

# **Los Angeles Region Disaster Duty Officer Manual**

**June 2011**

**Version 2.0**

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## Version History

<b>Version 1.0: Greater Los Angeles Chapter</b>	<b>4/16/2010</b>
<b>Version 2.0: Los Angeles Region</b>	<b>6/7/2011</b>

## Implementation and Distribution

The first operational document version will be printed and provided to all members of the Regional Operations Management committee and all Duty Officers. It will be stored in the permanent public location on the common drive at:

M:\ES\_GRP\Operations\Duty Officer\DOM.doc

## Confidentiality

Please be aware the contents of this document are considered confidential. This document contains District Office access codes, phone numbers and contact information for outside agencies that should under no circumstances enter the public domain. Area Disaster Duty Officers and Regional Disaster Duty Officers are the only individuals authorized to view the enclosed information.

## Changes and Modifications

The corrections and updates in this document are made in an ongoing basis in draft form until they are reviewed by the Operations Management volunteer committee. Updates are tracked by Version, Revision, and Corrections denoted by the version number. For example, this changes page was added in the first version, second revision, denoted as version 1.2. Current changes are listed below and marked in **Red** throughout the document. Ongoing discussions that are considered “work in progress” issues are marked in **[Red brackets]**.

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## Introduction

The American Red Cross Los Angeles Region (ARCLAR) provides emergency and recovery relief for victims of residential fires, earthquakes, floods, wildfires, hazardous materials spills, transportation accidents, terrorist attacks, explosions and other man-made and natural disasters — 24 hours a day, 365 days a year. We assist people with immediate emergency needs, including shelter, food, clothing, basic medical services and mental health counseling to disaster victims, volunteers and rescuers.

### Mission Statement

The American Red Cross, a humanitarian organization led by volunteers and guided by its Congressional Charter and the Fundamental Principles of the International Red Cross Movement, will provide relief to victims of disaster and help people prevent, prepare for, and respond to emergencies.

Headquartered in Washington, D.C, the American Red Cross is guided by its Congressional Charter, which it received in 1900. The Charter is federal legislation and falls under the exclusive authority of the United States Congress and the President of the United States. It was re-codified as part of the governance reform signed into law by President George W. Bush on May 11, 2007.

### The Fundamental Principles of the Red Cross

As members of the International Red Cross and Red Crescent Movement, the American Red Cross and other national societies have a key role in upholding and abiding by the seven Fundamental Principles. These principles must be maintained at any scale of operation.

**Humanity:** The International Red Cross and Red Crescent Movement, born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavors, in its international and national capacity, to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, cooperation and lasting peace amongst all peoples.

**Impartiality:** It makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavors to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.

**Neutrality:** In order to continue to enjoy the confidence of all, the Movement may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.

**Independence:** The Movement is independent. The National Societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with the principles of the Movement.

**Voluntary Service:** It is a voluntary relief movement not prompted in any manner by desire for gain.

**Unity:** There can be only one Red Cross or Red Crescent Society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.

**Universality:** The International Red Cross and Red Crescent Movement, in which all Societies have equal status and share equal responsibilities and duties in helping each other, is worldwide

## **Definitions**

### **Disaster Action Team (DAT)**

*A team of trained Red Cross workers sent to the scene of a disaster to provide immediate disaster relief to those affected by disaster and to emergency workers responding to the incident. DAT workers often consist of both employee workers and volunteers.*

### **DAT Call**

*A DAT call is any response in which all Red Cross services needed to support the immediate needs of clients can be delivered at the scene of an incident and with the deployment of a single team.*

### **Regional Response**

*Regional Responses are any response in which Red Cross resources needed to support the immediate needs of clients exceed the capacity of a DAT. This includes a secondary site such as a shelter or evacuation center, personnel other than DAT teams, or the activation of responders or supplies from more than one Area.*

### **Operational Control**

*Operational Control can be defined as the exercise of authority and direction by a properly designated Disaster Duty Officer or Operations Management personnel to oversee assigned resources and personnel in the accomplishment of the mission of the American Red Cross.*

*Operational Control functions are performed through an arrangement of personnel, equipment, communications, facilities, and procedures employed by a Disaster Duty Officer in planning, directing, coordinating, and controlling operations in the execution of effective service delivery. Specialized activity on-call personnel are assigned to assist the Disaster Duty Officers in executing these tasks.*

### **Alert Teams**

*Prior to the start of any shift, Operations Management and Disaster Assessment may confer on the current disaster risk likelihood for a given area. These discussions and consultation with local government may necessitate an increased alert status for the Region. When an increased alert is called for, Staff Services may be requested to recruit specialized personnel such as shelter teams, government liaisons, public affairs, and logistics to be placed on a standby roster. This roster is intended to be the first call list of volunteers to be recruited for a Regional Response. RDDOs will be notified of any possible threats and additional resources made available on the Alert Team Roster.*

### **Disaster Action Team Duty Roster**

*The Disaster Action Team Duty Roster is a contact list created by DAT Staffing which contains contact phone numbers for the Duty Officers, DAT Leaders, DAT Members, and DAT Trainees in each area.*

### **Region**

*For the purposes of this document, the term Region refers to the Los Angeles Region of the American Red Cross. The Los Angeles Region includes Claremont, Arcadia, San Gabriel-Pomona Valley, Glendale-Crescenta, Antelope Valley, Santa Clarita Valley, West San Fernando Valley, East San Fernando Valley, West Los Angeles, Santa Monica, Central East, Southeast and South Bay offices including Inyo and Mono Counties and eastern Kern County. The Rancho Region covers Rio Hondo and Greater Long Beach Chapters cover southeast Los Angeles County.*

*The region is divided into three geographical areas referenced herein are the North Area, South Area and East Area.*

### **Staff**

The term "staff" means employees and volunteer working together equal STAFF.

## Operational Procedures

### Area Disaster Duty Officer (ADDO) Responsibilities

#### Preparedness Activities

- Review DAT Duty Roster upon receipt and advise DAT staffing of concerns, conflicts, or unassigned positions.
- Recommend updates to this manual to Operations Management Committee.

#### Operational Activities

- Verify all incidents with appropriate agency prior to dispatch if possible
- Maintain Operational Control of all DAT Calls
- Ensure a DAT arrives at scene of the incident within 2 hours of initial notification to Disaster Dispatch. Goal is to be on scene within one hour if possible.
- Communicate any escalation of a DAT incident to a Regional Response to the RDDO.
- Document the service delivery which includes team members and resource activation, deployment times, arrival times and situational assessment updates, any significant events, departure times, and notes as appropriate.
- Contact and initiate deployment of a DAT Leader, DAT Members, and DAT Trainees as appropriate.
- Send notification to [LARnotify@arcla.org](mailto:LARnotify@arcla.org) when a DAT is deployed, when additional resources are deployed to support the initial response, or when Operational Control is released to a RDDO.
- Provide support to a DAT Leader by way of CAS case entry, hotel arrangement, advice, or approval of resource use as appropriate or requested.
- Ensure all vehicles are returned to their staging area at the end of an operation. Ensure vehicles are re-supplied (including fuel) for the next response. Report any damage, maintenance, or re-supply needs to the Area Coordinator and Logistics Manager.
- Ensure Client Assistance Card(s) are activated within 2 hours of DAT leaving scene.
- Ensure entire case record is entered into the Client Assistance System within 12 hours of DAT leaving scene. *The goal is to enter the case in CAS at the time of the incident*
- Ensure that a voice mail has been left on the Client Services Hotline with the location of the case at the conclusion of the incident. The number is: **310 445-9920**
- Consult with a RDDO as needed to provide appropriate support to an operation and establish operational objectives.
- Consult with the supporting Activity On-Call personnel as needed when specific needs arise, e.g. Health Services, Mental Health, Public Affairs, etc.

The ADDO will contact the Regional Disaster Duty Officer immediately for the following situations:

- A shelter or evacuation center has been requested by law enforcement, fire department, or government official.
- Canteen or food service has been requested by law enforcement, fire departments, or government officials.
- There is a notification of an earthquake, tsunami warning, or tornado warning from government or other recognized source.
- A Mass Casualty disaster; more than ten killed or more than twenty injured, has occurred.
- Any weapon of mass destruction, terrorism, or major transportation incident has occurred.
- Disaster crosses or has the potential to cross Regional jurisdictional boundaries.

- Any governmental entity activates its Emergency Operations Center or an Incident Command Post where Red Cross presence is needed.
- Evacuation of more than ten families or 25 individuals has occurred.
- Serious injury, hospitalization or death at scene of an event (includes clients, first responders, and ARC workers).

## **Regional Disaster Duty Officer (RDDO) Responsibilities**

The RDDO activates and manages Regional resources, and assumes Operational Control for any Regional Response. The RDDO also manages inter-area resource allocation if a response is beyond the capabilities of the affected response area within the region. When appropriate, the RDDO will also recommend the opening of the Regional Emergency Operations Center (EOC) as a response escalates to a Regional Operation.

If an Area Disaster Duty Officer (ADDO) fails to respond to a notification of a DAT Call, the RDDO must assume the ADDO's responsibilities. If the ADDO can be contacted during a DAT Call, the RDDO *may* relinquish Operational Control if appropriate. In addition, if a RDDO believes, after consultation with the ADDO, that Operational Control should be assumed at a higher level, the RDDO may assume control or may request the activation of the Regional EOC to relinquish control to a Director, Relief Operations. A RDDO may be asked to assume the Operations Management role (DRO) in the initial hours of an event.

The RDDO may also activate Activity On-Call personnel that are identified on the duty roster to support a response as needed or warranted. This includes off duty Disaster Duty Officers who have volunteered to be available to support a response with specific local knowledge or skills as identified in their DSHR profile. Employee Activity leads are available to the DDO for consultation when the On-Call personnel are not available.

## **Shift Changes**

Careful coordination must be taken to ensure that the transition between ADDO's and RDDO Duty Officers is smooth and communicated to all DAT responders and support personnel. This can be accomplished by telephone, email and conference call.

## **Activation**

***Emergency contact number for the Los Angeles Region is:***

***855 891-7325***

ARCLAR utilizes a system to direct all disaster notifications to the appropriate Area Disaster Duty Officer (ADDO). The notification system utilizes the zip code of the incident and directs the caller to the ADDO. Disaster incidents that are reported to the Red Cross by unverified sources such as clients, family or friends must be verified by the ADDO before a Response is initiated. When the incident is received by local government responders, such as fire departments and law enforcement agencies are considered verified sources.

All calls will need to be verified before resources are dispatched by the ADDO.

If the caller does not have the zip code, there is an option to talk to an operator who will locate the addresses zip code. The call will then be forwarded to the appropriate ADDO.

Call from verified Fire or Law Enforcement source:

1. Complete Disaster Duty Officer Log form located at <http://arcla.info/resources.htm>
2. Contact Client to verify availability (see ADDO Initial Actions for a DAT response)
3. Identify DAT and dispatch team

4. Follow operational procedures described below

Call from an unverified source (client, neighbor etc.):

1. Complete the incident intake form
  - a. Explain that we will be verifying the incident with the fire department
2. Contact the appropriate responding agency for verification
  - a. Note who, and when the verification was made with
  - b. Note the degree of damage reported
3. Identify DAT and dispatch team
4. Follow operational procedures described below

Reports that come directly from emergency personnel to a Disaster Duty Officer or staff member will be referred to the appropriate on call ADDO or RDDO for action.

If the RDDO is aware of an incident to which Red Cross services may be required, but no request for services has been made, the RDDO may directly contact fire or law enforcement official contact numbers (see Contact List) to offer available services or ask if a liaison may be sent to an existing command post or EOC. The ADDO may request this contact be made by the RDDO at any time, but may NOT make such a call themselves.

This notification will be followed by an email notification to [LARnotify@arcla.org](mailto:LARnotify@arcla.org) from the Call Center. If the ADDO is not reached within 10 minutes of the initial notification, the Call Center will call the Regional Disaster Duty Officer.

## Documentation and Information Dissemination

The Disaster Duty Officer with Operational Control (ADDO or RDDO) must record response activities in a Duty Officer log located at <http://arcla.info/resources.htm>

In addition, notifications sent to [LARnotify@arcla.org](mailto:LARnotify@arcla.org) are directed to a distribution list that includes all Duty Officers, all department employees and volunteer leadership, and some limited Regional and chapter leadership. The information sent to this email may contain confidential information and thus may not be forwarded or printed without first redacting confidential data.

***In all cases critical notifications must be made by telephone or other verifiable methods to ensure that the request has been received. Emails should not be the first line of communications.***

Incident notification and incidents updates should be sent to [LARnotify@arcla.org](mailto:LARnotify@arcla.org) when any of the following occur:

- DAT Members respond, change in incident size or scope, when the team arrives and departs an incident, and assistance given.
- There is a transition from a DAT call to a Regional Response.
- Operational Control for a DAT Call is assumed or relinquished by a RDDO.
- Decision or discussion to open or close a Shelter/Evacuation Center is made.
- Deployment of a canteen operation to support greater than 15 people.
- Incident involves 10 or more families or 25 people.
- Serious injury, hospitalization or death at scene of an event (includes clients, first responders, ARC workers).
- Media is on scene of an incident or a shelter.
- Neighboring Region has requested mutual aid.

## **DAT Call**

***A DAT call is any response in which all Red Cross services needed to support the immediate needs of clients can be delivered at the scene of an incident and with the deployment of a single team.***

The Disaster Action Team (DAT) program is intended to quickly place trained Red Cross workers on the scene of a disaster within two hours of the initial incident notification. Disaster Action Teams consists of a single Team Leader, a minimum of one Member and an appropriate number of Trainees, as determined by the Area Disaster Duty Officer (ADDO), depending on the size and scope of the incident. The DAT Leader serves as coordinator of response on the scene and provides leadership, training and guidance for other team members. The responding DAT Leader makes an initial assessment of the incident and contacts the ADDO to give the size-up and to request additional resources if needed. The support and resources of the entire Region are available to Disaster Action Team when responding to an incident.

### **Single Family – Emergency**

The most common DAT Calls are Single Family Emergencies. These include fires, flooding or other single dwelling events causing unexpected displacement. All Single Family Emergencies require a Damage Assessment, and narrative documentation to justify services provided. If a Damage Assessment cannot be done at the time of the call, the reason it cannot be done should be documented in the narrative according to the guidelines in the DAT manual. The on-scene procedures for this process can be found in the [see Client Services Manual]. Broken pipes, faulty construction, or other displacements caused by negligent actions are the responsibility of the property owner, but a DAT Call could be initiated if there are no other resources available for the clients.

### **Multi-Family Emergency**

Some DAT Calls involve Multi-Family Emergencies. Multi-Family dwellings are defined as a place of living that consists of two or more families from a structure or single address. This includes homes that house two or more families who have been living together as separate households. Additional DAT personnel or supplies may be needed at the incident scene to support the operation.

The ADDO must contact the RDDO if additional team members are needed beyond those available from the DAT Duty Roster for their area, or if there is a possibility of needing a shelter or a second DAT team on site to process all cases in a timely manner.

### **ADDO Initial Actions for a DAT response**

The ADDO will verify the incident with the appropriate agency as outlined above. At the discretion of the ADDO the ADDO or the DAT leader will attempt to contact the client directly to confirm request and ensure they will be at the scene for a DAT response. If there is no answer, contact phone number to reach the client or the ability to verify the incident a team should be sent as soon as possible. They should obtain a Disaster Assessment, determine if the client is still at the scene and to provide assistance or referrals as warranted. This call to the client can often determine details such as language barriers, whether they already have shelter, verification of the address and name, and whether other extenuating circumstances exist (such as injuries, deaths, or pet deaths which will require DMH or DHS assistance).

The ADDO will then deploy an on-call DAT Leader and DAT Members and DAT Trainees immediately upon confirmation of the request by calling the on-call team members listed on the shift's Duty Roster.

The ADDO will provide operational support to the DAT Team in the following areas:

- Ensure an Incident is created in CAS (by team leader, ADDO, or CAS entry person). ADDO will create the case if the DAT is unable to do so.

- Ensure that the Client(s) are contacted to verify contact information, number of families affected, confirm availability, and what services are being requested.
- A Meeting Site location will be selected by the ADDO if necessary and communicated to all team members.

Additional team members are determined by the ADDO, and will consist of the on-call/standby team members who are listed on the DAT Duty Roster and are responding from a location geographically closest to either the scene of an incident, or the Chapter/District Office to be used for logistical support.

### **Meeting Site:**

If team members are responding from a location closer to the incident scene than the nearest Chapter/District Office, the ADDO in consultation with the DAT leader may select a safe location close to the scene as a Meeting Site. When selecting a Meeting Site, lit parking lots, easily identifiable stores, 24 hour restaurants or other public places are preferred. If an advised Meeting Site is reported to not be practical, or does not allow public parking, select another site and communicate it to the team immediately. Safety of the team is of the utmost priority and shall be the primary factor in determining a location.

The team members will then either be dispatched to the Chapter/District Office, or to the Meeting Site. At least one DAT Member who is an Authorized ARC Driver must be sent to the Chapter/District Office to retrieve the DAT van and supplies (this need not be a team leader if another qualified driver is available). Be sure the DAT Member has the information they need to access the Chapter/District Office and retrieve the DAT van.

The team will then assemble at the Meeting Site, conduct an initial briefing led by the DAT Leader, and approach the scene together in the DAT vehicle. In all cases, the DAT leaders will contact the ADDO when they have arrived at and are leaving a Chapter/District Office, a Meeting Site, or the scene of the incident. If there is any unplanned delay the team shall also notify the ADDO.

### **Situational Assessment**

Shortly after DAT arrival on scene, the DAT Leader is to communicate to the ADDO the time of arrival and “size up” of the incident. This includes information such as, initial area assessment information (what does the scene look like building type, number of people and families), the perceived immediate needs of affected clients, recommendation of services to be provided and if additional personnel or material resources are needed to the ADDO. If additional resources are needed, the ADDO will arrange for their deployment to the scene from available personnel listed on the DAT Duty Roster. If the incident is larger than the available resources of a DAT response the ADDO will notify the RDDO who may initiate a Regional Response.

### **Service Delivery**

The DAT Leader will authorize delivery of services according to the Client Service Manual and the Standardized Price guide for financial assistance. It is important that the DAT Leader and the ADDO discuss the assistance to ensure that we are providing assistance based on verified and documented disaster caused need. As appropriate, the ADDO will assist the DAT with locating or delivering services such as emergency lodging. If service delivery ever requires coordination with a nearby region, such as if a client has family outside of the Los Angeles Region boundary, this coordination should always go through the RDDO.

### **Emergency Lodging**

ADDOS should be familiar with the vendor list and be available to support the Disaster Action Team in making lodging arrangements. Disbursing Orders (DO's) are the financial instrument that the region uses to provide lodging at local hotel and motels to displaced disaster victims. Certain local hotels and motels that meet the region's guidelines and choose to participate in the Emergency Lodging Vendors Program sign an annual agreement with the region to accept DO's at a certain price. All participating vendors are listed on the vendor list. Each DAT leader should have a printed copy with them at all times. The vendor list should also be maintained in the Chapter/District

DAT Kit and is to be updated on a monthly basis. ADDOs should keep a copy of the vendor list with this manual. The most current version is accessible electronically by following these steps:

Go to [http://arcla.info/protect/emergency\\_lodging\\_vendors\\_information.htm](http://arcla.info/protect/emergency_lodging_vendors_information.htm)

Username: 1redcross

Password: vendors

Click the "Region" button at the top of the Dashboard for the entire list, or click a Chapter/district button to see just those vendors. The geographic location of a vendor can be seen on a Google map by clicking the "Vendors Google Map" button.

Issues that Duty Officers should be familiar with:

- If the front desk clerk is not familiar with the Agreement or Disbursing Order process, use the next nearest vendor and report that using the Vendors Issue/Concern Form.
- ARC expects to pay the rate on the vendor list. The ARC worker reserving the room should confirm with the front desk clerk that this is the amount per night on the DO.
- ARC is not exempt in all cities from hotel use (transient occupancy) tax. Include tax if the vendor expects that and the Accounting Department and Emergency Lodging Vendors Program Coordinator will resolve this when the invoice is received.
- All vendors that have questions or concerns should contact the Agreements, Facilities & Vendors Specialist during business hours at 310-445-2668.
- In the event that a DAT member or ADDO encounters an issue with a vendor it is important that it is noted in the Duty Officer Report and a detailed report is submitted by clicking the "Vendors Issue/Concern Form" from the electronic vendors list.

### **Closing the DAT Call (Demobilization)**

- At the conclusion of the DAT Call, the DAT will leave final instructions with the clients according to Client Services procedures this includes instructions for the client to call the Client Services Hotline at **310 445-9920**. The DAT Leader will debrief the DAT Members and Trainees prior to demobilizing, and the ADDO will debrief the DAT Leader after all vehicles and supplies are returned to service for the next call. Returned to service means the vehicle is supplied and equipped to respond to another call. If the vehicle is missing necessary supplies, the ADDO must be notified and replacement supplies be obtained or the vehicle will be "out of service" until it is ready to respond. Ensure vehicle damage, maintenance, or re-supply needs are communicated to the Area Coordinator and Logistics Manager.

The ADDO will also ensure that the complete case is entered to the CAS record if it was not completed at the scene within 12 hours of the conclusion of the response. This may require recruiting additional DAT Members to go to the Chapter/District Office after the team was released to enter the case. The ADDO should notify the Area Coordinator if there are not any available DAT members to enter the rest of the case at the conclusion of the DAT Call.

If the case is entered into CAS on-scene, the flimsy portion of the 901 must be completed. The 901 case file will be used to store any additional paperwork and referrals.

**At the conclusion of the call the DAT Leader must, leave a message on the client services hotline 310-445-9920. The message must include the location of the 901 case file and the associated paperwork. They will arrange for the case file to be picked up.**

## **Second Simultaneous DAT Call**

If a second DAT Call comes in while the Primary team is already in the field, the ADDO will form a team from the available DAT Duty Roster and assign at least one DAT Leader and one DAT member. If a team cannot be formed, the ADDO will contact the RDDO and request assistance. The RDDO may assign team members from another area, or with the assistance of DAT Staffing form another team.

## **Activity On-Call Personnel**

Activity On-call personnel are trained leaders assigned to support an ADDO or RDDO with executing operational objectives for an incident and are the technical subject matter experts for their activity. The objectives include assisting deployed DAT members, documenting specific operational processes, assisting in defining, executing, or establishing operational objectives, or supporting an operation within the scope of the DSHR Activity from which the On-Call personnel are assigned.

The primary goal of the Activity On-Call personnel is to provide technical support, accurate, timely information on which decisions can be based. The Activity On-Call personnel are expected to serve as the leadership for the DSHR Activity they are responsible for and have a rating of Supervisor. They may be asked to serve in the Regional EOC if it has been activated.

## **Staff Services**

It is strongly recommended that Staff Service On-Call personnel be activated if any one of the following situations exists or is contemplated:

1. When a shelter or evacuation center is opened or contemplated
2. A response is expected to last more than one shift
3. The response staffing needs have exceeded the resources available from the DAT duty roster
4. If no one is assigned to the Duty Roster for the current shift.

## **Mass Care**

Mass Care On-Call can help with developing shelter objectives, assist with locating a shelter facility, record shelter data in NSS, coordinate with Staff Services on the appropriate number of shelter workers and support staff needed to provide services.

## **Government Liaison (Agency Representative)**

A Government Liaison may be activated if requested at an Incident Command Post, Emergency Operation Center, or other command site. If there is an incident of the size and scope the might require an Agency representative, the DDO should ask the Incident Commander if one may be sent. The DDO should ensure that the reporting lines be clearly communicated to all parties during the incident. The reporting line will be different in each incident and circumstances.

## **Regional Response**

***Regional Responses are any response in which Red Cross resources needed to support the immediate needs of clients exceed the capacity of a DAT. This includes opening a secondary site such as a shelter or evacuation center, personnel other than DAT teams, or the activation of responders or supplies from more than one Area.***

A Regional Response can be initiated by any number of public service agencies, typically fire or law enforcement. A large scale evacuation, multi-family emergency, acts of terrorism, hazardous materials events, aviation (transportation) incident, police evacuation, localized flooding, or first responder canteen support falls into this category.

The RDDO must be notified when an ADDO becomes aware of an emergency that may require regional coordination. If the RDDO is aware of an incident in which Red Cross services may be required, but has not been requested the RDDO may contact fire or law enforcement to offer Red Cross services or ask if a liaison should be sent to an incident command post or EOC.

If the response starts off as a DAT response the on-site team leader may remain under the Operational Control of the ADDO at the discretion of the RDDO. However, Operational Control for the entire Regional Response is the responsibility of the RDDO until all resources are returned or the operation control has transitioned to the EOC. All requests for regional resources must go through the RDDO at all times until the operational control has shifted to the EOC

The activation of the EOC is required when any of the above criteria are met or a shelter is opened, although not all of the group and activities may not be staffed initially. EOC positions should be filled as warranted by the situation and conditions. The opening also signals the transition from the Duty Officer On-Call system to a Disaster Relief Operations Director led response. As soon as practical the management of the operations should be shifted from the On-Call Duty Officer to EOC staff. This will allow the Duty Officer to be available to handle any new incidents that may arise.

### **RDDO Initial Regional Response Actions**

When the RDDO assumes Operational Control, they may activate any appropriate Activity On-Call personnel as listed on the Regional Duty Roster. The Activity On-Call personnel will assist the RDDO in creating appropriate operational objectives. The RDDO then communicates the operational objectives to the ADDO and any field teams already deployed. The operational objectives should include provisions to provide services within a specified time. The RDDO then communicates the operational objectives to the ADDO and any field teams already deployed. The RDDO may continue to utilize the ADDO to coordinate and manage the DAT or Activity On-Call personnel as needed while the transition to an EOC administered operation takes place.

## **DAT Staffing – Standard Operating Procedures (SOP)**

This section will contain the procedures and details on how many DAT members will be signed up in each region, the minimum signups, the process for signup, and the ways the Duty Roster will be communicated to Disaster Duty Officers.

### **DAT Staffing Deficiencies Procedure**

#### **Staffing On-Call Personnel**

There are two On-Call positions available to assist a Disaster Duty Officer with forming a response team.

**DAT Staffing** On-Call personnel are responsible for recruiting and assigning DAT leaders, members. They also assist in identifying and record the Disaster Duty Officers and Activity On-Call personnel on the DAT Duty Roster. DAT Staffing are available to assist the ADDO (see below) while the Staff Services Duty Officer should only be activated by the RDDO.

**Staff Services** On-Call personnel are responsible for recruiting and assigning positions in Mass Care, External Relations, Logistics, Public Affairs, and any other necessary position beyond a DAT Call.

## **DAT Call Personnel Deficiencies**

If an event occurs where DAT Team personnel are not available, i.e. all Team Leader(s), or all Team Member(s) fail to answer notification call or are unable to respond, resulting in a shortage of DAT volunteers for the call, the ADDO is to contact DAT Staffing who will attempt to assemble a team for immediate deployment within the Area. The DAT Staffing will first locate a Team Leader, and then identify Team Member(s). DAT Staffing will provide the new team member with the contact information of the current ADDO and request the new recruit call immediately for instructions. If the DAT Staffing is unable to locate at least 1 leader and 1 member, Area Coordinators, or designee are to respond in place of that individual from the Duty Roster. Additionally the ADDO should contact the RDDO to request a team from another area to respond to the incident.

In order to provide additional support and redundancy to the Area Coordinators, the Mass Care Coordinator, Agreements, Vendors & Facilities Specialist and Direct Client Services Specialist will provide support in this successive order if Area Coordinators are unavailable or are already committed elsewhere.

## **Staffing Deficiencies Prior to Shift Activations**

For staffing purposes, if a deficiency of Team Leader or Team Member(s) is present on the primary DAT Team on the Duty Roster, Area Coordinators will be scheduled until the position is filled. The Coordinator will assist DAT Staffing in filling the necessary position.

# **Specific Incident Response Criteria**

## **Law Enforcement Incidents**

Law Enforcement evacuations can occur in response to a law enforcement action that requires extended operations or threat to public safety. Law enforcement may choose to evacuate neighboring residences for a variety of reasons such as a barricaded suspect, a hostage situation, a firearm in a public place, or other unusual circumstance.

### **Initial Actions for Law Enforcement Incidents**

Public safety personnel may evacuate an area in response to a police action such as a barricaded suspect, or other public safety concern. They will often advise residents to evacuate to a designated location, such as a park or school and often residential units are not affected. Evacuation sites are temporary and are often used when residences are near the scene of an incident. If the evacuees need drinks and snacks, or if requested by public safety officials, ARC can provide registration, care, and Canteen Service at these locations. In some cases the evacuation site will convert into a shelter due to the duration of the event.

To confirm the request, the RDDO must first reach the Incident Commander (IC) or Agency Liaison of the local operation by contacting the reporting agency or calling the appropriate law enforcement agency. If the IC or Agency Liaison cannot be reached, the RDDO may dispatch an Agency Representative to the Incident Command Posts to verify and discuss the involvement of the Red Cross. See contact list. If an Agency Representative (GLO) or DAT leader is at the scene you can confirm the request through this person. Once the request for services is confirmed with the IC, the RDDO may be referred to the appropriate Activity On-Call personnel for assistance.

## **Shelter Operations**

A shelter might be opened whenever families are displaced from their homes. A shelter will be opened for any event that affects 25 individuals or 10 family units or more and all clients need overnight housing. The disaster will typically involve the initial deployment of a Disaster Action Team, Canteen Supplies, and Agency Representative (GLO) to the incident scene. Commercial lodging (hotel/motel) is the preferred means of support if up to 10 families or 25 people need assistance finding immediate, temporary shelter. The ADDO must notify the RDDO immediately if a shelter is warranted or appears likely. The RDDO has the authority to initiate the opening of a Red Cross Shelter or Evacuation Center. An ADDO may not initiate opening a Red Cross Shelter or Evacuation Center without approval of the RDDO.

## Shelter Operation Initial Actions

At the time of initial notification, the RDDO may already be aware of a request for sheltering and number of clients. To confirm the request, the RDDO must first reach the Incident Commander (IC) of the local operation or their designee. If the contact information for the IC was not given at the time of notification, the RDDO should contact the responding agency. The county fire dispatch will often know the agency responding to the incident and can provide a referral. If an Agency Representative (GLO) or DAT leader is at the scene you can confirm the request through this person.

## Situational Assessment

To assist the RDDO with the decision to open a shelter, DAT must make every effort to:

- Complete an area assessment or Disaster Assessment
- Confirm clients are from affected units with proof of address or landlord verification
- Confirm landlord has no other units available
- Confirm clients have no other lodging plans, and if a shelter is opened within two hours, they intend to stay the night

Refer to the section on Canteen Support for any DAT Call that involves at least 15 clients.

## Selecting a Facility

The process for selecting and opening a Shelter or Evacuation Center are the same except as described below. This process should be coordinated between Mass Care On-Call personnel, the RDDO, and the law or fire authority in command of an incident. **The RDDO should recommend the use of a park or recreation facility whenever possible.**

When selecting a Shelter or Evacuation Center, the Mass Care On-Call personnel will recommend a suitable facility based on the following criteria:

- Proximity to an incident scene.
- Facility of adequate size to support the event.
- Accessibility and ADA compliance.
- Heating or cooling capability.
- Number of toilets at facility is sufficient for population expected. (one per 40 persons)
- Minimizing disruption to scheduled activities of the facility.
- Availability of showers if overnight sheltering is expected.

A suitable shelter location should be considered in the following order:

- Park and Recreation Center (Local City, LA County or LA City Recreation and Parks)\*
- High School
- Junior High or Middle School
- Any other suitable facility.

All shelter information is maintained in the National Shelter System. [Shelter locations near an incident can also be searched through the LA Region's GIS Google Mapping project.]

Some City and County recreation centers make excellent shelters. Current surveys don't always show shower facilities because special arrangements may be necessary if an aquatics division is present, and the pool showers are available with some advance notice. Additionally, there are several school districts in the Region's jurisdiction with Senior, Middle or Junior High Schools that may be suitable for use as shelters. Churches, Parks, or other facilities may also be available based upon the location. Contact information for these facilities can be found in NSS.

“Point of Contact” is to be used to authorize the use of a facility. “24 hr. POC” is to be used to open a facility. Failure to get authorization prior to opening the location can expose the Red Cross to legal liabilities, so ensure both people are contacted even if another agency already have entered the facility.

If fire or law enforcement personnel have already selected a shelter facility and ARC deploys Mass Care resources to support the action, the Red Cross assumes full Operational Control for that site *unless* municipal or local resources have alternate shelter staff and we are activated as a supporting role only. However, special consideration should be applied before opening a shelter at a less-than-ideal facility.

Less-than-ideal situations:

1. The shelter’s proximity to a high-risk or danger zone is having an adverse-effect on clients seeking services.
2. Paid facility staff will be required (eg. security and custodial services) or other site-specific expenditures are expected.
3. There are challenges or limitations to providing meals to clients (no off-site food allowed, etc.).
4. Regular facility events may be disrupted by the presence of a shelter and the disruption could cause instability with the partner relationship.
5. Affected populations have been transported to another location and have no or limited transportation.
6. The Los Angeles Region does not have a written shelter agreement with the facility.

If a shelter is opened in a less than ideal facility, the RDDO should consider whether the shelter should be moved to a more appropriate facility if the shelter is expected to be open for several days, the Mass Care On-Call personnel will advise on whether this is necessary to adequately provide for the needs of the clients.

### **Site Activation**

Only a RDDO may authorize the opening of a shelter.

When requesting the site from the appropriate agency, provide the name of the requested site, what time or how quickly the site needs to be opened, an estimate of the number of displaced residents, and the estimated number of days the site will be needed. Direct contact and coordination with facility owners or managers may be delegated to Mass Care On-Call personnel. In all cases, before opening a facility, Authorization must be obtained from the appropriate site contact. All contact information is managed in the NSS database, and can be provided by Mass Care On-Call personnel at any time.

If approval is *not* obtained immediately from the Authorization contact, the RDDO must inform the ADDO and or field personnel that the shelter activation will be delayed, and arrange for a safe temporary evacuation site. This can be an MTA bus, or other common place near the scene.

### **Notification on Closing of a Shelter**

The decision to close a shelter or evacuation center will be made by the Disaster Relief Operations Director, RDDO or designee, with concurrence from the Activity On-Call personnel (Mass Care, Client Services, Logistics etc.) that are engaged in the operation, and the Assistant Director of Operations. The date and time selected for closure of the shelter must be communicated to the remaining shelter residents, if any, Agency Representative (GLO) and any media sources involved. The above information will also be communicated through LARnotify@arcla.org

In the case of an evacuation center, the decision to close can be made by the RDDO or Relief Operations Director with concurrence based on the official lifting of the evacuation order.

## **Closing the Operation (Demobilization)**

The Relief Operations Director or designee will remain in Operational Control until all resources are returned to the Chapter/District Office by Logistics. Any resource or supplies that are used must be restocked. The request to restock material must be requested through the Logistics On-Call personnel. They will coordinate the restock and return of equipment to a ready state. All requests are to be made on a Disaster Requisition form F6409 (aka "Greenie"). The Requisition should include as much detail as possible on what resources were used in the operation. Any Client Cases opened at the close of the incident are to be processed and returned normally (see DAT Call, Demobilization).

## **Transportation for clients**

If clients need transportation to a shelter location, it is possible that the Incident Commander may already have resources activated or available. The Metropolitan Transit Authority (MTA) may be activated through the authorization of the Incident Commander. A RDDO may advise the IC if this activation is recommended. If MTA assistance is needed to provide an emergency evacuation site or other assistance, MTA may be contacted by the RDDO without necessarily coordinating with the IC, but the IC should be informed.

Note that a written agreement does not currently exist between the Red Cross and MTA, nor with any local government and MTA to provide disaster related assistance, so they have the option of declining. This is why it is important to communicate if we are requesting their assistance on behalf of the IC or the Red Cross. Bus arrival time and purpose should be communicated to the ADDO and included in the Service Delivery Plan.

MTA Contact information:

Bus Operations Center (BOC) Controller: **213-922-6111 or 213-922-4634** (Supervisor)

Be sure to provide:

1. Your name, title, and that you are calling on behalf of the American Red Cross or Incident Commander.
2. Pick-up and delivery sites and addresses. (Including any special route due to the incident)
3. Closest cross street to the incident.
4. Time clients will be ready for pickup.
5. Approximate number of people to be transported.
6. Name of the Red Cross representative who will meet the driver at the pick-up site.

[Additional transportation coordination, such as Access Services procedures are awaiting confirmation]

## **Cooling and Cold Weather Shelters**

Local government may request logistical support for adverse weather shelters for the public. Each request for logistical support to an extreme weather shelter should be evaluated by the RDDO with the advice of the Assistant Director of Operations. Authorization of such assistance varies with the scope of the request and the conditions.

## **Canteen Operation**

The Region has agreements with local first responder agencies to provide Canteen Support for large scale events. Most events will require the delivery of Snacks, Hot Drinks (coffee), Cold Drinks (soda and Gatorade), or Meal delivery.

Canteen Support can also be sent to a Multi-Family Emergency where people are congregating at the scene of an incident. This is recommended if a Shelter is expected to be opened and clients need support prior to the shelter opening, if the incident is particularly large, there are extreme temperatures or if emergency responders will be or have been on scene for an extended period of time. The procedures for providing Canteen Support are the same when we are serving clients, first responders, a Command Post, or any other group. The Mass Care On-Call

personnel should be notified to support the request and field responders. Logistics On-Call personnel should also be notified for large events to coordinate the procurement and resupply needs.

DAT response vehicle should already have basic supplies to support several families with water and snacks. As multi-family events get larger, enough water and snacks to support the expect population should be brought to the scene by additional personnel from Chapter/District supplies at each office. Coffee should only be considered during the morning or on a cold evening if this does not delay service at the scene.

The RDDO *may* relinquish the Canteen Operation to the Mass Care On-Call personnel or to the ADDO depending on the situation and the resources available. *For example: If the response is a multi-family emergency, but the circumstances are similar to a DAT Call, the ADDO may be called upon to run the operation, however, if the canteen support is of first responders, will require a full meal, or will primarily utilizes Mass Care volunteers, it may be more appropriate for the Mass Care On-Call personnel to coordinate the response.*

## **Inyo County**

To be developed

## **Mono County**

To be developed

## **Kern County**

To be developed