 9601(23) – Temporary housing and evacuation of threatened persons are to be included in the scope of hazardous substance removal.
- 42 U.S.C. 11003 – Emergency plans completed by local emergency planning committees (LEPCs) must include evacuation plans.
- 42 U.S.C. 11004(b)(2) – Owners of facilities where a hazardous chemical release occurs must provide information on precautions to be taken, including evacuation.
- 46 U.S.C. 70104(b) – Secretary of Transportation must establish incident response plans for facilities and vessels that include evacuation procedures.
- P.L. 108-458, §7305, 118 Stat. 3848 – Congressional finding made that private and public sector emergency preparedness activities should include an evacuation plan.
- H.R. 3 (109th Congress) Sec. 1304 (a) Signed by President George W. Bush on August 10, 2005 – Evacuation routes may be included as components of the National Highway System under the high priority corridor designations.
- National Response Framework – Sets forth the roles and responsibilities of federal and certain non-federal entities after catastrophes overwhelm state and local governments.
- 44 CFR Part 206 – federal disaster relief regulations
- H.R. 3858 (109th Congress) - To amend the Robert T. Stafford Disaster Relief and Emergency Assistance Act to ensure that State and local emergency preparedness operational plans address the needs of individuals with household pets and service animals following a major disaster or emergency.



STATE

- California Constitution
- Standardized Emergency Management System
- California Code of Regulations, Title 19, Chapters 1 through 6, including:
 - Chapter 1, Standardized Emergency Management System
 - Chapter 2, Sub-chapter 1, Individual Family Grant Program
 - Chapter 2, Sub-chapter 2, Hazardous Substances Emergency Response Training
 - Chapter 2, Sub-chapter 3, Disaster Service Worker Volunteer Program
 - Chapter 2, Sub-chapter 4, Dam Inundation Mapping Procedures Regulations
 - Chapter 3, Conflict of Interest
 - Chapter 4, Hazardous Materials, RRIRP
 - Chapter 4.5, Hazardous Materials, California Accidental Release Prevention Program
 - Chapter 5, State Assistance for Fire Equipment Act
 - Chapter 6, Disaster Assistance Act Regulations
- California Department of Water Resources – Flood Fighting: California Water Code, Section 128
- California Master Mutual Aid Agreement
- California Fire Service and Rescue Emergency Mutual Aid Plan
- California Law Enforcement Mutual Aid Plan
- California Coroners Mutual Aid Plan
- California Animal Response Emergency System – Organizes and coordinates the response of state agencies in assisting local government and volunteer organizations to address the needs of animals during disasters.
- Section 8606 of the California Government Code – Requires the OES to enter into a Memorandum of Understanding (MOU) with the California Department of Agriculture to incorporate California Animal Response Emergency System program into their emergency planning.
- Penal Code §§409, 409.5, 409.6
- California Emergency Services Act, 2006
- § 8593.3 CA. Gov. Code – Requires Accessibility to emergency information and services. Requires jurisdictions to incorporate considerations for People with Disabilities and Access or Functional Needs into all planning.
- § 8593.3.5 CA. Gov. Code – Requires jurisdictions to incorporate considerations for integrating cultural competence into its emergency planning.
- Twenty-First Century Communications and Video Accessibility Act of 2010
- Telecommunications Act of 1996
- Web Content Accessibility Guidelines (WCAG) 2.0



Alameda County

- Alameda County Emergency Operations Plan.
- Alameda County Code Chapter 7 EMERGENCY SERVICES.
- Alameda County Local Hazard Mitigation Plan.

City of Albany

- City of Albany Emergency Operations Plan.
- Albany Municipal Code Section 2.36 EMERGENCY ORGANIZATION.

Guidance Documents

- *Legal Guidelines for Controlling Movement of People and Property during an Emergency*, State of California, Office of Emergency Services, 1999.
- *Guidelines for Coordinating Flood Emergency Operations*. Completed in compliance with the Flood Emergency Action Team (FEAT): Initiative Number 1. November 21, 1997.
- *Legal Guidelines for Flood Evacuation*. State of California, Office of Emergency Services, October 1997.
- Americans with Disabilities Act of 1990.
- *An ADA Guide for Local Government Making Community Emergency Preparedness Accessible to People with Disabilities*, U.S. Department of Justice, Disability Rights Section
- *ADA Requirements, Service Animals*, U.S. Department of Justice, Disability Rights Section



APPENDIX 2-1: EVACUATION COORDINATION CONSIDERATIONS

PURPOSE

This evacuation coordination checklist may assist chief elected officials, public safety personnel, and emergency managers in assessing what has happened during a real or threatened disaster.

This checklist can guide multi-jurisdictional discussion and coordination by helping to quickly review the status of initial actions that may already be in place and determine if additional protective actions are necessary to protect the public.

GENERAL CONSIDERATIONS CHECKLIST

- Establish Command and Control
- Determine the need to Evacuate or Shelter-in-place
- Estimate scope of evacuation
 - Number of evacuees
 - Area to be controlled – evacuation zones
 - Time restrictions
- Evacuation Order/ Notification to City Leaders
- Determine Alert and Warning - message & delivery method
- Special conditions or considerations
 - Weather, wind, type of hazard, speed of onset, threat to schools or care facilities
 - Critical Infrastructure & key resources
 - Persons with disabilities and access and functional needs (DAFN)
 - Animal services
- Resources needed
 - City EOC – Alameda County EOC
 - Law – Alameda County SO, CHP, Berkeley PD, El Cerrito PD
 - Fire/ Medical – Albany FD Ambulance Alameda County FD, CAL FIRE
 - Public Works – Alameda County PW, Caltrans, Berkeley PW, El Cerrito PW
 - Transportation/DAFN – AC Transit, Albany FD Ambulance Mobility Matters
 - Animal services – Albany Animal Services, Alameda Animal Services Department, Alameda Humane Society
 - Sheltering – Albany Recreation Department, Alameda County OES, American Red Cross
- Evacuation routes/Access control - Alameda County SO, CHP, Berkeley PD, El Cerrito PD
- Establish Communications – First Responders, EOC, Temporary Evacuation Points, Shelters



- Establish temporary evacuation point, emergency evacuation center, or shelter
- Commercial vehicle diversion area

SET OBJECTIVES FOR EVACUATION

Primary objectives:

- Provide for life and safety – responders & community
- Provide perimeter and traffic/access control
- Determine type of evacuation and deliver evacuation orders to public
- Recommend evacuation messages to IC/PIO
- Establish Temporary Evacuation Point/ shelter

Secondary Objectives:

- Provide for transportation and logistical needs
- Provide security and patrol for evacuated areas
- Develop Re-entry Plan when emergency is abated

IMMEDIATE ACTIONS FOR ANY INCIDENT

- Gain jurisdictional situational awareness.
- Create (or combine) an incident in dispatch or WebEOC if available.
- Determine response status.
- Has an on-scene incident commander been assigned and what is their point of contact information?
- Review status of initial protective actions.
- Consider additional protective actions.
- Evaluate public information needs.
- Determine next steps to coordinate and implement protective actions.
- Establish County led jurisdictional conference call, if necessary.
- Evaluate the need to notify critical support agencies of potential resource requirements

SITUATIONAL AWARENESS

- If an incident has occurred, what happened, where and when?
 - Type of incident (natural, technological, human caused)?
 - Estimate of potentially affected population?
 - Estimated number of injuries/fatalities?
 - What is the current location and boundaries of the hazard area and is there a potential for it to spread?
 - Estimated damage to or status of critical infrastructures (transportation, power, medical, water)?



- What facilities (schools, health care facilities, daycare centers, residential living facilities, large residential complexes, workforce facilities) are in the hazard area?
- Does the hazard area impact vulnerable populations such as people with disabilities, access and functional needs, homeless, elderly or non-English speaking residents?
- What jurisdictions/neighboring jurisdictions have been evacuated and/or sheltered-in-place?
- Estimated number of residents or animals evacuated?
- Are temporary evacuation pick-up points available?
- Estimated number of residents and animals that will require sheltering?
- Have Temporary Evacuation Points or evacuation centers been identified?
- Coordination with adjoining jurisdiction(s)?
- If incident has not occurred, what is the latest information/intelligence about threat or hazard? What is the potential impact?
- What neighborhoods or zones should be evacuated?
- What are the current weather conditions and how will they impact the incident and any displaced populations?

RESPONSE STATUS

- Is the City EOC activated?
- Is the Alameda County EOC activated?
- Has the Coastal Region been notified?
- Are other emergency operations centers (EOCs) within the County activated and at what level?
- Is the incident cascading or is the incident stabilized?
- What is the impact on neighboring jurisdictions?
- Who is leading the response (both in the field and at the City EOC) or investigation?
- What resources/agencies are on scene, available, or needed? Have designated evacuation support agencies (internal and external) been notified and their resources requested?
- What additional resources/agencies are needed, including those needed to support individuals with disabilities and others with access and functional needs?

SAFETY CONSIDERATIONS FOR RESPONDERS

- Set trigger points for evacuation for example; “When the fire reaches this line, we will start the evacuation process”.
- Police officers who operate their patrol vehicles in a fire zone should:
 - Keep their overhead lights on
 - Turn spotlights to the sky
 - Keep windows on the vehicle rolled up



- Keep the car running
- Close the vents and air conditioner
- Wear appropriate personal protective equipment
- Make sure that someone is tracking the houses that have been notified and those that have not. Additional efforts may be needed to ensure everyone has been notified.
- One of the dangers in a wild land fire are downed power lines. Make sure responders announce downed lines over the radio. Downed wires present a danger to both responders and evacuees.
- Fire retardant will make the roadway slick, making driving even more dangerous in the evacuation area.
 - Airdrops can knock over trees and down power lines
 - Airdrops can knock individuals to the ground.
 - Some aircraft can drop up to 10,000 gallons (80,000 pounds) of water during a single pass.
- Whatever is said on the radio will be broadcast on social media. Be aware of what you are saying and what impact it could have on the operation.

INITIAL PROTECTIVE ACTIONS (SCHOOLS, WORKFORCE, AND TRANSPORTATION)

- What initial protective action (e.g., shelter-in-place or lockdown) have been implemented for the following:
 - Critical infrastructures and key resources (CIKR)
 - Schools
 - Healthcare facilities
 - Daycare centers or group homes
 - Residents in the potential hazard area
 - Industrial Areas
 - Large workforce facilities
- How have the needs of individuals with disabilities and others with access and functional needs been addressed?

ADDITIONAL PROTECTIVE ACTIONS

- What additional protective actions may be needed to protect affected general public, schools, daycare centers, group homes, workforce, etc.?
- Consider evacuation, in-place protection, quarantine, school/work dismissal, reunification, cancellation of public meeting, and closing of government facilities.
- Inform health services sector, shelter facilities, and transportation assets, request mutual aid, issue public advisories.
- Will additional resources be needed to support protective actions or general response activities?



- What considerations should be made when making protective action decisions?

Many factors affect decisions and should be evaluated case-by-case. The following are general considerations.

- For a threat or hazard involving regional impact, consider partial or full-scale evacuation of potentially impacted area.
- For a threat or hazard involving local impact, consider partial local evacuation unless addressed below.
- For a short air release of toxic chemical (e.g., brief plume), consider initial sheltering-in-place of people downwind of release.
- For a long air release of toxic chemical (e.g., continuously leak), consider local evacuation of people downwind of release.
- For an explosion, consider evacuating the impacted area and consider secondary devices.
- For an infectious contamination, depending on type, consider quarantine, requesting strategic national stockpile, and/or mass prophylaxis.
- For a dam failure, use inundation maps to identify areas to be evacuated.
- For an earthquake, damage assessments to bridges, overpasses, elevated roadways, utility lines, and roadways will be needed prior to identification of evacuation routes and relayed to the public.
- For a wildfire, consider using pilot cars to direct traffic through areas with poor visibility due to smoke.

EMERGENCY PUBLIC INFORMATION

- What should be communicated, when, how, tools and/or methods to be used, and by whom?
- How are we controlling the release of information to ensure it is verified, appropriate and consistent?
- How will we monitor media releases and social media posts for rumor control?
- What information has been communicated to the general public/schools/workforce?
- Ensure the message is uniform and consistent across all jurisdictions involved.
- Ensure the message can reach individuals with disabilities and others with access and functional needs

NEXT STEPS

- What response actions need to be coordinated?
- What resources are needed and how are they being coordinated?
- For evacuations, there are numerous operations that need to be coordinated.



Below is a summary of the major evacuation tasks and the agencies with a lead role for implementing these tasks.

- **Identify evacuation routes:** Incident Command/Unified Command, Albany EOC, Alameda County EOC, law enforcement officials, Caltrans, California Highway Patrol (CHP), Public Works, local law enforcement agencies and other applicable agencies/departments assist in identifying evacuation routes.
- **Identify and establish accessible temporary evacuation pick-up points:** Albany EOC will work with AC Transit to use bus stops as evacuation pick-up points or will designate alternate locations if adequate existing bus stops are not available in the evacuation zone.
- **Coordinate and manage traffic and provide roadside assistance:** Incident Command/Unified Command works with Sheriff's Department/law enforcement agencies, Caltrans, and CHP to establish traffic control points along the evacuation routes.
- **Coordinate and provide transportation for residents:** Albany and Alameda County EOCs will coordinate with Alameda Transportation Authority and AC Transit and other agencies to provide transportation for residents.
- **Provide support for individuals with disabilities and others with access and functional needs:** Albany and Alameda County EOCs will coordinate with Alameda County SS, Albany Paratransit, East Bay Paratransit, Albany FD Ambulance Alameda Transportation Authority, AC Transit, Sheriff's Department/Law Enforcement, regional transportation services providers, faith-based, community-based, and nongovernmental organizations, and other key stakeholders will provide support for individuals with disabilities and others with access and functional needs.
- **Provide Care and Shelter support for residents:** Albany and Alameda County EOCs, Albany Parks and Community Services, Sheriff's Department/Law Enforcement, Alameda County Social Services, American Red Cross, Cities within the County, and other community-based organizations and private agency resources will provide humanitarian support for displaced residents.
- **Provide Medical and Mental Health support for evacuees:** Alameda County Health Care Services Authority, and the Red Cross will coordinate with local health care providers to ensure that evacuee health concerns are addressed.
- **Deconflict response sites as needed:** Albany and Alameda County EOCs will coordinate using the site deconfliction matrix to identify alternate sites as appropriate.



- **Assist with other response operations as needed:** Albany and Alameda County EOCs, Public Safety, and supporting federal state agencies will assist with other response operations as needed.



APPENDIX 2-2: EVACUATION RESOURCE LIST

***** 24 Hour Contact Names and Numbers are maintained in the EOC Resource Directory Located in Albany Police Dispatch *****

Agency/ Department	Contact Number	Contact Person	Contacted
LAW ENFORCEMENT			
Alameda County Office of the Sheriff	Alameda SO Dispatch		
California Highway Patrol	Golden Gate Dispatch		
Berkeley Police Department	Berkeley Dispatch		
El Cerrito Police Department	El Cerrito Dispatch		
FBI – Concord Ofc.	Albany Dispatch		
U.S. Coast Guard	Albany Dispatch		
ANIMAL SERVICES			
City of Berkeley Animal Care Services	Albany Dispatch		
Alameda County Animal Control	Albany Dispatch		
Alameda Humane Society	Albany Dispatch		
Contra Costa County Animal Response Team (CCART)	Contra Costa County SO Dispatch		
Hold Your Horses Evacuation	(925) 584-1976	Chantel Tieman	
FIRE			
Alameda County Fire Dept.	Albany Dispatch		
Berkeley Fire Department	Albany Dispatch		
Piedmont Fire Dept.	Albany Dispatch		
CAL FIRE	ALCO SO Dispatch		
AMBULANCE/ EMS			
Albany FD Ambulance	Albany Dispatch		
Alameda County Fire Dept.	Albany Dispatch		
PUBLIC WORKS/ ROADS			
Alameda County Public Works	ALCO SO Dispatch		



Agency/ Department	Contact Number	Contact Person	Contacted
Berkeley Public Works	Berkeley PD Dispatch		
El Cerrito Public Works	El Cerrito PD Dispatch		
Caltrans	Golden Gate Dispatch		
California Highway Patrol	Golden Gate Dispatch		
OFFICE OF EMERGENCY SERVICES			
Alameda County OES	ALCO SO Dispatch		
Solano County OES	Solano County SO Dispatch		
Cal OES – Coastal Region	ALCO SO Dispatch/ (916) 203-9175		
Cal OES – State Warning Center	916-845-8911		
California National Guard	ALCO SO Dispatch		
U.S. Coast Guard	ALCO SO Dispatch		
TRANSPORTATION			
AC Transit	Albany Dispatch		
Albany Paratransit	(925) 284-2207		
Albany School District	Albany Dispatch		
Alameda County Office of Education	Albany Dispatch		
Albany Ambulance	Albany Dispatch		
U.S. Coast Guard	Albany Dispatch		
DISABILITIES & ACCESS AND FUNCTIONAL NEEDS RESOURCES			
Alameda County Health Care Services Agency	ALCO SO Dispatch		
Alameda County Social Services - IHSS	ALCO SO Dispatch		
AC Transit (Paratransit)	Albany Dispatch		
Albany Paratransit	Albany Dispatch		
East Bay Paratransit	Albany Dispatch		



Agency/ Department	Contact Number	Contact Person	Contacted
American Red Cross	(925) 303-8572 (866) 272-2237	Natalie Manier	
Salvation Army	707-643-8621		
UTILITIES			
PG&E	Albany Dispatch		
Albany Water Treatment Plant	Albany Dispatch		
BUSINESS			
SCHOOLS			
Albany Unified School District	Albany Dispatch		
Alameda County Office of Education	ALCO SO Dispatch		
TEMPORARY EVACUATION POINT			
Alameda County Office of Emergency Services	ALCO SO Dispatch		
Alameda Events Center	ALCO SO Dispatch		
Alameda County Sheriff's Office	ALCO SO Dispatch		
Alameda County Social Services Authority	ALCO SO Dispatch		
Alameda County Health Care Services Authority	ALCO SO Dispatch		
American Red Cross	(925) 577-7578 866-272-2237 24 hr	Kane Wong	
Salvation Army	707-643-8621		



APPENDIX 2-3: EVACUATION ORDER MESSAGES

When delivering an evacuation order to residents, the following items will be included in the evacuation message:

- Location of the hazard
- Route to take to evacuate
- Location of Temporary Evacuation Point
- Time that is available to evacuate
- What to do with pets / livestock
- How to request assistance for those who need assistance
- Procedures to check on the safety of neighbors

****SAMPLE EVACUATION MESSAGES ARE LOCATED IN THE
PUBLIC INFORMATION ANNEX****



APPENDIX 2-4: TEMPORARY EVACUATION POINT REGISTRATION FORM

Albany Temporary Evacuation Point Registration

Date: _____ Incident: _____ Center Name/Location: _____

Complete one form per family

Observations: (check box if yes – give to supervisor if boxes checked)

- Does the client or a family member appear to need immediate medical attention, appear to be overwhelmed or agitated to complete registration, or a threat to themselves or others?
- Does the client have a service animal, use a wheelchair/walker, or demonstrate any other circumstance where it appears, they may need help in the shelter?

Questions: (check box if yes)

- Is there anything you or a member of your family needs right now to stay healthy while in the shelter? If not, is there anything

HOUSEHOLD INFORMATION

Family Name (Last Name):		# Family members registered:			
		0-3yrs:	3-7yrs:	8-12yrs:	13-18yrs: 19-65yrs: 65+yrs:
Pre-disaster Address:			Post-disaster Destination (if know):		
Primary Phone:	Cell Phone:	Email:			
Primary Language:		If Not English, Family Member Present Who Speaks English:			
Method of Transportation:		If Personal Vehicle, Lic. Plate #/State (for security purposes only):			

INDIVIDUAL FAMILY MEMBER INFORMATION (for additional names, use back of page)

Name (Last, First)	Age	Gender (M/F)	Arrival Date	Departure Date	Departure Notes:

___ Yes ___ No Someone in the household is required by law to register with a state or local government agency.

___ Yes ___ No I agree to have my information shared with other agencies providing disaster relief services.

By signing here, I acknowledge that the information on this form is accurate.

Head of Family Signature: _____

Date: Worker Name/Signature: _____ Date:

Time: _____



APPENDIX 2-5: ALBANY POLICE DEPARTMENT EVACUATION NOTICE



**ALBANY POLICE DEPARTMENT
EVACUATION CONTACT FORM**

"In accordance with Penal Code section 409.5(a), Albany Police Department representative (Name/Rank) _____ has officially warned me that to remain in this evacuation area can cause my injury or death. This representative has also asked me to evacuate this area. I understand that a refusal to leave will place my life in jeopardy. Despite this warning and evacuation request, I choose to remain on or about my property within the evacuation area. This refusal to leave relieves the City of Albany from any liability or responsibility for my welfare and the welfare of any minor children in my custody. In addition to myself, I have in my custody _____ minor children. I choose to have these children, whose names and ages are listed below, remain in my custody within the evacuation area".

Name _____ Age _____ Name _____ Age _____

Name _____ Age _____ Name _____ Age _____

Name of individual warned: _____

Address: _____

Telephone Number: _____ Driver's License Number: _____

Signature: _____ Date/Time: _____

Witness: _____ Signature: _____

Please Print

NEXT OF KIN CONTACT INFORMATION	
Name:	_____
Address:	_____

Original: Albany PD

Pink Copy: Officer's Report

Yellow Copy: Resident



APPENDIX 2-6: ACRONYMS

AC	Alameda-Contra Costa Transit District
ACS	Alameda County Office of the Sheriff Auxiliary Communications Service
ADA	Americans with Disabilities Act
ARC	American Red Cross
ASL	American Sign Language
Caltrans	California Department of Transportation
Cal OES	California Governor's Office of Emergency Services
CARES	California Animal Response Emergency System
CAVMRC	California Veterinary Medical Reserve Corps
CBO	Community Based Organizations
CCCART	Contra Costa County Animal Response Team
CDAAC	California Disaster Assistance Act
CDFA	California Department of Food and Agriculture
CDSS	California Department of Social Services
CHP	California Highway Patrol
CIKR	Critical Infrastructures and Key Resources
Co.	County
CVERT	Davis California Veterinary Emergency Team
DSW	Disaster Service Workers
EAP	Emergency Action Plan
EAS	Emergency Alert System
EHSD	Employment and Human Services Department
EMSA	California Emergency Medical Services Authority
EMU	Evacuation Unit
EOP	Emergency Operations Plan
EOC	Emergency Operations Center
ESF	Emergency Support Function
ESF	Emergency Support Function
FEAT	Flood Emergency Action Team
FEMA	Federal Emergency Management Agency
FD	Fire Department
FPD	Fire Protection District
IC	Incident Commander



ICP	Incident Command Post
ICS	Incident Command System
IHSS	Alameda County In-Home Support Services
IPAWS	Integrated Public Alert Warning System
JIC	Joint Information Center
MAA	Mutual-Aid Agreements
MAC	Multi-Agency Coordination
MOU	Memorandum of Understanding
MRC	Medical Reserve Corps
NGO	Non-Governmental Organizations
NIMS	National Incident Management System
NOAA	National Oceanic Atmospheric Administration
NWS	National Weather Service
OA	Operational Area
OES	Office of Emergency Services
PA	Public Address
PD	Police Department
PETS	The Pets Evacuation and Transportation Standards (PETS) Act of 2006
REOC	Regional Emergency Operations Center
SEMS	Standardized Emergency Management System
SO	Sheriff's Office/ Office of the Sheriff
SOC	State Operations Center
SOP	Standard Operating Procedures
TEP	Temporary Evacuation Point
TMC	Transportation Management Center
UAS	Unique Alerting System
VOAD	Volunteer Organizations Active in
WCAG	Web Content Accessibility Guidelines
WEA	Wireless Emergency Alert
WMD	Weapon of Mass Destruction

Emergency Operations Plan

ANNEX 3: CARE AND SHELTER



City of Albany, California
2024



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1.0 INTRODUCTION

Care and Shelter is a term used to describe an organized way of providing temporary relief and services, including shelter, food, liquids, basic health care, information, communications with family and friends, and other human services, for large numbers of people temporarily displaced or cut off from normal access to life-sustaining supplies or services by emergencies or disasters. This annex is specifically designed to address the need for providing access to temporary shelter or supplies like food and water during large-scale emergencies and/or major disasters affecting the City of Albany. Under the Standardized Emergency Management System (SEMS), the City of Albany is the primary jurisdiction for the Care and Shelter of their population. However, upon request this Care and Shelter responsibility may be shared or assumed by Alameda County, who is the lead jurisdiction for Care and Shelter in Alameda County. Under SEMS Alameda County is also referred to as the Alameda Operational Area (OA).

1.1 PURPOSE

The purpose of this annex is to:

- Define the collective and individual responsibilities of City departments and non-governmental agencies (including community-based and religious organizations) responding to or acting in support of Care and Shelter operations.
- Establish lines of authority and communications in support of the activation and operation of this annex.
- Describe Care and Shelter operations within the City of Albany.
- Describe the process to request and incorporate outside resources or request the Alameda County OA assume responsibility for Care and Shelter response.

1.2 SCOPE

This annex is intended to address the temporary Care and Shelter needs of the community associated with an emergency evacuation, including those who are disabled or have access or functional needs. This annex is intended to only address the Care and Shelter needs of the population during an evacuation or incident requiring Care and Shelter services for no more than 48 hours. Should Care and Shelter services be required for more than 48 hours, that role should be transferred to the Alameda County OES for coordination of Care and Shelter and sheltering.

This annex is not intended to address the needs of those who are medically fragile. People needing medical services and/or full-time caretakers must be directed to a licensed facility that can support them, or a medical field hospital established to provide care for people who require an acute level of care.

For the purposes of this annex, Care and Shelter includes:



- **Sheltering.** This includes the designation of previously identified or unidentified temporary evacuation point or emergency evacuation centers sites within the City. Should these locations transition to sheltering site, the Alameda County EOC or Social Services Agency will assume management of the shelter with support from the City of Albany and or American Red Cross.
- **Feeding operations.** This includes the feeding, providing of snacks, and hydration of workers and emergency evacuation centers guests through fixed facilities at or near the temporary evacuation point, emergency evacuation centers, or shelter, purchase of food from vendors, mobile feeding unit, and/or bulk food distributions. Sound nutritional guidelines will be incorporated, and special dietary needs honored as possible.
- **Emergency first aid.** Physical and mental health first aid provided at Care and Shelter sites will consist of basic care and is designed to be supplemental to any serious medical requirements. Any person requiring medical care beyond basic first aid should be directed to a hospital or request an ambulance or paramedics respond.
- **Behavioral Health Services.** In the shelter environment are most often provided by staff from Alameda County Behavioral Health, augmented by American Red Cross Disaster Mental Health. This function provides guidance to the Shelter Manager on behavioral health issues within the shelter that may affect the emotional health of shelter residents and workers.
- **Reunification services for adults and children.** The Alameda County OES and Alameda Department of Social Services are responsible for the coordination of Family Reunification. The chaos created by evacuations often separates family members, especially when the disaster occurs while the children are at school and the parents at work. Family Reunification is the process of reconnecting and reuniting separated family members.
- **Bulk distribution of emergency items.** This includes clothing, basic personal care items, and other essentials for those who may have evacuated without time to gather personal belongs. These items may be provided by the Red Cross or other approved organizations.
- **Access to information.** The demand for emergency public information related to Care and Shelter and shelter services will be immediate and sustained. Information will be provided at shelter locations.
- **Assistance for household pets and service animals.** To provide for the safety and wellbeing of household pets, service and support animals at shelter locations or off-site facilities.



- ***Distribution of emergency supplies.*** This includes clothing, basic personal care items, and other essentials for those who may have evacuated without time to gather personal belongings. These items may be provided by the Red Cross or other approved organizations.

There are many pre-identified locations that may be used as Emergency evacuation centers and shelters. These locations will be used depending on the area of the City that is impacted, number of people requiring services, and the services available at the location. Based on the threat, duration of shelter needs, or population requiring sheltering, shelter locations might be moved outside the City.

Care and Shelter services for City of Albany evacuees will be coordinated through the Albany Emergency Operations Center (EOC), Operations Section, Care and Shelter Branch.

1.3 PLANNING ASSUMPTIONS

- The emergency sheltering requirement begins immediately after people are displaced by an incident. The first form of emergency sheltering is an “Emergency Evacuation Center” which can be quickly opened and provides basic services including a safe location out of the weather, access to food, hydration, access to sanitation facilities and first aid.
- If the displacement is expected to last longer than 72 hours, the Emergency Evacuation Center will be closed or designated a Standard Short -Term Shelter at which time shelter operations and coordination will transition to the Alameda County OES and Alameda County Social Services Agency with assistance from the Red Cross to provide additional services and accommodate a longer stay.
- A high percentage of evacuees will seek shelter with friends, relatives or find their own means of shelter rather than go to a public shelter. Historically less than 10% of the affected population will seek public shelter.
- Evacuees will be provided with information in the shelter concerning the current situation of the disaster.
- Under the Americans with Disabilities Act (ADA), shelter sites must permit shelterees with disabilities and those with access and functional needs to be accompanied by their service animals, and to have access to the services. The City will assist in coordination of persons in need without regard to race, color, national origin, religion, nationality, sex, age, disability, limited English proficiency, or economic status.
- The Alameda County Social Services Agency (SSA) is responsible for the coordination of Standard Short-Term Shelter operations. The Director of



Employment and Human Services is responsible for Operational Area Care and Shelter operations, and will appoint an Operational Area EOC Operations

- Operations Section, Care and Shelter Branch Director to coordinate City resources, request and respond to mutual aid services, and support the city-wide Care and Shelter operations with the Alameda OA EOC/SSA with support from the American Red Cross (ARC) and other assisting organizations. The Care and Shelter Branch Director will respond to the City EOC when activated.
- Although the City of Albany has overall responsibility for Care and Shelter within their jurisdiction, the Alameda OA EOC/ SSA will be expected to serve as the lead jurisdiction responsible for operating Care and Shelter facilities within Alameda County. The American Red Cross (ARC) will be the principal support organization for developing and operating shelter sites.
- Residential and Day Care Providers must develop plans to relocate their clients to a like-facility that can provide similar care – *they may not plan to relocate their clients to a general population shelter*. Residential and day care providers in the County are strongly encouraged to develop reciprocal relocation agreements with like facilities in other counties.
- Some evacuees may require specialized medical care or require acute medical care that can be found in hospitals, skilled nursing facilities, or in other environments such as state or federal medical stations that can support persons requiring acute medical care and their caregivers.
- Persons requiring acute medical care, those that cannot survive without assistance from a medical professional for an extended period, are best cared for at medical facilities, hospitals, skilled nursing facilities, or other environments that can support persons requiring acute medical care and their caregivers. Nevertheless, persons requiring acute medical care may present at the general population shelter and will need care until they can be safely transferred to an appropriate facility.
- Large numbers of evacuees requiring acute medical care may require transportation from shelter sites to medical facilities, hospitals, skilled nursing facilities, or other environments that can support persons requiring acute medical care and their caregivers. Transportation of these individuals will require a major commitment of resources including personnel, transportation assets, medical staff, medical records, pharmaceuticals, medical equipment and supplies, and specialized dietary support. This responsibility should be transferred the Alameda County OES/ EMS/ Public Health who has the resources to carry it out.
- The City of Albany and Alameda County will follow Federal and State policies and guidelines governing household pets in shelters and will include household pet Care and Shelter issues into planning as outlined in the PETS Act and ADA



Act.

- In many cases, Emergency Evacuation Centers, as opposed to Standard Short-Term Shelters, will be sufficient. Emergency Evacuation Centers provide a more limited level of care and thus require significantly less staffing and resources.
- Utility outages, transportation disruptions, and lack of access to normal retail activities can create additional areas of the community requiring Care and Shelter and emergency service requirements outside of the primary impacted area(s).
- Many City of Albany residents may choose to not sleep at a City or County-designated shelter site, however these people may still have needs and expectations for Care and Shelter and other disaster assistance from government. This is especially true when utilities, transportation routes or normal retail activities are interrupted.

1.4 AUTHORITIES AND REFERENCES

Authorities for the conducting Care and Shelter for the general population, for people with access and functional needs, and for evacuating animals include the following.

Federal

- The Robert T. Stafford Disaster Relief and Emergency Assistance Act, P.L. 93-288, as amended. (42 U.S.C. §§ 5121- 5206)
- United States Congress mandates by congressional charter the American Red Cross to undertake activities for the purpose of mitigating the suffering caused by natural disasters and other emergencies.
- National Incident Management System (NIMS)
- National Response Framework, 2008. Sets forth roles and responsibilities of Federal and certain non-Federal entities after catastrophes overwhelm State and local government. Care and Shelter is found in the Emergency Support Function (ESF) #6.
- Homeland Security Act of 2002
- Homeland Security Presidential Directive 5
- Post-Katrina Emergency Management Reform Act of 2006
- Pets Evacuation and Transportation Standards Act of 2006
- Public Health Service Act, as amended
- Social Security Act of 1935, as amended
- Americans With Disabilities Act of 1990

State

- California Emergency Services Act, California Government Code, Sections 8550-8668.



- California Emergency Plan (California Government Code, Section 8850 et seq.). The provision of Emergency Welfare Services falls within the authority of State supervised and County administered public social services. In case of an officially declared State of an emergency, and pursuant to the rules and regulations of the California Emergency Council, “State, regional and local government employees will become disaster workers; duties may include support of the American Red Cross.” The Director of the Alameda County Social Services is designated to act as the Coordinator of Care and Shelter for the Operational Area.
- 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. California’s State Emergency Plan, the California Standardized Emergency Management System, and National Incident Management System (NIMS) puts local government at the first level of response for meeting the disaster needs of people in its jurisdiction.
- Standardized Emergency Management System (SEMS) - Chapter 1 of Division 2 of Title 19 of the California Code of Regulations.
- California Master Mutual Aid Agreement.
- § 8593.3 CA. Gov. Code – Requires Accessibility to emergency information and services. Requires jurisdictions to incorporate considerations for People with Disabilities and Access or Functional Needs into all planning.
- § 8593.3.5 CA. Gov. Code – Requires jurisdictions to incorporate considerations for integrating cultural competence into its emergency planning.
- A December 2019, CA State Auditor’s Report on the 2017 and 2018 California disasters titled, “California Is Not Adequately Prepared to Protect Its Most Vulnerable Residents From Natural Disasters” provides specific examples of how the DAFN community should be incorporated into local jurisdictional planning.
- California Animal Response Emergency System (CARES). The California Emergency Services Act, Section 8608, includes direction on implementation and authorities of the CARES program.
- California Code of Regulations (Health and Safety Code § 1336.3). Requires each facility licensed by the Department of Health Services to adopt a written emergency plan.
- California Code of Regulations Title 22. Requires Community Care facilities licensed by the Department of Social Services to have a written disaster and mass casualty plan.

City/ County

- City of Albany Emergency Operations Plan
- City of Albany Care and Shelter Annex
- Alameda County Emergency Operations Plan
- Alameda County Care and Shelter Annex



2.0 WHOLE COMMUNITY AND PLANNING ASSUMPTIONS

2.1 WHOLE COMMUNITY APPROACH

The whole community concept is a process by which all levels of the community can collaborate to share available resources to support local respond and recover activities. Key elements of the collaboration normally include, local government, non-profit, community and faith-based agencies, and representatives from the private sector.

The foundation of the concept is that local emergency management representatives, organizational and community leaders, and government officials can understand and assess the needs of their respective communities and determine the best ways to organize and strengthen their resources, capacities, and interests. Engaging in whole community emergency management planning builds a more effective path to societal security and resilience. This annex supports the following whole community principles:

- Understand and meet the needs of the entire community, including people with disabilities and those with other access and functional needs.
- Engage and empower all parts of the community to assist in all phases of the disaster cycle.
- Strengthen what works well in communities on a daily basis.

In keeping with the whole community approach, this annex was developed with the guidance of representatives from the City of Albany departments, the Alameda County Social Services, Public Health, and Behavioral Health Departments, the Alameda County Office of Emergency Services, the American Red Cross, the access and functional needs communities, and various other stakeholders.

2.2.1 Care and Shelter of Individuals with Disabilities and/or Others With Access and Functional Needs

California Government Code § 8593.3 defines access and functional needs as individuals who have developmental or intellectual disabilities, physical disabilities, chronic conditions, injuries, limited English proficiency or who are non-English speaking, older adults, children, people living in institutionalized settings, or those who are low income, homeless, or transportation disadvantaged, including, but not limited to, those who are dependent on public transit or those who are pregnant.

The evacuation of people with disabilities and access and functional needs pose additional requirements with respect to alert and notification, information dissemination, evacuation, emergency transportation, and sheltering requirements. Many people who are otherwise self-sufficient may have special circumstances due to short-term issues such as physical or mental health issues, or have temporary resource shortages (e.g., fuel, transportation, etc.).

It is critical that modes of available transportation are identified that can be used in the evacuation of people with disabilities and others with access and functional needs



during an emergency. Transportation that can accommodate wheelchairs, scooters, or other mobility aids will typically be needed in a large-scale evacuation. Lift-equipped buses or vans, maintained by AC Transit or Albany Paratransit may be an option. The City of Albany and Alameda County has established and maintains working relationship with public and private agencies that serve transportation-dependent populations.

Other potentially at-risk residents include those with cognitive or emotional disabilities that may impair their ability to make decisions during an emergency. It is important to note that individuals with disabilities and others with access and functional needs may not be able to reach designated transportation points without assistance.

2.2.2 Cultural Competence

California Government Code § 8593.3 requires the use of culturally appropriate resources and outreach techniques to provide emergency communications, evacuations, and sheltering services, including the integration of interpreters and translators for culturally diverse communities. This law also requires the use of culturally appropriate resources and outreach techniques to educate and prepare community members for emergencies or disasters.

“Cultural competence” means the ability to understand, value, communicate with, and effectively interact with people across cultures in order to ensure that the needs of all community members are addressed, with priority given to “culturally diverse communities.” “Cultural competence” includes, but is not limited to, being respectful and responsive to the cultural and linguistic needs of diverse population groups.

“Culturally diverse communities” includes, but is not limited to, race and ethnicity, including indigenous peoples, communities of color, and immigrant and refugee communities; gender, including women; age, including the elderly and youth; sexual and gender minorities; people with disabilities; occupation and income level including low income individuals and the unhoused; education level; people with no or limited English language proficiency; as well as geographic location.

Alameda County Health Care Services Agency may provide language and other equity services through the Health Equity Unit.

Services for the pre-disaster homeless may also be obtained through the Alameda County Health Care Services Agency Health Care for Homeless Program.



3.0 CONCEPT OF OPERATIONS

3.1 CENTER or SHELTER MANAGEMENT/OPERATIONS

The City of Albany will be the lead agency for providing temporary care and shelter services for the community during the initial response to a disaster or emergency, requiring these services. Initial City managed care and shelter services may include opening and operating Temporary Evacuation Points, Emergency Evacuation Centers, or Local Community Resilience Centers. Should the need for care and shelter services exceed these levels of services, continue beyond 72 hours, or exceed the capabilities of the City of Albany, the City of Albany shall request the Alameda County Social Services Agency assist by activating and operating sheltering services.

The request for shelter services from the Alameda County Social Services Agency shall be made through the Alameda County OES/ EOC. Under most circumstances the City of Albany should proclaim a local emergency when making the request for care and shelter services from the Alameda County OES/ EOC.

The Alameda County Social Services Agency will be the lead agency responsible for coordinating care and shelter, medical services, and mental health services during a disaster or emergency within Alameda County. The ARC will be the lead support organization to provide care and shelter services until the ARC determines that it has reached its maximum capability to provide care and shelter services. Impacted cities shall be responsible for providing initial public safety and social services assistance for their citizens and shall be the lead for managing and operating temporary evacuation points or emergency evacuation centers in their jurisdictions.

The City of Albany will be the lead and managing jurisdiction for the following Centers.

- **Temporary Evacuation Point (TEP)** - A safe staging area utilized for durations typically of several hours for populations that will be or have been displaced by an incident or an event.
- **Emergency Evacuation Center** - A safe congregate care, general population, environmentally protected facility utilized for durations typically not to exceed 72 hours by populations displaced by an incident or event.
- **Local Community Resilience Center (LCRC)/Heating and Cooling Centers** - A temporary facility available to the public during extreme temperatures when normal coping mechanisms in the home are ineffective or unavailable. These centers provide hydration, cooling center, clean air center, respite center, community evacuation and emergency response center, or similar facility established to mitigate the public health impacts of extreme heat and other emergency situations exacerbated by climate change, such as wildfire, power outages, or flooding, on local populations. (Refer to CA Gov. Code 8593.3)



The Alameda County Social Services Agency and/or American Red Cross will be the lead and managing jurisdiction for the following Shelters.

- **Standard Short-Term Shelters** - A safe congregate care, general population, environmentally protected facility utilized for durations typically not to exceed 2-weeks by populations displaced by an incident or event. Shelters in the City of Albany will be managed and operated by the County and/or American Red Cross with support from the City. The City of Albany must proclaim a local emergency to activate mutual aid resources from the County that will be used to manage and operate the shelter.
- **Long-term / Mega-Shelters** - A safe congregate care, environmentally protected facility utilized for durations typically not to exceed 2-weeks by populations displaced by an incident or event. Shelters in the City of Albany will be managed and operated by the County and/or American Red Cross with support from the City. The City of Albany must proclaim a local emergency to activate mutual aid resources from the County that will be used to manage and operate the shelter.

3.1.1 Congregate Care Shelters

Congregate care shelters are designed to assist residents displaced from their homes due to a disaster by providing for their disaster caused emergency needs. It is the goal of the City of Albany to accommodate, to the best of its abilities, all people in need at a congregate care shelter during a disaster. People impacted by the disaster with life threatening conditions should seek hospital care for the appropriate level of medical care.

Below is a list of potential ways that shelter operations could be organized:

3.1.2 American Red Cross (ARC) Shelters

The traditional ARC shelter model is one in which the ARC occupies a facility, plans, organizes, directs, and controls every aspect of the services provided at the shelter with support from local government for public health and law enforcement activities.

3.1.3 City Operated Emergency Evacuation Center

The City of Albany assumes all responsibility for the services provided in the Emergency Evacuation Center, including liability and fiscal accountability. The primary workers will be the members of the City Recreation and Community Services.

3.1.4 American Red Cross Managed Shelters with County Support

Also referred to as "Partner Shelters", the majority of the shelter staffing will come from the partner agency (County). The shelter will be under the administrative control of the ARC. The ARC will plan, organize, direct, and control the services provided at the shelter. Direct delivery related expenses will be provided by the ARC. However, the ARC and the facility owner will share liability and the partner based upon their respective responsibilities and the ARC and Alameda County Shelter Memorandum of Understanding (MOU). All agencies participating in such a shelter must adhere to the



ARC Code of Conduct.

3.1.5 County Managed Shelters with American Red Cross Support

The Alameda County Social Services Agency will be the managing agency, will maintain administrative control, and assumes responsibility for planning, organizing, directing, and controlling every aspect of the shelter and the relief services provided. The ARC may support the shelter with pre-negotiated levels of financial, logistical, material, or technical support. All agencies participating in such a shelter must adhere to the ARC Code of Conduct.

3.1.6 Independent Shelters

These are shelters that spontaneously appear due to community-based organizations or faith-based organizations trying to meet a perceived need. Independent shelters are outside of the established response system. In the event that a group of citizens or a community organization opens a shelter without ARC, OA EOC, or the City EOC approval, that entity will assume financial and legal responsibility for the shelter.

NOTE: Congregate Care sheltering is not ideal for patients from Skilled Nursing Facilities (SNF) or Residential Care Facilities for the Elderly (RCFE).

Every effort should be made to place them in an appropriate (like-bed) facility. Only in extreme situations would SNF residents be housed and cared for in a congregate care shelter serving as an Alternate Care Site (ACS). All decisions regarding relocation of a resident in a SNF must be approved through the Medical/Health Operational Area Coordinator (MHOAC).

3.1.6 Alternate Care Site (ACS)

The establishment of an ACS would be evaluated when care demands for people with acute medical care requirements exceed resources and other relief is not available, this would likely occur when hospitals are overwhelmed and when people required skilled care, continuous observation or specialized equipment and services usually found in a hospital. The establishment and operation of an ACS would be coordinated through the Alameda County Health Care Services Agency.

3.1.7 Impacted Population Not Residing in Shelter Facilities

Many Alameda County residents may choose to not sleep in a City, ARC, or County-designated shelter. These people may still have needs and expectations for care and other disaster assistance from government. Some may choose to stay outside in vehicles or campers at the shelter site, while others may stay in or close to their homes which could be either without utility service, lightly damaged or otherwise impacted by the disaster. Managers and workers should establish a process for registering and serving the needs of this impacted population. All services afforded to the sheltering population should also be provided for the impacted non-sheltering population.



3.2 UNIQUE POPULATIONS

A cross-section of the impacted community can be expected to require Care and Shelter support. During the shelter registration intake process, a number of unique situations are likely to be identified; they include:

3.2.1 Convicted Sex Offenders

Pursuant to California Penal Code 3003.5 (b) "Notwithstanding any other provision of law, it is unlawful for any person for whom registration is required pursuant to Section 290 to reside within 2000 feet of any public or private school, or park where children regularly gather." An emergency temporary shelter is not a residence, and therefore the law does not apply. A convicted sex offender may temporarily reside at a school or facility in a park, provided the stay is provisional and not permanent. Although shelter staff may not ask shelter residents if they are a convicted sex offender, it may be a condition of their court orders to disclose that they are a convicted sex offender.

For the safety of other shelter residents, shelter staff may separate the convicted sex offender from the other shelter residents or make arrangements for them to be sheltered off site at a location such as a motel/hotel.

Pursuant to the provisions of the California Emergency Services Act, during a locally proclaimed disaster, the City of Albany has the ability to authorize functions or duties to be performed in order to provide emergency services to the residents of the City.

When a convicted sex offender does disclose their status:

- Confidentiality must be maintained, and the person should remain in the shelter until they are able to return home, unless it is determined the resident poses a security risk or the Shelter Manager/ Workers determine it is necessary the resident be relocated to another facility for their safety.
- Individual agencies may provide alternate housing at the agencies' expense as the situation warrants.
- Alameda County Probation Department or State Parole may also provide alternatives for housing.

The safety of all shelter residents and children is paramount. It is essential that parents/guardians provide oversight of their children at all times.

3.2.2 Pre-disaster Homeless Population

Congregate care shelters are designed to assist residents displaced from their homes due to a disaster by providing for their disaster caused emergency needs. This includes pre-disaster homeless that have been impacted or displaced from their living situation due to the disaster.

Pre-disaster homeless populations may reside at a shelter and have their basic needs met; however, a shelter will not remain open only for the homeless population. Every effort should be made to assist the pre-disaster homeless population with transitional



housing and other assistance they may require.

Additional services for the pre-disaster homeless population may also be obtained through the Alameda County Health Care Services Agency Health Care for Homeless Program.

3.2.3 Unaccompanied Minors

Care and Shelter shelters shall provide food, shelter, and safety for those under the age of 17 that arrive at a shelter without their parents/guardians.

To ensure the health and safety of unaccompanied minors, they must reside in a separate but co-located area/room within the shelter where they shall be monitored and cared for by appropriate staff until they can be reunited with their parents/guardians. If a child is unable to be reunited with their parents, the Law Enforcement Branch in the OA EOC should be contacted to request an appropriate Law Enforcement agency or the County Social Services Agency Children and Family Services for assistance.

3.2.4 Institutionalized Populations

Generally speaking, County detention facilities will not evacuate prisoners unless there is an immediate danger to a specific detention facility. If there is a specific threat, sworn jail staff will relocate prisoners based on the Continuity of Operations Plan (COOP) and care for the prisoners at whichever detention facility they are relocated to. If the threat to the facility can be reasonably mitigated, the prisoners will remain at the facility but may be in a state of lockdown. All laws and internal policies pertaining to inmate rights and detention facility operations will be adhered to.

3.2.5 Skilled Nursing Facilities (SNF)

As mentioned above, congregate care sheltering is not ideal for patients from SNF or Residential Care Facilities for the Elderly (RCFE). Every effort should be made to place them in an appropriate (like-bed) facility utilizing the MOA that exists among the individual SNFs. Only in extreme situations would SNFs be housed and cared for in a congregate care shelter serving as an ACS. All decisions regarding relocation of a resident in a SNF must be approved through the Medical and Health Operational Area Coordinator (MHOAC).

- Providing access (through EMS/Ambulance Coordinator) to medical transportation in order to move victims to or from shelters if necessary.
- Coordinate with Assisted Living and Skilled Nursing Facilities to transfer evacuated or displaced residents to other appropriate facilities as detailed in their emergency plans.

3.2.6 Language Barriers

When a population is affected that is unable to communicate with the shelter team on site, there are various sources for translators. The Alameda County Health Care Services Agency may provide language and other equity services through the Health



Equity Unit. Additional language resources may include: The American Red Cross, or the Alameda OA EOC. The Shelter Manager should work with the Care and Shelter Branch in the Albany EOC or the Alameda OA EOC to arrange for the appropriate interpreter or American Sign Language signer to respond to the shelter. Additional sources of language translators may include city or county employees who receive bi-lingual pay, school district resources, and Superior Court translators.

3.3 ANIMAL SHELTERING SERVICES

Any emergency resulting in the evacuation and sheltering of people will result in impacts to animals within the impacted area. Ensuring the evacuation, transportation, care, and sheltering of animals is an important factor in evacuation planning. Many people will refuse to evacuate their homes if they cannot take their pets with them.

In October 2006, the Pets Evacuation and Transportation Standards (PETS) Act (PL 109-308) was signed into law. This Act is an amendment to the Stafford Act, the Robert T. Stafford Disaster Relief and Emergency Assistance Act (42 U.S.C. 5121 et seq.). This legislation requires states accepting federal funding for homeland security under the Stafford Act to ensure that state and local emergency preparedness plans “take into account the needs of individuals with household pets and service animals prior to, during, and following a major disaster or emergency”. This law requires local civil preparedness plans to include provisions for evacuating pets and service animals of people with disabilities.

California Government Code Sec. 8608 ensures that California complies with this federal requirement through the incorporation of the California Animal Response Emergency System (CARES) program, into the State’s Standardized Emergency Management System (SEMS). The CARES program was developed under the California Department of Food and Agriculture (which has jurisdiction over animal rescues) in 1997 to coordinate State agency response in assisting local government and volunteer organizations to address the needs of animals during disasters.

It is estimated that up to 25 percent of pet owners will refuse to evacuate without their animals. Furthermore, about 30-50 percent of pet owners will accidentally leave pets behind, and approximately 50-70 percent of those individuals who leave animals behind, will attempt to re-enter an evacuated site to rescue their animals. Pets left behind in the evacuated area are also a potential danger to first responders. Therefore, it is imperative that evacuation and care and shelter plans address pet evacuation and sheltering procedures to protect both human and animal health and safety. In most cases, the American Red Cross, the City of Berkeley Animal Care Services, Alameda County Animal Control, and the Alameda County EOC will coordinate and attempt to collocate animal shelters with people shelters.



Animal owners are primarily responsible for the evacuation and sheltering of their animals. It is the responsibility of each pet owner to develop and carry out their individual evacuation plan for their animal. The individual pet evacuation plan should include the evacuation and transportation of animals from their property to animal shelters. Pet owners should decide, if time allows, to take their animals with them, including vaccination records and identification for each animal. Owners should contain animals in an appropriate animal crate. Owners who need to leave animals behind, should leave ample food and water supplies for 3-5 days and do not tether their animals. Upon arrival at a human shelter, pet owners should advise authorities of types of animals and locations where animals were left for search and rescue teams.

3.3.1 Animal Shelter Teams

The City of Berkeley Animal Care Services is the lead agency in the City of Albany to support the care and shelter of small and large and small animals. The City of Berkeley Animal Care Services is available to support the transport of animals during an emergency, in coordination with the Albany Police or Albany EOC. The Albany Police or Albany EOC may also ask the City of Berkeley Animal Care Services to set up temporary pet shelters at the Emergency Evacuation Center or coordinate with the Alameda County EOC or Social Services Agency should a shelter be established. The City of Berkeley Animal Care Services may be supported by the Alameda County Animal Control.

3.3.2 Small Animal Evacuation

The responsibility to evacuate and shelter a person's pet is the responsibility of the pet owner. It is assumed that residents who have their own means of transportation will evacuate with their small household pets. Residents who do not have access to vehicles will need to secure their pets in cages or carriers for transportation.

3.3.4 Large Animal Evacuations

Livestock owners have the responsibility to maintain their own plans/means of transporting their large animals and commercial livestock. However, jurisdictions must not assume that owners will have their own trailers. Alameda County Animal Control may provide support with transportation of large animals, using animal trailers or through other volunteer groups' trailers. Large animals shall be the responsibility of the owner to provide care and sheltering services outside the impacted area. When available, some large animals may be sheltered at the Alameda County Fairgrounds when the facility is staff by an authorized animal shelter teams deployed through the Alameda County OA EOC and can accommodate the large animals. **The evacuation of horses from Golden Gate Fields should be coordinated with the Alameda County EOC.**

If local resources become overwhelmed during the disaster response, the Alameda County EOC may request assistance through the Coastal Regional EOC from the California Department of Food and Agriculture, the lead agency for the California Animal



Response Emergency System. If necessary, the California Department of Food and Agriculture will coordinate requests for federal assistance. The California Animal Response Emergency System participants will activate and respond to animal rescue, emergency Shelter, veterinary care, and general assistance for animals, at or near the facilities sheltering and caring for people. Alameda County may also contact the UC Davis California Veterinary Emergency Team (CVET).

3.3.5 Service Animals

The Americans with Disabilities Act (ADA) mandates that people with DAFNs who require the use of service animals cannot be separated from that service animal unless the animal is out of control, or not house trained. However, personal or emotional support animals do not enjoy the same protection.

As of March 15, 2011, the amended Title II of the ADA defines “service animal” as a “dog that has been individually trained to do work or perform tasks for the benefit of an individual with a disability.” An animal that only provides emotional support, well-being, comfort, or companionship (which do not constitute work or tasks), does not qualify as a service animal. Other animals, whether wild or domestic, do not qualify as service animals. There is a narrow exception to the rule that permits the use of trained miniature horses as alternatives to dogs, subject to certain limitations.

A service animal is not a pet. Animals as noted above are considered service animals under the ADA regardless of whether they have been licensed or certified by a State/local government. People with disabilities who use service animals cannot be charged extra fees, isolated from other patrons, or treated less favorably than other patrons.

Persons with service animals are always entitled to keep the service animal with them at the shelter and in any conveyance. By law, service animals must remain with the person they serve; this includes accompanying an individual anywhere within a shelter.

Consider providing alternate accommodation to any residents who express concerns regarding allergies to animals.

An individual with a service animal may be asked to remove the animal from the premises if:

- The animal is out of control and the animal’s owner does not take effective action to control it (e.g., a dog barking unabated and the owner does not correct the behavior).
- The animal poses a direct threat to the health or safety of others.

The ADA laws prohibits staff from:

- Asking about the person’s disability



- Requiring medical documentation, a special identification card, or training documentation for the dog
- Asking the owner to have their dog (or miniature horse) to demonstrate its ability to perform the work or task, when it's not obvious what task is being performed by a service animal.

Staff may ask only two questions:

- Is the service animal required because of a disability?
- What work or task has the service animal been trained to perform?

3.4 ADMINISTRATION OF CARE AND SHELTER

The City of Albany will be the lead agency for providing temporary care and shelter services for the community during the initial response to a disaster or emergency, requiring these services. Initial City managed care and shelter services may include opening and operating Temporary Evacuation Points, Emergency Evacuation Centers, or Local Community Resilience Centers. Should the need for care and shelter services exceed these levels of services, continue beyond 72 hours, or exceed the capabilities of the City of Albany, the City of Albany shall request the Alameda County Social Services Agency assist by activating and operating sheltering services.

A collaborative effort between the Albany EOC Care and Shelter Branch Director or designee, appropriate public safety entities, including local fire services and law enforcement representatives, and the ARC will determine where Care and Shelter facilities will be needed, and which facilities are suitable.

3.4.1 The Pre-Identified City Center sites are:

- Albany Recreation & Community Services
1249 Marin Avenue
Albany, CA 94706
- Albany
- Additional Shelters refer to the Alameda Operational Area EOC

3.4.2 First Aid and Health Services

- The task of providing medical services in the shelters is to promote health, to prevent disease, to treat minor illnesses and injuries, monitor residents with chronic health conditions and to refer for the care of the seriously ill and injured.
- Medical services and basic emergency first aid will be provided in all shelters either by ARC Disaster Health Services or the Alameda County Health Care Services Agency.
- Alameda County Health Care Services Agency, Behavioral Health Services (BHS) will provide or coordinate crisis counseling at identified sites for residents and shelter staff.



3.4.3 Resources and Support

All requests for Care and Shelter assistance should be requested through the Alameda County EOC Care and Shelter Branch as required. This could include requesting trained personnel, emergency services support, or assistance in securing supplies or help in solving operational issues.

3.4.4 Records and Reports

- All documents generated at centers or shelters will remain with the appropriate Center/Shelter Administrator with copies forwarded to the Albany EOC Documentation Unit. Documents such as incident reports, bills, rental agreements, delivery packing slips and other action oriented documents will be processed through the Albany EOC.
- As requested by the Care and Shelter Branch Director, ARC will share statistics on Care and Shelter operations, which do not violate their client confidentiality requirements.
- Reports will include Situation Reports and Daily Reports detailed in **5.2.3 Situation Reports** and **5.2.4 Care and Shelter Daily Reports**.

All center/shelter records must be retained and submitted to the Documentation Unit at the Albany EOC when the center/shelter is demobilized. If the center/shelter was managed by another agency, such as the Red Cross, they have the option to request all the original documents be provided to them by the EOC. Center/shelter documentation may also be requested by the Alameda OA EOC. This documentation may be shared via the Veoci EOC software system.

3.4.5 Closing Evacuation Centers or Shelters

Conducting temporary Care and Shelter operations in Albany is a city responsibility, but there are circumstances that may exceed City capabilities and support may be provided by the County, State and/or the Federal government. Activation, operation, and closing of Temporary Evacuation Points, Local Community Resilience Center (Heating and Cooling Centers), and Evacuation Centers may be conducted by the City of Albany with support from Alameda County OES, or American Red Cross. If Care and Shelter operations are expected to exceed 72 hours the shelter operations and coordination shall transition to the Alameda County OES and Alameda County Social Services Agency with assistance from the American Red Cross.

As the incident begins to stabilize the population who can return to their prior living situation will begin to do so. As the shelter population starts to decline, the efforts of local jurisdictions and the Care and Shelter Branch shift focus to identify what remaining Care and Shelter needs will require ongoing support and developing the plan to sustain those services until they can be met through other means.

The Care and Shelter Branch will determine which shelters will close, which will consolidate into another location, and which shelters will remain open. It is very important to consider the effect of shelter closings and the transition from one shelter to



another on a sheltering population. Local jurisdictions should ensure that a 48-hour notice minimum is provided for all shelter closings. Notices must be accessible to all people reliant on services and should be provided in multiple languages, large print, and other accessible media based on the communications needs of people receiving services.

Shelters should remain open until victims can return to their own homes, make their own arrangements for shelter, or until an alternate transitional or longer-term housing plan is implemented. All shelter residents should be encouraged to seek assistance from Local Assistance Centers (LAC), if established.



4.0 ROLES AND RESPONSIBILITIES

4.1 ASSIGNMENT OF RESPONSIBILITIES

Conducting Care and Shelter operations in Albany is a city responsibility, but there are circumstances that may exceed City capabilities and support may be provided by the County, State and/or the Federal government. If Care and Shelter operations are expected to exceed 72 hours, the shelter operations and coordination shall transition to the Alameda County OES and Alameda County Social Services Agency with assistance from the American Red Cross. Requests for assistance will be initiated through the Alameda Operational Area Emergency Operations Center (OA EOC) to the Regional Emergency Operations Center (REOC). Should the REOC be unable to procure the resources, it will push requests forward to the State Operations Center (SOC) or Federal coordination centers. Likewise, private entities comprising the “Whole Community” have an essential role in the successful evacuation.

All agencies/organizations assigned to the Albany EOC Care and Shelter Branch are responsible for designating and training representatives of their agency, and ensuring that appropriate position checklists, job aids, and standard operating procedures (SOPs) are developed and maintained. Agencies must also identify staff and maintain notification procedures to ensure appropriately trained agency personnel are available for extended emergency duty in the City EOC, agency DOC, or field command posts, as needed.

Below is a more specific list of roles and responsibilities by organization.

4.2 LOCAL GOVERNMENT

4.2.1 Albany Recreation and Community Services

The City of Albany Recreation and Community Services is the lead City Department for Care and Shelter operations associated with a Temporary Evacuation Points, Local Community Resilience Center (Heating and Cooling Centers), and Evacuation Centers for up to 72 hours. If Care and Shelter operations are expected to exceed 72 hours the shelter operations and coordination shall transition to the Alameda County OES and Alameda County Social Services Agency with assistance from the American Red Cross.

The Alameda County Social Services Agency will be responsible for leading Care and Shelter operations. Responsibilities are defined as follows:

- During non-disaster times, preparedness efforts for City of Albany Recreation and Community Services Care and Shelter staff will include:



- Ensure that an adequate number of Recreation and Community Services personnel are trained in shelter operations to be able to provide services.
- Develop, maintain, and exercise Care and Shelter Operations plans for the City or with the OA.
- During an Incident, emergency, or pre-planned event requiring the activation of the City EOC and Care and Shelter Shelters, the City Recreation and Community Services Director, or designee, shall report to the OA EOC and serve as the Care and Shelter Branch Director. At the direction of the City Recreation and Community Services Director, the Shelter Manager will report to their assigned shelter facility.
- During an emergency/City EOC activation, the Care and Shelter Branch Director shall:
 - Assist with coordination as needed, to establish required communication between the City EOC, OA EOC, ARC Disaster Operations Center (ARC DOC), and other support and partner agencies as described in this plan.
 - In collaboration with the Planning and Intelligence section, perform an initial Care and Shelter needs assessment (estimated number of damaged homes, displaced people, status of utility outages, etc.) to identify the potential range of services that may be required and subsequent estimated resource requirements
 - Designate staff for the EOC Care and Shelter Unit leadership positions in the Care and Shelter Branch
 - Ensure that all Care and Shelter staff assigned to the EOC and field supervisory roles are briefed on resource ordering and activity reporting procedures.
 - Working with Care and Shelter Branch staff and partner agencies, develop an initial service delivery strategy/plan.
 - Based on the initial service delivery strategy, mobilize local city/county resources to implement the Care and Shelter Plan, request outside mutual aid as required
 - Establish Care and Shelter reporting guidelines to ensure the collection of timely Care and Shelter service delivery information from the field operations.
 - Coordinate local government support for Care and Shelter operations.
 - Coordinate resources and mutual aid requests for government agencies or departments.
 - Ensure effective coordination and information flow between the City EOC Care and Shelter Branch and the OA EOC Care and Shelter Branch.



- Ensure effective Care and Shelter services are available to all impacted populations.
- Ensure that all volunteer and community and faith-based organizations are connected to the Care and Shelter Branch at the EOC through a liaison and provided with situation information to facilitate their engagement in the response.
- Coordinate care for unaccompanied minors.
- Coordinate care for those with disabilities and other access and functional needs.

4.2.2 Law Enforcement Branch Director (Albany Police)

Responsibilities of the Law Enforcement Branch Director are as follows:

- Law Enforcement agencies will ensure that they coordinate with the Care and Shelter Branch of the Albany and Alameda County EOCs during a disaster, so as to ensure adequate locations for sheltering or temporary evacuation points are identified for residents that may be displaced from their homes. Whenever possible, coordination with the Care and Shelter Branch Director should occur prior to evacuation of a given area.
- Any time additional evacuations are ordered, Law Enforcement agencies should be in contact with the Care and Shelter Branch of the Albany and/or Alameda County EOC, when reasonable.
- Law Enforcement should confer with the Care and Shelter Branch of the Albany and/or Alameda County EOC before announcing shelter facility locations.
- Law Enforcement agencies will coordinate the provision of security at shelter sites as dictated by the situation and will either provide the resources directly or through the placement of a mutual aid request.
- Assist the ARC with addressing any shelter resident identified as a convicted sex offender. The Albany Police Department will also work with Alameda County Sheriff's Office, Local Law Enforcement, Alameda County Probation, and State Parole where appropriate for shelter security.

4.2.3 Fire Branch Director (Albany Fire)

Albany Fire Department is the service provider that ensures an initial shelter site fire safety survey is performed and the availability of necessary fire prevention equipment for shelters. Albany Fire Department personnel can also assist in the determination, control and abatement of health and safety hazards at shelters and provide emergency medical and paramedic services.



4.2.4 Animal Services (City of Berkeley Animal Care Services)

- Coordinate with the Care and Shelter Branch in the Albany EOC to ensure the availability of care for household pets brought to shelters.
- Provide referrals to evacuees for animal services and resources, included but not limited to, evacuation assistance, animal sheltering sites, animal care supplies and/or veterinary care.
- Assist with missing and/or misplaced pets, stray animals, injured stray animals and reunification of owners with their pets.

4.2.5 Albany Unified School District

Reference Section 40041.5 of the Education Code, concerning the granting of school facilities for "Care and Shelter and welfare shelters during disasters or other emergencies affecting the public health and welfare."

- Collaborate with the Albany EOC in the post-incident designation of facilities for use as Care and Shelter Shelters to include Emergency Evacuation Centers and Warming or Cooling Centers.
- Enter into written agreements with ARC and Alameda County Social Services Agency concerning the use of facilities and each year provide an updated 24-hour emergency contact for each facility.
- Ensure that building maintenance, and if required, food service personnel are provided in those facilities opened as Care and Shelter Shelters to include Temporary Evacuation Points, Local Community Resilience Center (Heating and Cooling Centers), and Evacuation Centers.
- Development of Standard Operating Procedures (SOPs) to facilitate "furnishing and maintaining such services as the governing board may deem necessary to meet the needs of the community." (Reference: Section 40041.5, Education Code).

4.2.6 Alameda County Social Services Agency

The Alameda County Social Services Agency is recognized by the City of Albany to be the lead agency for Care and Shelter and sheltering in Alameda County. Alameda County Social Services Agency is responsible for coordinating actions of shelter operations to:

- Identify Care and Shelter and shelter assets and services being employed during a disaster.
- Resolve any major problems or gaps which may surface related to Care and Shelter and shelter operations and activities.



The Director of the Alameda County Social Services Agency or his/her designee is the OA EOC Care and Shelter/ ESF-6 representative and coordinates personnel and resources appropriate to address the situation. Specifically, the representative serves as the Care and Shelter Branch Director in the Operations Section of the OA EOC. The Care and Shelter Branch Director assesses the Care and Shelter need and provides or directs sufficient resources and/or support to meet the need. Support in this effort includes the ARC and other volunteer organizations.

As the primary agency for Care and Shelter, Alameda County Social Services Agency will provide assistance in the coordination in the following areas as needed:

- On-site assistance to disaster workers and shelter residents.
- Coordination of disaster counseling.
- Individual and mass feeding.
- Coordination of Public Health/Nursing care.
- Provision of and operation of emergency shelter facilities.
- Provide or coordinate language and translation services for shelter residents through the Health Equity Unit.
- Coordinate the Alameda County Functional Assessment Service Teams (FAST) and assist or accommodate shelter residents with disabilities or access and functional needs.
- Assistance in the registration and identification of shelter residents and emergency workers.
- Assistance in administration and supervision of disaster relief operations
- Distribution sites for provisions of basic needs supplies such as food, water, clothing, etc.
- Provide services for pre-disaster homeless shelter residents. Coordinate services through the Health Care for Homeless program.

Disability and Access and Functional Needs (DAFN)/ In-Home Support Services (IHSS)

The Alameda County Social Services Agency Director may appoint a Disability and Access and Functional Needs (DAFN) Officer to the Alameda County EOC, who shall:

- Ensure necessary services are provided as required for people with disabilities and other access and functional needs.
- Coordinate local government support for people with disabilities and other access and functional needs at shelters.
- Collaborate with the Care and Shelter Branch Director to coordinate resources and



requests for people with disabilities and other access and functional needs in shelters.

- Determine if outside resources, such as Functional Assessment Service Teams (FAST), from the State or Federal government are required.

This role may be filled by Alameda County Social Services Agency staff from the In-Home Support Services Program (IHSS). IHSS is designed to maintain low-income elderly, as well as disabled adults and children, safely in their own homes. Without IHSS services, recipients would require out-of-home care. Each recipient chooses an individual provider. A social worker provides limited case management, an annual home visit and consultations with medical providers, family members and other support systems. The IHSS client may arrive at the shelter alone or with an aid or advocate. IHSS staff should be contacted to ensure appropriate accommodations are being made for these shelter residents.

Children and Family Services

Children's Services is responsible to provide services for children who are victims of physical abuse, sexual abuse and/or neglect or lack family care (such as without family supervision post disaster).

Children's Services will also ensure the safety of foster children in the shelter. If a foster child arrives at a shelter, shelter staff shall notify SSA Children's Services so that they may complete an in-person assessment of the minor. The Children's Services should take part in shelter preparedness to ensure best practices for caring for children. Children's Services may also assist in providing other shelter services during a disaster.

Adult Protective Services (APS)

Adult Protective Services (APS) is responsible for preventing or remedying neglect, abuse or exploitation of adults who are unable to protect their own interests because of age or disability. APS should take part in shelter preparedness to ensure best practices for caring for elderly. Shelter residents may need advocacy during a disaster.

4.2.7 Alameda County Health Care Services Agency

Alameda County Health Care Services mission is to care for and improve the health of all people in Alameda County with special attention to those who are most vulnerable to health problems.

Health and Medical

When requested by the shelters through the Alameda OA EOC Care and Shelter Branch or the Medical/ Health Operational Area Coordinator (MHOAC), Public Health Nurses (PHN) or other available health care professionals may be deployed to work in a disaster shelter. When resources are available, PHNs or other available health care professionals may perform the following actions according to the Health Nursing Scope of Practice:



- Assist with the initial screening of evacuees as they come to the shelter and refer as needed.
- Provide or coordinate language and translation services for shelter residents through the Health Equity Unit.
- Administer first aid for minor illness and injury and refer clients to a higher level of care when appropriate.
- Assess the medical needs of shelter residents and develop a plan to meet clients' immediate health needs.
- Monitor persons identified with special health concerns such as chronic diseases and pregnancy.
- Assist the shelter manager with maintaining the shelter in a manner that protects the clients from contracting communicable diseases common in group living situations.
- Provide or coordinate services for pre-disaster homeless shelter residents through the Health Care for Homeless program.
- Coordinate with the Alameda Social Services Agency to provide resources to crisis counseling services and provide support to clients.
- Promote the protection from food-borne diseases in cooperation with the Alameda County Health Care Services Agency, Environmental Health Division.
- Assist shelter residents with general health education and advice.
- Assist shelter residents with replacing lost medications and medical devices.
- Provide referrals to other local, county and state agencies that provide medical and social services.
- Provide status reports to the Health Nursing representative at the OA EOC MHOAC.
- Assist with requests for trained nurses, health care providers, social services, and supplies based on shelter needs and assessment to the Alameda OA EOC MHOAC.
- Filling the role of a Medical Manager to oversee the overall management of the medical services in the shelter.
- Assist as appropriate for any additional needs that are identified.

The Alameda Health Care Services Division, through the Alameda OA EOC MHOAC, will coordinate with the ARC, and any other partner agencies managing shelters, the deployment of PHNs to shelter facilities. The Alameda Health Services Division will provide the initial staffing of PHNs or other available health care professionals for the first 12 to 48 hours. After this initial staffing, the ARC will provide PHN staffing for the remainder of shelter operations, if available. Order of responsibility for shelter PHN staffing will be as follows:

1. Alameda Health Care Services Division for the first 12 - 48 hours



2. Regional American Red Cross
3. Alameda OA EOC MHOAC
4. Cal OES through REOC or SOC Mission Tasking

Medical and Health Operational Area Coordinator (MHOAC)

The Alameda County Health Officer will be responsible for the activation of the MHOAC. Upon this activation, the MHOAC will coordinate the following to support shelter operations:

- The overall medical response to the specific event.
- The dispatching of medical service providers to shelters as requested – either with the PHNs or other available health care professionals, until this responsibility is assumed by the ARC or qualified staff from another agency managing the shelter.
- Providing access (through EMS/Ambulance Coordinator) to medical transportation in order to move victims to or from shelters if necessary.
- Coordinate with Assisted Living and Skilled Nursing Facilities to transfer evacuated or displaced residents to other appropriate facilities as detailed in their emergency plans.

Behavioral Health

Behavioral Health Services staff resources are typically needed following a disaster and in support of clients and staff in the shelters and other Care and Shelter service sites. Behavioral Health Services will make counselors available to shelter and other Care and Shelter facilities to provide counseling services. They will also coordinate resources for the continuation of care, treatment and housing for those clients currently residing within the Behavioral Health System that are impacted by the disaster.

- Provide crisis counseling at sites as requested.
- Collaborate with community partners to extend required services, as necessary.

Environmental Health Division

In the shelter environment, Environmental Health coordinates sanitation services with regard to food handling, mass feeding, medical and human waste disposal, and other emergency related facilities. They are also responsible to determine the safety of the water supply and the safe use of portable water. They identify, control, and eradicate harmful conditions in the environment.



4.2.8 ALAMEDA COUNTY OFFICE OF EMERGENCY SERVICES (OES)

At the direction of the Director of Emergency Services the OES Coordinator will serve as the EOC Director, and as such will support the efforts of the Care and Shelter Branch as requested. For smaller events, or in cases where the EOC has not yet activated the Care and Shelter Branch, OES will initially coordinate with involved support agencies regarding specific Care and Shelter site(s) locations that will be used and indicate what route(s) are to be used. Alameda County OES, as EOC Director, in conjunction with the Public Information Officer (PIO) will provide public information on Care and Shelter sites, services provided, available routes, and transportation options. They will maintain coordination and communication between the EOC and support agencies.

The EOC Director will communicate with State of California Governor's Office of Emergency Services (Cal OES), and keep them apprised of local situation and request additional resources as needed.

As primary responsibilities, Alameda County OES shall:

- Lead the preparedness efforts via shelter plan development, training for the EOC staff, and providing for exercises and other training events.
- Support the ARC, other partner community and non-governmental partner agencies supporting Care and Shelter service delivery to the whole community, the Alameda County Social Services Agency, Health Department, local agencies, and School Districts in the coordination and planning activities of the Care and Shelter Branch as well as applicable trainings and exercises.
- Activate and manage the Alameda OA EOC.
- Develop and maintain an inventory of County owned or controlled resources for supporting Care and Shelter service delivery.

4.2.9 AMERICAN RED CROSS, ALAMEDA BRANCH/BAY AREA CHAPTER

In the case of disaster caused emergency sheltering, the US Congress has designated the American Red Cross (ARC) as a direct partner with local government in helping to fulfill government's legal responsibility of providing Care and Shelter for its citizens in a disaster. The ARC, as mandated by Federal Law 36 USC 3 and reaffirmed in Public Law 93 288 (Federal Disaster Relief Act of 1974), provides disaster relief in peacetime, and works cooperatively with state and local governments and other private relief organizations. The partnership between Alameda County and the ARC requires cooperative efforts during the preparedness phase to clarify roles and responsibilities. The County may also work in cooperation with other volunteer disaster assistance organizations to provide shelter, and other forms of Care and Shelter and disaster relief.



ARC's ongoing preparedness activities include identifying and surveying shelter facilities. They will work with Alameda County Social Services Agency, school districts and other government agencies to compile and maintain an up-to-date list of designated shelters. They will ensure that Agreements are in place including Memorandums of Understanding (MOU) with designated shelter sites to clarify terms of use. The ARC also trains volunteers and professional staff in shelter operations and disaster preparedness education.

During an emergency event, the ARC provides staff and resources for the following tasks at the shelter sites:

- Emergency shelter
- Fixed and mobile feeding
- Emergency first aid
- Behavioral health support
- Disaster welfare inquiry support
- Vouchers for clothing and basic home furnishings
- Family reunification

Prior to a disaster requiring congregate sheltering, ARC will assist in the following ways:

- Assist in the development and maintenance of the Care and Shelter Annex to the Alameda County EOP in conjunction with Alameda County Social Services Agency, OES, and Health Department.
- Provide Care and Shelter training to requesting government agencies, non-governmental agencies, and community-based organizations.

During an emergency or when requested, provide:

- Emergency lodging in congregate care facilities for disaster victims.
- Food and hydration for persons in emergency congregate care facilities and in areas where access to utilities such as water are interrupted or access to purchase food and other life-sustaining supplies are not available because of the disaster.
- In a non-federally declared disaster, if funding exists and with the support of other disaster response agencies/organizations; a means to purchase new clothing, temporary housing, possible assistance with rent and security deposit, medication and health needs and occupational supplies.
- In a federally declared disaster, with the approval from the National American Red Cross office; the local chapter will provide for the emergency support needs (such as food, shelter, and medical services), and bulk distribution of Care and Shelter supplies as defined by the incidents' needs to support the efforts of



government agencies.

- **Physical Health Services:** Work with the Alameda County Health Care Services Agency to provide support to persons who have disaster-related or disaster-aggravated health needs. Assist clients in the procurement of prescribed medications lost in the disaster. Provide financial assistance as needed for medications and durable medical equipment. Provide minor first aid treatment of patients. Disaster Health Workers do not provide treatment for pre-existing injuries or provide medical diagnosis.
- **Crisis Counseling Services:** Work with the Alameda County Behavioral Health Services Agency to provide emergency and preventive crisis counseling services to people affected by the disaster. This includes methods to cope with disasters, crisis intervention and referral services to meet behavioral health-related concerns. Disaster crisis counselors do not provide diagnosis, long term therapy, or prescribe/administer medications.
- Food for disaster workers if normal commercial feeding facilities are not available.
- Welfare Inquiry for family members and friends trying to relocate/reunite. Individuals must register themselves and their families by calling or through the ARC website. Typically, there is a 48-72-hour moratorium on requests in order for the ARC to concentrate on the immediate needs of the disaster victims.
- ARC Liaison personnel are assigned to the Alameda County EOC and/or to the Incident Command Post. This position must possess:
 - A thorough knowledge of the ARC, local and state government emergency management systems and procedures.
 - Ability to make decisions on behalf of the ARC and possess an understanding of the OA EOC and its purpose.
 - Ability to work within the established County protocols to meet the needs of the community.
 - Ability to assist Alameda County Animal Control and CCADT with coordinating and management of animals brought to ARC Shelters.
- Distribute appropriate bulk supplies as required by the needs of the affected community.
- During a disaster when local ARC resources are exhausted, initiate mutual aid requests from local agencies, neighboring ARC Chapters and/or if needed, request assistance from National American Red Cross. All efforts should be made to meet the needs with local resources before bringing in outside representatives.



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4.3 SUPPORTING AGENCIES

Volunteer Organizations Active in Disaster

Volunteer Organizations Active in Disaster (VOAD) community is made up of churches, religious institutions and other non-profit organizations that have self-designated their organization as having a disaster response role. Member organizations will assist with:

- Selecting and operating Care and Shelter facilities.
- Providing food, equipment and supplies to support Care and Shelter facilities/activities.
- Providing an orderly transition from Care and Shelter to recovery phase housing.
- Providing the basic necessities of life to persons unable to provide for themselves as a result of a disaster and obtaining temporary housing and other aid for displaced persons.
- Provide counseling and emotional support to shelter clients and other populations impacted by the disaster.

Business and Industry

The EOC logistics section will coordinate resource orders from local/regional vendors to meet emergency requirements. Key businesses include hotels, motels, restaurants, warehouses, property management firms, et.al. The priority needs are for facilities for sheltering, storing, and distributing supplies.

4.4 STATE AGENCIES

4.4.1 Coastal Region Emergency Operations Center

The Coastal Region Emergency Operations Center (REOC) acts as a coordination point for Cal OES in the event of a major emergency or disaster. The REOC collects, interprets, and distributes information related to the disaster. It is the coordination point for collecting and prioritization of resource requests from the Operational Area and determining if the request can be filled from inside the region or will be forwarded to the State EOC for fulfillment. The REOC is the gateway to the state/Federal assets that are available to support local government in an emergency.



4.4.2 California Governor’s Office of Emergency Services (Cal OES)

The California Governor’s Office of Emergency Services (Cal OES) coordinates the overall state agency response in support of local government. The office is responsible for assuring the State’s readiness to mitigate, respond to and recover from natural, manmade, and war-caused emergencies, and for assisting local governments in their emergency preparedness, response, and recovery efforts. They are also responsible for coordinating State requests for Federal or EMAC resources.

4.4.3 California Department of Social Services

The Director of the California Department of Social Services (CDSS) will serve as the State Director of Care and Shelter (ESF-6) and will have the overall responsibility for coordinating state-wide Care and Shelter operations and support requests. The CDSS will serve as the lead agency in coordinating State Agency Care and Shelter response to support local operations; provide departmental personnel and other resources to function in Disaster Assistance Centers (DACs) upon request of the Director of the Cal OES; coordinate the capabilities of County Social Services Departments (or similar agencies) to respond to the disaster (for mutual aid); and recommend inter-regional transfer of evacuees or resources to equalize distribution of the evacuee caseloads.

CDSS has a trained cadre of dedicated personnel that are assigned to regions within the state and act as Care and Shelter mutual aid coordinators. Depending on the situation, one could be deployed to the County EOC to provide on-site technical support.

4.5 FEDERAL AGENCIES

4.5.1 Federal Emergency Management Agency

Following a State Emergency or Federal Disaster Declaration, the Federal Emergency Management Agency (FEMA) activates the Federal Emergency Support Function (ESF) #6 – Care and Shelter, Housing, and Employment and Human Services in support of the California Care and Shelter response and local efforts to meet the Care and Shelter needs of victims of a disaster. FEMA is designated as the primary agency to coordinate ESF #6 and American Red Cross is a supporting agency.

Following an emergency, FEMA deploys an Incident Management Assistance Team (IMAT) to the State EOC (SOC). The IMAT is composed of professionals who serve as the initial disaster management team providing assistance to an affected region to coordinate the full range of Federal response and recovery operations in a large, complex event.

4.6 ALL CARE AND SHELTER SUPPORT AGENCIES AND ORGANIZATIONS

Responsibilities of all other agencies and organizations tasked with supporting Care and Shelter responses are as follows, where appropriate:



- Provide an Agency Liaison to the city or OA EOC.
- Prepare standard operating procedures (SOP) for responses to Care and Shelter Operations, including an activation/notification system for alerting personnel.
- Maintain a regular training and exercise program for leadership personnel and alternates.
- Establish and maintain inventories of available Care and Shelter response equipment, supplies and private sector vendor accounts.
- Participate in local EOC disaster drills and exercises when requested.



4.7 ROLES AND RESPONSIBILITIES REFERENCE MATRIX

The table below shows the various emergency Care and Shelter functions and the departments or organizations with a primary role or supporting role.

Table 3-1: Roles and Responsibilities Reference Matrix

Roles and Responsibilities Table In support of Care and Shelter Response Operations												
<i>P – Primary</i> <i>S – Secondary</i>	Coordination w/ State	Coordination Local	Shelter Site Loc./ MOU	Registration	Care and Shelter	Health and First Aid	Food, Cots, supplies	DAFN Support	Crisis Counseling	Animal Services	Security	Public Information
Cooperating Agency												
Albany Recreation and Community Services	S	P	P	S	S		S	S	P			S
AC Social Services	S	S/P	S/P	S	S		S	S	S/P			S
AC Health Care Services	S	S			S	P	S					S
Bay Area Chapter of American Red Cross	S	S	S	P	P		P	P	S			S
Alameda OES	P	S			S		S	S	S	S	S	P
Albany PD/ ACSO	S	S									P	S
Berkeley Animal Care Services										P		
Albany Public Works			S				S					
Albany Fire Dept./EMS			S			S						S
Albany Unified School District			S									
Albany Volunteers					S	S	S	S		S		



5.0 DIRECTION, CONTROL, AND COORDINATION

5.1 ACTIVATION AND TERMINATION

This annex is activated when a real or potential emergency or situation exists in which Care and Shelter is required.

Activation of this annex shall be by the direction of:

- Director of Emergency Services (City Manager)
- Assistant Director of Emergency Services (Fire Chief)
- Emergency Management Coordinator
- City EOC Director
- City of Albany Parks and Recreation Director;
- Incident Commander;

Demobilization of Care and Shelter response activities, as described in this Annex shall take place once there is no longer a threat to community members, and displaced residents can return home or are provided assistance in locating alternate lodging or transitional housing and other support services.

Agencies will respond under the established Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS) structure of the City or OA EOC. All local first response agencies within the City and County have adopted and incorporated NIMS and SEMS in their response and will comply with all requirements. The City and/or OA EOC is also NIMS and SEMS compliant and all personnel staffing positions within the City and/or OA EOC have been trained in NIMS and SEMS.

5.2 INFORMATION COLLECTION AND DISSEMINATION

In order to establish a common operating picture, the City of Albany EOC requires information to be shared by all agencies involved in the incident response, whether in the field or staffing the City EOC Care and Shelter Branch of the Operations Section or coordinating with the Alameda OA EOC. Establishing a common operating picture and maintaining situational awareness are essential to effective incident management.

All necessary partners in the field, including law enforcement, fire service, the ARC, and the Alameda County OA EOC must provide the Care and Shelter Branch with as much information as possible to make educated decisions about congregate care sheltering requests and needs. The Care and Shelter Branch in the City EOC requires information



such as type of incident/disaster, population/communities affected, number of evacuees, resources available, and any other relevant incident information that would aid or should be consider in decision-making. Information is shared so that all Care and Shelter Branch personnel maintain situational awareness and information is used by intended recipients to take appropriate response actions.

Information sharing with the Alameda OA EOC or other Alameda County EOCs will be done using the Veoci EOC software system.

5.2.1 Resource Requests

Resource requests are submitted through the appropriate channels according to NIMS and the SEMS structure established within the City EOC and OA EOC. Alameda OA EOC requests that all resource requests from City EOCs be placed using the Veoci EOC software system. Resource request will be addressed with the OA, regionally, and then statewide if necessary.

All agencies and organizations requesting or providing resources in support of the Care and Shelter response are required to keep detailed records of all requests, resources deployed, deployment and demobilization dates, assigned location, tasking and hours worked for personnel, and if applicable, who will be responsible for paying for the resources. Without detailed cost information potential State and Federal cost reimbursement can be denied. EOC staff will provide instructions to all supporting agencies when the response is demobilized regarding record submissions and retention.

5.2.2 Briefings

City of Albany EOC Operational Period briefings are conducted at the beginning of each operational period and present the EOC Action Plan for the upcoming period. Additional briefings are scheduled as necessary to pass along vital information to all City and OA EOC responders. The Veoci EOC software system may be used to provide situational awareness information sharing. Any representatives, who have important incident information/ updates, should be prepared to disseminate that information during the operational period briefings.

5.2.3 Situation Reports

Situation Reports are dependent on the needs of the jurisdiction and/or leadership. They provide information for a predetermined period or time generally one operational period, but may be required for a shorter period of time, such as a few hours, in a rapidly changing situation.

The Situation Report may provide:

- What has happened since the last report i.e.: change in number of open shelters and populations
- Status of the operation i.e.: opening, ongoing, closing of the operation
- Changes in requirements and/or resources i.e.: new partner may be required to



address the need for resources and/or a resource partner is leaving the operation sooner than planned, and a replacement is needed.

Initially the situation reports are posted on a daily basis and then on an as needed basis throughout the duration of the disaster relief operation. The Veoci EOC software system may be used to provide situational awareness information sharing to the Alameda OA EOC.

The Care and Shelter Branch Director is responsible for sending information included in the daily activity report to be included in the Albany EOC Situation Report.

5.2.4 Care and Shelter Daily Activity Reports

The Care and Shelter Branch Director, Shelter Manager, and/or assigned personnel prepare the Daily Activity Reports.

Activity reports are primarily statistical reports. They can be used to share information but also to analyze and validate information to support decision-making. For instance, a shelter report may indicate that midnight populations are much higher than noon counts, which may indicate that shelter residents are returning to their homes to repair and/or going to work. If the noontime count is higher, it may be inferred that survivors are coming to the shelters for food, information, and supplies. The Veoci EOC software system may be used to submit Care and Shelter Daily Activity Reports to the Alameda OA EOC.

The reports should include, at a minimum, the following statistical information; however, leadership may request information that is more extensive.

Sheltering

- Open shelters
- Population
- Locations

Feeding

- Production capacity
- Shelf-stable meals
- Hot meals
- Food boxes
- Fixed feeding sites
- Mobile delivery

Distribution of emergency supplies

- Fixed sites
- Mobile delivery
- Type of items being distributed



Reunification

- Estimate of displaced adults
- Estimate of displaced children
- Number of ARC Safe and Well or National Emergency Family Registry and Locator System (NEFRLS) registrations, etc.

People with disabilities and others with access and functional needs

- Percentage of disabled people within the affected area
- Consumable Medical Supplies (CMS) and Durable Medical Equipment (DME) distributed

Household Pets and Service Animals (HPSA)

- Number of pet shelters open
- Number of pets being sheltered
- Active rescue operations
- Status of reunification and challenges
- Organizations active in HPSA response and recovery

Mass evacuee support

- Number of government-assisted evacuees and their household pets
- Number of host states and accepted evacuees
- Type of tracking system
- Number and location of embarkation, debarkation, and reception processing centers

5.2.5 Notification

Responsibility for notifying the ARC of an incident requiring shelter operations rests with the City EOC Director or City EOC Care and Shelter Branch Director, or the Alameda County Employment and Human Services Director should the OA EOC assume leadership for Care and Shelter operations. Procedures for alerting and notifying ARC should be incorporated into departmental SOPs.

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Notification shall consist of access to the Incident Commander, EOC Director, or Care and Shelter Branch Director for current situation intelligence, including human resource and information needs and ongoing updates. This information should include incident type, Command Post locations, and Incident Commander, EOC Director, or Care and Shelter Branch Director name, number of persons affected, estimated duration, communications frequencies in use and specific requests of ARC.

Should ARC be unable to respond, the Incident Commander, EOC Director, or Care and Shelter Branch Director must be notified immediately in order to work collaboratively with Alameda County Employment and Human Services to determine specific needs as related to Care and Shelter requirements.

6.0 ANNEX DEVELOPMENT AND MAINTAINANCE

This annex is a product of the City of Albany EOP. As such, the policies, procedures, and practices outlined in the City EOP govern this annex. The City of Albany Emergency Management Coordinator will coordinate the maintenance and updates of this annex every three to four years, in accordance with the maintenance schedule established for the City of Albany EOP. Record of changes, approval, and dissemination of the City of Albany EOP will also apply to this annex.

Updates to this annex can be made at any time for multiple reasons, including but not limited to changes in policy/procedure, improvements and recommendations based on real life events, incidents, or exercises, etc. Recommended changes should be submitted to City of Albany OES.



APPENDIX 3-1: CDC CARE AND SHELTER COVID-19 GUIDANCE

CDC Interim Guidance for General Population Disaster Shelters During COVID-19 Pandemic

NON-CONGREGATE APPROACHES TO SHELTERING FOR COVID-19 HOMELESS RESPONSE

Continuums of Care considering non-congregate approaches to sheltering people who are homeless that are symptomatic or in high risk categories, such as seniors or people with chronic illness, should consider the following guidance when designing local approaches. Coordination with public health partners is essential in design, resource investment and staffing considerations.

PLACEMENT: Comprehensive screening and triage in place to refer to site and prioritize placement

	Best Practice Approach: Private Individual Rooms	Better Approach: Individual Rooms/Semi-Private Spaces	Good Approach: Shared Spaces
Target Population	<ul style="list-style-type: none"> Individuals who are symptomatic after screening at shelter has been implemented Individuals who are pending testing or are close contacts of confirmed cases Individuals who are high risk¹ with or without symptoms Individuals who are confirmed to be COVID-19 positive who do not need to be hospitalized 	<ul style="list-style-type: none"> Individuals who are symptomatic after screening at shelter has been implemented Individuals who are confirmed to be COVID-19 positive who do not need to be hospitalized as long as all individuals in the space are COVID-19 positive 	<ul style="list-style-type: none"> Individuals who are confirmed to be COVID-19 positive who do not need to be hospitalized as long as all individuals in the space are COVID-19 positive Individuals who are asymptomatic after screening at shelter has been implemented as long as all individuals in the space are asymptomatic.
Set-up	<ul style="list-style-type: none"> Individual bedroom (walls on all sides and a door) Individual bathroom Individual HCV Personal cleaning supplies for an ill person's room and bathroom 	<ul style="list-style-type: none"> Individual bedroom (walls on all sides and a door) If no existing walls, makeshift walls that are floor to ceiling should be created to create 6ft separation Limited shared bathroom with cleaning regiment Bathroom should be cleaned and disinfected after each use by an ill person Dedicate an entrance(s) or passageway(s) for infectious individuals when feasible. 	<ul style="list-style-type: none"> Shared bedroom spaces with 6ft separation Makeshift walls that are floor to ceiling (if feasible) should be created Arrange all sleeping areas (including beds/cots) so that individuals are separated by putting a minimum of 6 feet between individual sleeping surfaces to prevent the spread of infections. Shared bathroom Bathroom should be cleaned and disinfected after each use by an ill person Dedicate an entrance(s) or passageway(s) for infectious individuals when feasible.
Staffing	<ul style="list-style-type: none"> Onsite healthcare Transportation plan for closest hospital transport Staff shifts and crew configuration Cleaning schedules PPE available for staff Non-Congregate site management staff Case management staff Security 	<ul style="list-style-type: none"> Identifying dedicated staff to care for COVID-19 patients. Telehealth options PPE available for staff Non-Congregate site management staff Security 	<ul style="list-style-type: none"> Identifying dedicated staff to care for COVID-19 patients. Telehealth options PPE available for staff Non-Congregate site management staff Security

¹ Center for Disease Control: Corona Virus 2019 (COVID 19) Are you at higher risk for severe illness?
<https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/high-risk-complications.html>

This resource is prepared by technical assistance providers and intended only to provide guidance. The contents of this document, except when based on statutory or regulatory authority or law, do not have the force and effect of law and are not meant to bind the public in any way. This document is intended only to provide clarity to the public regarding existing requirements under the law or agency policies.



This interim guidance is based on current information about the transmission and severity of coronavirus disease 2019 (COVID-19). The U.S. Centers for Disease Control and Prevention (CDC) will update this guidance as needed and as additional information becomes available. Please check the [CDC COVID-19 website](#) periodically for updated guidance. Because conditions vary from community to community, disaster shelter managers should look to their state and local health officials for information specific to their location.

Key points

- Alternatives to opening disaster shelters, such as sheltering in place, should be considered during the COVID-19 pandemic.
- Hotels/dormitories and small shelters (fewer than 50 residents) should be prioritized over larger shelters. Large congregate shelters should be a last resort.
- Officials should demobilize large congregate shelters as soon as possible after the emergency phase and relocate residents to hotels/dormitories or small shelters for better social distancing.
- Shelter managers should maintain contact with state and local public health agencies and emergency management for updates on local COVID-19 information.
- Shelter health staff should monitor residents daily for [symptoms of COVID-19](#) and other illness, including mental health concerns, and provide a daily status update to the local health department and other relevant agencies. View resources on [daily life and coping](#).
- Body temperature monitoring should be conducted for all persons entering the shelter and in food distribution areas.
- Shelters should provide separate areas, including restrooms, to isolate residents with symptoms of COVID-19.
- Shelter staff and residents should wear a [cloth face covering](#) at all times except when not practical, such as when eating or showering. NOTE: Cloth face coverings should not be placed on babies or children younger than 2 years of age or anyone who has trouble breathing or is unconscious, incapacitated or otherwise unable to remove the covering without assistance.
- All shelter residents, even those without symptoms, may have been exposed to COVID-19 and should self-quarantine after leaving the shelter in accordance with state and local recommendations.
- If testing for COVID-19 is available, shelter staff, volunteers, and residents should be tested in accordance with state and local health department guidelines.

During disasters, resource availability may limit the ability to apply this guidance. Best efforts should be made to implement this guidance to the extent possible.



Target audience

This document is intended for use by federal, state, local, and tribal jurisdictions in the United States. It should be used in conjunction with existing shelter operation and management plans, procedures, guidance, resources, and systems, and is not a substitute for shelter planning and preparedness activities.

Purpose

This document provides interim guidance to reduce the risk of introducing and transmitting COVID-19 in general population disaster shelters before, during, or after a disaster.

- This document should not be applied to medical support shelters or functional needs shelters.
- Medical support shelters and functional needs shelters should follow the [Interim Guidance for Healthcare Facilities: Preparing for Community Transmission](#).

For the purposes of this document, “shelters” include small-, medium- and large-scale, organized, and temporary accommodations for persons displaced by disasters. Facilities may be residential (e.g., dormitories, campsites) or non-residential (e.g., sports stadiums, schools, churches), with varying degrees of sanitary infrastructure.

General population emergency shelters

Individuals housed in shelters share living spaces and sanitary facilities and may be exposed to crowded conditions. Emergency managers, shelter coordinators/managers, and public health professionals should understand the risk of introduction and subsequent transmission of COVID-19 and other infectious diseases in these settings. These recommendations were developed to assist shelter staff in taking appropriate actions for reducing the possibility of transmission among shelter staff, volunteers, residents, and visitors.

People who need to take extra precautions

View additional information for [groups who need to take extra precautions](#).

People at higher risk for severe illness from COVID-19 may include:

- People 65 years or older
- Persons of any age with serious underlying medical conditions including chronic lung disease, serious heart conditions, and diabetes. See CDC’s website for a complete list of [people at higher risk](#), and check regularly for updates as more data become available.
- Higher risk shelter residents should be prioritized for COVID-19 testing and personal protective equipment if resources are available but limited.
- Some staff and volunteers may be at higher risk for severe illness. Plan for alternative staffing resources to replace high risk staff and volunteers during the



COVID-19 pandemic. Consider pre-deployment of additional healthcare workers and mental health personnel to shelters.

Other people who may need to take extra precautions include:

- People with disabilities
- Pregnant or breastfeeding mothers
- People experiencing homelessness
- Racial and ethnic minority groups

Screening, monitoring, and isolation

Shelters should monitor and record possible COVID-19 cases and perform periodic assessments of all shelter policies and procedures related to lowering transmission on COVID-19 (e.g., isolation area, social distancing, meal service, cleaning, disinfection). Case numbers should be shared with local public health officials daily to alert them to increasing numbers.

- Access to safe shelter from disasters is critical even during community spread of COVID-19. Disaster shelters should not exclude as residents' people who are having symptoms or test positive for COVID-19.
- Screen all people entering the shelter (residents, staff, volunteers, and visitors) for [signs of COVID-19](#) using the CDC recommended tool for [screening for symptoms at entry to homeless shelters](#).
- Staff, volunteers, and visitors who screen positive for COVID-19 symptoms should be sent home immediately, if feasible, and advised to follow [CDC recommended steps for persons who are ill with COVID-19 symptoms](#). If staff or volunteers are also residents of the shelter, they should be directed to an isolation area.
 - Following medical screening, residents should be grouped as “not sick,” “sick,” and “requires immediate medical attention.”
 - If a resident is classified as “sick”
- Provide a cloth face covering if available, and if the person can tolerate it. NOTE: Cloth face coverings should not be placed on babies or children younger than 2 years of age or anyone who has trouble breathing, is unconscious, incapacitated or otherwise unable to remove the covering without assistance.
- Advise the resident on cough etiquette and provide tissues if a face covering is not tolerated.
- Direct the resident to an isolation area in the shelter or at another location, according to a predesignated plan.
- If a person “requires immediate medical attention”
 - Call emergency services for transport and tell the operator this is a probable case of COVID-19.



Intake area and waiting room

Provide handwashing stations or alcohol-based hand sanitizer that contains at least 60% alcohol, tissues, and wastebaskets. See additional information on [CDC's handwashing recommendations](#).

- Utilize trained medical or healthcare staff to conduct medical screening.
 - Provide additional personnel for medical screening to decrease intake time.
 - Staff who are checking [client temperatures](#) should use a [system that creates a physical barrier](#) between the client and the screener.
 - Screeners should stand behind a physical barrier, such as a glass or plastic window or partition that can protect the staff member's face from respiratory droplets that may be produced if the client sneezes, coughs, or talks.
 - If social distancing or barrier/partition controls cannot be put in place during screening, screeners should use PPE (i.e., facemask, eye protection [goggles or disposable face shield that fully covers the front and sides of the face], a single pair of disposable gloves) when within 6 feet of a client.
 - However, given PPE shortages, training requirements, and because PPE alone is less effective than a barrier, staff should try to use a barrier whenever possible.
 - Conduct thorough cleaning and disinfection of the area every 4-6 hours.
- See additional information on [CDC's entry screening recommendations](#).

Isolation area

- When possible, place sick residents in individual rooms for isolation.
- If individual rooms are not possible, designate a separate isolation area for sick residents.
- Let the resident know:
 - They should notify shelter staff immediately if their symptoms worsen.
 - They should not leave their room/isolation area except to use the restroom.
 - They should keep a distance of at least 6 feet away from other residents in the isolation area.
 - They must wear a cloth face covering at all times, except when eating or showering, unless they have trouble breathing.
- Isolation areas or buildings should be separate from the rest of the shelter.
- Isolation areas should be well-ventilated.
- At least 6 feet of distance should be maintained between residents in isolation areas.
- Cots should be placed at least 6 feet apart with temporary barriers between them.
- Bathroom facilities should be near the isolation area and separate from bathrooms used by well residents.
- Shelter staff providing medical care to clients with suspected or confirmed COVID-19 where close contact (within 6 feet) cannot be avoided, should at a minimum,



wear eye protection (goggles or face shield), an N95 or higher-level respirator (or a facemask if respirators are not available or staff are not fit tested), disposable gown, and disposable gloves. **Cloth face coverings are not PPE and should not be used when a respirator or facemask is indicated.** View [infection control guidelines for healthcare providers](#).

- Shelter staff who enter the isolation area for reasons other than providing medical care (e.g., delivering meals or other items) should wear N95 masks (or a facemask if respirators are not available or staff are not fit tested).
- Additional comfort items, like tissues and blankets, should be provided for sick residents.

Discontinuation of isolation

The decision to discontinue isolation should be made in the context of local circumstances. Options include:

- A symptom-based strategy (i.e., time since illness onset and time since recovery)
- A test-based strategy
- Time-based and test-based strategies for people who tested positive for COVID-19 but did not experience symptoms.

For additional information please refer to the [CDC interim guidance Discontinuation of Isolation for Persons with COVID-19 Not in Healthcare Settings](#), which includes, but is not limited to, at home, in a hotel or dormitory room, or in group isolation facility.

Information in all common areas of the shelter

- Post signage throughout the facility on:
 - Common symptoms of COVID-19
 - Importance of wearing a cloth face covering
 - The need to follow frequent handwashing and proper respiratory etiquette
 - Reporting symptoms to shelter staff if they feel ill
 - Reminding staff to wash their hands with soap and water after touching someone who is sick or handling a sick person's personal effects, used tissues, or laundry
 - Coping with stress

Ensure signage is understandable for non-English speaking persons and those with low literacy. Make necessary accommodations for those with cognitive or intellectual disabilities and those who are deaf, blind, or with low vision.

[CDC print materials](#) developed to support COVID-19 recommendations are available and free for download.

Social distancing

- When possible, place groups or families in individual rooms or in separate areas of the facility.



- Shelter facility should be large enough to provide space for distancing among residents.
- Provide a distance of at least 6 feet between cots of people from different households and have residents sleep head-to-toe.

Food service

- Serve pre-packaged meals or individual meals dispensed by food service workers when possible.
- Food service workers should wear gloves and cloth face coverings during meal preparation and service.
- Spacing between individuals.
- Maintain a minimum of 6 feet of distance between people of different households at mealtimes using increased table spacing and staggered mealtimes. [Clean and disinfect](#) the area between meal service times.
- Encourage staff and shelter residents to not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people.
- Serve using disposable silverware, cups, and plates, if available. If these items are not disposable, the food contact surface should be protected from contamination and cleaned and disinfected after each use.
- Provide handwashing stations and soap with disposable towels or alcohol-based hand sanitizer (minimum 60% alcohol) for use prior to entering food lines.
- Residents should wear cloth face coverings while in the food line.
- Position shelter staff at handwashing stations to promote proper handwashing and to monitor for signs of illness. Staff should wear cloth face coverings.
- Implement illness screening, including fever monitoring, of residents entering the food distribution area.
 - Any temperature of 100.4 F or greater is considered a fever.
 - Staff and volunteers who are symptomatic should leave the facility as soon as possible.
 - Residents who are symptomatic should be directed to the isolation area.
 - Increase monitoring for symptoms among close contacts of people who become symptomatic.

Increased use of supplies

Plan for a significant increase in use of supplies including:

- Masks, gowns, and gloves
- Cloth face coverings
- Water and other fluids for hydration
- Ice
- Cups and other utensils
- Facial tissues



- Soap
- Handwashing stations
- Hand sanitizers containing at least 60% alcohol
- Paper towels
- Disinfection and cleaning agents and supplies
- Bed linens/blankets
- Materials to be used for barriers between cots in separation area(s)
- Over-the-counter medications
 - Consult a healthcare provider when considering giving over-the-counter medications to children. Children younger than 4 years of age should NOT be given over-the-counter cold medications without first speaking with a healthcare provider. Do NOT give aspirin (acetylsalicylic acid) to children who appear sick; this can cause a rare but serious illness called Reye's syndrome.

Cleaning And Disinfection

the risk of exposure to cleaning staff is inherently low. Train staff members who perform cleaning function

sing CDC [recommendations for cleaning and disinfection](#). These recommendations will be updated as additional information becomes available. Instructional materials for custodial and other staff should be provided in languages other than English as locally appropriate.

- Disinfection should be done using an [EPA-registered disinfectant](#) .
- Cleaning staff should wear disposable gloves and gowns for all tasks in the cleaning process, including handling trash.
- Solid waste (trash) such as tissues, food items, and drink containers should be considered as potential “infectious waste.”
- Waste receptacles with non-removable, no-touch lids, should be placed a reasonable distance away for any populated areas.
- Place a handwashing station or hand sanitizers containing at least 60% alcohol next to any waste receptables.
- Disinfect the lids and handles of receptacles on a regular basis.
- Outdoor waste receptacles should be covered with lids.
- Areas and items that are visibly soiled should be cleaned immediately.
- All common areas should be cleaned and disinfected every 4 hours with a focus on frequently touched surfaces like tables, doorknobs, light switches, handles, desks, toilets, faucets, and sinks.
- Linens (such as bed sheets and towels), eating utensils, and dishes belonging to those who are sick do need to be cleaned separately, but they should not be shared without having been thoroughly washed Wash linens using laundry soap and tumble dry on the warmest setting possible.



- Staff should wash their hands with soap and water or use hand sanitizer containing at least 60% alcohol immediately after handling dirty laundry or used eating utensils and dishes.

Air Filtration

If possible:

- Locate disaster shelters in buildings with high ventilation capacity similar to healthcare facilities.
- Shelters should be equipped with air exchange systems.
- Shelters should be located in buildings with tall ceilings.
- Utilize the highest efficiency filters that are compatible with the shelter's existing HVAC system.
- Adopt "clean-to-dirty" directional airflows.
- Select upward airflow rotation if using ceiling fans.

Special considerations for children

- Educate parents and caregivers about how to reduce the spread of illness.
- Help parents understand that children may feel stress and fear while in the shelter. Information on [coping with stress](#) can help parents manage their own stress and that of their children.
- Encourage parents and caregivers to monitor children for symptoms of illness and to report any suspected illness immediately to shelter staff.
- The symptoms of COVID-19 are similar in children and adults. However, children with confirmed COVID-19 have generally shown mild symptoms.
- Reported symptoms in children include cold-like symptoms, such as fever, runny nose, and cough.

Vomiting and diarrhea have also been reported.

- Instruct parents/guardians to assist children to stay at least 6 feet away from other residents.
- If possible, at nap time, ensure that children's naptime mats (or cribs) are spaced out as much as possible, ideally 6 feet apart. Consider placing children head to toe in order to further reduce the potential for disease spread.
- Assign the same mat/crib to one child or disinfect mat/crib between use by different children.
- Thoroughly clean common play areas or temporary respite care areas every 4-6 hours with a focus on items that are more likely to have frequent contact with the hands, mouths, or bodily fluids of children (e.g., toys).
- Clean and disinfect toys
 - Toys that cannot be cleaned and disinfected should not be used.
 - Toys that children have placed in their mouths or that are otherwise contaminated by body secretions or excretions should be set aside until they



are cleaned by hand by a person wearing gloves. Clean with water and detergent, rinse, disinfect with an EPA-registered disinfectant, rinse again, and air-dry. You may also clean in a mechanical dishwasher. Be mindful of items more likely to be placed in a child’s mouth, like play food, dishes, and utensils.

- Machine washable cloth toys should be used by one individual at a time or should not be used at all. These toys should be [laundered](#) before being used by another child.
- Do not share toys with other groups of infants or toddlers, unless they are washed and disinfected before being moved from one group to the other.
- Set aside toys that need to be cleaned. Place in a dish pan with soapy water or put in a separate container marked for “soiled toys.” Keep dish pans and water out of reach of children to prevent risk of drowning. Washing with soapy water is the ideal method for cleaning. Try to have enough toys so that the toys can be rotated through cleanings.
- Children’s books, like other paper-based materials such as mail or envelopes, are not considered a high risk for transmission and do not need additional cleaning or disinfection procedures.
- Require hand hygiene for children, parents, and staff before entering and leaving the children’s temporary respite care area.
- Hand sanitizer should be kept out of reach of children.

Find additional information on [caring for children](#) during the COVID-19 pandemic.

Animals in emergency shelters

These recommendations outline special considerations for lowering COVID-19 transmission risk in human shelters that also house animals. While the risk of transmission from animals to humans is believed to be low, precautions should be taken to prevent possible transmission.

NOTE: Do not put cloth face coverings or other face coverings on animals, even if they appear sick.

Companion animals (pets)

The scope of these recommendations is limited to special considerations for pet-friendly disaster shelters during the COVID-19 pandemic. Information on general shelter operations can be found in the FEMA Best Practice “[Shelter Operations: Pet-Friendly Shelters](#)” document. Detailed recommendations on handling exposed animals is available in the “[Interim recommendations for intake of companion animals from households where humans with COVID-19 are present](#)” developed by the American Veterinary Medical Association (AVMA), with support from CDC One Health.



Animal areas

Note: Recommendations for operating the human shelter should be applied by any person in the animal areas. Use of cloth face coverings, frequent handwashing, social distancing, and frequent cleaning and disinfection should be maintained in the animal areas. Do not put any type of face covering on animals.

- Identify an area to shelter companion animals away from the human living space.
- Provide a separate area of the shelter for companion animals that had contact with a person with known or suspected COVID-19 and companion animals who [show signs of illness](#).
- Upon registration, ask if the animal may have been exposed to a person with known or suspected COVID-19 within the previous 14 days. Contact can result from:
 - Being within approximately 6 feet of the person.
 - Giving kisses or licks, and/or sharing food or bedding with the person.
 - Being snuggled, pet, coughed, sneezed, or spit on by the person. If yes, the animal should be sheltered in the animal isolation area.
- Collect information about COVID-19 exposure status of pets at entry, as well as any clinical signs in pets consistent with COVID-19, to aid in triaging and proper isolation.
- Separate animals by a distance of at least 6 feet at all times, including during pet registration and exercise.
- Limit access to animals to one healthy family member for the duration of the stay.
- Provide handwashing stations at entry and exit to the animal areas.
- All people should wash their hands with soap and water for 20 seconds upon entry and exit to the area.
- Anyone handling animals who may have been exposed or show signs of illness should wear gloves and a cloth face covering. Gloves should be disposed of after each use.
- If an animal gets [sick](#) while in the shelter:
 - Call a veterinarian and let them know the animal may have been exposed to a person with COVID-19.
 - Contact local animal health and public health authorities to determine if the animal should be tested and if other precautions should be taken.

Service animals

In accordance with the Americans with Disabilities Act (ADA), service animals must be allowed to stay with their handlers.

It is important to keep in mind that:

- Service animals are approved under the ADA regardless of whether they are licensed or certified.



- Persons with service animals cannot be isolated from other people or treated less favorably.
- Persons with service animals cannot be asked to remove their service animal from the shelter unless:
 - Animal is out of control
 - Animal poses a direct threat
- If the handler shows signs of illness:
 - If available, provide a separate room where the handler and service animal can isolate together.
 - If a separate room is not available, the handler and service animal should move to the group isolation area.
- Service animal should remain at least 6 feet apart from other people in the isolation area.
- To the extent possible, the handler should limit contact between themselves and their service animal (e.g., avoiding petting, snuggling, or other contact not related to the service animal's work or task).
- Handler should wash hands frequently and before and after touching the service animal.

If possible, have someone who is not symptomatic walk, exercise, and feed the service animal.

If the service animal shows signs of illness:

- Follow the recommendations in the bullets above, except if a separate room is not available the handler and service animal should remain in the general population area.
- Do not put any type of face covering on the service animal.
- The handler or other caretaker should wear gloves and a cloth face covering when walking, exercising, or feeding the animals. Gloves should be disposed of after each use.
- Call a veterinarian and let them know the animal may have been exposed to a person with COVID-19.
- Contact local animal health and public health to determine if the animal should be tested and if other precautions should be taken.

View additional information on what to do [if an animal is sick](#) and [keeping animals protected against COVID-19](#).



APPENDIX 3-2: ACRONYMS

APD	Albany Police Department
APS	Adult Protective Services
ACS	Alternate Care Site
ARC	American Red Cross
ADA	Americans with Disabilities Act
AVMA	American Veterinary Medical Association
BHS	Behavioral Health Services
CARES	California Animal Response Emergency System
CDSS	California Department of Social Services
Cal OES	California Governor's Office of Emergency Services
ACSO	Alameda County Office of the Sheriff
CDC	Centers for Disease Control and Prevention
CMS	Consumable Medical Supplies
COOP	Continuity of Operations Plan
DOC	Department Operations Center
DAFN	Disability and Access and Functional Needs
DAC	Disaster Assistance Centers
DME	Durable Medical Equipment
EOC	Emergency Operations Center
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
FAST	Functional Assessment Service Teams
HPSA	Household Pets and Service Animals
IHSS	In-Home Support Services Program
LAC	Local Assistance Centers
MHOAC	Medical/ Health Operational Area Coordinator
MOU	Memorandums of Understanding
NEFRLS	National Emergency Family Registry and Locator System
NIMS	National Incident Management System
OES	Office of Emergency Services
OA	Operational Area
PPE	Personal Protective Equipment
PHN	Public Health Nurses
PIO	Public Information Officer
REOC	Regional Emergency Operations Center
RCFE	Residential Care Facilities for the Elderly
SNF	Skilled Nursing Facilities
SEMS	Standardized Emergency Management System
SSA	Social Services Department
SOP	Standard Operating Procedures
SOC	State Operations Center
TEP	Temporary Evacuation Point
VOAD	Volunteer Organizations Active in Disaster

Emergency Operations Plan

ANNEX 4: APPENDIXES



**City of Albany, California
2024**

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Emergency Operations Center

Quick Activation Guide



City of Albany, California 2024

This “Quick Activation Guide” is intended to serve as a quick reference to refresh the user in the key elements of the Emergency Operations Plan. All members of the Emergency Operations Center Team should be thoroughly familiar with and trained in the use of this document.

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APPENDIX 1: EOC QUICK ACTIVATION GUIDE

READ THIS ENTIRE QUICK GUIDE FIRST!

THE EOC IS ACTIVATED WHEN:

- The existence or threat of a Local Emergency has been proclaimed in accordance with the City Municipal Code.
- Scheduled and/or unusual events that requires centralized management.
- An emergency situation that has occurred or might occur of such a magnitude that it will require a large commitment of resources from two or more City departments over an extended period of time.
- The Governor has proclaimed a State of Emergency in an area including the County.

BASIC ASSUMPTIONS

- All EOC Staff have already read the Quick Plan, the Basic Plan and the appropriate Hazard Annex.
- EOC Staff understands the City of Albany Emergency Operations Plan, forms, and use of supplies.
- The field Incident or Unified Commander(s) has been identified.
- Briefing on the general conditions of the incident received.
- EOC Section Coordinators have reviewed the **Emergency Management Goals**. EOP p18

EOC FACILITY ACTIVATION

See "EOC Setup Guide" located in EOC.

GETTING STARTED

- The first person in the EOC contacts the scene Incident Commander and obtains a briefing on the situation.
- Assess the nature, scope and estimated impact of the event and response, including the identification of any life-threatening issues that need immediate attention.
- Be sure other EOC staff have been notified and are en-route to the EOC.
- Identify all agencies that have jurisdictional or functional responsibility for the incident. If unsure, think the worst case and include the appropriate staff.
- Identify additional internal and external notifications that need to be made. Advise the Director of Emergency Services and Public Information Officer (PIO), as needed.
- Determine the level of additional response warranted.
- Identify any additional support needs that the EOC can provide to the Field Incident Commander and communicate those needs to the appropriate EOC staff to fill.



- Contact the Alameda OA EOC and provide a Situation Report.
- An initial EOC Action Plan (EAP) and should be used to document initial actions, organizational structure, and a list of committed and/or ordered resources. Two critical issues must be completed:
 - Current incident objectives and focus; and
 - Allocated resources and personnel for the incident.
- Identify on a map the area involved, areas that may be exposed, and critical areas of concern. Include a copy of the map with the EOC Action Plan.
- Compile an initial assessment of damage to-date, and establish any additional damage assessment priorities.
- List all issues/concerns for each incident. Inquire about any potential social, environmental, political, cultural or economic issues. List them. This list will come from input by the initial IC and field Operations Section Coordinator. Post these issues and discuss them during the initial EOC transition meeting. Once posted, start delegating issues to EOC team members, making a notation of the name of person and time delegated.
- Keep all EOC staff informed of any updates or new information, as needed.
- Identify all assisting and cooperating agencies on the incident and ensure that an agency representative has been requested for each.
- Forecast the potential duration for each incident (days, weeks, etc.) to ensure personnel and resource ordering is staying 24-48 hours ahead. Request appropriate resources.
- Review current EOC Staffing Plan to ensure appropriateness for the potential size and needs of the incident. Identify needed staffing plan and request appropriate resources.
- Review media policies and prepare an initial press release. Ensure all responding agencies are recognized.
- Establish EOC check-in points and complete Resources Status forms.
- Review resources and personnel in place to ensure adequate coverage to address new incidents.
- Prepare or complete the Jurisdiction Situation Report and submit updates every 12 hours to the Inland Region EOC.
- Identify any injuries or claims at this point.
- Identify any logistical needs (water supply, food, fuel, shelter, transportation, etc.).
- Obtain a local and regional weather forecast for the next 24-48 hours.

EMERGENCY OPERATIONS SUBSIDE

- Deactivate the EOC as determined by the Director of Emergency Services.
- Conduct a review of the actions taken during response and identify any changes needed for the EOP, EOC procedures or response measures.



EMERGENCY OCCURS



Decision Made to Activate EOC
Retrieve Emergency Operations Plan (EOP p41)



Notification Made to City Manager, Police Chief, City Council (EOP p45)



City EOC is activated – Employees Recalled (EOP p44)



Contact/ Notify Alameda County EOC (925) 646-2441



Go to the Police Community Room to establish the EOC (EOC p 47)



Refer to “EOC Set Up Guide” for Physical EOC Set Up



Director of Emergency Services Selects EOC Director
Selects & Convenes the EOC Team and Conducts Briefing



Section Coordinators Activate/ Brief their Sections – Branches/ Units



The ICP Incident Commander and EOC Director should submit an **Initial Situation Report** to EOC Management and General Staff within **30 minutes**



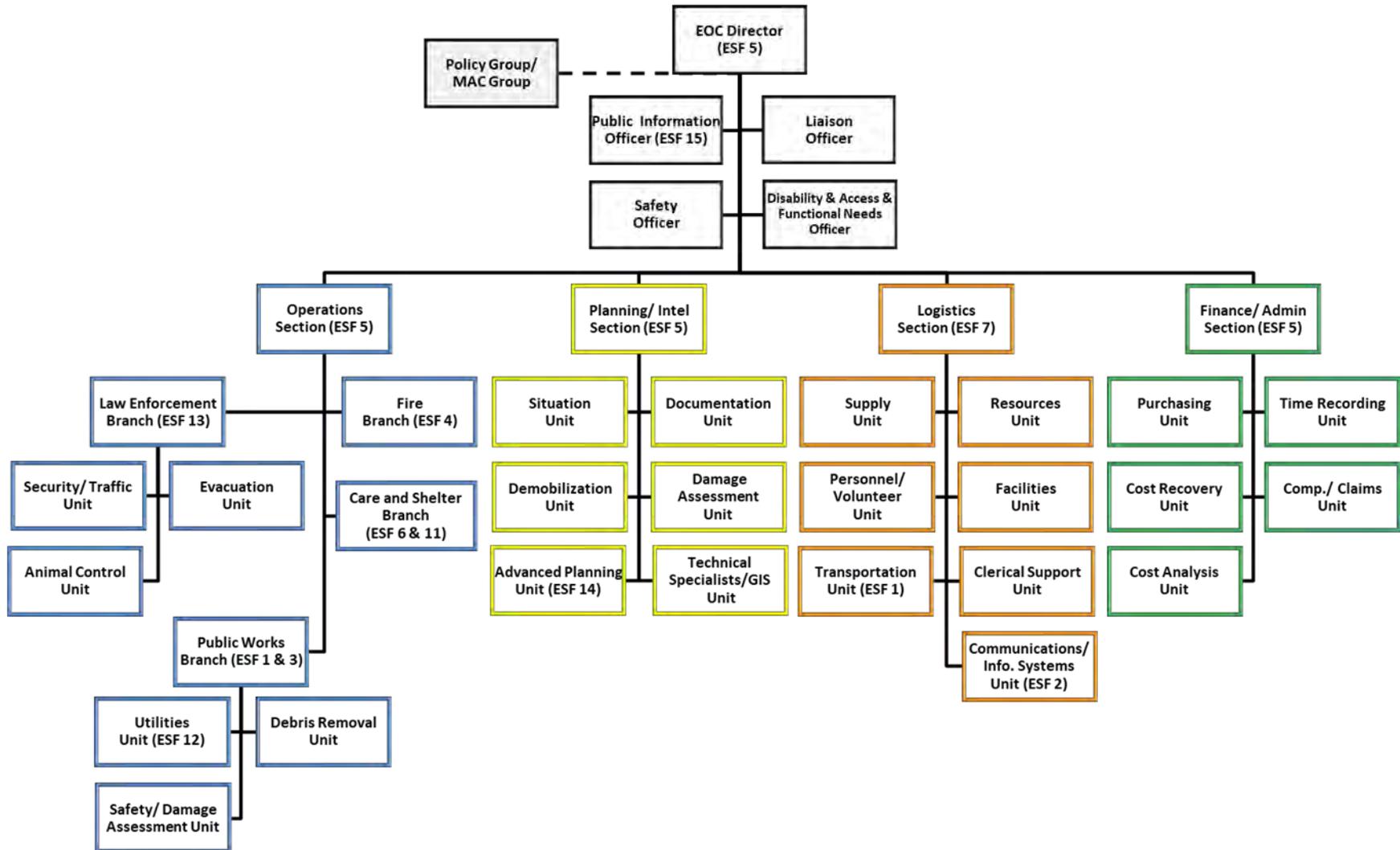
Reports and Updates:
Jurisdiction Situation Report (first report filed **within 2 hours**; subsequent reports as conditions change)
Initial Damage Report (when possible or when requested)
Resource Requests, Major Incident Reports, & Messages (ongoing)



Albany EOC will make notification to Alameda OA OES/EOC
and Alameda OA EOC will notify other levels of government.



Figure 4-1: Albany Emergency Operations Center Organizational Chart





APPENDIX 2: ALBANY EMERGENCY ORGANIZATIONS AND FUNCTIONS

§ 2-16 EMERGENCY ORGANIZATIONS AND FUNCTIONS

Section

- § 2-16.1. Purposes.
- § 2-16.2. Definitions.
- § 2-16.3. Disaster Preparedness and Community Engagement.
- § 2-16.4. Director and Assistant Director of Emergency Services.
- § 2-16.5. Powers and Duties of the Director and Assistant Director of Emergency Services.
- § 2-16.6. Emergency Organization.
- § 2-16.7. Compliance with the California Emergency Services Act.
- § 2-16.8. Expenditures.
- § 2-16.9. Violations; Penalty.

§ 2-16.1. Purposes. [Ord. #95-01, § 1; Ord. #2018-03]

The declared purposes of this section are to provide for the preparation and carrying out of plans for the protection of persons and property within the City in the event of any emergency; the direction and form of the city's emergency organization; and the coordination of the emergency functions of this City with all other public agencies, corporations, organizations, and affected private persons.

§ 2-16.2. Definitions. [Ord. #95-01, § 1; Ord. #2018-03]

As used in this section, the following terms shall mean:

- a. EMERGENCY – Shall mean the actual or threatened existence of conditions of disaster or of extreme peril to the safety of persons and property within this City caused by such conditions as air pollution, toxic release, fire, flood, storm, epidemic, riot, earthquake, or other conditions, including conditions resulting from war or imminent threat of war, but other than conditions resulting from a labor controversy, or other acts of civil unrest which are likely to be beyond the control of the services, personnel, equipment, and facilities of this City, requiring the combined forces of other political subdivisions to resolve.
- b. DIRECTOR OF EMERGENCY SERVICES – Shall mean the City Manager, and if unavailable or unable to respond, the Director will be either the Police or Fire Chief. The Director of Emergency Services reports directly to the City Council, and is over the Director of the Emergency Operations Center.
- c. ASSISTANT DIRECTOR OF EMERGENCY SERVICES – At the discretion of the Director, an Assistant Director of Emergency Services may be appointed. The employee may be from the Police, Fire or Administration Departments, or other city employee as determined suitable by the Director.



- d. EMERGENCY OPERATIONS CENTER – Shall mean the primary facility for directing and responding to situations of an emergency nature as described above or similar in nature, including communications and the allocations of personnel and equipment needed to respond to the situation.
- e. DIRECTOR OF EMERGENCY OPERATIONS CENTER – May also be called the Emergency Operations Center Director, this individual is responsible for the City's coordinated operational efforts to respond to the emergency situation. The Director of the EOC is in charge of the functional response divisions and reports to the Director of Emergency Services.

§ 2-16.3. Disaster Preparedness and Community Engagement. [Ord. #95-01, § 1; Ord. #2018-03]

The City shall adhere to established guidelines for disaster preparedness and emergency operations such as an Emergency Operations Plan as adopted by the City Council. The Emergency Operations Plan is intended to assign responsibility and outline procedures for responding to disasters and serve as the basis for effective response to any hazard that may threaten the City. The plan shall provide for the effective mobilization of all the resources of the city, both public and private, to meet any condition constituting a local emergency, state of emergency, or state of war emergency and shall provide for the organization, powers and duties, services, and staff of the Emergency Organization. Such plan shall include compliance with the Standardized Emergency Management System pursuant to Cal. Gov't Code §§ 8607 et seq. and shall take effect upon adoption by resolution of the City Council.

It shall be the responsibility of the Director of Emergency Services to direct community outreach efforts to foster disaster preparedness and resiliency within the City.

§ 2-16.4. Director and Assistant Director of Emergency Services. [Ord. #95-01, § 1; Ord. #2018-03]

The City Manager shall be the Director of Emergency Services, and has the discretion, in periods of declared disasters, to create and staff the position of Assistant Director of Emergency Services. The Director of Emergency Services may also, at the discretion of the City Council, staff the position of Assistant Director in non-emergency periods to continue to assist the City in emergency preparedness, as well as the recovery and reconstruction efforts following an emergency.

§ 2-16.5. Powers and Duties of the Director and Assistant Director of Emergency Services. [Ord. #95-01, § 1; Ord. #2018-03]

- a. The Director is hereby empowered to:



1. Request that the City Council proclaim the existence or threatened existence of a local emergency if the City Council is in session, or to issue such proclamation if the City Council is not in session. Whenever a local emergency is proclaimed by the Director, the City Council shall take action to ratify the proclamation within seven (7) days thereafter or the proclamation shall have no further force or effect.
 2. Request that the Governor proclaim a state of emergency when, in the opinion of the Director, the locally available resources are inadequate to cope with the emergency situation.
 3. Supervise and direct the City emergency organization and efforts to respond to the emergency situation, as provided for in this section and the City's Emergency Operations Plan.
 4. Supervise and direct the cooperation between the coordination of services, resources and staff of the City's emergency organization; and resolve questions of authority and responsibility that may arise between them.
 5. Represent the City in all dealings with public or private agencies on matters pertaining to the City's preparedness planning, response, and recovery from an emergency.
- b. In the event of a proclamation of a local emergency as provided in this ordinance, the proclamation of a state of emergency by the Governor or the Director of the State Office of Emergency Services, or the existence of a state of war emergency, the Director is hereby empowered to:
1. Appoint the Director of Emergency Operations Center, based on available personnel and the nature of the declared emergency;
 2. Make and issue rules and regulations on matters related to the protection of life and property as affected by the emergency, or other actions that would assist in the City's response to the situation. These actions must be approved by the City Council at the earliest practicable time, but no later than thirty (30) days, or the actions will be considered invalid;
 3. Procure vital supplies, equipment and other materials and property deemed necessary for the protection of life and property; to bind the City for the fair value of such materials, and if required, commandeer those materials for public use;
 4. Require the emergency services of any City officer or employee and, in the event of a proclamation of a state of emergency in Alameda County, or the existence of a state of war emergency, to command the aid of as many citizens of this community as deemed necessary in directing the City response efforts; such persons shall be entitled to all privileges, benefits, and immunities as are provided by State law for registered



disaster service workers;

5. Requisition any necessary personnel, equipment or resources from any City department or agency as deemed necessary and appropriate for the direction of the City's response efforts; and
 6. Direct and implement actions as requested by the City Council, whose superseding authority remains in effect.
- c. The Director of Emergency Services shall designate the order of succession to that office, to take effect in the event the Director is unavailable to perform the duties of that office in the event of an emergency. The order of succession shall be approved by the City Council.
- d. The Assistant Director shall, if the position is staffed in periods where there is no emergency proclamation in effect, under the supervision of the Director and with the assistance of emergency personnel, develop emergency plans and manage the emergency programs of this City; and shall have such other powers and duties as may be assigned by the Director.

§ 2-16.6. Emergency Organization. [Ord. #95-01, § 1; Ord. #2018-03]

All officers and employees of this City, together with those volunteer forces enrolled to aid them during an emergency, and all groups, organizations, and persons who may by agreement or operation of law, including persons impressed into service under the provisions of this section, charged with duties incident to the protection of life and property in this City during such emergency, shall constitute the emergency organization of the City of Albany.

§ 2-16.7. Compliance with the California Emergency Services Act

This City of Albany § 2-16: Emergency Organizations and Functions shall comply with the California Emergency Services Act.

§ 2-16.8. Expenditures

Any expenditures made in connection with emergency activities, including mutual aid activities, shall be deemed conclusively to be for the direct protection and benefit of the inhabitants and property of the city.

§ 2-16.9 Violations; Penalty

It shall be a misdemeanor, punishable by a fine of not to exceed one thousand dollars (\$1,000), or by imprisonment for not to exceed six (6) months, or both, for any person, during an emergency, to:



- a. Willfully obstruct, hinder, or delay any member of the emergency organization in the enforcement of any lawful rule or regulation issued pursuant to this ordinance, or in the performance of any duty imposed by virtue of this ordinance.
- b. Do any act forbidden by any lawful rule or regulation issued pursuant to this ordinance, if such act is of such a nature as to give or be likely to give assistance to the enemy or imperil the lives or property of inhabitants of this city, or to prevent, hinder, or delay the defense or protection thereof.
- c. Wear, carry, or display, without authority, any means of identification specified by the emergency agency of the State.



APPENDIX 3: DISASTER SERVICE WORKER VOLUNTEER PROGRAM

I. Background

The City of Albany recognizes that in the event or imminent threat of a major emergency, there is the likelihood that first responders such as law enforcement, fire and rescue, emergency medical services, and emergency management will be overwhelmed. Therefore, the City of Albany Emergency Services Committee has established a Disaster Service Worker (DSW) Volunteer Program in compliance with the State of California Disaster Service Worker Volunteer Program (DSWVP) rules and regulations.

The DSWVP is a State funded program that provides workers' compensation benefits to registered DSW volunteers who are injured while performing eligible disaster service duties or participating in pre-approved training/exercises. It also provides limited immunity from liability to political subdivisions, political entities or DSW volunteers if a civil suit involves any duly enrolled or registered DSW volunteer engaged in or training for emergency preparedness or relief activity.

II. Program Description & Duties

The City of Albany DSW Volunteer Program will utilize registered volunteers to assist first responders and the community during disasters or large-scale emergencies by performing eligible disaster service duties while under supervision.

The City of Albany Emergency Services Committee has authorized and directed the Police Department to register DSW volunteers and to administer the DSW volunteer program in compliance with applicable rules and regulations.

When requested to activate as authorized by the City's Emergency Services Committee or its designee, DSW volunteers will function under the direction of the Director of Emergency Services or authorized designee.

III. Eligibility

DSW volunteers are required to treat co-workers, community members, victims and their property with the highest respect and dignity and must be of trustworthy character under adverse conditions where emergency victims could be at a disadvantage. Being open to public scrutiny, the DSW volunteer must realize that his or her actions are representative of City of Albany as a whole. It is important that volunteers understand the professional courtesy that is expected when serving as a DSW volunteer.

Pre-Registered DSW volunteers must meet the following general requirements:

- a. Live, work or volunteer in the City of Albany;
- b. No felony convictions. Applicants are subject to a Department of Justice Live Scan and background check to attest the lack of a criminal history;
- c. Pass an oral interview;



- d. Complete and return all registration forms to the Police Department Volunteer Coordinator or designee;

IV. DSW Volunteer Classifications

DSW volunteers perform a wide variety of disaster service duties, which are categorized into classifications to comply with one of the registration requirements. The State DSWVP has approved the following DSW volunteer classifications:

1. Animal Rescue, Care and Shelter
2. Communications
3. Community Emergency Response Team Member
4. Emergency Operations Center/Incident Command
5. Fire
6. Human Services
7. Laborer
8. Law Enforcement
9. Logistics
10. Medical & Environmental Health
11. Safety Assessment Program Evaluator
12. Search & Rescue
13. Utilities

The City of Albany Emergency Services Committee will pre-register DSW volunteers in three of the approved classifications who also meet the individual requirements for the specific specialty being applied for as detailed below:

Classification: Law Enforcement

Specialty: **Volunteers in Police Service (VIPS)** - Administrative duties and non-enforcement related patrol functions

- a. Must be at least 18 years old;
- b. Complete the VIPS Training course;
- c. Complete the VIPS membership profile;
- d. Complete an initial six (6) month probationary period;
- e. Agree and abide by the VIPS Rules of Conduct



Classification: Animal Rescue, Care and Shelter

Specialty: **Albany Animal Services Volunteer** - Assist in the rescue, transport, and sheltering of small and large animals.

- a. Must be at least 18 years old;
- b. Complete the Albany Animal Services Volunteer Training course;
- c. Complete the Albany Animal Services Volunteer membership profile;
- d. Members serve at the will of the Albany Animal Services program manager;

V. Spontaneous Unaffiliated Volunteers

Spontaneous Unaffiliated Volunteers (SUVs) are individuals who come forward to offer disaster response and recovery volunteer services during a disaster event. SUVs are not persons impressed into service at the scene of an incident and are used to augment existing services and organizations. SUVs serve at the pleasure of the management of the City of Albany. The City may restrict assignments, control their level of participation, or prohibit their use all together. The City's emergency management assumes the responsibility to ensure that SUVs are physically and mentally capable of performing duties to which they will be assigned, and must provide training appropriate to the assignment. An example of training could be safety instruction in filling and passing sandbags in a flood situation prior to a volunteer being assigned to that job. Another example of training could be basic safety instruction in assisting at a shelter and processing incoming evacuees.

SUVs must meet the following general requirements:

- a. Live, work or volunteer in the City of Albany;
- b. No felony convictions;
- c. Pass an oral interview;
- d. Complete and return all registration forms to the Sheriff's Office Volunteer Coordinator or designee;
- e. Must be at least 18 years old with an authorized photo identification card;
 - i. Minors between 14 and 18 years old are eligible to register for volunteer service if accompanied by a parent or legal guardian throughout the duration of their service.
- f. Possess a skill or knowledge set that would serve useful during response and recovery efforts

VI. Registration Process

The registration of volunteers will occur either in advance of a proclaimed disaster or prior to engaging in disaster service duties during the event. Those registered prior to a proclaimed disaster are considered pre-registered Disaster Service Worker (DSW) volunteers. Spontaneous Unaffiliated Volunteers (SUVs) are not pre-registered



volunteers, but volunteers who come forward spontaneously during the time of a disaster or emergency event, or post disaster, to assist without pay or compensation.

Volunteers who spontaneously come forward to assist can become registered as DSW volunteers for the duration of that single event. To be covered for workers' compensation benefits, these volunteers must meet all of the requirements as indicated in the DSW Volunteer Program regulations. This includes proper registration, appropriate training and working under official supervision. All DSW volunteers must be registered prior to engaging in official DSW activities. It is not legally permissible to register a volunteer retroactively as a DSW in order to seek worker's compensation coverage through the DSWVP.

Once a SUV is registered as a DSW volunteer, that person is no longer considered spontaneous, and is eligible for Program benefits.

a. Pre-Registered DSW volunteer registration process:

- i. Meet the eligibility requirements as outlined in Sections III and IV;
- ii. Complete the Albany Police Identification Report;
- iii. Complete the Criminal History or Background form;
- iv. Complete the Cal OES DSW Registration form (Rev. 8.2016);
 - (1) Minors between 14 and 18 years old must have parent/legal guardian complete required section of the Cal OES DSW Registration form consenting to their participation.
- v. Return the above items to Albany Police Department Volunteer Coordinator or designee;
- vi. Take a photograph for identification purposes;
- vii. Complete the fingerprinting process (Live Scan);
- viii. Take and subscribe to the Loyalty Oath or Affirmation administered by an authorized representative of the City of Albany;
- ix. Complete basic safety and job specific training.

b. Spontaneous Unaffiliated Volunteer (SUV) registration process:

- i. Meet the eligibility requirements as outlined in Sections III and IV;
- ii. Must be at least 18 years old with an authorized photo identification card;
- iii. Complete the Disaster Volunteer Intake and Referral Form;
- iv. Complete the Cal OES DSW Registration form (Rev. 8.2016);
 - (1) Minors between 14 and 18 years old must have parent/legal guardian complete required section of the Cal OES DSW Registration form consenting to their participation and be accompanied by a parent or legal guardian throughout the duration of their service.
- v. Complete background check via California Law Enforcement Telecommunications System (CLETS) if available;
- vi. Complete the Criminal History form (If CLETS background check not available);
- vii. Complete the Declaration form (If CLETS background check not available);



- viii. Return the above items to Albany Police Department Volunteer Coordinator or designee;
- ix. Take and subscribe to the Loyalty Oath or Affirmation administered by an authorized representative of the City of Albany;
- x. Complete basic safety and job specific training (to be determined at time of incident)

During an incident when spontaneous volunteers arrive at an Incident Command Post, the Incident Commander or designee should make an effort to assign a volunteer coordinator to restrict spontaneous volunteers to a general location until an evaluation and a needs assessment can be made. If the Incident Commander or designee determines that SUVs are required to assist in the mitigation of the emergency the volunteers will be screened for abilities and specialties. Once SUVs are properly registered as DSW volunteers and are provided appropriate training with official supervision, they are available for deployment to the needs of the City of Albany.

VII. Activation

After insuring that their own family and home are safe, DSW volunteers should prepare to activate in the event of an emergency. A DSW volunteer must be deployed/assigned disaster related activities by the registering authority. Under no circumstances is a self-deployed DSW volunteer eligible for DSWVP benefits.

The Chair of the Emergency Services Committee, Police Watch Commander, or other authorized public official may activate DSW volunteers by contacting the team leaders. When ordered to activate, team leaders will mobilize their team and meet at a designated location determined by the person activating the team.

VIII. Supervision

More so than paid staff, volunteers must be supervised according to the task assigned. Ideally, though not always possible, paid staff personnel should supervise all volunteer efforts. When this is not possible, skilled, highly trained volunteers should be assigned as supervisors when direct supervision by paid staff is not feasible.

IX. Deactivation

The activating official or designee is responsible to deactivate the DSW volunteer.

X. Injuries

Any DSW volunteer injured while performing eligible disaster service duties including pre-approved training shall immediately notify their supervisor and the Chair of the Emergency Services Committee, who will provide the injured volunteer State Fund Form



3301 within one day of injury knowledge. Worker's compensation claim submissions shall comply with the reporting requirements as defined in the State of California Disaster Service Worker Volunteer Program.

XI. Use of DSW Volunteers

DSW volunteers are primarily used during disasters or large-scale emergencies to supplement and augment the City's emergency services capability.

DSW volunteers will only be used for disaster service tasks, which they are trained to perform. Eligible disaster services include all activities authorized by and carried on pursuant to the California Emergency Services Act (ESA) while assisting any unit of the emergency organization during a proclaimed emergency or during a Search and Rescue mission, including approved, documented and supervised

- Activities performed to mitigate an imminent threat of extreme peril to life, property and resources
- Training necessary to engage in such activities
- Official deployments
- Official mutual aid

XII. DSW Volunteer Equipment

DSW volunteers are responsible for supplying their own equipment related to the specific volunteer classification.

XIII. DSW Volunteer Identification Cards

Identification cards are issued to DSW volunteers upon successful completion of the above outlined registration process. Identification cards will remain the property of the City of Albany and must be surrendered upon request. Additionally, volunteers shall display their ID Card when engaged in official activities, including activations, trainings and exercises.

Pre-Registered DSW volunteers will be issued an official DSW volunteer identification card to be displayed when engaged in official activities.

A Spontaneous Unaffiliated Volunteer (SUV) registered as a DSW volunteer will be issued an identification card holder and lanyard to carry and display their authorized photo identification card when engaged in official activities. The issued identification card holder and lanyard will be surrendered back to the City upon deactivation as a DSW volunteer at the conclusion of their official activities.



XIV. Media and Press Protocol

All DSW volunteers will defer media inquiries to the City's Public Information Office.

Associated Forms:

- Listed Registration forms
- Title 19 DSWVP
- Worker's Comp forms and instructions



APPENDIX 4: STATE OF EMERGENCY ORDERS

These orders and regulations may be selectively promulgated by the Governor (extracted from the California Emergency Plan).

State of Emergency (other than war)

Order 1 (period of employment waived)

It is hereby ordered that the period of employment for State Personnel Board emergency appointments, as provided in Section 19120 of the Government Code and State Personnel Board Rules 301-303, be waived for positions required for involvement in emergency and/or recovery operations. The requirements and period of employment for such appointments will be determined by the Secretary of Cal OES but shall not extend beyond the termination date of said State of Emergency.

Order 2 (control of medical supplies)

It is hereby ordered that in the area proclaimed to be in a State of Emergency and/or that specific area(s) but which is (are) essential to the relief and aid of the lives and property within the proclaimed area, all drugs and medical supply stocks intended for wholesale distribution shall be held subject to the control and coordination of the Department of Health Services, Food and Drug Section. Authority imparted under this Order and specific to the proclaimed emergency, shall not extend beyond the termination date of said State of Emergency.

Order 3 (personnel may be paid in cash)

It is hereby ordered that during the proclaimed State of Emergency appropriate parts of Sections 18020-18026 of the Government code and State Personnel Board Rules 130-139, be waived to permit cash compensation to personnel whose work is designated by the Director, Cal OES, as essential to expedite emergency and recovery operations for all time worked over the employee's regular work week, at a rate not to exceed 1-1/2 times the regular rate of pay.

The Director of Cal OES will also designate the beginning and ending dates for such overtime for each individual involved. This waiver shall not extend beyond the termination date of said State of Emergency.



Order 4 (contract bond requirement suspended)

It is hereby ordered that in the area proclaimed to be in a State of Emergency and/or that specific area(s) designated by the Director of Cal OES, outside of the proclaimed area(s) but which is(are) essential to the relief aid of the lives and property within the proclaimed area, the provisions of Sections 3247-3258 of the Civil Code relating to State contracting bonding requirement for the performance of heavy rescue, debris removal, expedient construction, preparation of mobile home sites and related activities are suspended. This suspension shall not extend beyond the termination date of said State of Emergency.

Order 5 (housing laws suspended)

It is hereby ordered that in the area proclaimed to be in a State of Emergency and/or that specific area(s) designated by the Director of Cal OES, outside of the proclaimed area(s) but which is(are) essential to the relief and aid of the lives and property within the proclaimed area, those zoning, public health, safety or intrastate transportation laws, ordinances, regulations or codes which the Director of Cal OES determines impair the provision of temporary housing be suspended for a time not to exceed 60 days, after the proclaimed State of Emergency and authorization by the President upon the declaration of a Major Disaster for the Temporary Housing Program as prescribed in Section 404 of Public Law 93-288 and Section 8654(a) of the Government Code.

Order 6 (control of stored petroleum)

It is hereby ordered that in the area proclaimed to be in a State of Emergency and/or that specific area(s) designated by the Director of Cal OES outside of the proclaimed area(s) but which is(are) essential to the relief and aid of lives and property within the proclaimed area, distribution of intrastate petroleum stocks including those in refinery storage, major distribution installations and pipeline terminals, shall be held subject to the control and coordination of the Energy Resources Conservation and Development Commission. Petroleum stocks may be prioritized and diverted for use in a disaster area or in support of disaster mitigation operations. Any and all actions taken shall be at the discretion and judgment of the State Fuel Allocator, California Energy Commission, for use in disaster mitigation. Such actions shall be coordinated with and prioritized by the Director of Cal OES but shall not extend beyond the termination date of said State of Emergency.



APPENDIX 5: STATE OF WAR ORDERS

These orders and regulations may be selectively promulgated by the Governor (extracted from the California Emergency Plan).

State of War Emergency (extracted from the California Emergency Plan)

War Order 1 (When these orders in effect)

It is hereby ordered that the following orders and regulations, numbered 2 through 12, having been duly made in advance of a State of War Emergency, approved by the California Emergency Council and filed with the Secretary of State and the County Clerk of each County, shall take full effect upon the existence of a State of War Emergency and shall remain in full force and effect until amended or rescinded or until termination of said State of War Emergency. (See Section 8567(a), (b) and (d), State Emergency Services Act).

War Order 2 (warning signals)

It is hereby ordered that, immediately upon the existence of a State of War Emergency, all counties and cities of the State will immediately sound the indicated warning signal and/or take all other appropriate actions to warn residents. The warning signals necessary to effectuate this action shall be those prescribed by the Federal government for this purpose.

War Order 3 (State Emergency Services is in charge)

It is hereby ordered that the Director of Cal OES is authorized and directed to act on behalf of the Governor and in the name of the State of California in implementing and operating the California War Emergency Plan; and he is authorized to assume command and control of operations within the State in accordance with such plan, insofar as adherence to such plan is adequate and to deviate from such plan, as directed by the Governor or to the extent and in such manner as he may deem necessary for the protection of life, property and resources of or within the State against unforeseen circumstances or hazards which, by reason of their character or magnitude, are beyond the scope of such plan.

It is further ordered that the Director of Cal OES is authorized to delegate such powers as are herein granted, or as authorized under Article 5 of the California Emergency



Services Act, to personnel as he may deem necessary, and such personnel may act on behalf of and in the name of the Director of Cal OES in carrying out any authority so delegated.

War Order 4 (personnel)

It is hereby ordered that all officials of local political subdivisions of the State or in accredited local emergency organizations, and all registered disaster service workers, and all who perform duties, are hereby declared to be members of the Statewide War Emergency by a person having the authority to command the aid of citizens in the execution of his duties, are here declared to be members of the Statewide War Emergency Organization.

It is further ordered that all officials of local political subdivisions of the State and all registered disaster service workers who perform duties in the State or regional emergency operations headquarters are hereby declared to be personnel of the State War Emergency

Organization for the period of the State of War Emergency, subject to the direction of the Governor, the Director of Cal OES and/or the manager of the regional headquarters to which such persons are assigned or attached.

It is further ordered that all officials and registered disaster service workers heretofore designated as coordinators or as staff personnel for Operational Area organizations, which have been ratified by the California Emergency Council, are hereby declared to be personnel of the State War Emergency Organization.

War Order 5 (government shall continue)

It is hereby ordered that the governmental functions for the protection of lives, property and resources of the State and of every political subdivision thereof shall continue in full force and effect, and all duly constituted officials of the State and of every political subdivision thereof shall continue to discharge their responsibilities and shall comply with, enforce and assume the responsibility for implementing such regulations and orders not inconsistent with or contradictory to rules, regulations or orders issued by the President of the United States or the Commanding General, Sixth United States Army, as are now or may hereafter be promulgated by the Governor, in accordance with approved plans and procedures.



War Order 6 (retail sales prohibited)

It is hereby ordered that, in accordance with National and State policy, as reflected in the General Freeze Order, Part A, California Emergency Resources Management Plan, all retail sales and transfers of consumer items are prohibited for a period of at least five days following the onset of a State of War Emergency, except for the most essential purposes as determined by Federal, State or local authorities and except for essential health items and perishables in danger of spoilage.

War Order 7 (sale of alcohol prohibited)

It is hereby ordered that the sale of alcoholic beverages shall be discontinued immediately.

War Order 8 (control of petroleum)

It is hereby ordered that all petroleum stocks for California distribution, including those in refinery storage, major distributing installations and pipeline terminals, shall be held subject to the control of the State Petroleum Director.

It is further ordered that, following the period of prohibition of sales imposed by Order 6, retail outlets for petroleum products shall operate in accordance with rules and regulations prescribed by the State Petroleum organization as outlined in Part B-VII of the California Emergency Resources Management Plan.

War Order 9 (control of food)

It is hereby ordered that all wholesale food stocks, including those under the control of processors, wholesalers, agents and brokers, be held subject to the control of the State Food Director, except that:

Fresh fluid milk, fresh vegetables and bread are not subject to this order; and

Supplies necessary for immediate essential use, on the basis of 2000 calories per person per day, of persons in homes or in shelter centers, restaurants, hotels, hospitals, public institutions and similar establishments feeding approximately 100 persons or more per day, may be obtained from wholesale and/or retail sources upon approval by local authorities operating in accordance with existing State and Federal food supply



policies; and it is further ordered that, following the period of prohibition of sales imposed by Order 6, retail outlets for food stocks shall operate in accordance with rules and regulations prescribed by the State Food Organization as outlined in Part B-III of the California Emergency Resources Management Plan.

War Order 10 (control of medical supplies)

It is hereby ordered that all drugs and medical supply stocks in California, intended for wholesale distribution, shall be held subject to the control of the Chief, State Emergency Medical and Health Organization; and it is further ordered that, following the period of prohibition of sales imposed by Order 6, retail outlets for drugs and medical supplies shall operate in accordance with rules and regulations prescribed by the State Emergency Medical and Health Organization as outlined in Part B-IV of the California Emergency Resources Management Plan.

War Order 11 (banks)

It is hereby ordered that all banks will take emergency operating actions pursuant to Sections 1915 and 1916 of the Financial Code.

War Order 12 (rent control and rationing)

It is hereby ordered that, pursuant to the California Emergency Resources Management Plan, Part B-II, Economic Stabilization, and in conjunction with the lifting of the General Freeze Order as referred to in Order 6, price and rent control and consumer rationing will be invoked and administered by the State Economic Stabilization Organization. Rationed items may include those identified in the list of essential survival items contained in Part A, California Emergency Resources Management Plan, and such other items contained in Part A, California Emergency Resources Management Plan, and such other items as may be in short supply.



APPENDIX 6: ACRONYMS

AA/CA	After Action/Corrective Action
AADT	Annual Average Daily Traffic
AAR	After Action Report
AAR/IP	After Action Report/ Improvement Plan
AC	Area Command
ADA	Americans with Disabilities Act
ADC	Area Disaster Center
ADT	Animal Disaster Team
AO	Administrative Order
AQMD	Air Quality Management District
ARC	American Red Cross
ATC	Applied Technology Council
ATSDR	Agency for Toxic Substances and Disease Registry
BOS	Board of Supervisors
CA	California
Cal EPA	California Environmental Protection Agency
CAL FIRE	California Department of Forestry and Fire Protection
Cal OES	California Governor's Office of Emergency Services
Cal Recycle	California Department of Resources Recycling and Recovery
CalTrans	California Department of Transportation
CALWAS	California Warning System
CAP	Corrective Action Planning
CBO	Community Based Organization
CBRNE	Chemical, Biological, Radiological, Nuclear and Explosive
CCC	Alameda County
CCP	Crisis Counseling Programs
CCR	California Code of Regulations
C&D	Construction and Demolition
CD	Civil Defense
CDAA	California Disaster Assistance Act
CDBG	Community Development Block Grant
CDC	Centers for Disease Control and Prevention
CDPH	California Department of Public Health
CEPEC	California Earthquake Prediction Evaluation Council
CEQA	California Environmental Quality Act
CERS	Cal EPA California Environmental Reporting System
CERT	Community Emergency Response Team
CESFRS	California Emergency Service Fire Radio System
CESRS	California Emergency Services Radio System
CFR	Code of Federal Regulations



CGC	California Government Code
CGS	California Geological Survey
CHEMTREC	Chemical Transportation Emergency Center
CHP	California Highway Patrol
CISD	Critical Incident Stress Debriefing
CLEMARS	California Law Enforcement Mutual Aid Radio System
CLERS	California Law Enforcement Radio System
CLETS	California Law Enforcement Telecommunications System
CM	Consequence Management
CMS	Changeable Message Signs
COE	Corps of Engineers (US Army)
COG	Continuity of Government
COOP	Continuity of Operations
CPG	Comprehensive Planning Guide
CST	Civil Support Teams
CSWC	California State Warning Center
CWA	Clean Water Act
D-SNAP	Disaster Supplemental Nutrition Assistance Program
DA	Damage Assessment
DAFN	People with Disabilities and others with Access and Functional Needs
DAP	Disaster Assistance Programs
DCM	Disaster Case Management
DCS	Disaster Communications Service
DHS	Department of Homeland Security
DLS	Disaster Legal Services
DMH	California Department of Mental Health
DOC	Department Operations Center
DOD	Department of Defense
DOE	Department of Energy
DOJ	Department of Justice
DOP	Department Operations Plan
DOT	Department of Transportation
DPH	Department of Public Health
DRC	Disaster Recovery Center
DSS	California Department of Social Services
DSW	Disaster Service Worker
DSWVP	Disaster Service Worker Volunteer Program
DUA	Disaster Unemployment Assistance
DWR	California Department of Water Resources
EAS	Emergency Alert System
EDIS	Emergency Digital Information System
EF	Emergency Function
EHSD	Employment and Human Services Department



EIDL	Economic Injury Disaster Loan Program (SBA)
EM	Emergency Management
EMAC	Emergency Management Assistance Compact
EMMA	Emergency Managers Mutual Aid
EMP	Electromagnetic Pulse
EMS	Emergency Medical Services
EMSA	Emergency Medical Services Authority
ENN	Emergency News Network
EO	Executive Orders
EOC	Emergency Operations Center
EOP	Emergency Operating Procedures
EOP	Emergency Operations Plan
EPA	Environmental Protection Agency
EPCRA	Emergency Planning and Community Right-to-Know Act
EPI	Emergency Public Information
E-PREP	Emergency Preparedness
ERT	Emergency Response Team
ESA	Emergency Services Act
EMC	Emergency Management Coordinator
ESF	Emergency Support Functions
ETA	Estimated Time of Arrival
FAA	Federal Aviation Administration
FBI	Federal Bureau of Investigation
FCC	Federal Communications Commission
FCO	Federal Coordinating Officer
FE	Functional Exercise
FEMA	Federal Emergency Management Agency
FHWA	Federal Highway Administration
FMA	Flood Mitigation Assistance
FNS	Food and Nutrition Service
FOSC	Federal On-Scene Coordinator
FSE	Full Scale Exercise
FTS	Field Treatment Sites
GIS	Geographic Information System
GSA	General Services Administration
HAR	Highway Advisory Radio
HAZMAT	Hazardous Materials
HHW	Household Hazardous Waste
HI	Heat Index
HM	Hazard Mitigation
HMGP	Hazard Mitigation Grant Program
HSPD	Homeland Security Presidential Directive
HSAS	Homeland Security Advisory System



HSEEP	Homeland Security Exercise Evaluation Program
HSPD	Homeland Security Presidential Directive
HUD	Housing and Urban Development Program
IAP	Incident Action Plan
IAP	Individual Assistance Program
IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
IDE	Initial Damage Estimate
IHP	Federal Assistance to Individuals and Households Program
IMT	Incident Management Team
IND	Improvised Nuclear Device
IPAWS	Integrated Public Alert and Warning System
IRS	U.S. Internal Revenue Service
IT	Information Technology
JDIC	Justice Data Interface Controller
JFO	Joint Field Office
JIC	Joint Information Center
JIS	Joint Information System
JOC	Joint Operations Center
JPA	Joint Powers Agreement
LAC	Local Assistance Center
LECC	Local Emergency Communications Committees
LEPC	Local Emergency Planning Committee
LFA	Lead Federal Agency
LHMP	Local Hazard Mitigation Plan
LNO	Liaison Officer
LOS	Level of Service
LP	California Local Area Primary Stations
MACS	Multi-Agency Coordination System
MBO	Management by Objectives
MC	Mobilization Center
MHOAC	Medical and Health Operational Area Coordinator
MSA	Multi-Purpose Staging Area
MYTEP	Multi-Year Training and Exercise Program
NAWAS	National Warning System
NCS	National Communications System
NDMS	National Disaster Medical System
NEMIS	National Emergency Management Information System
NEPA	National Environmental Policy Act
NFIP	National Flood Insurance Program
NHPA	National Historic Preservation Act
NIMS	National Incident Management System



NOAA	National Oceanic and Atmospheric Administration
NOGA	Notice of Grant Award
NRC	Nuclear Regulatory Commission
NRCS	Natural Resources Conservation Service
NRF	National Response Framework
NSHM	National Seismic Hazard Maps
NTAS	National Terrorism Advisory System
NW	Neighborhood Watch
NWS	National Weather Service
NWR	National Weather Service Radio
OA	Operational Area
OASIS	Operational Area Satellite Information System
OEM	Office of Emergency Management
OES	Office of Emergency Services
OHS	Office of Homeland Security
OSC	On-Scene Coordinator
OSHA	Occupational Safety and Health Administration
PA	Public Assistance
PAO	Public Assistance Officer
PAP	Public Assistance Programs
PDD	Presidential Decision Directive
PDM	Pre-Disaster Mitigation
PHS	Public Health Service
PIO	Public Information Officer
PL	Public Law
PNP	Private Nonprofit Organization
POC	Point of Contact
PPE	Personal Protective Equipment
PSI	Pounds per Square Inch
PUC	California Public Utilities Commission
PW	Project Worksheet
RACES	Radio Amateur Civil Emergency Services
RAN	Radio Alert Network
RDMHC	Regional Disaster Medical and Health Coordinator
REOC	Regional Emergency Operations Center
RESTAT	Resources Status
RFC	Repetitive Flood Claims
SA	Salvation Army
SAP	Safety Assessment Program
SAR	Search and Rescue
SARA	Superfund Amendment Reauthorization Act (Title III)
SAT	Safety Assessment Team
SBA	Small Business Administration



SCAQMD	South Coast Air Quality Management District
SCBA	Self-Contained Breathing Apparatus
SCO	State Coordinating Officer
SCOPE	Sheriff's Community Organized Policing Effort
SDARS	Satellite Digital Audio Radio
SEMS	Standardized Emergency Management System
SEP	State Emergency Plan
SITREP	Situation Report
SNAP	Specific Needs Disaster Voluntary Registry
SNS	Strategic National Stockpile
SO	Safety Officer
SOC	State Operations Center
SPO	Standard Operating Procedure
SRL	Severe Repetitive Loss
SSGP	State Supplemental Grant Program
START	Superfund Technical Assistance Response Team
SUV	Spontaneous Unaffiliated Volunteer
TDA	NTSB Transportation Disaster Assistance Division
TH	Temporary Housing
TTX	Table Top Exercise
UAS	Unique Alert System
UC	Unified Command
UCERF 2	Uniform California Earthquake Rupture Forecast, Version 2
USACE	United States Army Corps of Engineers
USAR	Urban Search and Rescue
USDA	United States Department of Agriculture
USGS	United States Geological Survey
VIPS	Very Important Persons
VOAD	Volunteer Organizations Active in Disaster
VSAT	Very Small Aperture Terminal
WEA	Wireless Emergency Alert System
WGCEP	Working Group of California Earthquake Probabilities
WMD	Weapons of Mass Destruction
WMD-CST	Weapons of Mass Destruction Civil Support Team



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CITY OF ALBANY EMERGENCY OPERATIONS PLAN

Welcome and Introductions

Presentation By:

Paul Bockrath

Preparative Consulting



Emergency Operations Plan Purpose

The Emergency Operations Plan (EOP) addresses the City of Albany's planned response to extraordinary emergency situations associated with natural, technological, and human caused emergencies or disasters within or affecting the city.

EOP Planning Process

- Comprehensive Preparedness Guide (CPG 101)
- Cal OES Planning Crosswalk
- California State Auditor's Report
- Project Approach/ Project Steps
- Project Timeline

EOP Planning Guidance Documents



Developing and Maintaining Emergency Operations Plans

Comprehensive Preparedness Guide (CPG) 101

September 2021, Version 3.0



EMERGENCY PLAN REVIEW CROSSWALK 2022 LOCAL GOVERNMENT AGENCIES

Introduction

The California Governor's Office of Emergency Services (Cal OES) maintains the State Emergency Plan (SEP), and the coordination of local emergency plans with the SEP in accordance with:

- **Government Code § 8568** making the State Emergency Plan effective in each of the state's political subdivisions and requiring each governing body to carry out the provisions of that plan.
- **GC § 8569** giving the Governor the responsibility to "coordinate the preparation of plans and programs for the mitigation of the effects of an emergency by the political subdivisions of this state, such plans and programs to be integrated into and coordinated with the State Emergency Plan."
- **GC § 8570 (d)** permitting the Governor to "provide for the approval of local emergency plans".
- **GC § 8586** permitting the Governor to "...assign part or all of his powers and duties under this chapter to the Office of Emergency Services".
- **GC § 8593.3.2** requires counties to send a copy of its emergency plan to Cal OES on or before March 1, 2022, and upon any update to the plan after that date.
- **GC § 8607 (e)** to be eligible for any funding of response-related costs under disaster assistance programs, each local agency shall use the standardized emergency management system.

A local government's Emergency Operations Plan (EOP) establishes an emergency management organization to provide a basis for the jurisdiction's coordinated actions before, during and after a disaster. The primary purpose of the EOP is to outline the jurisdiction's all-hazard approach to emergency operations to protect the safety, health, and welfare of its citizens. The jurisdiction's EOP and Continuity Plan (continuity of operations and continuity of government) complement each other. This crosswalk is designed for reviewing local government EOPs and not continuity plans. More information on continuity planning can be found on the Cal OES Continuity Planning website.



California Is Not Adequately Prepared to Protect Its Most Vulnerable Residents From Natural Disasters

December 2019

EMERGENCY PLANNING

REPORT 2019-103



EOP Project Approach

Project Approach

- Step 1: Define the Project/ Form a Core Planning and Collaborative Planning Teams
- Step 2: Threat and Hazard Assessment
- Step 3: Review and Analyze Existing Plans, Policies, Protocols, and Agreements
- Step 4: Develop and Present Draft of Plan
- Step 5: Plan Review and Refinement
- Step 6: Presentation and Approval of Final Plan and Training

EOP Project Timeline

The City of Albany Emergency Operations Plan	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12
Define the Project and Form a Collaborative and Core Planning Team	→											
Threat and Hazard Assessment and Establish Goals and Objectives		→										
Review and Analyze Existing Plans, Policies, Protocols, and Agreements			→					→				
Develop and Present Draft of Plan				→					→			
Plan Review and Refinement								→	→	→	→	→
Presentation and Approval of Final Plan								→	→	→	→	→

Role of the Planning Teams



Role of the Planning Teams – Core and Collaborative

□ Core Planning Team

- Small Group Representing the City Departments
- Tasked with Drafting the Plan

□ Collaborative Planning Team

- Represents the Whole Community
- Response and Recovery Partners
- Technical and Subject Matter Experts

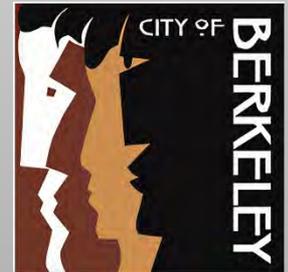
Core Planning Team

- **City Manager**
- **Fire Department**
- **Police Department**
- **Community Development**
- **Finance**
- **Human Resources**
- **Public Works**
- **Recreation & Community Services**

Collaborative Planning Team

- Alameda County Fire District
- Alameda County OES
- Alameda County Sheriff's Office
- Alameda County Social Services Agency
- Alameda Paratransit
- Albany CERT
- Albany Chamber of Commerce
- Albany Unified School District
- American Red Cross
- Cal OES Coastal Region/ESC
- City of Berkeley Fire Department
- City of Berkeley Police Department
- City of El Cerrito Fire Department
- City of Emeryville Police Department
- Diablo Fire Safe Council (Alameda/Contra Costa)
- Solano Avenue Association

Collaborative Planning Team Working Groups



Collaborative Planning Team Working Groups

Working Groups

- EOC Operations
- Public Alert and Warning
- Evacuation
- Care and Shelter

Emergency Operations Plan Outline



Emergency Operations Plan Outline

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Letter of Approval
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Emergency Operations Plan Outline

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9. Mutual Aid
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Questions and Concluding Remarks

PREPARATION IS THE KEY TO SUCCESS



Preparative Consulting
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