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19 **UNITED STATES DISTRICT COURT**  
20 **CENTRAL DISTRICT OF CALIFORNIA**

21 COMMUNITIES ACTIVELY LIVING  
22 INDEPENDENT AND FREE, a nonprofit  
23 corporation, and AUDREY HARTHORN,  
an individual, on behalf of themselves and  
24 ALL OTHERS SIMILARLY SITUATED,

Plaintiffs,

25 v.

26 CITY OF LOS ANGELES, a public entity,  
27 and COUNTY OF LOS ANGELES, a  
public entity,  
28 Defendants.

Case No.: CV 09-0287 CBM (RZx)

**CLASS ACTION**

**[Proposed] CLASS SETTLEMENT  
AGREEMENT**

Action Filed: January 14, 2009

Judge: Hon. Consuelo B. Marshall

RECITALS

1  
2       1.     Plaintiffs in the above action are Communities Actively Living  
3 Independent and Free, a nonprofit corporation, and Audrey Harthorn, an individual  
4 (collectively, "Plaintiffs").

5       2.     One of the Defendants in the above action is the County of Los  
6 Angeles (the "County"). Also a Defendant in the above action is the City of Los  
7 Angeles (the "City"), who is not a party to this Settlement Agreement. Plaintiffs  
8 and the County are hereinafter referred to as the "Settling Parties."

9       3.     Plaintiffs filed a complaint in United States District Court for the  
10 Central District of California in January 2009 alleging that the emergency plans of  
11 both the City and County do not include or adequately meet the needs of people  
12 with disabilities living in the City of Los Angeles. Plaintiffs further alleged that  
13 these planning deficiencies constituted violations of the Americans with  
14 Disabilities Act, 42 U.S.C. § 12101 *et seq*; section 504 of the Rehabilitation Act,  
15 29 U.S.C. § 794; California's Disabled Persons Act, Cal. Civ. Code § 54 *et seq*,  
16 and California Government Code section 11135.

17       4.     The County denies the allegations against it and enters into this  
18 Settlement Agreement solely to terminate all controversies regarding the matters  
19 settled and compromised, and to avoid the expense, inconvenience, and further  
20 litigation, without any admission of any liability whatsoever by Defendant.

21       5.     The Settling Parties now desire to resolve their differences and  
22 disputes by settling the suit. The Settling Parties have engaged in negotiations to  
23 resolve claims concerning disability access to the County's emergency programs,  
24 plans and facilities, as well as potential claims regarding injunctive relief, and  
25 reasonable attorneys' fees and costs.

26       6.     These negotiations have entailed, among other things, discussions  
27 regarding the Persons with Disabilities and Access and Functional Needs Annex  
28 ("the Disability and AFN Annex"). This Annex was developed by the County with

1 assistance from its disability policy consultant (the “County Consultant”) and  
2 includes feedback from Plaintiffs and their disability policy consultant (“Plaintiffs’  
3 Consultant”), and from organizations representing the disability community, in  
4 accordance with the terms of the Interim Agreement re County of Los Angeles  
5 Persons with Disabilities and Access and Functional Needs (“Interim Agreement”)  
6 entered into between the Settling Parties on May 26, 2010 and adopted by the  
7 Court with jurisdiction over this litigation in an order dated June 7, 2010. There  
8 have been multiple iterations during the course of the negotiations of this Annex.  
9 The current version of the Disability and AFN Annex continues to be a work in  
10 progress and, as developed, components within the Annex have been implemented  
11 throughout the settlement discussion and will continue to be implemented  
12 throughout the Oversight Period.

13 7. The current version of the Disability and AFN Annex is set forth in  
14 the attached Appendix A, which is hereby incorporated by reference.

## 15 **I. DEFINITIONS**

16 As used in this Agreement, the following terms shall have the meaning  
17 ascribed to them in this Section, which are consistent with the provisions of  
18 existing Federal and State law, including the regulations promulgated thereunder.  
19 Except to the extent expressly stated to the contrary, any term not expressly  
20 defined in this Section or elsewhere in this Agreement that has an expressly  
21 defined meaning in either the ADA or the regulations promulgated thereunder  
22 (“Regulations”) shall have the meaning ascribed to it by the ADA or the  
23 Regulations, in that order of preference. All other terms shall be interpreted  
24 according to their plain and ordinary meaning.

### 25 **A. ADA / ADAAG / ADA Standards**

26 “ADA” means and refers to the Americans with Disabilities Act as  
27 contained at 42 U.S.C. § 12101 *et seq.* “ADAAG” means and refers to the  
28 Americans with Disabilities Act Accessibility Guidelines, codified at Appendix A

1 to 28 Code of Federal Regulations Part 36 and at Appendix A to 49 Code of  
2 Federal Regulations part 37. “ADA Standards” refers to the ADA Standards for  
3 Accessible Design means the ADA standards published on September 15, 2010.

4 **B. Accessible**

5 “Accessible” for purposes of any shelters covered under this Agreement  
6 means that, to the extent it is being used for a shelter, the site meets the applicable  
7 provisions of either the ADAAG or the ADA standards as well as the applicable  
8 provisions of Title 24 of the California Building Code in effect at the time  
9 modifications and alterations are commenced and includes all temporary  
10 modifications and means that may be utilized to accommodate the specific use of  
11 the site as a shelter. Analysis of accessibility will be conducted utilizing, among  
12 other tools, the guidance of the DOJ ADA Toolkit for emergency shelters and/or  
13 FEMAs Guidance on Planning for Integration of Functional Needs Support  
14 Services in General Population Shelters, unless clearly inapplicable.

15 **C. Agreement**

16 “Agreement” means and refers to this document.

17 **D. Disability and AFN Annex (Appendix A)**

18 “Disability and AFN Annex” means and refers to the document called  
19 County of Los Angeles Persons with Disabilities and Access and Functional Needs  
20 Annex developed by the County pursuant to the Interim Agreement in this case  
21 with the assistance of the County Consultant and with input from Plaintiffs and  
22 Plaintiffs’ Consultant. The “Current Version of the Disability and AFN Annex”  
23 means and refers to the version of the Disability and AFN Annex attached as  
24 Appendix A.

25 **E. County**

26 “County” means and refers to the County of Los Angeles, California.

27 **F. County Consultant**

28



1       “County Consultant” means EAD & Associates, LLC, which was chosen by  
2 the County to assist with developing the Persons with Disabilities and Access and  
3 Functional Needs Annex attached to this Agreement as Appendix A.

4       **G. Defendants**

5       “Defendants” means and refers to, collectively, the County of Los Angeles  
6 and the City of Los Angeles.

7       **H. Effective Date**

8       “Effective Date” (EDSA) means and refers to the date by which this  
9 executed Agreement, complete with Appendices, has been granted Final Approval  
10 by the Court pursuant to Section II below.

11       **I. Final Approval**

12       “Final Approval” means and refers to the Court’s granting of final approval  
13 of this Agreement pursuant to Federal Rule of Civil Procedure 23(e), and pursuant  
14 to Section II below.

15       **J. Interim Agreement**

16       “Interim Agreement” means and refers to the Interim Agreement re County  
17 of Los Angeles Persons with Disabilities and Access and Functional Needs Annex,  
18 entered into between the Settling Parties on May 26, 2010 and adopted by the court  
19 with jurisdiction over this litigation in an order dated June 7, 2010 (Dkt. 88).

20       **K. Monitor**

21       “Monitor” means and refers to the entity mutually agreed to by the Settling  
22 Parties and appointed or hired by the County to supervise progress with the  
23 Disability and AFN Annex and compliance with this Agreement during the  
24 Oversight Period.

25       **L. OAAB**

26       “OAAB” means and refers to the Operational Area Advisory Board, which  
27 is the forum for the county government, all cities, and other local governments  
28 within county borders to work collaboratively on emergency preparedness issues.

1           **M. Oversight Period**

2           “Oversight Period” means and refers to the period of time for which this  
3 Agreement will be in effect and under the Court's jurisdiction. The Oversight  
4 Period starts from the Effective Date of this Agreement until the date which is six  
5 years from the Effective Date.

6           **N. Parties**

7           “Parties” means and refers to the Plaintiffs and the Defendants. “Parties to  
8 this Agreement” refers to the Plaintiffs and the County.

9           **O. Plaintiffs**

10          “Plaintiffs” means and refers to, collectively, Communities Actively Living  
11 Independent and Free, Audrey Harthorn and the Plaintiff Class as defined as all  
12 people with disabilities, as defined by the Americans with Disabilities Act, who are  
13 within the City of Los Angeles and the jurisdiction served by the City of Los  
14 Angeles's and County of Los Angeles's emergency preparedness programs and  
15 services.

16          **P. Settlement Agreement**

17          “Settlement Agreement” or “Agreement” means and refers to this document  
18 and Appendices.

19          **Q. Settling Parties**

20          “Settling Parties” means and refers to Plaintiffs and the County.

21          **R. Work Plan (Appendix B)**

22          “Work Plan” means and refers to the County's Work Plan for meeting key  
23 deliverables during the Oversight Period as set forth in Appendix B. The Work  
24 Plan is as agreed upon by both Parties.

25       **II. SETTLEMENT APPROVAL**

26       **A.** Following execution of this Agreement, Plaintiffs will within twenty-  
27 one (21) days move the Court for an Order granting preliminary approval of this  
28

1 Agreement, and setting a hearing for Final Approval of this Agreement, allowing  
2 for notice as set by the Court. The County will not oppose this motion.

3       **B.** The Court will hold a hearing to establish the fairness of the  
4 Agreement and to decide whether there will be Final Approval. This hearing will  
5 take place at a date to be set by the Court, allowing for a period of notice to  
6 Plaintiff Class as the Court may direct.

7       **C.** The Parties will issue a Settlement Notice in the form attached hereto  
8 as Appendix C, advising Plaintiff Class of the terms of the proposed Agreement  
9 and their right to object to the proposed Agreement. The parties will make any  
10 edits or modifications to the notice should such edits or modifications be directed  
11 by the Court.

12       **D.** This notice will be (1) mailed via U.S. mail and/or email to all  
13 organizations identified as recipients of the draft Disability and AFN Annex in the  
14 Interim Agreement and any organizations that commented on the draft Disability  
15 and AFN Annex; (2) published in the Los Angeles Times and La Opinion  
16 newspapers, (3) posted on DLRC's and DRA's web sites, and (4) posted on the  
17 County's main website and OEM website. All postings will be in accessible  
18 formats. All parties will provide alternate format copies of the notice upon request.  
19 Other than the newspaper notice, notice will be posted/distributed by the parties  
20 within three (3) working days of the date of Preliminary Approval, and shall  
21 remain posted for no less than thirty (30) days. The newspaper notice will be  
22 posted on at least two occasions within twenty-one (21) days of the date of  
23 Preliminary Approval. The parties will submit declarations to the Court as part of  
24 the motion for Final Approval confirming notice has been issued according to this  
25 paragraph.

26       **E.** Any Class Member may object to the proposed Agreement by  
27 submitting their objection to Class Counsel in writing, via regular or electronic  
28 mail, or by leaving a message with their objection via telephone, TTY and/or

1 Video Relay Service on a toll free number to be established by Class Counsel  
2 (“Objections”) no later than a date set by the Court in this case after preliminary  
3 approval of the Agreement. All Objections will be provided to County Counsel  
4 within five calendar days and filed with the Court. Only such objecting Class  
5 Members will have the right, if they seek it in their Objections, to present  
6 objections at the fairness hearing.

7 **III. CHANGES TO COUNTY OF LOS ANGELES EMERGENCY**  
8 **PLANNING AND PREPAREDNESS PROGRAM**

9 The Settling Parties hereby agree that County shall do, or already has done  
10 in accordance with this Settlement Agreement, the following:

11 A. The County agreed to retain and has retained a disability policy  
12 Consultant (“County Consultant”) who was selected by the County, and who  
13 Plaintiffs have approved for the purposes of carrying out the tasks described in this  
14 paragraph. The County Consultant is EAD & Associates, LLC. The task of the  
15 Consultant has been to review the County’s current policies and procedures  
16 regarding its Emergency Plans, including meeting with appropriate County  
17 representatives where necessary, and making recommendations to develop  
18 appropriate emergency policies and procedures for adoption by the County that  
19 specifically address the needs of persons with disabilities. These policies and  
20 procedures have been encapsulated in the current version of the Disability and  
21 AFN Annex or in the Work Plan as issues to address during the Oversight Period,  
22 attached to this Agreement as Appendices A and B respectively. The County  
23 agrees that the Disability and AFN Annex will be utilized as part of the County’s  
24 emergency preparedness planning.

25 B. The current version of the Disability and AFN Annex addresses, *inter*  
26 *alia*, critical issues with respect to the needs of people with disabilities. This  
27 Disability and AFN Annex includes the full spectrum of disability including, but  
28

1 not limited to, mobility disabilities, sensory disabilities, intellectual disabilities,  
2 and mental health conditions.

3       C. The County has also solicited and considered feedback and comments  
4 on the scope and content of the Current Version of the Disability and AFN Annex  
5 by Plaintiffs, as well as incorporated comments from the public, the U.S.  
6 Department of Justice, and from a consultant retained by Plaintiffs for the purpose  
7 of reviewing the Current Version of the Disability and AFN Annex (“Plaintiffs’  
8 Consultant”). Plaintiffs’ Consultant is June Isaacson Kailes. The terms of the  
9 County’s required consultation with the public, Plaintiffs and Plaintiffs’  
10 Consultant, and other disability community representatives are set out in full in the  
11 Interim Agreement, entered into between the Settling Parties on May 26, 2010 and  
12 adopted by the Court with jurisdiction over this litigation in an order dated June 7,  
13 2010 (Dkt. 88).

14       D. In the development of the Disability and AFN Annex, the parties  
15 identified a number of issues that required development of additional annexes or  
16 policies, as well as additional work that is required to finalize the Current Version  
17 of the Disability and AFN Annex, and to integrate the concepts from the Disability  
18 and AFN Annex into the emergency preparedness planning in the County of Los  
19 Angeles more generally. In order to develop and complete these additional items,  
20 the County has developed the Work Plan, which is attached to this agreement as  
21 Appendix B and which is incorporated by reference as though set forth in full  
22 herein. The Work Plan supersedes the current version of the Disability and AFN  
23 Annex to the extent the Work Plan requires additional and/or different provisions  
24 than those contained in the Disability and AFN Annex.

25       E. The County shall accomplish all of the specific tasks set forth in the  
26 Work Plan. More specifically, the Work Plan includes: 1) deliverables directly  
27 related to planning activities that incorporate persons with disabilities and access  
28 and functional needs into emergency plans, policies, and procedures; and 2) time

frames for meeting deliverables. All dates in the Work Plan run from the date of board approval of this Agreement by the Los Angeles County Board of Supervisors.

F. The County will integrate disability and access and functional needs issues into all departmental emergency plans county-wide.

G. To the extent this Agreement calls for disability organizations to participate in or be invited to participate in activities related to emergency preparedness planning, the County will ensure that, at a minimum, the organizations listed in Appendix D to this agreement receive such invitations.

H. As part of this Agreement the County has also hired an Access and Functional Needs ("AFN") Coordinator who shall be the lead County employee who is ultimately responsible for ensuring that the emergency planning of the County of Los Angeles meets the needs of persons with disabilities. The AFN Coordinator will be located in the County's CEO's office but will work directly and coordinate with other agencies and personnel in the County responsible for emergency planning.

#### IV. MONITORING AND REPORTS

##### A. Definitions and Functions for Purposes of Monitoring

1. **The County's Access and Functional Needs Coordinator (AFN Coordinator).** The AFN Coordinator is the primary person responsible for coordinating relevant groups and individuals and implementing the Work Plan deliverables. The AFN Coordinator will be responsible for providing information to the Monitor about the County's progress on the Work Plan.
2. **Monitor.** The Monitor's role is to evaluate the County's compliance with and progress on implementing the Work Plan (WP); write the Progress Reports, and submit the report(s) to

County Counsel.

3. **The Work Plan.** The Work Plan is the master schedule of tasks and timelines by which the County will implement the inclusion of people with disabilities and others with access and functional needs into the emergency planning. (Appendix B).
4. **Progress Report.** The Progress Report is the document, written by the Monitor using the Progress Report Template. The Monitor submits the Progress Report to County Counsel in compliance with the Reporting Timeline.
5. **Progress Report Template.** The Progress Report Template is a pre-formatted document for use by the Monitor to record and submit information regarding the completion of the Work Plan. It shall be included in the Progress Report. (Appendix E).
6. **Operational Area Advisory Board (OAAB).** Members of the OAAB include governmental partners (including County, cities, and local jurisdictions within the County); special districts like public school, sanitation, and water districts; and non-governmental emergency services partners including community-based and faith-based organizations. It also includes three positions designated for organizations representing physical, sensory, and cognitive disabilities. (Appendix F).
  - a. The mission of the OAAB is to provide a forum for the county, cities, special districts, and other key agencies to work together cooperatively to help ensure the successful functioning of the Operational Area. Part of the OAAB's responsibilities includes the review and approval of all

1 County/Operational Area emergency plans prior to  
2 submission to and final approval of the Emergency  
3 Management Council (EMC).

4 b. In terms of the monitoring process, the OAAB will review  
5 and approve the emergency plans and procedures necessary  
6 to implement the Work Plan

7 7. **AFN Committee of the OAAB.** The AFN Committee  
8 includes representation of government and non-government  
9 agencies that have an interest in, advocate for, and/or provide  
10 services to people with disabilities and work towards  
11 integration of disability and access and functional needs issues  
12 in the Operational Area's emergency plans and related  
13 programs, policies, and activities. (Appendix G)

14 a. This committee supports the work of the AFN Coordinator,  
15 reviews County emergency plans, and advises the OAAB on  
16 disability and other access and functional needs issues as  
17 they pertain to the Operational Area's emergency  
18 management program. The Committee is chaired by the  
19 AFN Coordinator and meets on a monthly basis.

20 **B. Monitor Selection**

21 1. **Monitor Selection.** The County will hire a third-party  
22 monitoring firm, as agreed to by both parties during  
23 mediation. The firm will assign qualified individuals to carry  
24 out the responsibilities of the monitoring functions which  
25 include; evaluating the County's progress on implementing the  
26 Work Plan, writing the Progress Reports, and submitting the  
27 report(s) to the Court via County Counsel.

28 2. **Monitor Qualifications.** The Monitor shall meet the



1 following qualifications:

- 2 a. Experience as an emergency manager in a large, complex,  
3 urban area who has integrated disability and other access  
4 and functional needs issues into planning and response  
5 activities; strong knowledge of intergovernmental relations  
6 i.e., how the County relates to local emergency management  
7 (the 88 cities and unincorporated areas within the County)  
8 and to State/Federal emergency management agencies.
- 9 b. Government experience at the State, County or local level,  
10 particularly understanding bureaucratic structure; budgeting;  
11 governance; etc. Preference is for someone who is familiar  
12 with LA County and its complex relationship to the cities  
13 and unincorporated areas, other County agencies, and the  
14 State.
- 15 c. Experience working with and/or as a member of the  
16 disability community, with an understanding of the political,  
17 social, and economic impact of disability; particularly how it  
18 intersects with emergency management.
- 19 d. Ability to apply planning principles and goals to persons  
20 with disabilities and access and functional needs. For  
21 example; someone familiar with emergency management  
22 planning and response for the aging, children, immigrants,  
23 non-English speakers, and people who are homeless, among  
24 others.
- 25 e. Ideally, persons who have a blend of both emergency  
26 management and disability related experience-  
27 understanding the complexity and nuances of both fields.
- 28 f. The parties agree that Global Vision Consortium (GVC)

1 meets the above qualifications and will act as the monitor  
2 in this action. The monitor will select and retain as part of  
3 their contract with the County additional subject matter  
4 experts on website and shelter accessibility, as well as other  
5 issues which the monitor may determine additional  
6 expertise is needed. In the event GVC is unable to perform  
7 the role of monitor at any time, the parties will meet and  
8 confer to select a new monitor, and will utilize the dispute  
9 resolution provisions of this Agreement if the parties  
10 cannot reach agreement on this issue.

11 **C. Monitoring Scope**

- 12 1. Throughout the evaluation period, the Monitor shall be allotted  
13 up to 60 hours per month to complete the monitoring tasks. Any  
14 time exceeding the 60-hour limit must be pre-approved by the  
15 County.
- 16 2. The Monitor's evaluation as included in the Progress Report  
17 will be limited to the deliverables and tasks as described in the  
18 Work Plan, but will include an analysis of the extent to which  
19 the County's work is successfully addressing the needs of  
20 people with disabilities in the context of its emergency  
21 planning.
- 22 3. The Monitor shall submit completed progress reports using the  
23 Progress Report template, and will also submit a written  
24 evaluation of the extent to which the County's actions meet the  
25 needs of people with disabilities in emergency planning.

26 **D. Monitoring Process**

- 27 1. The AFN Coordinator shall serve as the primary point of  
28 contact for the Monitor, and provide information and

1 supporting documentation to the Monitor.

2 a. The information provided to the Monitor may include, but is  
3 not limited to: progress on the Work Plan, various  
4 informational reports, AFN Committee Minutes, other  
5 documents, emergency plans, letters, and emails.

6 2. The Monitor is responsible for reviewing and evaluating the  
7 progress and completion of the Work Plan as implemented by  
8 the County.

9 a. In making this evaluation, the Monitor shall coordinate  
10 activities and information requests with the AFN  
11 Coordinator.

12 b. The Monitor may conduct appropriate site inspections,  
13 review documents, and meet with both County personnel  
14 and community organizations. The Monitor may also  
15 participate in AFN Committee meetings and activities.

16 c. The Monitor will submit the completed Progress Report to  
17 County Counsel according to the schedule in the Reporting  
18 Timeline section of the Work Plan.

19 3. The AFN Committee will assist and advance the  
20 implementation of the Work Plan by asking clarifying  
21 questions; expressing areas of concern; and making  
22 suggestions for how the implementation of the Work Plan may  
23 be improved or completed. New and emerging issues,  
24 challenges and solutions will be addressed through the AFN  
25 Committee process.

26 4. County Counsel shall receive the completed Progress Reports  
27 from the Monitor, and will provide the report to Plaintiffs'  
28 Counsel. Counsel for both parties will have thirty days to

1 review and comment on the Progress Report before the report  
2 is filed with the Court. To the extent Plaintiffs' counsel  
3 receive any comments from the community or class members,  
4 Plaintiffs' Counsel may include those comments as well. At  
5 the conclusion of the thirty days the parties will file the  
6 Monitor's Report with the district court, along with comments  
7 from Plaintiffs and Defendants, if any.

8 5. There are nine Progress Reports.

9 6. Any disputes between the parties as to progress under this  
10 Agreement or monitoring will be resolved via the dispute  
11 resolution procedure contained in Section V of the Agreement.

12 7. Should any disputes as to compliance impact the time frames  
13 required by the Work Plan, the parties will also address any  
14 potentially necessary deadline extensions in their meet and  
15 confer.

16 **E. Reports**

17 The primary reporting tool during the monitoring process will be the  
18 Progress Report which will be prepared by the Monitor. Additional reporting  
19 elements required for the third and sixth year reports are listed under Section F.  
20 Reporting Timeline of the Work Plan.

21 **F. Reporting Timeline**

22 Reporting will begin six months after the EDSA and continue for a  
23 maximum of six years. The Work Plan may be completed in a period of  
24 time less than six years. In that instance, there is no penalty against the  
25 County and the obligations set forth in the Settlement Agreement shall be  
26 concluded, and the Court's continuing jurisdiction to enforce the Settlement  
27 Agreement shall end.

28 / / /

Report Time Frame	Type of Report
6 months after EDSA	Disability and AFN Progress Report
1 year after EDSA	Disability and AFN Progress Report
1.5 years after EDSA	Disability and AFN Progress Report
2 years after EDSA	Disability and AFN Progress Report
2.5 years after EDSA	Disability and AFN Progress Report
3 years after EDSA— Three year report	To include: <ul style="list-style-type: none"> <li>• Executive Summary of past 3 years of activity/evaluation of Progress.</li> <li>• Disability and AFN Progress Reports .5-2.5 Years</li> </ul>
4 years after EDSA	Disability and AFN Progress Report
5 years after EDSA	Disability and AFN Progress Report
6 years after (EDSA) – Final Report	To include: <ul style="list-style-type: none"> <li>• Disability and AFN Progress Report</li> <li>• Executive Summary of past three years of activity/evaluation of progress</li> <li>• Revised PWD/AFN Work Plan (should any work remain)</li> <li>• Full updated version of the Annex and any other deliverables completed during the full six-year period</li> </ul>

#### **G. Monitoring Fees for Plaintiffs' Counsel**

The County agrees to pay Plaintiffs' Counsel up to \$75,000 in attorneys' fees and costs for purposes of monitoring this Agreement during the Oversight

1 Period. Plaintiffs' Counsel shall submit annual bills to the County for payment.

2 **V. CONTINUING JURISDICTION OF THE COURT**

3 The Court will retain jurisdiction to enforce the terms of this Settlement  
4 Agreement for the duration of the Oversight Period. The Settling Parties agree to  
5 request that this authority be delegated to Judge Consuelo Marshall. Should Judge  
6 Marshall become unavailable at any time during the Oversight Period, the Settling  
7 Parties will request that another Judge or Magistrate Judge be assigned authority  
8 over this matter.

9 **VI. DISPUTE RESOLUTION**

10 **A. Procedure for Dispute Resolution**

11 All disputes concerning compliance with this Agreement shall be resolved as  
12 follows:

13 The Settling Parties will first meet and confer in good faith in order to  
14 attempt to resolve the dispute directly. In the event Plaintiffs believe that the  
15 County is not in compliance with the terms of this Agreement, Plaintiffs will notify  
16 the County within 30 days of its purported noncompliance.

17 The County will have 30 days following receipt of this notification to  
18 respond to Plaintiffs concerning the alleged noncompliance.

19 If the Settling Parties cannot resolve a dispute directly, they shall request a  
20 meeting with Magistrate Judge Andrew J. Wistrich (or another pre-agreed to  
21 Magistrate Judge) who will attempt to mediate the dispute.

22 If Magistrate Judge Wistrich (or other pre-agreed to Magistrate Judge) is not  
23 available within forty-five days (45) the parties will utilize the services of a  
24 mutually agreed upon mediator.

25 Plaintiffs and the County agree not to file any motion to enforce this  
26 Agreement until this dispute resolution process has been completed.

27 After the above steps, if either Party believes the dispute has not been  
28 resolved it may bring a motion to enforce the Settlement Agreement before the

1 Trial Judge for a final determination.

2 **B. Fees and Costs for Dispute Resolution**

3 Fees and costs incurred in the resolution of any disputes will be  
4 awarded in accordance with the standards set forth in *Christiansburg Garment Co.*  
5 *v. EEOC*, 434 U.S. 412 (1978).

6 **VII. ATTORNEYS' FEES AND COSTS**

7 **A.** The County agrees to pay Class Counsel a total of \$1,225,000 in  
8 attorneys' fees and costs in this matter.

9 **B.** This amount of fees will be included in notice to the class and  
10 approved by the Court pursuant to FRCP 23.

11 **C.** Such fees will be paid within ninety (90) days of Final Approval to  
12 Disability Rights Advocates to be distributed between Plaintiffs' Counsel.

13 **VIII. RELEASE**

14 Upon Final Approval of this Agreement by the Court, and subject to the  
15 fulfillment of the conditions set forth in this Agreement, the parties agree that the  
16 Plaintiff Class waives and releases all class-wide claims for declaratory and  
17 injunctive relief against the County and its agents, successors, assigns, and officers,  
18 that were alleged in the Complaint filed on January 14, 2009, for the duration of the  
19 Court's jurisdiction over the matter. This includes any and all class-wide claims for  
20 declaratory and injunctive relief, or demands, causes of action, obligations and  
21 liabilities based on declaratory or injunctive relief.

22 Nothing in this Agreement shall be interpreted as a release or waiver of any  
23 claims for damages by the Plaintiff Class.

24 CALIF and Audrey Harthorn, for themselves and as representatives of the  
25 Class, expressly waive and relinquish all rights and benefits afforded by Section  
26 1542 of the Civil Code of the State of California, and any similar law, and do so  
27 acknowledging the significance and consequence of such specific waiver of  
28

1 Section 1542. Section 1542 of the Civil Code of the State of California states as  
2 follows:

3 “A general release does not extend to claims which the creditor  
4 does not know or suspect to exist in his or her favor at the time of  
5 executing the release, which if known by him or her must have  
6 materially affected his/her settlement with the debtor.”

7 **IX. MISCELLANEOUS**

8 **A. Dismissal**

9 Within fifteen (15) days of the Effective Date of this Agreement, Plaintiffs'  
10 Counsel shall file a signed form of Request for Dismissal of the County from this  
11 litigation with prejudice, except that the Court will retain jurisdiction to enforce  
12 this Agreement for the Oversight Period. This dismissal will have no bearing on  
13 Plaintiffs' claims against the City.

14 **B. Entire Agreement**

15 This Agreement (including Appendices A through G) contains the entire  
16 agreement between the Settling Parties regarding access to the County's emergency  
17 plans and services in the City and County of Los Angeles for members of the  
18 Plaintiff class. No modifications or limits will be binding on the Settling Parties  
19 unless expressly provided for in this Agreement or made by writing signed by all  
20 of the Settling Parties. This Agreement expresses the complete and final  
21 understanding with respect to the subject matter of this Agreement. The Settling  
22 Parties hereto understand and agree that the terms of this Agreement supersede any  
23 prior discussions, understandings, or agreements between them related to the  
24 subject matter hereof.

25 **C. Counterparts**

26 This Agreement may be executed in counterparts, each of which will be  
27 considered an original, but all of which, when taken together, will constitute one  
28 and the same instrument.



1           **D.     Interpretation**

2           The language of this Agreement will be construed as a whole according to  
3 its fair meaning, and not strictly for or against any of the Settling Parties. The  
4 headings in this Agreement are solely for convenience and will not be considered  
5 in its interpretation. Where required by context, the plural includes the singular and  
6 the singular includes the plural. This Agreement is the product of negotiation and  
7 joint drafting so that any ambiguity will not be construed against any of the  
8 Settling Parties.

9           **E.     Severability**

10          In the event any portion of this Agreement is deemed to be unenforceable, or  
11 is in conflict with applicable law, the remainder of this Agreement will be enforced  
12 and will remain in full force and effect. Nothing in this Agreement shall be  
13 construed to require the County to act contrary to state or federal laws, regulations  
14 or guidelines

15          **F.     Additional Documents**

16          To the extent any documents are required to be executed by any of the  
17 Settling Parties to effectuate this Agreement, each party hereto agrees to execute  
18 and deliver such and further documents as may be required to carry out the terms  
19 of this Agreement.

20          **G.     Plaintiffs Have Consulted with Attorneys**

21          CALIF and Audrey Harthorn, for themselves and as representatives of the  
22 Class, represent and warrant that they have consulted with and have had the advice  
23 of counsel of attorneys and that they have entered into this Settlement Agreement  
24 voluntarily, after independent investigation, and without fraud, duress or undue  
25 influence.

26        /   /   /

27        /   /   /

28        /   /   /

**X. JOINT PRESS RELEASE**

In the event that Plaintiffs desire to issue a press release about the resolution of this litigation, the Settling Parties agree that the release will be agreed to and/or issued by both of the Settling Parties.

**XI. SIGNATURES**

**FOR PLAINTIFFS AND THE CLASS**

Dated: 10/16, 2012



Lilibeth Navarro, Communities Actively Living Independent and Free (CALIF), Plaintiff


Dated: \_\_\_\_\_, 2012

\_\_\_\_\_  
Audrey Harthorn, Plaintiff

**FOR THE COUNTY OF LOS ANGELES**

Dated: 10/31, 2012

WILLIAM T FUJIOKA  
Chief Executive Officer

By:   
Natoya Henderson  
Senior Manager

/ / /

/ / /

[SIGNATURES CONTINUED NEXT PAGE]

/ / /

/ / /

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/ /

1 **X. JOINT PRESS RELEASE**

2 In the event that Plaintiffs desire to issue a press release about the resolution  
3 of this litigation, the Settling Parties agree that the release will be agreed to and/or  
4 issued by both of the Settling Parties.

5 **XI. SIGNATURES**

6 **FOR PLAINTIFFS AND THE CLASS**

7  
8 Dated: \_\_\_\_\_, 2012

9 \_\_\_\_\_  
10 Lilibeth Navarro, Communities Actively  
11 Living Independent and Free (CALIF),  
12 Plaintiff

11 Dated: 8/18/12, 2012

12 \_\_\_\_\_  
13 Audrey Harthorn, Plaintiff

14 **FOR THE COUNTY OF LOS ANGELES**

15  
16 Dated: \_\_\_\_\_, 2012

17 WILLIAM T FUJIOKA  
18 Chief Executive Officer

19 By: \_\_\_\_\_  
20 Natoya Henderson  
21 Senior Manager

21 / / /

22 / / /

23 [SIGNATURES CONTINUED NEXT PAGE]

24 / / /

25 / / /

26 / / /

27 / /  
28 / /

1 APPROVED AS TO FORM AND CONTENT:

2 Dated: October 15, 2012

DISABILITY RIGHTS ADVOCATES

3  
4 

5 Shawna L. Parks

6 Attorneys for Plaintiffs CALIF, Harthorn  
and the Class

7 Dated: \_\_\_\_\_, 2012

DISABILITY RIGHTS LEGAL CENTER

8  
9  
10 \_\_\_\_\_  
Michelle Uzeta

11 Attorneys for Plaintiffs CALIF, Harthorn  
and the Class

12  
13 Dated: 10/30, 2012

JOHN F. KRATTLI, County Counsel

14  
15 

16 Adrienne M. Byers

17 Principal Deputy County Counsel  
18 Attorneys for Defendant  
County of Los Angeles

1 APPROVED AS TO FORM AND CONTENT:

2 Dated: \_\_\_\_\_, 2012

DISABILITY RIGHTS ADVOCATES

3  
4  
5 \_\_\_\_\_  
Shawna L. Parks

6 Attorneys for Plaintiffs CALIF, Harthorn  
and the Class

7 Dated: 10/15, 2012

DISABILITY RIGHTS LEGAL CENTER

8  
9  
10 \_\_\_\_\_  
Michelle Uzeta

11 Attorneys for Plaintiffs CALIF, Harthorn  
and the Class

12  
13 Dated: \_\_\_\_\_, 2012

JOHN F. KRATTLI, County Counsel

14  
15 \_\_\_\_\_  
Adrienne M. Byers

16 Principal Deputy County Counsel  
17 Attorneys for Defendant  
18 County of Los Angeles  
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28

*CALIF v. City of Los Angeles & County of Los Angeles*

SETTLEMENT AGREEMENT

APPENDICES

**Appendix A. DRAFT ANNEX**

**Appendix B. WORK PLAN**

**Appendix C. SETTLEMENT NOTICE**

**Appendix D. DISABILITY ORGANIZATIONS**

**Appendix E. PROGRESS REPORT TEMPLATE**

**Appendix F. OAAB LIST**

**Appendix G. AFN LIST**

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**LOS ANGELES COUNTY  
OPERATIONAL AREA  
EMERGENCY  
RESPONSE PLAN**

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**PERSONS WITH DISABILITIES AND ACCESS AND  
FUNCTIONAL NEEDS ANNEX**

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**INCORPORATED DRAFT: JUNE 2011**

**SETTLEMENT COMMUNICATION PRIVILEGED**

Prepared for the Los Angeles County Office of Emergency Management.



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## LETTER OF PROMULGATION

TO: OFFICIALS, EMPLOYEES, AND RESIDENTS OF LOS ANGELES COUNTY

Preservation of life and property is an inherent responsibility of local, state, and federal government. The County of Los Angeles developed this Persons with Disabilities and Access and Functional Needs Annex to ensure the most effective allocation of resources for the maximum benefit and protection of populations with disabilities and access and functional needs in times of emergency.

While no plan can guarantee prevention of injury, death and destruction, well-developed plans carried out by knowledgeable and well-trained personnel, can minimize losses. The Persons with Disabilities and Access and Functional Needs Annex establishes the County's emergency policies and procedures in the event of an emergency. This Annex provides for the coordination of planning efforts among the various emergency departments, agencies, special districts, and jurisdictions that comprise the Los Angeles County Operational Area (LACOA). The Persons with Disabilities and Access and Functional Needs Annex conforms to the requirements of the National Incident Management System (NIMS) and the California Standardized Emergency Management System (SEMS).

The Persons with Disabilities and Access and Functional Needs Annex is an extension of the Operational Area Emergency Response Plan (OAERP). The objective of the OAERP is to incorporate and coordinate all County facilities and personnel, along with the jurisdictional resources of the cities and special districts within the County, into an efficient organization capable of responding to any emergency using SEMS, mutual aid, and other appropriate response procedures. The Persons with Disabilities and Access and Functional Needs Annex will be reviewed and exercised at least every three years and revised as necessary to meet changing conditions.

The Los Angeles County Board of Supervisors gives its full support to the Persons with Disabilities and Access and Functional Needs Annex and urges all officials, employees, and residents, individually and collectively, to share in our commitment to effective preparedness and response for emergency events.

This letter promulgates the Persons with Disabilities and Access and Functional Needs Annex which becomes effective upon approval by the Los Angeles County Board of Supervisors.

Signed \_\_\_\_\_

Date: \_\_\_\_\_  
xxxxxx Los Angeles County Board of Supervisors

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## EXECUTIVE SUMMARY

History shows that disasters disproportionately impact persons with disabilities and access and functional needs. Recognizing this, efforts are being made through the Los Angeles County Operational Area (LACOA or OA) to better prepare the community — individuals, local and county government agencies, key decision-makers, organizations, and emergency management responders — to take appropriate and informed actions as well as to empower individuals with disabilities and access and functional needs in response and recovery efforts. The Persons with Disabilities and Access and Functional Needs Annex (Annex) describes key policies, procedures and issues directly related to the preparedness, response, and recovery of access and functional needs populations.

This Annex is an extension of the Los Angeles County Operational Area Emergency Response Plan (OAERP). It is intended to expand on the concepts of the OAERP and work in conjunction with other State, County, and city plans, and their responding agencies' standard operation procedures. This Annex addresses the Operational Area's role in responding to the needs of individuals with access and functional needs and provides guidance to local jurisdictions in an effort to enhance existing plans.

The County will work towards coordinating the many community partners that are required to effectively respond to the needs of individuals with access and functional needs. This involves the active participation and involvement of a multi-disciplinary group of stakeholders. The Annex outlines roles and responsibilities of these key organizations and agencies.

The Los Angeles County's Office of Emergency Management (OEM) convenes and chairs the Operational Area Advisory Board's Access and Functional Needs Committee. This committee is responsible for developing and updating this Annex. Currently, this Committee consists of representatives from the OEM, County Public Health, County Health Services, County Mental Health, County Sheriff, County Fire, County Public Social Services, Los Angeles City Emergency Management Department, City of Santa Clarita, Emergency Network Los Angeles (ENLA), American Red Cross, Regional Centers, Independent Living Centers, Greater Los Angeles Agency on Deafness (GLAD), Braille Institute, and the California Community Foundation. The committee meets on a monthly basis and can be expanded, as needed, to ensure inclusivity of emergency plans, policies and procedures.

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## **FOREWORD**

### **Overview**

The Los Angeles County OAERP Persons with Disabilities and Access and Functional Needs Annex consists of five sections. Each section has a specific purpose, as stated below.

### **Section 1 – Introduction**

This section provides the context for this Annex and includes background information, purpose, scope, and mission. It also provides assumptions, authorities, and definitions, specifically pertaining to people with access and functional needs.

### **Section 2 – Preparedness**

This section describes the OA's efforts in preparedness including information on identification and assessment, registries, networks, community education and outreach, training, and drills and exercises.

### **Section 3 – Operational Framework**

This section provides a framework for how the OA addresses key operational components with regard to persons with disabilities and access and functional needs. Key OA roles and responsibilities are described, as are support mechanisms for local jurisdictions. This includes communications, evacuation and transportation, mass care and sheltering, and transition to recovery.

### **Section 4 – Roles and Responsibilities**

This Section defines the various roles and responsibilities of County departments and agencies to implement this Annex.

### **Section 5 – Maintenance**

This Section outlines the policy and responsibilities for ongoing management and maintenance of this Annex.

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## 1. INTRODUCTION

### 1.1 BACKGROUND

Past disasters have demonstrated that people with all types of disabilities, older adults, and those with various types of access and functional needs are disproportionately impacted by those disasters. Consider that nearly 75% of those who perished as a result of Hurricane Katrina were seniors. Further, research shows that 61% of people with disabilities have not made plans to quickly and safely evacuate their homes, and that 58% of people with disabilities do not know whom to contact about emergency plans for their community in the event of a disaster (Source: National Organization on Disability, 2009. *Functional Needs of People with Disabilities: A Guide for Emergency Managers, Planners, and Responders*).

The Los Angeles County Operational Area (OA or LACOA) recognizes the need to continue to move towards a more inclusive emergency management system and to develop a strong public awareness campaign about the necessity for personal preparedness, as both are key factors in reducing the impact of disasters on people with disabilities and access and functional needs. (See Section 1.4 below for the County definition of disabilities and access and functional needs populations)

As the largest county in the United States with a population of over 10 million, an elderly population of 1 million, a disabled population of 1.75 million, and a population of over 150,000 residents who receive In-Home Social Services (IHSS), Los Angeles County must address the needs of a substantial number of people with disabilities and access and functional needs on a regular basis. Disasters create new physical barriers and eliminate and/or lessen services available to everyone. For people with disabilities and/or access and functional needs, this may take away their ability to perform certain functions that were previously possible, and/or impact their capacity to live independently, and/or navigate the available response and recovery systems effectively. Ensuring that preparedness and emergency information is accessible and available in multiple formats and provides content that addresses the needs of access and functional needs is critical. Further, plans for sheltering, evacuation, transportation, and recovery, among other areas, must carefully integrate access and functional needs issues to ensure that they are considered and addressed before a disaster occurs so that they can be responded to appropriately during and after the event.

Public agencies cannot wait until they are in the middle of a disaster to start planning and training their staff to address access and functional needs. Planning ahead will foster collaboration between agencies and the non-governmental organizations and community before, during, and after disasters.

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## **1.2 PURPOSE**

The purpose of this Persons with Disabilities and Access and Functional Needs Annex (Annex) to the Los Angeles County Operational Area Emergency Response Plan (OAERP) is to provide guidelines and procedures for disaster planning, response, and recovery efforts to address populations with disabilities and access and functional needs in the County of Los Angeles.

This Annex also: (1) provides the framework for the OA response to persons with disabilities and access and functional needs, including assignment of responsibilities and a description of the actions to be taken by the County upon a disaster; and (2) establishes a countywide understanding of the unique operational concepts, organization, tasks, and coordinated emergency actions of public agencies, special districts, and other organizations and institutions to address persons with disabilities and access and functional needs during disasters. Detailed descriptions of how County departments or jurisdictions respond to access and functional needs populations will be located in their respective department/jurisdiction-specific plans or procedures.

This is not a stand-alone plan. This Annex pulls together information from existing Operational Area plans, annexes, and procedures that address access and functional needs before, during, and after disasters. This Annex is intended for use in conjunction with these other plans and to highlight the key preparedness, response, and recovery steps that the County will take in addressing populations with disabilities and access and functional needs. (See Appendix A for a list of the documents that support this Annex.)

## **1.3 SCOPE**

This Annex applies only to the Los Angeles County Operational Area and does not address response and recovery operations for local governments or agencies outside the OA. The primary audience for this Annex is County departments, emergency response agencies, and special districts (transit and school districts) within the OA that hold the responsibility for implementing this Annex and/or have responsibilities detailed herein.

## **1.4 DEFINITION**

The term "persons with disabilities and access and functional needs" is defined as:

Persons who may have additional needs before, during, and after an incident in functional areas including but not limited to: maintaining independence, communication, transportation, supervision, and medical care. Individuals in need of additional response assistance may include those who have disabilities; who live in institutionalized settings; who are elderly; who are children; who are from diverse cultures; who have limited English proficiency or are non-English speaking; or who are transportation disadvantaged. This is consistent with the definition that FEMA uses in the National

---

Response Framework to define the term “special needs.” The LACOA has decided to use “persons with disabilities and access and functional needs” in place of “special needs” as this terminology is consistent with current trends in California and nationally (including U.S. Department of Justice recommendations). Thus, be aware that these interchangeable terms mean the same thing.

In accordance with the Americans with Disabilities Act (ADA), the term “disability” with respect to an individual means as follows: (A) a physical or mental impairment that substantially limits one or more major life activities of such individual; (B) a record of such an impairment; or (C) being regarded as having such an impairment. Major Life Activities include, but are not limited to, caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working. A major life activity also includes the operation of a major bodily function, including but not limited to, functions of the immune system, normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, endocrine, and reproductive functions. An individual meets the requirement of “being regarded as having such an impairment” if the individual establishes that he or she has been subjected to an action prohibited under the ADA because of an actual or perceived physical or mental impairment whether or not the impairment limits or is perceived to limit a major life activity. This shall not apply to impairments that are transitory and minor. A transitory impairment is an impairment with an actual or expected duration of 6 months or less.

In addition, in accordance with FEMA’s Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters (November 2010), Functional Needs Support Services (FNSS) are defined as services that enable individuals to maintain their independence in a general population shelter. FNSS includes:

- reasonable modification to policies, practices, and procedures;
- durable medical equipment (DME);
- consumable medical supplies (CMS);
- personal assistance services (PAS);
- other goods and services as needed.

Children and adults requiring FNSS may have physical, sensory, mental health, and cognitive and/or intellectual disabilities affecting their ability to function independently without assistance.

Others that may benefit from FNSS include women in late stages of pregnancy, elders, and people needing bariatric equipment.

All other terms and acronyms are defined in Appendix B.

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## **1.5 ASSUMPTIONS**

This Annex is based on the following assumptions:

- that key components highlighted in the Annex will be incorporated into response plans, checklists, and integrated into the emergency response system to create a fully inclusive approach;
- that in a county of over 10 million people there are significant, diverse populations with disability and access and functional needs during emergencies;
- that government agencies must create strong networks with the community to reach those with disabilities and access and functional needs;
- that populations with disabilities and access and functional needs, as well as their caregivers and families, must be empowered to take steps to learn about preparedness and make plans for disasters;
- that individuals with disabilities, during disasters, may be disconnected from life-sustaining goods and services, auxiliary aids, and other important assistive technology, devices, or equipment to maintain function and independence;
- that Los Angeles County's emergency management programs and plans will include providing and reconnecting individuals with disabilities with goods and services in the same way as it does for the population as a whole;
- that agencies providing temporary or long-term residency services or custodial care to people with disabilities and access and functional needs must develop comprehensive emergency plans according to their regulatory authorities and ensure that emergency policies and procedures are adequate and up to date;
- that the County will provide support in accordance with SEMS and the State Emergency Plan to local jurisdictions in order to address emergency-related issues for populations with disabilities and access and functional needs;
- that local jurisdictions and the County for the unincorporated areas within the LACOA are responsible for developing and maintaining plans that take into consideration people with disabilities and access and functional needs; and
- that the Annex will be reviewed at least every three years and updated as needed.

## **1.6 RESPONSIBILITIES**

The responsibilities for developing, implementing, maintaining, and supporting this Annex are as follows:

- Los Angeles County Office of Emergency Management (OEM) is responsible for the development, implementation, and maintenance of this Annex and does this through the OAAB Access and Functional Needs Committee.



- 
- Other assigned County departments and agencies will carry out their responsibilities as described in this Annex and according to the LACOA Organization Matrix (see Appendix C) detailed in the OA Emergency Response Plan (OAERP). All County departments will operate under the umbrella of the County OA using SEMS/NIMS.
  - County communities and special districts are responsible for developing access and functional needs population emergency response plans compatible with this Annex. Additionally, each OA jurisdiction is responsible for developing their own emergency operations plans as well as standard operating procedures for possible implementation of plans in response to local- or distant-source incidents. The expectation is that local governments, response agencies and special districts in the predicted impact areas will implement their plans and standard operating procedures, when appropriate.
  - County departments will coordinate with OEM and inform them of additional planning activities they are involved with, particularly in terms of populations with access and functional needs.

---

## 1.7 MISSION

The mission of the LACOA is to reduce the potential for loss of life and property from disasters for all populations, including those with disabilities and access and functional needs by: (1) providing timely, accurate, reliable, and effective disaster preparedness information and support to all populations and emergency management within their area of responsibility; and (2) advancing other aspects of disaster mitigation such as community preparedness and public education.

## 1.8 AUTHORITIES

This section outlines key Federal, State and local legislation, regulations, and practices that pertain specifically to emergency management and persons with disabilities and access and functional needs.

### 1.8.1 Federal

- **Americans with Disabilities Act (ADA)**

Signed into law on July 26, 1990, by President George H. W. Bush, the Americans with Disabilities Act (ADA) is a broad civil rights law that prohibits discrimination against people with disabilities. The law covers a wide range of areas, from employment, public accommodations, transportation, telecommunications, and the accessibility of public buildings.

State and local governments must comply with Title II of the ADA in the emergency- and disaster-related programs, services, and activities they provide. This requirement applies to programs, services, and activities provided directly by state and local governments as well as those provided through third parties, such as the American Red Cross, private nonprofit organizations, and religious entities. Under Title II of the ADA, emergency programs, services, activities, and facilities must be accessible to people with disabilities and generally may not use eligibility criteria that screen out or tend to screen out people with disabilities. The ADA also requires making reasonable modifications to policies, practices, and procedures when necessary to avoid discrimination against a person with a disability and taking the steps necessary to ensure effective communication with people with disabilities.

Those working in the field of emergency management should become familiar with "Chapter 7: Emergency Management" of DOJ's *ADA Best Practices Tool Kit for State and Local Governments* located at <http://www.ada.gov/pccatoolkit/toolkitmain.htm#pccatoolkit7>. Chapter 7 of the *Toolkit* provides guidance on the ADA in relation various aspects of emergency management programs. This includes specific information on

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communications, transportation, evacuation, and sheltering, among other activities.

- **ADA Amendments Act (ADAAA)**

On September 25, 2008, President George W. Bush signed into law the ADA Amendments Act of 2008 (ADAAA). The ADAAA revises the definition of disability and broadens the scope of the definition regarding substantially limiting a major life activity and clarifies the use that mitigating measures have no impact in determining disability. These changes went into effect January 1, 2009. These amendments make it easier for people with disabilities to seek protection under the law. For more information, visit: <http://www.ada.gov>.

- **Americans with Disabilities Act Accessibility Guidelines (ADAAG)**

The Americans with Disabilities Act (ADA) sets out architectural standards for accessibility with which public facilities must comply. The ADA treats facilities that were built before it went into effect differently from those built or renovated afterwards. A key date to remember is January 26, 1992, when Title II's accessibility requirements for new construction and alterations took effect. 28 C.F.R. § 35.151.

**Before January 26, 1992**

Facilities built before January 26, 1992, are referred to as "pre-ADA" facilities. 28 C.F.R. §§ 35.150-35.151. If there is an architectural barrier to accessibility in a pre-ADA facility, you may remove the barrier using the ADA Standards for Accessible Design or the Uniform Federal Accessibility Standards (UFAS) as a guide, or you may choose to make the program, service, or activity located in the building accessible by providing "program access." 28 C.F.R. § 35.150. Program access allows you to move the program to an accessible location, or use some way other than making all architectural changes to make the program, service, or activity readily accessible to and usable by individuals with disabilities.

**After January 26, 1992**

Any facility built or altered after January 26, 1992, must be "readily accessible to and usable by" persons with disabilities. 28 C.F.R. § 35.151. For ADA compliance purposes, any facility where construction commenced after January 26, 1992 is considered "new," "newly constructed," or "post-ADA." "Readily accessible to and usable by" means that the new or altered building must be built in strict compliance with either the ADA Standards for Accessible Design or UFAS.

Altering (renovating) a building means making a change in the usability of the altered item. Examples of changes in usability include: changing a low pile carpet to a thick pile carpet, moving walls, installing new toilets, or adding

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more parking spaces to a parking lot. Any state or local government facility that was altered after January 26, 1992 was required to be altered in compliance with the ADA Standards or UFAS.

When part of a building has been altered, the alterations must be made in strict compliance with architectural standards, including creating an accessible path of travel to the altered area.

**After September 15, 2010**

On September 15, 2010, the Department of Justice amended its regulation implementing Title II of the ADA, which applies to public entities and their departments, subdivisions, and special purpose districts. In the amendment of the Title II regulation, the Department has adopted revised ADA design standards that include the relevant chapters of the U.S. Architectural and Transportation Barriers Compliance Board's (Access Board) 2004 ADA/ABA Accessibility Guidelines, as modified. The 2010 ADA Standards for Accessible Design are located at [http://www.ada.gov/2010ADASTandards\\_index.htm](http://www.ada.gov/2010ADASTandards_index.htm). On March 15, 2010, compliance with the 2010 Standards will be required for facilities that are newly constructed or altered. In the period between September 15, 2010 and March 15, 2010, covered entities may choose between the 1991 Standards, UFAS, and the 2010 Standards. Covered entities that should have complied with the 1991 Standards or the UFAS during any new construction or alteration of facilities or elements, but have not done so by March 15, 2012, must comply with the 2010 Standards.

- **Executive Order 13347 – Individuals with Disabilities in Emergency Preparedness**

In 2004, President George W. Bush signed Executive Order 13347 -- Individuals with Disabilities in Emergency Preparedness. This Order established the Interagency Coordinating Council on Emergency Preparedness and Individuals with Disabilities (ICC).

Chaired by the Department of Homeland Security and assigned to the Officer for Civil Rights and Civil Liberties, the ICC helps to ensure that the federal government accounts for the safety and security of people with disabilities during disasters. Although the ICC is essentially a policy and coordinating body, it has been involved during major disaster activations. The ICC is made up of representatives from federal agencies including: Environmental Protection Agency, General Services, Office of Personnel Management, Social Security, Department of Transportation, Department of the Treasury, Department of Agriculture, and Department of Justice, among others. Other invited members include the U.S. Access Board, the National Council on Disability, and the Federal Communications Commission.

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- **Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988**

The Robert T. Stafford Disaster Relief and Emergency Assistance Act, was signed into law on November 23, 1988 as an amended version of the Disaster Relief Act of 1974. The Act provides the statutory authority for FEMA to coordinate most Federal disaster response activities. It also established a system through which financial and physical assistance can be obtained from FEMA following a presidential declared disaster. For more information on the Act, visit: <http://www.fema.gov/about/stafact.shtm>.

- **Post-Katrina Emergency Management Reform Act of 2006**

As a result of the devastation caused by Hurricane Katrina, President George W. Bush signed into law the Post-Katrina Emergency Management Reform Act (PKEMRA), to amend the Homeland Security Act of 2002 and the Robert T. Stafford Disaster Relief and Emergency Assistance Act. Effective March 31, 2007, the Act aims to strengthen the Department of Homeland Security/FEMA's ability to prevent, prepare for, protect against, respond to, and recover from disaster.

The PKEMRA prohibits discrimination on the basis of disability, among others, by recipients of federal financial assistance. Additionally, the Act requires that new leadership roles are created within DHS, including the position of National Disability Coordinator (NDC) (now part of the Office of Disability Integration and Coordination as of February 2010). The Act also includes provisions for the inclusion of people with disabilities in evacuation plans, accessible housing, and regional disability coordinators, among many other changes. More information is available at <http://www.govtrack.us/congress/bill.xpd?bill=s109-3721>.

- **The Pets Evacuation and Transportation Standards Act of 2006**

The Pets Evacuation and Transportation Standards Act amends the Robert T. Stafford Disaster Relief and Emergency Assistance Act, and requires State and local emergency preparedness plans to take into account the needs of individuals with household pets and service animals, prior to, during, and after a major disaster or emergency.

- **Federal Communications Commission – Emergency Alert System Rules**

In October 2005, the Federal Communications Commission (FCC) expanded the Emergency Alert System (EAS) rules to require EAS participation by digital television broadcasters, digital cable television providers, digital broadcast radio, Digital Audio Radio Service, and Direct Broadcast Satellite systems. The FCC's EAS rules require that an EAS provide access to people with disabilities by providing both visual and aural alerts. Under the rules, a visual EAS alert does not have to be an exact transcription of an audio alert, but must be "any method of visual presentation which results in a legible message conveying the essential emergency information."

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- **Rehabilitation Act of 1973**

- **Section 504**

- Section 504 states that "no qualified individual with a disability in the United States shall be excluded from, denied the benefits of, or be subjected to discrimination under" any program or activity that either receives Federal financial assistance or is conducted by any Executive agency or the United States Postal Service. Each Federal agency has its own set of section 504 regulations that apply to its own programs. Agencies that provide Federal financial assistance also have section 504 regulations covering entities that receive Federal aid.

- Title II extends to all state and local government programs, services, and activities, whether or not it receives federal funds.

- **Section 508**

- Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), requires that when Federal agencies develop, procure, maintain, or use electronic and information technology, Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who are not individuals with disabilities, unless an undue burden would be imposed on the agency. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

- **FEMA Initiatives**

- In 2009, President Barack Obama created and staffed the new position of Senior Advisor on Disability Issues within FEMA to report to the administrator. This senior staff position is responsible for addressing emergency management issues relating to the disability community and is intended to enhance preparedness efforts at the agency's highest levels. As of February 2010 this advisor became the Director of the newly created Office of Disability Integration and Coordination. In addition, a Disability Integration Specialist position was added in each of the ten FEMA regions.
  - As a result of lessons learned from Hurricane Katrina, FEMA drafted *Comprehensive Preparedness Guide 302 (CPG-302)* to provide planning considerations for a variety of hazards, security, and emergency functions. It also offers general guidelines for developing a state, territorial, tribal, and local government Household Pets and Service Animals Plan (HPSAP). FEMA has also developed *Comprehensive Preparedness Guide 301: Emergency Management Planning Guide for Special Needs*

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*Populations* (CPG-301), which aims to help tribal, state, territorial, and local governments develop emergency plans for people with functional needs. The principles underlying these Guides were subsequently incorporated into CPG 101.2.

- In 2009, FEMA released its *National Disaster Housing Strategy*, which calls for national and state efforts to plan for accessible housing that can be made available after a disaster. The National Council on Disability (NCD) recommends that each state create task forces on disaster housing consistent with the Strategy, and involve disability organizations.
- **SARA Title III – 1986 Superfund Amendment and Reauthorization Act**  
This Act directs the creation and membership of Local Emergency Planning Committees (LEPC). For more information, visit:  
[http://www.epa.gov/emergencies/content/epcra/epcra\\_plan.htm#LEPC](http://www.epa.gov/emergencies/content/epcra/epcra_plan.htm#LEPC).
- **The Joint Commission on Accreditation of Healthcare Organizations (JCAHO)**  
JCAHO oversees standard setting for healthcare facilities and the accreditation of healthcare facilities, such as nursing homes and hospitals. For more information, visit: <http://www.jointcommission.org>.

#### 1.8.2 State

- **California Emergency Services Act** (California Government Code, Title 2, Division 1, Chapter 7, Article 12, Sections 8550 - 8668).  
This Act provides the basic legal authorities for emergency management in the State and for conducting emergency operations in the State following the proclamation of emergencies by appropriate local officials and/or the Governor. The provisions of the Act are further reflected and expanded upon by local emergency ordinances.
- **Standardized Emergency Management System (SEMS) Regulations** (California Code of Regulations, Title 19, Division 2, Chapter 1; Government Code, Section 8607).
- **California Government Codes, §§11135**, - This code section indicates that no person in the State of California shall, on the basis of race, national origin, ethnic group identification, religion, age, sex, color, or disability, be unlawfully denied full and equal access to the benefits of, or be unlawfully subjected to discrimination under, any program or activity that is conducted, operated, or administered by the state or by any state agency, is funded directly by the state, or receives any financial assistance from the state.
- **California Government Code 8588.15** - This code section states that the Secretary of the California Emergency Management Agency shall appoint representatives of the disabled community to serve on the evacuation, sheltering, communication, recovery, and other pertinent Standardized

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Emergency Management System committees, including one representative to the Technical Working Group. Also, the secretary shall ensure, to the extent practicable, that the needs of the disabled community are met by ensuring all committee recommendations regarding preparedness, planning, and procedures relating to emergencies include the needs of people with disabilities.

- **California Government Code 8608** - This code section states that the California Emergency Management Agency shall approve and adopt, and incorporate the California Animal Response Emergency System (CARES) program developed under the oversight of the Department of Food and Agriculture into the standardized emergency management system established pursuant to subdivision (a) of Section 8607.
- **California Health and Safety Codes, §§101025 and 34070-34082** - This code section states that the board of supervisors of each county shall take measures as may be necessary to preserve and protect the public health in the unincorporated territory of the county, including, if indicated, the adoption of ordinances, regulations and orders not in conflict with general laws, and provide for the payment of all expenses incurred in enforcing them.
- **California Health and Safety Code 34070–34082** - This code section pertains to the provision of shelter to persons who are rendered homeless as the result of a natural disaster at as low a cost as possible, to encourage people to move from shelters to a self-supporting environment as soon as possible, and to encourage the provision of shelters at as low a cost and as quickly as possible without compromising the health and safety of shelter occupants.
- **California Education Code, §32282** - This code requires school safety plans to include disaster procedures, routine and emergency, including adaptations for pupils with disabilities in accordance with the Americans with Disabilities Act of 1990 (42 U.S.C. Sec. 12101 et seq.). The disaster procedures shall also include, establishing an earthquake emergency procedure system, a school building disaster plan, a drop and cover procedure, protective measures to be taken before, during, and following an earthquake, and establishing a procedure to allow a public agency, including the American Red Cross, to use school buildings, grounds, and equipment for mass care and welfare shelters during disasters or other emergencies affecting the public health and welfare.
- **Title 22, California Code of Regulations (CCR), §72551** - This code pertains to external disaster and mass casualty programs of long-term care facilities. Specifically, this relates to a written external disaster and mass casualty program plan being developed and adopted with the advice and assistance of county or regional and local planning offices and shall not conflict with county and community disaster plans.



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- **Title 24 California Building and Standards Code (Physical Access Regulations)** - This code pertains to California accessibility regulations of the California building standards administrative code
  - **Unruh Act. California Civil Codes Sections 54 through 55.2** - This Act provides that Access for persons with disabilities is also addressed under California Civil Code Section 54 through 55.2 which provides that "individuals with disabilities or medical conditions have the same right as the general public to the full and free use of the streets, highways, sidewalks, walkways, public buildings, medical facilities, including hospitals, clinics, and physicians' offices, public facilities, and other public places."

### **1.8.3 Local**

- **Los Angeles County Emergency Ordinance, Chapter 2.68**  
In accordance with the County's Emergency Ordinance (Chapter 2.68), this Annex is applicable to all County departments, cities, and special districts. The Los Angeles County Board of Supervisors recognized the critical nature of providing for the protection of access and functional needs populations during disasters in Los Angeles County and directed the development of this Annex.
- **County Charter**  
Los Angeles County Emergency Ordinance, Los Angeles County Code Title 2, Division 3, Chapter 2.68 Emergency Services, known as the "Emergency Ordinance", defines the duties and provides the basic legal authorities for emergency management in the County in the event of a disaster.

## **1.9 RELATIONSHIP TO OTHER PLANS**

This document is an Annex to the OAERP and is not meant to stand alone, but is intended to be used in support of and in conjunction with State, OA/County, city, and special districts' emergency response plans, and their responding agencies' standard operation procedures.

This Annex is consistent with and augments the OAERP and the County Emergency Operations Center (CEOC) Standard Operating Procedures (SOP), and the County of Los Angeles All-Hazards Local Hazard Mitigation Plan. The OAERP outlines broad emergency response concepts with appendices detailing emergency response for each hazard faced by the County, including, but not limited to, fires, earthquakes, and floods.

County departments and agencies with assigned tasks outlined in the OAERP, CEOC SOP, and in this Annex, are responsible for developing specific mitigation, preparedness, response, and recovery procedures and checklists to support these plans.

Plans, policies, and procedures to be used in support of, and in conjunction with this Annex are listed in Table 1.

**Table 1: Los Angeles County Operational Area Access and Functional Needs Annex Associated Plans, Policies, and Procedures.**

<b>COUNTY/Operational Area</b>	
	<b>Responsible Entities</b>
Los Angeles County Operational Area Emergency Response Plan (OAERP)	OEM
Los Angeles County Operational Area Emergency Operations Center Standard Operating Procedures (CEOC SOP)	OEM
Los Angeles County All-Hazard Mitigation Plan	OEM
Los Angeles County Operational Area Disaster Information Reporting Procedures	OEM
Los Angeles County Operational Area Emergency Public Information Plan (Revised)	Sheriff, OEM
Sheriff Evacuation Plan	Sheriff
Sheriff Alert and Warning Plan	Sheriff
Public Works Flood Plan	Public Works
Public Works Disaster Routes Plan	Public Works
Department of Public Social Services (DPSS) Care and Shelter Plan (Draft)	DPSS
Adverse Weather Plan (Draft)	DPSS, OEM
Animal Response Plan	DACC, DPH VPH, OEM
Family Assistance Plan	DMH, OEM
County Department Plans	Individual County Agencies

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## **1.10 HAZARD IMPACT**

The County of Los Angeles is located in one of the most disaster-prone areas of the United States. The County is subject to an exceptional earthquake hazard in addition to other types of major emergencies, such as:

- Wildland fires
- Flooding
- Hazardous materials
- Civil unrest
- Utility Outages
- Dam Failure
- Tsunami
- Extreme Heat or Cold
- Pandemic Flu
- Terrorism

The vulnerabilities and risks created by these and other hazards can have lasting effects on people, their property, and their surroundings. These vulnerabilities and risks can severely interfere with the ability of people, especially those persons with disabilities and access and functional needs to take proactive preventative and precautionary actions before, during, and following an emergency. For a more detailed hazard analysis, see the Los Angeles County Hazard Mitigation Plan.

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## 2. PREPAREDNESS

This section outlines key factors in preparedness including:

- Community Assessment
- Community Education
- Training
- Drills/Exercises

Planning for specific operational areas is included in Section 3, Operational Framework, (e.g. communications, mass care, sheltering, and recovery).

### 2.1 COMMUNITY ASSESSMENT

Los Angeles County Operational Area, which is home to over 10 million people, includes significant numbers of persons with disabilities access and functional needs. With a county this large, the task of community assessment is done through multiple measures, combining statistical data, registries, and networking and outreach within the community.

#### 2.1.1 Statistical Information

Statistical information is always changing, underscoring the need to continually review and update the data provided in this Annex. Although this is not all-encompassing of all statistical data pertaining to Los Angeles County, below is a sampling of relevant information pertaining to Los Angeles County and its' residents. The Department of Public Health produced a report on Adult Disability in LA County in the September 2006 edition of *LA Health*. The trends noted in the report parallel national statistics. Some of the findings from this report, as well as other relevant statistics are listed below.

- Nearly 20% of adults (1.3 million) in Los Angeles County reported having a disability. The likelihood of reporting a disability increased with age, with 7% of 18-24 year olds reporting a disability compared to over one-third (36%) of those 65 years or older.
- The prevalence of reported disability was highest in the South Service Planning Area (SPA), Antelope Valley SPA, and South Bay SPA (23% in each), while the total number of adults who reported having a disability was highest in the San Fernando Valley SPA (266,000).
- Over three-quarters of people with disabilities reported having a physical disability defined by a lack of mobility, a limitation in body movement such as standing, crouching, bending, or sitting; or difficulty gripping, holding, or manipulating small objects; or carrying light loads; 45% reported a sensory disability of difficulty hearing or problems seeing; 17% reported a mental health condition as a disability; and 16% reported problems with learning.
- Among people with disabilities, 46% reported having only one type of disability, 29% reported having two types of disabilities, 9% reported having three types of disabilities, and 6% having all four types of disabilities

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measured (physical, sensory, mental health, learning). Another 10% reported that their type of disability was not captured in any of the four categories.

- According to 2008 U.S. Census estimates, approximately 10.7% of the population in LA County is 65 years old and over, which represents approximately 1,055,239 people.
- Approximately 224 languages are spoken in LA County.

### 2.1.2 In-Home Support Services (IHSS) Data

As of March 2010, the latest caseload data for IHSS consumers indicates that there are 184,321 clients in the system. Of this population 63% are female and 37% are male. The charts below demonstrate the ethnicity of and languages spoken by clients within the IHSS system. (See Section 2.1.3 for additional information on IHSS)

ETHNICITY	
WHITE	34.10%
HISPANIC	27.98%
BLACK	18.51%
CHINESE	8.13%
FILIPINO	3.96%
KOREAN	2.66%
VIETNAMESE	1.85%
CAMBODIAN	1.22%
OTH ASIAN/PACIFIC ISLDR	0.65%
ASIAN INDIAN	0.35%
AMER INDIAN/ALASKA NAT'VE	0.23%
JAPANESE	0.15%
SAMOAN	0.12%
LAOTIAN	0.07%
HAWAIIAN	0.01%
GUAMANIAN	0.01%
TOTAL	100.00%

LANGUAGE	
ENGLISH	39.15%
SPANISH: RECVS SPAN NOA	19.10%
ARMENIAN	15.79%
CHINESE	7.66%
RUSSIAN	3.99%
FARSI	3.13%
TAGALOG	2.70%
KOREAN	2.47%
VIETNAMESE	1.96%
CAMBODIAN	1.17%
SPANISH: RECVS ENG NOA	1.15%
ARABIC	0.65%
OTHER NON-ENGLISH	0.60%
THAI	0.11%
JAPANESE	0.06%
LAO	0.06%
ILACANO	0.05%
SAMOAN	0.05%
HEBREW	0.03%
AMERICAN SIGN LANGUAGE	0.02%
TURKISH	0.02%
ITALIAN	0.02%
FRENCH	0.01%
OTHER SIGN LANGUAGE	0.01%
POLISH	0.01%
PORTUGUESE	0.01%
HMONG	0.01%
MIEN	0.00%
<b>TOTAL</b>	<b>100.00%</b>

Building upon the information gleaned from statistical reports, the County also carries out additional measures to assess the community. As described below, the County has developed a voluntary disaster registry program – Specific Needs Awareness Planning (Mapping) system (SNAP). SNAP identifies individuals in the community with disabilities and access and functional needs who voluntarily register with SNAP, as well as the organizations and resources throughout the county that support these populations. The County has also developed networks with agencies that work directly with persons with disability and access and functional needs.

### 2.1.3 Registries

To better identify people with access and functional needs, the County has developed the Specific Needs Awareness Planning (mapping) System (SNAP). Another resource the County uses to identify people with disability access and functional needs is the In-Home Support Services (network). Appendix E1 includes a *Registry Checklist* that outlines key considerations when developing a registry program.

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- **SNAP Registry**

The County has developed the SNAP voluntary disaster registry program. The SNAP Registry is located at <http://snap.lacounty.gov>. The SNAP program integrates Geographic Information Systems (GIS) mapping platforms and sophisticated database connectivity to both store data and make it available to emergency operations managers and first responders in a timely manner. SNAP organizes and maps three different kinds of data:

- People/organization data: individuals/organizations with specific needs (or access and functional needs) within the County can voluntarily register information such as name, address, contact information, and personal short and long-term post disaster needs via the SNAP website;
- Accessibility data: maps and details of the accessibility features of pre-planned reception and evacuation centers and Points of Dispensing (PODs); and
- Resource data: organizations will be listed which have resources that could be made available in a disaster specific to the post-disaster needs of people with a wide array of disabilities and frail, at-risk seniors.

A public outreach campaign is underway to inform the public about this new program and to encourage persons with disabilities and access and functional needs to register. Appendix D provides an overview of the SNAP program.

- **In-Home Support Services (IHSS)**

The IHSS disaster policies and procedures are documented in the LA County DPSS IHSS Handbook and are summarized below. IHSS is a program within the DPSS, that helps pay for services provided to eligible persons who are 65 years of age or older, or legally blind, or adults and children with disabilities, so that they can stay safely in their own homes. As of March 2010, there are over 184,000 clients currently enrolled in IHSS.

IHSS has created a system for contacting their most "at-risk" applicants/recipients during times of disaster. The *IHSS Caseload Disaster Preparedness Assessment Profile Listing* helps caseworkers identify at-risk IHSS applicants/recipients who require contact by emergency personnel or social services staff during or immediately following a disaster. Utilizing the assessment process, IHSS Social Workers code each applicant/recipient based on a risk assessment scale, which establishes a priority for contact. The factors that contribute to this assessment are:

- Primary factors: including the quality and availability of applicant's/recipient's social support systems, and access to adequate transportation and geographic isolation; and

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- Secondary factors: including conditions such as blindness, deafness, and medical supply needs in conjunction with the applicant's/recipient's primary factors.

Based on the assessment, individuals will be given a designation that indicates the time in which they should be contacted:

- Critical: these individuals are first priority and will be contacted within 24 hours;
- Urgent: these individuals will be contacted within 48 hours; or
- Moderate: these individuals will be contacted within 72 hours.

The State generates a monthly report called the "Caseload Disaster Preparedness Profile" which includes the consumers name, phone number, address, and social worker file number. It also identifies the vulnerability of the consumer, any disabilities, or medical needs such as oxygen, insulin, respirator, etc., and languages spoken other than English. This report is distributed to the IHSS social worker so they can make contact with consumers when a disaster occurs or when alerts are issued for severe weather conditions.

#### **2.1.4 Networks**

In a county with over 10 million people, there is a need to utilize strong networking partners in all aspects of emergency management – preparedness, response, and recovery – to identify and address emergency related issues of access and functional needs populations. The following is a list of such groups that are made up of government agencies, non-governmental organizations (NGOs), community based organizations (CBOs), and faith based organizations (FBOs) that provide services directly and/or indirectly to people with disability and access and functional needs living in the County.

The Operational Area (OA) continues to initiate and develop existing networking relationships. The OA strongly recommends that local jurisdictions ensure that these kinds of partners are established and maintained at the local level as well. See Appendix E2 *Creating and maintaining an Access and Functional Needs Planning Group*.

- **Operational Area Advisory Board (OAAB) and OAAB Access and Functional Needs Committee**

The mission of the Los Angeles County OAAB is to provide a forum for the county, cities, special districts, and other key agencies in the OA to work together cooperatively to help ensure the successful functioning of the operational area. Three of 46 seats on the OAAB are dedicated to organizations that represent people with disabilities.



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In December 2010, the OAAB formed the Access and Functional Needs Committee. The OAAB AFN Committee meets monthly is a forum for discussion and planning on issues that impact disaster planning for people with disabilities and access and functional needs. The OAAB AFN Committee reports directly to the OAAB; members include key County Departments, community-based organizations, disability-serving organizations, and transportation-related organizations serving residents throughout Los Angeles County.

- **Emergency Network of Los Angeles (ENLA)**

The LACOA recognizes ENLA as the official VOAD (Volunteer Organizations Active in Disasters) networking agency for community based organizations (CBOs) in regard to emergency management. The mission of ENLA is to enhance preparedness for and to coordinate response efforts during disasters by fostering connections between CBOs in the county and the government and private sector. The group consists of a network of non-profit, CBOs that provide assistance to individuals, families, and organizations following emergencies and disasters. With representation of over 60 organizations, ENLA members provide services to various populations with access and functional needs throughout the OA. ENLA has several recruitment activities throughout the year and has made it an expressed goal to increase communication and collaboration with agencies providing services to individuals with disabilities or other access and functional needs populations, specifically those populations who are homeless, have a disability, have children, non-English speaking and older adults.

- **Senior Emergency Preparedness Action Committee (SEPAC)**

SEPAC was started by the two Los Angeles Area Agencies on Aging (AAA) representing both the County and City of Los Angeles and the Los Angeles County Department of Public Health (LACDPH). The mission of SEPAC is to improve outcomes related to emergency preparedness and response among LA's older adult population. SEPAC identifies and evaluates projects and plans to improve emergency preparedness among seniors and people with disabilities. Membership in SEPAC now involves 12 agencies including several Los Angeles City and County offices such as emergency management, recreation and parks, social services, senior health, mental health, and American Red Cross, Greater Los Angeles Chapter.

- **In-Home Supportive Services (IHSS)**

Through DPSS, IHSS helps to pay for services provided to eligible persons who are 65 years of age or over, or legally blind, or adults and children with disabilities, so they can remain safely in their homes. There are approximately 184,000 clients currently enrolled in IHSS. Prior to disasters, IHSS conducts a risk assessment with applicants/recipients to identify individuals who are most at-risk during emergencies. IHSS has established a

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call-down system to check in on clients using a priority system based on the risk assessment.

## **2.2 COMMUNITY PREPAREDNESS EDUCATION**

The public's response to any emergency is based on their understanding of the nature of the emergency, potential hazards, likely response from emergency services, and the knowledge of what individuals and groups should do to increase their chances of survival and recovery.

Ensuring that members of the community with disabilities and access and functional needs have plans in place for times of disaster warrants the implementation of a comprehensive public education program. The County of Los Angeles is committed to running a proactive public information program to prepare disabilities and access and functional needs populations for the threat of disasters.

Appendix E3 is a checklist of recommendations on how to include considerations for populations with disabilities and access and functional needs in community education programs. The County encourages local jurisdictions to ensure that community education programs and efforts are inclusive. In addition, any outreach programs must ensure that communication and architectural barriers do not prohibit participation, and that reasonable modification of policies, practices, and procedures are implemented.

### **2.2.1 Emergency Survival Program**

The Emergency Survival Program (ESP) is Los Angeles County's public awareness campaign that strongly emphasizes personal preparedness and planning at home, at work, at school, and in the community for all residents. ESP is a statewide program, created by Los Angeles County, and replicated by a number of jurisdictions throughout the State and nationwide. It is governed by the ESP Coordinating Council with representation from 16 counties in California. OEM serves as Chair of the Council. Council representatives include individuals from area non-profits, businesses and the local media.

Each year, ESP releases a list of monthly action steps to help the public prepare for all hazards. Also, those who visit the website ([www.espfocus.org](http://www.espfocus.org)) can download all materials developed as part of ESP's campaign. These materials include a number of publications that cover a range of topics, to encourage and assist individuals and neighborhoods in preparing for potential disasters.

ESP offers two emergency preparedness documents that are specifically geared for people with disabilities and access and functional needs:

- *ESP's Emergency Preparedness: Taking Responsibility for Your Safety -- Tips for People with Activity Limitations and Disabilities.* This comprehensive

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guide was created for anyone with activity limitations, whether due to a disability, aging, or even allergies. The guidance covers all aspects of emergency preparedness, from conducting a self-assessment to developing a personal plan.

- *ESP Bulletin on Special Needs*

This bulletin offers recommendations for serving those with disabilities and access and functional needs. The bulletin suggests that neighborhoods establish planning committees and/or response teams to work on issues related to each phase of emergency management (mitigation, preparedness, response, and recovery). It also recommends that planning committees identify members of an disability and access and functional needs branch as well as a coordinator to oversee efforts when it comes to assisting those with disabilities and access and functional needs.

ESP materials are available in accessible formats Braille, and audio format. Materials are also available in multiple languages, including Spanish. In addition to availability on the website ([www.espfocus.org](http://www.espfocus.org)), requests for materials can also be made via the ESP Hotline (213-974-1166) or 211 LA County.

## **2.2.2 ESP Hotline and 211 LA County**

The public can receive free information on how to prepare for emergencies in English or other (up to 12) other languages by calling the ESP Hotline at 213-974-1166. Members of the public can also call 211 LA County to ask for information or request a preparedness presentation. 211 LA County operators are trained to handle TTY and Relay calls from the public.

## **2.2.3 OEM Website**

Los Angeles County makes several preparedness guides and documents available through their website (<http://lacoa.org/>). In addition to the ESP materials, the following preparedness materials are available on the website and targeted to people with disabilities and seniors:

- *Emergency Evacuation and Preparedness: A Guide for People with Disabilities and Other Activity Limitations (Center for Disability Issues and the Health Professions)*
- *Saving Lives: Including People with Disabilities in Emergency Planning (National Council on Disability).*
- *Serving and Protecting All by Applying Lessons Learned Including People with Disabilities and Seniors in Disaster Services (California Foundation for Independent Living Centers)*

OEM also created the *Emergency Survival Guide* for residents who live in the County as a way to help them better prepare for, respond to, and recover from disasters they may face. Individuals will find numerous tips throughout this guide

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to help them become self-sufficient after a disaster. Moreover, the guide prompts residents to make provisions in emergency plans for those with disabilities and access and functional needs who live in the area. The guide also asks residents to help care for those with disabilities during an emergency and to assist them when there is a need to evacuate. This guide is available for viewing and can be downloaded at: <http://lacoa.org/doclibrary.htm>

The OEM website is 508 compliant (see Appendix F on website accessibility).

#### **2.2.4 Community Events**

County Departments participate throughout the year at expos and other events to share preparedness material with communities in the County. Organizations, business, and individuals throughout the county can request emergency preparedness presentations and/or information at an event, meeting, or expo.

#### **2.2.5 Department of Public Health (DPH)**

The County also supports the Department of Public Health's *Just Be Ready* campaign. This campaign includes a focus on people with disabilities and other access and functional needs and provides materials in accessible formats.

### **2.3 TRAINING**

One objective of OEM is to train and educate County department emergency management staff on issues pertaining to Emergency Operations Centers, Department Operations Centers and Building Emergency Plans. The County will make efforts to ensure that training is inclusive of populations with disabilities and access and functional needs.

#### **2.3.1 Access and Functional Needs Annex Training**

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

#### **2.3.2 Functional Assessment Service Teams (FAST) Training**

The County, led by the Department of Public Social Services, is working in conjunction with the State to identify and train FAST members who can support populations with disabilities and access and functional needs during emergencies. Working primarily in emergency shelters, FAST members would assist shelter managers to assess needs in shelters and help identify resources, as well as work with EOC personnel to secure necessary resources for persons with disabilities and access and functional needs.

FAST training includes information regarding emergency management, activation, sheltering, and identifying and addressing emergency related issues regarding populations with disabilities and access and functional needs.

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### **2.3.3 Shelter Training**

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

### **2.3.4 Local Jurisdictions**

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

- Development of a "Disability and Access and Functional Needs Response Training Program" for first responders and emergency managers that reviews specific emergency issues and experience regarding populations with disabilities and access and functional needs;
- Training on emergency management structure and plans for agencies and community organizations that serve people with access and functional needs, as well as individuals with access and functional needs and their caregivers/families;
- Emergency preparedness training and information that is inclusive of emergency related issues of populations with access and functional needs.
- Volunteer training that is open and accessible to people with disabilities or other access and functional needs such as CERT;
- Offering FEMA's G197 Course, *Emergency Planning and Special Needs Populations*, through the State Training Office.

## **2.4 Drills and Exercises**

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

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

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

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### **3. OPERATIONAL FRAMEWORK**

#### **3.1 Introduction**

##### **3.1.1 Operational Priorities**

The County of Los Angeles considers the following issues when prioritizing emergency response and recovery operations for people with disabilities and access and functional needs:

- Protecting life and property;
- Meeting the needs of persons with disabilities and access and functional needs, including rescue, medical treatment, evacuation, transportation, and shelter;
- Temporary restoration of facilities essential to the health, safety, and welfare of persons with disabilities and access and functional needs.

##### **3.1.2 Concept of Operations**

In order to successfully accomplish the mission statement of this Annex, County departments, agencies, special districts, and other jurisdictions will use a multi-agency, multi-disciplinary coordinated approach in response to any threat or event. The County will use the Incident Command System (ICS) component of the SEMS and the NIMS to manage all events.

This Annex becomes effective upon notification of a disaster. Authorized personnel may activate the CEOC (County Emergency Operations Center) according to the CEOC Standard Operating Procedures. Activation protocols are based on the potential threat and its scope. If the CEOC is activated, the CEOC Manager will direct implementation of this Annex or applicable portions, as appropriate. If the CEOC is not activated, this Annex may be implemented in whole or in part, based on the potential threat and its scope.

Any city or special district may activate their respective disability and access and functional needs emergency response plans for areas under their incident command authority. Each jurisdiction or community must consider the estimated time needed to thoroughly evacuate an area, including how to communicate and reach people with disabilities or access and functional needs, in addition to any support services required of the evacuees, the identification of all densely populated areas, and how best to handle the complicating factors of impending impacts and damage resulting from the specific disaster.

#### **3.2 COMMUNICATIONS**

This section addresses communications during emergencies in two distinct ways. The first section, *Alert and Warning*, primarily deals with initial warning and notification of the public. The second section, *Information Sharing During Response and Recovery*,

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addresses both interagency communications as well as public information through the response and recovery phases.

This section addresses specific communication considerations with the persons with disabilities and access and functional needs and builds upon the procedures and guidance outlined in the *County of Los Angeles Emergency Public Information Plan*, the *Operational Area Emergency Response Plan*, and the *Operational Area Mass Evacuation Process Guide*. The County plans to use diverse and redundant mechanisms to reach the public, as this kind of approach better takes into account varying communications needs.

### **3.2.1 Alert and Warning**

Redundant and diverse methods are used to alert the public prior to or during an emergency as described in the Los Angeles County *Emergency Public Information Plan*. This approach benefits the entire community, including people with disabilities and access and functional needs, as it offers multiple options to access critical and timely information thus enabling all people to take the appropriate steps for the circumstance.

Alert and warning is primarily coordinated through the Sheriff's Department at the County level, or city law enforcement agencies at the city level. The Sheriff's Department is responsible for implementing the Emergency Alert System (EAS). The Public Information Office (PIO) is responsible for coordinating communication to the public, working closely with the media, and promoting greater interagency communication.

The following section expands upon the alert and warning methods described in the plans listed above to specifically address notifying individuals with disabilities and access and functional needs. None of these approaches will be used exclusively, but instead, multiple and redundant mechanisms will be used to reach the public.

- **Alert LA County Emergency Mass Notification System**

Alert LA County is an automated system with capabilities of alerting via phone message, text message, or email messages.

The system is TTY/ TDD compatible, as indicated on the Alert LA website (<http://portal.lacounty.gov/wps/portal/alertla>).

- The Alert LA system has access to all county listed and unlisted land line telephone numbers. Individuals can also register additional cell phone numbers, Voice over IP phone numbers, and email addresses at <http://portal.lacounty.gov/wps/portal/alertla>. The website is the only way to register additional numbers to the Alert LA system.
- Los Angeles County's main website is 508 compliant. For more information about website accessibility, see Appendix F.



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- Alert and warning messages are disseminated through the LA County Sheriff's Office, via Alert LA. Messages may contain critical information about an imminent or active emergency and provide directions regarding necessary actions to be taken by the public. The user has the option for the message to be repeated. Often the messages include a hotline number (including TTY capability) or website in the event that the individual receiving the call wants or needs additional information. This is especially beneficial to people with functional or access needs who may need to hear the message multiple times, or who may need additional information or clarification of the information provided in the original scripted message. This also enables emergency management to include a greater depth of detail not possible in the scripted message.

- **Local Mass Notification Systems**

Some local jurisdictions have mass notification systems in addition to, or in place of Alert LA. Local jurisdictions are encouraged to ensure availability and usability of their systems by individuals with disabilities. This includes:

- Ensure that the system complies with the Americans with Disabilities Act (ADA) in all respects. Specifically, the system should be functionally equivalent for individuals who are deaf, deaf-blind, hard of hearing, or have a speech disability.
- Ensure there are multiple ways for signing up for the system such as:
  - Accessible website and software (see Appendix F);
  - Phone registration with capabilities for TTY/TDD, other language operators (and access to a language bank), and information regarding Relay 711 options;
  - Collaboration with service agencies that work directly with persons with disabilities and access and functional needs that can offer suggestions for making the process more accessible and that can assist constituents with signing up for the services;
  - Ensure that the system is capable of disseminating messages in multiple languages. The seven (7) preferred languages include English, Spanish, Chinese (Mandarin and Cantonese dialects), Japanese, Korean, Tagalog and Vietnamese.
- Ensure that those with disabilities and access and functional needs are aware of the mass notification systems:
  - Provide information about the system in accessible formats via web, fliers, PSAs (Public Service Announcements), etc.;
  - Include specific language about the accessibility of the system in messages;
  - Collaborate with service agencies that can help share the information.

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- Provide a means for people to follow up with questions or clarification via live operator or alternate phone/email (ensure that these options are accessible).
  - Test the system regularly and include people with disabilities, e.g., deaf, hard of hearing, deaf/blind, blind individuals, etc.
  - **Media**

In the event of an emergency, the County will alert the media as outlined in the *Emergency Public Information Plan*. The media will make information available to the public. The Emergency Public Information (EPI) communications network includes a list of key contacts for radio, television, daily newspapers, multilingual media, and specialized publications.

    - According to FCC laws and regulations, broadcast media is responsible for ensuring that information is accessible. A brief explanation of these responsibilities can be found in Appendix G;
    - The designated County PIO will work with the various media outlets to ensure that information is accessible and relevant to individuals with disabilities and access and functional needs. The County will encourage local jurisdictions to do the same. The Media Checklist, Appendix E4, includes a number of suggestions that the County and local jurisdictions should encourage the media to take to ensure greater access.
  - **211 LA County Hotline**

211 LA County provides information and access to a comprehensive range of human services for County residents. The 211 system is available 24 hours a day/7 days a week. During emergencies, the County will utilize the 211 hotline system to provide information to callers. The 211 system is TTY/TDD compatible and operators are available to communicate in multiple languages.
  - **711 Telecommunications Relay Services**

711 Relay Services (California Relay Services in California) is one of eight N11 codes for abbreviated dialing in the North American Numbering Plan. California Relay Service (CRS) provides specially- trained operators to relay telephone conversations back and forth between people who are deaf, hard of hearing, or speech-disabled and all those they wish to communicate with by telephone. Information regarding the 711 resource should be provided on all public documents, materials and/or websites that list agency phone numbers, hotlines, etc. To access California Relay Service:

    - Users dial 711 (additional numbers available at: [http://www.ddtp.org/california\\_relay\\_service/Default.asp#phone\\_numbers](http://www.ddtp.org/california_relay_service/Default.asp#phone_numbers));
    - The service is available 24 hours a day/7 days a week;
    - The service offers information in English, Spanish, American Sign Language, and conversational English.

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- Video Relay Service (VRS) is an Internet- based form of TRS allows persons whose primary language is American Sign Language (ASL) to communicate with the sign language interpreter, as known as video interpreter, using video conferencing equipment. The video interpreter speaks what is signed to the called party, and signs the called party's response back to the caller. VRS allows conversations to flow in near real time and in a faster and more natural manner than text- based TRS. Internet Protocol (IP) Relay Service is a text-based form of TRS that uses the Internet, rather than traditional telephone lines to bridge communication between the person with a hearing or speech disability and the Communication Assistance (CA). The user may use a computer or other web-enabled device to communicate with the Communication Assistance.
  - **OEM Website**

During emergencies, OEM may post information to its website throughout the course of the event. The website is <http://www.lacoa.org/> and is accessible.
  - **Door-to-Door Notifications**

The Alert LA County system described in Section 3.1.1 is used to make initial contact with individuals in the event of an emergency. When additional contact is necessary and practical, field level personnel (including Sheriff's Department personnel and volunteer disaster service workers) may conduct door-to-door notifications. When conducting notifications, personnel should take the following into consideration:

    - Individuals, who are deaf, deaf/blind, have speech disabilities, cognitive disabilities or mental health disabilities may have difficulty understanding instructions or even the urgency to evacuate.
    - Become familiar with special push button unit(s), which may be a doorbell signal system designed to alert individuals who are deaf, deaf-blind or hard of hearing through a strobe, vibrator or other alerting device.
    - Become familiar with one of the procedures to notify individuals who are deaf/blind by using your index finger to draw an "X" on their back and then assisting them with exiting the building.
    - A communication protocol should be developed to ensure that all individuals are provided with the same information. Messages should be clear, consistent, and include directives as necessary;
    - Become familiar with the communities where notifications are taking place and then make appropriate adjustments. If a language other than English is predominantly spoken, bring along an interpreter.
    - Try to identify unique communication needs from the start. Carry communications tools, such as non-text signs, pictograms or pen and paper, to facilitate communications;

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- Partner with trusted community groups when possible;
  - Ask the individual if they need any assistance with evacuating and be specific about the kind of assistance needed. There may be a need to assist with transporting mobility devices, pets or service animals.
  - Be sure to inform individuals to bring their durable medical equipment, medications, consumable medical supplies, pet and/or service animal information (vet cages, food, medications, toys etc.) and their personal/family emergency kits.

- **Public Address Systems**

The County and local jurisdictions plan to use public address systems, when deemed necessary, to make notifications via helicopters, sirens, and police and fire vehicles. Public address systems will not be used exclusively in emergencies, as those who are hard of hearing, deaf, deaf-blind, or who have cognitive or mental health disabilities may not be able to hear or comprehend these alerts. When possible, written posters or leaflets will be posted or distributed in conjunction with public address systems.

- **Social Service Networks/Call Downs**

The County may utilize existing social service networks to share critical information with staff and constituents. The County will provide notifications and information to the agency or network, which will in turn contact its staff, member agencies, and constituents.

The following is a list of networks that DPSS and/or the CEOC Care and Shelter Branch will reach out to prior to, during, and after emergency events. Local jurisdictions are also encouraged to establish relationships with public and private agencies that work directly with people with disabilities and access and functional needs to utilize existing networks and establish communication protocols. The networks listed below are described in more detail in Section 2, Preparedness.

- In-Home Supportive Services (IHSS). IHSS will be contacted via the DPSS liaison to OEM. IHSS has established a call-down system to check in on clients using a priority system based on a risk assessment;
- Emergency Network of Los Angeles (ENLA). ENLA has a seat in the CEOC through DPSS (which is a government member of ENLA). DPSS will make the initial contact to ENLA to activate the initial call down to all member agencies;
- Los Angeles Area Senior Emergency Preparedness Action Committee (SEPAC). Notifications will be made to SEPAC members.

- **Other Resources**

There are other resources available that are aimed at getting emergency information to people with disabilities and access and functional needs.

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Individuals with functional needs are encouraged to use these devices, and emergency management officials should be familiar with this technology:

- A special-needs weather radio that activates a strobe light and/or shakes a pillow or bed to alert those who are deaf or hard of hearing of an emergency. The device can even turn on alarms, pagers, personal computers, text printers, and other devices once the receiver registers a warning. The radio can also be adapted to send messages in large print or Braille for persons who are visually impaired or blind. The National Weather Service (NWS) uses something called Specific Area Message Encoding (SAME) technology to send warnings of imminent severe weather or other hazard conditions from any of 122 Weather Forecast Offices directly into homes, offices, public buildings, churches, hospitals, nursing homes, and to many other locations using the National NOAA Weather Radio (NWR) network of transmitter stations. The NOAA Weather Wire Service (NWWWS) provides the direct delivery of text warning messages via Email by subscription. This provides Email delivery to any device (pager, cell phone, PDA, PC) capable of receiving text Email. Messages are selected by event type (tornado, flash flood, etc.) and issuing office (Washington, DC, New York City, etc.) and can be used to supplement NWR SAME warnings or to get specific information on severe weather anywhere in the country;
  - Handheld sign language translators can also be helpful when interpreters or video conferencing systems are not available.
- **Specific Needs Awareness Planning (Mapping) System (SNAP)** .  
The Specific Needs Awareness Planning (SNAP) Mapping System is a comprehensive planning and response tool developed to address the needs of residents without the ability to self-evacuate, or who may require specialized care during a disaster. The System integrates Geographical Information System (GIS) mapping and database connectivity, which allows emergency operations managers and first responders to assess the impact of an emergency incident in a particular area on its most vulnerable residents. See Section 2.1.3 and Appendix D for more detailed information.
  - **Internet/Social Networking (in development)**  
The County is in the process of setting up accounts with Facebook, Twitter, and other popular social networking websites to share preparedness, response, and recovery information.

### **3.2.2 Information Sharing through Response and Recovery**

The *County of Los Angeles Emergency Public Information Plan* outlines critical components of the County's plan to share information during emergencies and through recovery. This section highlights specific areas pertaining to communication with individuals with disabilities and access and functional needs.

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The first part of this section addresses different modalities used to communicate with regard to interagency communications and to the public. The second part of the section addresses the importance of developing content that is appropriate for people with disabilities and access and functional needs.

- **Interagency Communications**

This section addresses interagency communications between departments and organizations that serve people with disabilities and access and functional needs.

- **Emergency Operations Centers (EOCs)**

County agency liaisons will be present in the CEOC, and have been assigned functional responsibilities in accordance with the OAERP and SEMS. The CEOC and County Departments will provide Agency representatives to impacted jurisdiction EOCs, as appropriate and practical, to facilitate interagency communications. Situational awareness and the development of a common operating picture will be supported through data-sharing systems which may include integrated GIS data.

The DPSS liaison is the CEOC Care and Shelter Branch Coordinator and is responsible for communicating with all facets of the agency, DPSS contracted agencies, IHSS, and other agencies such as the County's Community and Senior Services Department, American Red Cross, ENLA, as needed.

When the need arises, additional agencies that serve individuals with disabilities and access and functional needs will be given a seat in the CEOC during activation.

- **Joint Information Center (JIC)**

Local and Operational Area Joint Information Centers (JIC) are responsible for providing information updates to the public and to the media. The Public Information Officer (PIO) is the designated lead in the JIC and is responsible for coordinating crisis communications with County offices and each district's public information officer. The PIO will make every effort to work with subject matter experts among different populations with disabilities and access and functional needs to identify effective communications tactics.

The PIO Checklist (Appendix E5) includes suggested action steps that the PIO should consider during emergency events pertaining specifically to individuals with disabilities and access and functional needs.

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- **Communications with the Public**

Many factors should be considered to ensure effective communication before and during disasters and during recovery. This section addresses modalities for sharing information with the public specifically regarding people with disabilities and access and functional needs.

- **Media**

Print and broadcast media offer primary means for sharing information before, during, and after disasters. The use of press releases and press conferences are two methods the County (and cities) utilize to reach out to the public. Los Angeles County Sheriff's Department's PIO works closely with the media on an everyday basis and works to increase media contacts that go directly into diverse communities throughout the County. The PIO works with media to identify ways to enhance communications to persons with disabilities and access and functional needs. Appendix E4 (FCC Regulations Part 79 – Accessibility of Emergency Information) is a tool for the PIO to use to help guide media to better ensure that the needs/issues/capabilities of people with disabilities and access and functional needs are addressed before, during, and after emergencies.

- **Hotlines**

211 will serve as the hotline for the County during emergencies. The County will work directly with 211 to ensure information is available to individuals who call 211.

- **Websites**

The County will provide critical response and recovery information on the County OEM website. In addition, local jurisdictions, organizations, and other entities are likely to utilize the Internet to post critical information to the public. See Appendix F.

- **California Disaster Response Interpreter Program (DRI)**

The California Emergency Management Agency (Cal-EMA) Office of Access and Functional Needs (OAFN), in collaboration with NorCal Services for the Deaf and Hard of Hearing, the American Red Cross and the California Specialized Training Institute (CSTI) have developed the DRI program to assist local jurisdictions with engaging sign language interpreters during emergencies and all press conferences.

The purpose of the program is to ensure the rapid deployment of sign language interpreters to press conferences and shelters when requested during the time of a declared emergency. The program is statewide and utilizes local community-based organizations that currently provide on-call sign language interpreting services on 24/7 basis for medical, mental health

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and law enforcement emergencies. Organizations agreeing to participate in the program have a current Memorandum of Understanding (MOU) with Cal-EMA OAFN. By agreeing to participate in the program, these organizations assume responsibility to locate, recruit and dispatch Cal-EMA credentialed sign language interpreters as quickly and efficiently as possible during a declared emergency.

Requests for assistance from DRI's should occur through the SEMS/NIMS process and partner agencies will be mission-tasked by Cal EMA, following requests made by the OA CEOC, through the Southern Region Emergency Operations Center, to the State Operations Center. It is recommended that local governments establish agreements with organizations in their community to ensure that qualified sign language interpreters can be rapidly deployed to press conferences and shelters.

- **Community Outreach**

The County may create outreach teams to share information in the response or recovery phase of an emergency. The County will also encourage local jurisdictions to create outreach teams, in collaboration with County teams, or separately. The County will engage first responders, volunteers, and specialists/experts who work with people with disabilities and access and functional needs to ensure that outreach efforts are effective. The County will outreach to individuals with disabilities and organizations that work on behalf of or for the benefit of individuals with disabilities. Some examples of these organizations may include; Emergency Network Los Angeles (ENLA), Regional Centers, Independent Living Centers, Greater Los Angeles Agency on Deafness (DLAD), Braille institute, and other disability-serving organizations. The Outreach Team Checklist found in Appendix E6 includes considerations specific to populations with disabilities and access and functional needs.

- **Community/Town Hall Meetings**

During the recovery phase, the County and/or local jurisdictions may hold town hall meetings to share critical information about the recovery effort such as services being provided, rebuilding, etc. The Town Hall Meeting Checklist in Appendix E7 outlines key considerations when these events are planned.

- **Community Groups/Stakeholders**

The County and local jurisdictions, where possible, will engage community organizations that work directly with individuals with disabilities and access and functional needs during the response and recovery phases. These organizations provide a valuable resource because they know their constituents, understand communication and information needs, and are trusted by the community. These organizations can help develop the content



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of messages and disseminate information appropriately. They may also share information with OEM regarding the information needs and requests of their constituents.

- **Recovery Sites and Distribution Points**

The County and/or local jurisdictions will target recovery centers as distribution points to share information with the public. Information will be made accessible, where possible, to individuals with disabilities and access and functional needs at these sites.

- **Message Content**

The County will work towards developing information content that is relevant to the public including those with disabilities and access and functional needs and encourage local jurisdictions to do the same. Message content should include, when appropriate, incident facts, health risk concerns, pre-incident and post-incident preparedness recommendations, and where/how to access assistance. Messages should be in a format or language that a broad spectrum of the community can understand.

Message content checklists can be found in Appendices D2, D7, D8 and D9.

### **3.3 EVACUATION AND TRANSPORTATION**

#### **3.3.1 Introduction**

When a local jurisdiction has initiated or is considering the evacuation of an area, the County's Emergency Operations Bureau is alerted. LA County's operational role in evacuation is to conduct evacuations in the unincorporated areas and to support local jurisdictions with equipment, personnel, communication and guidance. The County's Evacuation EOP defines procedures to be followed during evacuation operations.

To ensure that jurisdictions in the LACOA have a consistent approach to evacuation, the County along with LA City has developed the Los Angeles Operating Area Mass Evacuation Process Guide. This document provides guidance and a framework for local jurisdictions on best practices for jurisdictions in developing their own local evacuation plans.

This section of the Annex both reiterates and supplements the material in the aforementioned documents, focusing on issues related to people with disabilities and access and functional needs. Although most practices identified here can apply to any scale evacuation, this Annex is meant to address the particular challenges of large-scale events, such as those with which the County would most likely be engaged.

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### 3.3.2 Preparedness

- **Community Inventory**

- **Methods**

LA County engages in various activities to identify and to continually refine data that helps to inform preparedness and response efforts regarding people with disabilities and access and functional needs. This data is essential for evacuation planning. These data-gathering efforts include:

- Developing documents such as the Special Needs Population Summary, 2006. The Department of Public Health produced the summary as part of the Bioterrorism Preparedness Program. The purpose of the summary was to identify and determine the current state of knowledge and level of preparedness concerning the population with disabilities and access and functional needs. The summary examined existing data on populations with disabilities and access and functional needs, but also highlighted areas where there was limited or no available information in order to inform future efforts;
- Working with the Departments of Public Social Services, Mental Health, and Public Health as well as umbrella agencies that work with people with disabilities and access and functional needs to identify locations, needs and nuances of the populations they serve;
- Using publically available data to identify locations of various critical facilities and those facilities that serve, house or are related to people with disabilities and access and functional needs.

**Data**

Types of data that reference populations with disabilities, access and functional needs available to LA County Emergency Management (or data in the process of being identified) include:

**Individuals**

- OEM has initiated and is currently developing the Specific Needs Awareness Planning (SNAP) mapping initiative. Individuals with disabilities and access and functional needs within the county can register vital information via the internet that can be used by public safety personnel during evacuations and other emergencies. The program has a GIS component that will allow maps to be made which identify clusters of populations

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with disabilities and access and functional needs. (See Section 2.1.3 and Appendix D for more details)

- IHSS has emergency procedures for contacting clients before during and after emergencies that help to identify and assist with emergency related issues. (See Section 2.1.3 for more details)
- Organizations/critical facilities/census tracts
- Knowing the location and approximate size of a given population, as well as the general numbers of people with disabilities and access and functional needs within the facility/organization allows emergency management and public safety personnel to quickly identify transportation and other needs of a given evacuating population. These tools can assist in gathering this information:

#### SNAP

- In addition to information on individuals, SNAP also allows organizations that serve people with disabilities and access and functional needs to register their organization's information.

#### Enterprise GIS (EGIS)

Under development of the Los Angeles County Information Office, the EGIS system is a hardware and software investment to support Countywide GIS storage and access to over 200 layers of authoritative GIS data. Data most relevant to serving population with disabilities and access and functional needs that the Operational Area utilizes includes, but is not limited to:

- Census data, demographics, and population estimates including areas where the public is likely to rely on public transportation, where languages other than English are primarily spoken, areas with high concentrations of homelessness and/or with high concentrations of people of 65 years of age.
- Hospitals
- Assisted Living Communities
- Colleges/Universities
- Day-care centers
- Schools
- Dialysis/Infusion Centers
- Group Homes
- Hospice
- Long-term care facilities
- Nursing Homes
- Senior Centers
- Senior Housing

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- **Transportation Resources**

The County is engaging in various activities to ensure an adequate number of accessible transportation resources will be available during evacuations and other emergency activities. Activities associated with identification of transportation resources include, but are not limited to:

- **Identification of accessible transportation needs**

- The Department of Public Social Services has determined that approximately 9,149 of the 176,566 people to whom IHSS provides homecare services require wheelchairs for mobility. In addition, IHSS has also identified which clients are most likely to need assistance during evacuations.
- The County will continue to develop other access and functional needs related transportation estimates based on engagement with organizations serving people with access and functional needs and through examination of the community inventory lists above, as well as current statistics.

- **Identification and inventory of accessible transportation resources and engagement in Memoranda of Understanding that identify clear activation procedures**

- Current accessible transportation resources identified in LACOA Mass Evacuation Guide include Metropolitan Transportation Authority (MTA) buses and rail (including qualified personnel). MTA buses will most likely be the main sources of transportation during evacuations. Each MTA bus can accommodate two wheelchairs;
- Other transportation agreements being considered by the LACOA are those with the School Districts, municipal bus services, and private charter bus companies;
- The Functional Needs Transportation Inventory Guidance worksheet is a planning tool that was developed to expedite the matching of transportation resources with the specific functional needs of evacuating populations, and to ensure that transportation resources can be activated quickly (See Appendix H).

- **Coordination and Prioritization of Transportation Resources**

Coordination of transportation resources in the County is accomplished through the transportation branch under the CEOC Logistics Section.

- **Facilities/Gathering Points Used During an Evacuation Event**

Local jurisdictions, coordinated through the County, may identify and use the following facilities/gathering points for evacuating populations:

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- Evacuation points and reception and care areas are gathering locations where individuals can access evacuation transportation out of the threatened area and/or to a shelter. Well known areas such as shopping centers, libraries, and schools are used for these points. These areas must, at a minimum, have bathrooms, food, and water. They are not meant to house individuals overnight. Disabilities and access and functional needs considerations include:
    - Accessible path of travel to the site;
    - Entrances (if the site has an enclosed structure attached to it) and bathrooms are accessible;
    - Accommodations to ensure access to food and water (e.g., straws available, dietary considerations, allergies, etc.);
    - Provide reasonable accommodation and ensure that information is made accessible for people with various disabilities or other disabilities and access and functional needs (e.g. providing sign language or other language interpreters, provide real time captioning and have documents available in alternate formats – large print, Braille, audio, facilitated communication devices etc.
    - Boarding areas should be level to facilitate use by persons using wheelchairs and other mobility aids;
    - Accessible transportation (from home to evacuation points and from evacuation points to reception and care areas).
  - Shelters will be opened if the duration of an evacuation is expected to continue overnight. See Section 3.4 for more details.

- **Congregate Care Facilities**

The County encourages congregate care settings to have strong emergency plans, such as evacuation, sheltering, and continuity of operations plans, in place and to ensure the safety and continuity of care for all their clients. Licensed facilities will be held to the rules and regulations governing their licensing (usually but not always the state department of health). Congregate care facilities include: nursing homes, adult homes, group homes, children's homes, daytime activity centers, and rehabilitation centers. The County recognizes the reality that informal congregate arrangements also exist, and that they need to be taken into account in the planning process.

The County encourages local jurisdictions to support congregate care facilities, and to be familiar with their emergency plans. This includes their staffing and equipment capabilities, alternate site movement plans, transportation assets and ability to transfer people, medical records, data, etc. In the event that the needs of one or more congregate care facilities cannot be met at the local level, the County will support that jurisdiction as needed.

- **Family reunification**

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Due to the unplanned nature of most evacuations, families can become separated from each other, and individuals can become separated from other support systems and caregivers.

County DPSS, as the lead for human services has overall responsibility for family re-unification during disasters. Los Angeles County Department of Children and Family Services (DCFS) is specifically responsible for working with unaccompanied minors, including those who are at shelters.

As part of their planning process home-based care providers are required to have plans to ensure continuity of care for their clients. IHSS has emergency procedures in place for keeping in contact with and identifying client needs before, during, and after disasters.

For large scale events, the County and local jurisdictions will also encourage evacuees and the general public to utilize the American Red Cross' Safe and Well Website (<https://disastersafe.redcross.org/>). The Federal Department of Health and Human Services may also activate the National Emergency Family Registry Locator System (NEFRLS) and the National Emergency Child Locator Center (NECLC), in order to assist displaced adults and medically evacuated patients in reunification with their families.

People with disabilities and access and functional needs may need additional assistance in utilizing all of these systems.

### **3.3.3 Operations**

- **Agency and Organizational Notifications**

When a local jurisdiction is considering an evacuation or has decided to call a voluntary or mandatory evacuation, initial notifications and contacts may include:

- American Red Cross: for identification of reception and care centers and shelters;
- Department of Social Services IHSS: as the major contractor of Home Health Services;
- ENLA: as the link to numerous social services agencies with clients who may have functional needs;
- Accessible transportation resources: in order to activate resources or place them on stand-by (private resources especially may require additional lead time;
- Facilities with concentration of individuals with functional needs in the area such as those listed above in Section 3.3.2. (Allows these facilities time to prepare for possible evacuation).
- Communication resources; contracted interpreters/interpreter service providers and computer aided real-time captioner/computer aided real-time caption service provider (CART).

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- **Public Information and Communication**

See the Section 3.2 of this Annex for details on how LA County ensures public information messages and mechanisms take into account the access and functional needs of the community.

- **Decision Making/Assessment**

- Immediate Considerations

When making initial evacuation decisions, incident commanders and other decision makers conduct an analysis of the community to be evacuated. Factors related to people with disabilities and access and functional needs that should be considered in these decisions include:

- What concentrations of individuals likely to have functional needs are in the area? (See Community Inventory, Section 3.3.2 above) What are the associated functional needs of these populations? How large are these populations?
    - What critical and other facilities are in the area?
    - How quickly will those in the area with functional needs be able to evacuate? Should a phased evacuation be considered to allow more time for these populations to evacuate? Is it safer for some critical facilities to shelter in place with support instead of evacuating?
    - Is public transportation still operating? Will paratransit providers assist in evacuating their clientele? How would an individual request assistance in evacuating?
    - Is this an area with a large percentage of low income population and others who may rely on public transportation?
    - Is this an area where languages other than English are primarily used?
    - Is this an area with a large percentage of individuals with disabilities who rely on paratransit services?

- **Continued Operational Planning Considerations**

As an evacuation operation continues, the following disability access and functional related needs are addressed:

- Evaluate the status of, and assisting critical and other facilities either as they evacuate or shelter in place. If nursing homes or other facilities need to evacuate, confirm that necessary arrangements are in place including:
    - an alternate accessible facility;
    - appropriate accessible transportation resources; and
    - accessible communication to family members regarding evacuation status.

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- Ensure designated evacuation sites, reception and care areas and/or shelters are accessible and plans for family re-unification are in place.
  - Transportation Issues
    - Ensure various types of accessible transportation are available at all designated evacuation areas and that additional accessible vehicles are staged and available for deployment as needed.
    - Ensure estimates for transportation needs include room for companion and/or service animals, DME, and companions/family members/personal assistants/aides. Additional information can be found in the Los Angeles OA Animal Response Annex.
    - Ensure that the length of time to evacuate frail elderly and other vulnerable populations are kept to a minimum
  - **Access Control/Security**

In some circumstances officials may allow residents to remain in their dwellings but restrict access for all non-residents. In this event, LACOA officials work with law enforcement, DPSS, and other social services providers to ensure continued delivery of services including:

    - Home health aides/visiting nurse services/personal attendants;
    - Meals on Wheels;
    - Para transit.
  - **Temporary Re-Entry**

If residents are temporarily allowed access to dwellings to retrieve belongings, officials will ensure, where possible and practical:

    - Escorts from American Red Cross, DPSS, or other organizations are available to assist people with access or functional needs;
    - Accessible transportation is available to and from sites;
    - Protocol modifications are made to allow designated other individuals if resident is not able to be present;
    - For other long-term reentry issues see Transition to Recovery, Section 3.5.

### **3.4 SHELTERING AND MASS CARE**

#### **3.4.1 Introduction**

This section of the Annex describes how the County supports the unincorporated areas and local jurisdictions in addressing mass care and sheltering during emergencies specifically in regard to people with functional and access needs. The Annex builds upon policies/procedures that are detailed in the Care and Shelter Appendix to the EAP. The Annex is also consistent with the California Governor's Office of Emergency Services *Guidelines for Inter-County Sheltering*



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*Caused by Large-Scale Evacuations of People.* The American Red Cross (ARC) also maintains a plan detailing ARC's role in shelters, site selection, shelter operations, and shelter closing/transition.

The LACOA also offers the *Mass Care and Shelter Guidance for Emergency Management Planners*, outlining key planning considerations for a multi-jurisdictional approach to sheltering. Currently in draft form this document offers guidance specifically regarding the integration of people with disabilities and access and functional needs in shelters including a section called "Assisting persons with special needs" and a list of countywide resources.

This Annex highlights the key components of these plans that pertain especially to populations with disabilities and access and functional needs. This Annex should be considered in conjunction with the aforementioned plans.

#### **3.4.2 EOC – Care and Shelter Branch**

DPSS leads and coordinates the functions of mass care, emergency assistance, housing, and human services with state and federal agencies, local governments, and non-governmental organizations. Within the SEMS structure, DPSS serves as the Care and Shelter Coordinator, which is under the Operations Section. DPSS coordinates closely with supporting agencies to assist and augment local governments' resources and abilities in the areas listed below:

- Sheltering
- Feeding
- Bulk distribution of food and emergency relief supplies
- Emergency first aid
- Identifying and tracking disaster survivors

#### **3.4.3 Sheltering**

According to the Statement of Understanding (SOU) between the ARC and the State of California Department of Social Services (CDSS), ARC is designated as the lead agency in all sheltering operations throughout the State. ARC works cooperatively with local government to clarify roles and responsibilities.

In the OA, DPSS is the designated County agency responsible to support sheltering operations during emergencies and works closely with ARC, local government, and other OA sheltering partners.

- **ADA and Sheltering**

The Americans with Disabilities Act (ADA) generally requires shelters to provide equal access to the many benefits that shelters provide, including safety, food, services, comfort, information, a place to sleep until it is safe to return home, and the support and assistance of family, friends, and neighbors. In general, the ADA does not require any action that would result

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in a fundamental alteration in the nature of a service, program, or activity that would impose undue financial and administrative burdens.

As stated in the SOU between the California Department of Social Services (CDSS) and American Red Cross (ARC), pursuant to Title II of the ADA, Public Law 336, enacted, July 26, 1990 and Title 24 of the California Code of Regulations, ARC will provide care and shelter in facilities that comply with current government ADA requirements and meet all health and safety requirements, whenever possible. The County works with ARC to ensure that these standards are adhered to whenever possible.

See Appendix I, Department of Justice's (DOJ's) Shelter Guidance, for more explanation on how the ADA impacts sheltering.

- **Shelter Site Selection**

The ARC is responsible for selecting shelter sites within the County. To assess shelters, ARC uses *ARC Shelter Site Guidelines* and the *DOJ's ADA Checklist for Emergency Shelters* (which is part of the DOJ guidance listed above), to determine the most appropriate sites and to determine ADA accessibility of sites. This includes, for example, an accessibility review of shelter elements including:

- Parking
- Entrance
- Toilets
- Bathing facilities
- Drinking fountains
- Sleeping area
- Food distribution and dining areas
- First aid/medical unit
- Emergency notification system

- **Ensuring Access and Making Accommodations in Shelters**

The County works with ARC to ensure that a general atmosphere of inclusion is maintained and that reasonable accommodations are made in shelters. The ADA generally requires emergency managers and shelter operators to make reasonable modifications to policies, practices, and procedures when necessary to avoid discrimination. A reasonable modification must be made unless it would impose an undue financial and administrative burden. Examples of reasonable accommodations that emergency managers and shelter operators may need to make include, but are not limited to:

- Intake
  - ARC conducts an intake process at the shelter, which the County will work with ARC to ensure that an opportunity for people to self-identify any dietary, medical, medication, or accommodation needs is made.

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- Physical accessibility (Every effort will be made to make accessible shelters available and to publicize which shelters are available)
    - Modifications to facilities – offering accessible portable toilets/showers if not available at the shelter.
    - Building a ramp if there are barriers to accessing the facility or areas within the facility.
    - Modification of kitchen access policies for people with medical conditions that may require access to food.
    - Offering refrigeration for medication management.
    - Providing a verbal orientation to the shelter for those who are blind or with low vision or those with cognitive or mental health disabilities.
    - Providing information and orientation on animal relief areas to handlers of service/companion animals.
  - Shelter Layout
    - Modifying sleeping arrangements to meet disability-related needs.
    - Identifying private areas for reasons such as lessening the stress for people with mental health disabilities or who may have medical conditions, or to allow persons to attend to personal hygiene needs or breast feeding an infant.
  - Communications
    - Ensure that the provision of auxiliary aids and services are provided to individuals with communication needs, i.e., sign language/oral interpreters, captioning services, TTY/Video phone access, communication cards, facilitated communication assistance, etc.
    - Providing materials in alternate format for people who are blind or who have low vision and when not possible have a volunteer assist by reading printed documents and helping to fill out documents.
    - Ensuring that audible information is made accessible to people who are deaf, deaf-blind, or hard of hearing through qualified sign language or oral interpreters, posting messages and announcements in written format on a centrally located bulletin board, or writing notes back and forth with residents who are deaf or hard of hearing, when appropriate.
    - Providing a TTY for the use of people who are deaf or hard of hearing if standard voice telephones are available.
    - Using Pictogram Signage.
    - Provision and availability of communication cards and facilitated communication devices.
  - Assistance with Daily Living Activities
    - Identify and volunteers to help people who need assistance with activities of daily living.
  - Transportation

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- Evacuees may require transportation services, including accessible transportation, from the shelter to places such as recovery assistance sites, neighborhoods, work, etc.
  - Supply Requests
    - Assistive technology, durable medical equipment and/or consumable medical supplies.
    - Accessible/Medical cots.
    - Refrigerators or coolers for medications.

- **Service Animals**

Service animals are permitted in shelters to assist their owners. The ADA defines "service animal" as any "guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability." Service animals do not have to be licensed or certified by the government or any agency, and the ADA does not require service animals to have specific training. A service animal may be excluded from a place **ONLY** if its behavior is a direct threat to the health or safety of people. Service animal tasks include, but are not limited to:

- Guiding individuals who are blind or have low vision;
- Alerting individuals who are deaf, deaf-blind, or hard of hearing;
- Pulling a wheelchair;
- Fetching dropped items;
- Alerting people to impending seizures;
- Assisting people with mobility disabilities with balance or stability.

The Los Angeles County *OAERP's Animal Emergency Response Annex* goes into additional detail regarding service animals.

- **Public Information**

See the Section 3.2, Communications, which addresses public information regarding shelters.

- **Shelter Resource Requests**

The role of the County is to provide support to local shelters including securing necessary Operational Area shelter resources. DPSS may be requested to support populations with functional and access needs in shelters in a number of ways such as providing staffing, supplies and/or equipment. To fulfill many of these resource requests, the County relies on existing vendor contracts identified through an "approved vendor list". Included on this list are vendors that provide medical supplies, durable medical equipment, personal hygiene supplies, and other items, which may be needed during a sheltering operation.

Additionally, DPSS will coordinate with other governmental agencies (e.g. DCFS and Los Angeles County Department of Senior and Community Services (CSS), non-profit entities (e.g., ENLA member organizations,

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community based organizations), and local businesses and industry to obtain necessary resources.

Requests for resources such as communication equipment, assistive technology (AT), durable medical equipment (DME), consumable medical supplies (CMS), generators, etc. will be communicated to the Logistics Branch and coordinated through the Shelter/Mass Care Branch as defined in the CEOC SOP.

When resource needs exceed the capabilities of the County, requests will be made to the Region and the State.

- Staffing

- DPSS trained employees: Upon request, DPSS will deploy trained staff to work in shelters. As of April 2010, nearly 1,000 DPSS employees have participated in ARC Shelter Operations Training. In addition, an estimated 75% of the trained staff are bilingual;
- DPH supports provision of nurses, where feasible in shelters;
- DCFS staff will be deployed to shelters to assist with unaccompanied minors;
- CSS staff will be deployed to shelters to address senior, elder issues;
- DMH will deploy licensed and trained staff to provide mental health services to ARC shelters (to both evacuees and staff);
- FAST Teams: The County is in the process of developing the State recommended concept of FAST teams in terms of policy and protocol and training staff. The concept of the FAST teams is that they are deployed to shelters (when deemed necessary) to provide assistance to and supplement existing shelter staff in meeting accommodation requests, and providing other support for populations with disabilities and access and functional needs in the shelter. Made up of government and CBO personnel, members of FAST teams are trained to deploy to disaster areas to work in shelters, temporary housing, and other disaster recovery centers. Team members have in-depth knowledge of the populations they serve, cultures, and support service systems including housing, resources, benefit programs, and disaster aid programs.

- Assistive Technology (AT), Durable Medical Equipment (DME) and Consumable Medical Supplies (CMS)

The CEOC, upon request, will assist in supporting AT, DME, and CMS resource needs at shelters. Evacuees are likely to request DME and/or CMS at the shelter. The evacuation process may also create

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additional needs. Often times, during evacuation, these items may be lost, are unable to be transported, or are broken or in limited supply.

The *LACOA Mass Care and Shelter Guidance for Emergency Planners* includes an appendix listing possible shelter logistics supplies. The types of DME/CMS supplies that may be requested include, for example:

- Wheelchairs (junior, adult, and large sizes)
- Walkers
- Walking canes
- White canes
- Shower chairs
- Commode chairs
- Raised toilet seats
- Magnifiers
- Gauze pads
- Catheters
- Ostomy supplies
- Gloves
- Bandages
- Padding
- Adult and child diapers
- Baby formula and food
- Transfer boards
- Oxygen

The types of Assistive Technology (AT) that may be requested include, but not limited to, for example

- Communication boards made of cardboard or fuzzy felt.
- Special purpose computers.
- Prosthetics, attachment devices (mounting systems), and positioning devices.
- Computer hardware, like special switches, keyboards, and pointing devices.
- Computer software such as screen-readers or communication software.
- Specialized learning materials and curriculum aids.
- Specialized curricular software.
- Electronic devices, wheel chairs, walkers, braces, educational software, power lifts, pencil holders, eye-gaze, and head trackers

○ **Prescribed Medications**

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The County will work with ARC to ensure that they can support persons within shelters who have individualized medical regimes that cannot be interrupted without consequences by ensuring that:

- Medications are stored in a secure setting and that a cooling mechanism such as refrigerators or coolers are in place if refrigeration is required;
- Prescriptions can be refilled through local pharmacies.

- **Generators**

It is likely that the request for generators will arise if power outages are occurring during the emergency. Continued power supply is critical for functional and access needs populations who require power to maintain or operate life-sustaining medical devices, motorized wheelchairs, and for storing medications that require refrigeration. The County will help to support ARC in obtaining, transporting, connecting, and refueling generators at the locations identified.

### **3.4.4 Mass Care**

- **Feeding**

The County, if requested, will work directly with ARC to coordinate feeding efforts in disaster-impacted areas. Feeding will be provided to disaster victims and emergency workers through a combination of fixed sites, mobile feeding units, and bulk distribution of food. Such operations will be based on sound nutritional standards and will include efforts to meet the requirements of disaster victims with special dietary needs. This may require direct delivery rather than providing food at a selected mass fixed site.

- **Bulk distribution of emergency relief supplies to disaster victims**

Sites may be established within the affected area for bulk distribution of emergency relief items to meet urgent needs of disaster victims. The County will help support these efforts to ensure that people with disabilities and access and functional needs can access these supplies. This may require direct delivery rather than providing supplies at a mass fixed site. Supplies may include:

- Potable water/ice
- Food
- Clean-up kits (shovels, pails, cleaning products)
- Personal hygiene supplies

- **Support with reporting victim status and assisting in family reunification**

The County will support ARC, where practical, to collect information to operate a Disaster Welfare Information (DWI) system for the purpose of reporting victim status and assisting in family reunification. Specifically, the County will help ensure, where possible, that people with disabilities and

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access and functional needs have full access to the DWI system. Information regarding individuals residing within the affected area will be collected and provided to immediate family members outside the affected area through a DWI system. DWI will also be provided to aid in reunification of family members within the affected area who were separated at the time of the disaster.

### **3.5 TRANSITION TO RECOVERY**

#### **3.5.1 Introduction**

The lines between response and recovery are fluid and diverse depending on the scope and nature of a particular disaster. In addition, actions taken during response impact directly on the way in which a jurisdiction undertakes recovery. Therefore, although this Annex focuses on preparedness and response, this section will identify the major mechanisms and issues that are relevant to the early stages of recovery specifically in regards to people with functional and access needs. See Appendix E10, E11, and E12, Recovery Checklists.

This section includes and augments information found in draft documents and plans of individual County Departments such as DMH and DPSS.

#### **3.5.2 Recovery Coordination/Advisory Entities**

The Chief Executive Officer (CEO) of the County of Los Angeles, as the designated Director of Recovery Operations, may establish - as warranted and at his/her discretion - one or both of the following entities:

- **Recovery Advisory Council**

The Recovery Advisory Council will advise and assist the Director of Recovery on all matters pertaining to the recovery operations.

- **Recovery Coordination Center (RCC)**

When activated, the RCC can coordinate initial recovery operations of the County departments and provide information, liaison and recovery coordination between state and federal agencies, impacted Cities and other OA partners. Branches may include Housing, Transportation, Medical, Mental Health, Education, Identification, Security, and Access and Functional Needs. Depending on need, the CEO will designate specific departments to participate.

#### **3.5.3 Initial Damage Assessment**

The Finance, Administration and Recovery (FAR) Section of the CEOC, or OEM if the CEOC is not activated, will coordinate gathering of initial damage assessments to document and support a request to the Governor of California for an Emergency Proclamation and appropriate State or Federal assistance.



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Initial damage assessments for private nonprofit organizations will be requested from the chair of Emergency Network Los Angeles (ENLA) whose membership includes organizations serving diverse populations. This information, along with reports from County and private entities serving people with disabilities and access and functional needs, will help to establish initial estimates on the impact to organizations that serve various communities and thus inform initial recovery needs and prioritizations.

#### **3.5.4. Continuity of Care and Family & Caregiving Reunification**

In addition to personal losses and injuries, individuals with disabilities or other access and functional needs might lose vital connections with family members, personal care providers, service animals, community liaisons, accessible public transportation and routes, medical care, neighbors, and other people integral to their everyday support network. These disconnections will create disruptions in services that people with disabilities and access and functional needs rely on to participate independently in everyday activities including work, school, commerce, worship, etc.

The County will support both public and private social services providers who provide essential services to people with disabilities and access and functional needs.

Some mechanisms used to ensure continuity of services are as follows:

- **Continuity of Operations Planning (COOP)**

The County encourages local and city government departments and non-governmental organizations to develop COOP plans during a phase of preparedness to ensure continuity of essential functions during and after emergencies. This becomes especially important when working to ensure community based essential services without which support networks can quickly fail for people with disabilities and access and functional needs.

- **In-Home Supportive Services (IHSS)**

IHSS caseworkers conduct health and welfare checks on high risk persons with disabilities and elderly IHSS recipients immediately following a disaster. As part of their planning process Home-based Care providers are required to have plans to ensure continuity of care for their clients.

- **Family Reunification**

In the early stages of recovery, a coherent system for the reunification of support networks and to reunite children with their parents or guardians, adults with disabilities or older adults with their caregivers or support services is essential.

DPSS, as the lead for human services, has overall responsibility for family reunification during disasters. Department of Children and Family Services is

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specifically responsible for working with unaccompanied minors, including those who are at shelters.

For large scale events the County and local jurisdictions will also encourage evacuees and the general public to utilize the American Red Cross' Safe and Well Website. The Federal Department of Health and Human Services may also activate the National Emergency Family Registry Locator System (NEFRLS) and the National Emergency Child Locator Center (NECLC), in order to assist displaced adults and medically evacuated patients in reunification with their families.

### **3.5.5 Recovery Players**

As the transition to recovery occurs, the County, with DPSS in the lead, will work closely with ENLA member organizations as well as other NGOs, CBOs, and FBOs that are working to provide recovery services. The County will work with all recovery organizations to ensure that populations with disabilities and access and functional needs are taken into account in all aspects of recovery services.

- DPSS will coordinate services they are providing (e.g. food cards, disaster unemployment) with other governmental and non-governmental agencies;
- DMH may be asked to augment the Public Health and Medical Divisions by providing disaster mental health services as requested through the CEOC. The department may coordinate and provide mental health services to community disaster victims and disaster workers throughout the entire duration of the disaster and its recovery period;
- While ENLA member organizations will provide recovery services to those impacted. ENLA organizations will work towards collaboration to avoid duplication of services and to ensure that resources are directed to need and gap areas of service. ENLA will coordinate closely with DPSS throughout the recovery period;
- Spontaneous groups and volunteers are likely to participate in the recovery period to provide services to those impacted by the disaster; Additional information is available in the Los Angeles Operational Area's Volunteer Management Plan.
- National organizations may also participate in recovery efforts, especially during large disasters. OEM and DPSS will work closely with these organizations as well.

### **3.5.6 Local Assistance Centers**

Following a major disaster, residents will need accelerated access to County and other government and non-government services. Local Assistance Centers may

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be established to meet the need. OEM is charged with setting up Local Assistance Centers (LAC); a temporary one-stop center designed to provide family, individual and business victims of disasters with a place to begin the recovery process.

A LAC is a starting point; agencies and organizations that can provide direct or immediate assistance should be included when forming a LAC, but referrals should be given to groups not represented such as counseling and support groups, senior citizen organizations, Chambers of Commerce, the Humane Society, etc.

When setting up a LAC, OEM will take critical steps to ensure that people with disabilities and access and functional needs will be accommodated. The following are some examples:

- The LAC will meet ADA requirements in regard to physical and programmatic accessibility;
- OEM will coordinate transportation services to ensure that transportation is provided to and from the LAC including accessible transportation resources;
- OEM will work with LAC staff to ensure accommodations are provided to individuals with disabilities and access and functional needs;
- OEM will work with LAC staff to ensure that lines into the Center are manageable and that accommodations are provided for those waiting in line;
- OEM will work with the governmental and non-governmental agencies that are working in the LAC to ensure that programs take into account disabilities and access and functional needs including:
  - Application processes;
  - Information is in multiple and accessible formats;
  - Program information specifically addresses concerns of people with disabilities and access and functional needs; and
  - Sign Language interpreters and other language interpreters are available;
- OEM will work with the governmental and non-governmental agencies that are working in the LAC to ensure that referrals are provided to community resources serving people with disabilities and access and functional needs;
- OEM will work with the facility to ensure full accessibility and will take steps to make modifications to the facilities when necessary ensuring access to bathrooms, wide aisle space to navigate through the Center.

### **3.5.7 Assistive Technology, Durable Medical Equipment and other resources**

The County will work with governmental and non-governmental organizations, as well as private industry, to ensure that services are available to people to replace lost or missing AT, DMEs or other critical items, required to allow someone to maintain a certain level of independence. The County will also work with agencies to ensure that people who did not need this equipment before, but now, as a result of the disaster or their experience, require it. This may be done in

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several phases, identifying temporary equipment or fixes, and then move into long-term solutions.

#### **3.5.8 Long-term Sheltering, Housing, and Re-entry**

The County will work with governmental and non-governmental organizations and private industry to ensure that people with disabilities and access and functional needs are part of the plans for long-term sheltering, housing, and re-entry into the community. The following are examples of the kinds of considerations that will be taken into account:

- Involving people with and organizations that serve people with disabilities and access and functional needs
- Availability of accessible temporary and permanent housing;
- Keep people as close as possible to support and health networks that are operating;
- Re-building with universal design principals.

#### **3.5.9 Communications**

Recovery information should be provided frequently, reliably, and in multiple modalities and formats. See Communications Section that outlines the County's approach.

#### **3.5.10 Utility Restoration**

The County will work with utility companies and local jurisdictions to develop a priority facility restoration list to expedite the recovery process. Hospitals are a major priority, as are dialysis facilities. The County will work with partners to determine additional priorities such as schools, day care centers, nursing homes, and other similar types of facilities.

#### **3.5.11 Transportation Restoration**

The County will work closely with the MTA and other transportation agencies to ensure that accessible resources are restored alongside and in proportion to pre-disaster percentage for people who need it.

### **4. ROLES AND RESPONSIBILITIES**

The County Emergency Operations Center (CEOC) may activate based upon a disaster threat or an actual event. Each CEOC section of the Incident Command Structure must focus on several key response and recovery issues unique to the specific disaster. In addition, County departments, communities, and special districts have hazard-specific roles and responsibilities, outlined below, in addition to their assignments and functional requirements as outlined in the OAERP and CEOC SOP (see Appendix C for the County's OA Organization Matrix).

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#### **4.1 Management Section**

The CEOC will activate the appropriate ICS Sections and staffing assignments based upon the specific threat or actual event. The County will use multi-agency, multi-discipline coordination in its response to a specific threat or event. The CEOC will facilitate coordination among all responding agencies and disciplines. CEOC staffing will be augmented to expedite response activities, as necessary. Detailed information on the CEOC operations are found in the County's *Standard Operating Procedure Manual*. Areas of special concern for CEOC management include:

- CEOC coordination;
- Information sharing and dissemination, including Board reports and warning the public;
- Coordination with government departments, external community organizations, and congregate care facilities/agencies that work directly with people with disabilities and access and functional needs;
- Collaboration with regional, State, and Federal authorities when appropriate.

#### **4.2 Organizational Roles & Responsibilities – County Agencies**

The following is a brief description of the functions of County departments and their roles during an emergency or major disaster, both in general, and specifically for people with disabilities and access and functional needs. All departments serve as a potential resource for the Finance, Administration, and Recovery (FAR) Section during such events. Also, there are ten Lead Departments for emergency response, and all other departments are Support Departments to these Leads.

##### **Los Angeles County Office of Emergency Management**

The Office of Emergency Management (OEM) provides overall project coordination for the Specific Needs Awareness Planning (Mapping) System (SNAP) Project, this Annex, the SNAP Committee and Specific Needs Plan Task Force, and for coordinating with County Departments to incorporate SNAP into their emergency planning and training activities.

##### **Executive Office, Chief**

The Chief Executive Officer (CEO) serves as the Chair of the Emergency Management Council and is the Director of the Office of Emergency Management (OEM). The CEO is charged with other duties and responsibilities, as defined in the Emergency Ordinance, in coordination of countywide emergency preparedness activities, response at the CEOC and cost-recovery efforts following major emergencies and disasters.

##### **County Fire Department**

The Fire Department's mission is to "proudly protect lives and property and the environment providing prompt, skillful, cost effective protection and life safety services." This includes response to emergencies of all types: fires, floods, earthquakes, wildland fires, hazardous materials incidents, civil disturbances, emergency medical rescues, Urban Search and Rescue incidents and ocean lifeguard rescues.

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The Fire Department is responsible for coordinating rescue and evacuation and emergency medical services for all populations including people with disabilities and access and functional needs. Fire may also provide evacuation support as necessary to law enforcement to support people with disabilities and access and functional needs.

#### **County Sheriff's Department**

The Sheriff's Department performs mandated law enforcement functions regardless of the level of the emergency. Standard operating policies and procedures are in place to keep the peace, to enforce applicable laws fairly and impartially, to protect the rights of all people involved, and to prevent property damage and personal injury. During an emergency where the CEOC is activated, the Sheriff is the Director of Emergency Operations. It is anticipated that only in worst case emergencies involving the entire County would the supporting County law enforcement agencies be mobilized. The support law enforcement departments are: Superior and Municipal Courts, District Attorney, Public Defender, Alternate Public Defender and Probation.

The Sheriff's Department is responsible for coordinating evacuations (mandatory and voluntary) alerting and warning (including responsibility for Alert LA County), and message dissemination to those affected by the incident including those with disabilities and access and functional needs.

#### **County Department of Public Health**

This Department provides and coordinates public health services during disaster response conditions. Public health services may include preventive health services, including the control of communicable diseases; coordinating inspection of health hazards in damaged buildings; inspection of vital foodstuffs, water, drugs, and other consumables; mosquito and other vector control; and detection and identification of possible sources of contamination dangerous to the general physical and mental health of the community.

The Department of Public Health is responsible for providing public education materials for guidance to residents of Los Angeles County, including those with disabilities and access and functional needs.

#### **County Department of Health Services**

The mission of the Department of Health Services (DHS) during disaster response conditions is to provide for the medical and health needs of the population of the Los Angeles County Operational Area (OA) by organizing, mobilizing, coordinating and directing public and private medical and health resources. The Director of Health Services is responsible for the countywide management and allocation of medical and health resources, both public and private. DHS is unique in that a majority of its medical response capability is provided by private sector health facilities. These facilities include hospitals, clinics and skilled nursing facilities that may also be designated as Casualty Collection Point (CCP) sites to handle mass casualties.

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### **County Department of Public Social Services**

The Department of Public Social Services (DPSS) is designated as the Los Angeles County Area Branch Coordinator for Care and Shelter. DPSS is the OA liaison with private, not-for-profit human services agencies, including community based organizations. DPSS is also the OA liaison with the grocery industry.

DPSS manages the Emergency Food Stamp program when activation is requested by the County and approved by the USDA. DPSS In-Home Supportive Services (IHSS) social workers conduct health and welfare checks on high risk disabled and elderly HISS recipients immediately following a disaster.

### **County Department of Mental Health**

The Department of Mental Health (DMH) is responsible for providing care and treatment of individuals with mental health disabilities through County-operated mental health clinics and hospitals, State hospitals and private contract providers.

In response to a disaster, DMH may augment the Public Health and Medical Divisions of the Department of Health Services by providing disaster mental health services as requested through the Los Angeles County Emergency Operations Center. The Department will coordinate and provide mental health services, including Critical Incident Stress Debriefing (CISD) Teams, to community disaster victims and disaster workers throughout the entire duration of the disaster and its recovery period.

### **County Department of Animal Care and Control**

During emergencies, the Department of Animal Care and Control patrols disaster areas to rescue domestic animals displaced by catastrophic events and provides support to fire and law enforcement agencies responding to the crisis. Additionally, the Department offers emergency animal housing at its shelters. Depending on the circumstances, the Department may also set up temporary emergency animal shelters to assist persons who have taken their pets from evacuated areas. This department also acts as a support department to the Sheriff. Additional information on animal care and control can be found in the Los Angeles Operational Area's Animal Emergency Response Annex.

### **County Department of Children and Family Services**

The primary concern of the DCFS is the safety and well being of the children in its care, the department's employees, and children otherwise known as "unaccompanied minors" who may be left unsupervised as a result of a disaster.

In a major disaster, DCFS is a support for DPSS and provides a variety of services for displaced children and offer various programs, including: 1) deployment of DCFS staff to designated ARC shelters to process the initial intake and registration of unaccompanied minors, including follow-up action to reunite them with their parents/guardians or to provide appropriate placement; 2) support DPSS, on request, in the provision of emergency welfare services, including assigning staff to emergency

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shelters or relief programs to assist in interviewing victims, processing requests for disaster assistance and other related tasks; and 3) continuing commitment to provide services to children under DCFS care, including the placement of children affected by a disaster.

#### **County Internal Services Department**

It is the primary responsibility of the Internal Services Department (ISD) to gather safety assessment information relative to County facilities and report their status to the CEOC. Additionally, ISD must determine if County facilities are mechanically safe for occupancy; then if feasible, facilitate the repair or alterations of damaged/unsafe County facilities to safe operating levels, or secure them.

ISD leads the Logistics Section of the CEOC. ISD supports other emergency services by providing and repairing communications, by providing and repairing vehicles and off-highway equipment; by providing fuel, water and temporary power, by providing procurement support for essential emergency supplies, and by maintaining and/or restoring computer operations to support critical applications required for the operation of the County. ISD provides a liaison with utilities (except water) concerning the status of electrical, natural gas and telecommunications systems. ISD is also the transportation coordinator for mass transportation resources (including paratransit) such as the Metropolitan Transit Authority (MTA).

ISD will expedite departments' requests for specific needs-related purchases of supplies, services, equipment, and facilities required for both the response and recovery phases. ISD will also assist impacted cities having difficulty with procurement, or specific requests. Cities have financial responsibility for goods and services the County procures at their request.

During emergency operations, ISD will place particular emphasis on maintaining the operational capabilities of computer systems and telecommunications, including the SNAP registries and website.

#### **County Department of Public Works**

The Department of Public Works (DPW) is the lead County department in conducting Safety Assessment and Construction and Engineering Recovery activities and has a lead role in responding to major emergencies. DPW is responsible for maintenance and repair of infrastructure, including the road network, flood control system, general aviation airports administered by the department, sewer and waterworks districts and building and safety functions.

#### **Department of Community and Senior Services**

The Department of Community and Senior Services (CSS) is designated as a support department to DPSS for disaster-response efforts. CSS will provide liaison through a human services community-based network of contractors through the operational units (Aging and Adult Services, Employment and Training, Community Services Block Grant) at Senior Centers, Community Centers, Senior Congregate and Home-Delivered



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Meals, Food Pantries and shelters throughout the County.

CSS also manages Adult Protective Services (APS) for high-risk individuals aged 18 and over, who are a danger to themselves and others. APS, which is a State mandated service program, investigates situations of individuals who are reported to be endangered by physical, sexual or financial abuse, abandonment, isolation, abduction, neglect, or self-neglect. APS social workers will conduct health and safety checks on high-risk individuals, in coordination with DPSS IHSS social workers immediately following a disaster, to determine their status and need for assistance.

CSS will also assist in providing information, where possible, for the elderly and frail population in Los Angeles County.

#### **County Special Districts**

County Special Districts will implement SNAP into their overall emergency response planning where possible, including the printing or distribution of emergency preparedness materials and publication on agency websites.

#### **Disaster Management Area Coordinators (DMAC's)**

Disaster Management Area Coordinators will coordinate information flow from the County to their respective cities. They will also facilitate the dissemination of information on the use of the SNAP database.

#### **Affirmative Action Compliance**

As a support department to the Chief Executive Office, Affirmative Compliance's role in a disaster is to provide guidance on disability and access and functional needs issues. This includes the County's compliance with the American's with Disabilities Act, as well as coordination of specialized vendors that provide services to populations with disabilities and access and functional needs.

#### **Parks and Recreation**

The role of the Department of Parks and Recreation in the event of a disaster is to make its parks and facilities available to relief and disaster agencies for use as evacuation centers or mass care shelters to provide care and shelter for disaster victims. Park Rangers will act as the primary security resource at these facilities. In a widespread disaster, DPSS and Parks and Recreation personnel may be used to assist staff from the relief agencies. Parks and Recreation is a support Department t for DPSS during an emergency.

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#### **4.3 ORGANIZATIONAL ROLES & RESPONSIBILITIES—NON-COUNTY GOVERNMENTAL AGENCIES**

##### **Cities in Los Angeles County**

Cities in Los Angeles County are responsible for coordinating emergency response activities pertaining to their cities, including coordinating any information and/or resource requests with the Operational Area.

##### **Rapid Transit (MTA)**

The Metropolitan Transit Authority (MTA) is the primary source of mass transportation equipment used by the Los Angeles County OA and a support to ISD. Both busses and mass transit trains are available for use in evacuations, transportation of equipment and supplies, transportation of emergency response workers and establishment of temporary bus/train lines for the transportation of victims to Disaster Assistance Centers and other relief locations such as mass shelters. Requests for MTA resources are handled through the Logistics Section, Transportation Coordinator in the CEOC.

#### **4.4 ORGANIZATIONAL ROLES & RESPONSIBILITIES—NON-GOVERNMENTAL SUPPORT AGENCIES**

##### **American Red Cross (ARC)**

Congress mandated the ARC to provide care, shelter and Disaster Victim Information assistance for victims of natural disasters. DPSS works in cooperation with the ARC to provide these services following a natural disaster.

##### **Emergency Network Los Angeles (ENLA)**

ENLA is a network of community based organizations working together to coordinate volunteers and resources after disasters. ENLA is Los Angeles County's official Voluntary Organizations Active in Disaster (VOAD).

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## 5. MAINTENANCE

The County of Los Angeles Office of Emergency Management (OEM) is responsible for coordinating the development and maintenance of this Annex. OEM will review this Annex every three years and as necessary for any updates.

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## 6. APPENDICES

### APPENDIX A: REFERENCE LIST

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## APPENDIX B: GLOSSARY – DEFINITIONS AND ACRONYMS

### ACRONYMS

For the purposes of this Persons with Disabilities and Access and Functional Needs Annex, the following acronyms apply:

AAA	Area Agency on Aging
ADA	Americans with Disabilities Act
ADAAA	Americans with Disabilities Amendment Act
ADAAG	Americans with Disabilities Act Accessibility Guidelines
ALS	Advanced Life Support
ARC	American Red Cross
AT	Assistive Technology
CALEMA	California Emergency Management Agency
CBO	Community Based Organization
CCC	Citizen Corps Council
CDSS	California Department of Social Services
CEOC	County Emergency Operations Center
CERT	Community Emergency Response Team
DHS	Department of Health Services
DIRP	Disaster Information Reporting Procedures
DMH	Department of Mental Health
DOJ	U.S. Department of Justice
DPH	Department of Public Health
DPSS	Department of Social Services
DPW	Department of Public Works
DWI	Disaster Welfare Information
EAS	Emergency Alert System
ECC	Los Angeles County Fire Emergency Command and Control Center
EGIS	Enterprise Geographic Information Systems
EMC	Emergency Management Council
ENLA	Emergency Network of Los Angeles
EOP	Emergency Operations Plan
ESP	Emergency Survival Program
FAST	Functional Assessment Support Team
FBO	Faith Based Organization
FCC	Federal Communications Commission
FEMA	Federal Emergency Management Agency
GIS	Geographic Information Systems
ICS	Incident Command System
IHSS	In-Home Social Services
ISD	Internal Services Department
JIC	Joint Information Center
MOU	Memorandum of Understanding
MTA	Metropolitan Transportation Authority

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NECLC	National Emergency Child Locator Center
NEFRLS	National Emergency Family Registry Locator System
NGO	Nongovernmental Organization
NIMS	National Incident Management System
OA	Operational Area
OA ERP	Operational Area Emergency Response Plan
OAFN	CalEMA's Office of Access and Functional Needs
OEM	Office of Emergency Management
PIO	Public Information Officer
PWD	Person(s) with a Disability
SCC	Sheriff's Department Communications Center
SEMS	Standardized Emergency Management System
SEPAC	Senior Emergency Preparedness Action Committee
SOP	Standard Operating Procedures
USDOJ	United States Department of Justice

## DEFINITIONS

For the purposes of this Persons with Disabilities and Access and Functional Needs Annex, the following definitions apply:

**211 LA County.** 211 provides information and access to a comprehensive range of human services to County residents. The 211 system is available 24 hours a day/7 days a week. During emergencies, the County will utilize the 211 hotline system to provide information to callers. The 211 system is TTY/TDD compatible and interpreters are available in multiple languages.

**711 Telecommunications Relay Services.** California Relay Service (CRSTRS) - Telecommunications Relay Service (TRS) is a telephone service that allows persons with hearing or speech disabilities to place and receive telephone calls. TRS is available in all 50 states, the District of Columbia, Puerto Rico, and the U.S. territories for local and/or long distance calls. This includes: Text-to-Voice TTY-based "traditional" TRS, Video Relay Service, Speech to Speech (STS) Relay, Internet Protocol (IP) Relay Service, and Captioned Telephone Service.

**Persons with Disabilities and Access and Functional Needs.** The County borrows FEMA's definition of "Special Needs Populations" to define access and functional needs populations. This includes populations whose members may have additional needs before, during, and after an incident in functional areas, including but not limited to: maintaining independence, communication, transportation, supervision, and medical care. Individuals in need of additional response assistance may include those who have disabilities; who live in institutionalized settings; who are elderly; who are children; who

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are from diverse cultures; who have limited English proficiency or are non-English speaking; or who are transportation disadvantaged.

**Accessible.** Having the legally required features and/or qualities that ensure entrance, participation and usability of places, programs, services and activities by individuals with a wide variety of disabilities.

**Activities of Daily Living (ADL).** Frequently used term used in healthcare to refer to daily self-care activities within an individual's place of residence, in outdoor environments, or both as a way to measure self-care abilities. ADLs include basic tasks such as eating, bathing, personal hygiene/grooming, dressing/undressing, toileting, getting in and out of a chair or bed, and getting around while at home. Another measure is Instrumental Activities of Daily Living (IADLs), which refer to skills beyond basic self care that evaluate how individuals function within their homes, workplaces, and social environments which include activities such as doing everyday household chores, preparing meals, conducting necessary business, using the telephone, taking medication, managing money, shopping, using technology, and getting around outside the home. Resource: Family Center on Technology and Disability: [www.fctd.info](http://www.fctd.info)

**American Sign Language (ASL).** ASL is the recognized sign-language of the deaf community in the United States. ASL is a visual-gesture language, having its own semantic and syntactic structure. ASL is distinct from English, a linear, sequential language based on auditory processes.

<http://www.sstr1.org/index.php?section=651> - Pagetop

**Americans with Disabilities Act / ADA Amendments Act of 2008.** The Americans with Disabilities Act (ADA) is a Federal law designed to establish a clear and comprehensive prohibition of discrimination on the basis of disability. The ADA gives civil rights protections to individuals with disabilities that are like those provided to individuals on the basis of race, sex, national origin, and religion, mandated in the Civil Rights Act of 1964. It guarantees equal opportunity for individuals with disabilities in employment, public accommodations, transportation, state and local government services, and telecommunications. The "ADA Amendments Act of 2008" revised the definition of "disability" to more broadly encompass impairments that substantially limit a major life activity. The amended language also states that mitigating measures, including assistive devices, auxiliary aids, accommodations, medical therapies and supplies (other than eyeglasses and contact lenses) have no bearing in determining whether a disability qualifies under the law. Changes also clarify coverage of impairments that are episodic or in remission that substantially limit a major life activity when active, such as epilepsy or posttraumatic stress disorder.

**Assistive Technology Devices.** In the Assistive Technology (AT) Act (P.L. 105-394), an AT device is defined as "any item, piece of equipment, or product system, whether acquired commercially, modified, or customized, that is used to increase, maintain, or improve functional capabilities of individuals with disabilities." AT includes and is not limited to certain durable medical equipment

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(DME). Other terms that are closely synonymous with AT devices include rehabilitation technology and adaptive devices.

**Augmentative and Alternative Communication.** Augmentative and alternative communication (AAC) assists people who may have disabilities or restrictions on the production or comprehension of spoken or written language or replaces speech communication, allowing individuals with communication needs to express feelings, wants, needs, and desires. Augmentative communication can consist of symbols, devices, or strategies. Assistance can range from low tech to high tech solutions. <http://www.sstr1.org/index.php?section=651> -  
<http://www.sstr1.org/index.php?section=651> - Pagetop

**Auxiliary Aids and Services.** Required to be provided to people with disabilities upon request, by the Americans with Disabilities Act, to allow for people with disabilities to participate in programs and/or services. This includes but is not limited to qualified interpreters, note takers, real-time computer-aided transcription, TTY's, videophones, accessible electronic equipment, assistive listening devices, or other effective methods of making aural information available to people who are deaf or hard of hearing; qualified readers, taped texts, audio recordings, Braille and large print materials, magnification devices and/or software or other effective means of making visual information and materials available to people who are blind or have low vision; acquisition or modification of equipment or devices and other similar services and actions with visual impairments; classroom equipment adapted for use by students with manual impairments; and other similar services. Resource: Family Center on Technology and Disability: [www.fctd.info](http://www.fctd.info)<http://www.sstr1.org/index.php?section=651> -  
<http://www.sstr1.org/index.php?section=651> - Pagetop

**Braille.** "Braille," unless otherwise specified, means a tactile system of reading and writing for individuals with visual impairments commonly known as Standard English Braille. <http://www.sstr1.org/index.php?section=651> - Pagetop

**Centers for Independent Living (CILs).** Community-based, non-residential non-profit organizations, which are funded by Federal, State, local, and private dollars that help create opportunities for, provide services and advocacy to promote the leadership, independence, and productivity of people with disabilities. Centers work with both individuals as well as with the local communities to remove barriers to independence and enhance the quality of life of persons with disabilities.

**Closed Captioning.** Allows persons with hearing disabilities to have access to television programming by displaying the audio portion of a television program as text on the television screen. Source: FCC Consumer Facts.

**Cognitive Disability.** A cognitive disability affects a person's ability to reason, understand, and learn. Cognitive disabilities are primarily separated into two categories: learning disabilities and mental retardation. Cognitive Disability/Functional cognitive disabilities may involve difficulties or deficits involving problem-solving, attention,

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memory, math comprehension, visual comprehension, reading, linguistic, and verbal comprehension including Learning Disabilities (Dyslexia, Attention Deficit Hyperactivity Disorder, etc.), Brain Injury- Acquired or Traumatic (stroke, TBI, brain tumors, meningitis, Alzheimer's, etc), Intellectual disability (down's syndrome, autism, dementia, mental retardation, etc.).

**Communication access.** Ensuring that any aural, oral, and written information/materials are available, accessible, comprehensive, and usable by people with reduced or no ability to speak, see or hear, and/or experience limitations in learning or understanding.

**CART.** Communications Access Real Time (CART) is the general name of the system that court reporters, closed captioners, and deaf people use to convert speech to text which is then displayed on a computer monitor, television or projected onto a screen. A trained operator uses keyboard or stenography methods to transcribe spoken speech into written text. Another emerging method is voicewriting. The voicewriter uses speech recognition software that instantly translates the spoken text into written text.

**Community Based Organization (CBO).** CBOs are a private nonprofit organization, Indian tribe or tribally sanctioned organization or other type of group that works within a community for the improvement of some aspect of that community.

**Consumable Medical Supplies (CMS).** These are disposable supplies used by the recipient or caregiver which are essential to adequately care for the recipient's needs. Such supplies enable recipients either to perform activities of daily living, or stabilize and monitor a health condition. Examples include catheters, ostomy supplies, gloves, bandages and padding. CMS often cannot withstand more than one use.

**Disability (individual with).** A person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment. This includes a physical (mobility/motor), sensory (Deaf, blind, deaf-blind, speech disabilities), psychiatric (mental health), intellectual or other mental disability.

**Durable Medical Equipment (DME)** – Describes any medical equipment used to aid in a better quality of living. Examples include wheelchairs, scooters, canes, white canes, walkers, shower chairs, commode chairs, raised toilet seats, oxygen equipment, nebulizer tubing and machines, hospital beds, body braces, crutches, orthodontic appliances, prosthetic devices, and speech generating devices. DME can withstand repeated use by a recipient.

**Effective Communication.** The type of auxiliary aid or service necessary to ensure effective communication will vary in accordance with the method of communication used by the individual; the nature, length, and complexity of the communication involved; and the context in which the communication is taking place. In determining what types of auxiliary aids and services are necessary, a public entity shall give primary

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consideration to the requests of individuals with disabilities. In order to be effective, auxiliary aids and services must be provided in accessible formats, in a timely manner, and in such a way as to protect the privacy and independence of the individual with a disability.

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

**Emergency notification system.** A system that sends alerts and warnings regarding incidents that affect lives and property. The system can perform mass contacts through a myriad of personal communicating devices, land line telephones and the Internet. These alerts and warnings can be audible and visual.

**Emergency Public Information.** Information that is disseminated primarily in anticipation of, during, or after an emergency that relates to the emergency and provides public safety or other information for the general welfare of the public.

**Emergency Support Functions (ESF).** ESFs provide the structure for coordinating Federal interagency support for a Federal response to an incident. They are mechanisms for grouping functions most frequently used to provide Federal support to States and Federal-to-Federal support, both for declared disasters and emergencies under the Stafford Act and for non-Stafford Act incidents. ESF's are a grouping of government and private-sector capabilities into an organizational structure to provide for specific services support, resources, and program implementation for state, regional, local and tribal government, and nongovernmental organizational needs.

**Emotional support animal** – Any animal that provides therapeutic benefit through companionship and affection to an individual with a mental health disability. Emotional support animals that do not qualify as service animals under the U.S. Department of Justice Title II regulation may nevertheless qualify as permitted reasonable accommodations under the Fair Housing Act.

**Functional Assessment Service Team (FAST)** – Trained NGO and government workers ready to respond to and deploy to disaster areas to work in shelters, temporary housing and other disaster recovery centers. Team members have in-depth knowledge of the populations they serve, cultures and support service systems including housing, resources, benefit programs and disaster aid programs.

**Limited English proficiency.** Persons who do not speak English as their primary language and who have a limited ability to read, speak, write, and/or understand English.



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**Local Government.** A county, municipality, city, town, township, local public authority, school district, special district, intrastate district, council of governments (regardless of whether the council of governments is incorporated as a nonprofit corporation under state law), regional or interstate government entity, or agency or instrumentality of a local government; an Indian tribe or authorized tribal organization, or Alaska Native village or organization; and a rural community, unincorporated town or village, or other public entity, for which an application for assistance is made by a state or political subdivision of a state.

**Long Term Care (LTC).** A diverse group of licensed care facilities, congregate facilities, residential facilities, nursing homes, assisted living, group homes, intermediate care facilities, and senior citizen housing.

**National Response Framework (NRF).** FEMA establishes a comprehensive all-hazards approach to enhance the ability of the United States to manage domestic incidents. The plan incorporates best practices and procedures from incident management disciplines - homeland security, emergency management, law enforcement, firefighting, public works, public health, responder and recovery worker health and safety, emergency medical services, and the private sector - and integrates them into a unified structure. It forms the basis of how the federal government coordinates with state, local, and tribal governments and the private sector during incidents.

**Non-Governmental Organization (NGO).** Includes any non-profit, voluntary citizens' group that is organized on a local, national or international level.

**Paratransit.** Under the ADA, complementary paratransit service is required for passengers who are 1) Unable to navigate the public bus system, 2) Unable to get to a point from which they could access the public bus system, or 3) Have a temporary need for these services because of injury or some type of limited duration cause of disability (49 CFR 37.123). The family of transportation services which falls between the single occupant automobile and fixed route transit. Examples of paratransit include taxis, carpools, vanpools, minibuses, jitneys, demand responsive bus services, and specialized bus services for persons with physical disabilities.

**Personal care attendant / personal care assistant** – Any person who provides assistance to an individual with functional needs to complete activities of daily living, such as toileting, bathing/showering, dressing, eating, etc. This person can be a family member, volunteer, or hired assistant. For example, many people with disabilities and the elderly utilize In-Home Supportive Services (IHSS) to provide financial assistance to maintain personal care attendants.

**Physical disability.** A physical disability is a condition that substantially limits one or more basic physical activities, such as walking, climbing stairs, reaching, lifting, carrying, bending, or standing/sitting for extended periods.

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**Pictogram** – A picture representing a word or idea; also referred to as a pictograph.

**Preparedness.** Those activities, programs, and systems that exist before an emergency and that are used to support and enhance response to an emergency or disaster.

**Private sector.** Organizations and entities that are not part of any governmental structure. Includes for-profit and not-for-profit organizations, formal and informal structures, commerce and industry, private emergency response organizations, and private voluntary organizations.

**Qualified Reader.** A person who is able to read effectively, accurately, and impartially using any necessary specialized vocabulary. (Source: ADA, 36.104).

**Reasonable Accommodation.** The provision of auxiliary aids and services to enable an individual to participate in programs, services, or activities.

**Reasonable Modification.** A public entity shall make reasonable modification in policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability unless the public entity can demonstrate that making the modification would fundamentally alter the nature of the service, program, or activity. Source: ADA 35.130.

**Response.** Activities to address the immediate and short-term effects of an emergency or disaster. Response includes immediate actions to save lives, protect property, and meet basic human needs. Based on the requirements of the situation, response assistance will be provided to an affected state under the National Response Framework (NRF) using a partial activation of selected Emergency Support Functions (ESFs) or the full activation of all ESFs to meet the needs of the situation.

**Sensory disability.** A sensory disability may include blindness, deafness, a severe vision or hearing impairment, olfactory and gustatory impairment, and somatosensory impairment.

**Service animal.** Any dog (or miniature horse) that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks for the purposes of this definition ( ADA § 6 35.104)

**Sign Language.** A language that uses a system of manual, facial and other body movements as the means of communication, especially among Deaf people.

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**Sign Language Interpreter (Qualified).** An interpreter who, via a video remote interpreting (VRI) service or an on-site appearance, is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary. Qualified interpreters include for example, sign language interpreters, oral transliterators, and cued language transliterators (Source; ADA 36.104).

**Speech-to-Speech (STS).** A service offered through the Telecommunications Relay Services which allows persons with hearing and speech disabilities to access the telephone system to place and receive telephone calls. STS enables persons with a speech disability to make telephone calls using their own voice (or an assistive voice device). STS uses specially trained operators to relay the conversation back and forth between the parties.

**Telecommunications.** The transmission, emission, or reception of voice and/or data through any medium by wire, radio, other electrical electromagnetic or optical means. Telecommunications includes all aspects of transmitting information.

**Teletypewriter (TTY) /Telecommunication Device for the Deaf (TDD).** There are several types of communication devices that allow individuals who cannot speak or hear to use a telephone. These devices or computer programs allow individuals to communicate using a standard telephone line. The caller can either communicate with another individual who has the same or similar device directly or can place a call using the an operator (or "communication assistant, part of the Telephone Telecommunication Relay Service, known as the California Relay Service (CRS) in California (available through 711 across the US). The operator can relay the call, allowing the two people to "speak".

**Telecommunications Relay Service (TRS).** A telephone service that allows persons with hearing or speech disabilities to place and receive telephone calls. TRS is available in all 50 states, the District of Columbia, Puerto Rico, and the U.S. territories for local and/or long distance calls.

**Telecommunications Service Priority (TSP) Program.** The National Security/Emergency Preparedness (NS/EP) TSP program is the regulatory, administrative, and operational program authorizing and providing for priority treatment (i.e. provisioning and restoration) of NS/EP telecommunications services. As such, it establishes the framework for NS/EP telecommunications service vendors to provide, restore, or otherwise act on a priority basis to ensure effective NS/EP telecommunications services.

**Tele Typewriter (TTY).** An input device that allows alphanumeric characters to be typed in and sent over a standard telephone line to another TTY machine one character at a time as they are typed. TTYs provide a means of communication over the telephone line for the Deaf, people who are hard of hearing or who have speech disabilities.

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**Tribal Government.** An Indian or Alaska Native tribe, band, nation, pueblo, village or community that the Secretary of the Interior acknowledges to exist as an Indian tribe pursuant to the Federally Recognized Indian Tribe List Act of 1994, 25 USC 479a.

**Undue Hardship.** An excessive difficulty or expense required to provide a reasonable accommodation considering the resources of the facility asked to provide the accommodation and other relevant factors. Significant difficulty or expense in determining whether an action would result in an undue burden, factors to be considered include – (1) The nature and cost of the action needed under this part; (2) The overall financial resources of the site or sites involved in the action; the number of persons employed at the site; the effect on expenses and resources; legitimate safety requirements that are necessary for safe operation, including crime prevention measures; or the impact otherwise of the action upon the operation of the site; (3) The geographic separateness, and the administrative or fiscal relationship of the site or sites in question to any parent corporation or entity; (4) If applicable, the overall financial resources of any parent corporation or entity; the overall size of the parent corporation or entity with respect to the number of its employees; the number, type, and location of its facilities; and (5) If applicable, the type of operation or operations of any parent corporation or entity, including the composition, structure, and functions of the workforce of the parent corporation or entity. Source: ADA 36.104.

**Video Remote Interpreting (VRI).** An interpreting service that uses video conference technology over dedicated lines or wireless technology offering high-speed, wide-bandwidth video connection that delivers high-quality video images. (ADA §36.104) The Deaf/HH individual and the hearing individual can be in the same room.

**Video Relay Service (VRS).** A form of Telecommunication Relay Service that allows persons who are deaf or hard-of-hearing to communicate through the telephone system with hearing persons. The VRS caller, using a television or a computer with a video camera device and a broadband (high speed) Internet connection, contacts a VRS CA, who is a qualified sign language interpreter. They communicate with each other in sign language through a video link. The VRS CA then places a telephone call to the party the VRS user wishes to call. The VRS CA relays the conversation back and forth between the parties -- in sign language with the VRS user, and by voice with the called party. VRS service is available 24 hours a day, seven days a week, and is available in Spanish and English. Parties are not permitted to be in the same room or location.

**Voluntary Agency.** Any chartered or otherwise duly recognized tax-exempt local, state, or national organization or group that has provided or may provide needed services to the states, local governments, or individuals in coping with an emergency or a major disaster.

## APPENDIX C: LOS ANGELES COUNTY OPERATIONAL AREA ORGANIZATIONAL MATRIX

### Legend

**P = Primary Agency**  
**S = Support Agency**  
**R = Potential Resource**  
**C = Coordination**  
**L = Liaison**

County Departments/ Special Districts/ Local Agencies	FUNCTION																			
	Alerting and Warning	Information Technology	Damage Assessment	Management/Situation Analysis	Emergency Public Information	Radiological Protection	Fire & Rescue	Law Enforcement	Medical	Public Health	Coroner	Care & Shelter/ Human Services	Evacuation (Movement)	Urban Search and Rescue	Const/Engineering & Recovery	Supply Procurement	Personnel	Transportation Resources	Utilities	Finance/Administration
Administrative Officer, Chief			R	S	S					S					S	S	P			P
Agriculture/Weights & Meas										S										P
Alternate Public Defender								S												
Animal Care & Control						R				R		R								
Assessor			R												R					
Auditor - Controller																	R			
Beaches & Harbors						S						S	R	S				R		
Children & Family Services												S								
Community Dev. Comm																	R			S
Community/Senior Services					R							S								
Coroner				R					R	R	P									
County Counsel															S					
District Attorney								S												
Fire		R	R	R	R	P	P		R	R	R			P		R				P
Health Services	R	R							P	P	R	R								R
Human Resources																	S			
Internal Services		R	R	R			R	R				R	R	R	R	P		C	L	S
Mental Health					R		R	R	R	R	R	R								R
Military & Veterans											R									
Municipal Courts							S													
Parks & Recreation						R					R	S		R	R					
Probation							S							R				R		
Public Defender							S													
Public Library					R							S								
Public Social Services												P	S							S
Public Works		R	P	R			R				R	R	R	R	P			R	R	S
Rapid Transit (MTA)													R					S		
Regional Planning															S					
Registrar-Recorder/Co Clerk																	R			
Schools/Office of Education		R			R							S						R		
Sheriff	P	P	R	P	P	R	R	P			R	R	P	R				R		
Superior Courts							S													
Treasurer/Tax Collector											R						R			
All Departments																	R		R	R

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## **APPENDIX D: Specific Needs Awareness Planning (SNAP) Mapping System**

### **Los Angeles Operational Area Specific Needs Awareness Planning (SNAP) Mapping System (new)**

#### **Overview**

The Specific Needs Awareness Planning (SNAP) Mapping System is a comprehensive planning and response tool developed to address the needs of residents without the ability to self-evacuate, or who may require specialized care during a disaster. The System integrates Geographical Information System (GIS) mapping and database connectivity, which allows emergency operations managers and first responders to assess the impact of an emergency incident in a particular area on its most vulnerable residents.

#### **Types of Data**

SNAP will be the Los Angeles Operational Area's (OA) first countywide comprehensive voluntary registry to take into account people with disabilities and access and functional needs. This system allows new capabilities and tools for use in the Los Angeles OA. The voluntary self-identification registry allows individuals to identify their personal short-term and long-term disaster needs, information that can be used by emergency planners to enhance planning for services and supplies. SNAP is an interactive set of databases tied to geo-spatial mapping which allows first responders to collect, query and use a wide variety of data sources to perform a number of critical disaster-related activities, both pre-disaster and post disaster. These functions include being able to locate, help evacuate, inoculate, and/or educate people with disabilities and access and functional needs.

SNAP organizes three different kinds of data:

- **People:** Identifies where people with disabilities and access and functional needs live and congregate and their specific disaster needs.
- **Places:** Identifies, maps and details the accessibility features of pre-planned reception and evacuation centers and Points of Dispensing (PODs).
- **Resources:** Identifies hundreds of community-based resources which can be integrated into the response to assist with meeting the disaster needs of people with a wide array of disabilities and frail, at-risk seniors.

SNAP data can be accessed and displayed on a map in an emergency vehicle, at a supervisor's/manager's desk, or at an emergency operations center. As shelters are opened and community resources become available or are exhausted, information is made readily accessible through SNAP to authorized emergency personnel only on an as needed basis.

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## Oversight and Governance

A SNAP Committee was formed to oversee the development of the registry. Committee members originally included:

- County Office of Emergency Management
- County Department of Public and Social Services
- County Department of Public Health
- City of Los Angeles Fire Department
- City of Los Angeles Police Department
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- City of Beverly Hills
- UCLA Center for Neighborhood Knowledge.

As the project progressed, the following agencies were added to the Committee:

- County Office of Affirmative Action Compliance
- County Department of Health Services
- County Department of Mental Health
- County Community and Senior Services Department
- County Internal Services Department
- County Fire Department
- County Sheriff Department
- County Office of Education
- City of Los Angeles Emergency Management Department
- City of Santa Clarita
- Emergency Network Los Angeles
- American Red Cross

To maintain the SNAP system, an Access and Functional Needs (AFN) Committee is in development. The AFN Committee will provide a forum for discussion on issues affecting disaster planning for people with disabilities and access and functional needs (including SNAP), and report to the OAAB. The first meeting of the AFN Committee was held in December 2010.

## Public Outreach

Working with other County departments, OEM has drafted a public outreach plan to promote the SNAP Registry. The plan includes three strategies: leveraging existing programs, networking with community organizations, and media.

**Leveraging:** Promoting the registry through emergency preparedness expos and community events. Using existing County programs and services; such as the Department of Public Social Services In-Home Support Services program; providing linkage from County websites; and promoting the program through the Disaster Management Area Coordinators (DMACs), and Operational Area Advisory Board (OAAB).

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**Networking:** Outreach to the disability community, including Regional Living Centers, Independent Living Centers, disability specific agencies (e.g. Braille Institute, Greater Los Angeles Agency on Deafness, etc.), and various community organizations are included in the outreach plan.

**Media:** To the extent that grant funds are available, the outreach plan will include developing public service announcements (PSA), media buys and other marketing initiatives.

More details are available in the *DRAFT SNAP Public Outreach Plan (5/20/10)*.



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## APPENDIX E: PLANNING CHECKLISTS

1. Registry Checklist
2. Creating and maintaining an Access and Functional Needs Planning Group
3. Community Preparedness Education Checklist
4. Media Checklist
5. Public Information Office (PIO) Checklist
6. Outreach Team Checklist
7. Town Hall Meeting Checklist
8. Evacuation Information Checklist
9. Shelter Information Checklist
10. Recovery Information Checklist
11. Recovery Program Access Checklist
12. Recovery Assistance Center Checklist

### 1. Registry Checklist

This checklist notes critical factors to consider when developing a registry of people with disabilities and access and functional needs.

- ✓ A registry is only one tool among others that emergency managers can use to identify, communicate with, plan for/with and assist people with disabilities and access and functional needs; it is a tool and not a solution.
- ✓ It is voluntary to place your name on a registry; registries will not capture all, or necessarily most, people with disabilities and access and functional needs.
- ✓ Registries do not take the place of personal preparedness plans; this message must be given concurrently with any public information regarding registries.
- ✓ All efforts must be made to manage expectations of a registrant (and their families/caregivers); information should clearly indicate what the County will do with personal information in the registry, when that information will be used and by whom, as well as what the registry will not ensure.
- ✓ Registry data must be secure and the highest level of confidentiality needs to be assured.
- ✓ A system and protocol schedule for updating and maintaining registries must be in place to ensure the registry is current as this helps to ensure greater safety for registrants and first responders.
- ✓ Engagement of people with disabilities and access and functional needs as well as the organizations that serve them should be involved in all aspects of the registry to ensure that it is relevant and information is reaching the intended populations.
- ✓ Back-up power sources may be needed to access the registry during a power outage and such plans should be in place.
- ✓ Registries will not be immediately inclusive of individuals who develop disabilities or health or mental health conditions as a result of the emergency itself.

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- ✓ Registries usually only include a home address, if the disaster strikes while the registrant is at school, work, or somewhere else during the day, this information will be of little use in the initial emergency stage.
  - ✓ Criteria regarding eligibility to be part of the registry must be communicated clearly to the public.
  - ✓ Registries can be expensive to maintain – the funding source should be an annual budget item and determined prior to putting a registry in place.
  - ✓ There must be various ways for people to register, even on web-based systems; these can include paper forms; assistance to complete forms; phone registration, etc.

## **2. Creating and maintaining an Disabilities and access and functional needs Planning Group**

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

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

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

- ✓ Create a small planning group with others who support an Access and Functional Needs Planning Group. Important issues to begin discussing with the planning group include:
  - Is there already an existing group in the community that is doing this type of planning?
  - What is the level of support from the local emergency management agency and health department and how can they be brought to the table to participate in the planning group?

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- Who should be invited to participate in this planning group? Who are the stakeholders in the community (consider government, private organizations, faith-based, etc.)?
  - What/where/when is the best time to hold a first meeting? What will be the agenda?
  - Which agency will take responsibility for leadership and coordination?
  - How often will the group meet as a whole and will there be structure for work to be completed between meetings?
  - ✓ Invite a diverse group of stakeholders to participate in the group. This may include, but is not limited to the following types of groups:
    - State, Territorial, Tribal or Local emergency management agencies;
    - Citizen Corps Councils and Program Partners (Community Emergency Response Teams (CERT), Medical Reserve Corps (MRC), Fire Corps, Volunteers in Police Service (VIPS) and Neighborhood Watch).
    - Local Emergency Planning Committees (LEPCs).
    - Local first responders (i.e., police, fire, EMT).
    - Metropolitan Medical Response System (MMRS),
    - Local government and nongovernment disability agencies.
    - Developmental disabilities networks and service providers.
    - Protection and advocacy agencies.
    - Departments of aging and social services.
    - Hospitals and hospices.
    - Culturally or language-based community groups.
    - VOADs such as the American Red Cross and The Salvation Army.
    - Health departments (State, Territorial, Tribal, and Local as appropriate).
    - Departments of education.
    - Health and human services agencies (including child welfare).
    - 2-1-1 Human Services Information and Referral Services
    - HUD or other rent-subsidized multi-family complexes.
    - HUD or otherwise subsidized non-licensed supervised living facilities.
    - Nursing homes.
    - Media
    - Home healthcare organizations.
    - Medical service and equipment providers (including durable medical equipment providers).
    - Pharmaceutical providers.
    - Agencies on alcohol and drug addiction.
    - Job and family service agencies.
    - Vocational rehabilitation agencies.
    - Independent living centers.
    - Behavioral health and mental health agencies.
    - Commissions on the deaf and hard of hearing and the blind and visually impaired.
    - Governor's committees on individuals with special needs and/or disabilities (as applicable).
    - Translation and interpretation service agencies.

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- Transportation service providers (including those with accessible vehicles).
  - Utility providers.
  - Colleges and universities.
  - Faith-based organizations.
  - Schools.
  - Childcare facilities (both center-based and home-based).
  - Veterinary resources.
  - Individuals with disabilities and access and functional needs
- ✓ Establish priorities of the group and create a strategic plan that is consistent with and informed of other emergency planning activities taking place within the jurisdiction. There are likely many issues for the group to address, so it is important to set practical and realistic goals. Approach the planning as a “step-by-step” process, identifying priority issues to begin working on and then building off of that as you go along as a group.
  - ✓ In the interest of maintaining support and involvement, might be best to try with smaller projects with determinate parameters that are likely to succeed. Once participants see that their time and effort brings productive results they are more likely to continue to participate. You can also use this as a “selling” point to pull in more agencies.
  - ✓ If you have enough participants in your SNAP, it may also be useful to split into committees to address different issues. This will depend on the number of people, their expertise, and their leadership skills and willingness. The group should decide the priority areas but sub-committees can be very effective at feeding back up and into the full group.
  - ✓ Ensure that there is a direct link from this group to emergency managers to ensure that the work is meaningfully incorporated in all emergency phases. An OEM representative should sit on each sub-committee to ensure consistency.

### **3. Community Preparedness Education Checklist**

The following actions items provide guidance for the development of a community outreach program that includes people with disabilities and access and functional needs for emergencies:

- ✓ Involve those with disabilities and access and functional needs and/or their advocates in the development process to ensure that information is accurate and usable.
- ✓ Ensure to collaborate with disability, cultural, and linguistic media partners.
- ✓ Make sure that training and outreach materials are available in accessible formats and make sure these formats are vetted by people with disabilities and access and functional needs before use/distribution.

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- ✓ When posting information on websites, ensure that it is accessible to people with disabilities and access and functional needs. (See Appendix F on website accessibility)
  - ✓ Partner with organizations to create programs that train people to conduct preparedness presentations to peers with similar conditions/disability/life experiences.
  - ✓ Offer training on emergency preparedness to people with functional and access and their advocates.
  - ✓ Ensure that preparedness materials stress the importance of putting personal preparedness plans in place as well as addressing where individuals can access tools and guidance on how to create a personal plan.
  - ✓ Develop workshops for people with disabilities and access and functional needs and their families, and caregivers that help walk them through the emergency planning process.
  - ✓ Establish a CERT program that integrates people with disabilities and access and functional needs through ensuring active recruitment of people with disabilities and access and functional needs, ensuring accessible meeting spaces, and making accommodations.
  - ✓ Create a section devoted to issues related to access and functional needs on the OEM website. The section can contain tips, video messages/demonstrations, podcasts, a list of resources, and a forum for those with questions, and so forth. Make sure the website is designed to be accessible to people with disabilities and access and functional needs.

In addition, any outreach programs must ensure that communication and architectural barriers do not prohibit participation, and that reasonable modifications of policies, practices, and procedures are implemented

#### **4. Media Checklist**

In the event of an emergency, the County, through OEM's Public Information Officer (PIO), will alert the media as outlined in the County's *Emergency Public Information Plan*. The media will make information available to the public. The Emergency Public Information (EPI) communications network includes a list of key contacts for radio, television, daily newspapers, multilingual and cultural media.

The FCC has specific rules and regulations in regards to the accessibility of emergency information (outlined in Appendix G).

The following checklist is intended for the PIO and distributed to the media, when necessary.

##### **Format**

- ✓ Review and become familiar with the Federal Communications Commission's rules and regulations in regards to accessibility of emergency information which can be found at: [http://www.fcc.gov/cgb/dro/emergency\\_info\\_regs.html](http://www.fcc.gov/cgb/dro/emergency_info_regs.html).

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- ✓ Provide real-time, closed-captioning when possible (Note: this helps *all* people in a community)
  - ✓ Any visual information, such as telephone numbers, e-mail addresses, street closures, school closures, shelter locations, etc., that are shown on the screen must also be spoken verbally to viewers to ensure effective communication with people who are blind or low vision
  - ✓ Live television broadcasts should include captioning, sign-language interpreters and signage. Ensure to keep the sign-language interpreters in the frame, even when doing close ups or cutting away to show video footage during press conferences
  - ✓ Provide information in Braille, large print, and in an audio format
  - ✓ Do not cover over a captioning line with scrolling alerts
  - ✓ Utilize visual/aural cues (as required)
  - ✓ Post information on 508-compliant websites
  - ✓ Test the emergency information system regularly and include participation and feedback from individuals who are deaf/hard of hearing, deaf-blind, blind/low vision and/or who have cognitive disabilities, etc.

#### **Content**

- ✓ Encourage people to share emergency information with their neighbors especially those who may have difficulty receiving and/or understanding an official notification.
- ✓ Be sure to include TTY/TDD information when providing phone numbers to the public.
- ✓ Provide information in a clear and simple manner, repeating it as often as possible for those with cognitive or learning disabilities. Easy-to-understand language ensures that the information is more accessible to many people.

#### **5. Public Information Officer Checklist**

The *PIO Checklist* includes suggested action steps that the PIO should consider during emergency events pertaining specifically to ensure inclusion of people with disabilities and access and functional needs.

- ✓ Include in media releases a message encouraging people to share emergency information with their neighbors, especially those who may have difficulty receiving and/or understanding an official notification.
- ✓ Ensure that all public information regarding phone numbers such as agency phone numbers, hotlines, etc. include TTY/TDD information.
- ✓ Engage diverse sources including mainstream television, radio, and print media; local television, radio, and print channels; non-English speaking television, radio,

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and newspapers; disability organization newsletters and websites, on-line social networking sites, etc.

- ✓ Engage organizations that serve people with access and functional needs to ensure that needs are appropriately addressed in public information. Also work with these organizations to identify direct and accessible ways to share information with functional and access needs populations.
- ✓ When posting information to the OEM or other agency website, ensure that the website and the information is provided in a 508-compliant format (see Appendix F regarding website accessibility).
- ✓ For the benefit of many individuals, including those with cognitive disabilities, the most pertinent information should be repeated frequently using simple, straightforward language.
- ✓ Work with subject matter experts in areas such as disability, aging, non-English speaking populations, etc. to identify communications barriers and solutions.
- ✓ Identify credible, trusted individuals to convey the messages as well as appropriate channels of delivery. Ensure backup systems are in place.
- ✓ Monitor television screens as information is displayed keeping attention to preserving the integrity of visual images.
- ✓ Share the *Media Checklist* with media partners.

## **6. Outreach Team Checklist**

To ensure that outreach teams can effectively reach individuals with disabilities and access and functional needs the following considerations should be made:

- ✓ Before going into a neighborhood, meet with neighborhood leaders to identify cultural and language norms within that community.
- ✓ Utilize a team approach; teams should be made up of emergency personnel and community members. Engage trusted members in the community to deliver messages and lend subject matter expertise to the outreach effort.
- ✓ Develop a script for outreach teams to use. Ensure that the script includes identifying the access and functional needs of individuals. This will help to ensure that teams are providing clear and consistent information.
- ✓ Be sure to include TTY/TDD and 711 Relay Service information when providing phone numbers to the public.
- ✓ Be sensitive and recognize potential communication barriers; for example, persons who do not speak English or who have low English proficiency, persons who are deaf, hard of hearing, with cognitive disabilities, etc.
- ✓ For the benefit of individuals with cognitive disabilities, the most pertinent information should be repeated frequently using a simple vocabulary.
- ✓ Ask if a person needs assistance and be prepared to direct them to assistance.
- ✓ Ensure that teams have pre-printed written materials and that they are in different languages, and have clear and appropriate messages for the community.
- ✓ Equip outreach teams with individual communication tools. Utilize non-written tools for communicating such as pictogram boards.
- ✓ Consider that this may be the only means for homeless populations to receive information and extend outreach efforts to this population.
- ✓ Be ready to answer questions about pet care needs.

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## 7. Town Hall Meeting Checklist

When Town Hall or community meetings are being planned to share emergency recovery information, the following should be taken into consideration:

- ✓ Ensure that information announcing the meeting is disseminated through diverse modalities, accessible formats, as well as auxiliary aids and services, and that it encourages the community to attend
- ✓ Reach out to community leaders, organizations serving individuals with disabilities and access and functional needs and invite them to participate as well as share information with constituents
- ✓ Ensure that the facility is in a convenient location for individuals to get to and make transportation options available and known
- ✓ Ensure that the facility where the meeting to be held is accessible for individuals with mobility disabilities and be sure to announce this
- ✓ Ensure that interpreters – different languages and/or sign language interpreters are at the meeting and be sure to announce this
- ✓ Provide hand out materials that reflect the information given at the meeting that is in alternate formats

## 8. Evacuation Information Checklist

The *OA Mass Evacuation Process Guide* provides guidance on the information that should be included in messaging during evacuations (information should also be included in preparedness information regarding evacuation). This is included below with additional information that is particularly relevant to individuals with disabilities and access and functional needs and caregivers.

- ✓ Encourage people to evacuate with family members and caregivers;
- ✓ Encourage evacuees to first seek shelter with friends and family outside of the impact area
- ✓ Encourage people to check on neighbors especially those who may need assistance;
- ✓ Inform individuals how to request evacuation assistance if needed.
- ✓ Remind people to bring essential items such as:
  - medication and extra supply if available;
  - a list of medications they use including the name, dosage frequency, pharmacy, and doctor;
  - identification for medications that require refrigeration or other specialized care;
  - auxiliary aids such as walkers, canes, and other equipment they use regularly;
  - batteries for hearing aids, wheelchairs, scooters, etc.
  - extra oxygen tanks
  - medical supplies that they require;
  - vital records and personal information;
  - assistive technology supplies;



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- personal care supplies
  - baby supplies
  - clothing
  - supplies for service animals
  - money
  - ✓ Transportation options if person requires assistance
    - Also include accessible transportation options including information on Paratransit services
    - Types of assistance provided
    - Who to contact if individual/family needs transportation assistance
    - When transportation services will begin and end
    - Transportation point locations – and accessibility at those locations
    - Frequency of pick-ups
    - Travel destinations (evacuation points)

#### **9. Shelter Information Checklist**

- ✓ Identify which shelters are accessible and locations;
- ✓ Inform individuals that service animals are permitted in all shelters – and remind them to bring supplies (food, toys, bags) to support that animal.
- ✓ Describe the level of care that can be provided at shelters
- ✓ Inform individuals that they should communicate accommodation requests to shelter personnel

#### **10. Recovery Information Checklist**

- ✓ Location(s) of Disaster Assistance Service Centers
- ✓ Location(s) of Distribution Points
- ✓ Access to neighborhoods
- ✓ Community information – what is the status of schools, hospitals, grocery stores, dialysis centers, etc.
- ✓ Types of programs and services available
- ✓

#### **11. Recovery Program Access Checklist**

- ✓ Ensure that a mechanism is in place to coordinate the delivery of recovery services
- ✓ Ensure language interpreting contracts are in place at recovery centers. Utilize bi-lingual caseworkers when possible
- ✓ Use trusted community organizations to communicate recovery information, including eligibility criteria
- ✓ Staff working on recovery hotlines should be trained to work with people with disabilities and access and functional needs
- ✓ Staff working in local recovery centers should be trained using advance training and just-in-time training to work with people with disabilities and access and functional needs
- ✓ All recovery sites should meet both physical and programmatic accessibility standards

- 
- ✓ Ensure that recovery information is available in multiple formats and dispersed through multiple modalities
  - ✓ Incorporate the ability to conduct home visits into recovery programs for individuals who are not able to get to assistance sites
  - ✓ Ensure that there are multiple ways to fill out applications for recovery assistance (phone, online, with assistant)
  - ✓ Ensure extensive and repeated outreach to communities by trusted stakeholders
  - ✓ Engage stakeholder advisory groups to review programs, report findings in the field, identify gaps in services, and make policy adjustments and recommendations
  - ✓ Recovery programs should take into account adults and children who are wounded, nonverbal, or have limited English proficiency, as well as potential legal issues regarding custody (in the case of children).

## **12. Local Recovery Assistance Centers**

- ✓ All recovery sites should meet both physical and programmatic accessibility standards. This must at very least include the access to the site; route into the site and intake areas; and restrooms.
- ✓ Include and consult with government and non-governmental agencies that can provide subject matter expertise to ensure access and functional needs are taken into account in recovery assistance centers. Note: This may mean taking factors and work-arounds into account during the planning phase and/or making real time determinations during an event to put modifications/accommodations in place at that moment.
- ✓ Ensure language interpreting contracts are in place at recovery centers. Utilize bi-lingual caseworkers when possible.
- ✓ Ensure that recovery information is available in multiple formats and languages and dispersed through multiple modalities.
- ✓ Staff working in local recovery centers should be trained to work with people with disabilities and access and functional needs and this is best done in advance but a just in time training should be available for immediate use.
- ✓ Ensure that security personnel are trained to work with people with disabilities and access and functional needs in advance and/or through just in time training. Ensure that security policies and practices take people with disabilities and access and functional needs into account.
- ✓ Ensure that there are multiple ways to fill out applications for recovery assistance (phone, online, with assistant).
- ✓ Create a method to identify accommodation requests for staff, clients, caregivers, and others who utilize the recovery center.
- ✓ Offer adult and childcare supervision services at the center.
- ✓ Include mental health professionals to assist in all aspects of the recovery center and offer support for mental and behavioral needs for those who utilize the Center.
- ✓ Be sure to have space available to offer privacy to clients when necessary.

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- ✓ Ensure that there is adequate signage throughout the Center. All announcements should be posted throughout the Center. Signs should be posted in multiple languages.
  - ✓ Be sure to offer seating or other alternatives while people wait in line. Assign staff to the lines to identify any issues or requests for accommodations.
  - ✓ Offer comfort items such as water and light snacks as people may be waiting a long time and may require sustenance for health or other reasons.

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## APPENDIX F: WEBSITE ACCESSIBILITY

Website accessibility, like emergency planning, is a process, and requires training and regular evaluation to maintain its accessibility. Jurisdictions should reference and incorporate the ADA Best Practices Tool Kit for State and Local Governments, Chapter 5 Addendum, Title II Checklist (Website Accessibility). The following information is based on information available through the U.S. Access Board and the National Organization on Disability's Emergency Preparedness Initiative's *Functional Needs of People with Disabilities: A Guide for Emergency Managers, Planners, and Responders*.

Web accessibility is based on the principle that no potential Website visitors, including those with varied disabilities, should be precluded from accessing content or services the site provides. A website can be considered accessible if it meets certain widely accepted design standards, such as those outlined in Section 508 of the Rehabilitation Act.

Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), requires that when Federal agencies develop, procure, maintain, or use electronic and information technology, Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who are not individuals with disabilities, unless an undue burden would be imposed on the agency. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

The US Access Board has provided a detailed report called, *Electronic and Information Technology Accessibility Standards (Section 508)* which can be accessed at <http://www.access-board.gov/sec508/standards.htm>. The Website Accessibility Initiative is another great resource to learn about website accessibility, evaluation, and methods for increasing accessibility and can be accessed at <http://www.w3.org/WAI/intro/accessibility.php>. Other resources include: [www.webaim.org](http://www.webaim.org); [www.ittatc.org](http://www.ittatc.org); and <http://buyaccessible.gov>.

This federal guidance can be applied at the county and local levels thereby making critical information available to more people during emergencies.

There are evaluation tools to help evaluate a website's level of accessibility and there are services available that test the accessibility of websites. The Website Accessibility Initiative offers different approaches to evaluating accessibility of a website, found at: <http://www.w3.org/WAI/eval/Overview.html>.

No evaluation tool alone can replace the evaluation conducted through knowledgeable computer users with disabilities. Agencies and organizations wanting to evaluate accessibility, can engage the disability community to "test" the accessibility and usability

of their websites. Working with computer users with varied disabilities from a local Center for Independent Living, for example, is a good way to test accessibility of a website.

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## **APPENDIX G: FEDERAL COMMUNICATIONS COMMISSION (FCC) REQUIREMENTS IN REGARD TO PERSONS WITH DISABILITIES AND EMERGENCY COMMUNICATIONS**

The FCC rules and regulations in regards to accessibility of emergency information can be found at: [http://www.fcc.gov/cgb/dro/emergency\\_info\\_regs.html](http://www.fcc.gov/cgb/dro/emergency_info_regs.html).

The following summary is excerpted from FEMA's Comprehensive Planning Guide (CPG) 301: *Interim Emergency Management Planning Guide for Special Needs Populations*.

In October 2005, the Federal Communications Commission (FCC) expanded the Emergency Alert System (EAS) rules to require EAS participation by digital television broadcasters, digital cable television providers, digital broadcast radio, Digital Audio Radio Service, and Direct Broadcast Satellite systems. The FCC's EAS rules require that EAS provide access to people with disabilities by providing both visual and aural alerts. Under the rules, a visual EAS alert does not have to be an exact transcription of an audio alert, but must be "any method of visual presentation which results in a legible message conveying the essential emergency information." In the future, EAS will be based on a Common Alerting Protocol that will transmit EAS messages so they can be received by equipment in voice, text, data, or video formats.

Many communities also use the NOAA Tone-Alert or Specific Area Message Encoder to provide a warning for any community emergency. These inexpensive receivers issue alerts for emergency messages only, increasing the probability of a message being noticed.

Not all broadcasts of emergency information trigger the EAS. Accordingly, the FCC adopted separate requirements to meet the needs of persons with disabilities in cases where radio and television broadcasters and cable service providers provide non-EAS emergency announcements and alerts. In 47 Code 38 of Federal Regulations (CFR) § 79.2, the FCC requires that any information intended to further the protection of life, health, safety, or property, such as immediate weather situations, civil disorders, evacuation orders, school closings, relief assistance, etc., be accessible to persons with disabilities. These rules apply to all local broadcasters, cable operators, and satellite television services.

There are no exemptions to FCC rules regarding accessibility of emergency broadcast information. Television and broadcast stations *must* provide emergency public information in a visual format, such as open captions, scrolls, or even hand-lettered signs, accessible to persons with hearing disabilities. The critical details must also be provided in an aural format, meaning that spoken information must be accessible to persons with vision disabilities. If the emergency information is provided in the video portion of programming that is not a regularly scheduled newscast or a newscast that interrupts regular programming, this information must be accompanied by an aural tone. If crawls or scrolls are provided during regular programming, an aural tone is required to

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indicate to persons who are blind or who have low vision that emergency information is being provided. Additionally, if television stations run a text message crawl across the bottom of the screen, they should ensure it does not interfere with the area reserved for closed captioning. Camera operators and editors need to include the sign language interpreter in the picture (frame) if one is interpreting next to the emergency spokesperson. (Title IV of the Americans with Disabilities Act also requires closed captioning of federally funded public service announcements.)

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## APPENDIX H: FUNCTIONAL NEEDS TRANSPORTATION INVENTORY GUIDANCE WORKSHEET

"Accessible" in terms of transportation can mean a number of different things. Transportation for the public during evacuations must accommodate people with a variety of functional needs including those who use oxygen and those who use wheelchairs, scooters, walkers, and other mobility aids. The planning tool guidance below identifies the types of data that should be considered in order to expedite the matching of transportation resources with the specific functional needs of an evacuating population as well as ensure that transportation resources can be mobilized quickly. Requirements for this data must also be specified in written agreements with transportation providers.

- Source of the Resource:
  - Administrative Contact
  - Activation Contacts and numbers
  - Designation as public or private
- Type of Resource  
This should include a general identifier, e.g., van bus, etc., the size of the vehicle and any brand name, e.g., Aerotech 240, Uplander, etc.
- Availability of the Resource:
  - Realistic knowledge of when or under what conditions source will or will not be available. (e.g., during school hours, or program hours)
- Entry
  - Mechanical lift: key and power source
  - Manual ramp
  - Kneeling entrance: Common on buses allows access without a high step.
- Interior configuration/capacities
  - Fixed or moveable (e.g., Bus may have 10 fixed seats and two spots with lock down for wheelchairs, or the fixed seats may be flip up to accommodate a total of 6 wheel chairs).
- Number of the Resource
- Fuel Type
- Drivers/Access
  - Licensure required
  - Skills required (e.g., operate manual lift)
  - Plan for redundant drivers and access to keys (ignition and lift keys)
  - Knowledge and sensitivity to populations with disabilities and access and functional needs



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- Availability of air conditioning/heat (exposure to extreme heat or cold can be detrimental to many people with disabilities and access and functional needs).

### **Appendix I: Department of Justice (DOJ's) Shelter Guidance**

The U.S. Department of Justice offers the *ADA Best Practices Tool Kit for State and Local Governments* and has a dedicated chapter to emergency management called, *Chapter 7: Emergency Management Under Title II of the ADA*. The chapter and *Addendum 1: Title II Checklist* offer information to emergency managers regarding emergency management requirements under Title II of the ADA. Addendums 2 and 3 (detailed below) specifically address the ADA and shelters used during emergencies. This information is posted on the DOJ website at: <http://www.ada.gov/pccatoolkit/toolkitmain.htm>.

- *Chapter 7 Addendum 2: The ADA and Emergency Shelters: Access for All in Emergencies and Disasters*. The US Department of Justice provides guidance regarding how the ADA applies to shelters during emergencies. Chapter 7, Addendum 2 discusses the ADA in terms of various sheltering components including:
  - advanced planning
  - accessibility
  - eligibility criteria
  - reasonable modifications
  - effective communication
  - shelter environment
  - supplies
  - transitions back to the community
- *Chapter 7 Addendum 3: ADA Checklist for Emergency Shelters* offers the Quick-Check Survey and the ADA Checklist for Emergency Shelters, which are designed to assist State and local officials and operators of emergency shelters to determine whether a facility being considered for use as an emergency shelter is accessible and if not, whether modifications are needed to remove barriers or whether relocation to another accessible facility is necessary. Filling out the Quick-Check Survey will provide guidance on whether a facility has certain basic accessible features, and filling out the detailed ADA Checklist for Emergency Shelters will provide specific information on any barriers to accessibility.

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# Workplan Elements

Inclusive Emergency Planning for People with Disabilities and others with Access and Functional Needs



# Timeline Summary

(Effective Start Date: Upon Approval by BOS)

	Year 1	Year 2	Year 3	Years 4-6
Policy for Inclusive Emergency Planning	X	X		
Mental Care & Sheltering	X	X	X	X
Network Building		X	X	
Community Education	X	X		

8/20/2012

\*18 months

	Year 1	Year 2	Year 3	Years 4-6
Communications		X	X	X
Drill & Exercises	X	X*		
Emergency & Transportation			X	X
Recovery Planning		X	X	X
Annex Update				X

# Definition of “Accessible”

- “Accessible” for purposes of any shelters covered under this document means that, to the extent it is being used for a shelter, the site meets the applicable provisions of either the ADAAG or the ADA Standards as well as the applicable provisions of Title 24 of the California Building Code in effect at the time modifications and alterations are commenced and includes all temporary modifications and means that may be utilized to accommodate the specific use of the site as a shelter. Analysis of accessibility will be conducted utilizing, among other tools, the guidance of the DOJ ADA Toolkit for emergency shelters, and/or FEMA's Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters, unless clearly inapplicable.



# Policy for Inclusive Planning

Develop a policy that directs County departments to include people with disabilities and others with AFN in emergency plans, protocols, and procedures.

- Policy will include direction to develop guidance on inclusive emergency management training practices.
- Policy will include direction to departments to include accessibility criteria when seeking funds to acquire, update, or improve emergency planning and response capabilities.
- Policy will instruct County Departments to maintain Accessible websites.

## Timeline

Key to timeline	
P	In Process and working toward the deliverable.
C	Continuing/Ongoing every year.
X	Deliverable is complete.

Planning Area	Deliverable	Tasks	Year 1	Year 2	Year 3	Years 4-6
Policy/ Directive	Develop directive on disability/AFN integration into emergency planning activities.	The CEO's office will create and distribute a directive to all County departments. Directive to include: •direction to all departments to integrate people with disabilities and others with AFN into all emergency planning efforts; •direction to departments to include accessibility criteria when seeking funds to acquire, update, or improve emergency planning and response capabilities.	X			
Policy/ Directive	Orientation on Inclusive Emergency Planning practices for County departments.	Design and conduct orientation with County departments and key non-government stakeholders on Inclusive Emergency Planning.	C	C	C	C
Policy/ Directive	Accessibility of County websites.	Websites - Continue process for converting County websites to accessible formats.	P	X		



# Mass Care & Sheltering

## Deliverables:

- Create and adopt Mass Care and Shelter Annex
- Collaborate with key stakeholders\*
- Conduct training
- Conduct exercises
- Maintain list of shelter sites in County unincorporated areas

\*The term stakeholder is intended to include County and non-County participants with an interest in supporting and promoting emergency functions.

8/20/2012

## Tasks:

- Create work plan and timeline for MCS Annex; develop and write MCS Annex.
- Support development of trained staff to conduct functional assessments as people arrive at shelters.
- Continue to train County personnel in shelter operations.
- Identify needed resources and develop MOUs with select providers.
- The County will enter into a MOA/MOU with the Greater Los Angeles ARC that delineates the responsibilities of each party with respect to accessing the accessibility of shelters.
- The County will establish a list of shelter sites operated by the County in unincorporated areas (including any operated with the American Red Cross), will evaluate those sites using the DOJ Toolkit and will make those sites Accessible within one year.
- For shelter sites that have not been designated by the County, but that may be operated by the County in unincorporated areas (including any operated with the American Red Cross) because of exigent circumstances, the County will develop criteria for selection to maximize Accessibility at those sites. Criteria for these non-designated sites will be a deliverable within one year, as part of the Work Plan.
- For sheltering at sites not subject to County jurisdiction, the County will do the following: 1) Facilitate functional assessment service team training; 2) Share Federal and State Guidance relative to mass care and shelter operations and access and functional needs; 3) Invite participation in seminars, workshops, trainings and exercises; 4) Work with DMACs to encourage and promote accessibility for persons with disabilities and others with access and functional needs.

Mass Care  
&  
Sheltering

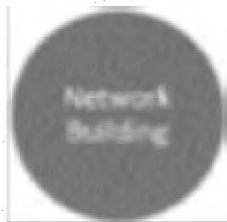
# Timeline

Key to timeline	
P	In Process and working toward the deliverable.
C	Continuing/Ongoing every year.
X	Deliverable is complete.

Planning Area	Deliverable	Tasks	Year 1	Year 2	Year 3	Years 4-6
Mass Care/ Sheltering	Mass Care/Shelter Annex	Create a workplan and timeline for development of a MC/Shelter Annex to the ERP. The Annex will address disability and others with AFN.	X			
Mass Care/ Sheltering	Mass Care/Shelter Annex	Develop components of the MC/Shelter Annex.	C	C	C	
Mass Care/ Sheltering	Mass Care/Shelter Annex	Write and submit the Mass Care/Shelter Annex through the approval process.	P	P	X	
Mass Care/ Sheltering	Collaborate with key stakeholders	Identify additional County departments and non-governmental organizations to invite to participate on the committee particularly to address issues concerning people with disabilities and others with AFN.	X	C	C	C
Mass Care/ Sheltering	Collaborate with key stakeholders	The County will establish a list of shelter sites operated by the County in unincorporated areas (including any operated with the American Red Cross), will evaluate those sites using the DOJ Toolkit and will make those sites Accessible within one year.	C	C	C	C
Mass Care/ Sheltering	Collaborate with key stakeholders	For shelter sites that have not been designated by the County, but that may be operated by the County in unincorporated areas (including any operated with the American Red Cross) because of exigent circumstances, the County will develop criteria for selection to maximize Accessibility at those sites. Criteria for these non-designated sites will be a deliverable within one year, as part of the Work Plan.	X	C	C	C
Mass Care/ Sheltering	Collaborate with key stakeholders	For sheltering at sites not subject to County jurisdiction, the County will do the following: 1) Facilitate functional assessment service team training; 2) Share Federal and State Guidance relative to mass care and shelter operations and access and functional needs; 3) Invite participation in seminars, workshops, trainings and exercises; 4) Work with DMACs to encourage and promote accessibility for persons with disabilities and others with access and functional needs.	X	C	C	C
Mass Care/ Sheltering	Conduct Training	Continue to train County personnel to support shelter operations during an emergency to include disability and others with AFN related issues.	C	C	C	C
Mass Care/ Sheltering	Conduct Training	Review existing shelter training for County staff. Add or revise the training to be more inclusive of shelter related issues pertaining to people with disabilities and others with AFN.		X		
Mass Care/ Sheltering	Conduct Exercises	Conduct MC/Shelter exercises to test components of the Annex and include people with disabilities others with AFN in the complete process.	P	P	P	X

8/20/2012





# Network Building

## Deliverables:

- Plan & conduct workshops and conferences
- Establish & maintain contacts with key stakeholders\*

\*The term stakeholder is intended to include County and non-County participants with an interest in supporting and promoting emergency functions.

8/20/2012

## Related Tasks:

- Bring stakeholders together to strengthen safety networks:
  - Alert LA; work to identify ways to enhance capabilities, invite stakeholders to participate in planning around use of Alert LA during emergencies.
  - ENLA; participate in activities, encourage diverse membership
  - Media; assess existing media communication network. Identify additional AFN-specific media sources, organizations that can be included.
  - SEPAC ; meet regularly and strengthen relationships among participants. Identify additional partners to invite.
  - 211; work with 211 LA County to identify ways to enhance emergency services.
  - Other networks; reach out to other existing networks and identify collaboration possibilities.
  - Maintain logs that include the name and purpose of outreach to agencies representing people with disabilities.



# Timeline

Planning Area	Deliverable	Tasks	Year 1	Year 2	Year 3	Years 4-6
Network Building	Plan and conduct workshops and conferences	Bring stakeholders together to address and educate on disability and AFN emergency planning.	P	P	X	C
Network Building	Establish contacts with key stakeholders	ENLA - participate in ENLA activities; encourage membership of disability/AFN organizations; work to improve overall accessibility of ENLA activities.	P	X	C	C
Network Building	Establish contacts with key stakeholders	Other Networks - Reach out to other existing networks and identify collaboration/communication possibilities.	C	C	C	C
Network Building	Establish contacts with key stakeholders	SEPAC - Meet regularly and strengthen relationships among participants. Identify additional partners to invite.	C	C	C	C
Network Building	Establish contacts with key stakeholders	Media - Assess existing media communication network. Identify additional AFN-specific media sources, organizations that can be included.	C	C	C	C
Network Building	Establish contacts with key stakeholders	Alert LA - Work with Alert LA to identify ways to enhance Alert LA capabilities. Invite stakeholders to participate in planning around use of Alert LA during emergencies.	P	P	X	C
Network Building	Establish contacts with key stakeholders	211 - work with 211 to identify ways to enhance 211 services in regard to emergency services. Invite stakeholders to participate in planning.	P	P	X	C

\*The term stakeholder is intended to include County and non-County participants with an interest in supporting and promoting emergency functions.

Key to timeline	
P	In Process and working toward the deliverable.
C	Continuing/Ongoing every year.
X	Deliverable is complete.



# Community Education

## Deliverables:

- **Develop strategic plan**
- **Develop / provide materials**
- **Complete SNAP Strategic Plan**
- **Increase SNAP Registration**
- **Increase SNAP Operability**
- **Support Evacuation Planning using SNAP**

8/20/2012

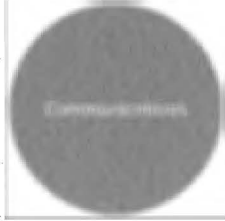
## Related Tasks:

- Complete strategic plan for dissemination of preparedness and educational materials.
- Coordinate with emergency information outreach programs , organizations and service providers to disseminate preparedness and educational program materials.
- Include materials and alternate formats of materials into community event supplies.
- DPH will continue to carry out "Just Be Ready" campaign and improve on accessibility.
- Provide planning and preparedness materials to community-based organizations that serve people with disabilities and others with AFN.
- Reach out to media network and address accessibility issues during emergencies including FCC regulations.
- Conduct SNAP outreach, as identified by strategic plan.
- Resolve and improve accessibility for SNAP users.
- Tie SNAP into local and County evacuation planning activities; exercise components of SNAP.
- Ensure that SNAP materials are clear in setting expectations about the purpose, function and limitations of the registry.



# Timeline

Planning Area	Deliverable	Tasks	Year 1	Year 2	Year 3	Years 4-6
Community Education	Develop Strategic Plan	ESP - Continue to develop 5-year strategic plan for ESP including goals, objectives, timeline, and strategic outreach approach. Include issues around disability and AFN.	P	X	C	C
Community Education	Develop and provide materials	ESP - Identify organizations and other service providers that can help to disseminate ESP materials.	C	C	C	C
Community Education	Develop and provide materials	Community events - OEM will integrate materials that include AFN populations and alternate formats of materials into their overall community event materials.	C	C	C	C
Community Education	Develop and provide materials	Just Be Ready - DPH will continue to carry out "Just Be Ready" campaign and improve on accessibility.	C	C	C	C
Community Education	Develop and provide materials	Provide guidance to non-governmental CBOs, NGOs, and service providers to support their own continuity operations planning efforts.	C	C	C	C
Community Education	Develop and provide materials	Media - Reach out to media network and address accessibility issues during emergencies including FCC regulations.	C	C	C	C
Community Education	Develop SNAP strategic plan	Complete SNAP strategic plan with stakeholders.	X			
Community Education	Increase Registration through outreach	Conduct outreach to the community as outlined in the strategic plan. Reach individual households as well as working through organizations/service providers that work directly with people with disabilities and AFN.	C	C	C	C
Community Education	Improve Operability of SNAP for end users	Exercise components of SNAP.	C	C	C	C
Community Education	Improve Operability of SNAP for end users	Resolve and improve accessibility for users.	C	C	C	C
Community Education	Support Evacuation Planning	Tie SNAP into local and County evacuation planning activities.	C	C	C	C



# Communications

## Deliverables:

- Create system assessments & recommendations
- Provide forum or workshop

## Related Tasks:

- Review function and operability of key communication systems.
  - 211 LA County
  - Alert LA
- Social Media - Identify gaps/issues related to using social network sites.
- Provide information, guidance and training on inclusive practices for emergency communications.

## Timeline

Planning Area	Deliverable	Tasks	Year 1	Year 2	Year 3	Years 4-6
Communications	Create system assessments and recommendations	211- Review function, operability, and accessibility and make recommendations about contract requirements.	P	P	X	C
Communications	Create system assessments and recommendations	Alert LA - Review function, operability, and accessibility and make recommendations about contract requirements.	P	P	X	C
Communications	Create system assessments and recommendations	Social Media - Identify gaps/issues related to using social network sites (Twitter, Facebook, etc.) in terms of accessibility.	P	X	C	C
Communications	Create system assessments and recommendations	Work with the media to identify strategies for improving emergency communications for people with disabilities and others with AFN.	C	C	C	C
Communications	Provide forum or workshop	Hold forums/workshops with stakeholders to address the issue of emergency communications particularly pertaining to people with disabilities and others with AFN.	P	P	P	X





# Drills & Exercises

## Deliverables:

- Develop and provide guidance on inclusive drills and exercises
- Participate in and make reasonable efforts to conduct inclusive drills and exercises

## Related Tasks:

- Participate in OAAB exercise committee (EESC)
- Develop guidance on inclusive emergency management drills/exercises practices
- Engage partner agencies and EOC staff

## Timeline

Key to timeline	
P	In Process and working toward the deliverable.
C	Continuing/Ongoing every year.
X	Deliverable is complete.

Planning Area	Deliverable	Tasks	Year 1	Year 2	Year 3	Years 4-6
Drills / Exercises	Develop and provide guidance on inclusive drills and exercises	OEM and a representative from the AFN Committee will participate on the OAAB Exercise Committee (EESC) to participate in and make reasonable efforts to conduct inclusive drills and exercises.	X	C	C	C
Drills / Exercises	Develop and provide guidance on inclusive drills and exercises	Develop guidance for County stakeholders on inclusive emergency management drills/exercises practices. Invite organizations representing people with disabilities to present information to the OAAB AFN Committee to inform the development of guidance documents.	P	X	C	C
Drills / Exercises	Participate in and advocate for inclusivity in drills and exercises	Identify upcoming drills/exercises and work with the lead department to identify ways to include of people with disabilities and other AFN populations.	C	C	C	C



# Evacuation & Transportation

## Deliverables:

- Develop Annex
- Conduct Training

## Related Tasks:

- Engage key stakeholders to develop a strategic approach for developing the Annex.
- Write a Transportation & Evacuation Annex to the ERP.
- Identify and chart existing transportation resources available to the County.
- Create MOUs with transportation providers, as necessary.
- Provide training to County stakeholders.

## Timeline

Planning Area	Deliverable	Tasks	Year 1	Year 2	Year 3	Years 4-6
Evacuation/transportation	Develop Annex	Bring together a planning group to develop an Evacuation/Transportation Annex to the ERP that includes disability and AFN related issues. Include County, local and non-government representatives to participate in this planning process. This group will have to develop a strategic approach for developing the Annex.	P	P	X	C
Evacuation/transportation	Develop Annex	Write a transportation/evacuation annex to the ERP.	P	P	P	X
Evacuation/transportation	Develop Annex	Identify and chart existing transportation resources available to the County.	P	P	X	C
Evacuation/transportation	Develop Annex	Create MOUs/contracts/agreements with transportation providers.	P	P	X	C
Evacuation/transportation	Conduct Training	Provide training to County stakeholders on the Evac/Trans annex particularly pertaining to people with disabilities and AFN.	P	P	P	X



# Recovery Planning

## Deliverables:

- Develop Annex
- Conduct Training

## Tasks:

- Establish a recovery working group that involves key stakeholders in regard to people with disabilities and others with AFN.
- Develop a work plan, timeline and strategic approach for writing the Recovery Annex. Disability and others with AFN related issues will be included in this process throughout.
- Write the Recovery Annex.
- Provide training to County stakeholders.

## Timeline

Key to timeline	
<b>P</b>	In Process and working toward the deliverable.
<b>C</b>	Continuing/Ongoing every year.
<b>X</b>	Deliverable is complete.

Planning Area	Deliverable	Tasks	Year 1	Year 2	Year 3	Years 4-6
Transition to Recovery	Develop annex	Establish a recovery working group that involves key stakeholders in regard to people with disabilities and AFN.	P	X	C	C
Transition to Recovery	Develop annex	Develop a workplan, timeline and strategic approach for writing the Recovery Annex. Disability and AFN related issues will be included in this process throughout.	P	P	X	C
Transition to Recovery	Develop annex	Write the recovery annex.	P	P	P	X
Transition to Recovery	Training	Develop training to County stakeholders on the Recovery Annex that includes disability and AFN recovery issues.	P	P	P	X





# Annex Update

## Deliverables:

- Update current draft of Annex
- Contribute to development of all functional annexes

## Related Tasks:

- Review and revise Disabilities and others with AFN Annex.
- The OAAB AFN Committee will review the AFN annex prior to initiating the formal review process.
- As other ERP annexes are updated the OAAB AFN Committee will be part of the working group.

## Timeline

Key to timeline	
P	In Process and working toward the deliverable.
C	Continuing/Ongoing every year.
X	Deliverable is complete.

Planning Area	Deliverable	Tasks	Year 1	Year 2	Year 3	Years 4-6
Annex Update	AFN Committee Review of Annexes	Review and revise AFN annex. The AFN Committee will review the AFN annex prior to initiating the formal review process.				X
Annex Update	AFN Committee Review of Annexes	As other ERP annexes are updated OEM will have the AFN committee review those annexes prior to initiating the formal review process.	C	C	C	C

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## **NOTICE OF PROPOSED SETTLEMENT OF CLASS ACTION LAWSUIT**

**ATTENTION: All people with disabilities, as defined by the Americans with Disabilities Act, who are within the City of Los Angeles and the jurisdiction served by the City of Los Angeles' and County of Los Angeles' emergency preparedness programs and services.**

### **Notice of Class Action**

The purpose of this notice is to inform you of the proposed settlement in a pending class action lawsuit brought on behalf of people with disabilities who are within the City of Los Angeles and the jurisdiction served by the City of Los Angeles' and County of Los Angeles' emergency preparedness programs and services. The class action settlement (the "Settlement Agreement"), which must be approved by the Court, was reached with the County of Los Angeles in connection with the lawsuit, *Communities Actively Living Independent and Free, et al. v. City and County of Los Angeles*, Cal. Case No. CV 09-0287 CBM (RZx). The lawsuit, filed in 2009, alleges that the City and County of Los Angeles have discriminated against people with disabilities by not addressing the needs of people with disabilities in the context of their emergency plans. The County of Los Angeles denies any liability or wrongdoing. This settlement involves the County of Los Angeles only. The City of Los Angeles is not a party to the Settlement Agreement, and is the subject of a separate order by the Court.

### **Definition of Settlement Class**

If you are a person with a disability and are within the City of Los Angeles and the jurisdiction served by the City of Los Angeles' and County of Los Angeles' emergency preparedness programs and services, you are a member of the proposed settlement class affected by this lawsuit. Please read this notice carefully because your rights may be affected.

## **SUMMARY OF THE PROPOSED SETTLEMENT AGREEMENT**

As part of the settlement, the County has taken or will be taking a number of steps to address the needs of people with disabilities in its emergency plans:

### **Disability and AFN Annex**

The County has drafted what is called the Disability and Access and Functional Needs Annex ("Disability and AFN Annex"). This is an Annex to the Los Angeles County Operational Area Emergency Response Plan. The Disability and AFN Annex will be utilized as part of the County's emergency preparedness planning. The Disability and AFN Annex addresses critical issues with respect to the disaster-related needs of people with disabilities and includes the full spectrum of disability including, but not limited to, mobility disabilities, sensory disabilities, intellectual disabilities, and mental health conditions, and describes the County's emergency planning with respect to the needs of people with disabilities in emergency planning.

For example, in the Disability and AFN Annex, it explains that for purposes of emergency public notification, the County will ensure that people with disabilities are aware of the mass notification systems available and that the County will utilize a variety of different accessible communication methods. Under the Annex, the County will also engage in various activities to ensure an adequate number of accessible transportation resources will be available during evacuations and other emergency activities. The County will also continue to coordinate with vendors, other departments, and organizations to ensure that necessary shelter resources are secured. Lastly, the Annex ensures the planning for continuity of services for people with disabilities and access and functional needs. The items discussed above are just a sampling of the many critical issues addressed in the Annex. The current Disability and AFN Annex attached to the Settlement Agreement is in draft form, and as part of the settlement, will continue to be worked on pursuant to the Work Plan described below.

Although the Disability and AFN Annex has been developed as a separate document from the Emergency Response Plan, the County has agreed as part of the settlement that disability and access and functional needs issues will be integrated into emergency planning County wide.

#### **Development of the Work Plan**

In the development of the Disability and AFN Annex, the parties identified a number of issues that require development of additional annexes or policies, as well as additional work that is required to finalize the current version of the Disability and AFN Annex. As part of the settlement, the County has developed a Work Plan with specific deliverables and time frames to develop and complete these additional items. These items include, among others, converting County websites to accessible formats, identifying and ensuring that pre-identified shelters sites are accessible to people with disabilities, developing criteria for selection of other shelter sites operated by the County to maximize accessibility, establishing and maintaining contacts with key stakeholders, disseminating preparedness and educational materials, working to identify strategies for improving emergency communications for people with disabilities and access and functional needs, and establishing a recovery working group that involves key stakeholders in regard to people with disabilities and access and functional needs. The deliverables in the Work Plan will be implemented over the course of the Oversight Period.

#### **AFN Coordinator**

As part of the settlement, the County has also hired an Access and Functional Needs (“AFN”) Coordinator who will be the lead County employee who is ultimately responsible for ensuring that the emergency planning of the County of Los Angeles meets the needs of persons with disabilities. The AFN Coordinator will work directly and coordinate with other agencies and personnel in the County responsible for emergency planning.

#### **Community Input**

In developing the Disability and AFN Annex, the County solicited and considered feedback and comments on the scope and content of the current version of the Disability

and AFN Annex, which incorporates comments from the public, the U.S. Department of Justice, and from Plaintiffs' consultant. The County also published the Disability and AFN Annex for public comment and held a public hearing for feedback.

As part of the current emergency management structure, there is an Operational Area Advisory Board (OAAB), members of which include governmental partners (including County, cities, local jurisdictions within the County), special districts like public school, sanitation, and water districts, and non-governmental emergency services partners including community-based and faith-based organizations. As part of community input, the OAAB has also included three positions designated for organizations representing physical, sensory, and cognitive disabilities. There is also an AFN Committee of the OAAB that includes representation of government and non-government agencies that have an interest in, advocate for, and/or provide services to people with disabilities. The OAAB and AFN Committee will continue to have input into the Disability and AFN Annex and implementation of the Work Plan.

Lastly, there are areas requiring outreach by the County and/or the Monitors (described below) to the disability community, which will include a minimum of 17 specified organizations, including but not limited to, Regional Living Centers, Independent Living Centers, disabilities specific agencies (such as the California Council of the Blind and Greater Los Angeles Agency on Deafness), and other disability organizations.

#### **Monitoring and Oversight Period**

Under the settlement, the County will be monitored for a period of at least six (6) years, during which time the Court will retain jurisdiction of the case for purposes of enforcement. This is called the Oversight Period.

The County will hire a third-party monitoring firm, Global Vision Consortium (GVC), as agreed to by both parties. GVC will carry out the responsibilities of the monitoring functions, which include evaluating the County's progress on implementing the Work Plan and an analysis of the extent to which the County's work is successfully addressing the needs of people with disabilities in the context of its emergency planning.

#### **Resolution of Claims**

The settlement waives and releases all class-wide claims for declaratory and injunctive relief against the County and its agents, successors, assigns, and officers, that were alleged in the Complaint filed on January 14, 2009, for the duration of the Court's jurisdiction over the matter.

The Settlement Agreement does not provide for any monetary relief to be paid to any plaintiffs or members of the class and does not release any damage claims that any class members may have.

#### **Attorneys' Fees**

The class was represented by Disability Rights Advocates and Disability Rights Legal Center ("Class Counsel"). The County has agreed to pay Class Counsel \$1.225 million

for reasonable attorneys' fees and costs for time expended and costs incurred during the course of the lawsuit. The County has also agreed to pay Class Counsel up to \$75,000 in attorneys' fees and costs for purposes reviewing progress on implementation of the Annex and work plan during the Oversight Period. The Court will have to approve the amount of fees awarded to Class Counsel.

#### **Fairness of Agreement**

Class Counsel have concluded that the terms and conditions of the proposed Settlement Agreement are fair, reasonable, and in the best interests of the class. In reaching this conclusion, Class Counsel have considered the benefits of the settlement, the possible outcomes of continued litigation of these issues, and the expense and length of continued litigation and possible appeals.

### **OBJECTIONS TO THE SETTLEMENT**

The Court has given preliminary approval of the Settlement Agreement, and has scheduled a hearing for \_\_\_\_\_ in the Courtroom of the Honorable Consuelo B. Marshall, United States District Court for the Central District of California, 312 North Spring Street, Los Angeles, CA 90012 to determine whether the proposed settlement is fair and reasonable and should be finally approved. Although you are not required to attend, as a Class Member, you have the right to attend and be heard at this hearing. This hearing date may be changed by the Court without further notice to the entire class. If you wish to be on the service list to be informed of any changes to the schedule, please file a notice of appearance or objection with the Court.

In addition, if you disagree with the settlement, any Class Member may object to the terms of the proposed Settlement Agreement described above by submitting their objection to Class Counsel in writing, via regular or electronic mail, or by leaving a message with their objection via telephone, TTY and/or Video Relay Service, or on a toll free number to be established by Class Counsel. If you wish to object, you must submit your objection no later than \_\_\_\_\_ [date set at preliminary approval]. All objections will be provided by Class Counsel to County Counsel within five calendar days and filed with the Court. Only such objecting Class Members will have the right, if they seek it in their Objections, to present objections at the fairness hearing. Any class member who fails to submit a timely objection may not be granted the right to appear before the Court at the hearing to make objections to the adequacy and/or fairness of the proposed settlement.

Please submit any objections to:

Class Counsel for Named Plaintiffs and Settlement Class:

Attn: CALIF v. County of Los Angeles Settlement  
Disability Rights Advocates  
2001 Center St., Fourth Floor  
Berkeley, CA 94704

mailto: [email]  
510-665-8716 (TTY)  
Toll Free Number: [     ]

IF YOU DO NOT OPPOSE THIS SETTLEMENT, YOU DO NOT NEED TO APPEAR OR FILE ANYTHING IN WRITING.

### **BINDING EFFECT**

The proposed Settlement Agreement, if given final approval by the Court, will bind all members of the Settlement Class for the duration of the Oversight Period. This will bar any person who is a member of the Settlement Class from seeking equitable relief regarding all issues resolved in the Settlement Agreement for the term of the settlement, other than any claims for enforcement of the settlement.

### **FURTHER INFORMATION**

The lawsuit and the terms of the settlement are only summarized in this Notice. More detailed information concerning the settlement or a copy of the Settlement Agreement may be obtained from Class Counsel at the following address:

Disability Rights Advocates  
Attn: Shawna L. Parks  
2001 Center St., Fourth Floor  
Berkeley, CA 94704  
510-665-8644 (Voice)  
510-665-8716 (TTY)  
email: [sparks@dralegal.org](mailto:sparks@dralegal.org)

or by visiting Class Counsel's websites at: [www.dralegal.org](http://www.dralegal.org) or  
[www.disabilityrightslegalcenter.org](http://www.disabilityrightslegalcenter.org)

or by consulting the public file on the case at the Office of the Clerk at the following address:

Clerk of the United States District Court  
Central District of California  
312 North Spring Street  
Los Angeles, CA 90012  
Reference: *Communities Actively Living Independent and Free, et al. v. City and County of Los Angeles*, Case No. CV 09-0287 CBM (RZx)

**To obtain copies of this Notice in alternative accessible formats, please contact Class Counsel listed above.**

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## **CALIF Plaintiff Disability Advocate List**

1. Communities Actively Living Independent and Free
2. Independent Living Services of Southern California
3. Westside Center for Independent Living
4. Greater Los Angeles Agency on Deafness
5. California Council of the Blind
6. Californians for Disability Rights
7. Area Board 10
8. Eastern Los Angeles Regional Center
9. North Los Angeles County Regional Center
10. Frank D. Lanterman Regional Center
11. Harbor Regional Center
12. San Gabriel/Pomona Regional Center
13. South Central Los Angeles Regional Center
14. Westside Regional Center
15. National Alliance on Mental Illness ("NAMI") Los Angeles
16. Disability Rights California
17. Mental Health Advocacy Services

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# Progress Report Planning Area: Community Education

Deliverable	Tasks	Status
<b>Develop Strategic Plan</b> <b>Due: Year 2</b>	<b>ESP - Continue to develop 5-year strategic plan for ESP including goals, objectives, timeline, and strategic outreach approach. Include issues around disability and AFN.</b>	
<b>COUNTY ACTIONS:</b>		
<b>MONITOR'S EVALUATION</b>		<input type="checkbox"/> NOT STARTED <input type="checkbox"/> IN PROCESS <input type="checkbox"/> COMPLETED <input type="checkbox"/> ONGOING
<b>Develop and Provide Materials</b> <b>Due: Continuous</b>	<b>ESP - Identify organizations and other service providers that can help to disseminate ESP materials.</b>	
<b>COUNTY ACTIONS:</b>		
<p>The County has approached members of the AFN Committee to help distribute annual campaign materials. The request was first made to Committee members at the March 2012 monthly meeting, follow up emails were sent in May and July 2012. The following organizations have agreed to offer ESP publications to their employees and clients:</p>		
<b>MONITOR'S EVALUATION</b>		<input type="checkbox"/> NOT STARTED <input type="checkbox"/> IN PROCESS <input type="checkbox"/> COMPLETED <input checked="" type="checkbox"/> ONGOING
<b>Develop and Provide Materials</b> <b>Due: Continuous</b>	<b>Community events - OEM will integrate materials that include AFN populations and alternate formats of materials into their overall community event materials.</b>	
<b>COUNTY ACTIONS:</b>		
<p>OEM has provided ESP materials to support over 90 emergency expos since January 2012. Alternate format materials and information specifically targeted to people with disabilities were available at each of those events.</p>		
<b>MONITOR'S EVALUATION</b>		<input type="checkbox"/> NOT STARTED <input type="checkbox"/> IN PROCESS <input type="checkbox"/> COMPLETED <input checked="" type="checkbox"/> ONGOING

# Progress Report Planning Area: Community Education

<b>Develop and Provide Materials</b>	<b><i>Just Be Ready - DPH will continue to carry out "Just Be Ready" campaign and improve on accessibility.</i></b>	
<b>Due: Continuous</b>		
COUNTY ACTIONS:		
MONITOR'S EVALUATION		<input type="checkbox"/> NOT STARTED <input type="checkbox"/> IN PROCESS <input type="checkbox"/> COMPLETED <input type="checkbox"/> ONGOING
<b>Develop and Provide Materials</b>	<b><i>Provide guidance to non-governmental CBOs, NGOs, and service providers to support their own continuity operations planning efforts.</i></b>	
<b>Due: Continuous</b>		
COUNTY ACTIONS:		
The County supported and promoted two "continuity" workshops in 2012, hosted by ENLA and targeted to faith-based and community-based organizations. Attendance for both workshops was 60 participants.		
MONITOR'S EVALUATION		<input type="checkbox"/> NOT STARTED <input type="checkbox"/> IN PROCESS <input type="checkbox"/> COMPLETED <input checked="" type="checkbox"/> ONGOING
<b>Develop and Provide Materials</b>	<b><i>Media - Reach out to media network and address accessibility issues during emergencies including FCC regulations.</i></b>	
<b>Due: Continuous</b>		
COUNTY ACTIONS:		
County Public Information Officers continue to attend monthly meetings with local media representatives.		
MONITOR'S EVALUATION		<input type="checkbox"/> NOT STARTED <input type="checkbox"/> IN PROCESS <input type="checkbox"/> COMPLETED <input checked="" type="checkbox"/> ONGOING

# Progress Report Planning Area: Community Education

<b>Develop SNAP Strategic Plan</b>  <i>Due: Year 1</i>	<b>Complete SNAP strategic plan with stakeholders.</b>		
COUNTY ACTIONS:			
MONITOR'S EVALUATION			<input checked="" type="checkbox"/> NOT STARTED <input type="checkbox"/> IN PROCESS <input type="checkbox"/> COMPLETED <input type="checkbox"/> ONGOING
<b>Increase Registration through outreach</b>  <i>Due: Continuous</i>	<b>Conduct outreach to the community as outlined in the strategic plan. Reach individual households as well as working through organizations/service providers that work directly with people with disabilities and AFN.</b>		
COUNTY ACTIONS:			
Although the strategic plan is not yet complete, OEM continues to make presentations and share preparedness materials with residents at community events and to organizations that represent people with disabilities.			
MONITOR'S EVALUATION			<input type="checkbox"/> NOT STARTED <input type="checkbox"/> IN PROCESS <input type="checkbox"/> COMPLETED <input checked="" type="checkbox"/> ONGOING
<b>Improve Operability of SNAP for end users</b>  <i>Due: Continuous</i>	<b>Exercise components of SNAP.</b>		
COUNTY ACTIONS:			
The County exercised the functionality of the SNAP database in concert with an evacuation exercise in Topanga Canyon in April 2012.			
MONITOR'S EVALUATION			<input type="checkbox"/> NOT STARTED <input type="checkbox"/> IN PROCESS <input type="checkbox"/> COMPLETED <input checked="" type="checkbox"/> ONGOING

# Progress Report **Planning Area: Community Education**

<p><i>Improve Operability of SNAP for end users</i></p> <p><i>Due: Continuous</i></p>	<p><i>Resolve and improve accessibility for users.</i></p>	
<p>COUNTY ACTIONS:</p> <p>In May 2011 the County removed the address validation map from the SNAP application and continues to respond to feedback on how to improve functionality.</p>		
<p>MONITOR'S EVALUATION</p>		<p><input type="checkbox"/> NOT STARTED</p> <p><input type="checkbox"/> IN PROCESS</p> <p><input type="checkbox"/> COMPLETED</p> <p><input checked="" type="checkbox"/> ONGOING</p>
<p><i>Support Evacuation Planning</i></p> <p><i>Due: Continuous</i></p>	<p><i>Tie SNAP into local and County evacuation planning activities.</i></p>	
<p>COUNTY ACTIONS:</p> <p>Provided administrative access to law, fire and EOC personnel in municipalities. Training classes are planned for users in June 2013</p>		
<p>MONITOR'S EVALUATION</p>		<p><input type="checkbox"/> NOT STARTED</p> <p><input type="checkbox"/> IN PROCESS</p> <p><input type="checkbox"/> COMPLETED</p> <p><input checked="" type="checkbox"/> ONGOING</p>

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**Los Angeles County Operational Area Advisory Board (Established: 11/03/09)**

	Type	Agency	Representative
1	Cities	Area A DMAC	
2	Cities	Area B DMAC	
3	Cities	Area C DMAC	
4	Cities	Area D DMAC	
5	Cities	Area E DMAC	
6	Cities	Area F DMAC	
7	Cities	Area G DMAC	
8	Cities	Area H DMAC	
9	County	Animal Care & Control	
10	County	CEO/OEM (Chair)	
11	County	Community & Senior Services	
12	County	Coroner	
13	County	Fire	
14	County	Health Services	
15	County	Internal Services	
16	County	Mental Health	
17	County	Public Health	
18	County	Public Social Services	
19	County	Public Works	
20	County	Sheriff	
21	Education	Board of Education	
22	Education	Higher Ed Rep	
23	Education	LA USD	



	Type	Agency	Representative
24	Education	LB Unified	
25	Federal	Federal Executive Board	
26	Private	BICEPP	
27	Private	HSAC	
28	Private Non Profit	211	
29	Private Non Profit	ARC GLA	
30	Private Non Profit	ARC GLB	
31	Private Non Profit	ARC SGPV	
32	Private Non Profit	FBO	
33	Private Non Profit	VOAD	
34	State	Cal EMA	
35	Transportation	MTA	
36	Utility	DWP	
37	Utility	Edison	
38	Volunteer	CERT (OP Area Coordinator)	
39	Volunteer	MRC (OP Area Coordinator)	
40	Volunteer	VIPS (OP Area Coordinator)	
41	Rep. of People With Disabilities	LACO ADA Coordinator Designee	
42	Rep. of People With Disabilities	CEO Disability Civil Rights Section Representative	
43	Rep. of People With Disabilities	Regional Center Representative	

Revised: 08-21-2012 0738 hrs jlreeb-OEM

# APPENDIX G

**Los Angeles County Office of Emergency Management**

**Operational Area Advisory Board-  
Access and Functional Needs Committee (OAAB AFN)**

**OAAB AFN Committee Membership List**

1. Los Angeles County Chief Executive Office,  
Office of Emergency Management
2. Los Angeles County Chief Executive Office,  
Disability Civil Rights Section
3. Los Angeles County Department of Children and Family  
Services
4. Los Angeles County Department of Community and  
Senior Services
5. Los Angeles County Department of Mental Health
6. Los Angeles County Department of Public Health
7. Los Angeles County Department of Health Services
8. Los Angeles County Department of Public Social Services
9. Los Angeles County Internal Services Department
10. Los Angeles County Sheriff Department
11. Los Angeles County Fire Department
12. Los Angeles County Commission on Disabilities
13. Alliance Regional Catastrophic Planning Group
14. American Red Cross Los Angeles Region
15. Braille Institute
16. California Community Foundation
17. City of Los Angeles Emergency Management Department
18. City of Santa Clarita Emergency Management
19. Communities Actively Living Independent and Free
20. Eastern Los Angeles County Regional Center
21. Emergency Network Los Angeles
22. Greater Los Angeles Agency on Deafness
23. The Los Angeles County Metropolitan Transportation  
Authority
24. North Los Angeles County Regional Center