



COUNTY of VENTURA
Human Services Agency

VENTURA COUNTY

Human Services Agency – Mass Care & Shelter Plan



Mass Care and Shelter Plan

PREPARED BY:
COUNTY OF VENTURA
HUMAN SERVICES AGENCY

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Revision History

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State Departments/Personnel

- California Department of Social Services, Disaster Services Bureau

County Departments

- Animal Services
- Behavioral Health
- County Executive Office (CEO)
- Emergency Medical Services (EMS)
- Human Services Agency (HSA)
- Public Health
- Sheriffs' Department / Office of Emergency Services (OES)
- Fire Department

Cities

- Camarillo
- Fillmore
- Moorpark
- Ojai
- Oxnard
- Port Hueneme
- Santa Paula
- Simi Valley
- Thousand Oaks
- Ventura

Other

- Ventura County American Red Cross
- Conejo Recreation and Parks District

PLAN MAINTENANCE AND DISTRIBUTION

The Mass Care and Shelter Plan serves as an annex to the Ventura County Emergency Operations Plan (EOP). The plan is maintained by the Ventura County Human Services Agency (HSA) and will be reviewed and revised every three (3) years.

Plan updates and revisions will include:

- Operating Procedures
- Organizational structures
- Changes in format

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

Plan Distribution

Upon final approval and adoption by the Emergency Planning Council (EPC) and Board of Directors, the Mass Care and Shelter Plan will be distributed to the following departments or agencies:

State Departments/Personnel

- California Department of Social Services, Disaster Services Bureau

County Departments

- Animal Services
- Behavioral Health
- County Executive Office (CEO)
- Emergency Medical Services (EMS)
- Human Services Agency (HSA)
- Public Health
- Sheriffs' Department / Office of Emergency Services (OES)
- Fire Department

Cities

- Camarillo
- Fillmore
- Moorpark
- Ojai
- Oxnard
- Port Hueneme
- Santa Paula
- Simi Valley
- Thousand Oaks
- Ventura

Other

- American Red Cross
- Conejo Recreation and Parks District
- Ventura County Office of Education

SECTION 1: MASS CARE AND SHELTER OPERATIONS PLAN

Overview

Ventura County has experienced several disasters over the last fifty years, with many resulting in the evacuation of residents. During the 2017 Thomas Fire, the County recognized the need to provide services beyond the basic care and sheltering provided in short-term shelters. The goal was to provide one location where evacuees could obtain information and assistance to return their lives to normal after suffering a catastrophic loss of personal property. The importance of addressing this issue was confirmed again in the 2018 Woolsey Fire.

The County's sheltering operations are guided by two documents, the Mass Care and Shelter Plan and a corresponding Ventura County Access and Functional Needs Annex. This document details Shelter Service Types for an incident, depending upon the complexity of the incident and the number of persons affected. The scale of these services may range from a simple referral to a community social services agency, to complex services including but not limited to federal, state and local agencies providing emergency grants, housing assistance, food and water, clothing, basic medical necessities, and other basic items necessary to sustain life.

While disasters affect everyone, it is recognized that people with disabilities and access and functional needs may require more assistance than others to access disaster relief services. All efforts will be made to meet the needs of these groups. For specific efforts taken to meet the needs of people with disabilities and others with access and functional needs, see *Ventura County Access and Functional Needs Annex*.

This plan forms the core of Mass Care and Shelter Operations for the Cities and County of Ventura.

Ventura County Mass Care and Shelter Plan

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

1.1 Purpose

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

Ventura County strives to provide mass care and shelter operations in a timely manner to any resident of or visitor to the County who need services as the result of a major disaster.

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

1.2 Assumptions

Care and shelter planners and operational personnel must keep these assumptions in mind when planning and/or responding to an emergency or disaster:

1. The Ventura County Human Services Agency (HSA) is the agency with primary oversight responsibility for mass care and sheltering activities for residents and visitors in the County. The Director of HSA is responsible for Operational Area Care and Shelter Operations and will appoint an Operational Area Care and Shelter Coordinator to coordinate County, city and special district resources, request and respond to mutual aid services, and support the American Red Cross. The Care & Shelter Coordinator will respond to the Ventura County Emergency Operations Center (EOC) when activated (California State Emergency Plan 14.4.9, 2017, 120).
2. Although Ventura County Human Services Agency has overall responsibility within Ventura County, the American Red Cross (ARC) will be expected to serve as the principle organization responsible for operating Care and Shelter facilities. ARC serves as the lead organization for developing potential shelter sites and training shelter staff in the Ventura County Operational Area. The Operational Area has adopted the Red Cross Shelter Operations program as the standard for all shelter operations.
3. In a major disaster, the ARC will require an influx of resources from outside the area to be operational.
4. Coordination of care and sheltering is a responsibility of local governments and as such is outlined in the Emergency Operations Plans of local jurisdictions. However, the County of Ventura, the Human Services Agency and the Ventura County Chapter of the American Red Cross along with other Community Based Organizations may assist in delivering care and shelter services. City government's coordination and delivery of mass care and shelter services continues should the County assume operational oversight of a mass care shelter facility.
5. City and County government employees are Disaster Service Workers and will be called upon to assist with response and recovery efforts (California State Emergency Plan 7.3.3, 2017, 33; Government Code Title 1. Division 4. Chapter 8 – Section 3100).
6. Residential, Assisted Living and Day Care Providers must develop plans to relocate their clients to a like-facility that can provide similar care – *they may not plan to relocate their clients to a general population shelter*. Residential, Assisted Living and Day Care providers in the County are strongly

encouraged to develop reciprocal relocation agreements with like facilities in other counties or City to City or Special District.

7. Less than 20% of the population evacuated from their homes seek shelter in any given emergency. The majority of residents will stay with friends/family, move out of the area or stay in hotels. Some displaced residents may congregate in public parks, parking lots and open spaces as an alternative to using indoor mass care shelters. Some Ventura County residents may choose to stay close to their property, rather than go to a designated shelter. These people may still have needs and expectations for care and other disaster assistance from government.
8. There is sufficient shelter capacity in the County to meet the needs of an evacuation during an emergency or disaster.
9. Some evacuees may require specialized medical care that can be found in hospitals, medically fragile shelters, or in other environments that can support medically fragile persons and their caregivers.
10. Medically fragile persons are best sheltered at medical facilities, at a medically fragile shelter, or other environments that can support medically fragile persons and their caregivers. Nevertheless, medically fragile persons may be present at the general population shelter. Public Health will oversee care for medically fragile persons until they can be safely transferred to an appropriate facility.
11. Residents with disabilities, unable to evacuate without assistance and/or are medically fragile may require transportation to safely evacuate to shelter sites or medically fragile facilities. Transportation of these individuals will require a major commitment of resources including personnel, transportation assets, medical staff, pharmaceuticals, medical equipment and supplies, and specialized dietary support.
12. In many cases, evacuation centers, as opposed to shelters, will be sufficient. Evacuation centers provide a more limited level of care, but do not provide overnight food and shelter and thus require significantly less staffing and resources.
13. In a case where local shelters are insufficient, the EOC will coordinate with cities, special districts, its neighbors and the State concerning the coordination of sufficient shelter destinations for evacuee and will ensure the jurisdictions receiving evacuees from an impacted area agree to accept these individuals prior to evacuation. Coordination with any Federal support will be through the Operational Area and the State.
14. Ventura County will follow State policies and guidelines governing household pets in shelters and will include household pet care and shelter issues into planning.
15. The County is aware that pet owners often prefer their household pets to be sheltered near the general population shelter.
16. Shelters take significant time to identify, activate, establish and be ready to receive evacuees. City and county resources should prepare to mobilize prior to the start of an evacuation to ensure that sufficient staffing is in place once the evacuation order is given.
17. All potential shelter sites are effectively ADA compliant. Limited shelter sites with auxiliary electrical power supplies have been identified and may be available.
18. There are interdependencies between shelters and transportation. The transportation assets needed to carry out an evacuation are based on the number of people needing evacuation, availability of privately-owned transportation, number of evacuees with special mobility and medical needs, the time available to conduct evacuation operations, and the distance to and availability of shelters. It is critical to identify shelters for the general population and persons with access and functional needs that are as close as safely possible. The designation and distance to household pet shelters or shelters that will accommodate pets is also important.
19. It is important to recognize the special needs of children during evacuations. In a no-notice evacuation, children could be located away from their parents, such as in schools, childcare facilities

or other locations. Reunification of children separated from their parents will be an issue during evacuation, and planning must be given to accomplishing this.

20. Essential public and private services will need to continue during shelter and mass care operations. However, for a major disaster, normal activities at schools, community centers, churches and other facilities used as shelter sites may be curtailed.
21. Ventura County will consider alternative methods for owner and pet evacuation, such as identifying and providing locations to which household pets may be evacuated; providing logistical support for the care, immunization, and quarantine of household pets; and, planning for the co-location of pet shelters near evacuation shelters when possible.
22. The County will retain primary responsibility for victim screening and decontamination operations when necessary in response to a HAZMAT (hazardous materials) incident. Appropriate personnel and equipment must be available. Shelter clients must be decontaminated before entering a general shelter.
23. The Ventura County Mass Care and Shelter Plan follows the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS).

1.3 Services for Persons with Access and Functional Needs and Limited English Proficiency

Ventura County Operational Area shelter planning and procedures account for the unique needs of persons with access and functional needs. The Access and Functional Needs population is defined in the California Emergency Services Act, Government Code Section 8593.3 as:

- Individuals who have developmental, intellectual or physical disabilities
- Chronic conditions or injuries
- Limited English Proficiency or who are non-English speaking
- Older adults
- Children
- Low income, homeless, or transportation disadvantaged, including, but not limited to, those who are dependent on public transit
- Pregnant women

Shelter registration: During the shelter registration process, the needs of this population will be identified, and resource requests can be made accordingly. In addition, the Mass Care and Shelter Branch consisting of a representative from the Human Services Agency, American Red Cross, Department of Public Health, and Department of Behavioral Health will ensure that basic needs of evacuees are met.

Communication: Evacuation shelters will ensure qualified bilingual staff are available during all shifts and will provide interpreters and other communication support to assist individuals who require communication assistance (hearing and visual impairments, language/cultural, etc.) Staff will know how to access communication resources such as sign and foreign language interpreters, phone and video interpretation resources, and other sources of language assistance. Braille/Large Print materials, and readers should be available at shelter locations and made available to the evacuees. Key shelter signage should be translated in advance and available in large print. Written guidance and tools for providing language assistance will be made available to shelter managers and staff onsite.

Service Animals: The ADA defines service animals as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability including, but not limited to guiding individuals with impaired vision, alerting individuals with impaired hearing, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. Under the ADA regulations, service animals have access to the same facilities as the humans they serve.

The Ventura County Disabilities, Access and Functional Needs Plan, an annex to the Ventura County Emergency Operations Plan, provides an overview of County policies and practices with respect to emergency planning and services for residents with disabilities, access and functional needs.

1.4 Functional Assessment Service Teams (FAST)

In conjunction with the California Department of Social Services, HSA has oversight and coordination responsibilities for implementing the FAST program locally. The FAST Program provides staff to conduct assessments to identify and meet essential functional needs of people with disabilities and others with access and functional needs who are in general population shelters, such as: communication, personal assistants, equipment, supplies, medications, and quick access fixes, so they can remain at the site. FAST will be deployed as shelters are opened and remain in the shelters until it is determined that they are no longer needed. FAST may transfer to other shelters and will return to shelters as needed or requested.

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

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

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

California Functional Assessment Service Teams (FAST) may be a State requested SEMS/NIMS resource request (only for State or Federally declared disasters) if the County does not have a FAST Program or needs additional support.

Requests to the State for FAST assistance occur through the SEMS/NIMS process and partner agencies will be mission tasked through California Department of Social Services (CDSS) and California Office of Emergency Services (CalOES). In short, cities can make a request for a FAST Team through the Operational Area Emergency Operations Center (OA EOC).

SECTION 2: ROLE OF AGENCIES IN CARE AND SHELTERING

Coordination of Mass Care and Shelter operations between the cities and the Operational Area Emergency Operations Center (OA EOC) prevents the duplication of services and allows for proper allocation of scarce resources. Confusion over where residents should go for sheltering is also prevented through this coordination. Additionally, effective cooperation allows for the appropriate jurisdiction to take the lead alongside the American Red Cross appropriate to the size, level and scope of the emergency or disaster. Ensuring shelters are open and resources to address basic needs are met is essential. The Operational Area Memorandum of Understanding between the County, Cities and Special Districts is an agreement of these concepts.

2.1 Existing City Shelters

The City should first operate their shelter sites. Cities are encouraged to work with the Ventura County Chapter of the American Red Cross (ARC) to establish shelter sites and train volunteers and/or staff in ARC shelter operations. City(s) and Special Districts should continue to keep existing shelters open, unless otherwise coordinated between the City's Emergency Operations Center (EOC) and the Operational Area Emergency Operations Center (OA EOC). Until such time that the ARC arrives, depending on the jurisdiction of the impacted area, the City will coordinate the supply of personnel and resources to manage shelter operations with the Operational Area Emergency Operations Center (OA EOC).

2.2 Request for County Shelter Support

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

If a city determines the need to request assistance from the OA EOC, the city should utilize the SEMS system.

- The incident type causing the evacuation/shelter
- When the incident occurred
- Where the incident is located
- The population affected
- How long the population will be affected
- Short-term situation
- Additional resources that may be needed
 - Shelter(s) location(s)
 - Number of people in the shelter
 - Number of people evacuated
 - Services needed

Cities are responsible for continual coordination of mass care and shelter services even after the County provides shelter support to the City.

2.3 Other Jurisdiction Shelters

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

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

2.4 County Shelter in a City

If a County shelter is open in a city, the County bears primary responsibility for mass care and shelter operations, however, the city may be asked to provide some or all of a particular mass care and shelter service. The Operational Area Emergency Operations Center (OA EOC) should communicate with the city's Emergency Operations Center to ensure effective coordination. Existing shelters should remain open, unless coordinated with the OA EOC.

2.5 City Mass Care and Shelter Preparedness Guidelines [\(see Appendix D\)](#)

By taking these steps, mass care and shelter services can be provided to those residents of the city in a timely manner with minimum confusion. The cities can also request additional assistance as the need is identified.

- Designate a City Care and Shelter Coordinator. This person will coordinate care and shelter planning and operations for the City. Adopt and operationalize the Ventura County Mass Care and Shelter Plan.
- Identify and survey city-supported shelter facilities. Work with the Ventura County American Red Cross (ARC), park districts, school districts, local partners, CBOs, and government agencies to compile an up-to-date list of pre-disaster designated shelters, inclusive of information about accessibility of each potential facility so as to ensure that shelter sites can accommodate people with disabilities and others with access and functional needs. Determination of a shelter site is a collaborative decision with the Emergency Operations Center, which will be based on the incident, situation, and the accessibility of the shelter site among other factors.
- Ensure that City/County Special District MOU agreements are in place. It is helpful to have statements of understanding with designated shelter sites to clarify terms of use. In most cities, the ARC chapter accomplishes this.
- Train staff to operate disaster shelters. Work with the ARC to provide shelter training to city employees who will staff and manage disaster shelters. Training should address ways to accommodate and assist people with access and functional needs including those who have Limited English Proficiency.

Note: Maintain the current contact information for the Ventura County ARC chapter.

SECTION 3: RESPONSIBILITIES BY ORGANIZATION

Local Government and Community Based Organizations Roles and Responsibilities

Conducting and coordinating mass care and shelter operations is a Ventura County responsibility, but when there are circumstances that exceed County capabilities, support may be provided by the State and/or the Federal government. Requests for assistance will be initiated through the Ventura County Operational Area to the Regional Emergency Operations Center (REOC) vs County EOC?

Should the REOC be unable to procure the resources, it will forward requests to the State Emergency Operations Center (SEOC) or Federal coordination centers. Likewise, private entities have an essential role in the successful evacuation.

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All agencies/organizations assigned to the Ventura County EOC Mass Care and Shelter Branch are responsible for designating and training representatives of their agency and ensuring that appropriate Action Guides and standard operating procedures (SOPs) are developed and maintained. Agencies must also identify staff and maintain notification procedures to ensure appropriately trained agency personnel are available for extended emergency duty in the County EOC, agency DOC, or field command posts, as needed.

3.1 Ventura County Human Services Agency (HSA)

The Ventura County Human Services Agency (HSA) is the lead agency for mass care and sheltering. HSA is responsible for coordinating shelter operations to:

- Identify mass care and shelter assets and services being employed during a disaster.
- Resolve any major problems or gaps which may surface related to mass care and shelter operations and activities.

The Director of HSA or his/her designee is the County EOC representative during disasters and coordinates personnel and resources appropriate to the disaster situation. Specifically, the representative serves as the Care and Shelter Branch Director in the Operations Section of the County EOC. The Director gathers mass care and shelter information, and coordinates efforts to provide sufficient support. Support in this effort comes from the ARC, other Volunteer Organizations Active in Disaster (VOADs), and through mutual aid agreements between the Southern Area Consortium of Human Services including: Ventura, Santa Barbara, Los Angeles, Orange, San Bernardino, Riverside and Imperial Counties.

The Care and Shelter Unit also processes requests from local governments for State mass care and shelter assistance; coordinates potential response actions of the member agencies and organizations. As the primary agency for mass care and shelter events, HSA will aid in the coordination of the following areas as warranted:

- On-site assistance to disaster workers and victims
- Disaster counseling
- Individual and mass feeding
- Nursing care
- Provision of and operation of emergency shelter facilities
- Assistance in the registration and identification of victims and emergency workers
- Assistance in administration and supervision of disaster relief operations
- Distribution sites for provisions of basic needs supplies such as food, water, clothing, etc.
- Activation of FAST workers
- Shelter Database Management

HSA Departments' roles in relation to shelters and any Local Assistance Center (LAC) are as follows:

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

Adult and Family Services (AFS)-- Provides information and assistance services for seniors at the LAC and shelters. Provides services for homeless residents and has FAST trained staff. Veterans Services Provides information and various services to veterans at the LAC or the shelters (Health and Human Services Unit).

Children and Family Services (CFS)-- Provides services for children in the child welfare system and can provide service as requested at the LAC or shelters. CFS also has FAST trained staff.

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

3.2 American Red Cross, Ventura County Region

In the case of sheltering, the US Congress has designated the American Red Cross (ARC) as a direct partner with City/County government in helping to fulfill government's legal responsibility of providing care and shelter for its citizens in a disaster.

The partnership between Ventura County and the ARC requires cooperative efforts during the preparedness phase to clarify roles and responsibilities. The County may also work in cooperation with other volunteer disaster assistance organizations to provide shelter, care and other disaster relief.

ARC's ongoing preparedness activities include identifying and surveying shelter facilities. They will work with school districts and other government agencies to compile and maintain an up-to-date list of designated shelters. ARC will work with HSA to ensure that agreements/ Memorandums of Understanding (MOU) with designated shelter sites to clarify terms of use are in place.

During an emergency event, the ARC provides staff and resources for the following tasks at the shelter sites:

- Registration
- Emergency shelter
- Fixed and mobile feeding
- Emergency first aid
- Behavioral health support
- Disaster welfare inquiry support
- Vouchers for clothing, housing and basic home furnishings
- Family reunification

It may take several days before the ARC is fully operational to support all these services on a complete County-wide basis following a major disaster and the national resources of the ARC may not fully mobilize until a few days after the event. Until such time that the ARC arrives, depending on the jurisdiction of the impacted area, the County/City will coordinate the supply of personnel and resources to manage shelter operations with the Operational Area Emergency Operations Center (OA EOC).

ARC manages the Safe and Well system, a locator system for persons affected by a disaster, which provides information about disaster clients to family members outside the disaster area.

During an emergency event, the ARC provides individual disaster assistance to clients that are not in shelters. This includes assistance with emergency food, rent, minor home repairs, clothing, critical medicines, and other essentials of life.

3.3 Office of Emergency Services (OES)

The purpose of the Office of Emergency Services (OES) is to provide central coordination of Mass Care and Shelter activities from headquarters in the Operational Area Emergency Operations Center (OA EOC). In an imminent or actual disaster, OES receives and verifies situation reports from a variety of sources and identifies/estimates needs for mass care services, and in turn identifies the potential resources for providing mass care and requests assistance from support agencies. OES may also coordinate communications services and equipment to shelter facility operators.

The structure of the EOC includes but is not limited to the following sections:

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- Management Section: – Responsible for overall emergency management coordination through the joint efforts of governmental agencies and private organizations. – The Operational Area Emergency Operations Center (OA EOC) Director will either activate appropriate sections or perform their functions as needed.
- Finance/Administration Section: – Responsible for financial activities and other administrative aspects, such as payroll, payments, revenue collection, claim processing, and cost recovery documentation. – Supervise the negotiation and administration of vendor and supply contracts and procedures.
- Operations Section: – Responsible for coordinating all city operations in support of the emergency response through implementation of the County's EOC Action Plan. – Manage the tactical operation of various response elements involved in the disaster, such as Medical/Health, Public Works, Building and Safety, and Utilities.
- Logistics Section: – Responsible for providing communications, facilities, services, personnel, equipment, supplies and materials. – Normally staffed by County Purchasing Department. – Access to vendor lists that include vendors that could address the needs of debris management, people with disabilities and access and functional needs, transportation, etc.
- Planning/Intelligence Section: – Responsible for collecting, evaluating and disseminating information. – Develop the County's EOC Action Plan in coordination with other sections. – Initiate and prepare the County's After-Action Report and maintain documentation.

3.4 Health Care Agency (HCA)

Departments in the Ventura County Health Care Agency are responsible for the following:

Animal Services

- Evacuation of domestic animals throughout Ventura County
- Establishment of animal shelters
- Coordination with all non-profit animal rescue and shelter groups
- Coordination with ARC for co-location of animal shelters when possible

Emergency Medical Services

- Evacuation of Medically Fragile Populations who are in high risk areas during a disaster
- Coordination of ambulance service for disaster and non-disaster response with AMR and hospitals. Establishment of Regional Triage Center, if necessary
- Aid Public Health in establishing medical shelter alternate care sites and/or Points of Dispensing (PODs)
- Assess Vulnerable Populations for needed medical support or transfer to facilities for individual's dependent on electricity
- Coordinate dialysis care if utilities are compromised

Public Health/Nursing

- Aid in the identification, care and transfer if necessary of medically fragile and vulnerable individuals
- Establish medical shelters for those evacuated with acute medical requirements
- Establish Alternate Care Sites if hospital is inundated
- Establish Point of Dispensing sites, if mass distribution of pharmaceuticals or vaccines is required. Distribute PPE or other precautionary supplies to the public and first responders in coordination with plans as available/necessary
- Perform routine Public Health Assessments of General and Medical Shelters
- Provide public information and produce and distribute health advisories to assure public safety

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- Establishment and maintenance of medical/hazardous waste repositories

Ambulatory Care

- County Operated Clinics may need to expand or contract operations to account for patient overflow from other private and public clinics and hospitals
- Assess status of outpatient care in affected community and coordinate needed outpatient care as necessary
- Identify and establish general shelter sites in concert with the American Red Cross
- Assess need for mobile medical unit

Behavioral Health

- Maintain continuity of Behavioral Health operations across the County during a mass care and shelter event
- Providing community-based disaster mental health services at established Red Cross/County shelters and/or where requested by the HSA Mass Care and Shelter Coordinator
 - VCBH Disaster Response Team staff utilizing Psychological First Aid to provide support for community members
 - In the field BH services for existing clients located at established shelters
 - Disaster service worker training for VCBH and other county staff.

Possible Additional Tasks

- Crisis de-briefing for disaster service workers
- Multi-purpose roles (disaster service worker) such as, filling Red Cross operational positions, etc. Functional Assessment Service Team (FAST) support. Has FAST certified staff
-
- Coordinating with and organizing VCBH contracted providers to support VCBH mass care and shelter response
- Census data gathering of displaced population to better identify specific needs that can be provided to OES for planning and deployment of resources

3.5 Others

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

Community-Based Organizations (CBO) and Voluntary Organizations Active in Disaster (VOAD)

Community-Based Organization members may support cities with mass care and sheltering, language and cultural sensitivity needs, and serve as a conduit for unmet needs and providing information to people that governments may have difficulty reaching. CBOs that provide direct and on-going services to people with disabilities and others with cultural and access and functional needs during non-disaster times are in the best position to support the recovery of more people with access and functional needs following a disaster.

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

functional needs in Ventura County. Community Organizations Active in Disasters (COAD) are a smaller VOAD, with the same goals and objectives of a VOAD.

Typical Types of VOAD Members:

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

Additional Partners:

- Southern California Edison
- Southern California Gas Company
- Water Districts
- Caltrans
- California Highway Patrol

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

SECTION 4: ORGANIZING A CARE AND SHELTER BRANCH

4.1 OA EOC Operations Section / Care and Shelter Branch

The following information is considered when establishing the size, scope and location of the county's sheltering operations. Mass Care and Sheltering Operations are assigned to the Care and Shelter Branch of the Operations Section. A Branch Director heads the Care and Shelter Branch.

PURPOSE

In the event an incident is or is anticipated to require the evacuation of more than 10 individuals, the Mass Care & Shelter Group shall be activated to coordinate response efforts.

SHELTER LEVELS

PERSONS DISPLACED	ACTION	OES ROLE
1-9	Red Cross to Handle	Duty Officer Level
10-24	Initiate Shelter Type 1 Response	Duty Officer Level
25-99	Initiate Shelter Type 2 Response	Duty Officer Level
100-499	Initiate Shelter Type 3 Response	EOC Activation
500 +	Initiate Shelter Type 4 Response	EOC Activation

See below for more details on shelter level types

CONFERENCE BRIDGE

Upon determining 10 or more individuals have been displaced, the Mass Care & Shelter Group conference bridge shall be activated in Everbridge. Participants in this conference call will receive an automated call from the Everbridge Communication System.

CONFERENCE BRIDGE PARTICIPANTS

Agency
Human Services Agency HSA
American Red Cross ARC
Sheriff OES
Behavioral Health BH
Animal Services AS
Public Health PH / EMS
County Chief Executive Office CEO
Impacted City/s Representatives

Shelter Coordination - CONFERENCE CALL AGENDA

- 1. Agency Roll Call – OES Duty Officer or HSA Lead**
 - Human Services Agency
 - Red Cross
 - Animal Services
 - City Emergency Management representative
 - Public Health / EMS Agency
 - OES
 - CEO
- 2. Situation Summary – OES Duty Officer or HSA Lead**
- 3. Discussion on Shelter Activation – Red Cross**
 - Incident Update - Individuals displaced / Shelter type
 - Evacuation Status - Location determination
 - Access & functional needs requirements / FAST Assessments
 - Critical Infrastructure Impacts
- 4. Items requiring follow-up / Adjournment**

Shelter Types and Response Levels

TYPE 1 ♦ 10-24 CLIENTS

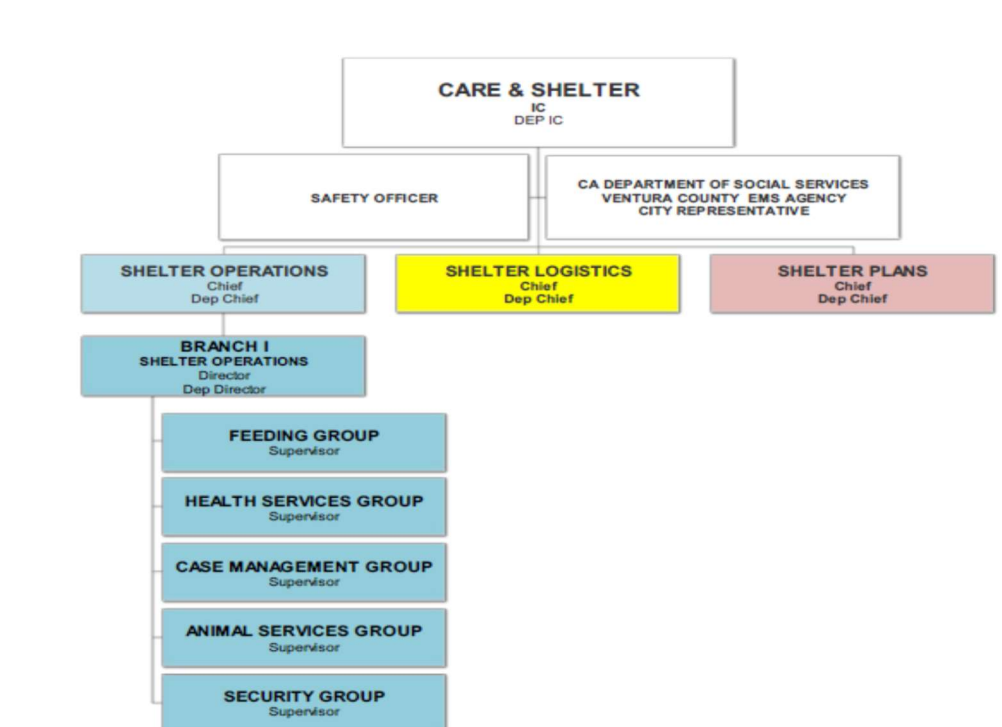
AGENCY RESPONSE STATUS

- ☐ **OES Duty Officer:** Notification by FCC / ICP
- ☐ **Human Services Agency:** Contact Disaster Response & Recovery Officer for consult
- ☐ **Behavioral Health:** Email notification
- ☐ **Public Health:** Email notification
- ☐ **Ventura County EMS Agency:** Email notification
- ☐ **Ventura County Animal Services:** Email notification
- ☐ **County Executive Office:** Email notification
- ☐ **City Emergency Manager:** Email notification

AGENCY RESOURCES

- ☐ **Ventura County EOC Activation:** No
- ☐ **Public Health Mobile Clinic:** Not required
- ☐ **F.A.S.T. Evaluation:** Yes

TYPE 2 ♦ 25-99 CLIENTS



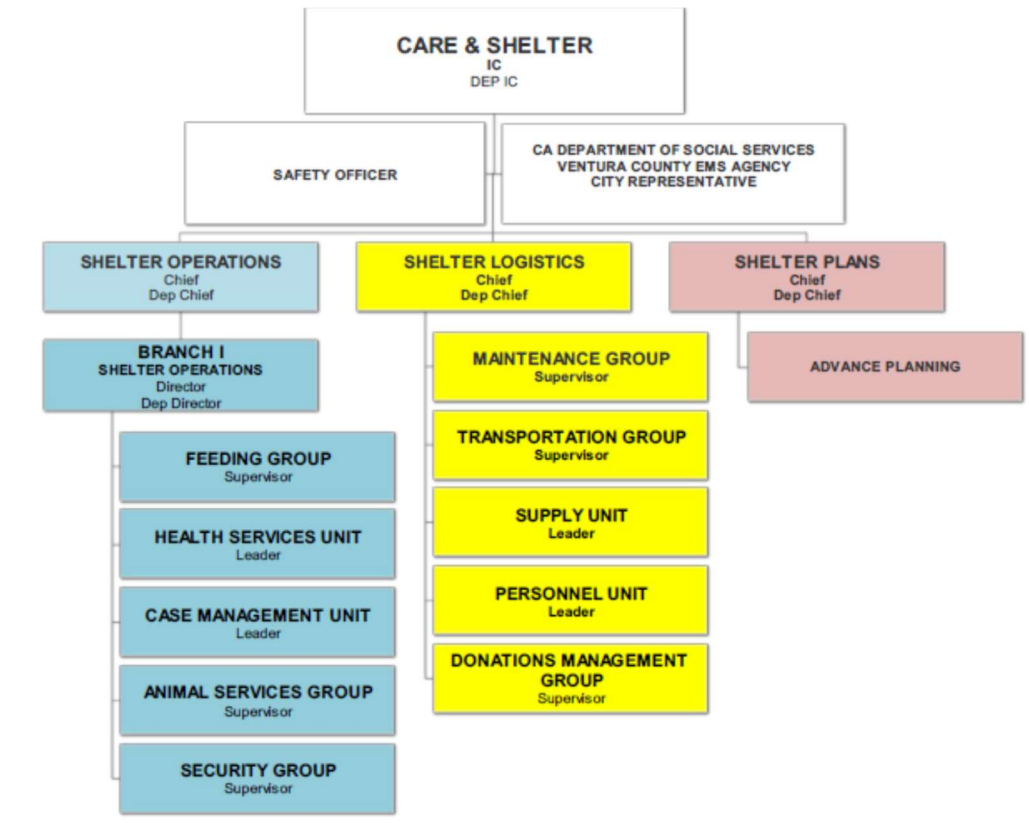
AGENCY RESPONSE STATUS

- ☐ **OES Duty Officer:** Notification by FCC / ICP
- ☐ **Human Services Agency:** Response
- ☐ **Behavioral Health:** Email notification
- ☐ **Public Health Nurse:** Response
- ☐ **Ventura County EMS Agency:** Response
- ☐ **Ventura County Animal Services:** Response
- ☐ **County Executive Office:** Response
- ☐ **City Emergency Manager:** Response
- ☐ **Local Law Enforcement Rep:** Response

AGENCY RESOURCES

- ☐ **Ventura County EOC Activation:** No
- ☐ **Public Health Mobile Clinic:** Not required
- ☐ **F.A.S.T. Evaluation:** Yes

TYPE 3 ♦ 100-499 CLIENTS



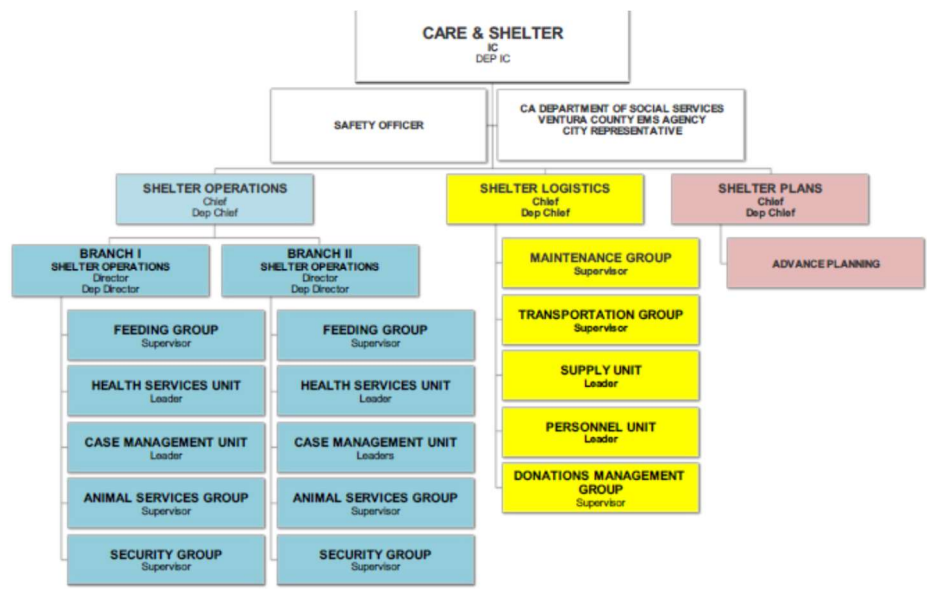
AGENCY RESPONSE STATUS

- ☐ **OES Duty Officer:** Notification by FCC / ICP
- ☐ **Human Services Agency:** Response
- ☐ **Behavioral Health:** Response
- ☐ **Public Health Nurse:** Response
- ☐ **Ventura County EMS Agency:** Response
- ☐ **Ventura County Animal Services:** Response
- ☐ **County Executive Office:** Response
- ☐ **City Emergency Manager:** Response
- ☐ **Local Law Enforcement Rep:** Response

AGENCY RESOURCES

- ☐ **Ventura County EOC Activation:** Yes
- ☐ **Public Health Mobile Clinic:** Response
- ☐ **F.A.S.T. Evaluation:** Yes
- ☐ **General Services Agency:** Yes
- ☐ **VC VOAD:** Yes

TYPE 4 ♦ 500+ CLIENTS



AGENCY RESPONSE STATUS

- ☐ **OES Duty Officer:** Notification by FCC / ICP
- ☐ **Human Services Agency:** Response
- ☐ **Behavioral Health:** Response
- ☐ **Public Health Nurse:** Response
- ☐ **Ventura County EMS Agency:** Response
- ☐ **Ventura County Animal Services:** Response
- ☐ **County Executive Office:** Response
- ☐ **City Emergency Manager:** Response
- ☐ **Local Law Enforcement Rep:** Response

AGENCY RESOURCES

- ☐ **Ventura County EOC Activation:** Yes
- ☐ **Public Health Mobile Clinic:** Response
- ☐ **F.A.S.T. Evaluation:** Yes
- ☐ **General Services Agency:** Yes
- ☐ **VC VOAD:** Yes

Temporary Evacuation Points (TEP)

If congregate sheltering is not an option to create a temporary place for residents to evacuate and seek short period relief, the County has partnered with the American Red Cross and local cities to identify strategically located sites across the region for use as a TEP. If longer relief is needed for residents, then local hotels are to be used as non-congregate sheltering options.

SECTION 5: TRAINING

The trainings listed below are either completed, being offered or proposed for development.

5.1 Training Countywide

- Functional Assessment Service Teams (FAST) Completed
- Disaster Service Worker Training Completed
 - Shelter Manager In Progress
 - Temporary Evacuation Point (TEP) Operations for Specific Sites In Progress
- Countywide Tabletop Exercise (City Emergency Manager DRRMS Application System Completed)
- Psychological First Aid
- Self-Care debriefs
- Staff Support
- Suggested Trainings
 - Food Service

5.2 Training - Department Specific

- HSA - Disaster Service Worker TEAM Training Completed
 - Awareness & Preparedness Completed Q3 & Q4 2019
 - ARC Shelter Operations Completed Q3 & Q4 2020 – Q1 & Q2 2021
 - Shelter Support Q3 & Q4 2020 – Q1 & Q2 2021
 - Shelter Manager Q3 & Q4 2020 – Q1 & Q2 2021
 - Disaster Response & Recovery Management System Introduction Completed Q3 & Q4 2020 – Q1 & Q2 2021
 - Temporary Evacuation Point (TEP) Drill Completed 12/2020, Next 6/23/2021
- HSA – VC Emergency Operations Center Team Training Completed
 - General Incident Command Series & Adjunct EOC Roles Completed Q3 & Q4 2020 – Q1 & Q2 2021
 - Disaster Local Area Network Logistics for HSA Completed Q3 & Q4 2020 – Q1 & Q2 2021
 - VCEOC HSA Response & Mass Care & Shelter Coordination Q3 & Q4 2020 – Q1 & Q2 2021
 - HSA Disaster Preparedness Database GIS - Evacuation & Public Safety Power Shutoff Scenarios Completed Q3 & Q4 2020
 - Everbridge Communications for Mass Care & Shelter Coordination Completed Q3 & Q4 2020 – Q1 & Q2 2021
- Stress management
- Self-Care debriefs
- Disaster Service Worker
 - Personal Preparedness Completed Q3 & Q4 2020 – Q1 & Q2 2021
 - Professional Preparedness Completed Q3 & Q4 2020 – Q1 & Q2 2021
 - Behavioral Health – Crisis Counseling
 - General Hygiene

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SECTION 6: APPENDICES

6.1 Appendix A: Acronyms

ACRONYM	MEANING
AS	Animal Services
ADA	Americans with Disabilities Act
ARC	American Red Cross
Cal EMA	California Office of Emergency Management
CEO	County Executive Office
CBO	Community-Based Organization
CFS	Children and Family Services
DOC	Department Operations Center
EMS	Emergency Medical Services
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
FEMA	Federal Emergency Management Agency
HSA	Human Services Agency
IAP	Incident Action Plan
ICS	Incident Command System
ISD	Information Services Department
JIC	Joint Information Center
LAC	Local Assistance Center
NIMS	National Incident Management System
OA	Operational Area
OA EOC	Operational Area Emergency Operations Center
OES	Office of Emergency Services
PIO	Public Information Officer
PSD	Preschool Services Department
SEMS	Standardized Emergency Management System
TTY	Teletypewriter
UC	Unified Command

VOAD Voluntary Organizations Active in Disasters

6.2 Appendix B: Glossary

TERM	DEFINITION
Accessible	As used in this document, accessible refers to a feature of a facility that is approachable and usable by persons with disabilities.
Access and Functional Needs	See People with disabilities and others with access and functional needs.
Catastrophe	Any natural or manmade incident, including terrorism that results in extraordinary levels of mass casualties, damage, or disruption severely affecting the population, infrastructure, environment, economy, national morale, and/or government functions.
Co-located Staging Area	Location where two or more functions are receiving personnel, supplies, and/or equipment. Once at the site, Logistics personnel on site properly distribute resources.
Command Staff	The Command Staff at the SEMS Field Level consists of the Information Officer, Safety Officer and Liaison Officer. They report directly to the Incident Commander. They may have an assistant or assistants, as needed. These officers are also found at the EOC levels in SEMS and they report directly to the EOC Director and comprise the Management Staff. They may have an assistant or assistants, as needed.
Disaster	A sudden calamitous emergency event bringing great damage, loss or destruction.
Division	The organizational level having responsibility for operations within a defined geographic area. Divisions are established when the number of resources exceeds the manageable span of control of the Section Chief.
Durable Medical Equipment	Includes, but is not limited to, wheelchairs (multiple types), canes, white canes, walkers, shower chairs, toilet chairs, raised toilet seats, oxygen equipment, nebulizer tubing and machines, and speech generating devices.
Emergency	Any incident(s), whether natural or manmade, that requires responsive action to protect life or property. Under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, an emergency means any occasion or instance for which, in the determination of the President, federal assistance is needed to supplement state and efforts and capabilities to save lives and to protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the United States.

Emergency Operations Center (EOC)	The physical location at which the coordination of information and resources to support incident management (on-scene operations) activities normally takes place. An EOC may be a temporary facility or may be located in a more central or permanently established facility, perhaps at a higher level of organization within a city. EOC may be organized by major functional disciplines (e.g., fire, law enforcement and medical services), by city (e.g., federal, state, regional, tribal, city, county), or some combination thereof.
Emergency Operations Plan	Addresses planned responses to extraordinary emergency situations associated with natural disasters, technological incidents, and national security emergencies.
Evacuation	Organized, phased and supervised withdrawal, dispersal, or removal of civilians from dangerous or potentially dangerous areas and their reception and care in safe areas.
Finance/ Administration Section	The section responsible for all administrative and financial considerations surrounding an incident or EOC activation.
Food Service	The supplying of food and all related services for storing, preparing, serving, and disposing of food and related supplies.
Function	Function refers to the five major activities in ICS: Command, Operations, Planning, Logistics and Finance/Administration. The same five functions are also found at all SEMS EOC Levels. At the EOC, the term Management replaces Command. The term function is also used when describing the activity involved, (e.g. the planning function). A sixth function, Intelligence/Investigations, may be established, if required, to meet emergency management needs.
Group	Established to divide the incident management structure into functional areas of operation. Groups are composed of resources assembled to perform a special function not necessarily within a single geographic division. Groups, when activated, are located between branches and resources in the Operations Section. See <i>Division</i> .
Incident	An occurrence or event, natural or man-made, which requires a response to protect life or property. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, civil unrest, wild-land and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, tsunamis, war-related disasters, public health and medical emergencies and other occurrences requiring an emergency response.

Incident Command	Responsible for overall management of the incident and consists of the Incident Commander, either single or unified command or any assigned supporting staff.
Incident Commander (IC)	The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and the release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.
Incident Command Post (ICP)	The field location where the primary functions are performed. The ICP may be co-located with the incident base or other incident facilities.
Incident Command System (ICS)	A standardized on-scene emergency management construct specifically designed to provide for the adoption of an integrated organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by city boundaries. ICS is the combination of facilities, equipment, personnel, procedures and communications operating within a common organizational structure, designed to aid in the management of resources during incidents. It is used for all kinds of emergencies and is applicable to small as well as large and complex incidents. ICS is used by various cities and functional agencies, both public and private, to organize field-level incident management operations.
Information	A piece of raw, unanalyzed data that identifies persons, evidence, events; or illustrates processes that specify the occurrence of an event. May be objective or subjective and is intended for both internal analysis and external (news media) application. Information is the “currency” that produces intelligence.
Intelligence	<p>Product of an analytical process that evaluates information collected from diverse sources, integrates the relevant information into a cohesive package and produces a conclusion or estimate. Information must be real, accurate and verified before it becomes intelligence for planning purposes. Intelligence relates to the specific details involving the activities of an incident or EOC and current and expected conditions and how they affect the actions taken to achieve operational period objectives.</p> <p>Intelligence is an aspect of information. Intelligence is primarily intended for internal use and not for public dissemination.</p>
Joint Information Center (JIC)	A facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media. Public information officials from all participating agencies should co-locate at the JIC.

City	A range or sphere of authority. Public agencies have city at an incident related to their legal responsibilities and authority. City authority at an incident can be political or geographical (e.g., federal, state, tribal and boundary lines) or functional (e.g., law enforcement, public health).
Liaison Officer	A member of the Command Staff (Management Staff at the SEMS EOC Levels) responsible for coordinating with representatives from cooperating and assisting agencies or organizations. At SEMS EOC Levels, reports directly to the EOC Director and coordinates the initial entry of Agency Representatives into the Operations Center and also provides guidance and support for them as required.
Government	According to federal code 30 a county, municipality, city, town, 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 government; an Indian tribe or authorized tribal entity, or in Alaska a Native village or Regional Native Corporation; a rural community, unincorporated town or village, or other public entity.
Local Assistance Center (LAC)	The Local Assistance Center provides assistance to communities by providing a centralized location for services and resource referrals for unmet needs following a disaster or significant emergency. Representatives from, State and Federal agencies staff the LAC.
Logistics	Providing resources and other services to support incident management.
Logistics Section	The section responsible for providing facilities, services and material support for an incident or EOC activation.
Management Staff	See <i>Command Staff</i> .
Mass Care and Shelter Branch	The Mass Care and Shelter Branch is made up of representatives from the Ventura County Office of Emergency Services, American Red Cross, Human Services Agency, Behavioral Health, Public Health, Ventura County EMS Agency, Ventura County Animal Services, and City Emergency Managers, depending upon the Shelter Service Type needed.
National Incident Management System (NIMS)	Provides a systematic, proactive approach guiding government agencies at all levels, the private sector and non-governmental organizations to work seamlessly to prevent, protect against, respond to, recover from and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life or property and harm to the environment.

Operational Area (OA)	An intermediate level of the state emergency organization, consisting of a county and all other political subdivisions within the geographical boundaries of the county.
Operations Section	The section responsible for all tactical incident operations and implementation of the Incident Action Plan. In ICS, it normally includes subordinate branches, divisions, and/or groups. At the SEMS EOC levels the section is responsible for the coordination of operational activities. The Operations Section at an EOC contains branches, groups or units necessary to maintain appropriate span of control.
Organization	Any association or group of persons with like objectives. Examples include, but are not limited to, governmental departments and agencies, private sector, and/or non-governmental organizations.
People with Disabilities	People with disabilities are a protected class; protected from discrimination as defined by federal civil rights laws such as the ADA and other state civil rights protections that detail the right to equal participation to enjoy and use services. Civil rights definitions protect a broad group of people who meet specific criteria for participation in the class.
People with Disabilities and Others with Access and Functional Needs	People with disabilities and others with access and functional needs is used in this document with the intent to include the broadest group of people who benefit from physical, communication, and program access. This includes people who have functional needs who may or may not meet the definitions of civil rights laws or some of the other 60 plus diverse and sometimes conflicting definitions of disability, i.e., adults and children who may have disabilities and others with access and functional needs include, but are not limited to, individuals who have physical, sensory, mental health, cognitive or intellectual disabilities affecting their ability to function independently without assistance; pregnant women; seniors; children; and individuals with limited English proficiency.
Political Subdivisions	Includes any city, city and county, county, tax or assessment district, or other legally authorized governmental entity with city boundaries.
Political Subdivisions	Includes any city, city and county, county, tax or assessment district, or other legally authorized governmental entity with city boundaries.
Private Non-Profit (PNP)	An organization legally constituted as a 501(c) 3 corporation.

Private Sector	Organizations and entities that are not part of any governmental structure. The private sector includes for-profit and not-for-profit organizations, formal and informal structures, commerce and industry.
Public Information	Processes, procedures and systems for communicating timely, accurate and accessible information on the incident's cause, size and current situation; resources committed; and other matters of general interest to the public, responders and additional stakeholders (both directly affected and indirectly affected).
Public Information Officer (PIO)	A member of the Command Staff (Management Staff at the SEMS EOC Levels) responsible for interfacing with the public and media and/or with other agencies with incident-related information requirements.
Recovery	The development, coordination and execution of service- and site-restoration plans; the reconstitution of government operations and services; individual, private-sector, non-governmental and public assistance programs to provide housing and to promote restoration; long-term care and treatment of affected persons; additional measures for social, political, environmental and economic restoration; evaluation of the incident to identify lessons learned; post incident reporting; and development of initiatives to mitigate the effects of future incidents.
Regional Emergency Operations Center (REOC)	Facilities found at Cal EMA Administrative Regions. REOC provides centralized coordination of resources among Operational Areas within their respective regions and between the Operational Areas and the State Level.
Resources	Personnel and major items of equipment, supplies and facilities available or potentially available for assignment to incident operations and for which status is maintained. Resources are described by kind and type and may be used in operational support or supervisory capacities at an incident or at an EOC.
Safety Officer	A member of the Command Staff (Management Staff at the SEMS EOC Levels) responsible for monitoring incident operations and advising the Incident Command on all matters relating to operational safety, including the health and safety of emergency responder personnel. The Safety Officer may have assistants.
Section	The organizational level having responsibility for a major functional area of incident or EOC Management, (e.g. Operations, Planning, Logistics, Finance / Administration and Intelligence/Investigations (if established)). The section is organizationally situated between the branch and the Incident Command.

Service Animal	<i>Service animal</i> as defined by the ADA means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.
Shelter Service Type	Shelter Service Typing is incident driven. Shelter Service Types have been established to assist in the rapid deployment of evacuee services. Typing is based on the complexity of services being provided to evacuees. Individual elements of the Shelter Services, Mass Care and Shelter Branch, the Local Assistance Center, or the Client Support Services may be utilized in any level of shelter, depending upon the needs and complexity of the incident.
Special District	Special districts are limited purpose local governments – separate from cities and counties. They are independent, special-purpose governmental units that exist separately from local governments such as school, park / recreation among others.
Standardized Emergency Management System (SEMS)	A system required by California Government Code and established by regulations for managing response to multi- agency and multi-city emergencies in California. SEMS consists of five organizational levels, which are activated as necessary: field response, government, operational area, region and state.
Teletypewriter (TTY)	A TTY (teletypewriter) is a communication device used by people who are deaf, hard-of-hearing, or have severe speech impairment to communicate with others.
Type	An ICS resource classification that refers to capability. Type I is generally considered to be more capable than Types II or III, respectively, because of size, power, capacity, or (in the case of incident management teams) experience and qualifications.
Unified Command (UC)	An ICS application used when more than one agency has incident city or when incidents cross political cities. Agencies work together through the designated members of the UC, often the senior person from agencies and/or disciplines participating in the UC, to establish a common set of objectives and strategies and a single Incident Action Plan.
Unit	The organizational element with functional responsibility for a specific incident planning, logistics, or finance/administration activity.

Video Relay Service

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

6.3 Appendix C: Regulations and Authorities

Authorities for the conducting mass care and shelter for general population, for people with access and functional needs, and; for evacuating animals include the following:

Federal

- The Robert T. Stafford Disaster Relief and Emergency Assistance Act, P.L. 93-288, as amended. (42 U.S.C. §§ 5121-5206)
- United States Congress mandates by congressional charter the American Red Cross to undertake activities for mitigating the suffering caused by natural disasters and other emergencies.
- National Incident Management System (NIMS)
- National Response Framework, 2008. Sets forth roles and responsibilities of Federal and certain non-Federal entities after catastrophes overwhelm State and local government. Mass Care is found in the Emergency Support Function (ESF) #6.
- Homeland Security Act of 2002
- Homeland Security Presidential Directive 5
- Post-Katrina Emergency Management Reform Act of 2006
- Pets Evacuation and Transportation Standards Act of 2006
- Public Health Service Act, as amended
- Social Security Act of 1935, as amended
- Americans With Disabilities Act of 1990

State

- California Emergency Services Act, California Government Code, Sections 8550-8668.
- California Emergency Plan 7.3.3, 2017, 33. The provision of Emergency Welfare Services falls within the authority of State supervised and County administered public social services. In case of an officially declared State of an emergency, and pursuant to the rules and regulations of the California Emergency Council, "State, regional and local government employees will become disaster workers; duties may include support of the American Red Cross." The Director or Chief Deputy Director of the Ventura County Human Services Agency is designated to act as the Coordinator of Care and Shelter for the Operational Area.
- Health and Safety Code Section 34070 – 34072. Local government is to provide or contract with recognized community organizations to make emergency or temporary shelter available for people made homeless by a natural disaster or other emergency. California's State Emergency Plan, the California Standardized Emergency Management System, and National Incident Management System (NIMS) puts local government at the first level of response for meeting the disaster needs of people in its jurisdiction.
- Standardized Emergency Management System (SEMS) - Chapter 1 of Division 2 of Title 19 of the California Code of Regulations.
- California Master Mutual Aid Agreement.
- SB 1451. Emergency Preparedness for the Disabled Community.
- AB450. Standardized Emergency Management System to Include Preparedness for Animals.
- California Code of Regulations (Health and Safety Code § 1336.3). Requires each facility licensed by the Department of Health Services to adopt a written emergency plan.
- California Code of Regulations Title 22. Requires Community Care facilities licensed by the Department of Social Services to have a written disaster and mass casualty plan.

County

- Ventura County Emergency Operations Plan
- Ventura County Mass Care and Shelter Annex
- Ventura County Disabilities, Access and Functional Needs Annex (See Appendix F)

6.4 Appendix D: Shelter Operations Tools and Guidance

Shelter Opening / Staff Tool Kit Contents (Operational or Under Development):

- Temporary Evacuation Points (TEP) & Shelter Operations Plans & Mapping for 7 Regional Sites Start Up Check list (*Restricted Access Document*)
- Stratus Video / Audio Interpreting Instructions
- Show Me Communication Tool for Emergency Shelters
- Visual Language Translator (VLT) Communication Tool
- Guidance for Providing Language Access During a Disaster Tool
- American Red Cross Multilingual Shelter Communication Tool
- Shelter Staffing Summary for Planning Purposes

6.5 Appendix E: Family Inquiries and Assistance

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

Ventura County American Red Cross Safe and Well Linking Program

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

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

For more information on the Safe & Well Linking program, please contact the Ventura County American Red Cross

National Emergency Family Registry and Locator System (NEFRLS)

NEFRLS is a web-based system which, when activated, enables the Federal Emergency Management Agency (FEMA) to provide a nationally accessible system that allows adults, displaced from their homes or pre-incident location, to voluntarily register and share specific information on their post-disaster well-being or location with specified family members or friends. Adults may register with NEFRLS via a toll-free telephone number or the internet. The system is accessible to people with speech or hearing disabilities who use TTYs and 7-1-1 or Video Relay Services.

Adults registering or searching for a displaced child under the age of 21 will be directed via an internet link to the National Emergency Child Locator Center (NECLC) or through a referral to the NECLC 800 number.

Medical patients who have been displaced due to a major disaster or emergency will have access to and can voluntarily register in the system.

National Emergency Child Locator Center (NECLC)

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

6.6 Ventura County Disability Access and Functional Needs Annex (DAFN)

Disabilities, Access and Functional Needs Annex (updated & added October 2018 by HSA to the Mass Care & Shelter Plan as a reference)

Ventura County Sheriff Office of Emergency Services (OES)

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Quick Guide 1 – DAFN Considerations During Disaster Response

Alert and Warning/Public Information

When there is a need for alert and warning information to be disseminated to the public, immediate considerations for the DAFN population include:

1. Evaluate the disaster affected or potentially affected area to determine the population demographics.
2. Coordinate with the County Public Information Officer (PIO) to disseminate appropriate information,
3. Ensure emergency alerts and notifications are communicated in both English and Spanish
4. Coordinate PIO information with the DAFN Coordinator in the County Emergency Operations Center (EOC) to ensure all populations are considered.
5. Utilize all available public information dissemination methods for deaf, blind, foreign language and all other DAFN populations including:
 - TDD/TDY/711 or Video Relay Service
 - Mental Health client list
 - In Home Support Services (IHSS) client list
 - Adult Protective Services list
 - Child Protective Services list
 - Area Agency on Aging Client list
 - Superintendent of Schools student lists
 - Southern California Edison (Listing of Persons with Durable Medical Equipment)
 - Ventura County 2-1-1
 - Local (including ethnic) media

Care and Shelter Activation(s)

When there is a need to activate shelters, the following tasks should be completed to ensure DAFN population needs are met:

1. Confirm DAFN/ADA compliant shelter locations with American Red Cross (ARC) and Human Services Agency (HSA) and include in the public information messages.
2. Coordinate with ARC and HSA through the County EOC for DAFN considerations at specified shelter locations.
3. Locate/request any specialized volunteers to assist with DAFN population needs.
4. Coordinate with HCA and Public Health (PH) (at EOC or their Department Operations Center [DOC]) for provision of mental health support at shelter and throughout the emergency operation.
5. Coordinate DAFN support for evacuees needing transportation to shelter.
6. Ensure that appropriate information regarding shelter DAFN capabilities is communicated to all emergency responders and evacuation coordinators through the EOC to avoid the transport of DAFN populations to non-compliant shelter locations

DAFN Support

Utilize California State Functional Assessment and Support Teams (FAST) resources as needed to support the DAFN population:

1. Activate the FAST if required, via the California Department of Health Services.
2. Ensure staff available, including bilingual staff, to provide accessibility to the facility and auxiliary aid services within the shelter.
3. Provide for alternative forms of communications (TTD/TTY/711, pictographs, large print, captions, interpretation and translation, etc.).
4. Ensure staff and resources for triage of DAFNs shelter clients including physical and mental health needs.
5. Provision resources for in-shelter service/companion animals.

DISCLAIMER: This plan is intended to support the DAFN community in the County by providing awareness and guidance to support many identified DAFN needs. There is no guarantee that the public agencies will be able to respond to the needs of everyone. Effective action during a disaster implies the preparedness efforts on the part of every individual to the best of their ability, their caretaker, and/or their responsible facility.

1.0 Introduction

The function of the Disabilities, Access and Functional Needs program is to plan, prepare and provide for the Disabilities, Access and Functional Needs (DAFN) populations during the response and recovery phases of a disaster. Considerations for the DAFN population include alert and warning, evacuation and transportation needs, care and sheltering and other general support services. DAFN considerations are integrated throughout the *Ventura County Emergency Operations Plan*, the Ventura County Mass Care and Shelter Plan as well as the supporting and functional annexes.

1.1 Purpose

The *Disabilities, Access and Functional Needs Plan*, is an annex to the *Ventura County Emergency Operations Plan (EOP)*, providing an overview of the policy of the County with respect to emergency planning and emergency services for citizens with disabilities, access and functional needs. It also provides agency functions, agency roles and responsibilities and overall guidelines for the provision of emergency services for citizens with DAFN. It describes the actions, roles, and responsibilities of coordinating and participating organizations and how the County will endeavor to provide DAFN services before, during and after an emergency.

1.2 Scope

This annex is intended to address the needs of the Disabilities, Access and Functional Needs population, which includes those with limited English proficiency or who speak no English, during a disaster. The needs of the DAFN population are extensive and transverse various emergency functions and operations. Each specific functional annex includes detailed information regarding the DAFN considerations that are applicable to that function. This annex addresses general strategies. Specific actions are described in each functional annex and in the respective agency plans and Standard Operating Procedures (SOPs).

This annex provides the following information:

- **Alert and Warning/Public Information.** This includes how to communicate with the DAFN population before and during a disaster.
- **Evacuation.** This includes the transportation and evacuation of members of the DAFN population to designated shelter areas.

- **Care and Shelter.** This includes DAFN considerations that are included during disaster shelter operations.
- **Specialized Resources.** This includes tables and information related to the specific needs and resources for members of the DAFN population and involves coordination with various private, non-profit and non-governmental organizations.

1.3 Policy

It is the policy of Ventura County to develop plans and procedures to address all citizens and visitors to the County, including people with Disabilities, Access and Functional Needs. The County will use local resources to every extent possible before requesting outside assistance from local, state and federal partners. The Sheriff's Office of Emergency Services is responsible for planning efforts needed to meet the needs of the Disabilities, Access and Functional Needs population during disaster operations and will take every effort to ensure all needs are met.

2.0 Authorities and References

Authorities and references for the development and implementation of the support services for the Disabilities, Access and Functional Needs population, including preparedness, alert and warning, transportation and evacuation and care and sheltering include:

Federal

- Americans with Disabilities Act (ADA)
- ADA Amendments Act (ADAAA)
- Americans with Disabilities Act Accessibility Guidelines (ADAAG)
- Executive Order 13347 – Individuals with Disabilities in Emergency Preparedness
- Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988
- Post-Katrina Emergency Reform Act
- Federal Communications Commission – Emergency Alert System Rules
- Communications Act of 1934, as amended
- Section 508 of the Rehabilitation Act of 1973
- SARA Title III – 1986 Superfund Amendment and Reauthorization Act
- The Joint Commission on Accreditation of Healthcare Organizations (JCAHO)
- National Incident Management System (NIMS)
- Homeland Security Act of 2002
- Homeland Security Presidential Directive 5
- H.R. 5441 (PL 109-295), Section 689: Individuals with Disabilities

California

- California Emergency Services Act
- State of California Emergency Plan
- Standardized Emergency Management System (SEMS)
- California Government Codes, §§11135, 8588.15 and 8608
- California Health and Safety Codes, §§101025 and 34070-34082

- California Education Code, §32282
- Title 22, California Code of Regulations (CCR), §72551
- Title 22 CCR §87223
- Title 24 CCR, Accessibility Regulations

Ventura County

- Ventura County Emergency Operations Plan
- Ventura County Mass Care and Shelter Plan

3.0 Assumptions and Considerations

3.1 Planning Assumptions

The Ventura County Sheriff Office of Emergency Services (OES) is the primary agency responsible for the inclusion of Disabilities, Access and Functional Needs considerations in the *Ventura County Emergency Operations Plan* (EOP) and supporting annexes with the assistance of local community organizations.

A DAFN coordinator will have a seat in the County Emergency Operations Center (EOC) to address DAFN needs during a disaster operation. The DAFN evacuee population will need additional assistance for alert and warning, transportation and evacuation, and care and sheltering. Key components highlighted in this annex will be covered in more extensive detail in the respective functional annexes. Community resources such as interpreters, health care personnel and housing managers will aid members of the access and functional needs community and emergency response personnel who require their assistance. Local health care organizations will play a major role in DAFN services during a disaster in coordination with the efforts of the Operational Area. Collaboration and partnerships with functional needs stakeholders (e.g., community and faith-based organizations and other non-profit organizations) will build community resource capacity for preparedness, response, recovery and mitigation. Mutual-Aid Agreements and Memorandums of Understanding (MOA/MOU) with agencies, organizations and neighboring jurisdictions may provide additional emergency capacity resources. Reasonable efforts will be made by first responders to keep citizens and their durable medical supplies together but depending on exigent circumstances, some members of the DAFN community could be evacuated without or separated from the durable medical supplies and specialized equipment they need (i.e. wheelchairs, walkers, telephones, etc.). Every reasonable effort should be made by emergency managers and shelter providers to ensure these durable medical supplies are made available or made accessible to community members.

3.2 People with Disabilities, Access and Functional Needs Planning Considerations

Actions that address people with Disabilities, Access and Functional Needs (DAFN) are defined as those actions, services, accommodations, and programmatic, architectural, and communication modifications that a covered entity must undertake or provide to afford individuals with disabilities a full and equal opportunity to use and enjoy programs, services, activities, goods, facilities, privileges, advantages, and accommodations in the most integrated setting. These actions are in light of the exigent circumstances of the emergency and the legal obligation to undertake advance planning and preparations to meet the disability-related needs of individuals who have disabilities as defined by the Americans with Disabilities Act Amendments Act of 2008, P.L. 110-325, and those associated with them. Accommodating Disabilities, Access and Functional Needs may include modifications to programs, policies, procedures, architecture, equipment, services, supplies and communication methods. Examples of Disabilities, Access and Functional Needs services may include a reasonable modification of a policy, practice, or procedure of the provision of auxiliary aids and services to achieve effective communication, including but not limited to:

- An exception for service/companion animals in an emergency shelter where there is a no-pets' policy.
- The provision of way-finding assistance to someone who is blind to orient to new surroundings.
- The transferring and provision of toileting assistance to individuals with a mobility disability. The provision of an interpreter to someone who is deaf and seeks to fill out paperwork for public benefits.

3.2.1 Definition of “People with Disabilities, Access and Functional Needs”

A person needing support to maintain independence in daily activities, communication, transportation, evacuation, supervision or medical care.

3.2.2 Alert and Warning/Public Information

Specialized alert and warning systems are in place to address the DAFN population. OAEOC will take the lead on DAFN alert and warning, working in coordination with other DAFN supporting agencies, programs and organizations such as Human Services Agency, Health Care Agency, Area Agency on Aging, Superintendent of Schools, local community organizations and businesses. Many of the DAFN entities have current client lists with detailed information regarding needs, locations and contact information. During an emergency, the OAEOC may be granted access to this information through agency representatives in the OAEOC.

Depending on the situation, numerous forms of alert and warning may be required to reach the entire population, including those without hearing, eyesight or who speak a different language. Alerts will be communicated in Spanish as well as English.

The types of important information to deliver to disabilities, access and functional needs populations include the location of shelters and food, availability of transportation, and health care locations and availability. Considerations for these specific populations will be addressed prior to a disaster event and communicated to the affected populations. Specific information regarding communication with the Disabilities, Access and Functional Needs population is included in the *Public Information Annex* of the *Ventura County OEP*. Alert and warning methods for the DAFN population include:

- TDD/TDY/711 or Video Relay Service
- Mental Health client list
- In Home Support Services (IHSS) client list
- Adult Protective Services list
- Child Protective Services list
- Area Agency on Aging client list
- Superintendent of Schools student lists
- Southern California Edison (Listing of Persons with Durable Medical Equipment)
- Ventura County 2-1-1
- Local (including ethnic) media

3.2.3 Evacuation

Specific transportation services may be needed for the transport and evacuation of the DAFN populations and their property. Evacuation and transportation methods such as school buses and charter buses may not be suitable for members of the DAFN population. Additional resources may need to be called in to address those needs such as

paratransit companies. These specialized companies will also be utilized for their extensive knowledge regarding the location and needs of specific members of the DAFN population within the County.

3.2.4 Care and Shelter

Shelters should be individually evaluated for DAFN compliance. Human Services Agency and American Red Cross (ARC), Ventura County Chapter, are responsible for care and shelter functions within the County and complete required shelter surveys to determine if ADA/DAFN compliant. Not all shelters may be suitable for DAFN populations. Each shelter will be surveyed prior to use. The specifications of the identified facilities during an emergency operation will be communicated to the Care and Shelter Branch and DAFN representative within the OAEOC.

Note: This annex does not include considerations for the medically fragile population.

3.3 Ventura County Population Considerations

In addition to the various types of DAFN populations, each disability or access and functional need may require additional steps for alert and warning, evacuation and care and shelter operations. Local disaster workers may not be able to reach everyone immediately; help may take hours or even days in some instances. Effective action during a disaster implies the preparedness efforts on the part of every individual to the best of their ability, their caretaker, and/or their responsible facility. PIOs and other local organizations can communicate to DAFN populations in advance regarding the importance of preparedness steps individuals and families can take.

The list below identifies some disabilities, access and functional need issues along with the corresponding additional steps that may need to be taken during planning and disaster operations.

3.3.1 Disabilities, Access and Functional Needs Additional Considerations and Steps

In planning for emergencies, these individual differences make it important for every household and each individual to consider what they need in their plans and their supplies. A few examples of considerations for tailoring your plans and supplies include:

- Households with children should understand the school's plan where the children will stay safe, if adults in the household need to shelter in other locations, until the immediate hazard is over.
- Individuals who are deaf or hard of hearing should make sure that they can receive emergency alerts and warnings in an accessible form.
- Individuals who require accessible transportation should work with their local paratransit and disability service providers to make an emergency plan.
- People who speak languages other than English may need to identify sources of alerts and warnings and information about community plans in other languages.
- People without vehicles should know local plans for public transportation and may need to make arrangements for transportation from local government, organizations or others.
- Households with infants should plan for food and supplies for infants and nursing mothers.
- People with dietary needs should have an adequate emergency food supply to meet their needs.
- People who take medications should maintain an adequate supply, and copies of their prescriptions.
- People with service animals should work with local emergency management to ensure that their service dog will be admitted to shelters with them during emergencies (as required by law) and should make sure their plan kit supplies include food and other items for their service animal.

- People who require power for medical or other assistive devices should consider how they will maintain the use of these devices if there is a loss of power. Keep extra batteries for small devices (hearing aids, cell phones for example) and consider obtaining and learning how to use a generator for home use and carrying a charger when away from home, especially when loss of power may jeopardize health or safety.

4.0 Roles and Responsibilities

4.1 Overview

Planning for and providing appropriate services for DAFN populations during disasters is coordinated by the County, specifically OES during emergency situations. Below are the departments, agencies and community/non-profit organizations that may play a role during a disaster, along with their respective responsibilities.

4.2 Ventura County

4.2.1 Sheriff Office of Emergency Services (OES)

The Ventura County Office of Emergency Services (OES) has the lead responsibility in planning for effectively responding to the DAFN population during a disaster situation. Specific needs for the DAFN population will be determined during a disaster operation. Specific resources, equipment, personnel and technical information that will support DAFNs during an emergency will be provided by the DAFN Unit Coordinator that is part of the Operations Section in the County EOC.

4.2.2 Human Services Agency (HSA)

The Ventura County Human Services Agency (HSA) is responsible for the implementation and maintenance of cost-effective services that safeguard the physical, emotional and social wellbeing of the people of the County. During a disaster, HSA will assist in ensuring that all emergency services are accessible to the DAFN population, including those with language assistance needs. HSA staff members may also need to utilize their DOC to support their activities, especially communications, logistics, and media information provision functions. The Department will utilize its day-to-day resources to communicate and serve their normal client base (and possibly others as well) during a disaster operation. Key responsible divisions within HSA include the following:

In-Home Supportive Services (IHSS)

HSA supports the County In-Home Supportive Services (IHSS) program. The program deals with medically fragile and elderly clients. The IHSS program maintains a database of clients that may be shared with the EOC in the event of an emergency to locate and contact the affected population, ensuring that clients are notified of the emergency and evacuated if needed.

Children & Family Services (CFS)

In a disaster, CFS will identify and locate all children via phone to foster parents, or by visiting in person if communications cannot be managed. CFS staff must also identify shelters and evacuation procedures for the children under State care, and in general, ensure that they are receiving adequate care.

Mass Care, Emergency Assistance, Housing and Human Services

HSA will support local, tribal, State, and Federal agencies, voluntary agencies and non-governmental organizations, and HCA in addressing the functional needs of special needs populations, as defined in the National Response Framework (NRF) Glossary. Functional needs may be present before, during, or after an incident in one or more areas, including but not limited to:

- Maintaining independence
 - Communication
 - Transportation
 - Supervision
 - Medical care
- Individuals in need of additional response assistance may include those who have disabilities, which live in institutional settings, who are elderly, who are from diverse cultures, who have limited English proficiency or who are non-English speaking, who are children, or who are transportation disadvantaged.

• **4.2.3 Health Care Agency (HCA)**

HCA plans for County-wide health related disasters with the following:

- Educate people in our communities;
- Conduct disaster drills;
- Plans for Health Care Agency's disaster operations. Works with any organization that wants to become better prepared for health-related disasters.

Public Health (PH)

Public Health is assigned to provide services for the entire community and plays a uniquely significant role during epidemic or pandemic flu response. Public Health also supports the response to mass casualty, mass decontamination events, and those that require the care of multiple wounded persons.

Behavioral Health (BH)

Behavioral Health, through an array of multidisciplinary staff, provides outpatient services designed to treat severe symptoms of mental illness and assist individuals and their families in living successfully in the community. Behavioral Health also provides a range of outpatient treatment services designed to help individuals coping with a substance use disorder. Behavioral Health maintains client information in various databases that could be used by the EOC in the event of an emergency to ensure that all clients are located, notified and evacuated if needed.

Animal Services (AS)

Provides shelter and care for all types of service/companion animals during emergencies and disasters at shelter locations.

4.2.4 Area Agency on Aging (AAA)

The AAA provides services to people over the age of 60 and adults with disabilities allowing them to live in the community for as long as they chose to do so. Services include but are not limited to: information and assistance, options counselling, public benefit enrolment, home delivered meals, congregate meals, family caregiver services, home maker, chore, personal care, transportation to medical appointments, home share, fall prevention, health insurance counseling and long-term case management. The AAA maintains a database of client information that could be used by the EOC in the event of an emergency to ensure that vulnerable seniors and adults with disabilities are located notified and evacuated if needed.

4.2.5 Superintendent of Schools (SOS)

The Superintendent of Schools office maintains an emergency telephonic call down to its school districts throughout the County. In turn, the schools each maintain an automated telephonic call down to the parents. The call down system provides the County a secondary call-out procedure that supports county-wide alerts. Each of the

schools within the district is required to have their own emergency plans that provide for alerts, lock-down, evacuations, sheltering in place, and organizing their response actions.

4.3 Nonprofit Organizations

4.3.1 Volunteer Organizations Active in Disasters (VOADs)

Volunteer Organizations Active in Disaster (VOADs) serve as a central organization for many local non-profit organizations that provide services during disaster operations. The Red Cross, has a seat in the County EOC, to serve as the liaison between Operational Area operations and the local nonprofit and community groups.

4.3.2 Other Key Nonprofit Partners

The following partners provide significant services before, during and after a disaster.

- American Red Cross (ARC)
- 211/ Interface Children Family Services
- Salvation Army
- United Way

Other partners may not focus on disaster preparation, however may be critical partners in addressing the needs of specific DAFN populations before, during and after a disaster. These include:

- Tri-County GLAD (Greater LA Agency on Deafness)
- MICOP (Mixteco Indigena Community Organizing Project)
- Independent Living Resource Center
- Filipino American Council of Ventura County
- Islamic Center of Ventura County
- Ventura County Chinese-American Association
- Senior Concerns
- Lifesigns, Inc. (ASL)
- Variety of neighborhood religious organizations

4.4 For-Profit Entities

The for-profit entities with the largest responsibilities for DAFN include the following:

- Licensed Board and Care facilities
- Hospitals
- Mental health care facilities
- Private schools
- Language Interpretation Services
- Ojai Rexall Drugs Medical Supply Store
- Americare Medical Supply Store

These for-profit facilities are required to have plans in place to support their clients in the event of a disaster. Such plans include evacuation, sheltering, transportation, and long-term care. In the event of evacuation of a facility, the for-profit entities must plan to move their clients to like-facilities, before a disaster occurs, these facilities must develop

Memorandums of Understanding (MOU) with a like-facility and must plan to move their clients there in the event of an evacuation. Such entities are encouraged to conduct drills to ensure their readiness, and to communicate with the county to ensure a coordinated understanding as to resource provisions in the event of a disaster. These private for-profit entities are often a key partner in resource provision to other facilities that suffer from disaster.

4.5 California State Entities

4.5.1 California Office of Emergency Services

The California Office of Emergency Services (Cal OES) Office for Access and Functional Needs (OAFN) reports directly to the Agency's Chief of Staff. Their purpose is to identify the needs of people with disabilities and others with disabilities, access and functional needs before, during and after a disaster. Furthermore, their purpose is to integrate disability needs and resources into all aspects of the emergency management system.

[Note that the focus on identifying the community's needs and the community's support network is part of all County planning efforts. The EOP, and all supporting annexes, integrate care for DAFNs.]

4.5.2 California Department of Mental Health

The State Department of Mental Health provides training support to local jurisdictions in their preparing for day-to-day and emergency services for those diagnosed with mental health issues.

4.5.3 California Department of Social Services

The California Department of Social Services licenses the skilled nursing facilities and the board and care facilities. They have responsibility for ensuring preparedness plan for their facilities are in place as a stipulation of the licensing.

4.6 Federal Entities

4.6.1 Federal Emergency Management Agency

The Federal Emergency Management Agency (FEMA) is the lead agency for emergency management in the nation. FEMA will activate the various Emergency Support Functions (ESFs) when the disaster has expanded beyond the capability of the County and State emergency services. FEMA includes considerations for populations with disabilities, access and functional needs. FEMA resources can be accessed via requests from the

State of California, and specifically from an activated Regional EOC. Although planning considerations for the DAFN populations are comprehensively included throughout all emergency functions; the National Response Framework specifically mentions "special needs" disaster requirements in the following ESFs:

Transportation

During mass evacuations, consistent with the Mass Evacuation Incident Annex, DHS/FEMA, provides transport for persons, including individuals with special needs, provided they meet the following criteria:

- Evacuees can be accommodated at both embarkation points and at destination general population Shelters.
- Evacuees can travel on commercial long-haul buses, aircraft or passenger trains, or lift equipped buses.

- Evacuees do not have medical needs indicating that they should be transported by Emergency Medical Services.

Transportation may be arranged by entities including:

- Ventura County Transportation Commission
- Med Link Transit Non-Emergency Medical Transportation
- Simi Valley Transit Department of Community Service

4.6.2 FEMA Office of Disability Integration and Coordination

The purpose of this FEMA office is to integrate and coordinate emergency preparedness, response and recovery for children and adults with disabilities and others with disabilities, access and functional needs. This office supports people pre-disaster, during disaster and during recovery operations.

5.0 DAFN Coordination

5.1 Pre-Response/ Initial Actions

The following is a list of items to be completed by the DAFN Unit Coordinator and an assigned individual before actual disasters occur. These items represent ongoing roles and responsibilities:

- Develop a general understanding of the Ventura County Disabilities, Access and Functional Needs populations, their distribution throughout the County and their general needs, including language and communication needs and communication methods.
- Work with key community organizations to ensure plans meet the needs of local DAFN populations, to include reviewing existing (non-disaster) DAFN and LEP access to programs and services, identifying practices that best serve their populations, providing input on DAFN and LEP access in communication and shelter plans and assessing strategies for serving less common languages.
- Work with County Communications/Public Information Officer (PIO) to ensure methods used for alert and warning are accessible to persons with hearing, speech and vision disabilities, as well as LEP and non-English speaking persons.
- Work with the Transportation Unit Coordinator to ensure plans are in place with public and private providers of accessible transportation to assist, as needed, with the evacuation of persons with disabilities, access and functional needs, including identification of a mechanism to track equipment when life safety requires separation of the equipment from the owner during evacuation.
- Assist the PIO to develop preparedness and pre-scripted emergency messages, shelter signage and associated communication methods in both English and Spanish that are appropriate for all elements of the access and functional needs community.
- Coordinate with OES to ensure that County staff, including certified Bilingual staff, understand their role as disaster workers.
- In conjunction with the Care and Shelter Coordinator and the Red Cross, review existing potential shelter sites regarding compliance with ADA requirements, (access, signage, etc.).
- Identify shelters that have access to electricity, or emergency generators for people with disabilities who may need such support for battery-powered wheelchairs, respirators, light computers, and other such electronic assistance devices.

- Identify sources for support resources such as durable medical equipment (i.e., wheelchairs, walkers, and canes), personal hygiene supplies, skilled staff (such as interpreters and translators, persons who can assist with activities of daily living, etc.).
- Ensure policies and procedures have been developed for the assessment of need and approval for replacement of medication and durable medical equipment (including equipment repair).
- Ensure language that allows for service/companion animals in shelters has been incorporated or changed in policy and procedure revisions.

5.2 Emergency Response

The DAFN Coordinator is the leader for the DAFN in the Care and Shelter Branch of the Operations Section in the County EOC. Since DAFN considerations are included in so many aspects of an emergency response, the DAFN Coordinator will be working in coordination with many of the County EOC representatives. The DAFN Coordinator is responsible for ensuring that DAFN are planned for and have the same services available to them as the rest of the community. Coordination will take place on a variety of levels including, but not limited to:

- **Health Care Agency** - Work to address the needs of DAFN in all aspects of the emergency response.
- **Public Health** - Work to address the needs of DAFN throughout emergency operations, especially those involving public health threats.
- **Public Information Officer** - Work to provide approved messages that are accessible to all sectors within the DAFN population, including the deaf, blind and those who require messages in a different language.
- **Mass Care and Shelter** - Work to accommodate DAFN in the shelter locations, ensuring that medical, health and communication services are available, including access to medications, medical supplies, counseling, interpretation resources, etc.
- **Behavioral Health** - Identify and address the needs of those with specific mental health issues; by definition, this is a Disabilities, Access and Functional Needs population.
- **Animal Services** - Work to address the needs of service dogs that are serving evacuees of the DAFN population. (Service animals are allowed in approved shelters and will be accommodated for through coordination with the Care and Shelter Unit.)
- **Logistics Section - Transportation** Work to address the access and transportation needs of DAFN, including the use of paratransit companies, vehicles and equipment. The Transportation Coordinator and the DAFN Coordinator will work closely together during evacuation operations.
- **Logistics Section - Procurement** Work to coordinate the procurement and purchasing of DAFN equipment and supplies. A large portion of efforts will be focused around transportation and care and shelter operations.
- **Volunteer/Service Representatives** - Work with volunteer representatives and their respective organizations to address the needs of DAFN. Specific tasks for the DAFN Unit Coordinator are included in the DAFN Unit Coordinator checklist which is included as an attachment to this annex.

5.3 Post-Response Actions

Post-response actions will include initial damage assessment, continuation of public services for the disabilities, access and functional needs population. Many of the services will need to be provided in the response phase, as

well as the recovery phase. Entities that were needed to provide services to meet the immediate disaster needs will implement their respective continuity plans to continue services following the initial response.

5.4 TRAINING

One objective of the OES is to train and educate County department emergency management staff on issues pertaining to the populations with disabilities, access and functional needs.

5.4.1 Disabilities, 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.

5.4.2 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 other access and functional needs. Training shall include meeting the needs of those with Limited English proficiency and non-English speakers.

5.4.3 Local Jurisdictions

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

- Development of a “Disabilities, Access and Functional Needs Response Training Program” for first responders and emergency managers that reviews specific emergency issues and experience regarding populations with disabilities, access and functional needs;

Training on emergency management structure and plans for agencies and community organizations that serve people with disabilities, access and functional needs, as well as individuals with disabilities, access and functional needs and their caregivers/families; emergency preparedness training and information that is inclusive of emergency related issues of populations with disabilities, access and functional needs. Volunteer training that is open to people with disabilities, access and functional needs such as CERT; Offering FEMA’s G197 Course, Emergency Planning and Special Needs Populations, through the State Training Office.

5.4.4 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 disabilities, access and functional needs populations.

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

The County also encourages local jurisdictions to include populations with disabilities, 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 disabilities, access and functional needs.

Appendix A: Acronyms

AAA – Area Agency on Aging
ADA – Americans with Disabilities Act
ADAAG – Americans with Disabilities Act Accessibility Guidelines
APS – Adult Protective Services
ARC – American Red Cross
AS- Animal Services
PH – Behavioral Health
Cal OES – California Office of Emergency Services
CBO – Community Based Organization
CFS – Children and Family Services
CWS- Child Welfare Services
DAFN - Disabilities, Access and Functional Needs
DOC – Department Operations Center
EOC – Emergency Operations Center
EOP – Emergency Operations Plan
ESF – Emergency Support Functions
FAST- Functional Assessment and Support Teams
FEMA – Federal Emergency Management Agency
HCA – Health Care Agency
HSA – Human Services Agency
IHSS – In-Home Supportive Services (DHSS)
LEP – Limited English Proficiency
MOA – Memorandums of Agreement
MOU – Memorandums of Understanding
NIMS – National Incident Management System
NRF – National Response Framework
OAFN – Office of Access and Functional Needs (Cal OES)
OAEOC – Operational Area Emergency Operations Center
OES – Office of Emergency Services (Ventura County Sheriff)
PH – Public Health
PIO – Public Information Officer
SEMS – Standardized Emergency Management System
SOP–Standard Operating Procedures
SOS -Superintendent of Schools
TDD/TDY- Telecommunication Device for the Deaf
VOAD – Voluntary Organizations Active in Disasters

Appendix B: DAFN Populations

The County can best serve People with Disabilities, Access and Functional Needs when the key entities that support DAFN are identified and involved in planning and response activities. During a disaster event, the list below provides a very broad list of populations to consider during emergency operations, including some that may, or may not, need additional assistance.

Children

Children receiving County support CWS School Aged Children.
CWS, SOS; individual schools.

Limited-English Proficiency (LEP)

Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write or understand English, including speakers of less common languages (indigenous languages, etc.)
MICOP, Filipino American Council of Ventura County, Islamic Center of Ventura County, Ventura County Chinese-American Association, interpretation/translation services

Low-Income

Individuals and families with very limited resources including those who make regular use of Homeless Services *Rescue Mission, Salvation Army, CalFresh recipients (HSA)*

Elderly

House-Bound, Elderly or Disabled, Assisted Living Centers, Board and Care Facilities - IHSS maintains list of credentialed facilities, Skilled Nursing Facilities. Elderly (with no specific problems/issues).
HSA, various community groups and programs, for-profit entities

Disabled

Functional Disability (blind, deaf, disabled) Various community support groups and programs House-Bound, Elderly or Disabled DHSS – In home supportive services.
Hospitals, facilities located in County, mentally ill, IHSS and BH, Tri-County GLAD, Independent Living Resource Center

No Motor Vehicle Ownership

People without motor vehicles (with no disability or other issue)

Attachment 1: Position Guide – DAFN Coordinator Responsibilities

- Supervise the DAFN functions in the Care and Shelter Branch of the OAEOC.
- Determine the scope of the incident and the impact on DAFN populations.
- Determine which DAFN populations are impacted.
- Assist in mobilizing resources and personnel in support of requests from Operations.
- Ensure that staff members assigned to address DAFN needs have adequate support.

Activation

1. Respond immediately to the OAEOC, identify yourself and locate your functional work area. Determine OAEOC operational status.
2. Obtain briefing from available sources.
3. Establish and maintain an Events Log that chronologically describes your actions taken during your shift.

Operational Phase

1. Work closely with all Operations Section Branch Coordinators to determine the scope of DAFN resources and response needs.
2. Coordinate with the Medical and Public Health Coordinators to determine missions based on established priorities.
3. Monitor and assist with message development/translation, as needed, alert and warning messages to ensure they are reaching all elements of the disabilities, access and functional needs and LEP populations.
4. Monitor the progress of evacuation planning/operations to assure that persons with Disabilities, access and functional needs are being accommodated.
5. Coordinate with the Care and Shelter Coordinator and the Public Information Officer to provide regularly updated information on the location of shelters suitable for DAFN populations.
6. Request trained and qualified staff to work with non-English speaking population, who are sensitive to diversity and culturally diverse groups, when needed and ensure availability of bilingual (English/Spanish staff during all shifts
7. As requested, assist Logistics staff with responding to requests for acquiring equipment, supplies, and trained personnel to support persons with disabilities, access and functional needs.

Demobilization Phase

1. Monitor activities associated with the lifting of evacuation orders to assure the needs (such as returning transportation) of those with disabilities, access and functional needs are being addressed.
2. Monitor post-incident public messages to assure that information regarding recovery programs is provided in various languages and through other methods that reach all impacted disabilities, access and functional needs populations.
3. Assist the Recovery Coordinator with identifying accessible locations for Local Assistance Centers or Disaster Assistance Centers, if implemented.
4. Deactivate your assigned position and close out logs when authorized by the EOC Director.
5. Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section, as appropriate, prior to your departure.
6. Provide input to the After Action/Corrective Action report

Attachment 2: – DAFN Planning Group

Generally, disabilities, 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 OES to work as advisors to OES in the entire planning process to be sure disabilities, access and functional needs issues are integrated in emergency plans, procedures, and policies.

At very least, HSA and HCA are active members of the group. Equally important is to include a diverse group of stakeholders including agencies, non-profits, faith-based organizations, individuals, and others from the community who serve as subject matter experts about varying disabilities, access and functional needs and the interplay of these issues during emergencies. This participation suggests strong local support and promotes good communication, coordination, and a greater ability to effectively ensure inclusive emergency plans.

The following checklist provides a starting point for creating and maintaining a Disabilities, 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 Disabilities, Access and Functional Needs Planning Group. Important issues to begin discussing with the planning group include:
 1. Is there already an existing group in the community that is doing this type of planning?
 2. 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?
 3. Who should be invited to participate in this planning group? Who are the stakeholders in the community (consider government, private organizations, faith-based, etc.)?
 4. What/where/when is the best time to hold a first meeting? What will be the agenda?
 5. Which agency will take responsibility for leadership and coordination?
 6. How often will the group meet 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)
 - Local Emergency Medical Response System
 - 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
 - Cultural and 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 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
 - 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, access and functional needs.
- Establish priorities of the group that are 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 from that as a group.

6.7 Ventura County Board of Supervisors Recognized Organizations for Response and Recovery Support

American Red Cross

ARES Amateur Radio Emergency Services

Aspiranet Child and Family Services

Association of Water Agencies Ventura County

Barkley Risk Management & Insurance

Bell Arts Factory

Bentley Ranch

Briggs School District

Building Industry Association

CA Strawberry Commission

Cabrillo Economic Development Corporation

Cal Fire

Cal OES

Cal Recycle

Cal Trans
California Highway Patrol
Casitas Municipal Water District
Calleguas Municipal Water District
Catholic Charities
CAUSE (805 Undocufund)
Central Ventura County Fire Safe Council
Church of Latter Day of Saints
City of Fillmore
City of Ojai
City of Oxnard
City of Santa Paula
City of Ventura
Community Action of Ventura County
Consulate of Mexico, Oxnard
County of Ventura Agricultural Commissioner
County of Ventura Airports
County of Ventura Animal Services
County of Ventura Area Agency on Aging
County of Ventura Assessor
County of Ventura Auditor-Controller
County of Ventura Behavioral Health DepartmentCounty of Ventura Clerk Recorder
County of Ventura County Executive Office
County of Ventura District Attorney
County of Ventura Emergency Medical Services
County of Ventura General Services Agency
County of Ventura Human Services Agency
County of Ventura Information Technology Services
County of Ventura Probation
County of Ventura Public Health
County of Ventura Public Works
County of Ventura PWA Watershed Protection District

County of Ventura Resource Management Agency

County of Ventura RMA Building & Safety

County of Ventura RMA Environmental Health

County of Ventura RMA Planning

County of Ventura Tax Collector

Dept. of Insurance/Insurance Commissioner

Disabled American Veterans

DMV

Earl Warren Fairgrounds

EVRT-Emergency Volunteer Rescue Teams

FEMA

Fillmore Chamber of Commerce

Fillmore Fire Department

Fillmore Police department

Fillmore School District

Food Share

Franchise Tax Board

Greater Goods Relief Fund

Habitat for Humanity

Housing Authority of City of San Buenaventura

Humane Society of Ventura County

Interface 211 Ventura County

IRS

Limoneira

Mason's Channel Islands Lodge

McCune Foundation

Meiners Oaks Water District

MICOP (805 Undocufund)

Mission Church

Mupu School District

National Guard Air Rescue

New Dawn Counseling

Ojai Unified School District
Ojai Valley Family Shelter
One Step A Al Vez
Rescue Mission
Salvation Army
San Luis Obispo Unit
Santa Clara Valley Boys & Girls Club
Santa Paula Airport
Santa Paula Chamber of Commerce
Santa Paula Community Center
Santa Paula Fire Department
Santa Paula Police Department
Santa Paula School District
Seaside Park
Sheriff's Posse
Small Business Administration
Social Security Administration
Southern California Edison
Southern California Gas Company
St. Vincent de Paul
T&T Truck & Crane
Team Rubicon
Temple Beth Torah
The Becker Group, Inc.
ThomasFireHelp.org
Totally Local VC's Local Love Project
Turning Point Foundation
United Policy Holders
United Water Conservation District
United Way
Upper Ojai Relief
USDA

VC Cattlemen's Association
VC Coastal Association of Realtors
VC CoLAB
VC Fairground Board
VCRSD
Ventura Baptist Church - Crosspointe Church
Ventura County Agricultural Association
Ventura County Air Pollution Control District
Ventura County Community College District
Ventura County Community Foundation
Ventura County Contractor's Association
Ventura County Farm Bureau
Ventura County Fire Department
Ventura County Sheriff's Department
Ventura County Sheriff's Department OES
Ventura Fire Relief Concert
Ventura Police Department
Ventura Unified School District
VOAD Volunteer Organization Active in Disasters
World Central Kitchen

6.8 Agreements HSA, ARC & 10 City Executed MOU

MEMORANDUM OF UNDERSTANDING

County of Ventura Human Services Agency

AND

American Red Cross of Ventura County,

AND

Cities of Camarillo, Fillmore, Moorpark, Ojai, Oxnard, Port Hueneme, San Buenaventura, Santa Paula, Simi Valley and Thousand Oaks

Effective January 1, 2020

I. Purpose

The purpose of this Memorandum of Understanding (hereinafter "MOU") is to document a broad framework for the cooperative working relationship among the County of Ventura Human Services Agency (hereinafter "HSA"), the American Red Cross Ventura County Chapter (hereinafter "ARC"), and the Cities of Camarillo, Fillmore, Moorpark, Ojai, Oxnard, Port Hueneme, San Buenaventura, Santa Paula, Simi Valley and Thousand Oaks (hereinafter, collectively "Cities" and individually "City") in preparing and delivering mass care and shelter services to the public during local disasters that require such services.

II. Term of MOU

The term of this MOU is effective January 1, 2020 and shall automatically renew and continue in full force effect for one additional year on each annual anniversary date of execution thereafter, unless terminated. This MOU may be terminated by any party upon 30 days' written notice. This MOU may be amended by written mutual consent of all parties which shall not be unreasonably withheld.

III. Independence of Operations

It is recognized that the priority for HSA, ARC and Cities is to address the needs of the populations each serves. Each party is separately responsible for establishing its own emergency incident policies and procedures and financing its own activities. Nothing in this MOU is intended to diminish any party's mission in serving its respective population. The responsibility of each party to fulfill its legal mandates to serve the public during an emerging incident shall take precedence should a conflict arise between a party's legal obligations and its role described herein.

IV. Role of HSA

HSA oversees mass care and sheltering activities in the event of an emergency incident. The HSA Director is responsible for Operational Area Care and Shelter operations and will appoint an Operational Area Care and Shelter Coordinator to coordinate the resources of the County of Ventura (hereinafter "County"), Cities and special district resources; request, and respond to requests for, mutual aid services; and support ARC.

HSA will coordinate operations to:

- Coordinate with ARC to identify countywide mass care and shelter assets and services to be deployed during an emergency incident.
- Resolve any major challenges or gaps that may arise related to mass care and shelter operations and activities throughout the county.

As the primary agency for mass care and shelter oversight, HSA will partner with ARC to aid in the coordination of the following areas as warranted:

- On-site assistance to Disaster Service Workers and survivors
- Counseling and Nursing care assistance
- Individual and mass feeding
- Provision and operation of countywide emergency shelter facilities

- Assistance in the registration and identification of survivors and emergency workers
- Assistance in administration and supervision of emergency relief operations
- Distribution sites for provisions of basic supplies such as food, water, and clothing.
- Activation and Management of Functional Assessment Service Team workers
- Countywide Shelter database management

V. Role of ARC

Among its many services, the American Red Cross helps local governments provide care and shelter for their constituents in the event of a local emergency incident.

As part of ARC's role in pre-planning activities, ARC will:

- Work with special districts and other organizations to identify and survey shelter facilities.
- Work with special districts and other organizations to compile and maintain a current list of approved designated shelters.
- Work with HSA to ensure that facility use agreements with designated shelters are in place that clarify terms of use.
- Provide emergency preparedness and shelter training to County and City staff, when requested and at mutually convenient times and locations.
- Maintain close liaison at all levels. Share current data regarding local emergency incidents, declarations, and changes in applicable legislation. Include a representative of the other party in appropriate committees and task forces formed to mitigate, prepare for, respond to, and recover from disasters and other emergencies.
- Evaluate all approved shelters for Disability, Access and Functional Needs (DAFN) compliance. Each shelter will be surveyed prior to use. The specifications of the identified facilities during an emergency operation will be communicated to the Operational Area Care and Shelter branch and the DAFN representative within the Emergency Operation Center (EOC).
- Assist the Functional Assessment Service Team (FAST) and Functional Needs Support Services (FNSS) Teams in conducting assessments of individuals and in facilitating the process of getting the essential resources needed by disaster clients with access and functional needs.
- Share case file information of shelter clients when appropriate and in accordance with all applicable regulations regarding client privacy and confidentiality.
- Develop and maintain a countywide shelter start up manual and training guide.
- Identify and coordinate state and federal grant funding to address countywide care and shelter needs.

During an emergency incident/event, ARC will provide volunteer staff and resources for the following tasks at the shelter sites:

- Registration and Emergency sheltering
- Fixed Shelter feeding coordination
- Emergency first aid and Disaster Mental Health Services
- Disaster welfare inquiry support when appropriate
- Family reunification coordination
- Disaster Spiritual Care

VI. Role of Cities

Each city is responsible for mass care and shelter operations within its jurisdiction. Cities should plan and prepare to stand up their shelter sites whenever possible and to continue operations for as long as needed. Cities are to work with HSA and ARC to establish shelter sites and to seek ARC and/or County training of City or Special District employees in opening and operating shelters.

If HSA and/or ARC establishes a shelter site within a City jurisdiction while taking into account accessibility, location and roads impacted by the event, the County bears primary responsibility for mass care and shelter operations; however, the County may ask City to provide some or all mass care and shelter services based on availability of resources and capacity of the City to provide the services needed. City coordination and delivery of mass care and shelter services continues even if HSA assumes operational oversight of the mass care and shelter facility.

Cities agree to the following pre-planning activities:

- Inform HSA / Care & Shelter Branch of County Operational Area EOC of their jurisdiction's special populations and specific areas of need.
- Inform HSA / Care & Shelter Branch of County Operational Area EOC of their capacity to stand up and operate a shelter in their jurisdiction.
- Designate a City Care and Shelter Coordinator who will coordinate City care and shelter planning and operations.
- Adopt the Ventura County Mass Care and Shelter Plan.
- Coordinate with ARC in identifying shelter sites that can accommodate people with disabilities and others with access and functional needs.
- Execute a separate Care & Shelter MOU with special districts and / or facility owners.
- Support and participate in ARC efforts to provide shelter training to Cities' and special district employees who will manage and operate shelters; training should address ways to accommodate people with access and functional needs, including those who have Limited English Proficiency.
- Notify HSA and ARC when Cities' resources are low and additional care and shelter facilities are needed, or when assistance is needed to continue sheltering operations.

- Review and update pre-planning materials annually.

VII. Cooperative Actions

HSA, ARC and Cities agree that coordination and mutual aid efforts are critical to prevent the duplication of services and to ensure the proper allocation of scarce resources in a disaster. Additionally, effective cooperation allows for the appropriate jurisdiction to take the lead in partnering with ARC to ensure the delivery of countywide care and shelter services.

If ARC resources are deployed to another part of the state or country when a major emergency incident occurs locally and is unable to perform the duties or responsibility as stated herein, it will be incumbent on the City to satisfy those obligations. The appropriate jurisdiction(s) will coordinate the supply of personnel and resources to manage shelter operations. The County and Cities will pledge to work toward the mutual benefits of the community in providing shelter operations.

VIII. Nature of MOU

This MOU does not create a partnership, a joint powers agreement, nor a joint venture, and does not create any financial commitments. Parties have no legal authority to bind another to any obligation, nor may they enforce this MOU in any court or dispute resolution forum. The sole remedy for non-performance under this MOU shall be termination, with no damages or penalty.

IX. Legal Compliance

All parties identified herein shall comply with all applicable federal, state and local laws, regulations and ordinances.

X. Dispute Resolution

If the parties have a dispute that they are unable to resolve at the staff level, the parties may escalate the dispute to the executive staff level (i.e., to the City Manager and the County Executive Officer) by submitting a signed and dated request for dispute resolution. If the City Manager and the County Executive Officer are unable to resolve the dispute, the item in dispute may be presented to the City Council and the County Board of Supervisors for resolution.

IN WITNESS WHEREOF, this MOU has been executed as of the date signed.

 Date: January 28, 2021
Melissa Livingston, Director
Human Services Agency

IN WITNESS WHEREOF, this MOU has been executed as of the date signed.

 Date: 3/4/2020
Daniel Maguire, Program Manager Central Coast Region
American Red Cross, Ventura County

Ventura County Mass Care and Shelter Plan


IN WITNESS WHEREOF, this MOU has been executed as of the date signed.

 Date: 3/5/20
Brad "Brick" Conners, City Manager, City of Port Hueneme

IN WITNESS WHEREOF, this MOU has been executed as of the date signed.

David Rowlands, City Manager Date: March 18, 2020
Name, Title, City of Fillmore

IN WITNESS WHEREOF, this MOU has been executed as of the date signed.

 Date: 3/30/20
David J. Norman, City Manager, City of Camarillo

IN WITNESS WHEREOF, this MOU has been executed as of the date signed.

 Date: 4-3-20
Dan Singer, City Manager, City of Santa Paula

IN WITNESS WHEREOF, this MOU has been executed as of the date signed.

 Date: 5/21/20
Andrew P. Powers, City Manager, City of Thousand Oaks

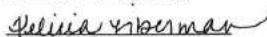
ATTEST:


Cynthia M. Rodriguez, City Clerk


APPROVED BY DEPARTMENT HEAD:


Clifford G. Finley, Public Works Director

APPROVED AS TO FORM:


Felicia Liberman, Assistant City Attorney

IN WITNESS WHEREOF, this MOU has been executed as of the date signed.

 Date: 6/17/20
Brian P. Gabler, City Manager, City of Simi Valley

IN WITNESS WHEREOF, this MOU has been executed as of the date signed.

 Date: 6/25/20
Troy Brown, City Manager, City of Moorpark

IN WITNESS WHEREOF, this MOU has been executed as of the date signed.

 Date: 8.4.2020
Matt Lavere, Mayor, City of San Buenaventura



CITY OF OJAI

101 South Ventura Street • Ojai • California • 93023
(805) 646-5581

October 20, 2020

**ADDENDUM TO THE VENTURA COUNTY MASS CARE
AND SHELTER PLAN; AND MEMORANDUM OF
UNDERSTANDING**

The City of Ojai is unique in that a shelter operation within the City limits will serve a majority of unincorporated County residents from the surrounding areas. The smaller City of Ojai population (approximately 7,000) is surrounded by the much larger County unincorporated population (approximately 22,000).

By this agreement, the County of Ventura agrees that it maintains primary responsibility for mass care and shelter operations in the Ojai Valley. The County of Ventura can contact the City of Ojai once its resources are depleted, and the City will use best efforts to supplement County resources when possible, but the County is responsible for continual coordination of mass care and shelter services in the Ojai Valley.



James Vega, City Manager
City of Ojai
Date: 10/28/2020



Melissa Livingston, Director
Human Services Agency
Date: January 28, 2021


Daniel Maguire, Program Manager
Central Coast Region, American Red Cross, Ventura County
Date: 11/2/2020

Ventura County Mass Care and Shelter Plan

IN WITNESS WHEREOF, this MOU has been executed as of the date signed.

 Date: 1/15/2021
Alexander Nguyen, City Manager, City of Oxnard

APPROVED AS TO FORM:
 1/15/2021
Stephen M. Fischer
City Attorney

6.9 The County of Ventura and School Districts Shelter Agreement

The County of Ventura and School Districts Shelter Agreement

The County of Ventura (hereinafter "COUNTY") and participating school districts enter into this Shelter Agreement (hereinafter "Agreement") to establish a mutual relationship for the benefit of the community to identify facilities for disaster relief activities and temporary refuge for disaster victims utilizing school facilities. The intent of the Agreement is for the parties to agree on how COUNTY will use identified and district-approved school facilities for disaster relief so that these terms are in place if an emergency strikes and if a school district consents to the use of its facility. This Agreement itself does not authorize COUNTY to use any school district facility for disaster relief; instead, actual use of a school district facility by COUNTY will require separate permission by the applicable school district authorizing COUNTY to use a specific facility.

This Agreement recognizes that school facilities (hereinafter "Facility" or "Facilities") are owned by individual school districts and such school districts shall be referenced as "Owner." The Agreement further envisions and permits COUNTY to delegate shelter management to delegees, such as not-for-profit disaster relief organizations and faith-based organizations. Shelter management organizations shall be referenced as "Operator."

Terms and Conditions

The below terms and conditions shall apply to each Facility used by COUNTY or its Operator as a shelter under this Agreement.

1. Use of Facility: Upon request and if feasible, Owner may permit COUNTY to use its Facility on a temporary basis as an emergency, disaster-related public shelter.

a. Feasibility of Facility Use. Owner shall have sole discretion regarding the availability of a Facility and which part of the Facility may be used for emergency shelter purposes. COUNTY expressly acknowledges and agrees that although Owner's sites may be utilized as emergency shelters, school activities shall have priority over emergency shelter usage of any Facility.

b. Temporary Basis of Shelters. The parties shall work together in good faith to determine the time period of the specific occupancy of any Facility. The time period shall be documented in a written Shelter Opening/Closing Form to be signed by Owner and by COUNTY or COUNTY's Operator. If Owner has an unanticipated need to use any Facility for school district purposes, Operator and COUNTY agree to use reasonable efforts to relocate the shelter within five (5) calendar days of Owner's request, and Owner will use reasonable efforts to identify and secure a replacement sheltering facility.

c. "As-Is" Condition. The Facility is provided by Owner for use as an emergency shelter as is, and upon execution of the Shelter Opening/Closing Form for the Facility, COUNTY and Operator agree to accept the Facility (i) in its then-existing condition, including all patent and latent defects and subject to all applicable laws, ordinances and regulations affecting the use of the Facility in general and as an emergency shelter, and any recorded covenants or restrictions, and (ii) without any warranties or representations from Owner, including, but not limited to, any warranties

or representations regarding the fitness of the Facilities for use as an emergency shelter.

2. Restrictions on Use of Facilities: The Facility shall not be used for any of the following purposes: (a) smoking or tobacco use; (b) consuming alcohol or drugs (except for over-the-counter or prescribed medications); (c) use by anyone under the influence of alcohol or drugs (except for over-the-counter or prescription medications); (d) carrying or using firearms, other than by persons legally authorized to do so; (e) sheltering pets or animals, except for service animals as permitted by applicable law; or (f) any use prohibited by Owner policy.

3. Facility Management: COUNTY will have primary responsibility for the operation of the Facility but may delegate management to an Operator. COUNTY or Operator will designate an official, the Shelter Manager, to manage the sheltering activities on site during all hours of operation. Owner will designate a Facility Coordinator to coordinate with the Shelter Manager regarding the use of the Facility as an emergency shelter.

4. Documenting Condition of Facility: The Facility Coordinator and Shelter Manager will jointly conduct a pre-occupancy survey of the Facility before the Facility may be used for shelter purposes. They will use the Shelter Opening/Closing Form to record any existing damage or conditions. The Facility Coordinator will identify and secure all equipment and Facility grounds that the Shelter Manager should not use during the sheltering usage of the Facility. COUNTY or Operator will exercise reasonable care while using the Facility as a shelter and will make no modifications to the Facility without the prior express written approval of Owner.

5. Food Services: Upon request by the Shelter Manager, and if such resources exist and are available, Owner will make the food service resources of the Facility, including food, supplies, equipment and food service workers, available to feed the shelter occupants. The Facility Coordinator will designate a Food Service Manager to coordinate the provision of meals at the direction of and in cooperation with the Shelter Manager. The Food Service Manager will establish a meal schedule, determine food service inventory and needs, and supervise meal planning and preparation. The Food Service Manager and Shelter Manager will jointly conduct a pre-occupancy inventory of the food and food service supplies in the Facility before food services are initiated.

6. Custodial Services: Upon request by the Shelter Manager, and if such resources exist and are available, Owner will make its custodial resources, including supplies and custodial workers, available to provide cleaning and sanitation services at the Facility when being used as a shelter. The Facility Coordinator will designate a Facility Custodian to coordinate the provision of cleaning and sanitation services at the direction of and in cooperation with the Shelter Manager.

7. Security:

a. In coordination with the Facility Coordinator, the Shelter Manager, as he or she reasonably deems necessary and appropriate, will coordinate with law enforcement regarding any public safety issues at the Facility when it is being used as a shelter.

b. COUNTY and its designees expressly agree to follow Owner's standard security protocols applicable to the Facility that are not inconsistent with providing shelter services, including but not limited to shutting and locking doors and windows. Any inconsistencies will be coordinated between the Facility Coordinator and Shelter Manager. If the Facility does not provide overnight accommodations, the Facility Manager and Shelter Manager shall arrange for securing the property each night, which shall be documented on the Shelter Opening/Closing Form.

c. If the Facility is being utilized as a shelter at the same time that school is in session or students are otherwise on site, the shelter usage shall comply with any and all security procedures reasonably required by Owner, which may include the installation of physical barriers between the sheltering areas of the Facility and the school usage. Costs related to services, labor or materials shall be borne by COUNTY or Operator.

8. Signage and Publicity: The emergency shelter may post signs identifying the Facility as an emergency shelter in locations approved by the Facility Coordinator. The Shelter Manager will remove such signs when shelter operations cease as part of the shelter closeout procedure. If any signage remains after completing the closing procedure, Owner shall provide forty-eight (48) hours' notice to COUNTY requesting COUNTY to remove any signage, and thereafter Owner may remove or destroy the signs.

9. Shelter Closing Procedure: Before the final closing of the shelter, the Shelter Manager and Facility Coordinator will jointly conduct a post-occupancy survey, using the Shelter Opening/Closing Form to record the conditions of the Facility, any damage or conditions requiring attention or repair, removal of any signage or barricades, and return of the property for occupancy as a school facility. The Shelter Manager and either the Facility Coordinator or Food Service Manager will conduct a post-occupancy inventory of any food and supplies used during the shelter operation. Upon completion of the post-occupancy survey, the Facility will be returned to Owner for occupancy and securing the property.

10. Reimbursement:

a. COUNTY will reimburse Owner for the following:

- i. Damage to the Facility or other property of Owner, reasonable wear and tear excepted, resulting from the shelter operations. Reimbursement for Facility damage will be based on replacement at actual cash value. Owner will select contractors in accordance with applicable public contracting laws. COUNTY is not responsible for storm damage or other damage caused by the disaster.
- ii. Costs associated with custodial services, food service personnel and supplies which would not have been incurred but for the shelter usage of the Facility.

b. Owner will submit any request for reimbursement to COUNTY within 60 days after the shelter closes. Any request for reimbursement for food, supplies or operational costs must be accompanied by supporting invoices. Any request for reimbursement for custodial and food service personnel costs must be accompanied by a list of the personnel with the dates and hours worked at the

shelter. COUNTY shall process and remit reimbursement within 30 days of request.

11. Insurance:

- a. Owner and COUNTY recognize each have sufficient self-insurance and excess insurance coverage for the purposes of this Shelter Agreement.
- b. COUNTY insurance coverage shall be primary and without the right of contribution from any self-insurance or insurance maintained by Owner for claims and damage assumed by COUNTY in this Agreement.

12. Mutual Indemnification:

Owner shall defend, indemnify and hold harmless COUNTY, its Board of Supervisors, officers, directors, agents, employees, volunteers and subcontractors, including, without limitation, Operators, from and against all demands, claims, actions, liabilities, losses, damages and costs, including reasonable attorney's fees, arising out of or resulting from the performance of the Agreement, caused in whole or in part by the negligent or intentional acts or omissions of Owner or Owner's officers, directors, agents, employees, volunteers or subcontractors.

COUNTY shall defend, indemnify, and hold harmless Owner, its officers, directors, agents, employees, volunteers and subcontractors from and against all demands, claims, actions, liabilities, losses, damages and costs, including reasonable attorney's fees, arising out of or resulting from the performance of the Agreement, caused in whole or in part by the negligent or intentional acts or omissions of COUNTY or its Board of Supervisors, officers, directors, agents, employees, volunteers or subcontractors.

It is the intention of Owner and COUNTY that the provisions of this section be interpreted to impose on each party responsibility to the other for the acts and omissions of their respective officers, directors, agents, employees, volunteers and subcontractors. It is also the intention of Owner and COUNTY that, where applicable, principles of comparative fault will be followed and each party shall bear the proportionate cost of any damage attributable to the fault of that party, its officers, directors, agents, employees, volunteers or subcontractors.

13. Term: This Agreement will be effective between COUNTY and each individual Owner as of the date approval from both COUNTY and that respective Owner is obtained, and the term will end on June 30, 2023. Prior to the expiration of this Agreement, the parties may agree in writing to extend the term for an additional one (1)-year period.

14. Relationship of the Parties: This Agreement does not create a partnership or a joint venture. The parties are and shall remain wholly independent entities. Nothing in this Agreement shall be construed as creating the relationship of employer and employee, or principal and agent, among the Parties or their respective agents and employees. Each party assumes exclusive responsibility for their respective employees. The personnel providing services on behalf of COUNTY shall be under the direction, supervision and



control of COUNTY or its delegee. Staff and volunteers providing shelter services shall not obtain any rights to retirement, healthcare or any other benefits which may otherwise accrue to Owner's employees. No party shall have authority to bind the other in any manner or to incur any obligation, debt or liability of any kind on behalf of or against the other, whether by contract or otherwise, unless such authority is expressly conferred in writing by the other party.

15. Assignment of Responsibilities: COUNTY may delegate shelter operations to delegees who shall abide by the rules and obligations set forth in this Agreement. However, this Agreement does not establish privity between Owner and such delegee.

16. Choice of Law; Venue: This Agreement shall be governed by the laws of the State of California. Venue for any legal proceeding concerning this Agreement shall be in Ventura County, California.


17. Entire Agreement: This Agreement constitutes the entire agreement among the parties with respect to the subject matter hereof, and there are no agreements or representations except as expressed herein. This Agreement shall not be legally binding until it is executed by representatives for the parties having authority to sign it. No subsequent revision to this Agreement shall be binding unless in writing and signed by an authorized representative of each party.

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed as of the Effective Date.

County of Ventura	
	
Melissa Livingston	Date
Director, Human Services Agency	

Signature page for the Shelter Agreement between the County of Ventura and School Districts.

Briggs, Mesa, Mupu, Santa Clara, and Somis
School District


Tami Peterson

12/14/2020
Date

Signature page for the Shelter Agreement between the County of Ventura and School Districts.

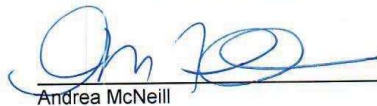
Conejo Valley Unified School District


Victor Hayek

December 15, 2020
Date

Signature page for the Shelter Agreement between the County of Ventura and School Districts.

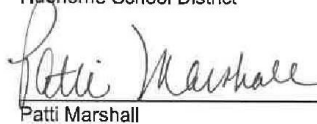
Fillmore Unified School District


Andrea McNeill

January 6, 2021
Date

Signature page for the Shelter Agreement between the County of Ventura and School Districts.

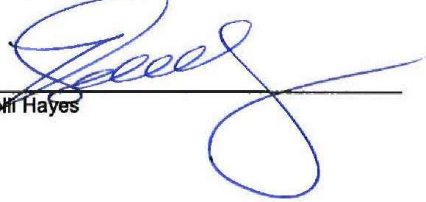
Hueneme School District


Patti Marshall

12-7-2020
Date

Signature page for the Shelter Agreement between the County of Ventura and School Districts.

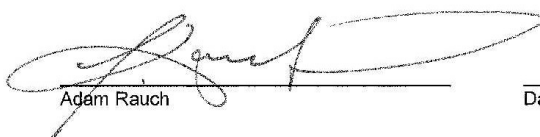
Moorpark Unified School District


Kelli Hayes

Date 1/14/2021

Signature page for the Shelter Agreement between the County of Ventura and School Districts.

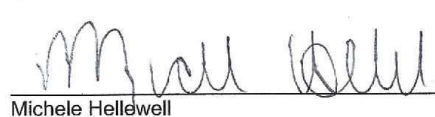
Oak Park Unified School District


Adam Rauch

Date 2/10/21

Signature page for the Shelter Agreement between the County of Ventura and School Districts.

Ocean View School District


Michele Hellewell

Date 12/10/20

Signature page for the Shelter Agreement between the County of Ventura and School Districts.

Ojai Unified School District


Dr. Tiffany Morse

Date January 28, 2021

Signature page for the Shelter Agreement between the County of Ventura and School Districts.

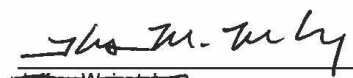
Oxnard Elementary School District


Janet Penanheat

12-7-20
Date

Signature page for the Shelter Agreement between the County of Ventura and School Districts.

Oxnard Union High School District


~~Jeffrey Weinstein~~
DR. TOM MCCOY
Superintendent

1/28/21
Date

Signature page for the Shelter Agreement between the County of Ventura and School Districts.

Pleasant Valley School District


Chris Johnston

9/16/2020
Date

Signature page for the Shelter Agreement between the County of Ventura and School Districts.

Rio School District


Wael Saleh

1/12/21
Date

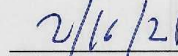
Signature page for the Shelter Agreement between the County of Ventura and School Districts.

Santa Paula Unified School District



Kevin Olson

Kevin Olson
Assistant Superintendent
Business Services



Date

Signature page for the Shelter Agreement between the County of Ventura and School Districts.

Simi Valley Unified School District



Ron Todo

December 8, 2020

Date

Signature page for the Shelter Agreement between the County of Ventura and School Districts.

Ventura Unified School District



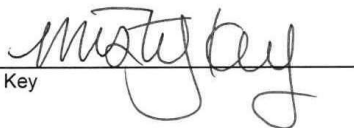
Rebecca Chandler



Date

Signature page for the Shelter Agreement between the County of Ventura and School Districts.

Ventura County Office of Education



Misty Key



Date

7.0 Ventura County Disaster Planning, Response and Recovery Roadmap

