

Emergency Management Plan

202.1 PURPOSE AND SCOPE

The City has prepared an Emergency Management Plan for use by all employees in the event of a major disaster or other emergency event. The plan provides for a strategic response by all employees and assigns specific responsibilities in the event that the plan is activated (Government Code § 8610).

Cross referenced with CMD 127 Disaster Supply Kits

202.2 ACTIVATING THE EMERGENCY PLAN

The Emergency Management Plan can be activated on the order of the official designated by local ordinance.

202.2.1 RECALL OF PERSONNEL

In the event that the Emergency Management Plan is activated, all employees of the Santa Clara Police Department are subject to immediate recall. Employees may also be subject to recall during extraordinary circumstances as deemed necessary by the Chief of Police or the authorized designee.

Failure to promptly respond to an order to report for duty may result in discipline.

202.3 LOCATION OF THE PLAN

The Emergency Management Plan is available in Administrative Services and the Watch Commander's office. All supervisors should familiarize themselves with the Emergency Management Plan. The Administrative Services supervisor should ensure that department personnel are familiar with the roles police personnel will play when the plan is implemented.

[See attachment: City of Santa Clara Emergency Operations Plan.pdf](#)

202.4 UPDATING OF MANUALS

The Chief of Police or designee shall review the Emergency Management Plan Manual at least once every two years to ensure that the manual conforms to any revisions made by the National Incident Management System (NIMS) and the Standardized Emergency Management System (SEMS) and should appropriately address any needed revisions.

Attachments

City of Santa Clara Emergency Operations Plan.pdf



**City of
Santa Clara**
The Center of What's Possible

Emergency Operations Plan

**All Risk / Multi-hazard
Functional Plan**

Adopted on June 21, 2016 by the City Council

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ABSTRACT OF PLAN CONTENT

An Emergency Operations Plan (EOP) is required for each local government in California. The guidelines for the plan come from the Federal Emergency Management Agency (FEMA), and are modified by the California Governor's Office of Emergency Services (OES), also referred to as State OES, for California's needs and issues. The purpose of the plan is to provide a legal framework for the management of emergencies and guidance for the conduct of business in the Emergency Operations Center (EOC).

Content

The Emergency Operations Plan consists of two parts: The Basic Plan and the Annexes. The Basic Plan is a legal document that outlines how the City of Santa Clara fulfills the legal requirements for emergency management. The contents of which are largely dictated by federal and state guidance. The first five Annexes contain "Functional" guidance for the conduct of business in the Emergency Operations Center. The information is organized according to the Standardized Emergency Management System (SEMS) as mandated by the State of California. This framework also conforms to the requirements of the National Incident Management System (NIMS) mandated by the United States Department of Homeland Security. Each Annex covers one EOC section including branches. After reviewing the general responsibilities and activities of the section or branch, a checklist follows that reviews basic EOC activities, then situational specific activities within each function. These include earthquake, flooding, dam failure, and hazardous materials responses for most functions. The rest of the Annexes cover hazard specific response plans, organized along the same pattern as the Emergency Operations Plan.

Foreword

Enclosed herewith is the official Emergency Operations Plan of the City of Santa Clara, California (Santa Clara City Code Section 2.140.080).

This Emergency Operations Plan addresses the planned response of the City of Santa Clara to extraordinary emergency situations associated with natural disasters, technological incidents, and Chemical, Biological, Radiological, Nuclear and Explosive (CBRNE) emergencies. The plan does not apply to normal day-to-day emergencies and the well-established and routine procedures used in responding to such emergencies. Instead, the operational concepts reflected in this plan focus on potential large-scale disasters, which can generate unique situations requiring unusual responses. Such disasters pose major threats to life and property and can impact the well-being of large numbers of people.

The plan should be considered a preparedness document-intended to be read and understood before an emergency. It is designed to include the City of Santa Clara as part of a statewide emergency management system.

The plan has been organized into two parts as follows:

Part One is the Basic Plan which provides overall organizational and operational concepts for responding to various types of identified hazards that may impact the City of Santa Clara.

Part Two includes functional Annexes which describe the emergency response organization. Each Annex is supported by checklists to assist with a response.

Individuals and departments/divisions assigned emergency responsibilities within this plan will prepare applicable supporting plans and related Standard Operating Procedures, periodically review and update alerting procedures and resource listings, and maintain an acceptable level of preparedness to implement portions or all of the plan.

This plan shall be activated under any of the following conditions:

- On the order of the official designated by local ordinance, provided the existence or threatened existence of a LOCAL EMERGENCY has been proclaimed in accordance with the appropriate emergency ordinance.
- When the Governor has proclaimed a STATE OF EMERGENCY in an area including this jurisdiction.
- Automatically on the proclamation of a STATE OF WAR EMERGENCY, as defined by the California Emergency Services Act.
- Automatically on receipt of an attack warning or the observation of a nuclear detonation.

Record of Changes

| Change No. | Change Date | Changes | Change Entered By | Date Changed |
|------------|-------------|--------------------|-------------------|--------------|
| 1 | 12/23/09 | Basic Plan Page 29 | Gene Sawyer | 12/23/09 |
| 2 | 12/23/09 | Part Two Page 1 | Gene Sawyer | 12/23/09 |
| 3 | 02/18/16 | Basic Plan | Lisa Schoenthal | 02/18/16 |
| 4 | 02/18/16 | Annex A | Lisa Schoenthal | 02/18/16 |
| 5 | 02/24/16 | Annex B | Lisa Schoenthal | 02/24/16 |
| 6 | 02/24/16 | Annex C | Lisa Schoenthal | 02/24/16 |
| 7 | 02/26/16 | Annex D | Lisa Schoenthal | 02/26/16 |
| 8 | 02/29/16 | Annex E | Lisa Schoenthal | 02/29/16 |
| 9 | 02/29/16 | Annex H | Lisa Schoenthal | 02/29/16 |
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Part One

BASIC PLAN

1.1 Purpose and Scope

The City of Santa Clara Emergency Operations Plan (EOP) provides an all hazard, all risk framework for collaboration among responsible entities and coordination of emergency activities during large-scale incidents in Santa Clara. The EOP is flexible enough to use in all emergencies and will facilitate a coordinated response in conjunction with short and long term recovery activities. The City's EOP is maintained by the Emergency Services Coordinator and will be reviewed annually for content and applicability.

This Basic Plan addresses the planned response of the City of Santa Clara to extraordinary emergency situations associated with natural disasters, technological incidents, and incidents of domestic terrorism involving Weapons of Mass Destruction (WMD) such as Chemical and Biological agents and Radiological, Nuclear and Explosive devices (CBRNE). It provides operational concepts relating to the various emergency situations-both war and peacetime, identifies components of the local Emergency Management Organization, and describes the overall responsibilities of the organization for protecting life and property and assuring the overall well-being of the population. The plan also identifies the sources of outside support, which might be provided (through mutual aid and specific statutory authorities) by other jurisdictions, state and federal agencies, and the private sector.

The Santa Clara EOP does not replace existing emergency response systems. Rather, it builds on the State's Standardized Emergency Management System (SEMS) and the California State Emergency Plan to provide methods for cooperation among Local Governments, Operational Areas and the Governor's Office of Emergency Services (OES). In addition, the Santa Clara EOP complies with the requirements of the National Incident Management System (NIMS), and is consistent with the National Preparedness Goal - Homeland Security Presidential Directive-8.

1.2 Authorities and Regulations

Emergency operations will be conducted in accordance with the enabling legislation, plans, and agreements listed here.

| Title/Citation | Origination | Application | Description/Summary |
|---|------------------------------------|-------------------------------------|---|
| Disaster Council, Chapter 2.140 Santa Clara City Charter | City of Santa Clara | Local Authority | State authorization of City to provide for a Chief Executive Order of Succession for the preparation and carrying out of plans for the protection of persons and property within the City of Santa Clara. |
| Resolution No. 5202 Line of Succession | City of Santa Clara | Local Authority | City Council authorization to provide for a Chief Executive for periods of public calamity for the preparation and carrying out of plans for the protection of persons and property within the City of Santa Clara. |
| Resolution Adopted August 31, 1965 Local Mutual Aid Agreements | City of Santa Clara | Local Authority | City Council authorization to provide mutual aid without regard to political jurisdiction. |
| Emergency Services Resolution adopting the City's Emergency Plan, November 25, 1986 | City of Santa Clara | Local Authority | City Council Emergency Services Resolution |
| California Emergency Services Act, Chapter 7, Division 1, Title 2 of California Government Code | State of California | State and local government agencies | Confers emergency powers to the Governor, establishes OES, delineates the emergency responsibilities of state agencies, and establishes the state mutual aid system |
| SEMS Chapter 1, Division 2, Title 21 of the California Code of Regulations | State of California | State and local government agencies | Provides the framework for emergency management in California, directs each agency to be responsible for "emergency planning, preparedness, and training," and directs each agency to establish a line of succession "and train its employees to properly perform emergency assignments" |
| Governor's Executive Order W-9-91 | State of California | State and local government agencies | Establishes basic emergency preparedness objectives and policies to be carried out by state officials |
| California Disaster and Civil Defense Master Mutual Aid Agreement | State of California | State and local government agencies | Provides a framework for the provision of mutual aid to agencies in need during an emergency event |
| California Natural Disaster Assistance Act | State of California | State and local government agencies | Once the NDAA is activated, local government is eligible for certain types of assistance, depending upon the specific declaration or proclamation issued. |
| Emergency Managers Mutual Aid Plan | State of California | State and local government agencies | Outlines policies, procedures, and authorities for provision of emergency management personnel from unaffected jurisdictions to support affected jurisdictions during an emergency event, in accordance with the Master Mutual Aid Agreement |
| California Department of Water Resources | California Water Code, Section 128 | State and local government agencies | The department may perform any work required or take any remedial measures necessary to avert, alleviate, repair, or restore damage or destruction to property having a general public and state interest and to protect the health, safety, convenience, and welfare of the general public of the state. |

| | | | |
|--|---|--|--|
| State of War Emergency Orders and Regulations | State of California | State and local government agencies | Explains the broad powers of the Governor during a State of War emergency |
| State Emergency Plan | State of California | State and local government agencies | Describes the authorities, responsibilities, functions, and operations of all levels of government during extraordinary emergencies |
| Federal Civil Defense Act of 1950 | Congress of the United States (Public Law 920, as amended) | All levels of government. | OCD created defense-related programs and it relied on community volunteers to carry them out. |
| Adequate functioning of the work for flood control | Congress of the United States (Public Law 84-99) | Administered by the Corps of Engineers | Emergency fund in the amount of \$15,000,000 to be expended in flood emergency preparation; in flood fighting rescue operations; or in the repair or restoration of any flood control work threatened or destroyed by flood |
| Robert T. Stafford Disaster Relief and Emergency Assistance Act | Congress of the United States (Public Law 93- 288, as amended) | Federal agencies | Authorizes the federal government to provide assistance in emergencies and disasters when state and local capabilities are exceeded |
| National Response Framework | U.S. Department of Homeland Security | All levels of government, and non-governmental and private sector entities | Provides guidance on how the nation conducts all hazard incident responses |
| Homeland Security Presidential Directive No. 5 | The Executive Office of the President | Federal, state, and local agencies with responsibilities for emergency response | Authorizes the development and implementation of NIMS, which establishes standardized incident management processes that all responders use to conduct response actions |
| Homeland Security Presidential Directive No. 8 | The Executive Office of the President | Federal, state, and local agencies with responsibilities for emergency response | Establishes policies for strengthening national preparedness, including the National Preparedness Goal and Target Capabilities List |

1.2.1 General

The California Emergency Services Act (hereinafter referred to as the Act) provides the basic authorities for conducting emergency operations following the proclamations of emergencies by the Governor and/or applicable local authorities. The provisions of the Act are further reflected and expanded on by local emergency ordinances.

The California State Emergency Plan, which is promulgated by the Governor, is published in accordance with the Act and provides overall statewide authorities and responsibilities, and describes the functions and operations of government at all levels during extraordinary emergencies, including war. Section 8568 of the Act states that the State Emergency Plan shall be in effect in each political subdivision of the state, and the governing body of each political subdivision shall take such action as may be necessary to carry out the provisions thereof. Local Emergency Plans are, therefore, considered to be extensions of the California Emergency Plan.

1.2.2 Emergency Proclamations

There are three types of proclamations of emergency in the State of California: local emergency, state of emergency, and state of war emergency. During a state of emergency or a state of war emergency, the Governor has complete authority over all agencies of State government. For specific information regarding emergency proclamations, powers of the Governor, and authorities of jurisdictions, refer to the Act.

1.2.3 Local Emergency

A Local Emergency may be proclaimed by the local governing body or a duly authorized local official, as described in the Act and as provided for in its local emergency ordinance. Proclamations will normally be made when there is an actual or threatened existence of conditions of disaster or of extreme peril to the safety of persons and property within the territorial limits of a county, city and county, or city, caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestation or disease, the Governor's warning or an earthquake or volcanic prediction, or an earthquake, or other conditions, including conditions resulting from war or imminent threat of war, but other than conditions resulting from a labor controversy, which are or are likely to be beyond the control of the services, personnel, equipment, and facilities of that political subdivision and require the combined forces of other political subdivisions to combat the incident.

The proclamation of a Local Emergency provides legal authority to:

- If necessary, request that the Governor proclaim a State of Emergency.
- Promulgate orders and regulations necessary to provide for the protection of life and property, including orders or regulations imposing a curfew within designated boundaries.
- Exercise full power to provide mutual aid to any affected area in accordance with Local Ordinances, Resolutions, Emergency Plans, or agreements thereto.
- Request that state agencies provide mutual aid.
- Require the emergency services of any local official or employee.
- Requisition necessary personnel and material of any department or agency.
- Obtain vital supplies and equipment and, if required immediately, to commandeer the same for public use.
- Impose penalties for violation of lawful orders.
- Conduct emergency operations without facing liabilities for performance, or failure of performance. (Note: Article 17 of the Emergency Services Act provides for certain privileges and immunities.)

By law, all city employees are Disaster Service Workers (DSW). In the event of an emergency the expectation is that they will secure their own homes and families and then, if possible and if they are so instructed, they will return to the city to assist in response activities. Continuity of government operations is a critical response area during disasters, and city employees will play a major role in this function.

1.2.4 State of Emergency

A disaster may be of such magnitude that it requires extraordinary action by the State in order to protect the lives, property, and environment of its citizens.

The Emergency Services Act allows the Governor to proclaim a state of emergency "...when the existence of conditions of disaster or of extreme peril to the safety of persons and property within the State caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestation or disease, the Governor's warning of an earthquake or volcanic prediction, or an earthquake, or other conditions, other than conditions resulting from a labor controversy or conditions causing a "state of war emergency" which conditions, by reasons of their magnitude, are or are likely to be beyond the control of the services, personnel, equipment, and facilities of any single county, city and county, or city and require the combined forces of a mutual aid region or regions to combat the incident; and either (S)He is requested to do so by local authorities; or (S)He finds that local authority is inadequate to cope with the emergency; or with respect to regulated energy utilities, a sudden and severe energy shortage requires extraordinary measures beyond the authority vested in the California Public Utilities Commission."

1.2.5 State of War Emergency

If a state of war emergency exists, all provisions associated with a state of emergency apply as stated above. All State agencies and political subdivisions are required to comply with the lawful orders and regulations of the Governor, as provided in the Act. A state of war emergency "exists immediately, with or without a proclamation thereof by the Governor, whenever this State or nation is attacked by an enemy of the United States, or upon receipt by the State of a warning from the federal government indicating that such an enemy attack is probable or imminent."

1.3 Preparedness Elements

In view of the City of Santa Clara's susceptibility and vulnerability to natural disasters, technological incidents, and incidents of domestic terrorism involving Weapons of Mass Destruction (WMD) such as Chemical and Biological agents and Radiological, Nuclear and Explosive devices (CBRNE), continuing emphasis will be placed on: emergency planning; training of full-time, auxiliary and reserve personnel; public awareness and education; and assuring the adequacy and availability of sufficient resources to cope with such emergencies. Emphasis will also be placed on mitigation measures to reduce losses from disasters, including the development and enforcement of appropriate land use, design and construction regulations, and application for Robert T. Stafford Act Pre-Disaster Mitigation Grant funding as available.

The City of Santa Clara's primary Emergency Operations Center (EOC) is located adjacent to the Police firing range. The alternate EOC is the Fire Department Training Center Classroom. Direction and control authority will be transferred from the primary EOC to an alternate EOC when deemed necessary by the EOC Director. The Logistics Section will arrange for relocation of EOC staff members to the alternate EOC. All Section Coordinators will advise their emergency response field forces of the transition to the alternate EOC. The EOC and the alternate EOC have been constructed as essential structures which are fully accessible. The EOC and alternate EOC meet Americans with Disabilities Act (ADA) requirements. There are designated disabled parking spaces, facility access points, and restrooms.

The mission of the City of Santa Clara EOC is to assure day-to-day services and public safety capabilities are maintained throughout the City of Santa Clara when support and coordination is needed by local partners in accordance with California's Standardized Emergency Management System (SEMS). The City EOC is activated and operates by the authority of Santa Clara City Code Title 2, Chapter 2.140.

Department Operations Centers exist for Police, Fire, Electric, Water, Sewer, Public Works, and departments where field operations and infrastructure remediation requiring an additional level of management are essential to the recovery of the City of Santa Clara. Direct communications take place via a four digit in-house telephone system, 800 MHz radio system, or land line.

The EOC Management Staff, General Staff, and Branch Directors are comprised of Fire Department personnel and of the unclassified Department Heads and Division Managers from the City's seventeen departments.

The City's Emergency Services Coordinator function is assigned to the Fire Department which is responsible for assuring that the EOC is in a state of readiness.

EOC activation takes place when the EOC Director/City Manager (Santa Clara Municipal Code Sections 2.140.050 & 2.140.060) or designee, assesses the impact of an incident or an event upon the City of Santa Clara. The partial or total response of the City of Santa Clara to natural disasters or technological incidents will be dictated by the type and magnitude of the emergency.

1.4 Situation and Assumptions

A hazard analysis has indicated that the City of Santa Clara faces a number of significant threats and may be at risk to numerous hazards due to its geography and prominence as a leading center for business and culture. These threats could result in potential events that could cause regional emergencies or disasters, including natural disasters such as earthquake and floods, technological incidents, and incidents of terrorism involving Weapons of Mass Destruction (WMD) such as Chemical and Biological agents and Radiological, Nuclear and Explosive devices (CBRNE) involving detonation of improvised nuclear device, dispersal of radiological materials, or aerosol anthrax.

These hazards are identified in **Annex L Local Hazard Mitigation**, which also provides general and specific information on their possible impact on the City of Santa Clara.

1.5 Concept of Operations

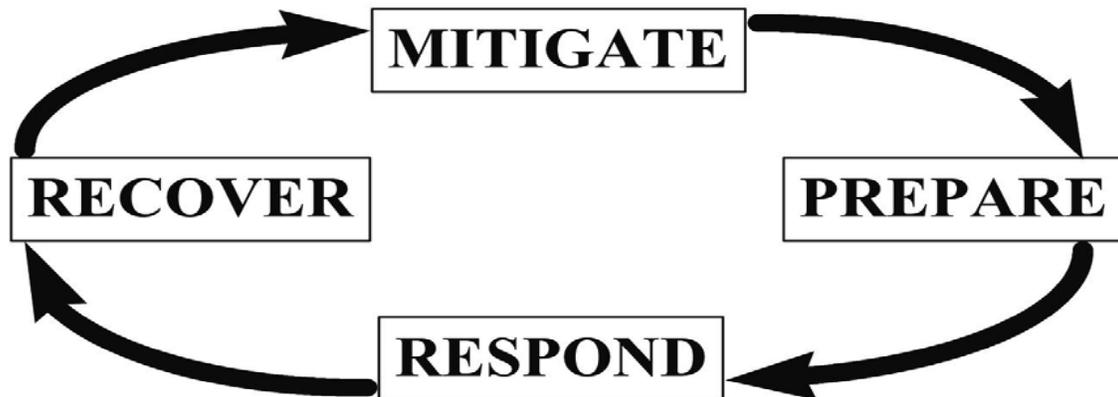
1.5.1 General

Operational Priorities

The following overarching operational priorities govern resource allocation and response strategy for the City of Santa Clara during a local/regional emergency or disaster.

- **Saving Lives:** The preservation of life is the top priority of emergency managers and first responders, and takes precedence over any and all other considerations.
- **Addressing Human Needs:** Beyond the simple preservation of life, all possible efforts must be made to provide for basic human needs, including food, water, shelter, and security, during and after a regional emergency or disaster.
- **Caring for Vulnerable Populations:** People with physical or mental challenges, or who lack assets that would enable them to remove themselves from harm's way, are more vulnerable to harm both during and after an emergency event. Protecting these vulnerable populations is a high priority of the City of Santa Clara during and after a regional emergency or disaster.
- **Protecting Property:** All possible efforts must be made to protect public and private property from damage during and after a regional emergency or disaster.
- **Restoring Basic Services:** Power, sanitation, and basic services must be restored as quickly as possible to enable Santa Clara residents and business community to resume their normal patterns of life.
- **Protecting the Environment:** All possible efforts will be made to protect California's environment from damage during and after a regional emergency or disaster.
- **Encouraging Community and Economic Recovery:** Emergency managers; local, county, and state government agencies; and the private sector will work with each community affected by a regional emergency or disaster to facilitate a speedy recovery. Every effort must be made to ensure that recovery operations are conducted fairly, equitably, and inclusively.

THE DISASTER CYCLE



Operational concepts presented in this section are consistent with applicable national and state emergency management systems and plans, in particular the California State Emergency Plan, the Standardized Emergency Management System (SEMS), which includes the Incident Command System, the National Incident Management System (NIMS) and National Preparedness Goal all of which are applicable to both peacetime and wartime situations. In cases where similarities in operational concepts exist, these concepts have been combined.

Concepts presented for peacetime emergencies consider the full spectrum from a minor involvement to total involvement from a destructive impact, with the worst-case situation being one associated with the occurrence of a major earthquake. The concepts for Weapons of Mass Destruction emergencies progress up to and include a CBRNE attack which can occur with or without warning. There are a number of similarities in operational concepts for peacetime emergencies and CBRNE emergencies. These are combined below as applicable.

Some emergencies will be preceded by a buildup period which, if recognized and utilized, can provide advance warning to those areas and/or population groups which might be affected. Other emergencies occur with little or no advance warning, thus requiring mobilization and commitment of the jurisdiction's resources just prior to or after the onset of the emergency situation. All agencies must be prepared to respond promptly and effectively to any foreseeable emergency to include the provision and utilization of mutual aid.

If a threatening situation develops, the Emergency Services Director/City Manager for the City of Santa Clara will be notified immediately. The elements of the Emergency Management organization will be activated as required at the direction of the Emergency Services Director/City Manager. Incident management will be established to direct field units. Operations will be coordinated in a centralized or decentralized mode, depending on the magnitude of the emergency situation. The EOC may be activated, depending on the severity of the situation. If the situation warrants, a LOCAL EMERGENCY may be proclaimed.

If an emergency occurs without warning, the initial response will be managed in a decentralized mode by on-duty personnel. Centralized management, if required, will be established as rapidly as conditions permit.

In consideration of all possible disaster situations, this plan will be implemented in three periods, with related phases, as time and circumstances permit.

1.5.1.1 Pre-Emergency Period

The Pre-Emergency Period is divided into two phases as follows:

Day-to-Day Preparedness Phase

The preparedness phase involves activities undertaken in advance of an emergency. These activities develop operational capabilities and improve effective response to disasters. Day-to-Day Planning activities include developing hazard analyses, writing mutual aid operational plans, training response personnel, and improving public information and communications systems. Citizen preparedness activities are key elements in this phase and a significant factor in the success of a community in responding to an emergency.

Departments having emergency responsibilities assigned in this plan will prepare supporting plans, Standing Operating Procedures (SOPs), and checklists detailing the disposition of their resources in an emergency. Disaster plans are developed and revised to guide disaster response and increase available resources. Such plans and procedures will provide for coordination and communication channels with counterpart agencies and organizations of other jurisdictions. Resource listings will also be prepared and maintained to be current.

Preparedness activities are part of the implementation of the Emergency Services Act (the Act), the Master Mutual Aid Agreement (MMAA), and the State Emergency Plan. This plan is considered in effect at all times to provide authorization to accomplish essential preparedness activities.

Increased Readiness Phase

As a crisis begins to develop, government takes action to increase its readiness. Actions taken during the buildup of a crisis situation are designed to increase an organization's ability to respond effectively to a disaster.

This phase could begin upon the issuance of a credible long-term earthquake prediction, the receipt of a flood advisory that could impact the jurisdiction, or a rapidly deteriorating international terrorist situation that could lead to a possible CBRNE attack upon the United States. Increased readiness actions will include briefing officials, reviewing and updating plans, SOPs and resource information; increasing public information efforts to prepare information for release to the public, updating resource lists, and testing warning and communications systems, accelerating training programs; inspecting, dispensing and/or relocating equipment, and taking other feasible measures. Available resources, to include auxiliaries and reserves, may be mobilized.

1.5.1.2 Emergency Period

The Emergency Period is divided into three phases as follows:

Pre-Impact Phase

When emergency managers are able to recognize the approach of a potential disaster, actions are taken to save lives and protect property. The response phase is activated to coordinate emergency response activities. During this phase, warning systems may be activated, resources may be mobilized, EOCs may be activated, and evacuation may begin.

Most actions to be accomplished during this phase would be precautionary and would be centered on implementing countermeasures to protect people. Response actions could be based on developing situations associated with a:

- Slow-rise flood
- Hazardous materials incident
- CBRNE emergency
- Short-term earthquake prediction
- Credible threats

Actions accomplished during this phase may be concentrated on the movement of people from identified hazard areas to safer, lower risk areas and on providing food, lodging, and shelter for the people in the reception areas. The following would be applicable:

- Warning threatened elements of the population and initiating movement operations as necessary.
- Advising agencies to activate resources; advising the Santa Clara County Office of Emergency Services (OES) and State OES Region 2 of emergencies; and preparing for the receipt and application of mutual aid.
- If it is determined that state and possible federal aid will be needed, a LOCAL EMERGENCY will be proclaimed as prescribed by local ordinance and a formal request will be submitted through State OES requesting that the Governor proclaim a STATE OF EMERGENCY.
- Should the possible or expected emergency not develop, all alerted agencies would be promptly notified.
- As provided in the California State Emergency Plan, state agencies will provide assistance to threatened or stricken areas. State agency representatives will establish liaison with their local counterparts to relay information and mutual aid requests. The OES Regional Administrator will coordinate intra-regional mutual aid and state assistance as necessary in accordance with SEMS.
- If an incident of domestic terrorism involving Weapons of Mass Destruction (WMD) such as Chemical and Biological agents and Radiological, Nuclear and Explosive devices (CBRNE) or a nuclear attack appears imminent; the Governor may proclaim a STATE OF WAR EMERGENCY and order/advise relocation.

Immediate Impact Phase

During this phase, emphasis is placed on saving lives, controlling the situation, and minimizing the effects of the disaster. Immediate response actions are accomplished within the affected area by government agencies (including requests for mutual aid) and segments of the private sector. During this phase, the Incident Command Posts and EOCs may be activated, and emergency instructions may be issued to the public.

Actions taken during this phase will be concentrating on the well-being of people affected by the occurrence of an event such as a major earthquake, the release of hazardous materials, a large fire or explosion, or a CBRNE attack. The impact of the disaster agent may be destructive or it may create an exposure hazard.

One of the following conditions will apply in the Immediate Impact Phase. The City of Santa Clara is either:

- Damaged or exposed, and the situation can be controlled by in-place countermeasures.
- Damaged or exposed and sheltering-in-place or evacuation of all or part of the area is required because immediate and ensuing threats are uncontrollable;
- Close to the affected area and can be called upon to provide direct and immediate support to emergency operations in the affected area; or
- Distant from the affected area and can be called upon to provide support to emergency operations in the affected area.

Each element of the Emergency Management Organization will operate according to the provisions of the appropriate Annex in this plan and any pertinent SOPs. Priority will be given to the following operations:

- Disseminating warning, emergency public information, and other advice and action instructions to the public.
- Surveying and evaluating the emergency situation.
- Mobilizing, allocating, and positioning personnel and equipment.
- Conducting evacuation and/or rescue operations as required.
- Providing for the triage and treatment of casualties.
- Providing temporary morgues for the deceased.
- Providing for the mass care (food, lodging, etc.) needs of displaced persons.
- Promulgating orders and regulations necessary to provide for the protection of life and property, including orders or regulations imposing a curfew within designated boundaries.
- Exercising full power to provide mutual aid to any affected area in accordance with Local Ordinances, Resolutions, Emergency Plans, or agreements thereto.
- Requesting that state agencies provide mutual aid in accordance with SEMS.
- Requiring the emergency services of any local official or employee.
- Requisitioning necessary personnel and material of any department or agency.
- Obtaining vital supplies and equipment and, if required immediately, to commandeer the same for public use.
- Imposing penalties for violation of lawful orders.
- Conducting emergency operations without facing liabilities for performance, or failure of performance. (Note: Article 17 of the Emergency Services Act provides for certain privileges and immunities.)
- Enforcing police powers in controlling the locations and movement of people, establishing access controls, erecting traffic barricades, etc.

- Implementing health and safety measures.
- Protecting, controlling, and allocating vital resources.
- Advising industry, schools, and businesses of possible phased shutdowns.
- Restoring or activating essential facilities and systems.

Incidents will be managed at the lowest possible level. The City of Santa Clara has primary responsibility for emergency response activities within our jurisdiction. The County/Operational Area and the Regional Emergency Operations Center (REOC) in Walnut Creek, may support Santa Clara. A regional event is likely to exceed the emergency response capabilities of individual Counties/Operational Areas. Additional resources from inside and outside of the region may be required to achieve an effective response.

When local resources are committed to the maximum and additional material and/or personnel are required to respond to the emergency, requests for mutual aid will be initiated. Fire and Law enforcement agencies will request or render mutual aid directly through established channels. Any action which involves financial outlay by the City of Santa Clara or a request for military assistance must be authorized by the designated local official.

State OES may also activate and staff the State Operations Center (SOC) at the OES Headquarters in Sacramento to coordinate and support operations in affected areas and control the response efforts of state and federal agencies in supporting local governmental operations.

The State OES Director will assist the Governor with the direction and coordination of the activities of the several departments and agencies of state government, and will coordinate and support the emergency operations conducted by, and under the leadership of local governments.

If the situation so warrants, a LOCAL EMERGENCY will be proclaimed, the local Emergency Operations Center (EOC) will be activated and staffed, and State OES will be advised accordingly. If deemed appropriate, the State OES Director will recommend to the Governor that a STATE OF EMERGENCY be proclaimed in affected areas and, as required, in areas from which mutual aid might be needed. During this time, state agencies will, commensurate with their capabilities, be expected to immediately respond to requests from affected areas for assistance. These activities will be coordinated with the State OES Director.

If the Governor requests and receives a Presidential declaration of an EMERGENCY or a MAJOR DISASTER under Public Law 93-288 (Federal Disaster Relief Act of 1974), he will appoint a State Coordinating Officer (SCO). A duly appointed Federal Coordinating Officer (FCO) and the SCO will coordinate and control state and federal efforts in supporting local operations.

Sustained Emergency Phase

As the emergency continues, assistance is provided to victims of the disaster and efforts are made to reduce secondary damage. Regional or statewide mutual aid may be provided to assist with these efforts. Response support facilities may be established. The incident's resource requirements continually change to meet the needs of the incident.

As early lifesaving and property-protecting actions continue, attention can be given to other priority activities. Emphasis should be on actions to help displaced persons and secure

dangerous areas. Activity during this phase includes: more definitive medical treatment; operation of mass care facilities; registration of displaced persons; reuniting of family members; and detailed damage assessment.

After the immediate needs (rescue, medical care, emergency shelter, food, and clothing) of people have been met, governmental actions will be taken to fulfill their rehabilitation needs. Through coordination between the FCO, the SCO, and local government representatives, an adequate number of Local Assistance Centers (LACs) will be established and staffed by representatives of federal, state, and local governmental agencies, private service organizations, and representatives of the private sector. LACs will provide disaster victims a “one-stop” service in meeting their emergency and/or rehabilitation needs.

1.5.1.3 Recovery (Emergency Period - Post-Emergency Period)

At the onset of an emergency, actions are taken to enhance the effectiveness of recovery operations. Recovery is both short-term activities intended to return vital life-support systems to operation, and long-term activities designed to return infrastructure systems to pre-disaster conditions. Recovery also includes cost recovery activities.

At the earliest feasible time, the state OES Director, operating through the designated SCO, will bring together state agency representatives, and appropriate local, federal, and American Red Cross officials to coordinate the implementing of state and federal assistance programs and establish support priorities. Details, policies and procedures for rehabilitation and recovery Activities are provided in the State Disaster Assistance Procedural Manual (published and issued separately).

Each represented agency will take action to satisfy identified recovery needs. This action will include broad dissemination of guidance to the affected public as to where, when, and how they may receive assistance.

The Post-Emergency Period has major objectives which may be overlapping: 1) reinstatement of family autonomy; 2) provision of essential public services; 3) permanent restoration of private and public property; 4) reinstatement of public services; and 5) research to uncover residual hazards, advance knowledge of disaster phenomena, and 6) action to improve future emergency operations.

As soon as practical following a major emergency, normal management of local government operations will be restored and the EOC will most likely be deactivated. Any proclamations previously made will be terminated or coordinated based on the mitigation and recovery work underway.

1.5.1.4 Mitigation Phase

Mitigation planning includes a review of ways to eliminate or reduce the impact of future disasters. Specific hazard mitigation plans are prepared following a federally-declared disaster. They reflect the current risk analysis and mitigation priorities specific to the declared disaster.

Mitigation efforts occur both before and after emergencies or disasters. Pre- Disaster Mitigation efforts include:

- amending local ordinances and statutes, such as zoning ordinances, building codes, and other enforcement codes;
- initiating structural and infrastructure retrofitting measures;
- assessing tax levees or abatements;
- emphasizing public education and awareness; and
- assessing and altering land use planning.

Post-Disaster Mitigation efforts include:

1. Short Term Objectives:

- Protection of individual well-being
- Restoration of family unity
- Provisions for essential public services

2. Long Term Objectives

- Permanent restoration of private and public property
- Economic and resource stabilization
- Restoration of normal government operations
- Assess needs for hazard mitigation
- Updating plans based on lessons learned

1.5.2 Peacetime Emergencies

The partial or total response of the City of Santa Clara to natural disasters or technological incidents will be dictated by the type and magnitude of the emergency. Generally, response to a major peacetime emergency situation will progress from local, to county/operational area, to regional, to state, to federal involvement.

For planning purposes, State OES has established three levels of emergency response to peacetime emergencies, which are based on the severity of the situation and the availability of local resources. The City of Santa Clara has adopted these activation levels and EOC staff members respond to fill their respective positions following a notification of activation from the City Manager or designee. Telephone Callback Directory or Text pagings via cellular telephone serve as the methods of notification.

Level I

The City Meets Resource Needs

This is a minor to moderate incident wherein local resources are adequate and available. A LOCAL EMERGENCY may or may not be proclaimed. The EOC may or may not be activated and selected City Officials recalled, based upon coordination and public information needs

Example: “Winter storm with heavy rain for several days and possible potential flooding” notification from Santa Clara Valley Water District (SCVWD) or National Weather Service (NWS).

Activate: EOC Director, PIO, Operations Section Coordinator, Plans Section Coordinator, Emergency Services Coordinator and other EOC staff/liaison as needed.

Standby Alert: Law Enforcement Branch, Fire & Rescue Branch.

Notify: Santa Clara County/Operational Area (County OES) for information

Level II

The City and County/Operational Area is Unable to Meet Resource Needs

A moderate to severe emergency wherein local resources are not adequate and mutual aid may be required on a regional or even statewide basis. A LOCAL EMERGENCY will be proclaimed and a STATE OF EMERGENCY might be proclaimed. The City of Santa Clara EOC will be activated and the EOC Director will request the Santa Clara County/Operational Area EOC be activated. If an emergency occurs without warning, the initial response will be managed in a decentralized mode by on-duty personnel. Centralized management, if required, will be established as rapidly as conditions permit.

Example: Verification that flooding is imminent/occurring with neighborhood(s) affected.

Activate: Management, General Staff and Affected Branches

Standby Alert: EOC second and third shifts

Level III

The Region is Unable to Meet Resource Needs

A major disaster wherein resources in or near the impacted area are overwhelmed and extensive state and/or federal resources are required. Response and initial recovery operations will be coordinated from the EOCs. A LOCAL EMERGENCY and a STATE OF EMERGENCY will be proclaimed and a Presidential Declaration of an EMERGENCY or MAJOR DISASTER may be requested.

Example: Actual Flooding with neighborhood(s) evacuation and sheltering.

Activate: Commence EOC 24 hour operation, EOC second and third shifts

Notify: Santa Clara County/Operational Area (County OES)

Deactivation

Deactivation will occur at the direction of the EOC Director/City Manager or designee. Deactivation may occur in stages (levels).

As the EOC is deactivated, all documentation pertaining to the event is gathered. Plans are made to debrief EOC participants, responders and volunteers. The response is evaluated as a learning tool to use in future events.

Specific operational concepts, to include the emergency response actions of the various elements of the Emergency Management organization, are reflected in Annexes to this plan.

1.5.3 Wartime Emergencies

The impact of wartime emergencies may range from minor inconveniences such as food and petroleum shortages to a worst-case scenario involving an attack on the United States utilizing nuclear weapons.

Protective measures to be employed in the event of a threatened or actual attack on the United States include:

- In-place protection utilizing residences and designated shelters.
- Construction of fallout shelters, given adequate lead-time.
- Upgrading of homes and other buildings to a radiation Protection Factor (PF) of at least 40, given adequate lead-time.
- Spontaneous evacuation by an informed citizenry. Crisis relocation is not considered a viable option within the context of this plan.

1.6 Statewide Emergency Management System

Fully activated, the statewide emergency management system consists of all local jurisdictions (cities and county unincorporated areas), Counties/Operational Areas, OES Mutual Aid Regions and State Government. Local jurisdictions will be responsible for directing and/or coordinating emergency operations within their respective jurisdictional areas, with the other levels being responsible for coordinating and/or providing support as required by the local jurisdictions.

The organization and responsibilities of each of the levels are outlined below. Emphasis has been placed on the Local Emergency Management Staff. Staffs at the other levels will have counterparts to the Local Emergency Management Staff.

In a peacetime emergency, as contrasted with a CBRNE Incident, governmental response is an extraordinary extension of responsibility and activity, coupled with normal day-to-day activity. Thus, to ensure continued overall effectiveness, normal governmental structures will be maintained, with emergency operations being limited to those agencies assigned specific emergency functions. More importantly, a system, or systems, must come into being for the purpose of exercising overall operational control (management) or coordination of emergency operations.

Specific details relative to the organization and responsibilities of the Emergency Management Staffs at each of the levels are provided in **Annex A-E**.

The utilization of all, or part, of each of the levels will be dictated by the situation. For example, if an incident requires only fire or law enforcement mutual aid support, requests for support will be submitted through established channels (local jurisdiction to the Operational Area Coordinator for that service and, if required, to the Regional Mutual Aid Coordinator).

1.6.1 Local Emergency Management

Incident Emergency Management Systems are designed to provide for the local on-scene management of wildland fires, hazardous material incidents, transportation accidents and other natural or man caused emergencies. Such systems provide a standardized organizational structure and terminology and procedures. Such systems are very flexible and adaptable to any kind of emergency management situation.

1.6.1.1 Incident Level Emergency Management System

Incident Command System (ICS)

The Incident Command System (ICS) is a nationally used standardized on-scene emergency management system specifically designed to allow the user(s) to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents without being hindered by jurisdictional boundaries. ICS addresses both organization and process. ICS is used to manage facilities, equipment, personnel, procedures, and communications through the use of a common organizational structure and standardized procedures.

ICS was developed in California by FIRESCOPE (Fire Resources of California Organized for Potential Emergencies) to enable successful multi-agency operations during emergency response operations. It has been adopted by the federal government and is specifically required for NIMS compliance.

Used in the field for tactical operations, the ICS organizational structure is based around five principal activities performed at any incident. These are: Command, Operations, Planning, Logistics, and Finance. The ICS organization allows for a modular and rapid expansion to meet the needs imposed by the incident. ICS can be used during any serious multi-disciplinary (e.g., fire, law, medical) emergency within a jurisdiction, and is particularly useful for any kind of incident involving multiple jurisdictions and agencies.

Some incidents, particularly those involving hazardous materials, can escalate to area-wide emergencies requiring further activation of the emergency management system. In area-wide emergencies, one or more Incident Command Posts may be established to assist in managing emergency operations. In situations where incidents require an EOC activation, the Incident Commander in the field will communicate directly with the department DOC if one is established or to the Operations Section Coordinator in the EOC or the respective Branch Director.

For every minor or major field incident, the City of Santa Clara will utilize ICS.

ICS can be used to provide a management structure and system for conducting on-site multi-disciplinary operations (for example, those incidents which involve concurrent tactical field interactions between fire, law enforcement, and medical personnel).

The ICS, because of its standardized organizational structure and common organizational and operational terminology, provides a useful and flexible management system that is particularly adaptable to incidents involving multi-jurisdictional response. The ICS provides the flexibility to rapidly activate and establish an organizational form around the functions that need to be performed. ICS is driven by the functions being performed, not people staffing positions.

The ICS basic organizational structure will consist of five principal sections, which normally would be activated for a major incident; the sections are:

INCIDENT COMMAND SYSTEM

Incident Command

This includes the Incident Commander, who has overall management responsibility for the incident. A Command Staff element is provided for handling such matters as Public Information, Safety, and inter-agency liaison. Multi-jurisdiction incidents will involve a Unified Command element, which will bring together jurisdictional Incident Commanders to develop a common and consistent action plan to make the best use of all available resources.

Operations Section

This section is headed by an Operations Section Chief, who is responsible for the management of all incident tactical activities. On multi-disciplinary incidents, the Operations Section Coordinator may have deputies. The Operations Section can be sub-divided into Branches; e.g., Law Branch, Fire Branch, and Medical Branch, etc. Branches may be further divided into divisions and smaller units. Staging areas for resources are also under the management of this section.

Planning Section

This section is headed by the Planning Section Chief and is structured into several units, depending upon the needs of the incident. Situation Assessment and Resources Status are examples of the kinds of units which may be formed within this section. The Planning Section collects and analyzes all data regarding incident operations, develops alternatives for tactical action plans, conducts planning meetings, and prepares the incident action plan for incidents which will require extended operations.

Logistics Section

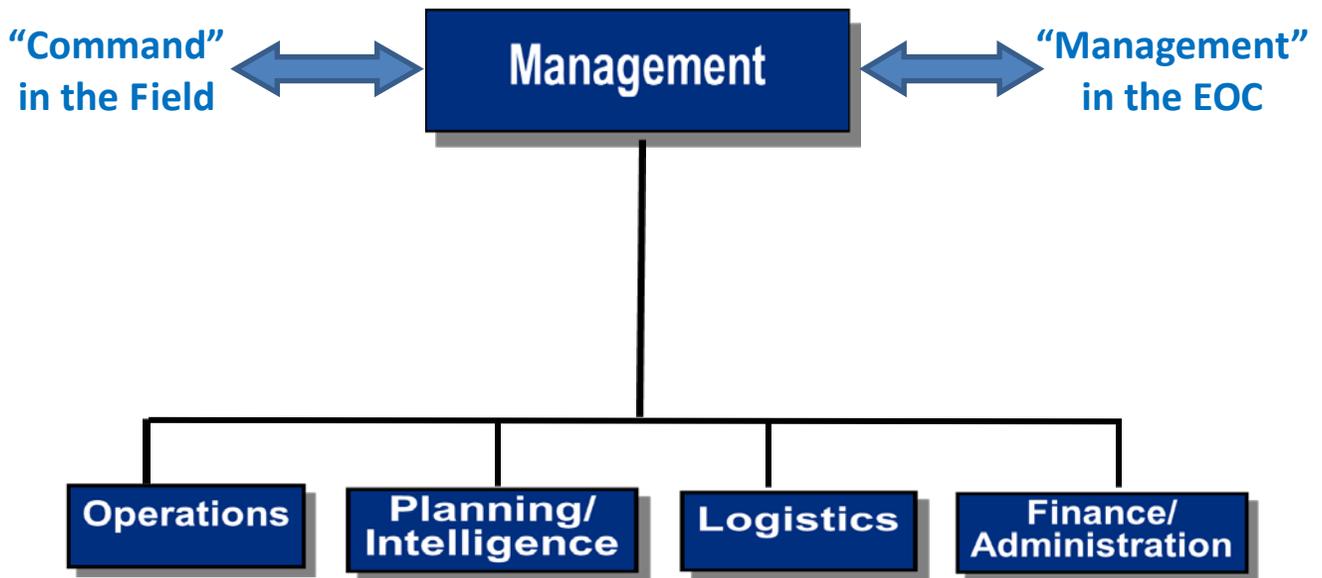
This section is headed by the Logistics Section Chief and is responsible for meeting the logistical needs of the Operations Section; this can include procuring equipment and supplies, providing food and medical support to incident assigned personnel, and meeting the transportation requirements of the incident. The Logistics Section can be divided into branches and units, as the situation requires.

Finance Section

This section will be activated at an incident when required for purposes of maintaining records on personnel and equipment time, for providing payments to vendors for supplies and equipment usage, and for determining the cost considerations or various alternative strategies associated with incident planning

Operations within the EOC will function in a similar ICS format; however, the organizational structure will be consistent with the Standard Emergency Management System (SEMS) and the National Incident Management System (NIMS).

Standardized Emergency Management System (SEMS)



Standardized Emergency Management System (SEMS)

SEMS is the system required by California Government Code Section 8607(a) for managing response to multi- agency and multi-jurisdiction emergencies in California.

SEMS incorporates the use of the ICS, the Master Mutual Aid Agreement and existing mutual aid systems, the Operational Area Concept, the Operational Area Satellite Information System (OASIS) and multi-agency coordination. SEMS helps unify all elements of California's emergency management organization into a single integrated system. Local governments must use SEMS to be eligible for reimbursement of their personnel-related costs under state disaster assistance programs.

SEMS Functions

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

The Field response level commands emergency response personnel and resources to carry out tactical decisions and activities in direct response to an incident or threat.

The Local government level manages and coordinates the overall emergency response and recovery activities within its jurisdiction. The local government level includes cities, counties, and special districts.

The Operational Area level manages and/or coordinates information, resources, and priorities among local governments; and serves as the coordination and communication link between the local government level and the regional level. The Operational Area includes all the jurisdictions and special districts within the County geographical area. The County of Santa Clara is the lead agency for the Operational Area.

The Regional level manages and coordinates information and resources among operational areas within the designated mutual aid region and between the operational areas and the state level. This level, along with the state level, coordinates overall state agency support for emergency response activities.

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

The requirement to use SEMS includes providing for the five essential SEMS functions of management, operations, planning, logistics and finance/administration.

National Incident Management System (NIMS)

In response to the September 11th 2001 attacks on the World Trade Center in New York City, the Pentagon and Flight 93, President George W. Bush, issued Homeland Security Presidential Directive-5. Released on February 28, 2003, HSPD-5 directed the Secretary of the United States Department of Homeland Security to develop and administer a National Incident

Management System (NIMS). In September 2004, the Department of Homeland Security (DHS) sent an official policy letter to all state Governors outlining the content and implementation strategy for NIMS. All states and political subdivisions were required to adopt and implement NIMS in Federal Fiscal Year (FFY) 2006 and FFY 2007. NIMS includes the following components:

- Command and Management, including the Incident Command System (ICS)
- Communications and Information Management
- Preparedness
- Resource Management
- Multi-agency Coordination
- Supporting Technologies
- Joint Information System (JIS)
- NIMS Management and Maintenance

In California the Governor issued executive order S-2-05 ordering State OES to provide guidance to counties, cities, and all response agencies on implementation of SEMS changes to comply with the requirements of NIMS.

National Response Framework

National Response Framework (NRF) Integration with the Emergency Operations Plan

The NRF is built upon the premise that incidents are typically handled at the lowest jurisdictional level. In the vast majority of incidents, state and local resources and interstate mutual aid will provide the first line of emergency response and incident management support. When state resources and capabilities are overwhelmed, governors may request federal assistance. The NRF provides the framework for federal interaction with state, local, tribal, private sector and nongovernmental entities in the context of domestic incident management to ensure timely and effective federal support.

The NRF is the core operational plan for national incident management, and establishes national-level coordinating structures, processes, and protocols that will be incorporated into certain existing federal interagency incident or hazard-specific plans. The NRF is intended to facilitate coordination among tribal, local, state, and federal governments and the private sector without impinging on any group's jurisdiction or restricting the ability of those entities to do their jobs. The NRF does not alter or impede the ability of first responders to carry out their specific authorities or perform their responsibilities.

The NRF and NIMS are companion documents designed to improve the nation's incident management capabilities and overall efficiency. Use of NIMS enables federal, state, local, and tribal governments and private-sector and non-governmental organizations to work together effectively and efficiently to prevent, prepare for, respond to, and recover from actual or potential domestic incidents regardless of cause, size, or complexity. Together, the EOP, SEMS, NIMS and NRF integrate the capabilities and resources of various governmental jurisdictions, incident management and emergency response disciplines, non-governmental organizations, and the private sector into a cohesive, coordinated, and seamless national framework for domestic incident management.

Organization Flexibility - Modular Organization

The five essential ICS functions in SEMS and NIMS are identified as 'sections' in the EOC. Only functional elements that are required to meet current objectives will be activated. Those functions that are needed but not staffed will be the responsibility of the next higher element in the organization.

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

Management of personnel within the EOC will be accomplished through the assignment of Section Coordinators for Operations, Planning/Intelligence, Logistics and Finance/Administration functions. Section Coordinators will report to the EOC Director. They are responsible for:

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

Multi-Agency or Inter-Agency Coordination

Multi-agency or inter-agency coordination is important for:

- Establishing priorities for response,
- Allocating critical resources,
- Developing strategies for handling multi-agency response problems,
- Sharing information,
- Facilitating communications, and
- Assuring jurisdictional/agency objectives are not compromised.

Emergency response is coordinated at the EOC through:

- Representatives from departments and agencies, and
- Representatives from outside agencies including school districts, universities, non-governmental organizations, and Radio Amateur Civil Emergency Service (RACES) volunteers.

Coordination with agencies not represented in the EOC may be accomplished via various communications systems such as telephone, fax, radio and computer networks.

Coordination with the Field Response Level – ICS

In a major emergency, the EOC may be activated to coordinate and support the overall response while field responders use the Incident Command System. Tactical management of responding resources is always under the leadership of the on-site Incident Commander at the Incident Command Post (ICP).

Incident Commanders may report to the DOC, which in turn will coordinate with the EOC. If DOC's are not activated, Incident Commanders may communicate directly with their counterpart in the Operations Section of the EOC.

Unified Command is an application of NIMS/ICS and may be established at the field response level when more than one agency has incident jurisdiction or when incidents cross jurisdictional boundaries. Agencies work together through the designated members of the Unified Command to establish their designated Incident Commanders at a single Incident Command Post (ICP). In the Unified Command, entities develop a common set of objectives and strategies which provide the basis for a single Incident Action Plan (IAP).

1.6.1.2 Jurisdiction Level Management

The local level of the Emergency Management System consists of the Emergency Management Staffs of cities which are responsible for their respective jurisdictional areas and the staffs of counties which are responsible for the unincorporated areas of counties. Staffs of the latter also function as Operational Area Emergency Management Staff.

Local jurisdictions may provide overall emergency management in three different modes:

1. Decentralized coordination and direction (no local EOC activation)
2. Centralized Coordination and decentralized direction (activation of EOC for coordination purposes only)
3. Centralized coordination and direction (all activities directed from the EOC)

1.6.1.3 Operational Area Emergency Management

Section 8605 of the California Emergency Services Act designates each county as an Operational Area. Use of the Operational Area to coordinate emergency activities and to serve as a link in the communications system is required in a STATE OF WAR EMERGENCY. Use of the Operational Area during a STATE OF EMERGENCY or a LOCAL EMERGENCY is at the option of the county and the political subdivisions within the county area.

If an Operational Area is activated following a disaster, a county official, designated by County ordinance, will function as the Operational Area Coordinator and will have the overall responsibility for coordinating and supporting emergency operations within the county. The Area Coordinator and supporting staff will constitute the Operational Area Emergency Management Staff.

1.6.2 Mutual Aid Region Emergency Management

The foundation of California's emergency planning and response is a statewide mutual aid system, which is designed to ensure that adequate resources, facilities, and other support are provided to jurisdictions whenever their own resources prove to be inadequate to cope with a given situation(s).

The State of California's mutual aid system for fire events is robust. For an urban/wildland interface fire similar to that of the Oakland Hills scenario, fire services would take the lead in combating the fires, and the Fire Mutual Aid System would be responsible for allocating resources. Coordination with Operational Area EOCs and the REOC is important for non-fire activities, such as evacuation, care and shelter, and provision of medical services, with firefighting activities. Although the Fire and Rescue Mutual Aid System would provide most of

the resources to support the firefighting efforts, other mutual aid systems would support these efforts, as necessary.

The basis for the system is the California Master Mutual Aid Agreement, as referenced in the California Emergency Services Act. It created a formal process wherein each jurisdiction retains control of its own personnel and facilities, but can give and receive help whenever it is needed.

Emergency mutual aid response and recovery activities are generally conducted at the request and under the direction of the affected local government. Some emergency responses are led by designated State agencies. Such agencies have jurisdiction at the State level of those emergencies or disasters. In some cases there may be joint response, requiring a Unified Command for coordinated response between State and local jurisdictions; e.g., hazardous material, nuclear power plant, and terrorism emergencies. Resource requests for response and recovery originate at the lowest level of government and are progressively forwarded to the next level until filled. For example, if an Operational Area is unable to provide the necessary requested assistance, it may contact the OES Region at the REOC and forward the request.

The State OES is obligated to provide available resources to assist local jurisdictions in emergencies. OES has identified mutual aid regions throughout the state – six for fire and general mutual aid resources, and seven for law enforcement and coroner resources. The City of Santa Clara is located in State OES Coastal Region/Mutual Aid Region II. State OES Coastal Region has staff support available from State OES and other state agencies. State OES Regional Administrators and their staffs (designated state agency representatives) will constitute Regional Emergency Management Staffs at the REOC and will coordinate and support local emergency operations at the request of Operational Area Coordinators. With respect to Santa Clara County, the County Emergency Services Director is the Operational Area Coordinator, and the OES Regional Coordinator is the State OES Coastal Regional Administrator, located in Walnut Creek. Requests will move through the Operational Area to the Coastal Region to coordinate Mutual Aid Regional response and recovery operations. Regional Staff will submit all requests for support that cannot be obtained within the Region, and other relevant information, to the State Operations Center (SOC) in Sacramento.

Local government includes counties, cities, and special districts within an Operational Area. They operate formal multi-agency EOC operations, and have the primary responsibility for the protection of the health, safety, and property/resources of their residents.

During a proclaimed emergency, the City of Santa Clara will coordinate resource requests through the Santa Clara County Operational Area, and the State OES REOC. All resource requests outside of the established mutual aid system go through the City EOC to the Operational Area, REOC and SOC. Requests should specify, at a minimum:

1. number and type of personnel needed, and/or;
2. type and amount of equipment needed;
3. reporting time and location;
4. authority to whom forces should report;
5. access routes into the affected area(s);

6. estimated duration of operations; and

7. risks and hazards

Through California's mutual aid system, State OES can receive a constant flow of information from every geographic and organizational area of the state. Such information includes direct notification from a state or local government official that a disaster exists or is imminent. In some cases, prior information makes it possible to anticipate an emergency and mitigate its effects.

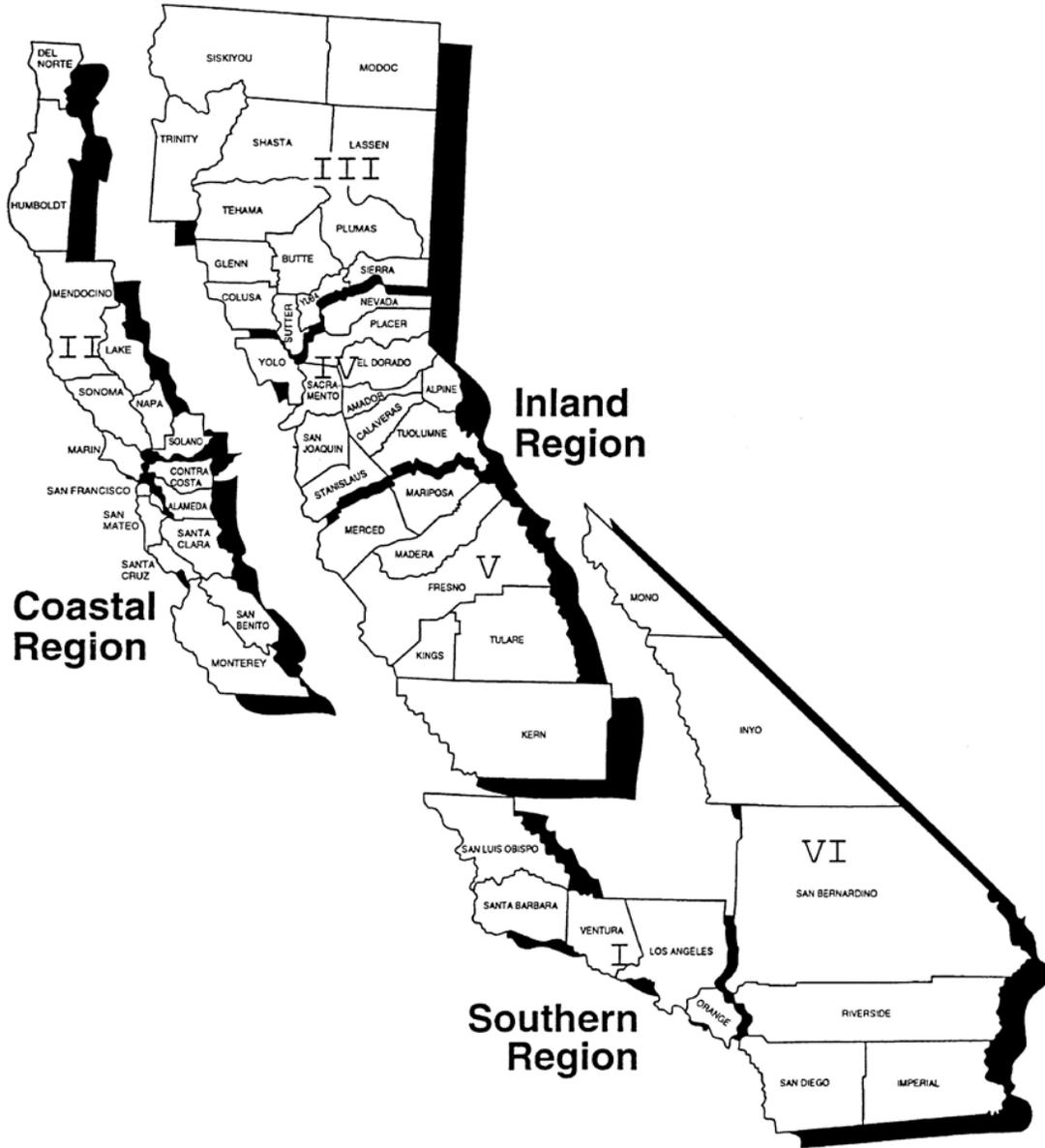
To further facilitate the mutual aid process, particularly during day-to-day emergencies involving public safety agencies, fire and law enforcement coordinators are selected and function at the operational area (county wide), mutual aid region (two or more counties), and at the state OES level. The Fire Chief for the County Fire Department serves as the "Fire" Area Coordinator, while the County Sheriff serves as the "Law" Area Coordinator. It is expected that during a catastrophic event, such as an earthquake, Coordinators will be assigned at all levels for other essential services (e.g., Care and Shelter, Rescue, etc.).

The SOC at the State OES Headquarters in Sacramento, or a joint field office within or near the affected area, may be activated to coordinate response efforts of state or federal agencies in support of local operations.

If the situation dictates, OES will establish one or more disaster support areas where resources and supplies can be received, stockpiled, allocated and deployed to support operations in an affected area.

California Governor's Office of Emergency Services

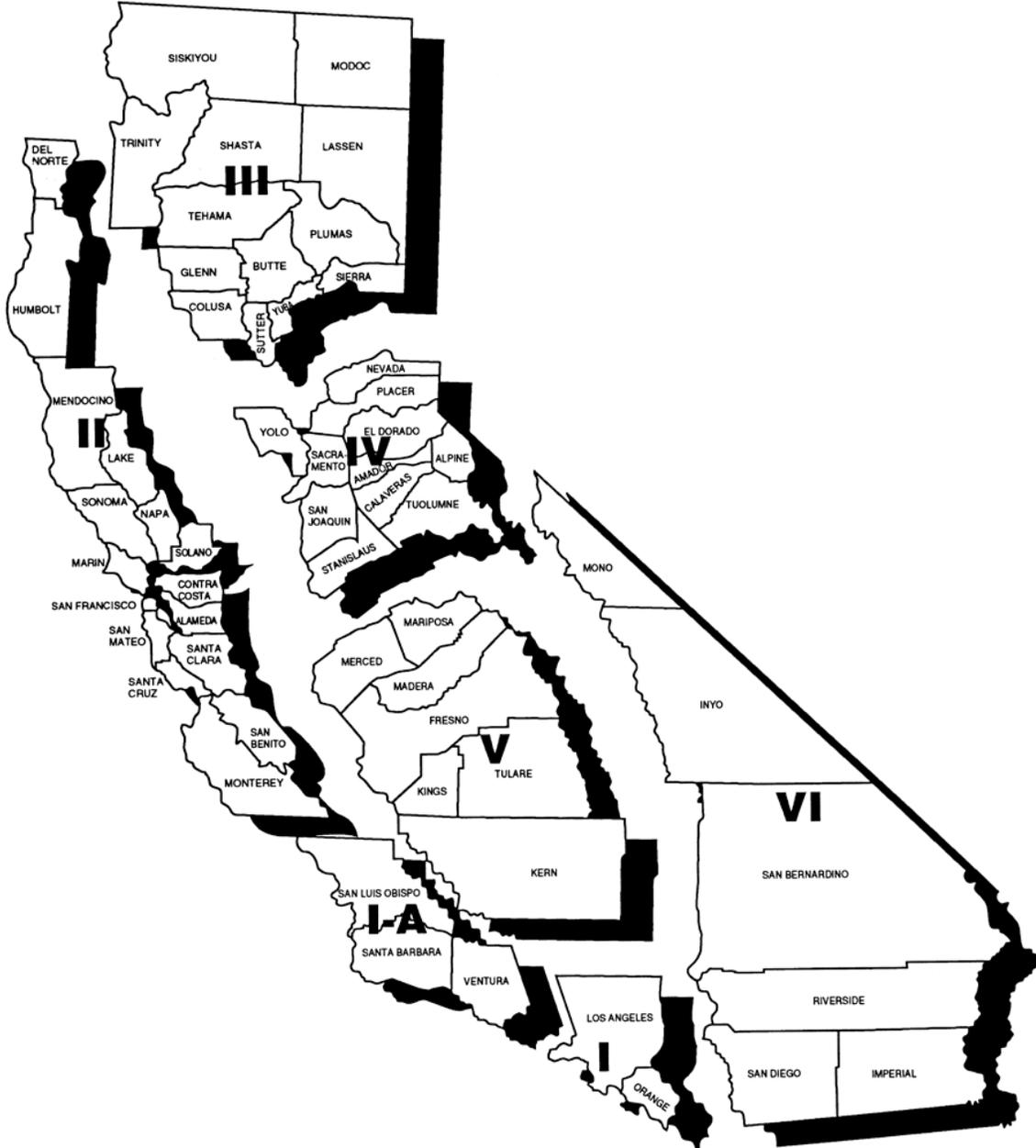
Administrative Regions and Mutual Aid Regions



Fire and Rescue Mutual Aid Regions (The 6 Standard Mutual Aid Regions)



Law Enforcement and Coroner Mutual Aid Regions



1.6.3 State Emergency Management

The Governor, through State OES and its Mutual Aid Regions, will coordinate statewide operations to include the provision of mutual aid and other support to local jurisdictions and the redirection of essential supplies and other resources as required. The OES Director, assisted by representatives from state agencies, will constitute the State Emergency Management Staff.

1.6.4 Federal Emergency Management National Response Framework

The Federal Emergency Management Agency (FEMA), which resides in the United States Department of Homeland Security, serves as the main federal government contact during natural disasters and nuclear defense emergencies.

The National Response Framework is a guide to national all-hazards incident response. The framework is built upon flexible, scalable, and adaptable coordinating structures to align key roles and responsibilities across the nation. It is intended to capture specific authorities and best practices for managing incidents ranging from the serious but strictly local, to large-scale terrorist attacks and catastrophic natural disasters. It features an approach that:

- Integrates a wide range of emergency management disciplines into a unified structure
- Describes the roles and responsibilities of Federal agencies in emergency response and the organization of those agencies into Emergency Support Functions (ESFs)
- Provides the structure and mechanisms for national-level policy and operational direction
- Provides the framework for Federal interaction with state, local, and tribal governments, the private sector, and nongovernmental organizations.

The National Response Framework also describes the Federal response to a catastrophic incident. In the National Response Plan, the predecessor to the National Response Framework, the federal government defined a catastrophic incident as “any natural or manmade incident, including terrorism, which results in extraordinary levels of mass casualties, damage, or disruption severely affecting the population, infrastructure, environment, economy, national morale, and/or government functions.” The National Response Framework states that the federal government may take protective measures to mobilize and deploy assets in anticipation of a request from a state prior to, and during, catastrophic events, especially for those that occur without notice. Federal protocols for responding to such incidents are further outlined in the Catastrophic Incident Annex to the National Response Framework and the Catastrophic Incident Supplement, which establishes a coordinated strategy for accelerating the delivery of the applications of Federal, and Federally accessible, resources and capabilities. The Catastrophic Incident Supplement establishes an execution schedule and implementation strategy for delivery of key resources for a range of natural and human-caused catastrophic incidents.

Federal Response Under the National Response Framework

FEMA is responsible for establishing coordination with State OES to support state and local operations.

In general, the federal government is responsible for providing support, either directly through the actions of Federal agencies, or indirectly through grants, when state and local emergency response capabilities are exhausted. In response to requests for assistance from the state,

FEMA coordinates with other federal agencies, non-governmental organizations, and the private sector to deliver that assistance.

The coordinated federal response to a regional emergency or disaster is implemented through the National Response Framework. Under the National Response Framework, one or more Emergency Support Functions (ESF) may be deployed to provide direct support to local jurisdictions at the request of a state. In accordance with SEMS, federal resources must be requested through the SOC. When mobilized in support of a local emergency response operation, federal assets are placed under the tactical direction of the local Incident Commander. In extraordinary circumstances, the federal government may mobilize resources even before a state requests assistance, in accordance with the Catastrophic Incident Supplement of the National Response Framework.

1.7 Emergency Functions

In this plan, local emergency operations are divided into the emergency functions indicated below. Specific details on functional, organizational and operational concepts, responsibilities for providing support to or accomplishing a given function, and applicable policies and procedures are provided in the Annexes specified in parenthesis. The Annexes also provide hazard-specific responses to be accomplished by the Emergency Management Staff and field forces.

The first five Annexes contain "functional" guidance for the conduct of business in the Emergency Operations Center. The information is organized according to the SEMS as mandated by the State of California. This framework also conforms to the requirements of the National Incident Management System (NIMS) mandated by the United States Department of Homeland Security.

Management Section (Annex A)

Provides for the overall management and coordination of response and recovery operations, and emergency policy making through the joint efforts of governmental agencies and private organizations.[CCR, Title 19, §2403 (c)(1).]

Operations Section (Annex B)

Provides for centralized control and coordination of emergency operations based on the goals and priorities set by the EOC Director. [CCR, Title 19, §2403 (c)(2).]

Planning and Intelligence Section (Annex C)

Develops accurate information on the extent of the disaster, extent of damage and anticipated changes in environmental factors and disseminates the EOC Action Plan for each action period. [CCR, Title 19, §2403 (c)(3).]

Logistics Section (Annex D)

Oversees the management of resources to support field forces in executing the Action Plan, and EOC staff in managing the available disaster response and support capabilities. Develops and manages contracts for services in support of emergency operations. [CCR, Title 19, §2403 (c)(4).]

Finance Section (Annex E)

Coordinates collection of cost data and orchestrates requests for reimbursement from other levels of government or insurance. Time Reports ensure employees maintain and submit complete and accurate personnel time keeping records and costs associated with personnel. Time Reports also collect equipment time from operators. Procurement arranges for the purchase of supplies and equipment. This unit maintains a record of procured items, and tracks and coordinates delivery of supplies. [CCR, Title 19, §2403 (c)(5).]

Community Emergency Response Team / CERT (Annex H)

Describes the CERT training program and goals in the City of Santa Clara.

Animals in Disaster (Annex K)

Provides guidance on managing displaced domestic animals in times of disaster.

Local Hazard Mitigation Plan (Annex L)

As a participant in the Association of Bay Area Governments (ABAG) multi-jurisdictional planning process, City of Santa Clara staff helped in the development and review of the comprehensive list of mitigation strategies in the overall multi-jurisdictional plan. This plan is due for revision before December 2016.

Terrorism Response (Annex T)

Provides guidance on managing terrorism threats or events.

1.8 Emergency Resources Management

Emergency resources management is the effective management of those available resources deemed most essential to survival and recovery operations, particularly following a major disaster or an attack upon the United States.

The California Emergency Resources Management Plan (published and issued separately) presents state-wide policies and guidance to local governments on the conservation, distribution and use of resources immediately available to them, and on arranging for re-supply of goods and services to meet local emergency needs. Urgent needs that cannot be met locally are to be reported to state government. State officials will then arrange with industry and responsible public agencies for delivery of goods or provision of services to meet these local shortages. These arrangements may be done directly or through federal agencies which may be functioning within the state. Once immediate supply processes are underway, the state will act to assure that necessary resources are available and efficiently used for the duration of the emergency situation.

Policies and procedures relative to emergency resources management organizational and operational concepts are provided in the **California Emergency Resources Management Plan**.

1.9 Continuity of Government

The California Emergency Services Act and the Constitution of California, provide the authority for state and local government to reconstitute itself in the event incumbents are unable to serve.

A major disaster or CBRNE attack could result in great loss of life and property, the death or injury of key government officials, and/or the partial or complete destruction of established seats of government, and public and private records essential to continued operations of government and industry. To help preserve law and order and to continue/restore local services, it is essential that units of local government continue to function during or following such situations.

Government at all levels is responsible for providing continuity of effective leadership, authority and adequate direction of emergency and recovery operations. The California Government Code, Section 8638, gives the governing body the power to appoint three standby officers for each member of the governing body. The City of Santa Clara chooses not to exercise this power. Section 8643 gives a member of the governing body the power to reconstitute the governing body by appointment of qualified persons to fill vacancies, assuring for the continuity of government.

1.10 Public Awareness and Education

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

Upon the proclamation of a STATE OF EMERGENCY by the Governor, State OES will assign a State Public Information Officer to assist local public information efforts and to provide information that originates from the State. Similarly, in a Presidential declaration, FEMA assigns an appropriate number of Information Officers to assist State efforts and to provide federal

information. However, even the most efficient emergency information effort requires time to initiate, during which confusion and lack of information can contribute to a worsening of the emergency situation and an increased burden for all areas of emergency response.

Public awareness and education prior to any emergency are crucial to successful public information efforts during and after the emergency. The decision to initiate and support this function must be made at the highest policy-making level. The pre-disaster awareness and education programs must be viewed as equal in importance to all other preparations for emergencies and receive an adequate level of planning. These programs must be coordinated among local, state and federal officials to ensure their contribution to emergency preparedness and response operations.

1.11 Training, Tests, and Exercises

The objective of any emergency management organization is efficient and timely response during emergencies. A good plan is a first step toward that objective. However, planning alone will not guarantee preparedness. Training and exercising is essential at all levels of government to make emergency operations personnel operationally ready. All emergency plans should include provision for training.

The best method of training a jurisdiction's staff to manage emergency operations is through exercising. Exercises allow local personnel to become thoroughly familiar with the procedures, facilities and systems which will actually be used in emergency situations.

Exercises can be accomplished in several forms. Table Top Exercises provide a convenient and low cost method of introducing local officials to scenario related problem situations for discussion and problem solving designed to evaluate policy, plans, and procedures and resolve coordination and responsibilities. Such exercises are a good way to see if policies and procedures exist to handle certain issues.

Functional exercises may simulate an actual emergency and are designed to test and evaluate the capability of an individual function such as those of City staff in the EOC.

Full-Scale Operations exercises simulate an actual emergency and involve multiple jurisdictions. They typically involve complete Emergency Management Staffs and are designed not only to exercise procedures, but also to test the readiness of personnel, communications, and facilities. Such exercises can be conducted at the EOC level or as field exercises.

Part Two

ANNEXES

This part of the Emergency Plan includes the following functional Annexes which describe the emergency response organization. Annexes A through E are briefly described and represent the five sections of the Emergency Operations Center. Remaining annexes include: Annex H, Santa Clara's Community Emergency Response Team; Annex K, Animals in Disaster; Annex L, Local Hazard Mitigation Plan; and Annex T, Terrorism Response to Weapons of Mass Destruction.

In prior versions of this plan, each Annex was supported by Appendices that provided Emergency Action Checklists for hazard-specific responses. These checklists were updated prior to February 2016, and each City department has a policy and procedure manual that details specific actions for incidents including those that allow for the mitigation of CBRNE emergencies.

Annex A

Management

- Ensures the support and coordination of emergency services and resources involved in preparing for and responding to situations associated with natural disasters, technological incidents, or CBRNE emergencies

Annex B

Operations

Fire Branch

- Limits the loss of life and property from fires and other threats and provides emergency medical care and rescue of persons.
- Includes Fire Suppression, Search & Rescue, Hazardous Materials Operations
- Coordinates the activities of personnel engaged in fire and rescue and other emergency operations; maintains communications with field commands; evaluates status reports; makes decisions regarding the commitment of resources; and determines the need for additional assistance.
- Coordinates operations associated with the location, provision of immediate care, and safe removal of endangered, trapped, injured, and/or isolated persons.
- Coordinates hazardous materials response. This may involve material identification, remedial actions, disposal, containment, personal safety, and other response and recovery actions.
- In conjunction with the Santa Clara County Department of Public Health and the Santa Clara County Emergency Medical Services Agency, supports public health and medical operations not addressed by the Medical Health Operational Area Coordination Program.

Law Branch

- Provides for the protection of life and property; enforces applicable laws, orders, and regulations; and provides traffic control on designated highways, streets, and roads; Movement Operations and Coroner Operations.
- Coordinates the activities of law enforcement and traffic control personnel in and around disaster areas including evacuation, perimeter control, access control, and obtaining and providing mutual aid; maintains communications with field commands; evaluates status reports; makes decisions regarding the commitment of resources.
- Liaises with the Santa Clara County Coroner's Office and coordinates operations associated with collection, identification, and disposition of fatalities.
- In conjunction with the Medical Health Operational Area Coordination Program, may support the procurement and allocation of critical public and private medical supplies and other resources; and the activation and operation of Points of Distribution.
- Coordinates the movement of persons from hazardous or threatened areas to lower risk reception areas.

Care and Shelter Branch

- Coordinates the procurement and allocation of resources required to support mass-care operations, to include the activation of appropriate lodging and feeding facilities; coordinates the activation and staffing of shelters.

Engineering Branch

- Coordinates the damage assessment of public buildings and the management of the City's infrastructure. Coordinates emergency debris clearance, route recovery, and other engineering operations.

Water/Sewer Branch

- Coordinates the continued operation of water and sewer services.

Electric Branch

- Coordinates the continued operation of Silicon Valley Power and related services.

Engineering Branch

- Provides for the procurement, distribution and use of construction and engineering resources.

Streets and Auto Services

- Coordinates the procurement and allocation of resources required to maintain City streets and sewers. Coordinates all activities required to maintain the City's fleet of vehicles and equipment.

Annex C

Planning/Intelligence

- Collects and analyzes information and data related to a disaster or emergency. This is crucial to the successful management of response and recovery operations.

Annex D

Logistics

- Procures facilities, personnel, equipment, and materials for the emergency response. Coordinates the allocation of essential supplies; including food, fuel, and health supplies. Coordinates the allocation of personnel. Coordinates the allocation of transportation resources required to move people, equipment, and essential supplies.

Annex E

Finance Section

- Establishes timekeeping procedures consistent with federal, state, and City guidelines for City Employee Services and City equipment. Provides guidance to other departments with respect to timekeeping, salary, benefits, and documentation procedures. Is responsible for all financial and cost aspects of the disaster, including record keeping for reimbursement. Handles any property/equipment claims for compensation. Apprises the EOC Director of the current and projected financial status of the City.

City of Santa Clara
Emergency Operations
Plan

Annex A



**City of
Santa Clara**
The Center of What's Possible

Annex A

MANAGING EMERGENCY OPERATIONS

EMERGENCY MANAGEMENT OVERVIEW

Introduction

This annex establishes policies and procedures and assigns responsibilities to ensure the effective management of emergency operations during peacetime and emergency activations such as response to Chemical, Biological, Radiological, Nuclear and Explosive (CBRNE) emergency situations. It provides information on the dissemination of emergency public information, emergency communications, alerting and warning procedures, and damage assessment and reporting. The annex describes the organizational and operational concepts for managing emergency operations.

Objectives

Annex A establishes policies and procedures and assigns responsibilities to ensure the effective management of a community emergency response. It provides information on the City emergency management structure, activation of emergency response and recovery procedures, and Emergency Operations Center (EOC) data.

The overall objective in the Management Section is to ensure the coordination of emergency forces and resources involved in preparing for and responding to situations associated with natural disasters, technological incidents, or CBRNE emergencies. Specifically, this will include:

- Over-all management and coordination of emergency and recovery operations in the EOC and in support of the field level.
- Determine the need for, and level of, disaster declarations.
- Coordinating or maintaining liaison with appropriate federal, state, and other local governmental agencies and applicable segments of the private sector.
- Requesting and allocating resources and other support.
- Establishing priorities and adjudicating any conflicting demands for support.
- Coordinating inter-jurisdictional mutual aid.
- Activating and using communications systems.
- Preparing and disseminating Emergency Public Information.
- Disseminating warnings.
- Overseeing community alerting based on Federal Agency Warnings.
- Developing adequate mitigation plans and projects.
- Managing the movement and reception and care of persons in event an evacuation is ordered.
- Collecting, evaluating, and disseminating damage information and other essential data.

Concept of Operations

Local emergency operations will be managed in one of three modes, depending on the magnitude of the emergency.

1. The City Meets Resource Needs

This management mode is similar to day-to-day operations and is employed in Level I responses. The City EOC may not be activated.

2. The City and County/Operational Area is Unable to Meet Resource Needs

This mode of operation is employed in Level II responses, characterized by involvement of several departments. Key management level personnel from the involved departments operate from the EOC. Typical emergency management activities under this mode include: Establishing an area-wide situation assessment function.

- Establishing an area-wide public information function.
- Determining resource requirements for the affected area and coordinating resource requests.
- Conducting citywide situation analysis and damage assessment.
- Managing citywide public information.
- Determining resources requirements and coordinating resource requests, and
- Establishing and maintaining a logistics system.

3. The Region is Unable to Meet Resource Needs

This mode is employed in Level III disasters. The City EOC is fully activated, and coordination and direction of response and recovery actions are conducted from the EOC.

CBRNE Emergencies

Operations during nuclear defense and CBRNE emergencies include essential actions relating to increased readiness, crisis relocation, and nuclear attack (with or without warning). The Statewide Emergency Management System will be fully activated, and centralized coordination and direction of emergency operations will be established. The County/Operational Area EOC and City EOC will be activated and staffed by the designated Emergency Management Staff members.

General

EMERGENCY MANAGEMENT STAFF

The City's Emergency Management Staff will be led by the Emergency Services Director/City Manager, who will be responsive to the Local Disaster Council (organized pursuant to Section 8610 of the government Code). The Director of Emergency Services/City Manager is supported by the Emergency Services Coordinator and by a staff comprised of city departments organized under the Standardized Emergency Management System and assigned primary and support duties in the Table of Responsibilities, contained in this Annex.

The City's Emergency Management Staff will have over-all responsibility for:

- Organizing, staffing, and operating the EOC
- Organizing communications and warning systems
- Providing information and guidance to the public
- Maintaining information on the status of resources, services, and operations
- Directing over-all operations
- Obtaining support for the jurisdiction and providing support to other jurisdictions as required
- Analyzing hazards and recommending appropriate countermeasures
- Collecting, evaluating, and disseminating damage assessment and other essential information
- Providing status and other reports to the Operational Area Emergency Management Staff (if activated) or the OES Mutual Aid Region Office

DIRECTION AND CONTROL

In an emergency requiring activation of the EOC, or in an emergency requiring response by more than one agency, whether or not the EOC is activated, or in cases where a proclamation of LOCAL EMERGENCY, STATE OF EMERGENCY, or STATE OF WAR EMERGENCY, the following command relationships will apply:

Emergency Services Director

The Emergency Services Director/ City Manager, or designated alternate, is responsible for overall incident/citywide coordination and management of the response effort. The most likely base of operations will be the EOC. Staff officers assigned to the primary/alternate EOC, and the SEMS organization will support the Director.

Emergency Services Coordinator

The Emergency Services Coordinator assists the Emergency Services Director in managing and coordinating emergency response efforts and serves as the EOC Coordinator, or designated alternate. This individual's responsibilities will include the management and supervision of the administrative functions of the EOC. This individual is responsible for maintaining the operational readiness of the primary and alternate EOC facilities and staffs.

ON-SCENE MANAGEMENT

The City of Santa Clara subscribes to and utilizes the Incident Command System (ICS). Generally, the Santa Clara Police Department will provide Incident Commanders (ICs) for:

- Bomb Threats/Bombs Found
- Crime Scenes

- ❑ Civil Disturbances
- ❑ Evacuation Operations (other than hazardous materials caused)
- ❑ Transportation Accidents (City Streets Only)
- ❑ Traffic Control Operations

Santa Clara Fire Department will provide ICs for:

- ❑ Terrorism events involving chemical, biological, nuclear or radiological materials, or explosive materials
- ❑ Fire Suppression Operations
- ❑ Hazardous Material Incidents, including evacuation operation
- ❑ Urban Search and Rescue Operations
- ❑ Heavy Rescue Operations
- ❑ Radiological Accidents
- ❑ Earthquake Overall Response
- ❑ Flood Incidents
- ❑ Multiple Casually Incidents

In some instances, City authority may be pre-empted by state or federal authority. In those instances, City government will act directly under the authority of the duly authorized representative of the state or federal government.

EMERGENCY OPERATIONS CENTER

The City of Santa Clara Emergency Operations Center (EOC) is located adjacent to the Police firing range. Instructions for set-up and activation of the EOC are kept within the entrance to the EOC Operations Room.

If an emergency situation is too large to be coordinated from the field, or if a major disaster occurs, the Emergency Services Director/City Manager or designee orders the activation of the EOC. The EOC provides a place where emergency operations can be centralized for better communication. The Center has tables, phones, FAX, radios, computers, maps, reference documents, operating procedures, and office supplies.

Activation Phase:

- ❑ Check in: Place T-Card in the appropriate "On Duty" section upon arrival at the EOC.
- ❑ Report to your assigned Section Supervisor.
- ❑ Set up workstation and review your position responsibilities.
- ❑ Establish and maintain a position log, which chronologically describes your actions taken during your shift.
- ❑ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- ❑ Ensure computer applications for situational awareness are operational.

Poll the Situation Status Unit in the EOC to determine the nature, scope, and severity of the incident(s). Information thus obtained will influence decisions regarding emergency declarations and proclamations, requests for mutual aid, evacuation, and other vital considerations. Particular attention is paid to:

- ❑ Nature of the emergency(s)
- ❑ Multiple incidents
- ❑ Areas of the City affected or threatened
- ❑ Containment potential
- ❑ Fatalities and injuries
- ❑ Damage assessment figures expressed in dollar amounts
- ❑ Public information management

If the Emergency Operations Center is unusable, the Alternate EOC will be used. Mobile radios, phones and computers will permit re-location of the EOC to any effective location if circumstances dictate.

The Emergency Services Director/City Manager may proclaim a local emergency.

A Gubernatorial or Presidential declaration may also be requested. City Council approval confirming this action is needed at the next City Council meeting within seven days.

Demobilization Phase:

- ❑ Deactivate your assigned position and close out logs when authorized by the EOC Director.
- ❑ Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning/Intelligence Section, as appropriate, prior to your departure.
- ❑ Be prepared to provide input to the after-action report.
- ❑ If another person is relieving you, ensure (s)he is thoroughly briefed before you leave your workstation.
- ❑ Clean up your work area before you leave.

Leave a forwarding phone number where you can be reached.

Emergency Operations Center Functions

Management Staff

EOC Director

City Manager

EOC Coordinator

Emergency Services Coordinator

PIO

Legal Advisor

Liaison Officer

Safety Officer

GENERAL STAFF and BRANCHES

Operations Section Coordinator-as assigned

Branches:

Fire

Police

- Communications/Dispatch

Care and Shelter

Water/Sewer

Electric

Engineering

Streets and Automotive

Plans Section Coordinator-as assigned

Units:

Situation Status

Resource Status

Documentation

Message Center

Check-in

Logistics Section Coordinator-as assigned

Finance Section Coordinator-Director of Finance

Policies and Procedures

Operational Priorities

Special consideration will be given to establishing operational priorities in conducting emergency operations. The following activities will be accorded such priority. All are important; the specific situation will dictate the order of priority:

- Meeting the immediate needs of people (rescue, medical care, food, shelter, and clothing).
- Temporary restoration of facilities, whether publicly or privately owned, essential to the health, safety, and welfare of individuals (sanitation, water, electricity, road, street, and highway repairs).
- Meeting the rehabilitation needs of people (temporary housing, food stamps, employment, etc.).

ALERTING AND WARNING

General

Warning is the process of alerting governmental forces and warning the general public to the threat of imminent extraordinary danger. Dependent upon the nature of the threat and the population group at risk, warning can originate at any level of government.

Success in saving lives and property is dependent upon timely dissemination of warning and emergency information to persons in threatened areas. The National Warning System (NAWAS) is a nation-wide attack warning system developed to accomplish this task in a war emergency. For major peacetime emergencies, portions of the NAWAS system can be used, augmented by state and local systems as appropriate.

Attack Warning System

National Warning System (NAWAS)

NAWAS is a dedicated wire-line system that provides two-way voice communications between federal Warning Centers, states' Warning Points, and local Warning Points. The system in California consists of four elements:

- NAWAS, Federal—California link
- NAWAS, State-County Warning Points circuits
- County-City warning systems
- Local warning devices and systems

NAWAS-Federal

The system is activated from two federal facilities, located in Colorado Springs, Colorado, and Olney, Maryland.

NAWAS-California

California ties into the national system with a primary dropout at OES Headquarters in Sacramento. Circuits then extend to 46 county warning points. California Highway Patrol Headquarters in Sacramento serves as the alternate State Warning Point.

Both federal and state circuits are monitored 24 hours a day at OES Headquarters, the alternate state Warning Point, and each county warning point.

County-City Warning Systems

In order to disseminate warning from the County Warning Points to cities, local communications channels are normally used. Although the State Warning Point will relay warnings over the California Law Enforcement Telecommunications System (CLETS), it is usually more expeditious for cities to arrange with the county Warning Points on NAWAS for further relay of the information within the county. This is normally via local Public Safety communication channels, or, in some instances, telephone.

County Warning System

Alert Santa Clara County (SCC) is a notification system for anyone who lives or works in Santa Clara County to get emergency warnings sent directly to their cell phone, mobile device, email, or landline. Alert SCC provides information and instructions in a variety of emergency situations, which may include:

- Flooding, wildfires and subsequent evacuations
- Public safety incidents, including crimes, that immediately affect neighborhoods
- Post-disaster information about shelters, transportation, or supplies

Dissemination of Attack Warnings

The Federal Warning Centers disseminate warning information to state Warning Points over NAWAS. State Warning Points disseminate the information they receive over NAWAS to the local Warning Points. In addition, state agency radio systems, teletype and telephone circuits are used ensuring maximum dissemination. Each local Warning Point further disseminates the warning over local Public Safety communications channels. Santa Clara County disseminates information, under the authority of the Sheriff's Watch Commander to other jurisdictions and the media through the systems described above.

Based on the information received from the county Warning Point, the Emergency Services Director/City Manager, or designated alternate, will decide whether or not to issue a warning order to the general populace. In that instance, police, fire, and public services vehicles, utilizing loudspeakers and sirens will circulate throughout the city, disseminating the warning. Other resources available for dissemination of the warning order are social media, the radio, television, and volunteer door-to-door canvassers.

Special warning requirements include warning special locations, such as schools, hospitals, nursing homes, major industries, institutions, and places of public assembly, as well as warning the hearing impaired and non-English speaking groups.

Peacetime Emergency Warning Systems

Emergency Conditions and Warning Actions

Flood

A flood emergency is normally preceded by a buildup period, which permits marshalling of forces as required to combat the emergency. During the buildup period, OES cooperates with the National Weather Service and the State

Department of Water Resources by relaying pertinent weather information and river bulletins to local government officials in the affected areas.

OES receives this information over selected circuits and relays it to OES Regions via the OES private line teletype system and to local governments via CLETS.

Fire

Initial warnings of major conflagrations are normally issued by the affected area, through the Operational Area, and/or OES Regional Fire Coordinator, using whatever means of communications are appropriate and available. Requests for mutual aid follow the same channels.

Earthquake

Earthquakes occur without warning. OES could receive notification of an earthquake, as well as subsequent information, including damage reports, from various sources, such as:

1. University of California Seismological Observatory, Berkeley
2. OES Regional Offices
3. Local Governments
4. Federal/State agencies
5. Honolulu Observatory

The information may be received via NAWAS, radio, teletype, and/or telephone and would be further disseminated as appropriate, using any or all of these means. The State Warning Center has a seismic alarm system that activates during earthquakes, prompting duty personnel to investigate the disturbance.

Other Emergencies

Warning and/or information concerning emergencies other than those cited above is disseminated using any effective system(s).

Communication/Situational Awareness Tools

The following is a list of the communication methods/tools/systems and their respective roles in establishing a common operating picture in the City EOC.

- Santa Clara Common Operating Picture (COP)
 - Description

The Santa Clara Common Operating Picture (COP) is a tactical single identical display of live relevant information (e.g. reported incidents and their status, street traffic load and video, critical infrastructure such as utilities and transit, etc.) correlated by location and shared across command posts. It facilitates collaborative first response and provides mission-critical

situational awareness to decision-makers. The Santa Clara COP enhances the effectiveness of public safety operations, which translates into a safer and more enjoyable game day experience for guest and local citizens.

- Event Use
During events at Levi's Stadium, real time situational awareness at Levi's Stadium, the perimeter, and related transit will be displayed on Santa Clara COP and will be visible in the City of Santa Clara EOC.
 - Information Types
Display of spontaneous incidents and vital situational awareness details/information about those incidents.
- California Common Operating Picture (Cal COP)
- Description
Cal COP is a system designed for display of information about events and/or assets over a geographical underlay. Its primary purpose is to establish situational awareness for operational and strategic decision makers. Events can be seen by day, week, month, by geographical area, or by name.
 - Event Use
During incidents public safety may add locations of calls-for-service and key details about those locations and response efforts. Technicians will ensure that this information (Non-PCII or PCII as appropriate (PCII= Private Critical Infrastructure Information)) is on display on operations centers to help ensure situational awareness and common operating picture.
 - Information Types
Geographical/list display of key pre-planned and spontaneous events and vital situational awareness details/information about those various events.

- Web Emergency Operations Center (Web EOC)
 - Description

A web-based information management tool used to allow EOCs to share and exchange information about specific events, operational status, and resource ordering.
 - Event Use

During the event Situation Status Unit members within the various activated operations centers will provide activation status updates, key event details pertinent to strategic EOC operations, and resource requests/updates to the appropriate “boards” within WebEOC.
 - Information Types

EOC/Municipal status, strategic key event details, resource orders and status

- Radio
 - Event Use

Operational and tactical communications will be the primary uses of radios. However, should the need arise, pre-designated radio channels may be used for strategic communications amongst EOCs.
 - Information Types

Operational/Tactical communications

- Telephone
 - Event Use

Telephones will be used primarily for conference calls amongst activated operations centers and for vetting/de-conflicting information found on the various common operating picture systems/tools.
 - Information Types

Strategic updates, information vetting/de-confliction

- Cellular Phone
 - Event Use

Cell phones will be used primarily as a back-up method for vetting/de-conflicting information found on the various common operating picture systems/tools in a person-to-person manner, and as a telephone redundancy.
 - Information Types

Information vetting/de-confliction (person-to-person)

- Satellite Phone
 - Event Use

Satellite phones will be used only as a back-up method for sharing key strategic/operational information and EOC/Municipal status in a person-to-person or conference call manner should all other communication methods fail.
 - Information Types

Strategic/operational information and EOC/Municipal status

- Email
 - Event Use

Email will be used as an additional method for non-law enforcement sensitive (LES) or secure document and information sharing. Email will not be used as a primary common operation picture tool. It is purely supplementary in nature and allows for expedient document sharing.
 - Information Types

Non-LES/secure Document sharing

EOC Director

Responsibilities

1. Establish the appropriate Staffing level for the City of Santa Clara EOC and continuously monitor organizational effectiveness ensuring that appropriate modifications occur as required.
2. Exercise overall management responsibility for the coordination between Emergency Response Agencies within the City. In conjunction with the general staff, set priorities for response efforts. Ensure that all City agency actions are accomplished within the priorities established.
3. Ensure that Inter-Agency Coordination is accomplished effectively within the City EOC.
4. Provide policy guidance for the dissemination of emergency public information.
5. Serve as the final authority for the development and approval of all disaster- related media releases for the City of Santa Clara.
6. Ensure that the public within the affected area receives complete, accurate, and consistent information about life safety procedures, public health advisories, relief and assistance programs, and other vital information.
7. Coordinate with the PIO to provide clear policy guidance with regard to media releases.
8. Ensure that the PIO keeps the Emergency Services Director advised of all unusual requests for information and of all major critical or unfavorable media comments. Work with the PIO to develop Procedures or measures to improve media relations.
9. Approve all media releases, including content for Emergency Alert System (EAS) releases if available, and timely and consistent advisories and instructions for life safety, health, and assistance for the public.
10. Approve plans for media briefings for members of the City Council and other assistance as necessary to facilitate their participation in media briefings and press conferences.

Activation Phase

- Determine appropriate level of activation based on situation as known.
- Mobilize appropriate personnel for the initial activation of the City EOC.
- Respond immediately to EOC site and determine operational status.
- Obtain briefing from whatever sources are available.
- Ensure that the EOC is properly set up and ready for operations.
- Ensure that an EOC check-in procedure is established immediately.
- Ensure that EOC organization and staffing is completed.
- Determine which sections are needed, assign Section Coordinators as indicated and ensure they are staffing their sections as required.
- Determine which Management Section positions are required and ensure they are filled as soon as possible.
- Ensure that telephone and/or radio communications with Operational Area EOC are established and functioning.
- Schedule the initial Action Planning meeting.
- Confer with the general staff to determine what representation is needed at the City EOC from other emergency response agencies.
- Assign a Liaison Officer to coordinate outside agency response to the City EOC.

Operational Phase

- Monitor general staff activities to ensure that all appropriate actions are being taken.
- Ensure that the Liaison Officer is providing for and maintaining effective interagency coordination.
- Based on current status reports, establish initial strategic objectives for the City EOC.
- In coordination with the General Staff, prepare management function objectives for the initial Action Planning Meeting.
- Convene the initial Action Planning meeting. Ensure that all Section Coordinators and other key agency representatives are in attendance. Ensure that appropriate Action Planning procedures are followed. The Planning Section Coordinator facilitates the briefing.
- Once the Action Plan is completed by the Planning/Intelligence Section Coordinator; review, approve, and authorize its implementation.
- Conduct periodic briefings with the General Staff to ensure strategic objectives are current and appropriate.
- Conduct periodic briefings for elected officials or their representatives.
- Formally issue local Emergency Proclamation for the City, and coordinate local government proclamation with other emergency response agencies, as appropriate. Ensure that City Council affirmation of the Proclamation is obtained within seven days, and determine the length of the first extension, usually 14 days.
- Brief your relief at shift change, ensuring that ongoing activities are identified and follow-up requirements are known.

Demobilization Phase

- Authorize demobilization of sections, branches, and units when they are no longer required.
- Notify the County/Operational Area EOC and other relevant organizations of the planned demobilization, as appropriate.
- Ensure that any open actions not yet completed will be handled after demobilization.
- Ensure that all required forms or reports are completed prior to demobilization.
- Be prepared to provide input to the after action report.
- Deactivate the EOC at the designated time, as indicated by the objectives.
- Proclaim termination of the emergency response and proceed with recovery operations.

EOC Coordinator

Responsibilities:

1. Facilitate the overall functioning of the EOC.
2. Assist and serve as an advisor to the EOC Director, Management and General staffs as needed, providing information and guidance related to the internal functions of the EOC and ensure compliance with City emergency plans and procedures.

Activation Phase

- Follow Activation Phase Checklist.
- Assist the EOC Director in determining appropriate staffing for the EOC.
- Provide assistance and information regarding section staffing to all general staff.

Operational Phase

- Assist the EOC Director and the general staff in developing overall strategic objectives as well as section objectives for the Action Plan.
- Advise the EOC Director on procedures for enacting emergency proclamations, emergency ordinances and resolutions, and other legal requirements.
- Assist the Planning/Intelligence Section in the development, continuous updating, and execution of the EOC Action Plan.
- Provide overall procedural guidance to general staff as required.
- Provide general advice and guidance to the EOC Director as required.
- Ensure that all required communications are made to the Operational Area EOC.
- Ensure that all communications with applicable emergency response agencies are established and maintained.
- Assist the EOC Director in preparing for and conducting briefings with Management Staff, the City Council, the media, and the general public.
- Assist Liaison Officer with coordination of all EOC visits.
- Provide assistance with shift change activity as required.

Demobilization Phase:

- Follow Demobilization Phase Checklist.

Public Information Officer

Responsibilities

1. Serve as the coordination point for all media information for the City of Santa Clara. Represent the City as the lead Public Information Officer.
2. Ensure that the public and city employees receive complete, accurate, and consistent information about life safety procedures, public health advisories, relief and assistance programs, and other vital information.
3. Coordinate media information with the EOC Director and with Public Information Officers representing other affected emergency response agencies within the Operational Area as required.
4. Monitor media, including social media, to ensure accurate and complete information through follow-up contacts.
5. Maintain a communication log and a documentary file of all information, instructions, and advice released to the public.

Activation Phase

- Report to the EOC.
- Determine staffing requirements and make required personnel assignments for the Public Information function as necessary.

Operational Phase

- Obtain policy guidance from the EOC Director with regard to media releases.
- Ensure that adequate staff is available at incident sites to coordinate with the media and conduct tours of the disaster area, if safe.
- Keep the EOC Director advised of all unusual requests for information and of all major critical or unfavorable media comments. Recommend procedures or measures to improve media relations.
- Coordinate with the Situation Status Unit and identify method for obtaining and verifying significant information as it is developed.
- Develop and publish a media-briefing schedule, including location, format, and preparation and distribution of handout materials.
- Implement and maintain an overall information release program.
- Establish a Media Center, as required, ensuring that there is necessary space, materials, telephones, and electrical power. Post hard copies of releases and update status boards and other references. Provide adequate staff to answer media questions. A Joint Information Center (JIC) will be established for incidents that cross jurisdictional boundaries.
- Interact with other City EOCs as well as Operational Area EOC PIOs and obtain information relative to public information operations.
- Develop content for social media and Emergency Alert System (EAS) releases if available. Monitor EAS releases as necessary.
- In coordination with other EOC sections and as approved by the EOC Director, issue timely and consistent advisories and instructions for life safety, health, and assistance for the public.
- Prepare media briefings for members of the City Council and provide other assistance as necessary to facilitate their participation in media briefings and press conferences.
- Ensure that a rumor control function is established to correct false or erroneous information.
- Provide staffing and telephones to efficiently handle incoming media and public calls.
- Prepare, update, and distribute to the public via the media, the City website, and other relevant means, a Disaster Assistance Information Directory, which contains locations to obtain food, shelter, supplies and health services.
- Ensure that announcements, emergency information and materials are translated and prepared for vulnerable populations, including non-English speaking and hearing impaired.
- Monitor social media, print media, internet news and broadcast media, using information to develop follow-up news releases and rumor control.
- Ensure that file copies are maintained of all information released.

- Provide copies of all media releases to the EOC Director.
- Prepare and distribute instructions for people who must evacuate from a high-risk area. Elements that should be addressed include: definition of the population at risk, evacuation routes, suggestions on the types and quantities of clothing, food, medical items, etc., evacuees should take with them, locations of reception areas/shelters, and safe travel routes for return to residence.
- Prepare and distribute instructions that identify centrally located staging areas and pickup points for evacuees without private automobiles or other means of transportation.
- Prepare instructions for evacuees' use upon arrival in a hosting area which shows the location of reception centers, shelters and lodging, feeding facilities, and medical clinics.
- Refer inquiries on the status of evacuees to the Care and Shelter Branch or the American Red Cross representative.
- Prepare materials that describe the health risks, the appropriate self-help or first aid actions, and other appropriate survival measures for the current emergency.
- Provide information on State/Federal assistance available.
- Provide information on Local Assistance Center opening dates/times.
- Provide information on location of mass care/medical/coroner facilities, food, and safe water and status of hospitals.
- Telephones, the EOC to EOC radio, or the Radio Amateur Civil Emergency Service (RACES) may be used for communicating messages to coordinate with PIOs in other affected jurisdictions and at other government levels.
- Conduct shift change briefings in detail, ensuring that in-progress activities are identified and follow-up requirements are known.
- Prepare final news releases and advise media representatives of point-of- contact for follow-up stories.

Demobilizations Phase

- Follow Demobilization Phase Checklist.

MEDIA ACCREDITATION AND VISITOR CONTROL PROCEDURES

Emergency Operations Center

The EOC is a secure, locked facility. Only authorized personnel will access the EOC by individual access code or card or by temporary access granted as needed during an EOC activation after identity is verified via camera and intercom. Media will be referred to the Police Department or Fire Department Training Center, either of which will serve as the media center during an emergency. Credentials must be shown prior to admission to either location

Admission into the EOC to observe the activities in the Center will be allowed periodically (if requested) when accompanied by the PIO as long as this activity does not interfere with emergency operations.

MEDIA ACCESS

Access to disaster areas by accredited reporters is guaranteed, with certain exceptions, by Section 409.5 of the California Penal Code. The California Peace Officers Association suggests, "In general, authorized members of the news media are to be permitted free movement in the area as long as they do not hamper, deter, or interfere with the law enforcement or public safety functions." If access restrictions for the media are unavoidable, a pool system may be established. Under this system, a representative of each medium would be selected and escorted into the restricted area. Information, photos, and film footage would be shared with other media representatives.

RESPONSE TO A MAJOR EARTHQUAKE

SAMPLE RADIO MESSAGE

UPDATE ON EARTHQUAKE

This is _____ at the _____. The magnitude of the earthquake which struck the _____ area at _____ today has been determined to be _____ on the Richter scale. The epicenter has been fixed at _____ by _____.

(scientific authority)

This office has received reports of _____ deaths, _____ injuries, and _____ homes damaged. No dollar damage figure is yet available. Police and fire units are on the scene to assist residents. (Continue with summary of situation.)

Aftershocks continue to be felt in the area. If you feel shaking, quickly seek shelter under a sturdy piece of furniture or in a supporting doorway. Do not use your telephone unless you need emergency help.

RESPONSE TO A MAJOR EARTHQUAKE

SUMMARY STATEMENT FOR MEDIA

At approximately _____ today, an earthquake registering _____ on the Richter scale struck the _____ area, with its epicenter at _____.

Fire and police units were immediately dispatched to assess injuries and damage. (Indicate injuries, deaths, property damage, fires, etc., reported to date.)

_____ aftershocks were felt, the largest occurring at _____ No
(time)

additional damage was reported (or specify damage). Over _____ response

Employee Services from police and fire agencies were called into action, and the staff of the County/City Office of Emergency Services were put on emergency status. The Red Cross opened shelters at _____ for

persons unable to remain in their homes and reported lodging and feeding over _____ persons.

At _____ on _____, the
(time) (date)

County Board of Supervisors/City Council proclaimed the existence of a **LOCAL EMERGENCY** and requested that the Governor proclaim a **STATE OF EMERGENCY**. The Board/Council also asked the Governor to request the President to declare a Major Disaster/Emergency. Damage to private and public buildings has been estimated to exceed \$_____.

RESPONSE TO A HAZARDOUS MATERIAL INCIDENT

SAMPLE RADIO MESSAGE: UNIDENTIFIED SPILL/RELEASE IN HEAVY TRAFFIC AREA

This is _____ at the _____. An unidentified substance which may be hazardous has been spilled/released at _____ (specific location).

Please avoid the area, if possible, while crews are responding. The best alternate routes are _____. If you are already in the area, please be patient and follow directions of emergency response personnel. The substance will be evaluated by hazardous materials specialists, and further information will be released as soon as possible. Thank you for your cooperation.

SAMPLE RADIO MESSAGE: LOW HAZARD/CONFINED SPILL/RELEASE
NO GENERAL EVACUATION

This is _____ at the _____. A small amount of _____, a hazardous substance, has been spilled/released at _____. Streets are blocked, traffic is restricted, and authorities have asked residents in the immediate block area to evacuate. Please avoid the area. The material is slightly/highly toxic to humans and can cause the following symptoms:_____.

If you think you may have come in contact with this material, you should: _____

_____. For your safety, please
(give health instructions and headline number, if available)

avoid the area if at all possible. Alternate routes are _____ and traffic is being diverted. If you are now near the spill/release area, please follow directions of emergency response personnel. Cleanup crews are on the scene. Thank you for your cooperation.

RESPONSE TO A HAZARDOUS MATERIAL INCIDENT

SAMPLE SUMMARY STATEMENT FOR MEDIA (ADAPT FOR SITUATION)

At approximately _____ a.m./p.m. today, a spill/release of a potentially hazardous substance was reported to this office by (a citizen, employee, etc.). (Police, fire) units were immediately dispatched to cordon off the area and direct traffic. The material was later determined to be _____, a _____ (hazardous/harmless) (chemical/substance/material/gas) which upon contact, may produce symptoms of _____.

Precautionary evacuation of the _____ area surrounding the spill was _____ (immediate/X-block) by _____ (requested/required) _____ (Agency) _____ (number) persons were evacuated. Clean-up crews from _____ (Agency/Company) were dispatched to the

scene and normal traffic had resumed by _____, at which time residents were allowed to _____ (time)

return to their homes. There were no injuries reported OR _____ persons, including _____ (all, number)

_____ Employee Services, were treated at area hospitals for _____ (Fire, police) _____ (specific if known)

and _____ were later released. Those remaining in the hospital are in _____ condition. _____ (all, number)

Safety Officer

Responsibilities

1. Ensure that all buildings and other facilities used in support of the EOC are in safe operating condition.
2. Monitor operational procedures and activities in the EOC to ensure they are being conducted in a safe manner considering the existing situation and conditions.
3. Stop or modify all unsafe operations outside the scope of the EOC Action Plan, notifying the EOC Director of actions taken.

Activation Phase

- Follow Activation Phase Checklist.

Operational Phase

- Tour the entire EOC facility and evaluate conditions. Advise the EOC Director of any conditions and actions which might result in liability (unsafe layout or equipment set-up, etc.).
- Study the EOC facility and document the locations of all fire extinguishers, evacuation routes and exits.
- Prepare and present safety briefings for EOC staff meetings.
- If the event which caused activation was an earthquake, provide guidance regarding actions to be taken in preparation for aftershocks.
- Ensure that the EOC facility is free from any threats.
- Ensure that shift change is established and staffing notifications are made well in advance of the assigned reporting time; coordinate with Section Coordinators and Personnel Unit to ensure that adequate trained staff are available.
- Coordinate with the Logistics Section Coordinator to ensure that adequate and appropriate food and beverages are available in for EOC staff.
- Monitor EOC staff for stress issues and obtain relevant support from the Personnel Section – e.g., on-site counseling, early relief, etc.

Demobilization Phase

- Follow Demobilization Phase Checklist

City of Santa Clara
Emergency Operations
Plan

Annex B



**City of
Santa Clara**
The Center of What's Possible

ANNEX B

OPERATIONS

DUTIES AND RESPONSIBILITIES

- Coordinates the City's operations in support of the emergency response through implementation of the operations.
- Implement the goals and objectives for each operational period.

Fire Branch

- Provides support and coordination for overall fire and rescue activities in support of the field. May include fire suppression, fire inspections and ancillary support for a medical response.
- Coordinates hazardous materials response in support of the field This may involve supporting material identification, remedial actions, disposal, containment, personal safety, and other response and recovery actions.

Law Enforcement Branch

- Provides support and coordination for overall law enforcement in support of response to the emergency. This may involve traffic control and other associated law enforcement duties including evacuation, perimeter control and access control.
- Coordinates with the County Medical Examiner/Coroner to ensure care for deceased victims.
- Communications - Ensure that information from the computer assisted dispatch (CAD) is available to EOC decision-makers.

Care and Shelter

- Coordinates sheltering and feeding for displaced persons.

Engineering Branch

- Coordinates the damage assessment of public buildings and the management of the City's infrastructure.

Electric Utility

- Coordinates repairs to systems and supplements electric systems by shifting loads.

Streets and Automotive Services

- Coordinates repairs to roadway and storm drain systems and vehicle support for round-the-clock operations.

Water and Sewer Utility

- Coordinates repairs to systems and supplements system as required.

Operations Section Coordinator

Responsibilities:

1. Ensure that the Operations Function is carried out including coordination of response for all operational functions assigned to the EOC.
2. Ensure that operational objectives and assignments are carried out effectively.
3. Establish the appropriate level of branch organizations within the Operations Section, continuously monitoring the effectiveness and modifying accordingly.
4. Exercise overall responsibility for the coordination of Branch activities within the Operations Section.
5. Ensure that the Planning/Intelligence Section is provided with Branch Status Reports.
6. Conduct periodic Operations briefings for the EOC Director as required or requested.
7. Provide overall supervision of the Operations Section.

Activation Phase

- Report to the EOC when directed.
- Ensure that the Operations Section is set up properly and that necessary personnel, equipment, and supplies are in place, including maps and status boards.
- Meet with Planning/Intelligence Section Coordinator; obtain a preliminary situation briefing. Based on the situation, activate appropriate branches within the section.
- Request additional personnel for the section as necessary for 24-hour operations, if indicated.
- Obtain a current communications status briefing from the Logistics Section. Ensure sufficient communications equipment with redundancies is available.
- Confer with the EOC Director to ensure that the Planning/Intelligence and Logistics Sections are staffed at levels necessary to provide adequate information and support for operations.
- Determine activation status of other EOCs in the Operational Area and establish communication links with the Operations Section in the County/Operational Area, if activated.
- Based on the situation known or forecasted, determine likely future needs of the Operations Section.
- Identify key issues currently affecting the Operations Section; meet with Section personnel and determine section objectives for the first operational period.
- Review responsibilities of branches in section; develop an Operations Plan detailing strategies for carrying out Operations objectives.
- Adopt a proactive attitude. Think ahead and anticipate situations and problems before they occur.

Operational Phase

- Ensure that all section personnel are maintaining their individual position logs (EOC 214 form).
- Ensure that situation and resources information is provided to the Planning/Intelligence Section on a regular basis or as the situation requires, including Branch Status Reports.
- Ensure that all media contacts are referred to the Public Information Officer.
- Conduct periodic briefings and work to reach consensus among staff on objectives for forth-coming operational periods.
- Attend and participate in EOC Director's Action Planning meetings.
- Provide the Planning/Intelligence Section Coordinator with the Operations Section's objectives prior to each Action Planning meeting.
- Work closely with each Branch Director to ensure that the Operations Section objectives, as defined in the current Action Plan, are being addressed.
- Ensure that the branches coordinate all resource needs through the Logistics Section.
- Ensure that intelligence information from Branch Directors is made available to the Planning/Intelligence Section in a timely manner.
- Ensure that fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of emergency expenditures and daily time sheets).
- Brief the EOC Director on all major incidents.
- Brief Branch Directors periodically on any updated information you may have received.
- Share status information with other sections as appropriate.

Demobilization Phase

- Follow Demobilization Phase Checklist.

FIRE BRANCH

OBJECTIVES

- Support the mobilization and deployment of firefighting resources and coordinate fire suppression and rescue operations.
- Support fire safety measures appropriate to mitigation of fire hazards.
- Coordinate containment and cleanup of hazardous material releases.
- Assist in alerting and warning of the general public.
- Assist the Law Enforcement personnel in perimeter and traffic control.
- Support search and rescue operations.
- Support heavy rescue operations with City of Santa Clara, private sector firms, County OES, and State OES.
- Arrange for fire protection/inspections in public shelters.

RESPONSIBILITIES

This annex provides guidance to the Fire Department Branch Director assigned to the EOC during a disaster. Field units will employ the Incident Command System (ICS) in management of on-scene incidents.

Fire personnel will act as Incident Commander in the field during any of the following:

- Fire Suppression Incidents
- Hazardous Material Incidents
- Medical Emergencies
- Multiple Casual Incident Events.
- Urban Search and Rescue Operations
- Heavy Rescue Operations
- Airplane Crashes. The Fire Department will act as lead agency until the arrival of federal agencies. The initial focus will be fire suppression, multiple casualty management and hazardous material evaluations and response.
- Radiological Incidents. The Fire Department will act as lead agency until the arrival of state or federal agencies. Most likely, response actions will be limited to identification of the radioactive material involved, assisting law enforcement in establishing perimeter control, and providing Radiological Monitoring personnel and equipment.

The Fire Branch Director assigned to the EOC is responsible for:

- Support and coordination of citywide fire suppression and rescue activities.
- Maintaining communications with field units and Incident Command Posts (ICP).
- Evaluation of status reports and prioritizing the commitment of fire suppression and rescue resources, hazardous materials resources and fire emergency medical services resources.
- Evaluation of response capability when mutual aid is exhausted.
- Coordination, acquisition, and delivery to the site of necessary protective respiratory devices, clothing, equipment, and antidotes for personnel to perform assigned tasks in hazardous radiological or chemical environments.

The OES Coastal Region's, Fire and Rescue Mutual Aid Coordinator, who serves on the staff of the OES Coastal Regional Administrator during a STATE OF EMERGENCY or STATE OF WAR EMERGENCY, is responsible for coordination and deployment of mutual aid resources within the Region.

FIRE DEPARTMENT POLICIES AND PROCEDURES

The day-to-day fire mutual aid system will continue to be followed. Requests for mutual aid will be submitted through established channels. When the county's mutual aid resources are exhausted, the Fire County/Operational Area Mutual Aid Coordinator submits requests to the Fire Regional Mutual Aid Coordinator. This regional coordinator then makes requests to the State OES Fire and Rescue Branch when regional mutual aid is exhausted. Requests should include, at a minimum:

- Reason for request
- Number and type of resources needed
- When needed
- Location where resources are to report
- To whom resources report

Fire personnel will coordinate with City Police in Search and Rescue operations.

Fire personnel will assist in evacuation and warning of the general public. Normally, evacuations will be ordered by the Police Chief, except in hazardous material or radiological events when it will be at the direction of the on-scene IC, or in biological/health events when it will be under the authority of the County Health Officer.

The Fire Marshal shall conduct fire and life safety inspections of mass care facilities.

Where practicable, Fire will supply incoming mutual aid forces with portable radios using local frequencies; or ensure that their radio equipment is interoperable.

FIRE BRANCH DIRECTOR

Emergency Action Checklist

Upon arrival at the EOC, fill out a "T"-Card and check in with the Operations Section Coordinator. Receive a situational briefing.

Initiate/maintain a log (EOC form 214) of significant events and phone/radio calls. Pass this log on to your relief with instructions to maintain it.

Responsibilities:

1. Determine and maintain situation status and resource status:
 - Equipment and personnel committed and their locations
 - Anticipated equipment and personnel shortages
 - Nature and scope of the emergency
2. Support fire, hazardous materials, multiple casualty, terrorist attack response, and search and rescue operations in the City.
3. Coordinate the acquisition of all outside resource requests through the Logistics Section.
4. Complete and maintain branch status reports for major incidents requiring or potentially requiring operational area, state, and federal response, and maintain status of unassigned fire & rescue resources in the City.
5. Implement the objectives of the EOC Action Plan assigned to the Fire Branch.
6. Provide overall supervision of the Branch.

Activation Phase:

- Follow the generic Activation Phase Checklist.
- Determine the response status of Fire Department units, station by station.
- Poll field units to ascertain:
 - Location of fires
 - Response capability
 - Location of broken gas and water mains
 - Status of hazardous material use and storage sites
 - Status of critical facilities
 - Location of collapsed buildings. Determine if buildings contain occupants
 - Location of downed overpasses
 - Status of major surface arteries
 - Status of backup power equipment
 - Fatalities and injuries
- Prepare and submit a preliminary branch status report and major incident reports as indicated to the Operations Section Coordinator.
- Prepare objectives for the Fire & Rescue Branch; provide them to the Operations Section Coordinator prior to the first Action Planning briefing and each subsequent briefing.
- Advise Logistics Section of the Fire Department's needs.
- Update status boards and maps in the Fire Branch, and assist the Planning/Intelligence Section to update overall event status boards and maps.

Operational Phase:

- Ensure that Branch position logs and other files are maintained.
- Maintain current status on Fire missions being conducted in the City.
- Provide Operations Section Coordinator and the Planning/Intelligence Section with an overall summary of Fire Branch operations periodically or as requested during the operational period.
- On a regular basis, complete and maintain the Fire Branch Status Report
- Refer all contacts with the media to the Public Information Officer.
- Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets).
- Prepare objectives for the Fire Branch for the subsequent operational period; provide them to the Operations Section Coordinator prior to the end of the shift and the next Action Planning briefing.
- Provide your relief with a briefing at shift change; inform him/her of all ongoing activities, branch objectives for the next operational period, and any other pertinent information.
- Based upon severity of the situation, place City Fire personnel on alternate scheduling and initiate emergency callback procedures.

Demobilization Phase:

- Follow the generic Demobilization Phase Checklist.

In the event of a FLOOD/DAM FAILURE, determine the boundaries of present and anticipated inundation areas. Map these areas on EOC map.

- Determine if any fire stations are located in inundation areas. If so, order relocation of personnel and equipment to safe areas.
- Determine the number and approximate location of those requiring evacuation.
- Request Santa Clara Valley Water District to initiate monitoring of potable water supplies.

In the event of a HAZARDOUS MATERIAL INCIDENT:

- Identify substance.
- Determine quantity and extent of release. Map these areas on EOC map.
- Determine the potential for fire, environmental pollution, and toxicity to humans and animals.
- Establish perimeter control.
- Instruct all responders to use proper Personal Protective Equipment (PPE) and clothing.
- Notify County EMS to contact hospitals regarding incoming casualties.
- Advise County EMS of identity of substance, if known.
- Establish and operate decontamination stations. Ensure that no contaminated patient is transported.
- Determine the identity of the responsible party, as soon as possible.

Make certain that the following reporting requirements are fulfilled:

- Notify Santa Clara County Public Health Department, the designated Administering Agency.
- Notify Santa Clara County OES.
- Notify neighboring jurisdictions, or unincorporated areas that might be impacted.
- Notify State OES Warning Center via County OES.
- If applicable, notify the owner of the business, or the carrier.

In the event of a RADIOLOGICAL incident, request City Police Department to implement perimeter control.

- Dispatch trained radiological monitor to the scene with instructions to report radiation levels to EOC on a periodic basis.
- Request assistance from State OES, via County OES.

Activation and Demob Checklist (For All Ops Positions)

Activation Phase

- ❑ Check in at the Plans Section upon arrival at the EOC.
- ❑ Report to EOC Director, Section Coordinator, Branch Director, or other assigned Superior.
- ❑ Set up workstation and review your position responsibilities.
- ❑ Establish and maintain a position log (EOC 214 form), which chronologically describes your actions taken during your shift.
- ❑ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

Demobilization Phase

- ❑ Deactivate your assigned position and close out logs when authorized by the EOC Director.
- ❑ Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning/Intelligence Section, as appropriate, prior to your departure.
- ❑ Be prepared to provide input to the after-action report.
- ❑ If another person is relieving you, ensure he/she is thoroughly briefed before you leave your workstation.
- ❑ Clean up your work area before you leave.
- ❑ Leave a forwarding phone number where you can be reached.

Fire: Department Operations Center Leader

Responsibilities:

1. Assist Incident Commanders in the field by providing coordination for mutual aid requests to and from the Operational Area Fire/Rescue Mutual Aid Coordinator, as appropriate.
2. Respond to requests for fire resources from the field in a timely manner, following established priorities (life safety, protection of the environment, and protection of property).
3. Monitor and track fire resources utilized during the event.
4. Provide general support to field personnel as required.
5. Update Operations Section Branch Director on a regular basis.
6. Supervise the Fire Department Operations Center.

Activation Phase:

- Follow generic Activation Phase Checklist.

Operational Phase:

- Establish and maintain a position log and appropriate files.
- Establish and maintain radio or cell-phone communication with the Fire Units at the Field Level. Obtain regular status reports.
- Assess the impact of the disaster/event on the Fire Department's operational capability.
- Establish the objectives of the Fire Operations Unit based on the nature and severity of the disaster, and provide them to the Fire Branch Director prior to the first Action Planning briefing.
- Provide situation status and resource status updates to the Fire Branch Director on a regular basis.
- Evaluate and process all requests for fire Mutual Aid resources through the Operational Area Fire & Rescue Mutual Aid Coordinator.
- In conjunction with Planning/Intelligence, determine if current and forecasted weather conditions will affect fire and rescue operations.
- Inform the Fire Branch Director of all significant events that occur.
- Coordinate with the Law Branch to determine status of evacuations.
- Coordinate with the Care and Shelter Branch Director for shelter locations.
- Reinforce the use of proper procedures for media contacts.

Demobilization Phase:

- Follow generic Demobilization Phase Checklist.

LAW ENFORCEMENT BRANCH

This annex addresses the policies and procedures governing the conduct of law enforcement operations during disasters. It also includes guidance and an emergency action checklist for the Law Branch Director in the EOC.

OBJECTIVES

- Support and coordinate Police resources for law enforcement, traffic control, and perimeter control operations.
- Support alerting and warning of the general public.
- Assist Planning/Intelligence in completing their missions by reporting damage assessment information gathered by field units.
- Support and coordinate evacuation operations, except on hazardous materials events where shelter-in-place orders may be more appropriate
- Provide security in mass care facilities, multipurpose staging areas, casualty collection points, supply storage areas, critical facilities, and evacuated areas. Contact Kaiser Hospital to assess security needs in times of anticipated med surge.
- Assist with Coroner operations until such time as County authorities are able to take over this responsibility.

RESPONSIBILITIES

- Coordinating law enforcement operations within the City.
- Coordinating law enforcement support to other citywide response and recovery operations.
- Evaluating status reports and prioritizing the commitment of law enforcement resources.

POLICIES AND PROCEDURES

- The Police Chief is responsible for the maintenance of law and order in the City and is in command of those operations.
- Patrols will be maintained in evacuated areas whenever possible.
- Full-time sworn officers may be augmented with Reserve Officers, where appropriate.
- Determine if mutual aid resources have access to interoperable radios/frequencies. Incoming mutual aid forces should be provided radios with local frequencies whenever possible, if their radios are not interoperable.
- National Guard forces committed to supporting local law enforcement operations will generally accept only broad mission-type orders, and will always remain under the command and control of the State Military Department.
- Only the Governor may request the President to assign federal troops to assist in maintaining law and order. Existing posse committatus regulation limits the type of duties that may be assigned to military forces.

Emergency Action Checklist

LAW BRANCH

- Upon arrival at the EOC, fill out a "T"-Card and check in with the EOC Director. Receive situation briefing.
- Initiate/maintain a log of significant events and phone/radio calls. Pass this log on to your relief with instructions to maintain it.
- Determine and maintain situation status and resource status:
 - Equipment and personnel committed and their locations, and initial observations and intelligence relative to the scope and nature of the emergency.
 - Anticipated equipment and personnel shortages.
 - Nature and scope of the emergency.
- Coordinate Police operations in the City.
- Coordinate the acquisition of all outside material resources through the Logistics Section.
- Complete and maintain branch status reports for major incidents requiring or potentially requiring operational area, state, and federal response, and maintain status of unassigned Police resources in the City.
- Implement the objectives of the EOC Action Plan assigned to the Law Branch.
- Provide overall supervision of the Branch.
- Determine if curfew needs to be imposed. If curfew is to be imposed, review circumstances and legal powers with City Attorney, prepare instructions and curfew order, submit to the Management Section for approval, and issue instructions to all law enforcement personnel, Citywide. Coordinate release of curfew order with PIO.
- If mass care facilities or Local Assistance Centers have been opened, instruct field commanders to assign personnel to provide security for these facilities.

In the event of an EARTHQUAKE, assist the City Fire Department in urban search and rescue operations.

- Instruct field commanders to assign officers to patrol vacated areas.
- Instruct field commanders to assign officers to conduct intelligence gathering and damage assessment operations, if possible.

In the event of a FLOOD/DAM FAILURE, instruct field commanders to provide perimeter and traffic control in affected areas.

- Implement public warning measures.
- Provide security and anti-looting patrols for inundation/evacuation areas.
- Poll field forces to determine if they are in threatened areas. Relocate personnel and equipment as necessary.
- Provide security for mass care facilities or Local Assistance Centers, as appropriate.

In the event of a HAZARDOUS MATERIAL INCIDENT, implement perimeter and traffic control.

- Ensure that all responders requested to assist at the warm zone/cold zone edge are issued, and utilize, proper protective gear and equipment. Coordinate with the HazMat Unit/Rescue Branch activated, or determine minimum requirements in this regard.
- If evacuation is ordered by Fire IC, coordinate the issuance of the order with the Management team and the PIO, time permitting.
- Provide security and anti-looting patrols from the cold zone for evacuated areas.
- Provide security for mass care facilities or Local Assistance Centers, as appropriate.

In the event of a RADIOLOGICAL INCIDENT, assist Fire to the extent possible in providing perimeter/access/traffic control.

- Implement alerting and warning measures.
- Assist in evacuation, if ordered.

In the event of a NUCLEAR ATTACK, assist in alerting and warning the general public. *The City stopped designating and supplying fallout shelters with the end of the Cold War.*

- Assist in traffic control operations, particularly in areas closest to designated fallout shelters.
- Provide security for designated fallout shelters.

In the event of an EVACUATION, assist in determining the need to evacuate affected or threatened areas. If evacuation is appropriate, the Chief of Police will issue a voluntary or mandatory evacuation order after consultation with the City Manager, who must first proclaim a Local Emergency. The decision to issue an evacuation order must be coordinated with the Fire Branch and the Care and Shelter Branch.

If City resources appear to be insufficient to support Care and Shelter operations, request assistance through the American Red Cross and Santa Clara County OES.

Advise PIO, Law Enforcement, Fire and Care and Shelter Branches to instruct their field forces to take measures necessary to ensure that persons with functional and access needs, such as the elderly, people living with disabilities, and non-English speaking residents are made aware of the evacuation order. Establish assembly points, transportation modes and routes available. Coordinate with American Red Cross for general shelters and Salvation Army for special population shelters.

Advise the Care and Shelter Branch to make arrangements for transportation with Paratransit for relocation to suitable shelters for those with functional and access needs, such as people in wheelchairs, and people requiring specialized equipment (dialysis machines, special medications, etc.)

Law Branch Director

Responsibilities:

1. Support and coordinate movement and evacuation operations during a disaster.
2. Alert and notify the public of the impending or existing emergency within the City.
3. Support and coordinate law enforcement and traffic control operations during the disaster.
4. Support and coordinate site security at incidents.
5. Supervise the Law Enforcement branch.

Activation Phase:

- Report to the EOC when requested.
- Obtain briefing. Based on the situation, activate the necessary field units.
- Liaise with the Santa Clara Operational Area EOC Law Enforcement and Coroner's Mutual Aid Coordinator with the coordination of mutual aid resources requested or provided by the City of Santa Clara.
- Provide an initial situation report to the Operations Section Coordinator.
- Based on the initial EOC strategic objectives, prepare objectives for the Law Branch and provide them to the Operations Section Coordinator prior to the first Action Planning briefing.

Operational Phase:

- Ensure that Branch position logs and other appropriate files are maintained.
- Maintain current status on Law Enforcement missions being conducted in the City.
- Provide the Operations Section Coordinator and the Planning/Intelligence Section Coordinator with an overall summary of Law Enforcement Branch operations periodically or as requested during the operational period.
- On a regular basis, complete and maintain the Law Enforcement Branch Status Report..
- Refer all contacts with the media to the Public Information Officer.
- Ensure that all fiscal and administrative requirements are coordinated through the Finance/ Administration Section (notification of any emergency expenditures and daily time sheets).
- Prepare objectives for the Law Branch for the subsequent operational period; provide them to the Operations Section Coordinator prior to the end of the shift and the next Action Planning briefing.
- Provide your relief with a briefing at shift change, informing him/her of all ongoing activities, branch objectives for the next operational period, and any other pertinent information.

Demobilization Phase:

- Follow the generic Demobilization Phase Checklist.

CARE AND SHELTER BRANCH

This annex describes the organizational and operational policies and procedures required to meet the food, clothing and shelter needs of people on a mass care basis during major disasters, as well as in a nuclear attack environment. It also cites authorities and specifies the public and private organizations responsible for providing mass care services.

OBJECTIVES

The overall objectives of care and shelter operations are:

- Provide food, clothing, shelter, and other basic necessities of life, on a mass care basis, to persons unable to provide for themselves as a result of a disaster.
- Provide an inquiry service to reunite separated families or respond to inquiries from relatives and friends outside the affected areas.
- Assure an orderly transition from mass care, to separate family living, to post- disaster recovery.
- Prepare for occupancy and operation of fallout shelters during a surge or mobilization period.
- Organize and manage fallout shelters in the event of a nuclear attack.

AMERICAN RED CROSS

The American Red Cross (ARC) as mandated by Federal Law 36-USA-3 and reaffirmed in Public Law 93-288, provides disaster relief in peacetime.

At the state level, the Statement of Operational Relationships between the ARC and the California Office of Emergency Services, and the Memorandum of Understanding between the ARC and the California Department of Social Services establishes the operating relationships between these agencies. The major care and shelter responsibilities of the Red Cross in the emergency period are included in the Statement of Operational Relationships and reiterated below.

Emergency mass care includes providing:

- Emergency lodging for disaster victims in public or private buildings.
- Food and clothing for persons in emergency mass care facilities.
- Food for disaster workers if normal commercial feeding facilities are not available.
- Registration and inquiry service.

The ARC acts cooperatively with state and local government and private sector relief organizations to provide emergency mass care to persons affected by disasters in peacetime. There is no legal mandate for Red Cross involvement in a State of War Emergency. However, by decision of Chapter Boards of Directors, the Red Cross Chapter Disaster Committees in California may, if incorporated into the civil defense plans of political subdivisions, serve as a component of civil defense to assist with emergency mass care operations.

ORGANIZATION AND RESPONSIBILITIES

The Director of the Department of Parks and Recreation Department is the Care and Shelter Branch Director. In this capacity, the Director, or designated alternate, will:

- Serve as the Care and Shelter Branch Director in the City EOC. (As required, along with the ARC liaison)
- Have overall responsibility for coordination of Care and Shelter operations within the City.
- Ensure that the City Council has approved a proclamation designating the ARC as the official disaster relief agency during peacetime disaster response and recovery operations.
- Encourage the interface of other private sector relief agencies in support of the ARC, especially the Collaborating Agencies Disaster Relief Effort (CADRE) organizations and 211.
- In the event that the ARC and/or CADRE are not available to serve, the Branch Director will arrange for the opening and operation of mass care facilities until such time as the ARC, CADRE, or other non-government organizations are available to serve. ARC has no responsibility for shelters it did not open or authorize. The City will be responsible for such shelters.

Public Shelters

A list of public shelters, compiled from the National Facility Survey List, as well as the American Red Cross shelter listing, is kept on file in the County Office of Emergency Services.

Registration and Inquiry

During peacetime response and recovery operations, the ARC has the responsibility for conducting Registration and Inquiry operations. The ARC has trained Disaster Welfare Inquiry personnel, a system to recruit volunteer workers, and a tested program to handle mass inquiries. During most disasters, a Registration and Inquiry Center is established in the ARC Chapter office closest to the incident. On occasion, the ARC may designate a Headquarters for Disaster Operations. In the event fallout shelter operations are initiated, Registration and Information Coordinators in Reception and Care Centers have the responsibility for registration of shelter inhabitants.

Communications should be established between the Center and shelters, hospitals, and coroners' offices and morgues. Registration lists and location changes are sent to the Center daily, if practicable. If possible, inquiry and response information should be sent by email, phone or packet radio in order to provide a written record of the communications. Although every effort is made to locate all victims, it is probable that some persons whose homes may have been damaged will relocate without registering. In light of this, the Coordinator should request the PIO to issue bulletins requesting those who relocated to notify relatives of their whereabouts, as well as register at a Center.

Lodging Operations

- In widespread disasters, all suitable buildings, other than those being used for other emergency functions, may be used for lodging.
- Schools are the preferred facility for lodging, as they are public facilities and can accommodate a large number of persons. Churches are also appropriate, as they are often large and frequently have feeding facilities on the premises.
- Arrangements should be made in advance with owners or managers of all likely mass care facilities.
- In large-scale disasters, commercial lodging facilities such as motels and hotels should be reserved for the infirm that require special facilities.
- The lodging list should be updated as needed, at least annually.
- When possible, most of the lodging operations will be performed by personnel normally associated with the facility. However, in large-scale disasters, the shelterees, under the supervision of the facility manager, are expected to assist with many, if not most, of the operations.
- Pets will not be allowed in lodging facilities. Whenever practical, they will be housed in temporary animal control facilities.
- Only minimal health care will be available in mass care facilities.

Feeding Operations

Mass feeding operations will be the joint responsibility of the City and the American Red Cross, with the support of CADRE.

- During peacetime operations, arrangements will be made, when possible, for mobile feeding and refreshment services, as well as food delivery to persons in remote locations.
- Ordinarily, a central facility will be established for mass feeding.
- Mass feeding schedules will be published and distributed.
- Special diets will be provided, if possible, including those medically required, and those based on community food preferences based on culture or religion.
- Arrangements will be made with restaurants to augment mass feeding operations.
- Foodstuffs will be obtained from government stores prior to acquisition from the private sector.

Fallout Shelter Operations

At this time, no shelters exist in Santa Clara, adequate to protect the population against blast or thermal radiation. Therefore, those citizens in assumed high risk areas with respect to the direct, prompt effects of a nuclear weapon detonation, will be notified of the potential danger by Emergency Alert System channels, and, based upon an informed decision, may elect to spontaneously evacuate the area, or remain in place, as the case may be.

Care and Shelter Branch

Responsibilities

1. Supervise the Care and Shelter Branch
2. Activate City Shelters as required. Contact Santa Clara Unified School District to activate additional shelters as required
3. In coordination with volunteer and private agencies, provide clothing, shelter, and other mass care services as required to disaster victims within the city.
4. Coordinate with County Mental Health and Non-governmental Organizations (NGO's) to ensure that appropriate mental health services are available to disaster victims.
5. Ensure that care and shelter information for disaster victims is available in appropriate languages and through appropriate means for persons with disabilities and those with limited English reading skills. Coordinate with the PIO to obtain needed written materials.
6. Coordinate with the Community Liaison to ensure that appropriate support services are available to disaster victims at a Local Assistance Center or City Disaster Assistance Center that might be opened, with special reference to language and disability issues.

Operational Phase

- Obtain Situation/incident briefing
- Establish and maintain a Care and Shelter Unit position log and other necessary files.
- Alert American Red Cross (ARC) liaison that either Operations will be initiated immediately or Operations are likely to be initiated.
- Coordinate with the Planning/Intelligence Section to determine the condition of those school facilities or community facilities that may be needed as shelters. Request a windshield survey of the property, if none has been completed, before announcing a potential location.
- Once general conditions on the property are determined, dispatch Department of Parks and Recreation staff to investigate the following attributes of each facility, at a minimum: structurally sound, utilities operational and sanitation facilities operational and adequate.
- If Care and Shelter operations are initiated, or appear to be imminent, coordinate with the evacuation liaison (Law Branch) to determine, at a minimum: the boundaries of evacuation area(s), the number of evacuees requiring food and shelter; the number of evacuees with functional and access needs such as the critically ill, persons with disabilities, the elderly, and non-English speaking. To the extent possible, designate space within lodging shelter facilities to house these individuals. It is anticipated that a portion of the evacuees will arrange for their own food and shelter.
- Assign shelter/reception center teams. Try to place bilingual staff at centers serving monolingual non-English speaking populations. Request bilingual city staff from other departments if needed to augment resources.
- Coordinate the information flow between Care and Shelter facilities and the EOC as required. If phone service is unavailable, coordinate with RACES to place HAM operators at shelters.
- Update maps and status boards as required.
- Provide the Operations Section Coordinator and the Planning/Intelligence Section Chief with an overall summary of Care and Shelter Branch Operations periodically during the operation period or as requested.
- Complete and maintain the Care & Shelter Status Reports..
- Ensure that coordination of all mass care activities occurs with the Red Cross and other volunteer agencies as required.
- Ensure that coordination of all mental health services activities occurs with the County Mental Health Department and the American Red Cross.
- Prepare objectives for the Care and Shelter Branch for the subsequent operational period; provide them to the Operations Section Coordinator prior to the end of the shift and the next Action Planning meeting.
- Refer all contacts with the media to the Public Information Officer.

Demobilization Phase

- Follow the Demobilization Phase Checklist.

Care and Shelter Field Unit Leader

Responsibilities

1. Coordinate directly with the American Red Cross and other volunteer agencies to provide food, potable water, clothing, shelter, and other basic needs as required to disaster victims within the City.
2. Assist the American Red Cross with inquiries and registration services to reunite families or respond to inquiries from relatives or friends.
3. Assist the American Red Cross with the transition from mass care to separate family/individual housing.
4. Supervise the Care & Shelter Unit.

Activation Phase

- Establish and maintain your position log and other necessary files.
- Request an agency representative from the American Red Cross. Work with the Agency Representative to coordinate all shelter and congregate care activity.
- Establish communications with other volunteer agencies to provide food, water, clothing, and other basic life sustaining needs.
- Ensure that each activated shelter meets the requirements as described under the Americans with Disability Act.
- Assist the American Red Cross in staffing and managing the shelters to the extent possible.
- Assist the American Red Cross to activate an inquiry registry service to reunite families and respond to inquiries from relatives or friends.
- Assist the American Red Cross with the transition from operating shelters for displaced persons to separate family/individual housing.
- Complete and maintain the Care and Shelter Status Report.
- Refer all contact with the media to the Public Information Officer.

Demobilization Phase

- Follow the Demobilization Phase Checklist.

Shelter Guidelines

Because of the variety of disasters that could occur in Santa Clara, it is impractical to list specific shelter sites, beyond those already specified, that might be used to house and feed the community. A variety of factors will be considered in selecting site-specific shelters, such as proximity to the disaster site, without being within the disaster area; adequate transportation to the facility for those in the affected area; location in relation to a hazmat event location (up-wind or cross-winds, uphill); location in relation to a flood event (high ground, stable soil).

Types of shelters are listed in priority order for use:

Small Scale/Limited Evacuation Event

- Public accommodations (hotels/motels)
- Salvation Army facilities
- Other existing temporary housing facilities
- Designated City-owned facilities, including parks
- Nearest high school neither in the disaster area, nor downwind of a hazmat event

Large Scale/General Evacuation Event

- Nearest high school neither in the disaster area, nor downwind of a hazmat event
- Community centers, including associated outdoor areas and parks
- Public accommodations or Salvation Army facilities will be reserved for those with functional and access needs

People in long-term care or assisted living facilities (nursing homes, community care facilities) should be transported to the alternative care facilities as part of the facilities' own Emergency Plans.

MASS FEEDING SERVICES

Some aspects of the food delivery system will need supervision to prevent the spread of disease and the spoilage or waste of food. Some of the most important are:

- Quality control of incoming foods in order to detect spoilage or contamination.
- Quality control of water supplied to food preparation centers.
- Provision for proper storage and cooking of food.
- Provision for proper disposal of solid and liquid waste.
- Provision for proper washing and sanitizing of utensils.
- Supervision of food preparation and serving.
- Supervision of cleaning of all food handling and serving areas.
- Control of insects and rodents in food stores, kitchens, and eating areas.
- Management of personnel, including training, health checks, and assignment to sanitary facilities.

It is anticipated that mass-feeding facilities will be filled to capacity, and additional facilities may be required to serve the population in need. Maintaining cleanliness and sanitation standards will be of utmost importance. All sections should be kept clean and disinfected and only potable water should be used in the feeding centers. In addition to this, three separate basins (one for personal use, one for the cleansing of cooking utensils and dishes, and one for the washing of fruits and vegetables) should be set up. All sinks should be provided with detergents, access to boiling water, and organic waste containers where grease and food scraps can be deposited.

Dishes should be immersed in boiling water for five minutes, if possible, or treated with a suitable germicidal chemical in the final rinse.

Food handlers must practice good personal hygiene and be free of boils, sores, and communicable diseases. To ensure compliance with this policy, medical examinations should be required of all food handlers. Prior to reporting to the mass feeding facility to begin work, the new food handlers should attend a brief training session that stresses personal hygiene and emphasizes hand washing and wearing of special garments for food service and preparation.

If refrigeration at the mass feeding facility is inadequate, perishables will have to be delivered daily. Raw vegetables and soft-skinned fruit should not be served at mass feeding facilities, unless their wholesomeness can be assured.

If potable water supply is not adequate to meet demand, coordinate the location, delivery, and distribution of potable water with the Management Section and the Supply/Procurement Unit in the EOC. If resources are needed, contact County EOC.

Contact and coordinate with the Logistics Section to obtain chemical (portable) toilets and other temporary facilities for the disposal of human waste and other infected waste.

**ENGINEERING BRANCH
STREETS BRANCH
WATER AND SEWER BRANCH
ELECTRIC BRANCH**

OBJECTIVES

- Conduct emergency repair/restoration of roadways, bridges, overpasses, and repair/restoration of critical infrastructure owned, operated, and maintained by the City of Santa Clara.
- Conduct emergency debris clearance and roadway recovery operations.
- Support damage assessment teams.
- Conduct flood fight operations.
- Assist Fire in conducting urban search and rescue operations.
- Ensure potable water supply during an emergency.
- Restore utilities to critical and essential facilities.
- Provide sanitation services during an emergency.
- Inspect, designate, and, when essential for life safety, demolish hazardous structures.
- Protect the water supply and sewage system from the effects of hazardous material incidents, in conjunction with system owners.
- Drain flooded areas.
- Determine the safety of emergency operations facilities, public shelters, reception and care centers, and evacuation routes in a post-disaster environment.
- Assist in crisis upgrading of existing fallout shelters to at least a PF of 40.
- Assist in construction of new fallout shelters.
- Assist in preparation and dissemination of emergency public information relative to upgrading of homes to provide fallout protection, construction of home shelters, and expedient shelters.

POLICIES AND PROCEDURES

Post-Event Inspection of Facilities and Structures

Inspections to determine serviceability will be conducted in accordance with the Damage Assessment Plan for Volunteer Engineers, and the Damage Assessment Plan for California Building Officials (published and issued by State OES).

Debris Clearance

No provisions exist for reimbursing individuals or private organizations for the costs of emergency debris clearance from private property.

Eligibility criteria and administrative procedures relative to the application for federal grants to assist in defraying costs incurred in performing emergency debris clearance are outlined in Section 3 (Recovery/Rehabilitation) of the California Emergency Plan, and in the State Disaster Assistance Procedural Manual (published and issued by State OES).

Roadway Recovery

Field staff will survey damage to roadways and report their findings. Priority will be given to:

- Assessment of damage to roadways and access/egress requirements.
- Identification, establishment, and operation of alternate routes.
- Reestablishment of service on critical surface arteries.

ENGINEERING BRANCH
STREETS BRANCH
WATER AND SEWER BRANCH
ELECTRIC BRANCH DIRECTOR

Emergency Action Checklist

Upon arrival at the EOC, fill out a "T"-Card and check in with the Plans Section Check-in desk. Receive situation briefing from your Section Coordinator.

Initiate/maintain a log of significant events and phone/radio calls. Pass this log on to your relief with instructions to maintain it.

Poll field units to determine structural adequacy of public buildings, roads, and bridges.

Establish detour routes.

Arrange for traffic signal operations. Repair as required.

Assist in status assessment and restoration of vital services.

Assist Evacuation liaison in coordination of evacuation operations, particularly route selection and marking, and debris removal.

If power to the EOC is lost, arrange for backup with the Logistics Section.

Responsible departments will maintain resource lists for the types of equipment they might need.

**ENGINEERING BRANCH DIRECTOR
STREETS BRANCH DIRECTOR
WATER AND SEWER BRANCH DIRECTOR
ELECTRIC BRANCH DIRECTOR**

Responsibilities:

1. Survey all utility systems, and restore systems that have been disrupted, including coordinating with utility service providers in the restoration of disrupted services.
2. Coordinate the restoration and continued operation of water, wastewater, gas, electric, telephone, cell phone and cable television utilities.
3. Coordinate any redirection of services required by the event.
4. Survey all public and private facilities, assessing the damage to such facilities, and coordinating the repair of damage to public facilities.
5. Survey all other infrastructure systems within the City.
6. Assist other sections, branches, and units as needed.
7. Supervise the respective Branch.

Activation Phase:

- Report to the EOC.
- Based on the situation, activate the necessary units within the respective Branch:
- Liaise with the Santa Clara Operational Area Public Works Mutual Aid Coordinator.
- Provide an initial situation report to the Operations Section Coordinator.
- Based on the initial EOC strategic objectives, prepare objectives for the Public Works Branches and provide them to the Operations Section Coordinator prior to the first Action Planning briefing.

Operational Phase:

- Ensure that branch and unit position logs and other necessary files are maintained.
- Maintain current status on all construction/engineering activities being conducted in the City.
- Ensure that damage and safety assessments are being carried out for public facilities.
- Determine and document the status of transportation routes into and within affected areas.
- Coordinate debris removal services as required.
- Provide the Operations Section Coordinator and the Planning/Intelligence Section Coordinator with an overall summary of Public Works Branches activities periodically during the operational period or as requested.
- Ensure that all Utilities and Construction/Engineering Status Reports, as well as the Initial Damage Estimation are completed and maintained. (Utilize RIMS forms if available).
- Refer all contacts with the media to the Public Information Officer.
- Ensure that all fiscal and administrative requirements are coordinated through the Finance Section (notification of any emergency expenditures and daily time sheets).
- Prepare objectives for the Construction/Engineering Branch for the subsequent operational period; provide them to the Operations Section Coordinator prior to the end of the shift and the next Action Planning briefing.
- Provide your relief with a briefing at shift change, informing him/her of all ongoing activities, branch objectives for the next operational period, and any other pertinent information.

Demobilization Phase:

- Follow the Demobilization Checklist.

Public Damage Assessment Unit Leader

Responsibilities:

1. Collect initial damage/safety assessment information from other branches/units within the Operations Section for publicly owned buildings.
2. If the disaster is winter storms, flood, or earthquake related, ensure that inspection teams have been dispatched by the Santa Clara Valley Water District to assess the condition of dams and flood control channels.
3. Provide detailed damage/safety assessment information to the Planning/Intelligence Section, with associated loss damage estimates.
4. Maintain detailed records on damaged areas and structures.
5. Inspect all public structures and/or facilities.
6. Supervise the Public Damage Assessment Unit.

Activation Phase:

- Establish and maintain a position log and other necessary files.
- Obtain additional public damage assessment information from Fire Branch, Law Branch, and other Operations Sections branches as necessary.
- Prepare detailed damage/safety assessment information, including estimate of value of public losses, and provide to the Planning/Intelligence Section.
- Safety assessment of buildings will be performed by the City's building inspectors or volunteers as approved by OES or the Building Department.
- Maintain a list of structures and facilities requiring immediate inspection or engineering assessment.
- Keep the Engineering Branch Director informed of the inspection and engineering assessment status.
- Refer all contacts with the media to the Public Information Officer.

Demobilization Phase:

- Follow the Demobilization Phase Checklist.

MAJOR PUBLIC HEALTH CONSIDERATIONS**Water Supply**

- Providing no restrictions have been placed on the water supply, it is estimated that a minimum of 100 liters of water, per day, per person will be required.
- Possible sources of water are municipal systems, private systems of agriculture and industry, springs, and wells. Should these systems be unable to meet the minimum demand for water, rationing may have to be initiated.
- If potable water is not available, it may be necessary to treat and disinfect non-potable water.
- Periodically, the County Public Health Department will conduct tests of water supplies to determine potability.

If potable water supply is not adequate to meet demand, coordinate the location, delivery, and distribution of potable water with the Management Section and the Supply/Procurement Unit in the EOC. Liaise with the County Public Health Department.

Examine the need to impose water rationing. If water rationing is deemed appropriate:

- Determine rationing quotas
- Determine distribution points

Coordinate the issuance of rationing orders and emergency public information relative to rationing, with the Management Section and the PIO.

If significant portions of the City sewage and waste treatment facilities are damaged, or otherwise rendered inoperable, coordinate the location, acquisition, delivery, and setting out of

portable toilets. This should be accomplished in conjunction with the Management Section, PIO, Supply/Procurement, and Transportation Units.

Waste Disposal

To accommodate the increased population in reception areas, human waste disposal units may have to be constructed. City personnel will supervise and inspect the construction of these units. To the extent possible, privately owned chemical toilets will be used and safe disposal of their contents provided. The public will be informed on proper methods of human waste disposal. Special attention will be given to rapid provision of portable sanitation to parks and fields being used as shelters.

Solid Waste Disposal

It is anticipated that most solid waste will accrue at mass care facilities, with organic wastes being of particular concern to public health officials. Therefore, it is recommended that organic and inorganic waste should be collected and stored separately. Organic wastes will require heavier, washable, watertight containers, with tight fitting lids. When deciding on types of containers and methods of collection, the following should be considered:

- Four containers will be needed for each 100 people at mass feeding facilities.
- Containers should always be stored outside buildings.
- Plastic bags may be used for storage, but only for short periods of time.
- Garbage collection from mass feeding facilities should be accomplished daily, if possible.

The following types of disposal are recommended:

1. Sanitary landfill. Preferred option.
2. Burial. Next best option. Public will be advised to separate organic wastes from other wastes. Non-organic waste may be stored in plastic bags for disposal later. Organic waste should be buried and covered with at least twelve inches of compacted soil. Note: it may be necessary to use dry, non- garbage waste as a source of heat.
3. Incineration. Hospitals and first aid stations will generate medical wastes, which should be incinerated on-site or buried temporarily for later legal disposal at a landfill.

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|----------------------------|---|
| WASTEWATER TREATMENT PLANT | The Water Pollution Control Plant is co-owned, operated, and maintained by the City of Santa Clara and the City of San Jose. It is located on the northern boundary of the City of San Jose. The plant uses chlorine and sulphur dioxide stored in rail cars and complies with the Toxic Gas Ordinance. Capacity of the plant is 120 MGD. |
| SANITARY SEWERS & WATER | Maps of these systems are maintained by the Water Department. |
| STORM DRAINS | Map of the system is maintained by the Street Department. |

City of Santa Clara
Emergency Operations
Plan

Annex C



**City of
Santa Clara**
The Center of What's Possible

ANNEX C

PLANNING/INTELLIGENCE

DUTIES AND RESPONSIBILITIES

The role of the Planning/Intelligence Section is to:

1. Maintain all situational awareness and intelligence that is developed within the EOC in a log and applicable software applications.
2. Collect, evaluate and disseminate information about the development of the incident and resource status to applicable sections within the EOC.
3. The Planning Section is responsible for obtaining information to understand the current situation, predict the probable course of incident events, and prepare alternate strategies and control operations for the incident.
4. Coordinate the Action Planning Briefings, conduct the Action Planning Briefings, and create the written Action Plan at the direction of the EOC Director.
5. Display critical information through status boards, maps and computer displays.
6. Perform data analysis and prepare reports and other documentation for later use in developing required reports, for reimbursement, and for After Action Reviews.
7. Identify any future emergency response concerns by obtaining weather information, and other information related to the ability to manage the disaster (sunrise/sunset, shortages, external events, etc.).
8. Analyze damage assessment information to determine the extent and value of the loss of privately owned property within the City.
9. Develop the Recovery Plan for the event.

Staff for the Planning/Intelligence Section includes at least the Coordinator and two unit leaders. Additional staff will be requested by the Coordinator based on the level of activity within the section.

Section Coordinator
Situation Status Unit
Damage Assessment Branch
Recovery Branch

Resource Status Unit
Building Official

Activation and Demob Checklist (For All Plans Positions)

Activation Phase

- Check in with the Plans Section Check-in desk upon arrival at the EOC.
- Report to EOC Director, Section Coordinator, Branch Director, or other assigned superior.
- Set up workstation and review your position responsibilities.
- Establish and maintain a position log (EOC 214 form), which chronologically describes your actions taken during your shift.
- Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
- Ensure situational awareness computer applications and resource status applications such as Cal COP and Web EOC are operational.

Demobilization Phase

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning/Intelligence Section prior to your departure.
- Be prepared to provide input to the after-action report.
- If another person is relieving you, ensure he/she is thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

Planning/Intelligence Section Coordinator

Responsibilities

1. Ensure that the following responsibilities of the Planning/Intelligence Section are addressed as required:
 - Collecting, analyzing, and displaying situation information about the incident.
 - Preparing periodic Situation Reports
 - Supervise preparation and distributing the EOC Action Plan and facilitate the Action Planning briefing
 - Conducting Advance Planning activities and report
 - Providing technical support services to the various EOC sections and branches, and documenting and maintaining files on all EOC activities.
2. Establish the effective level of organization for the Planning/Intelligence Section.
3. Exercise overall responsibility for the coordination of branch/unit activities within the section.
4. Keep the EOC Director informed of significant issues affecting the Planning/Intelligence Section.
5. In coordination with the other Section Coordinators, ensure that Branch Status Reports are completed and utilized as a basis for Situation Status Reports, and the EOC Action Plan.
6. Supervise the Planning/Intelligence Section.

Activation Phase

- Report to the EOC.
- Ensure that the Planning/Intelligence Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.
- Based on the situation, activate units within section as needed and designate Unit Leaders for each element:
 - Situation Status Unit
 - Documentation Unit
 - Resource Status Unit
- Request additional personnel for the section as necessary to maintain a 24-hour operation. For prolonged operations, a Recovery Branch and a Damage Assessment Branch may be established.
- Establish contact with the Operational Area EOC when activated, and coordinate Web EOC Situation Status Reports with their Planning/Intelligence Section.
- Meet with Operations Section Coordinator; obtain and review any major incident reports.
- Review responsibilities of units or branches in section; develop plans for carrying out all responsibilities.
- Make a list of key issues to be addressed by Planning/Intelligence; in consultation with section staff, identify objectives to be accomplished during the initial Operational Period.
- Keep the EOC Director informed of significant events.

Operational Phase

- Ensure that Planning/Intelligence position logs (EOC 214 forms) and other necessary files are maintained.

- Ensure that the Situation Status Unit is maintaining current information for the situation status report, including a running log of significant events. Report any significant changes in incident status.
- Ensure that Resource Status Unit is maintaining current information on the Ready-Status of available personnel and equipment.
- Ensure that major incident reports and branch status reports are completed by the Operations Section and are accessible by Planning/Intelligence..
- Ensure that a situation status report is produced and distributed to EOC Sections and County/Operational Area EOC, prior to the end of each operational period.
- Ensure that all status boards and other displays are kept current.
- Ensure that the Public Information Officer has immediate and unlimited access to all status reports and displays.
- Conduct periodic briefings with section staff and work to reach consensus among staff on section objectives for forthcoming operational periods.
- Facilitate the EOC Director's Action Planning meetings as required and approximately one hour before the end of each operational period.
- Ensure that objectives for each section are completed, collected and posted following each Action Planning meeting.
- Ensure that the EOC Action Plan is completed and distributed prior to the start of the operational period.
- Work closely with each branch within the Planning/Intelligence Section to ensure the section objectives, as defined in the current EOC Action Plan, are being addressed.
- Ensure that the Damage Assessment for public and private structures is completed rapidly. In an earthquake, repeat damage assessment after every major aftershock.
- Ensure that the Recovery Branch is able to make a recovery plan based on adequate information from the field.
- Ensure that fiscal and administrative requirements are coordinated through the Finance/Administration Section.

Demobilization Phase

- Oversee preparation and implementation of Incident Demobilization Plan.
- Follow the Demobilization Checklist for Planning Intelligence Section.

SITUATION STATUS UNIT

Collection and analysis of information and data related to a disaster or emergency are crucial to the successful management of response and recovery operations. This Annex outlines the concept of operations, and policies and procedures that the City of Santa Clara emergency management organization will use to achieve this goal. The Annex also contains the Situation Reporting Form, and an emergency action checklist to be used by the Situation Status Unit in the EOC.

CONCEPTS OF OPERATIONS

As soon as possible following an incident, field units of the Police, Fire, Silicon Valley Power, Water and Sewer, and Public Works departments will conduct a reconnaissance of affected areas to determine the extent and type of damage experienced throughout the city, impacts on infrastructure and utilities, impacts on community members, and any other observations that can be made during disaster response field work. They will report this information to their respective branches at the EOC, who will ensure that it is shared with the Planning/Intelligence Section in a timely fashion. This information will be collected by the Situation Status Unit in the Planning/Intelligence Section, to become the basis for the opening briefing at each Action Planning Briefing, and incorporated into the required reports that are sent to the County/Operational Area EOC REOC (OES Region II) via Internet or fax. It is crucial that this information be timely and accurate.

The Situation Status Unit will maintain visual displays of disaster-related information for use by other EOC Sections in managing their work. Such displays may include posted paper, whiteboards or computer displays on the video wall. Information may also be shared via e-mail to the various EOC computer terminals.

As soon as practical, the Situation Status staff will obtain information on the disaster from external sources, including the National Weather Service, US Geological Survey, Santa Clara Valley Water District, and any other sources applicable to the specific disaster. They will add this information to their documentation for the Action Planning Briefing, and for use in the situation reports. As soon as practical, the Situation Status staff will create a map of the disaster impacts in Santa Clara. The map will evolve with the event during the Operational Period, and be prepared as an asset for the next Action Planning Briefing. The map presented at each Action Planning Briefing will be marked for ending time and date, and preserved as an asset of that briefing. The evolution of the map will then continue forward from that point until each successive Action Planning Briefing, at which time the map will once again be marked with time and date. In addition, Situation Status staff will post one copy of the last Action Planning Briefing map within the EOC for reference by all EOC Sections as they fulfill their goals for the Operational Period. Where possible, the map should be made using GIS to incorporate critical features: road grid, waterways, special facilities (high occupancy, populations with functional and access needs, and public safety) and other critical features already available through existing GIS databases. The posted map may be paper, or an electronic map sent to each computer in the EOC.

The collected disaster information is the basis on which requests for disaster relief monies and mutual aid will be initiated; LOCAL EMERGENCIES will be declared; and requests for gubernatorial and presidential declarations will be made.

POLICIES AND PROCEDURES

Intelligence Gathering

Within the context of this plan, intelligence can be grouped in three categories, as follows:

1. Information needed to determine the nature and extent of operational problems, and the immediate needs of disaster victims. During the early phases of an emergency, first priority is accorded the collection and collation of this category of disaster intelligence.
2. Damage assessment information expressed in dollar amounts. Initial reports must be rapid, so approximation is all that is needed; accuracy will be developed later. This category of disaster intelligence information will be initially developed by the Damage Assessment Branch, and should lead to projections relative to short and long-term economic impact.
3. Information relative to both short and long-term recovery operations.

The State Disaster Assistance manual provides specific, detailed guidance relative to damage assessment and documentation. This manual is available from Coastal Region OES, and a copy is maintained in the City EOC. The Planning/ Intelligence Section staff, which is responsible for collating damage assessment information received from field units, should be familiar with the guidance in this manual.

**GOVERNOR’S OFFICE OF EMERGENCY SERVICES
SITUATION REPORT**

FROM: City of Santa Clara Office of Emergency Services

OES Region: Coastal

Law Mutual Aid Region: II Fire Mutual Aid Region: II

- 1. Event Name:.....
- 2. Report as of:
- 3. Date/Time of Event:..
- 4. Event Location:.....
- 5. Event Type:
- 10. Areas Affected:
- 11. Current Situation:....

| 12. Current Situation Detail | Status | Details, Locations, Comments, etc. |
|------------------------------|--------|------------------------------------|
| a. Significant Damage: | | |
| b. Deaths: | | |
| c. Injuries: | | |
| d. Damaged Buildings: | | |
| e. Utility Problems: | | |
| f. Common Problems: | | |
| g. Road Problems: | | |
| h. Evacuations: | | |
| i. Critical issues: | | |
| j. Other Problems: | | |

- 13. Major Incidents:
- 14. Response/Recovery priorities:
- 15. Date/Time of next Report:
- 16. Proclamations/Declarations:

 - a. Local:
 - b. Gubernatorial Requested:

 - c. Director’s Concurrence:
 - d. Gubernatorial Received:

 - e. Presidential Requested:

f. Presidential Received:

| 17. Response | Status | Details, Locations, Comments |
|---|--------|------------------------------|
| a. E.O.C.(s) Activated: | | |
| b. Care & Shelter: | | |
| c. Construction & Engineering | | |
| d. Hazardous Materials: | | |
| e. Fire & Rescue: | | |
| f. Law Enforcement: | | |
| g. Medical / Health: | | |
| h. Movement: | | |
| i. Utilities: | | |
| j. Disaster assistance programs/facilities: | | |
| k. Mutual aid received in <u>last</u> 24 hours? | | |
| l. Mutual aid received in <u>next</u> 24 hours? | | |

18. Other Critical Information or General Comments:

19. Response actions taken and resources committed by function:

20. a. Report Prepared by:
 b. Phone: (408) 615-5555
 c. e-mail, if available:
 d. other:

Situation Status Unit Leader

Responsibilities

Upon arrival at the EOC, check in with the Section Coordinator. Receive:

- Seating assignment
- Shift assignment
- Incident/Situation briefing

Initiate / maintain activity log. Pass this log on to your relief.

Operational Phase

- Set up status boards and maps.
- Issue Situation Report Forms to all EOC sections. Instruct Section Coordinators to periodically poll field units, complete the Situation Report Forms, and return them to the Situation Status Unit in the EOC.

Prepare and submit to the County/Operational Area EOC, Situation Report Forms as follows:

- Initial report within 4 hours.
- Subsequent reports to be submitted as conditions warrant; i.e., any significant changes should be reported.

Based upon data, prepare briefings and recommendations for the Action Planning meeting. Key considerations are:

- Nature and scope of the emergency
- Response capability
- Threat to life and property
- Damage assessment data, expressed in dollar amounts

In the event of an EARTHQUAKE, determine:

- Location of collapsed critical facilities such as police and fire stations, hospitals, government buildings, and mass care facilities.
- Status of utilities, water sewer, power, and gas.
- Location of collapsed buildings with trapped occupants. If possible, determine the number and condition of trapped occupants.
- Location of broken gas and water mains.
- Location of downed power lines.
- Location of collapsed bridges, freeway overpasses, and other road closures.
- Fatalities and injuries.
- Periodic damage assessment figures, expressed in dollar amounts.

In the event of a FLOOD or DAM FAILURE, determine:

- Boundaries of the inundation area(s).
- Anticipated duration of the inundation period.
- Status of roads.
- Status of critical facilities.
- Status of utilities.
- Status of sanitation system.
- Status of water system. Include status report on any potential contamination of potable water supplies.
- Fatalities and injuries.

In the event of a HAZARDOUS MATERIAL or RADIOLOGICAL INCIDENT, determine:

- Identity of substance(s) involved.
- Quantity of substance(s) involved.
- Extent of the release, and plume direction.
- Wind speed and direction, as well as weather predictions.
- Relative threat to life and property.
- Boundaries of evacuation area(s).
- Fatalities and injuries.

Resource Status Unit

This Annex outlines the concept of operations, and policies and procedures that the City of Santa Clara emergency management organization will use to achieve this goal. The Annex also contains an emergency action checklist to be used by the Resource Status Unit in the EOC.

CONCEPT OF OPERATIONS

The City of Santa Clara's ability to respond, mitigate, and recover from incidents of any magnitude require the knowledge of our agency's availability to adequately respond with personnel and equipment. The Resource Status Unit, a branch of the Planning/ Intelligence Section, will track the location and status of all field tactical units. The Resource Status Unit will ensure that it is shared with the Planning/Intelligence Section in a timely fashion. This information will be collected by the Situation Status Unit in the Planning/Intelligence Section, to become the basis for the opening briefing at each Action Planning Briefing.

The Resource Status Section will maintain visual displays of disaster-related information for use by other EOC Sections in managing their work. Such displays may include posted paper, whiteboards or computer displays on the video wall. Information may also be shared via e-mail to the various EOC computer terminals.

Resource Status Unit Leader

Responsibilities

Upon arrival at the EOC, check in with the Section Coordinator. Receive:

- Seating assignment
- Shift assignment
- Incident/Situation briefing

Initiate / maintain activity log. Pass this log on to your relief.

Operational Phase

- Monitor T-Card Rack. Add and replace cards as required.
- Collect information about resource commitment; Type, Kind, and Number.
- Set up status boards of field units and equipment. Issue Resource Status Report Forms to all EOC sections. Instruct Branch Directors to periodically poll field units, complete the Resource Status Report Forms, and return them to the Plans Section in the EOC.
- Collect information about resources enroute or on order as required.
- Provide all Resource Status information for the Operational Period to the Planning/Intelligence Section Coordinator for the next Action Planning Meeting.

Based upon data, prepare briefings and recommendations for the Action Planning meeting. Key considerations are:

- Nature and scope of the emergency
- Response capability

Documentation Unit Leader

Responsibilities

1. Collect, organize and file all completed event or disaster related forms, including all EOC position logs, situation status reports, EOC Action Plans and other related information, just prior to the end of each operational period.
2. Provide document reproduction services to EOC staff.
3. Distribute the situation status reports, EOC Action Plan, and other documents, as required.
4. Maintain a permanent electronic archive of all situation reports and Action Plans associated with the event or disaster.
5. Assist the EOC Coordinator in the preparation and distribution of the After-Action Report.
6. Supervise the Documentation Unit.

Activation Phase

- Follow the Activation Checklist.

Operational Phase

- Maintain a position Log.
- Meet with the Planning/Intelligence Section Coordinator to determine what EOC materials should be maintained as official record.
- Determine what EOC materials and documents are necessary to provide accurate records and documentation for recovery purposes.
- Initiate and maintain a roster of all activated EOC positions to ensure that position logs are accounted for and submitted to the Documentation Unit at the end of each shift.
- Reproduce and distribute the Situation Status Reports and Action Plans. Ensure distribution is made to the County/Operational Area EOC via email or Web EOC.
- Keep extra copies of reports and plans available for special distribution as required.
- Set up and maintain document reproduction services for the EOC.

Demobilization Phase:

- Follow Demobilization Checklist.

DAMAGE ASSESSMENT BRANCH

Collection and analysis of damage assessment information is crucial to the successful management of response and recovery operations.

CONCEPT OF OPERATIONS

As soon as possible following an incident, field units of the Police, Fire, Silicon Valley Power, Water and Sewer, and Public Works departments will conduct a reconnaissance of affected areas to determine the extent and type of damage experienced throughout the city, impacts on infrastructure and utilities, impacts on community members, and any other observations that can be made during disaster response field work. Public Works Inspectors and Building Officials/Inspectors will conduct a reconnaissance of affected areas to determine the extent of damage. They will report this information to their respective branches at the EOC, who will ensure that it is shared with the Damage Assessment Branch of the Planning/Intelligence Section. This overview of damaged areas will become the basis for the development of a field inspection program for public and private property. It is crucial that this information be timely, accurate, and where practicable, includes specific damage assessment figures in dollar amounts.

POLICIES AND PROCEDURES

Damage Assessment

Damage assessment teams will be composed of qualified individuals such as building inspectors and code enforcement personnel, and Public Works' engineers. The two types of damage assessment are defined as follows:

1. Individual Assistance Damage Assessment - describes private sector damage such as damage to homes, businesses, farms, and personal possessions.
2. Public Assistance Damage Assessment - describes damage to public facilities such as public buildings, sewer systems, bridges and roads. Included in this category are costs associated with search and rescue operations, fire EMS, care and shelter, and rehabilitation operations.

Building Inspectors and Code Enforcement Personnel, and Public Works (PW) Engineer Staff will follow their Standard Operating Procedures (SOP) to provide a complete survey of the privately owned property within the damaged areas of the City in a timely fashion. They will use ATC-20 formats for damage assessment, and post buildings using the color-coded tri lingual signs. The PW staff will follow their SOP to provide a complete survey of the public facilities and infrastructure within the damaged areas of the City in a timely fashion. If the number of available City staff members is inadequate to inspect the City within a reasonable period of time, Building Officials' Mutual Aid may be requested from the Operational Area EOC.

Dollar value estimates for the damaged buildings will be developed within the Planning/Intelligence Section. This will be a cooperative effort among City departments with knowledge of building values, including information provided on permit applications. Other sources include the Assessor Parcel lists for valuations, or MetroScan or similar real estate sales information, as well as any other reasonably available public records useful in estimating disaster-related losses.

All damage assessment reports will be provided to the Planning/Intelligence Section Damage Assessment Branch Director in a timely fashion. The Damage Assessment Branch will aggregate the information and create the damage estimate information needed. This information will be recorded on word processing documents or Web EOC by the assigned Planning/Intelligence Section personnel, and sent to the County/Operational Area.

Damage Assessment Branch Director

Responsibilities

1. Collect initial damage assessment information from the field through City building officials/inspectors.
2. Collect initial damage assessment information from the Engineering Branch of the Operations Section for publicly owned buildings.
3. Coordinate with the Operations Section Engineering Branch to obtain damage information for Santa Clara utilities, and from Santa Clara Valley Water District for their dams.
4. Develop detailed damage assessment information, with associated damage cost/value estimates.
5. Maintain detailed records on damaged areas and structures.
6. Coordinate with the Planning/Intelligence Section Coordinator to request Building Officials Mutual Aid if required to inspect structures and/or facilities.
7. Supervise the Damage Assessment Branch.

Activation Phase

- Follow Activation Checklist.

Operational Phase

- Establish and maintain a position log and other necessary files.
- Deploy City Building Officials/Inspectors to the field according to their plan to complete the inspection of privately owned facilities in Santa Clara, using ATC-20 as a basis, and tri-lingual signs indicating safety levels (red, yellow, green).
- Obtain initial damage assessment information field units of the Police, Fire, Silicon Valley Power, Water and Sewer, and Public Works departments.
- Coordinate with other sources for additional damage assessment information.
- Prepare detailed damage assessment information, including estimate of value of the losses, and provide to the Planning/Intelligence Section Coordinator.
- Clearly label each structure and/or facility inspected in accordance with ATC-20 standards and guidelines.
- Maintain a list of structures and facilities requiring immediate inspection or engineering assessment.
- If needed, coordinate all requests for engineers and building inspectors with the Logistics Section.
- Keep the Planning/Intelligence Section Coordinator informed of the inspection and engineering assessment status.
- Refer all contacts with the media to the Public Information Officer.

Demobilization Phase

- Follow the Demobilization Checklist.

RECOVERY BRANCH

Recovery actions must be planned for and implemented early in a disaster, often while the disaster is still unfolding. The development of a recovery plan is a critical part of the disaster response period, enabling the property damage to be minimized, the economic damage limited, and the restoration of community services to be rapid.

CONCEPT OF OPERATIONS

The Recovery Branch consists of a Branch Director and associated Unit Leaders when needed. Units may include Housing, Refuse, Vector Control and Animal Control and Infrastructure, if activated. The Recovery Branch reviews the damage assessment information and situation intelligence and develops a plan to assist with all aspects of community restoration.

POLICIES AND PROCESURES

Housing

Housing units may become uninhabitable due to disaster damage. The pre-disaster homeless must be considered in the delivery of services. The Housing Unit will ensure that short-term housing is found to allow the Care and Shelter Branch to close public shelters in a timely fashion. They will also work with community resources to speed repair and rebuilding of permanent homes for the disaster-related homeless, and strive to find assistance for the pre-disaster homeless population. When necessary, the Housing Unit will coordinate with the Individual Assistance Officer appointed by the City Manager to develop a Local Assistance Center (LAC) to coordinate the various types of assistance needed by the disaster victims to reestablish their homes.

Refuse Removal

Disaster damage to homes frequently generates large amounts of damaged household goods and building materials. Floods and earthquakes may also destroy infrastructure, requiring the removal of concrete, steel and other large building materials. This material must be removed from the community quickly to facilitate physical and psychological recovery. Some material will be removed as excess refuse. Other material is hazardous and requires special handling. Still other items can be recycled if properly separated. The Refuse Unit will oversee the development of appropriate plans for the removal of disaster related debris. In addition, they will work with regional and state agencies to facilitate recycling wherever possible.

Vector Control and Animal Control

Disaster may displace wild animal populations from their natural habitats and drive them into community areas. Vermin, vectors and aggressive wild animals may seek shelter in community landscaping, or in disaster-related ponding or mud. Domestic animals and pets may become separated from their families during disasters. They may run away or hide during disaster evacuations and be left behind. The Vector Control and Animal Control Unit will coordinate with County Vector Control to abate related and public health hazards; and coordinate with City

Animal Services to ensure the rescue and safekeeping of pets and assist families forced to evacuate to public health shelter to find safe shelter for their pets.

Streets, Storm Drains, Water and Sewer

Public infrastructure is frequently damaged during a disaster. Quick removal of mud and debris from streets is required to restore other services, such as refuse removal and emergency response capabilities. Streetlights and bridges need to be repaired to facilitate the flow of traffic within the community. Storm drains, sanitary sewers, water lines and conduit may have been damaged and require repair to facilitate the reuse of homes and commercial buildings. The Streets and Drains Unit will facilitate this work to support community recovery.

Public Information

The Recovery Branch will coordinate with the Public Information Officers to ensure that appropriate notices are distributed to the news media and the public regarding recovery processes. Each Unit within the Branch will contribute appropriate material and assist with the development of media releases and media briefings.

Financial Recovery

The Recovery Branch will carefully coordinate all information needed to obtain reimbursement of recovery related costs from higher levels of government, insurance carriers or responsible parties. They will provide the information to the Finance/Administration Section in a timely manner, and assist with the development of files and documentation to support the City's cost recovery efforts. The Recovery Branch will also work with other EOC sections to ensure that field forces develop appropriate documentation of their work to support reimbursement (videotape of repair and restoration work, photos, safekeeping of drawings, etc.)

RECOVERY BRANCH

Responsibilities

1. Collect and maintain documentation of all disaster information to facilitate the design of recovery work.
2. Coordinate all neighborhood level public facility recovery with outside agencies and contractors.
3. Determine the mid-term and long term housing needs of disaster victims, and work with city, NGO's and other resources to develop a plan to meet those needs.
4. Coordinate with Housing and community resources to assist pre-disaster homeless.

Activation Phase

- Report to the EOC.

Operational Phase

- Establish and maintain position log and other necessary files.
- Short term and long term housing.
- Coordinate with the Care and Shelter Branch Manager to ensure that disaster- related homeless people have information about how to access to housing assistance programs.
 - Coordinate with the City's Housing Coordinator to ensure that the pre-disaster homeless are receiving appropriate assistance for short term and long term re-housing.
 - Coordinate with the City's Housing Coordinator, the American Red Cross and the County Housing Authority to ensure that disaster-related homeless people are applying for re-housing assistance from all available sources.
 - Coordinate with the EOC Director to determine the disaster declaration level and the likely assistance that will flow from it (e.g., SBA only, Individual Assistance if Presidential Disaster Declaration, etc.)
 - Coordinate the opening of a Local Assistance Center LAC(LAC) that will provide "one stop shopping" for disaster victims, including federal, state and local agencies
 - Coordinate with the Community Liaison to determine what language assistance may be needed by the victims; obtain translators through translator services.
 - Coordinate with the Damage Assessment Branch to determine the estimated length of time victims will be unable to return home and organize outside agencies accordingly (e.g., post office to redirect mail, phone company to forward calls, newspaper delivery changes, etc.)
 - Coordinate with the Damage Assessment Branch to establish a rapid permitting process for home restoration/repairs co-located at the LAC.
 - Coordinate with County Social Services to include application for food stamps, welfare, or other available social service programs at the LAC.
 - Coordinate with County Mental Health Services to have a counseling outreach table at the LAC.

- Coordinate with American Red Cross, Salvation Army, and other NGO's to have outreach tables for their services at the LAC.
- Coordinate with County Public Health Officer to ensure that post-disaster medical information is available at the LAC (e.g., precautions to take if contaminated by flood water, appropriate immunizations, etc.)
- Coordinate with Logistics Coordinator to obtain appropriate facility for the LAC, including furnishings, office equipment, etc.
- Coordinate with the Operational Area EOC to get FEMA and State representatives to the LAC to discuss their programs (SBA, Individual Assistance, other)
- Coordinate with the Operational Area EOC to get appropriate national NGO assistance to the LAC (e.g., Southern Baptist cooking team, Church of the Brethren child care assistance, etc.)
- Refuse removal (may be established as a Unit within the Branch if appropriate)
 - Coordinate with Logistics Coordinator to contract for roll out boxes for flood damaged household goods, large appliances, carpeting, wall board, personal belongings
 - Coordinate with County for special collections for household hazardous waste from the flooded areas (pesticides, automobile repair products, paint, batteries, cleaning products, etc.)
 - Staff refuse locations to monitor refuse discarded for appropriateness and source, consider multiple language needs
 - Coordinate with Logistics Coordinator to contract for recycling of construction debris (bricks, concrete, cinder block, asphalt, etc.)
- Streets and Storm Drains (may be established as a Unit within the Branch if appropriate)
 - Coordinate with Street Department and Logistics to obtain street sweeping services to remove mud from the streets in previously flooded areas
 - Coordinate with Street Department to ensure that street infrastructure is restored rapidly in the flood area to facilitate debris removal and reconstruction
 - Coordinate with Street Department to ensure that flood debris is removed from public rights-of-way rapidly in the flood area to facilitate neighborhood restoration and traffic circulation
 - Coordinate Street Department and Water & Sewer Department to ensure that storm drains, sanitary sewers, and sewer lift stations are inspected for proper functioning immediately after the floodwater recedes; and that needed repairs are conducted rapidly.
- Coordinate with PIO to issue any health and safety or service availability bulletins related to recovery issues
 - Location of rollout boxes, times available, rules regarding items accepted
 - Location of household hazardous waste disposal, times available and quantities accepted
 - Bulletins regarding drinking water safety, sanitary sewer availability
 - Bulletins regarding post-disaster health concerns from the County Public Health Officer
- Coordinate with Logistics Coordinator to register spontaneous unaffiliated volunteers to assist with recovery work

- Assist residents with moving large damaged goods to the collection points
- Deliver health notices, clean-up advisories and other flood-related information door to door
- Monitor roll out boxes and household hazardous waste collection points for appropriate usage
 - Provide translation services at roll out boxes and other refuse collection points
- Act as the liaison for the City EOC with the Operational Area and other disaster assistance agencies to coordinate the recovery process as needed.
- Prepare all required state and federal documentation as necessary to recover all allowable disaster recovery costs.
- Organize and prepare records for Public Information Officer.
- Assist the EOC Director and Planning/Intelligence Section with preparation of the After-Action Report.

Demobilization Phase

- Follow the Demobilization Checklist.

City of Santa Clara
Emergency Operations
Plan

Annex D



**City of
Santa Clara**
The Center of What's Possible

ANNEX D

LOGISTICS SECTION

DUTIES AND RESPONSIBILITIES

Procures facilities, personnel, equipment, and materials for the emergency response. Branches/Units that should be considered for activation are:

Facilities Support Unit

Ensures the full functioning of the Emergency Operations Center by maintaining needed supplies, including janitorial services, feeding services and materials, as needed.

Personnel Unit

Provides staffing for emergency response. Processes Workers' Compensation claims for City employees and City registered volunteers. Passes registered Disaster Service Worker, Workers' Compensation claims onto the Finance/Administration Section for processing.

Food/Supply/Procurement Branch

Ensures that all supplies and equipment needed to support both field forces and the EOC are obtained in an expeditious, cost-conscious manner and in keeping with State and Federal reimbursement standards.

Transportation Unit

Obtains and coordinates transportation resources, schedules commercial transportation for emergency personnel and shipments of resources.

Information Technology Unit

Ensures all technology in the EOC is operational and sufficient in supply for the staff present.

Communications Unit

Prepares the Communications Plan and coordinates communications. Ensures communications equipment such as radios and satellite phones are sufficient in number and programmed to support operations.

Checklist (For All Positions)

Activation Phase

- ❑ Check in by placing your T-Card in the “On-Duty” rack upon arrival at the EOC and check in with the Plans Section.
- ❑ Report to EOC Director, Logistics Section Coordinator, Branch Director, or other assigned Superior.
- ❑ Set up workstation and review your position responsibilities.
- ❑ Establish and maintain a position log, which chronologically describes your actions taken during your shift.
- ❑ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

Demobilization Phase

- ❑ Deactivate your assigned position and close out logs when authorized by the EOC Director.
- ❑ Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning/Intelligence Section, as appropriate, prior to your departure.
- ❑ Be prepared to provide input to the after-action report.
- ❑ If another person is relieving you, ensure he/she is thoroughly briefed before you leave your workstation.
- ❑ Clean up your work area before you leave.
- ❑ Leave a forwarding phone number where you can be reached.

Logistics Section Coordinator

Responsibilities

1. Ensure the Logistics function is carried out in support of the EOC and all field units. This function includes providing communication services, acquiring equipment, supplies, personnel, facilities, and transportation services; as well as arranging for food, lodging, and other support services as required.
2. Establish the appropriate level of branch and/or unit staffing within the Logistics Section, continuously monitoring the effectiveness of the organization and modifying as required.
3. Ensure section objectives as stated in the EOC Action Plan are accomplished within the operational period or within the estimated time frame.
4. Coordinate closely with the Operations Section Coordinator to establish priorities for resource allocation to activated incidents within the City.
5. Keep the EOC Director informed of all significant issues relating to the Logistics Section.
6. Supervise the Logistics Section.

Activation Phase

- Report to the EOC.
- Ensure the Logistics Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps, status boards, vendor references, and other resource directories.
- Based on the situation, activate branches/units within section as needed and designate Branch and Unit Leaders for each element:
 - Facilities Unit
 - Personnel/Claims Unit
 - Transportation Unit
 - Food/Supply/Procurement Branch
 - Communications Unit
 - Information Technology Unit
- Mobilize sufficient section staffing for 24-hour operations if indicated.
- Establish communications with the Logistics Section at the Operational Area EOC if activated.
- Advise Branches and Units within the section to coordinate with appropriate branches in the Operations Section to prioritize and validate resource requests from Command Posts in the field. This should be done prior to acting on the request.
- Meet with the EOC Director and General Staff and identify immediate resource needs.
- Work with the Finance/Administration Section regarding purchasing authority during emergency response but before disaster declaration and after disaster declaration.
- Review FEMA rules for contracting during disasters before and after a federal declaration. Follow the rules for the appropriate phase.

- Assist branch and Unit Leaders in developing objectives for the section as well as plans to accomplish their objectives within the first operational period, or in accordance with the Action Plan.
- Provide periodic Section Status Reports to the Plans Section and EOC Director.

Operational Phase

- Ensure that Logistic Section position logs and other necessary files are maintained.
- Meet regularly with section staff and work to reach consensus on section objectives for forthcoming operational periods.
- Coordinate with all section members and prepare the written sheet of the Logistics Section questions, overviews, requests and direction and objectives at least 30 minutes prior to each Action Planning meeting.
- Attend and participate in EOC Action Planning meetings.
- Ensure that all Units of the Logistic Section coordinate closely with the Finance/Administration Section prior to spending money or making financial commitments, and that all required documents and procedures are completed and followed.
- Ensure that transportation requirements, in support of response operations, are met.
- Ensure that all requests for facilities and facility support are addressed.
- Ensure that all City resources are tracked and accounted for.
- Provide section staff with information updates as required.
- Work with the units within the section and the Plans Coordinator to assure the Resource Status Unit in the Plans Section is apprised of the status of requested resources.

Demobilization Phase

- Follow the Demobilization Checklist.

Facilities Unit Leader

Responsibilities

1. Ensure that adequate essential facilities are provided for the response effort, including securing access to the facilities in a manner adequate to accomplish the mission.
2. Ensure acquired buildings, building floors, and/or workspaces are returned to their original state when no longer needed.
3. Supervise the facilities unit.

Activation Phase

- Follow Activation Checklist.

Operational Phase

- Establish and maintain a position log and other necessary files.
- Work closely with the EOC Coordinator and other sections in determining facilities and furnishings required for effective operation of the EOC.
- Coordinate with branches and units in the Operations Section to determine if assistance with facility acquisition and support is needed at the field level.
- Arrange for continuous maintenance of acquired facilities, and ensure that utilities and restrooms are operating properly.
- If facilities are acquired away from the EOC, coordinate with assigned personnel and designate a Facility Manager.
- Develop and maintain a status board or other reference that depicts the location of each facility, a general description of furnishings, supplies, and equipment at the site, hours of operation, and the name and phone number of the Facility Manager.
- Ensure all structures are safe for occupancy and that they comply with ADA requirements, as required.
- As facilities are vacated, coordinate with the facility manager to return the location to its original state. This includes removing and returning furnishings and equipment, arranging for janitorial services, and locking or otherwise securing the facility.

Demobilization Phase

- Follow the Demobilization Checklist.

Personnel/Claims Unit Leader HR Staff

Responsibilities

1. Provide personnel resources as requested in support of the EOC and Field Operations.
2. Identify, recruit, and register volunteers as required .
3. Develop an EOC organization chart.
4. Supervise the Personnel Unit.
5. Given the nature of the situation, ensure that Workers' Compensation claims, resulting from the response, are processed within a reasonable time.
6. Complete all forms required by the Workers' Compensation Program.
7. Maintain a file of injuries and illnesses associated with the event or disaster, which includes results of investigations.

Action Phase

- Follow the Activation Checklist.

Operational Phase

- Establish and maintain personnel log and other necessary files.
- In conjunction with the Documentation Unit, develop a large poster size EOC organization chart depicting each activated position. Upon check in, indicate the name of the person occupying each position on the chart. The chart should be posted in a conspicuous place, accessible to all EOC personnel.
- Coordinate with the Liaison Officer and Safety Officer to ensure that all EOC staff, including volunteers, receives a current situation and safety briefing upon check-in.
- Establish communications with volunteer agencies and other organizations that can provide personnel resources.
- Coordinate with the Santa Clara Operational Area EOC to activate the Emergency Management Mutual System (EMMA) if required.
- Process all incoming requests for personnel support. Identify the number of personnel, special qualifications or training, where they are needed and the person or unit they should report to upon arrival. Determine the estimated time of arrival of responding personnel, and advise the requesting parties accordingly.
- Maintain a status board or other reference to keep track of incoming personnel resources.
- Coordinate with the Liaison Officer and Security Officer to ensure access, badging or identification, and proper direction for responding personnel upon arrival at the EOC.
- To minimize redundancy, coordinate all requests for personnel resources from the field level through the EOC Operations Section prior to acting on the request.
- In coordination with the Safety Officer, determine the need for crisis counseling for emergency workers and acquire mental health specialists as needed.
- Arrange for childcare services for EOC personnel as required.
- If directed by the EOC Director, establish registration locations with sufficient staff to register volunteers, and issue them disaster service worker identification cards.
- Keep the Logistics Section Coordinator informed of significant issues affecting the Personnel Unit.

- Given the nature of the situation, ensure the Compensation Claims Unit processes all Workers' Compensation claims resulting from the disaster in a reasonable timeframe.
- Establish and maintain a chronological log of injury and illness report during the event or disaster.
- Investigate all injury or illness claims as soon as possible.
- Prepare appropriate forms for all verifiable injury or illness claims and forward them to Workers' Compensation within the required timeframe consistent with City Policy and Procedures.

Demobilization Phase

- Follow the Demobilization Checklist.

Food/Supply/Procurement Branch Director

Responsibilities

1. Oversee the food service for the EOC and the procurement and allocation of supplies and material not normally provided through mutual aid channels.
2. Coordinate procurement actions with the Finance/Administration Section.
3. Coordinate delivery of food and supplies and material as required.
4. Supervise the Food/Supply/Procurement Branch and establish units within the Branch as necessary.

Activation Phase

- Follow the Activation Checklist.

Operational Phase

- Establish and maintain a position log and other necessary files.
- Determine if requested types and quantities of supplies and material are available in City inventory.
- Determine procurement spending limits. Obtain a list of pre-designated emergency purchase orders as required.
- Whenever possible, meet personally with the requesting party to clarify types and amount of supplies and material, and also verify that the request has not been previously filled through another source.
- In conjunction with the Resource Tracking Unit in the Plan Section, maintain a status board or other reference depicting procurement actions in progress and their current status.
- Determine if the procurement item can be provided without cost from existing city resources.
- Determine unit costs of supplies and material from suppliers and vendors and if they will accept purchase orders as payment, prior to completing the order.
- Orders exceeding the purchase order limit must be approved by the Finance/Administration Section before the order can be completed.
- If vendor contracts are required for procurement of specific resources or services, refer the request to the Purchasing Branch Leader for development of necessary agreements.
- Determine if the vendor or provider will deliver the ordered items. If delivery services are not available, coordinate pickup and delivery through the Transportation Unit.
- In coordination with the Personnel Unit, provide food and lodging for EOC staff and volunteers as required. Assist field level with food services at Command Post, Rehab, or camp locations as requested.
- In conjunction with Coordinating Agencies' Disaster Relief Effort (CADRE)/American Red Cross and the Operational Area, coordinate donated goods and services from community groups and private organizations. Set up procedures for collecting, inventorying, and distributing usable donations not able to be managed by CADRE/American Red Cross.
- Keep the Logistics Section Coordinator informed of significant issues affecting the Food/Supply/Procurement Branch.

Demobilization Phase

- Follow the Demobilization Checklist.

Transportation Unit Leader

Responsibilities

1. In coordination with the Engineering Branch Director and the Situation Status Unit, develop a transportation plan to support EOC operations.
2. Arrange for the acquisition or use of required transportation resources.
3. Supervise the Transportation Unit.

Activation Phase

- Follow the Activation Checklist.

Operational Phase

- Establish and maintain a position log and other necessary files.
- Routinely coordinate with the Situation Status Unit and Engineering Branch to determine the status of transportation routes in and around the City.
- Routinely coordinate with the Engineering Branch Director to determine progress of route recovery operations.
- Develop a Transportation Plan that identifies routes of ingress and egress, thus facilitating the movement of response personnel, the affected population, and shipment of resources and materials.
- Establish contact with Valley Transportation Authority and school districts to establish availability of equipment and transportation resources for use in evacuation and other operations as needed.
- Keep the Logistics Section Coordinator informed of significant issues affecting the Transportation Unit.

Demobilization Phase

- Follow the Demobilization Checklist.

City of Santa Clara
Emergency Operations
Plan

Annex E



**City of
Santa Clara**
The Center of What's Possible

ANNEX E

FINANCE SECTION

The duties of the Finance Section are:

1. Establish timekeeping procedures consistent with federal, state, and City guidelines for City Employee Services and City equipment.
2. Provide guidance to other departments with respect to timekeeping, salary, benefits, and documentation procedures.
3. Be responsible for all financial and cost aspects of the disaster, including record keeping, for reimbursement.
4. Handle any property/equipment claims for compensation.
5. Apprise the EOC Director of the current and projected financial status of the City.
6. Obtain eligible reimbursement and other funding from state and federal sources expeditiously.

**Checklist
(For All Finance Positions)**

Activation Phase

- Check in: Place your “T” –Card in the “on-duty” slot for your section and sign in with the Plans Section.
- Report to EOC Director, Section Coordinator, Branch Director, or other assigned Superior.
- Set up workstation and review your position responsibilities.
- Establish and maintain a position log, which chronologically describes your actions taken during your shift.
- Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

Demobilization Phase

- Deactivate your assigned position and close out logs when authorized by the EOC Director.
- Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning/Intelligence Section, as appropriate, prior to your departure.
- Be prepared to provide input to the after-action report.
- If another person is relieving you, ensure s/he is thoroughly briefed before you leave your workstation.
- Clean up your work area before you leave.
- Leave a forwarding phone number where you can be reached.

Finance Section Coordinator

Responsibilities

1. Ensure that all financial records are maintained throughout the event or disaster.
2. Ensure that all on-duty time is recorded for all City emergency response personnel.
3. Ensure there is a continuum of the payroll process for all City employees responding to the event or disaster.
4. Determine purchase order limits for the procurement function in Logistics.
5. Ensure that all travel and expense claims are processed within a reasonable time, given the nature of the situation.
6. Provide administrative support to all EOC Sections in coordination with the Personnel Unit, as required.
7. Activate units within the Finance Section as required and monitor section activities continuously and modify the organization as needed.
8. Ensure that all recovery documentation is accurately maintained during the response and submitted on the appropriate forms to the Federal Emergency Management Agency (FEMA) and/or the Governor's Office of Emergency Services.
9. Supervise the Finance/Administration Section.

Activation Phase

- Follow the Activation Checklist.
- Ensure that the Finance Section is set up properly and that necessary personnel, equipment, and supplies are in place.
- Based on the situation, activate units within section as needed and designate Branch Directors for each element;
 - Time Keeping Unit
 - Claims Unit
 - Financial Recovery Unit
- Ensure that sufficient staff is available for 24-hour schedule, or as required.
- Meet with the Logistics Section Coordinator and review financial and administrative support requirements and procedures; determine the level of purchasing authority to be delegated to Logistics Sections, based on the City policy and established Emergency Ordinance.
- Meet with all Unit Leaders and ensure that responsibilities are clearly understood.
- In conjunction with Unit Leaders, determine the initial Incident Action Planning objectives for the first operational period.
- Notify the EOC Director when the Finance/Administration Section is operational.

Operational Phase

- Ensure that Finance position logs and other necessary files are maintained.
- Ensure that any displays associated with the Finance Section are current, and that information is posted in a legible and concise manner.
- Participate in all Action Planning meetings.
- Brief all Unit Leaders and ensure they are aware of the EOC objectives as defined in the Incident Action Plan.
- Keep the EOC Director aware of the current fiscal situation and other related matters, on an on-going basis.
- Ensure that the Financial Recovery Unit maintains all financial records throughout the event or disaster.
- Ensure that the Time Keeping Unit tracks and records all agency staff time.
- In coordination with the Logistics Section, ensure that the Procurement Unit processes purchase orders and develops contracts in a timely manner.
- Ensure that the Time-Keeping Unit processes all time sheets and travel expense claims promptly.
- Ensure that the Finance Section provides administrative support to other EOC Sections as required.
- Ensure that all recovery documentation is accurately maintained by the Recovery Unit during the response, and submitted on the appropriate forms to Federal Emergency Management Agency (FEMA) and/or the Governor's Office of Emergency Services.

Demobilization Phase

- Follow the Demobilization Checklist.

Claims Unit Leader – Finance Section

Responsibilities

1. Oversee the investigation of property/equipment damage claims involving the City, arising out of the event or disaster.
2. Complete all forms required.
3. Maintain a file of property/equipment damage claims associated with the event or disaster, which includes results of investigations.
4. Supervise the Claims Unit.

Activation Phase

- Follow the Activation Checklist.

Operational Phase

- Establish and maintain a position log and other necessary files.
- Maintain a chronological log of property/equipment damage reported during the event or disaster.
- Investigate all property/equipment damage claims as soon as possible.
- Prepare appropriate forms for all property/equipment damage claims.
- Coordinate with the Safety Officer regarding the mitigation of hazards.
- Keep the Finance Section Coordinator informed of significant issues affecting the Claims Unit.
- Forward all equipment or property damage claims to the Recovery Unit.

Demobilization Phase

- Follow the Demobilization Checklist.

Financial Recovery Unit Leader

Responsibilities

1. Collect and maintain documentation of all disaster information for reimbursement from the Federal Emergency Management Agency (FEMA) and/or the Governor's Office of Emergency Services.
2. Coordinate recovery with disaster assistance agencies.
3. Prepare and maintain a cumulative cost report for the event or disaster.
4. Supervise the Unit and Financial Recovery Operations.

Activation Phase

- Follow the Activation Checklist.

Operational Phase

- Establish and maintain position log and other necessary files.
- Compute costs for use of equipment owned, rented, or donated.
- Obtain information from the Resources Status Unit regarding equipment use time.
- Ensure that the Finance Department establishes a disaster accounting system to include an exclusive cost code for disaster response.
- Ensure that each section is collecting cost recovery documentation daily at the end of each shift.
- Meet with the Documentation Unit Leader (Plans Section) and review EOC Position logs, journals, all status reports and Incident Action Plans to determine additional cost recovery items that may have been overlooked.
- Act as the liaison for the EOC with the county and other disaster assistance agencies, to coordinate the cost recovery process.
- Prepare all required state and federal documentation as necessary to recover all allowable disaster response and recovery costs.
- Contact and assist field Incident Commanders and obtain their cumulative cost totals for the event or disaster, on a daily basis.
- Prepare and maintain a cost report for the Finance Section Coordinator, EOC Director, and City Council. The report should provide cumulative analyses, summaries, and total disaster/event related expenditure for the City.
- Organize and prepare records for final audit.
- Assist the EOC Coordinator and Planning/Intelligence Section with preparation of the After-Action Report.

Demobilization Phase

- Follow the Demobilization Checklist.

Time Keeping Unit Leader

Responsibilities

1. Track, record, and report all on-duty time for personnel working during the event or disaster.
2. Ensure that personnel time records, travel expense claims and other related forms are prepared and submitted.
3. Supervise the time keeping unit.

Activation Phase

- Follow the Activation Checklist.

Operational Phase

- Establish and maintain position logs and other necessary files.
- Initiate, gather, or update time reports from all personnel, including volunteers assigned to each shift; ensure that time records are accurate and prepared in compliance with City policy.
- Obtain complete personnel rosters from the Personnel Unit. Rosters must include all EOC personnel as well as personnel assigned to the field level.
- Provide instructions for all supervisors to ensure that time sheets and travel expense claims are completed properly and signed by each employee prior to submitting them.
- Establish a file for each employee or volunteer within the first operational period to maintain a fiscal record for as long as the employee is assigned to the response.
- Keep the Finance Section Coordinator informed of significant issues affecting the Time-Keeping Unit.

Demobilization Phase

- Follow the Demobilization Checklist.

City of Santa Clara
Emergency Operations
Plan

Annex H



Annex H

Community Emergency Response Team (CERT) Program in Santa Clara

Organizational Definition

The Community Emergency Response Team (CERT) Program is currently a training program in the City of Santa Clara. As a community service, firefighters from the City's Fire Department train participants in neighborhoods and workplaces to be part of the CERT. Through CERT, organizations and trained volunteers can serve as first responders until professional forces arrive. The motto of CERT is "To do the most good for the most people" in the event of a disaster.

Policy

The CERT Program is designed to help the citizens of Santa Clara to be self-sufficient after a major disaster, when the scope of incidents can be overwhelming, and the need for a well-trained civilian work force can be invaluable. A major earthquake in the City of Santa Clara will cause damage to homes, roads, and other structures. Electricity, gas, water and phone service may be interrupted. Local resources will be overwhelmed with hundreds of emergency calls. CERT volunteers can help their families, neighborhoods, businesses, and the community to recover by becoming part of or leading a Community Emergency Response Team.

The goals of CERT are:

- To promote household self-sufficiency
- To promote community self-sufficiency; and
- To organize for effective emergency response by coordinating the efforts of paid and volunteer responders.

Status

As of January 1, 2016 over 850 citizens in Santa Clara have received 21 hours of disaster preparedness training in the areas of safety, awareness, preparation, utility control and fire suppression, basic medical care, damage assessment, light search and rescue, communications, and CERT team management. A small nominal fee covers the cost of materials. More individuals belonging to schools, churches, businesses, and other community organizations are being assembled to take the CERT training with the ultimate goal of having every neighborhood in the City with a functioning civilian disaster emergency response team.

CERT procedures will be developed as the program expands beyond a training program and teams are organized by the City.

City of Santa Clara
Emergency Operations
Plan

Annex K



**City of
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**SANTA CLARA COUNTY OPERATIONAL AREA
EMERGENCY OPERATIONS PLAN**

ANIMALS IN DISASTER ANNEX

MARCH 31, 2009

Revised June 2010



*Written by: Kelle Rimmel and Sitara Lones, M.S.
Rimmel Consulting Services*

Written for: Santa Clara County Office of Emergency Services

Revised June 2010

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I. INTRODUCTION

A. OVERVIEW

California is home to a wide array of disaster possibilities such as earthquakes, fires and floods. It has become widespread knowledge from past disasters that often people will not evacuate their homes unless they can bring their pets and livestock with them. For many people, pets are considered a member of the family. No one wants to leave animals behind, and when asked to do so, many owners will risk their own lives and the lives of others to save their animals. When people are unwilling to enter a shelter or refuse to evacuate during an emergency they remain at risk, could be arrested, and place rescue workers at risk. Additionally, many who own livestock are not prepared with specialized transport and holding areas, which may be difficult or impossible to arrange during a sudden disaster.

Disaster preparedness strategies for pets and livestock safety must be in place before a disaster occurs. Disaster preparedness for animal safety can mean the difference between undue loss and suffering of animals, which adds additional trauma to victims already suffering from the disaster. State and local governments are increasingly realizing that planning for the evacuation and sheltering of animals in any disaster is essential to the well-being of all residents.

The Santa Clara County Animals in Disasters Annex is designed as a countywide document to be annexed to the Santa Clara County Emergency Operations Plan. This Annex will provide an overview and guidance for the care and sheltering of animals following a major disaster. This Annex can be adapted for local jurisdictions within Santa Clara County.

The planning for this Annex was done by the Emergency Managers Association Animals in Disaster Committee, a group representing public, private and no-profit animal care agencies throughout Santa Clara County. The Committee provided guidance and resources for the development of this plan.

The basis for this plan and its attachments is the animal shelter operations guidance document by the Bay Area Super Urban Area Security Initiative (SUASI). The document also represents animal disaster guidelines published by the California Department of Food and Agriculture (CDFA) and the UC Davis Division of Agriculture and Natural Resources (DANR).

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B. PURPOSE

This Annex is designed to aid Santa Clara County and its cities in preparing for animals before, during and after a disaster. This document outlines guidance for the care and sheltering of animals throughout Santa Clara County in a major disaster.

The purpose of this Annex is to:

- Provide standardization for protocols and practices for sheltering animals in a disaster in Santa Clara County and its local jurisdictions

- To provide direction for the overall coordination of resources for animal care in the County Operational Area
- To ensure the planning for animal care is included within and consistent with the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS), both in the County Operational Area and in the field
- To identify key players and resources for sheltering animals in a disaster

C. GOALS AND OBJECTIVES

Overall Goals:

- Protect the health & safety of the community
- Provide for the immediate care, control and safety of animals
- Minimize animal suffering, loss of life, and potential disability by ensuring a timely and coordinated assistance
- Provide for the care of animals brought into shelters, housed in mobile shelters and/or other evacuation sites
- Provide a system for returning animals to their owners

Objectives:

- Establish procedures for activating and deactivating this Annex
- Provide for the management of animal control services, facilities, activities and resources in disaster response and recovery
- Provide a framework on which the County, cities and other supporting agencies can develop support plans and standard operating procedures

D. ORGANIZATION & SCOPE

The Santa Clara County Animals in Disaster Annex is an Annex to the County of Santa Clara Emergency Operations Plan.

This Annex is applicable within the geographical boundaries of the County of Santa Clara. The Annex references multiple county, regional state and national organizations that may help to provide services or resources needed to meet the needs of evacuating and sheltering animals during a disaster.

For purposes of this Annex, an animal services disaster applies primarily to a major situation or potential situation which creates sufficient animal related problems that exceed the capabilities of the local animal control agency.

II. PLANNING AND PREPAREDNESS

A. ASSUMPTIONS

In disasters, the first priority is the protection of life, property and the environment. This has not historically always included planning for the coordinated response for the evacuation, care and sheltering of pets. Based on previous experiences with disaster and local planning efforts, the following planning assumptions are made regarding animals in disaster:

- Local resources within Santa Clara County will be very limited the first few days following a major disaster
- Many residents assume government resources will be available to rescue them and their pets in an emergency
- Most pet owners do not make evacuation plans and have not stockpiled resource and supplies to care for their for their pets
- Evacuation orders may not give information about taking pets
- A percentage of pet owners will fail to evacuate because of their animals
- Many pet owners will arrive at human care shelters with their pets
- Some pet owners, especially those with livestock, will leave pets behind
- Service animals will be allowed in human shelters
- All other pets and animals will typically not be allowed in human shelters
- A large number of animals will needs shelters without provisions.
- Many owners will be separated from their animals because of the disaster & animals will arrive at shelter without medical history
- There will be an increased danger of disease and contamination

B. PLANNING GUIDANCE

As with all planning for disaster response, it is always more effective to plan prior to a disaster and anticipate resource needs, operational plans and coordination with other response agencies. Disasters in California are managed locally and resources coming into local jurisdictions from the state and federal government will be coordinated through the Santa Clara County Emergency Operations Center (EOC) for all sixteen jurisdictions. It is critical that local agencies work within their emergency response systems at a city level and coordinate activities and resources through their local city Emergency Operations Center (EOC) to provide for the best countywide coordination possible. In this way, working within our emergency management system, we will be able to provide and care for the greatest number of animals possible within Santa Clara County after a large-scale disaster.

Another overall planning concept for this annex is the assumption that field level temporary shelters will need to be established at a variety of locations to meet the needs of sheltering animals in a disaster. Ideally, these shelters will be located next to Red Cross Shelters and other mass care

shelters to allow people to reside in shelters in proximity to their pets. To this end, Santa Clara County has purchased and stocked four large trailers that can be mobilized and deployed to establish temporary shelters. Some local jurisdictions and agencies also have trailers to set-up mobile shelters and other strategies will need to be employed to establish enough field shelters to successfully co-locate animals with their owners as much as possible. Animal shelters that are co-located to human shelters is a guiding principle and goal for animal shelter planning Santa Clara County.

DRAFT

III. TYPES OF ANIMALS

The California Animal Response Emergency System (CARES) defines “animals” as “affected commercial livestock, companion animals, exhibition animals, captive wildlife, and exotic pets”. This definition is used for state level response activities. The Urban Area Strategic Initiative (UASI) Animals Operations Guide recommends that dogs, cats, rabbits, birds, reptiles, horses, livestock, exotic pets, captive wildlife and wildlife be considered in disaster planning. Service animals, defined by the American with Disabilities Act (ADA) as guide dogs, signal dogs and other animals trained to provide assistance to individuals with disabilities are exempt from restrictions with regards to facility and transportation access.

For the purposes of the protocols outlined in this Annex, animals will be categorized by the following species or types used in the Bay Area SUASI guide:

- Dogs and cats
- Rabbits/small mammals
- Reptiles/amphibians
- Domestic/exotic birds
- Horses/equine
- Chickens/other fowl
- Livestock/farm animals
- Other exotic pets

IV. KEY PLAYERS

A. SANTA CLARA COUNTY OPERATIONAL AREA

As the Operational Area (OA), the Santa Clara County Office of Emergency Services is responsible for coordinating and managing resources in the county during a disaster. It is the primary point of contact for allocating resources within the jurisdictions of Santa Clara County and requesting resources from the state. The Operational Area (OA) includes all the cities and special districts such as schools, water and reclamation. Both within the Emergency Operations Center (EOC) and at the scene of the disaster, the Incident Command System (ICS) will be used to manage response activities.

The command structure (ICS) in the EOC will include an Animal Services Coordinator who is a designated animal control officer or other knowledgeable person trained in disaster response, animal care and animal rescue. The County has four mobile animal shelter trailers that may be deployed in support of local operations throughout the county. The allocation and deployment of this resource will be determined by the county and coordinated by the Operational Area.

B. CITIES/TOWNSHIPS AND CITY/TOWNSHIP EMERGENCY OPERATIONS CENTERS (EOCs)

Local government is often the first point of contact for residents needing help or services in an emergency. Local government may have limited capacity or resources to meet the needs of evacuating and sheltering animals in a disaster. Some jurisdictions in Santa Clara County have animal response plans, animal shelters and animal control divisions and/or officers. Local jurisdictions, through the EOC, may request assistance with setting up temporary animal shelters through the County Operational Area.

City government staff may also help provide services, such as communications, animal control resources or volunteer coordination to assist with countywide response efforts.

C. LOCAL ANIMAL CONTROL AGENCIES, SHELTERS AND HOSPITALS

In Santa Clara County, there are government, non-profit and private animal shelters and animal care facilities. Many of these groups participate in the Animals in Disaster Committee. During a response, any of these organizations may request the activation of this Annex in support of local response efforts. If it is a city agency, the request will come through their local EOC. If it is from a private or non-profit organization (for example, the Humane Society of Silicon Valley) the request will be directed to the County EOC Animal Services Coordinator to determine availability and allocation of County resources in response to the activation request.

D. AMERICAN RED CROSS

The American Red Cross (ARC) provides shelter and mass care services to residents throughout Santa Clara County. ARC generally assumes the responsibility to help government with care and shelter operations. Initially in a disaster, some shelters may be opened by ARC and some may be opened by city staff and then turned over to ARC as additional resources become available to help with local response. ARC will have a liaison in the City's Emergency Operations Center (EOC) will provide coordination with other agencies. In the EOC, ARC will work with the Animal Resources Coordinator to co-locate animal shelters with human shelters as much as possible to minimize the added stress of separating pets from their owners.

E. DANR AND CVMA

The University of California, Division of Agriculture and Natural Resources (DANR) and the California Veterinary Medical Association (CVMA) provide guidelines for disaster preparedness for the care and rescue of animals. They also operate local networks that serve as preparedness and response resources to local OAs. The CVMA Disaster Response Program consists of a network of veterinary professionals who are prepared to provide veterinary care for rescue, evacuation, treatment and shelter of animals. See figure # for a directory and map of regional DANR representatives.

UC Division of Agriculture and Natural Resources

Regional Directors

1 North Region

Director: Terrell Salmon
 DANR—North Region
 University of California
 One Shields Avenue
 Davis CA 95616-8545
 (530) 754-8491
 Fax: (530) 754-8499

2 North Central Region

Director: Nicelma King
 DANR—No. Central Region
 University of California
 One Shields Avenue
 Davis CA 95616-8575
 (530) 754-8509
 Fax: (530) 754-8540

3 South Central Region

Director: A. Charles Crabb
 DANR—So. Central Region
 Kearney Agricultural Center
 9240 S. Riverbend Avenue
 Parlier CA 93648
 (209) 646-6511
 Fax: (209) 646-6513

4 South Region

Director: Allyn Smith
 DANR—South Region
 127 Highlander Hall
 University of California
 Riverside CA 92521
 (909) 787-3321
 Fax: (909) 787-4675

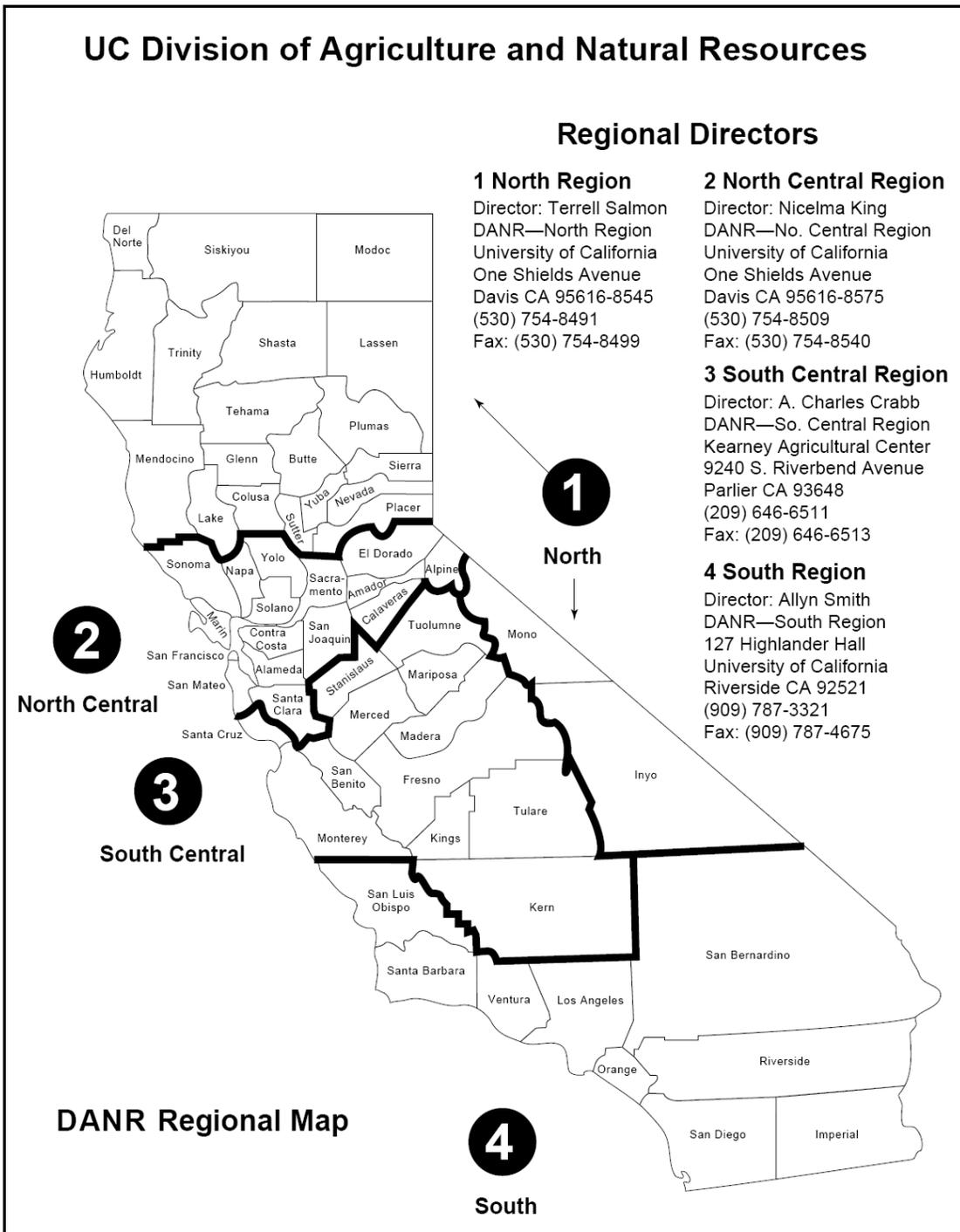


FIGURE 1: DANR REGIONAL MAP

F. COMMUNITY-BASED ORGANIZATIONS (CBOs)

A list of organizations that offer services and resources for the protection and well-being of animals are listed in Attachment D. The list includes descriptions and contact information. A number of these organizations coordinate or operate volunteer networks that may be available to assist local disaster efforts. These organizations include:

- **Cat Fanciers' Association** – a nonprofit organization with a disaster network that will assist communities set up auxiliary shelters for animals not allowed in human shelters and assist with animal rescue efforts.
- **Emergency Animal Rescue Service (EARS)** – operated by the United Animal Nations. Shelters and cares for animals displaced by disasters.
- **HSUS Animal Rescue Team** – operated by the Humane Society of the United States. Responds to disasters and assists in animal rescue operations.
- **Noah's Wish** – an animal welfare organization dedicated exclusively to rescuing and sheltering animals in disasters.
- **Red Star Animal Emergency Services** – operated by the American Humane Society to help communities prepare for disasters and to assist in disaster response. This includes assessing animal needs, caring for injured animals; reuniting animals with family, ensuring animal shelters are co-located with human shelters and distributing pet food and supplies.
- **UC Davis Veterinary Emergency Response Team** – provides emergency animal rescue services.

G. SUPPLIERS & VENDORS (PLEASE SEE LOCAL CONTACT LIST, ATTACHMENT #)

V. RESPONSE STRATEGIES

A. CONCEPT OF OPERATIONS

Santa Clara County recognizes the critical importance of coordinating animal evacuation and shelter services during the response to an emergency or disaster. When the EOC is activated, the Animal Services Coordinator will be activated as necessary in any emergency for the county itself or in support of local jurisdiction(s). The Animal Services Coordinator will serve as the single point of contact on all animal issue in the OA. This position is staffed by the Santa Clara County Department of Animal Services or designee.

The County of Santa Clara and its Animals Services Coordinator will employ one or more of the following strategies in its response to meet the needs of animals and the broader community in disaster:

- Coordinate resources within the County Operational Area to support local jurisdictions
- Once resource needs cannot be met with resources within the Operational Area, coordinate requests for resources outside of Santa Clara following SEMS/NIMS operating procedures
- Assess the status of animal shelter and establishing locations needed for additional shelter in coordination with the Mass Care Leader in the EOC
- Coordinate the deployment of county mobile shelters and field operations
- Determine and coordinate the need for veterinary services
- Work with the Public Information Officer (PIO) to disseminate information to the public regarding the evacuation and care of animals
- Assist with identification of vendors for procurement of animal supplies with the Logistics Section in the EOC (see Attachment #)

B. ACTIVATION

Authority

The activation of this Annex shall be at the request of the local animal control agency and initiated by the Director of the County of Santa Clara Department of Animal Services or designee.

Santa Clara County Operational Area EOC

The Santa Clara County Emergency Operations Center (EOC) is activated when a disaster occurs to coordinate resource management and information sharing for the Operational area. The EOC and is staffed by county employees with emergency responsibilities, as well as liaison representatives from other agencies and jurisdictions. The Animal Services section of the EOC is normally activated when the EOC is fully activated. This position is staffed by the Santa Clara County Department of Animal Services or designee.

The Animal Services Coordinator is located in the Care and Shelter Branch in the EOC. **Cindy – add org chart?**

The Animal Services Coordinator in the EOC will be responsible for ensuring the following actions are taken:

- Establish communication with all affected agencies
- Assign the opening of Field Animal Shelters as needed
- Deploy County Mobile Shelters as needed
- Respond to requests from within the EOC and other agencies
- Obtain support and supplies for field animal shelters
- Maintain communication with city EOC Animal Coordinators

City and Townships EOCs

Local jurisdictions will activate their own EOCs in response to local events. This Annex may be requested to be activated by an animal control agency for an affected jurisdiction in Santa Clara County. City plans may call for an animal control representative to be present when the EOC is activated. In each city, the city manager is designated as Director of Emergency Services, by ordinance.

At the scene, the responsibility for animal care and control belongs to the respective animal control agency. As the incident overwhelms the initial responding animal control agency, that agency would expand operational procedure and activate this Annex. The request for activation of this annex would flow from the field to the city/town EOC to the County EOC.



C. INCIDENT COMMAND SYSTEM (ICS)

Immediately following the disaster, the Incident Command Center will be established at the shelter, if it is safe and intact. The center will serve as a meeting place for staff, a briefing area for other agencies and groups and a place to store information. It will be staffed according to the Incident Command System (ICS). Some circumstances may require a person to take on more than one position. Summaries of the positions are as follows. All the full position descriptions can be found in Attachment B.

- **Incident Commander (IC)** is responsible for establishing the Incident Command Center and staff assignments. The IC is supported by the Command Center Coordinator.

- **Animal Service Coordinator** is either a veterinarian, animal control officer or other knowledgeable person trained in disaster response, animal care and animal rescue.
- **Public Information Officer (PIO)** is responsible for communications to media and the public.
- **Safety Officer** is responsible for ensuring safe operating conditions (including safety hazards and security) for all personnel.
- **Liaison Officer** is responsible for coordinating with all other outside agencies.
- **Operations Section Chief** is responsible for managing tactical operations, public safety and the rescue and recovery of animals in the operations area.
- **Planning Section Chief** is responsible for collecting, evaluating and disseminating information during response and recovery activities.
- **Logistics Section Chief** is responsible for ensuring that staff has access to equipment, supplies, facilities, and personnel and manages issues related to communications, transportation, facility coordination, distribution and installment of supplies and tracking the status of resources.
- **Finance Section Chief** is responsible for tracking financial activities.

D. PROTOCOLS FOR ANIMAL SHELTERS

Managing and Prioritizing Shelter Population and Evacuation

Depending on the damage to existing shelters, it may be necessary to evacuate animals to a temporary shelter or other interim location. Animals should be removed in an order that is in the best interest of the animals, the public, and the shelter. Examples of types and suggested priorities are as follows:

- **Owned animals in the veterinary clinic.** Animals currently in surgery or pre- or post-operative care have the highest priority.
- **Owned friendly dogs** (non-aggressive dogs with known owners). If the shelter contains a boarding facility, boarded animals take precedence over impounded animals.
- **Owned friendly cats** (non-aggressive cats with known owners). If the shelter contains a boarding facility, the boarded animals take precedence over impounded animals.
- **Adopted animals in the veterinary clinic** (adopted animals in the clinic for spaying or neutering).
- **Shelter animals in the veterinary clinic.** Un-owned animals in the clinic should be the last evacuated from the veterinary portion of the facility.
- **Animals in rabies quarantine.** These animals should be evacuated with care and only by qualified shelter staff. Quarantined animals should have as little contact with each other as possible, and when possible should be evacuated to a confined area, away from other shelter animals.
- **Stray friendly dogs** (healthy dogs that are on stray hold and may be claimed by the owner).
- **Stray friendly cats** (healthy cats that are on stray hold and may be claimed by the owner).
- **Injured friendly animals** (injured animals that are on stray hold and may be claimed by that owner).

- **Un-owned dogs** (dogs that were surrendered or whose legal hold has expired). Dogs in adoption wards should be evacuated first, followed by those awaiting availability to the public.
- **Un-owned cats** (cats that were surrendered or whose legal hold has expired). Cats in adoption wards should be evacuated first, followed by those awaiting availability to the public.
- **Aggressive dogs and cats.** These animals should be evacuated with care and only by qualified staff.
- **Animals with legal pending.** Aggressive animals with legal pending and/or in protective custody should be evacuated only by qualified staff.
- **Sick dogs and cats.** These animals should be confined to an area separated from other evacuated animals when possible.
- **Livestock.** Livestock should be evacuated beginning with owned animals, followed by healthy animals, and then injured or sick animals.
- **Other species of domestic animals,** including small domestic animals such as rabbits, other pet rodents, reptiles, and amphibians. Owned legal pets should be evacuated first, followed by healthy animals, and then injured or sick animals. Pets that are illegal in California, such as ferrets, should be the last of the domestic animals to be evacuated.
- **Wildlife.** Wildlife priorities should be based on both health and how well the animals can be handled while in custody.

Large Increase in Shelter Population

If a shelter has not been affected by the incident, immediate preparations should be made to house a large increase in animals. When possible, animals in the shelter prior to the incident should be evacuated so they will not share wards with incoming animals. This is especially important in an emergency in which the potential for the spread of disease is significant, such as flooding. A second dog may need to be housed with a single dog, but more than two dogs should not be housed together unless absolutely necessary. Generally speaking, cats should not be housed in the same cage unless they were previously housed together, and if there is sufficient space within the cage. Sick animals in the shelter before the incident should not be mixed with the general population, but it may be necessary for bite quarantine animals, protective custody/legal pending animals, and strays and adoptable animals to be housed together. After animals have been evacuated, empty kennels should be cleaned with pressurized water and bleach and supplied with water, food, and beds or blankets.

Euthanasia Priorities

If animals are arriving at a shelter faster than they can be transferred to other facilities, some animals may need to be euthanized. A priority list should be established, based on the Hayden Bill. Animals should always be scanned for a microchip before being euthanized. The decision to euthanize must be made by the highest ranking manager available at the animal control facility.

Shelter set up

After the decision to activate a temporary animal shelter has been made, the location is selected by the Incident Commander (IC). Section Chiefs should then work together to staff the shelter, supply it adequately, and notify the public and media that it is available. The Safety Officer should inspect the facility and its grounds for safety issues. The Operations Section Chief should assign shelter positions to staff and volunteers, create staffing schedules, obtain the appropriate forms, and create a task list for setting up the shelter.

Animal Intake

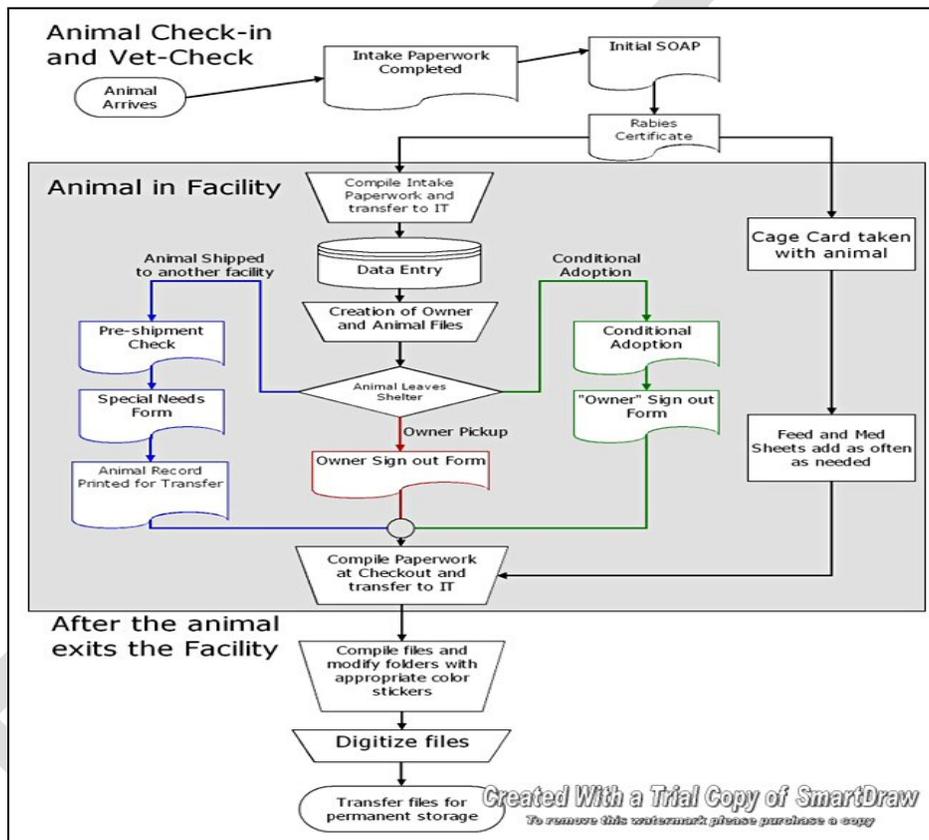


FIGURE 2: CHECK-IN DIAGRAM (FROM SUASI)

1. Registration and Identification

The intake process initiates the registration and care of animals. Animals may be brought in by the owner, in person; by a third party; or by an unknown owner. A full description of the animal will need to be documented to include species and breed, gender, color and other information used to identify the animal. The description along with any available identification needs to be recorded and kept in the animal's file. Types of identification can include collars, tags, licenses, microchips or tattoos on ears or bellies. Each animal should be photographed upon intake (minimum of 2 photos to include a face and profile shot). Cats and dogs without a microchip should be implanted with one during intake and documented.

2. Health & Safety

Paid shelter staff will need to handle animals that may have been bitten within the last ten days; have been reported as aggressive by the owner; shows signs of aggression; are extremely difficult to handle; or shows signs of physical pain. These animals may need to be kenneled immediately.

Immediate medical concerns can be detected by examining the eyes, ears, skin, teeth, nose and paws. Animals with contagious or zoonotic conditions should receive prompt attention. Animals should be vaccinated according to the instructions from the veterinary staff.

Facility Safety and Security

While animals need adequate exercise and socializing, it is important to maintain a safe and secure facility. The safety and security of a facility can be affected by a large number of unskilled volunteers and untrained owners. Volunteers who care for and feed the animals need to be well-oriented to the shelter's procedures and protocols. Examples of potential problems include overfeeding, under cleaning and trying to handle large or unruly dogs.

Animal Care

The manager of a temporary shelter should determine who may have access to the animals. Although it may not be possible to have locks on every cage and kennels, creating an identification system for volunteers who may remove animals from holding areas is necessary.

All animals should be housed with their identification documentation and an Animal Care Log, which is used to record feedings, cleaning, and socialization. The Animal Care Coordinator should create protocols for determining which animals can be taken out of their cages or kennels, how much time they may be out, which activities are allowed, and the labeling system on the cage or kennel that is used to indicate that an animal is out. The Animal Care Coordinator should physically count the animals on the premises at least twice a day and document in the log. Counting can quickly identify animals that may be improperly housed or missing. Although a temporary shelter is a 24-hour operation, animals need periods of darkness and quiet. These periods should be scheduled during the day and night activity is limited to veterinary issues.

Cleaning

During emergencies, the risk of the spread of disease may be increased. A full cleaning should therefore be done twice a day for dogs, cats, co-housed rabbits, and some livestock. For reptiles, small mammals, birds and horses, cleaning should be done once a day. Spot checks should also be scheduled several times per day. The guidelines for cleaning shown in Table 1 should be considered. The beginning and end of shifts for different positions must be clear.

TABLE 1: CLEANING AND WATERING NEEDS OF ANIMALS IN A SHELTER

| Animal | Full Cage Cleaning | | Check and refill water bowls every 2 hours during the day | Other |
|--------------------------|--------------------|---|---|----------------------------------|
| | Start of AM shift | Start of PM shift or 1 to 2 hours before end of shift | | |
| Dogs | X | X | X | |
| Cats | X | X | X | |
| Rabbits | X | If small space housing three or more rabbits | X | |
| Small mammals | X | — | X | |
| Reptiles | X | — | X | |
| Domestic birds | X | — | X | |
| Chicken/fowl | X | — | X | |
| Livestock (farm mammals) | X | If housed in small kennels | X | Check every 4 hrs during the day |
| Horses/equine | X | — | X | Check every 4 hrs during the day |

Feeding

Watering frequency is listed in Table 1.

The Planning and Logistic Section Chiefs will work together to obtain food for the animals if the incident lasts more than 72 hours. Although donated food will arrive daily, keeping the diet consistent is important for reducing stress and cleaning requirements (diet changes can cause loose stools). The following guidelines for feeding should be considered or expanded.

- **Dogs**
Dogs should be fed two times a day, approximately 10 to 12 hours apart. Wet food should be avoided if possible to limit diet-related diarrhea. If an animal refuses to eat after the first 24 hours in a facility, a spoonful of wet food may be added for taste.
- **Cats**
Cats should be fed twice per day, approximately 10 to 12 hours apart. Wet food should be provided to kittens under four months old but avoided for adults if possible to limit diet-related diarrhea. If an animal refuses to eat after the first 24 hours in a facility, a spoonful of wet food may be added for taste.
- **Rabbits/Small Mammals**
Rabbits and other rodents should be fed non-rich diets. The home diet should be continued if known. Rabbit diet should consist of hay (oat or timothy) and green rabbit pellets.
- **Reptiles/Amphibians**
Care must be taken to identify not only the correct food source for reptiles but also the correct presentation and time of feeding. Additionally, co-housed snakes and many lizards must be separated at feeding times. Diets vary significantly among species and according to size and age of an animal. If possible, home diets should be continued.

Lizards = Prey should be no larger than the length of the lizard's head.

Snakes = Prey should be no wider than the widest part of the snake's body.

Herbivorous Diets

Food should be placed on a plate or dish to avoid consumption of the substrate provided as the flooring of the enclosure. Ingredients should be well mixed to avoid picking, and a commercial calcium supplement should be included. Herbivores should be fed one or two times a day, with younger animals eating more often than adults.

Carnivorous Diets

Prey guidelines are as follows:

- Vertebrate prey = safest if fed pre-killed. Move the prey around when dropping it into the enclosure to stimulate the animal to feed. Young lizards may need to eat daily but adult snakes may only need to eat twice per week.
- Fish = should be fed live.
- Worms/larvae = should be fed live. They are best fed in a dish that the reptile may eat from but from which the worms cannot escape.
- Crickets = should be dusted in calcium powder and fed live. Some reptiles need additional nutrients that are provided by giving the cricket's commercial gut-loading food 12 to 24 hours before feeding.

Omnivorous Diets

Terrestrial omnivores should be fed using the guidelines for both herbivores and the appropriate carnivore. Aquatic omnivores should have their greens floated on the water and given live fish.

▪ **Domestic Birds**

Birds should be fed twice daily but must be monitored for food intake regularly. If a bird is not eating the diet given, alternatives must be tried until a diet is found that the bird will eat. Whenever possible, a bird's diet should remain the same as the diet in home. Food must be provided by the owner, found in the owner's home, or found in the bird's food dish as a guideline for its diet. Additional considerations are as follows:

- Birds should have limited access to dairy products, cabbage, and bananas
- Birds should not be given chocolate, avocado, foods with high salt content, or mushrooms
- Lorikeets and Toucans require a diet of fruits, vegetables, juices, and nectars. They should not be given seeds.
- Finches, canaries, and other wild and wild-type birds require small amounts of grit in their diets. The grit can be sand, gravel, or crushed oyster shells.

▪ **Horses/Equine**

Horses should be fed small amounts of food several times per day. They should be fed locally grown grass hay. Meals should consist of no more food than a horse can consume in an hour.

▪ **Chickens/Other Fowl**

Chickens should be given commercial chicken feed twice per day. The chicken's normal diet should be followed if known.

▪ **Livestock/Farm Mammals**

- Goats - The diet should consist of commercial goat feed (non-medicated), a plant fiber source, and a salt block. Unless housed in pens that allow access to plant material, goats require a supplement of leafy hays or legumes. Goats should be fed twice a day rather than allowing the animals to free feed.
- Sheep - The diet should consist of commercial sheep feed (non-medicated), a plant fiber source, and a salt block. Unless housed in pens that allow access to grasses, sheep require a supplement of grass hay. Sheep should be fed twice a day rather than allowing the animals to free feed.
- Swine - Pigs should be fed twice a day. An appropriate standard diet consists of a non-medicated commercial pig feed and a small amount of alfalfa hay.

Animal Transportation

Animals may need to be moved out of temporary shelters. This section addresses transport and shipping issues. The assumption is that only canines and felines will need to be transported and all other animals will stay at the temporary shelter. Exit station procedures are provided in the following tables.

TABLE 2: EXIT STATIONS FOR DOGS

| No. | Function | People | Supplies |
|-----|---|--|---|
| 1 | Direct walkers to appropriate animals | 1 | To-go list |
| 2 | Check microchip; make sure records match If correct, attach shipping collar; send dog to Station 3 If incorrect, return dog to kennel Match transport # and give portfolio to walker | 2 | Two chip readers Record portfolios |
| 3 | Walk and water dogs | 4 | Leashes Water Bowls |
| 4 | Administer flea control Verify microchip | 2 (Veterinarian or veterinarian technician) | Flea control Pill pockets Pill guns Two chip readers |
| 5 | Write transport number on Sky Kennel with magic marker Record to driver Put dog in kennel | 2 | Hole punch Markers |
| 6 | Load kennel into truck | 2 | |
| 7 | Volunteers to fill water bowls | 1 | |
| 8 | Walkers | 4 or more | Leashes |
| 9 | Fork lift operator | 1 | |

TABLE 3: EXIT STATIONS FOR CATS

| No. | Function | People | Supplies |
|-----|---|--------|--|
| 1 | Take cat out of kennel Check microchip and photo Check records If incorrect, return to kennel | 2 | 2 chip readers Boxes of portfolios Collars |

| No. | Function | People | Supplies |
|-----|---|--------|--|
| | Write transport # on collar and attach to cats Give flea control if necessary Place in sky kennel | | Scissors Pen Flea control Pill pockets Pill guns |
| 2 | Confirm that profile is for the correct cat | 2 | |
| 3 | Write transport # on Sky Kennel with magic marker Attach folder with zip tie | 2 | Hole punch Zip ties Markers |
| 4 | Load kennel into truck | 2 | |

Transportation guidelines for the primary enclosure:

- Should be strong enough to securely contain the animal. The animal should not be able to reach outside the enclosure in a way that could result in injury to itself, to its handlers, or to other persons or animals nearby.
- Should have no sharp points or missing pieces in anything (e.g., wall, floor) that could cause injury.
- Should be large enough so that the animal has enough space to turn about normally while standing, to stand and sit erect, and to lie in a natural position. The animal should not have to crouch when sitting or standing
- Should have a solid, leak-proof bottom or a removable, leak-proof collection tray under a slatted or mesh floor.
- Must contain enough previously unused litter to absorb and cover excreta unless the dogs or cats are on raised, slatted floors or raised floors made of mesh; litter must be of a suitably absorbent material that is safe and nontoxic to dogs and cats.
- Must allow the dog or cat to be removed easily and quickly from the enclosure in an emergency.
- Must have exterior handles or handholds that enable the enclosure to be lifted without tilting and ensure that anyone handling the enclosure will not come into contact with the animal.

The transport vehicle:

- Must not fall below 45°F or rise above 85°F for more than 4 hours.
- Must adequately protect the animals from exposure to the elements.
- Must have paint, preservative, treatment, or other chemical or material used in or on the enclosure that is nontoxic to the animals and not harmful to their health or well-being.
- Must allow proper ventilation for the animals and not block airflow.

During surface transportation (ground or water), animals must be checked every 4 hours for sufficient air flow and temperature and to observe for illness, injury, or distress. If indicated, veterinary care must be provided for the animals in an appropriately timely manner.

Horse trailers are not acceptable.

Animal Documentation Guidelines

Animal shelter support personnel are responsible for reporting shelter activity data to the IC. Information needs to be communicated upward to the MCUL and should not be released by any other staff.

Occupancy counts two times a day (morning and evening) are necessary for reporting and safety accountability. Daytime counts may be added at the discretion of the Animal Shelter Management Teams in response to individual security needs. Because multiple agencies may be operating shelters within the incident area, the Animal Shelter Support Coordinator must ensure that agencies are sharing activity information with the DOC MCUL to prevent data from being counted twice.

Animal shelter information that is reported involves a variety of formats, including:

- Manual status report
- Animal shelter database
- Animal shelter status boards, updated daily, including the following information:
 - Total number of animal shelters open
 - Total number of animals in care at all sites
 - Total number of new animals in care at all sites
- Site information
 - Name of shelter
 - Lead agency
 - Site address
 - Number of animals in occupancy
 - Number of new animals in occupancy
 - Capacity by species and animal type
 - Percentage of capacity filled
 - Name of site manager and point-of-contact information
 - Site status (e.g. open, closed, stand-by)

It is also critical to create a filing system for the documentation that is created at the animal shelter. A folder and binder system works well. All animal records and associated documentation should go into a folder and should be in the same order in each folder. If an animal is onsite, the folder should have a green dot. If the animal has been transported elsewhere, a red dot should be used. If the animal has been moved into a foster home or contingent-adoptive home, a yellow dot should be used. Color coding the folders will facilitate tracking the folders and animals.

Binders may be used to store and access other information, such as:

- Lost animal information
- Owned animals
- Reclaimed animals
- Stray animals

Utilization of Volunteers

Animals in disaster usually bring forth an outpouring of volunteers who want to help. Dealing with animals, particularly in stressful or chaotic situations such as disasters, requires special skills. Volunteers who handle animals need to have experience or training in this area. Several national, state, and local groups offer training programs. If volunteers are going to be handling or working directly with animals, it is recommended that they are pre-trained or pre-affiliated with a credible organization.

Local shelters and animal control agencies are also encouraged to train their own volunteers to assist with the care and sheltering of volunteers in a disaster. Volunteers can be trained ahead of time on:

- The ICS System
- Animal handling techniques
- Citizen Emergency Response Team (CERT) certification
- Cardio-pulmonary resuscitation (CPR) certified and first –aid certified for pets
- Disease Control
- Care and Feeding Instructions
- Customer Service
- Critical Incident Stress Training

If volunteers arrive at a shelter and cannot be utilized, they should be directed to the nearest Emergency Volunteer Center (EVC). The EVC will provide intake and referral to deploy the volunteer to another organization. Additionally, if more volunteers are needed, they can be requested from the local EVC. The County OA Personnel Unit Coordinator will have the status of EVCs activated within the county and its local jurisdictions.

VI. DEMOBILIZATION

When the EOC has notified the IC that a temporary animal shelter should be deactivated, a number of key activities are required and are described below.

A. SHELTER CLOSURES

Closing a temporary animal shelter is usually coordinated with the closure of human shelters. The following activities must be coordinated:

- Remove all animals from the facility
- Break down cages and kennels
- Remove paper and tarps from walls and floors
- Sweep and mop floors
- Clean surfaces
- Remove signage
- Use air fresheners if necessary
- Use de-fleaing sprays if necessary

B. REDISTRIBUTION OF SUPPLIES

Remaining supplies should be inventoried, returned to the owner, or disposed of properly. This activity is important for reimbursement.

C. REMOVAL AND DISPOSAL OF ANIMAL CARCASSES

Although all efforts should be made to use a freezer or refrigerated truck to store dead animals, it may not be possible. If a freezer or refrigerated truck is not available, the animals must be securely tied in several thicknesses of plastic bags and kept at a distance so as to not pose a health risk. Fly spray should be used often. The animals should be moved to a freezer at the shelter when possible or picked up by an animal disposal company.

D. PROCEDURES FOR UNCLAIMED ANIMALS

Every shelter should create procedures for unclaimed animals. An animal may be adopted, transferred, or euthanized, but the procedures must be consistent with local laws. The procedures must be communicated to local rescue groups and the public.

E. FINAL DATA COLLECTION

Any remaining data, reports, or documents should be collected to ensure that a complete record of logs, transactions, analyses, and other information is in one place.

F. DEBRIEFING AND AFTER ACTION REPORT

After all animals have been returned to owners, transferred to a shelter, or transported, and all emergency areas have been closed, it is important for key staff, volunteers, and personnel from other EOC departments to meet for a debriefing on the incident response. The following may be discussed:

- What was achieved?
- What went well?
- What went wrong?
- Were any innovations implemented?
- What changes need to be made to the plans?
- Were supplies sufficient?
- What job descriptions need to be altered?

VII. PLANNING RESOURCES AND REFERENCES

Bay Area SUASI

CDFA

DANF

CVMA

Palo Alto Police Department, Division of Animal Services Emergency Response Plan

DRAFT

VIII. ATTACHMENTS

A. Shelter Forms

- A1. Animal Intake Form
- A2. Emergency Release Form
- A3. Lost Pet/Rescue Request Form
- A4. Rescue Release Form
- A5. Animal Care Daily Log
- A6. Medication Log
- A7. Behavior Log
- A8. Animal Count Log
- A9. Contingent Adoption/Foster Care Agreement
- A10. Animal Release to Foster Care
- A11. Pre-Shipment Release Form
- A12. Job Assignment List
- A13. Volunteer Position Descriptions
- A14. Volunteer Staff Sign In Sheet
- A15. Supply and Equipment List

B. ICS Position Responsibilities

C. Bay Area Animal Welfare Agencies

D. Resource & Contacts List

E. Animal Confinement and Shelter Facilities

F. Animal Food Sources

G. Animal Care Supplies – Vendor list

H. Animal Transportation Resources

I. Sample MOU

J. List of Acronyms

K. Temporary Shelter Guidelines

City of Santa Clara
Emergency Operations
Plan

Annex T



**City of
Santa Clara**
The Center of What's Possible

**CITY OF SANTA CLARA
EMERGENCY OPERATIONS PLAN**

**Weapons of Mass Destruction
Annex T**

Terrorism and Homeland Security

Distribution List:

City Departments

Office of the Mayor and City Council
City Manager
City Attorney
City Clerk
Automotive Services
Bldg. Maintenance
Communications
Electric Utility
Finance
Fire
Human Resources
Information Technology (IT)
Library
Parks & Recreation
Planning & Inspection
Police
Public Works/Engineering
Public Works/Purchasing
Streets
Water and Sewer Utilities

EOC

Law Branch
Fire/Rescue Branch
Care and Shelter Branch
Logistics Chief
Procurement Branch
Planning/Intelligence Chief

Government Agencies

Santa Clara County OES

**CITY OF SANTA CLARA
EMERGENCY OPERATIONS PLAN
Annex T**

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GLOSSARY OF ACRONYMS

| | | |
|----------|---|--|
| ANFO | - | |
| ARC | - | American Red Cross |
| BATWING | - | Bay Area Terrorism Working Group |
| BCP | - | Business Continuity Planning |
| CBRNE | - | Chemical, Biological, Radiological, Nuclear, Explosive |
| CST | - | Civil Support Team (National Guard) |
| DAC | - | Disaster Application Center |
| DAC | - | Disaster Assistance Center |
| DHS | - | Department of Homeland Security |
| DHHS | - | Department of Health and Human Services |
| DMAT | - | Disaster Medical Assistance Teams |
| DMORT | - | Disaster Mortuary Team |
| EOC | - | Emergency Operations Center |
| EOP | - | Emergency Operations Plan |
| EPIO | - | Emergency Public Information Officer |
| EMS | - | Emergency Medical Services |
| FEMA | - | Federal Emergency Management Agency |
| JIC | - | Joint Information Center |
| MMRS | - | Metropolitan Medical Response System |
| MMTF | - | Metropolitan Medical Task Force |
| NBC | - | Nuclear, Biological, Chemical |
| NWS | - | National Weather Service |
| OES | - | Office of Emergency Services |
| PIO | - | Public Information Officer |
| RACES | - | Radio Amateur Civil Emergency Service |
| SAMTRANS | - | San Mateo County Transit Agency |
| SAR | - | Search and Rescue |
| SOP | - | Standard Operating Procedure |
| SCVWD | - | Santa Clara Valley Water District |
| USAR | - | Urban Search and Rescue |
| USGS | - | US Geological Survey |
| VMC | - | Santa Clara Valley Medical Center |
| VTA | - | Valley Transit Authority |
| WMD | - | Weapons of Mass Destruction |

**CITY OF SANTA CLARA
TERRORISM and HOMELAND SECURITY
STANDARD OPERATING PROCEDURE**

**PART I
INTRODUCTION**

A. BACKGROUND

In 1995 a cult released Sarin in the Tokyo subway system to prevent the Tokyo Metropolitan Police from investigating several previous crimes by the cult. One month later Timothy McVeigh used ANFO to create a truck bomb that destroyed the Murrah Federal Office Building in Oklahoma City. Although terrorism response had previously been considered a military responsibility, these two events demonstrated that the first responders of the attacked community were the people whose skills and equipment actually saved lives. For example, all the people saved alive in Oklahoma City were saved by local responders before any outside assistance arrived.

These two events demonstrated that specialized skills are needed to effectively save victims while also protecting the olives of the first responders. American cities did not have appropriately trained and equipped personnel.

In 1997 the Federal government introduced the Domestic Preparedness Program to the twenty- five (25) largest cities in the United States, and Honolulu and Anchorage because of their isolation. This program provided assistance to the nation's largest cities to prepare for the possibility of terrorist attacks. Six Federal agencies were assigned to assist the communities develop the ability to effectively respond to the possibility of terrorist attacks using nuclear, biological or chemical weapons for social or political purposes. Three federal departments were designated "crisis management" partners. The Department of Defense was assigned to provide training, and they left behind \$300,000 worth of training support equipment. The Department of Health and Human Services provided a project officer to assist with the development of a local terrorism response plan; funding for equipment, supplies and pharmaceuticals for the field level response Metropolitan Medical Task Force; and exercises of the chemical and biological plans. The Department of Justice provided an FBI special agent to assist with the development of the law enforcement elements of the terrorism response plan, and offered two competitive grants for police equipment. The three "consequence management" organizations were FEMA, EPA and DOE. FEMA would activate the Federal Response Plan and provide 75% of the emergency response costs. EPA would evaluate the environmental hazards and advise on personal protective equipment if the attack were biological or chemical. DOE would evaluate hazards and advise on personal protective equipment for radiological or nuclear events.

Santa Clara completed an Incident Command System (ICS) compliant written terrorism response plan. Santa Clara was among the first cities to complete the Department of Defense exercise program.

B. PURPOSE

This plan has been developed to provide the basis for government agencies, non-governmental organizations and the private sector to coordinate during terrorism events in Santa Clara to save life, protect property and engender recovery. The Federal government defines a terrorist act as, “A violent act, or an act dangerous to human life, in violation of the criminal laws of the United States, or any State, to intimidate or coerce a government, the civilian population, or any segment thereof, in furtherance of political or social objectives.” This plan addresses the roles of the Emergency Operations Center staff, and the relationships with the field forces and the community.

C. SCOPE

This plan addresses terrorist attacks based on chemical, biological, radiological, nuclear or explosive weapons, CBRNE.

This plan is intended to supplement the City of Santa Clara Emergency Operations Plan. It addresses those elements of the emergency organization that would have specific emphasis during a terrorist event.

This plan is intended as a guide; it can be modified, as necessary, to cope with unforeseen conditions and events.

D. CONCEPT OF OPERATIONS

The terrorism response of the City of Santa Clara will comply with SEMS, and with NIMS when implemented.

A terrorist incident is both a community disaster and a crime scene. The Emergency Plan addresses many elements of the community disaster response. The crime scene issues may need to be addressed by a combination of law enforcement resources and cooperation by other field forces, including fire, environmental services, transportation, and public health.

PART TWO

TERRORISM AND HOMELAND SECURITY
STANDARD OPERATING PROCEDURE

TERRORISM AND HOMELAND SECURITY RESPONSE STANDARD OPERATING PROCEDURE

A. MANAGING TERRORISM RESPONSE OPERATIONS

This gives a general plan of emergency response operations for terrorism response or threat of terrorist event. This may be based on an increase in the national terror alert level (Orange or Red for the region), or notifications from the Joint Terrorism Task Force, the Federal Bureau of Investigation, the State Office of Emergency Services or other credible source. The principal emergency functions needed are Management, Emergency Public Information, Operations Chief, Communications, Fire & Rescue, Law Enforcement & Traffic Control, Care & Shelter, Construction & Engineering, Planning (Damage Assessment, Situation Analysis, and Recovery), and Logistics (Procurement). These functions are described as they relate to terrorism response to actual event or threatened event. Figure 1 lists the responsible and supporting elements of government, non-governmental organizations and the private sector and shows their relationships to the terrorist response-related emergency response functions.

The following material describes each of the functions as they relate to a terrorism emergency. These sections also provide a structure for organizing attachments, as needed. SOPs and attachments have been prepared and are maintained by the responsible and supporting departments.

1. Management

a. Purpose

The City Manager is the EOC Director and, as such, controls and directs the efforts of the emergency organization. The EOC Coordinator oversees all work in the Emergency Operations Center and performs all standard SEMS responsibilities.

b. Organization

The emergency organization will be mobilized as necessary to respond to the threat of terrorist attack or terrorism emergency. Departmental Standard Operating Procedures (SOPs) for terrorist events will be followed.

2. Emergency Public Information

a. Purpose

The purpose of the Public Information Officer function is to ensure community awareness to imminent terrorist threats, personal protective measures, and recovery procedures by providing official news releases to the news media and via direct communication to the public, under the direction of the EOC Manager.

b. Organization - Responsible and Supporting Agencies

Responsible Agency: City Manager's Office

Supporting Agencies: Police Department
Fire Department
Parks, Recreation
News Media

c. Operational Phases and Plan Activation

1) Preparedness Phase Actions

The Public Information Officer (PIO) will develop or revise sample text for news releases and for alert, evacuation and shelter-in-place leaflets. The PIO should be prepared to disseminate to Santa Clara residents literature on how to prepare for an imminent terrorist attack, and/or what items they should take with them when evacuating. The PIO will revise the listing of news media contacts and state and federal counterparts as appropriate.

Police Department Intelligence Unit will provide periodic status reports to the Chief of Police who will coordinate with the PIO.

2) Increased Readiness Phase Actions

When the EOC Director designates a state of local increased readiness, the PIO will provide news media with releases advising them of conditions as they change.

The PIO will work with broadcasters to provide public information broadcasting service.

The PIO will provide information to the public and will prepare messages for dissemination.

3) Terrorism Emergency Phase Actions

The PIO will keep the public informed of developing conditions and of prudent actions to take via the news media.

The PIO will utilize the full capabilities of the news media to the maximum extent appropriate for broadcasting timely terrorism response advisories, and calming messages to the public.

4) Recovery Phase Actions

The PIO will inform the public of Disaster Assistance Centers (DACs) and other available recovery assistance by news releases and interviews with officials. The PIO will provide the media and public with all necessary follow-up information related to personal protective measures, medical care, damage assessments (public and private) and to returning the community to pre-disaster conditions. The PIO will coordinate with state and federal counterparts. Once a Joint Information Center (JIC) is opened all information regarding the investigation will come from the JIC. Community care information will continue to come from the City EOC.

3. Terrorism Advisories

a. Purpose

The purpose of the terrorism advisory function is to provide timely information to the community regarding potential time frames for potential impacts.

b. Organization - Responsible and Supporting Agencies

Responsible Agency: Police Intelligence

Supporting Agencies: City Manager
Police Department
Fire Department
ARES/RACES
News Media

c. Operational Phases and Plan Activation

The EOC Director is in charge of all messages released to the public and the media, and as such must approve all warning notices and press releases.

The Police and Fire Chiefs are responsible for neighborhood notification, based on direction of the EOC Director, and information provided by the FBI, State Warning Center or other reliable sources.

The Public Information Officer (PIO) is responsible for communicating city-specific terrorism related news releases to the news media.

1) Preparedness Phase Actions

The EOC Coordinator revises City key personnel alerting lists on an ongoing basis.

Police and Fire Department regularly reviews intelligence shared with them by State and Federal authorities.

2) Increased Readiness Phase Actions

The PIO will assure that the PIO Branch is prepared to issue terrorism-related media releases and community advisories.

3) Emergency Phase Actions

The City Manager/EOC Director may declare a State of Local Emergency due to imminent attack or threatened attack, or after an attack. The City Manager/EOC Director will keep the Mayor and City Council informed of significant actions taken.

The Police Chief will establish the geographical scope for terrorism advisories based on information obtained from the FBI, State Warning Center or other government source. The PIO will manage and coordinate its issuance. The Police Chief will request appropriate supporting agencies. The EOC Director will approve press releases, and official statements prepared by the PIO.

The PIO will provide written advisories in the format directed and approved by the EOC Director. The PIO will set up media conferences as directed. At the direction of the EOC Director, the PIO will use all appropriate media contact points to enhance community awareness of potential terrorism event impacts.

The Police Department will direct and coordinate field-warning activities when directed by the EOC Director or in support of an evacuation order. The Police Department will provide warning by vehicle-mounted public address speakers or sirens, as possible. The Fire Department will provide support to Police field-warning activities, if personnel are available.

The Police Department will keep the EOC Director, through the Operations Section Chief, apprised of any problems in promulgating terrorism advisories as they arise and inform him/her immediately when assigned tasks are completed.

The EOC Coordinator will inform the State OES, Coastal Region (via the Operational Area), of the situation/status during EOC activations.

B. OPERATIONS SECTION

1. Operations Chief

a. Purpose

The role of the Operations Chief is to provide centralized control and coordination of emergency operations.

b. Organization

The Emergency Operations Center will be staffed in accordance with the City Emergency Operations Plan.

c. Operational Phases and Plan Activation

The four operational phases are Preparedness Phase, Increased Readiness Phase, Emergency Phase, and Recovery Phase.

1) Preparedness Phase. This phase includes "readiness actions" such as reviewing plans, revising alert lists, and checking equipment and supplies. This phase also includes starting to collect up-to-date situation appraisal and reporting of evolving conditions with the Joint Terrorism Task Force.

2) Increased Readiness Phase. Actions to be taken as the probability of terrorist event appears likely to the City Manager.

a) Increased Readiness Phase Actions

The Increased Readiness Phase is designated by the EOC Director. S/he may establish a state of local increased readiness based on recommendation of the Police Department Intelligence staff.

Once the City Manager establishes a state of local increased readiness, all City emergency functions will begin executing the Increased Readiness Phase actions of their plans.

The EOC Coordinator will inform the State of California OES, Coastal Region, via the Operational Area, when an Increased Readiness Phase (or any other phase) has begun. The EOC Coordinator will ready the EOC for rapid activation.

b) Stepping Up the Level of Increased Readiness

The City Manager may step up the level of readiness when the Police Chief advises him/her of a high likelihood of terrorist attack, or when the City Manager/DES has other reasons to develop a higher degree of readiness. This step-up in readiness may include activating and staffing the EOC and accelerating increased readiness actions.

c) Spontaneous and Voluntary Evacuation

If spontaneous evacuation occurs, the City Manager may provide support by City-directed resources.

The City Manager has the option to advise voluntary evacuation of an area near a known threat/target. Citizens of the area shall be given support by City-directed resources.

3) Emergency Phase. Actions taken during the Emergency.

a) Emergency Phase Actions

The Emergency Phase is designated by the City Manager/EOC Director.

The EOC Director may direct the Police Chief to issue a voluntary evacuation advisory, or order the evacuation of an area that is, or is expected to become, a life or health hazard through direct effects or indirect effects (such as loss of vital utilities) of a terrorist attack. This type of area is defined as an "evacuation area."

b) Evacuation of Residents

The EOC Director shall direct the Chief of Police, through the Operations Section Chief, to order an evacuation only after declaring a State of Local Emergency due to terrorist event. The authority for ordering an evacuation is in Government Code 38791 (See Attachment 1).

Once the EOC Director declares a State of Local Emergency, all directors of departments with emergency functions will begin executing the Emergency Phase Actions of their plans.

4) Recovery Phase. Actions to be taken following the emergency.

- a) All City department directors and chiefs will prepare after-action reports for the City Manager.
- b) Individual disaster recovery assistance may be offered by the Federal Emergency Management Agency (FEMA). This may include Disaster Application Centers (DACs) established by the Federal Emergency Management Agency (FEMA) and the State of California OES to assist citizens with recovery activities. The City of Santa Clara will provide logistical support to the DACs. The type and degree of City staffing and support will depend upon the needs of the citizens and the direction taken by FEMA and State OES.
- c) Within 10 days all department directors will provide material for FEMA Schedule B claims to the City's designated representative for Public Assistance.
- d) All departments will continue all actions needed to return the community to pre-disaster functioning.
- e) All departments will cooperate with the designated representative for Public Assistance to assure that all City claims are properly filed to maximize reimbursement from FEMA and State OES.
- f) EOC Director will support FEMA and State OES in opening Disaster Application Centers (DACs), if needed, or work with the PIO and news media to publicize alternate methods of getting help through the Individual Assistance programs.

2. Fire and Rescue Branch

a. Purpose

The purpose of the Fire and Rescue function is to provide event size-up, recognition of the potential for the event being a chemical, biological, radiological, nuclear or explosive event caused by a terrorist group, rescue, and immediate field level medical care to persons who are victims of a terrorist attack. The Fire Department is responsible for establishing a hot zone/ warm zone/cold zone, and for advising on appropriate PPE for all personnel.

b. Organization - Responsible and Supporting Agencies

Responsible Agency: Fire Department

Supporting Agencies: Police Department

c. Operational Phases and Plan Activation

1) Preparedness Phase Actions

The Fire Department inventories terrorist response equipment as a matter of routine activity. Resource lists of PPE and detectors will be checked and revised as necessary.

2) Increased Readiness Phase

The Fire Department will mobilize terrorism response equipment as appropriate. The Fire Department maintains a confidential list of terrorist response equipment.

3) Emergency Phase Actions

The Fire Department will provide recognition, PPE advisories, zone management, rescue and field level medical treatment to persons in a terrorist attack area to the maximum extent possible, considering personnel safety. The Fire Department will utilize supporting agencies, as appropriate.

The Public Works Department will provide available engineering support as necessary and will call upon the private sector when applicable.

3. Law Enforcement, Police Branch

a. Purpose

The purpose of the Law Enforcement, Force Protection and Traffic Control function is to provide event-related crowd control, scene control, evidence protection, force protection and traffic control, evacuation operations, and to maintain law and order during operations. Their work will be coordinated with the FBI, the County Medical Examiner/Coroner, the County Public Health Laboratory, local hospitals, and mutual aid partners, as appropriate.

b. Organization - Responsible and Supporting Agencies

Responsible Agency: Police Department

Supporting Agencies: Public Works Department

c. Operational Phases and Plan Activation

1) Preparedness Phase Actions

The Police Department will review its terrorism standard operating procedures, including evacuation routes and traffic control points, and evidence protection protocols, and revise them as necessary.

2) Increased Readiness Phase Actions

The Police Department will prepare to activate the terrorism response SOPs.

3) Emergency Phase Actions

The Police Branch is responsible for all evacuation functions. In the event evacuation operations are required, s/he reports directly to the Operations Chief. The Operations Chief will keep the PIO and Situation Status staff informed of street closures and traffic routings.

The Police Department, coordinating with Transportation for personnel and barricades, will activate the Traffic Control Plan as established for the event.

The Police Department will allow no unauthorized persons to enter or return to a sealed off area without permission of the Police field commander

At the order of the Police Branch, the Logistics Section Chief will arrange evacuee transportation by bus from Assembly Points to Congregate Care

Centers coordinating with the Santa Clara Valley Transportation Authority.
The Police Department will provide support and escort service as necessary.

4. Medical Operations

This is a County function. A Medical Liaison position may be activated by the Operations Chief.

5. Medical Examiner/Coroner

This is a County function. A Coroner Liaison may be activated by the Operations Chief.

6. Care and Shelter Branch

a. Purpose

The purpose of the Care and Shelter function is to provide congregate care and shelter for Santa Clara residents affected by potential or actual terrorist event.

b. Organization - Responsible and Supporting Agencies

Responsible Agency: Parks and Recreation

Supporting Agencies: American Red Cross (Federal Mandate)
School Districts

c. Operational Phases and Plan Activation

1) Preparedness Phase Actions

The Director of Parks and Recreation will review shelter plans and alert lists, establish liaison with supporting agencies to review agreements and confirm facility availability.

2) Increased Readiness Phase Actions

The Director of Parks and Recreation will advise his/her staff and supporting agency liaisons of the situation, including potential need for congregate care facilities. S/he will provide his/her staff with shelter management refresher training. S/he will establish communications and coordinate all activity with the liaison appointed by the American Red Cross, Santa Clara Valley Chapter. S/he will alert the Damage Assessment Branch of anticipated staffing needs for structural inspection and health support activities.

3) Emergency Phase Actions

The Director of Parks and Recreation will alert and mobilize staff and supporting agencies as necessary. S/he will open congregate care centers and/or shelters in accordance with the agreement with the American Red Cross as directed by the Operations Section Chief. S/he may request manpower support, if necessary, from the Logistics. S/he will coordinate with the Fire Branch to ensure that shelterees have been evaluated for contamination, to ensure that no contaminated people are admitted to shelters.

The Director of Parks and Recreation shall request facility inspections and support from Logistics.

The Director of Parks and Recreation shall request the PIO to create announcements and/or informational pamphlets that would benefit evacuees requiring shelter.

4) Recovery Phase Actions

The Director of Parks and Recreation will assist the American Red Cross in closing congregate care centers and/or shelters.

7. Engineering, Water and Sewer, Electric, HR, Streets and Automotive Services

a. Purpose

The purpose of this function is to support public safety staff in evaluating and dealing with any environmental impacts of the terrorist event.

b. Organization - Responsible and Supporting Agencies

Responsible Agency: Public Works Department

Supporting Agencies: Fire Department

c. Operational Phases and Plan Activation

1) Preparedness Phase Actions

a) The Director of Streets and Automotive Services will inventory the barricades and traffic delineators, and replenish if necessary.

2) Increased Readiness Phase Actions

The Directors of Streets and Automotive Services will coordinate regarding potential need for traffic control devices, including the use of traffic cameras for surveillance, and the use of electronic sign boards to manage traffic patterns.

The Director of Public Works will obtain inspection and security status reports from owners of dams and levees, and from utility companies.

The Director of Public Works will obtain inspection and security status information from water and sewer, electric and sanitary sewer/ water pollution control plant operators that serve Santa Clara.

The Directors will immediately inform the City Manager with a status report if there is a heightened security concern, and, if necessary, a recommendation for action. The Directors will also inform Police, Fire, and any other support departments of any heightened security concerns. OES may relay the report via the Operational Area to the State OES, Coastal Region office, when appropriate.

3) Emergency Phase Actions

- a) The Director of Streets and Automotive Services will implement his/her Alert and Mobilization Plan and implement general traffic control operations until a specific plan is developed.
- c) The Director of Human Resources will coordinate and oversee the registration of spontaneous volunteers and groups and assist in their allocation and assignment.

4) Recovery Phase Actions

The Director of Streets and Automotive Services will have traffic control devices related to the terrorist event removed from public property and restore the traffic cameras.

8. Communications – Law Branch

a. Purpose

The purpose of the Communications Branch is to ensure that adequate radio and telecommunications are available during a terrorist event and to transmit/forward messages to field response staff and EOC staff.

b. Organization - Responsible and Supporting Agencies

Responsible Agency: Communications

Supporting Agencies: Police Communications
Information Technology
AERS/RACES
AT&T Wireless
AT&T
Cingular Wireless

c. Operational Phases and Plan Activation

1) Preparedness Phase Action

Emergency communications equipment which is not in day-to-day use will be checked monthly as part of on-going preparedness efforts.

The Technical Services Department staff will check telephones and radios at the EOC monthly and report any problems for repair.

Emergency telephones and radios not located in the EOC will be tested by the responsible department. Inoperable equipment will be repaired and returned to service as soon as possible.

2) Emergency Phase Action

The on-duty Communications Shift supervisor will confer with the Fire and/or Police Incident Commander regarding EOC activation. The Communications Shift Supervisor will contact the EOC Coordinator, if necessary, regarding the level of EOC activation.

The Communications Shift Supervisor will coordinate activation of the EOC at the appropriate level.

9. Engineering Damage Assessment Unit

a. Purpose

The Damage Assessment Unit is organized to collect and document information on the extent of damage to privately owned property and publicly owned property related to the terrorist event. The Unit will share the information with the Situation Analysis Unit for inclusion in all appropriate RIMS reports, and the Action Planning Briefing.

b. Organization – Responsible and Supporting Agencies

Responsible Agency: Planning, Building and Code Enforcement

Supporting Agencies: Public Works
ARES/RACES

c. Operational Phases and Plan Activation

1) Preparedness Phase Actions

The Damage Assessment Unit leader will ensure that all Damage Assessment field staff are trained and equipped for damage assessment.

2) Increased Readiness Phase Actions

The Damage Assessment Unit leader will work with Plans Section Chief to ensure that all maps are current.

3) Emergency Phase Actions

As soon as it is safe, the Damage Assessment Unit Leader will deploy the field teams to collect damage assessment information in the terrorist attack area. If Fire has established a hot zone and warm zone due to contamination or other unsafe conditions, the Unit will conduct damage

assessment using information reported by citizens and emergency responders.

4) Recovery Phase Actions

The Unit will monitor changes in community condition and maintain current damage assessment information for all affected properties within Santa Clara, for use in Action Planning Briefings and in RIMS reports.

10. Planning/Recovery Unit

a. Purpose

The Plans Section Recovery Unit is organized to evaluate the disaster as it unfolds, and to determine the steps that must be taken to ensure the rapid recovery of the community from the disaster.

b. Organization - Responsible and Supporting Agencies

Responsible Agency: Planning, Building and Code Enforcement

Supporting Agencies: Fire Department
ARES/RACES

c. Operational Phases and Plan Activation

1) Preparedness Phase Actions

The Leader will follow the Situation Analysis work and determine actions needed to enhance community recovery, including inventorying potential expedient shelters in parking garages, City-owned facilities and privately owned facilities.

2) Increased Readiness Phase Actions

The Recovery Planning Unit Leader will review Situation Analysis work and review and update Unit plans.

3) Emergency Phase Actions

The Recovery Unit Leader evaluates the need for debris removal from public and private property, and begins working with City departments to determine if the debris is contaminated, and the Logistics Section to organize staffing, rollout bins, and equipment for debris removal. Federal resources will be contacted to assist with the removal of contaminated debris

The Unit will evaluate the need for short term and long term housing for community members, locations for DACs and other Federal facilities, Joint Operations Centers, Joint Information Centers, and other facilities

for federal partners.

The Unit will evaluate the need for facilities for community psychological care, mass prophylaxis distribution, and victim and family assistance.

4) Recovery Phase Actions

The Recovery Unit Leader will oversee the implementation of all Recovery plans, and advise the City Manager/EOC Director on the management of the Recovery Phase.

The Building Department may develop an abbreviated inspection and permitting process when appropriate to the disaster, and provide assistance to residents needing disaster-recovery work. The Building Department may request the City Council to reduce or waive fees, where appropriate.

C. PLANNING/INTELLIGENCE SECTION

1. Situation Analysis

a. Purpose

The purpose of Situation Analysis is to use information from Police, BATWING, Fire, OES, and State and Federal partners to determine if a terrorist event is impending, and to forecast the likelihood of its occurrence as a basis for recommendations to the City Manager. Police Intelligence Unit will be key members of the team. Fire Department companies will provide timely local information.

b. Organization - Responsible and Supporting Agencies

Responsible Agency: Police Intelligence Unit

Supporting Agencies: Department of Planning, Building and Code Enforcement
Fire Department
AERS/RACES

c. Operational Phases and Plan Activation

1) Preparedness Phase Actions

The Police Intelligence Unit will maintain coordination with State and Federal law enforcement partners.

The EOC Director will maintain coordination with State and Federal emergency preparedness and Homeland Security partners.

2) Increased Readiness Phase Actions

The Planning Section Chief will ensure that adequate maps are available for tracking any events that may occur.

The Situation Status Branch will determine if the State has named an event on the RIMS system, and will prepare to send appropriate RIMS forms when appropriate.

3) Emergency Phase Actions

a) When the national alert level is raised to Red for the Bay Area, or Police Intelligence Unit believes that a terrorist event is imminent or evident, the Police Department will conduct an investigation and

analysis to identify the sources of the information and its credibility, and shall report the results promptly to the City Manager/EOC Director with recommendations for action.

- b) The EOC Director may declare a State of Local Emergency due to a terrorist event. The EOC Director will coordinate with State and Federal partners, and the Situation Status Branch will ensure that the appropriate RIMS forms are filed with the Operational Area.
 - c) The Sit/Stat Branch will maintain contact with the National Weather Service to determine relevant weather conditions, including temperature, humidity and wind direction for analyzing the potential movement of any plume of agent or dust and debris that may develop.
 - d) The Plans Section Chief will consult with the EOC Director to schedule the next Action Planning Briefing and with the Police and Fire Branches to develop a recommended plan of action based on the departmental SOPs and the Terrorism Response SOP, which may include activation of the Mass Casualty Incident Plan and a request for the Civil Support Team.
 - e) The Planning Section Chief evaluates the need for shelter and temporary housing based on the situation analysis, and coordinates with Care and Shelter Branch.
 - f) The Planning Section Chief evaluates the need for infrastructure repairs and coordinates with Engineering.
 - g) The Plans Section Chief evaluates the need for repairs to major public facilities and coordinates with Engineering.
- 4) Recovery Phase Actions

D. LOGISTICS SECTION

1. Logistics Section Chief

a. Purpose

The purpose of the Logistics function is to plan, direct, and provide logistical support to the emergency response and recovery operations.

b. Organization – Responsible and Supporting Agencies

Responsible Agency: Logistics/Purchasing

Supporting Agencies: Police Department
Fire Department
Streets & Automotive
SVP

c. Operational Phases and Plan Activation

1) Preparedness Phase Action

- a) The Logistics Section Chief will work with the Director of Streets and Automotive Services and will inventory emergency response equipment in City stocks and coordinate with user departments to be sure supplies are adequate.

2) Increased Readiness Phase Action

Logs Section Chief will confirm the adequacy of stockpile supplies with user departments.

3) Emergency Phase Action

The Logs Section Chief and staff will provide for logistical support. Principal concerns will mirror the Emergency Operations Plan standard actions.

4) Recovery Phase Actions

- a) The Logistics Section Chief will coordinate with other branches and sections to restock depleted supplies.

2. Public Health

This is a County function. A Public Health Liaison may be activated by the Logistics Chief.

E FINANCE SECTION

1. Finance Section Chief is the Director of Finance.

a. Purpose

The role of the Finance Section Chief is to ensure that all disaster-related expenses are accounted for, and that Federal and State reimbursements are obtained.

b. Organization

Finance representation may be provided in person or electronically.

2. Operational Phases and Plan Activation

a. Preparedness Phase Actions

- 1) Review Federal and State reimbursement guidelines.
- 2) Review all disaster-related insurance policies for City-owned buildings and ensure that the policies meet minimum standards for coverage.

b. Emergency Phase Actions

- 1) Support EOC operation as outlined in City Emergency Plan.

c. Recovery Phase Actions

- 1) Coordinate all financial recovery from FEMA and State with the designated representatives for Public Assistance.
- 2) Assist the designated representatives with all paperwork and form filing for reimbursement to the City of Santa Clara.

POWERS OF MUNICIPAL CORPORATIONS

Government Code

West's Ann. Cal. Gov. Code § 38791
WEST'S ANNOTATED CALIFORNIA CODE
GOVERNMENT CODE
TITLE 4. GOVERNMENT OF CITIES
DIVISION 3 OFFICERS
PART 2 LEGISLATIVE BODY
CHAPTER 10. HEALTH AND SAFETY
ARTICLE 7. MISCELLANEOUS

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Current through 1999 portion of 1999-2000 Reg. Sess. And 1st Ex. Sess.

§ 38791. Emergency executive; powers

By ordinance the legislative body of a city may provide for a chief executive who, during periods of great public calamity such as extraordinary fire, flood, storm, epidemic, earthquake, sabotage or enemy attack shall have complete authority over the city and the right to exercise all police power vested in the city by the Constitution and general laws.

(Added by Stats. 1949, c 79, p. 188, § 1. Amended by Stats 1995, c. 624, p. 1119, § 39.

Penal Code

West's Ann. Cal. Penal Code § 409.5
WEST'S ANNOTATED CALIFORNIA CODES
PENAL CODE
PART 1. OF CRIMES AND PUNISHMENTS
TITLE 11. OF CRIMES AGAINST THE PUBLIC PEACE

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Current through 1999 portion of 1999-2000 Reg. Sess. And 1st Ex. Sess.

§409.5. Authority of peace officers, lifeguard or marine safety officer to close disaster area; exclusion from police command post area; unauthorized entry; exceptions

- (a) Whenever a menace to the public health or safety is created by a calamity including a flood, storm, fire, earthquake, explosion, accident, or other disaster, officers of the Department of the California Highway Patrol, police departments, marshal's office of sheriff's office, any officer or employee of the Department of Forestry and Fire Protection designated a peace officer by subdivision (g) of Section 830.2, any officer or employee of the Department of Parks and Recreation designated a peace officer by subdivision (f) of Section 830.2, any officer or employee of the Department of Fish and Game designated a peace officer under subdivision (e) of Section 830.2, and any publicly employed full-time lifeguard or publicly employed full-time marine safety officer while action in a supervisory position in the performance of his or her official duties, may close the area where the menace exists for the duration thereof by means of ropes, markers, or guards to any and all persons not authorized by the lifeguard or officer to enter or remain within the enclosed area. The calamity creates an immediate menace to the public health. The local health officer may close the area where the menace exists pursuant to the conditions set forth in this section.
- (b) Officers of the Department of the California Highway Patrol, police departments, marshal's office or sheriff's office, officers of the Department of Fish and Game designated as peace officers by subdivision (e) of Section 830.2, or officer of the Department of forestry and Fire Protection designated as peace officers by subdivision (g) of Section 830.2 may close the immediate area surrounding any emergency field command post or any other command post activated for the purpose of abating any calamity enumerated in this section or any riot or other civil disturbance to any and all authorized persons pursuant to the conditions set forth in this section whether or not the field command post or other command post is located near the actual calamity or riot or other civil disturbance.
- (c) Any unauthorized person who willfully and knowingly enters an area closed pursuant to subdivision (a) or (b) and who willfully remains within the area after receiving notice to evacuate or leave shall be guilty of a misdemeanor.
- (d) Nothing in this section shall prevent a duly authorized representative of any news service, newspaper, or radio or television station or network from entering the areas closed pursuant to this section.

(Added by Stats. 1957, c. 1402, p.2737, § 1. Amended by Stats. 1965, c.212, p.1177, § 1; Stats.1969, c.1096, p. 2096, § 1; Stats. 1977m c,687m o,2217m § 1; Stats. 1981, c. 600, p.2316, § 1; Stats. 1983, c. 227, § 1; Stats. 1987, c. 736, § 1; Stats. 1989, c. 1165, § 17; Stats. 1990, c. 82 (S.655), § 6, eff. May 3, 1990; Stats. 1990, c. 1695 (S.B.2140), § 8; Gov. Reorg. Plan No. 1 of 1995, § 43, eff. July 12, 1995; Stats. 1996, c. 305 (A.B.3103), § 44.)

West's Ann.Cal.Penal Cod § 726
 WEST'S ANNOTATED CALIFORNIA CODES
 PENAL CODE
 PART 2 OF CRIMINAL PROCEDURE
 TITLE 1. OF THE PREVENTION OF PUBLIC OFFENSES
 CHAPTER 5. SUPPRESSION OF RIOTS

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Current through 1999 portion of 1999-2000 Reg. Sess. And 1st Ex. Sess.

§ 726. Unlawful or riotous assemblies; command to disperse

Where any number of persons, whether armed or not, are unlawfully or riotously assembled, the sheriff of the county and his or her deputies, the officials governing the town or city, or any of them, must go among the persons assembled, or as near to them as possible, and command them, in the name of the people of the state, immediately to disperse.

(Enacted 1872. Amended by Stats. 1951, c. 1608, p. 3613, § 10.)

2000 Electronic Update

(Amended by Stats. 1996, c. 872 (A.B. 3472), § 114; Stats. 1998, c. 931 (S.B.2139), § 355, eff. Sept. 28, 1998.)