

RESOLUTION NO. 2024-XXX

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF FULLERTON,
CALIFORNIA, ADOPTING THE FULLERTON EMERGENCY
OPERATIONS PLAN AND REPEALING RESOLUTION NO. 2019-79

WHEREAS, City Council has great concern with the health, safety and well-being of Fullerton citizens and desires the best possible emergency services available to them.

WHEREAS, City Council desires to ensure the most effective and economical allocation of limited resources for the maximum benefit and protection of the community in times of emergencies.

WHEREAS, the City of Fullerton Emergency Operations Plan establishes the emergency organization, assigns tasks, specifies policies and general procedures and provides coordination of the City response to emergencies, consistent with the California Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS).

WHEREAS, the City of Fullerton Emergency Operations Plan is an extension of the Orange County Operational Area Emergency Operations Plan and the California Emergency Operations Plan.

WHEREAS, the City reviews, exercises periodically and revises as needed the City of Fullerton Emergency Operations Plan to meet changing conditions.

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF FULLERTON RESOLVES AS FOLLOWS:

1. In all respects as set forth in the Recitals of this Resolution.
2. City Council adopts the Emergency Operations Plan, attached to this Resolution and incorporated by reference.
3. City Council gives full support to this plan and encourages officials, employees and citizens, individually and collectively, to contribute to the comprehensive emergency response efforts of the City.
4. The City Clerk shall certify adoption of this Resolution.
5. This Resolution shall become effective immediately upon adoption.

ADOPTED BY THE FULLERTON CITY COUNCIL ON MAY 21, 2024

Nicholas Dunlap
Mayor

ATTEST:

Lucinda Williams, MMC
City Clerk

Date

Attachments:

- Attachment 1 – Updated Fullerton Emergency Operations Plan
- Attachment 2 – City of Fullerton Emergency Operations Plan, Care and Shelter Annex
- Attachment 3 – City of Fullerton Emergency Operations Plan, Extreme Weather Annex

FULLERTON



Emergency Operations Plan

May 2024

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Portions of this document may contain sensitive information pertaining to the deployment, mobilization, and tactical operations of the City of Fullerton government in response to emergencies. Although much of this plan is available for public review, the City of Fullerton may withhold portions of this Plan from the full public disclosure under the provisions of the California Public Records Act (California Government Code Sections (6250-6276)).



Concurrence of Principal Departments

EMERGENCY OPERATIONS PLAN APPROVAL

Having reviewed the foregoing City of Fullerton **Emergency Operations Plan** and approved of the same, I hereto set my signature.

Eric Levit, Director of Emergency Services
City Manager

Adam Loeser
Fire Chief

Jon Radius
Police Chief

Stephen Bise
Director of Public Works

Ellis Chang
Administrative Services Director

Sunayana Thomas
Director of Community and Economic
Development

Eddie Manfro
Human Resources Director

Lucinda Williams
City Clerk

Daisy Perez
Assistant City Manager &
Parks and Recreation Director

Judith Booth
Library Director

Baron Bettenhausen
City Attorney

Kristi Hofstetter Batiste
Disaster Preparedness Coordinator

RESOLUTION NO. 2024-XX

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF FULLERTON, CALIFORNIA, ADOPTING THE FULLERTON EMERGENCY OPERATIONS PLAN.

WHEREAS, the City Council is greatly concerned with the health, safety, and well-being of its citizens and desires the best possible emergency services be available to them.

WHEREAS, the City Council wants to ensure the most effective and economical allocation of limited resources for the maximum benefit and protection of the community in times of emergencies.

WHEREAS, the City of Fullerton Emergency Operations Plan establishes the emergency organization, assigns tasks, specifies policies and general procedures, and provides coordination of the City's response to emergencies, consistent with the California Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS).

WHEREAS, the City of Fullerton Emergency Operations Plan is an extension of the Orange County Operations Area Emergency Operations Plan and the California Emergency Operations Plan.

WHEREAS, the City of Fullerton Emergency Operations Plan will be reviewed, exercised periodically, and revised as necessary to meet changing conditions.

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF FULLERTON RESOLVES AS FOLLOWS:

1. In all respects as set forth in the Recitals of this Resolution.
2. The City of Fullerton adopts the Emergency Operations Plan, which is attached hereto and incorporated herein by reference.
3. The City Council gives its full support to this plan, and encourages officials, employees, and citizens, individually and collectively, to contribute to the comprehensive emergency response efforts of the City.
4. The City Clerk shall certify to the adoption of this Resolution, which shall be effective immediately upon adoption.

Resolution No. 2024-XX
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ADOPTED BY THE FULLERTON CITY COUNCIL ON MAY 21, 2024

Nicholas Dunlap
Mayor

ATTEST:

Lucinda Williams, MMC
City Clerk

Date

Attachments:

- City of Fullerton Emergency Operations Plan
- Care and Shelter Annex to the City of Fullerton Emergency Operations Plan
- Extreme Weather Annex to the City of Fullerton Emergency Operations Plan

Letter of Promulgation

TO: OFFICIALS, EMPLOYEES, AND CITIZENS OF THE CITY OF FULLERTON

Ensuring the safety and well-being of our community is a shared responsibility among local, state, and federal governments. The City of Fullerton has crafted this Emergency Operations Plan with a focus on efficiently allocating resources to safeguard lives, property, and the environment during emergencies.

While it is impossible to entirely prevent the challenges that disasters bring, a well-designed and updated plan executed by skilled and trained professionals can significantly reduce the impact and minimize losses. This plan outlines the structure of our emergency response organization, delegates roles and responsibilities, and fosters coordination among various emergency teams and services. It leverages established frameworks such as the Incident Command System (ICS), the Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), and the National Response Framework to ensure a cohesive and effective response.

Our goal with this plan is to unify the City of Fullerton's resources and personnel into a streamlined and response organization capable of addressing emergencies promptly and effectively. This plan aligns with the California Emergency Plan and will undergo regular reviews and updates to adapt to evolving circumstances.

The Fullerton City Council and City Staff fully endorse this preparedness initiative. We encourage everyone in our community to actively engage in Fullerton's emergency planning efforts and to take steps to prepare themselves and their families for potential natural disasters. Together, we can build a prepared and resilient community ready to face and recover from any challenge which may come our way.

Eric Levitt, City Manager

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Record of Changes

Date:	Revise completed by:	Summary of Change:
4/21/21	Kristi Hofstetter Batiste	Included notes regarding date of delivery for the plan based on Crosswalk Evaluation.
4/21/21	Kristi Hofstetter Batiste	Included and Updated PIO Messaging
10/15/2023	Kristi Hofstetter Batiste	Chapter 3 Included section on ACCESS and Functional Needs, Equity and Inclusion, and Cultural Diversity.
10/15/2023	Kristi Hofstetter Batiste	Updated Vital Records Retention including IT Updates.
3/15/2024	Kristi Hofstetter Batiste	Updated graphics and threat hazards
3/15/2024	Kristi Hofstetter Batiste	Added Finance Unit and IT to Activation Plan
3/15/2024	Kristi Hofstetter Batiste	Updated terminology, grammar, and formatting
3/15/24	Kristi Hofstetter Batiste	Added sample Emergency Proclamation
3/15/24	Kristi Hofstetter Batiste	Added sample Emergency Messaging
3/15/24	Kristi Hofstetter Batiste	Care and Shelter Annex
3/15/24	Kristi Hofstetter Batiste	Extreme Weather Annex

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CHAPTER 1 – INTRODUCTION

1.1 Emergency Operations Plan Purpose

The City of Fullerton Emergency Operations Plan (EOP) establishes a comprehensive framework of direction and guidance for emergency and disaster response operations. This plan details capabilities, authorities, and responsibilities for specific individuals, divisions, departments, and organizations within the City of Fullerton.

City of Fullerton undertakes preparedness with an understanding that, in an emergency or disaster, a broad range of individuals, agencies, organizations, and other engaged whole-community stakeholders will provide the most effective response for all who live, work, attend school, and travel in Fullerton.

This EOP draws on the system described within the National Response Framework (NRF), which establishes vertical integration and effective coordination across local, State, and Federal resources, as well as private-sector capabilities, as necessary, to preserve the health, safety, and welfare of those persons affected during emergency or disaster situations. This plan is also based on the functions and principles of the Standardized Emergency Management System (SEMS), which is based on the FIRESCOPE Incident Command System (ICS) and the National Incident Management System (NIMS) and identifies how the City fits into the overall SEMS/NIMS structure. NIMS was adopted by City Council on August 2, 2005.

The City of Fullerton EOP establishes responsibilities for city departments; addresses private-sector, volunteer, and nonprofit organizations; and discusses whole-community stakeholders for emergency preparedness actions.

This plan is drawn from an operational approach consistent with the organization and function of the City's Emergency Operations Center (EOC), which follows the Incident Command System (ICS) and the National Incident Management System (NIMS). Under these systems, City of Fullerton operations are grouped by functions and subsequently organized by agency to ensure efficient coordination and communication of response actions throughout emergency operations, as governed by the planning cycle. These functions are all assigned lead and support functions that maintain responsibility to establish and carry out plans developed for accomplishing assigned tasks.

1.2 Scope

The City of Fullerton Emergency Operations Plan (EOP) is applicable to all departments and individuals having responsibilities for emergency preparedness, response, recovery and/or mitigation in the City. For the purposes of this Emergency Operations Plan, each organization identified in this EOP is responsible for, and expected to develop, implement, and test policies, procedures, instructions, and standard operating guides (SOP's) or checklists that reflect understanding of the emergency management concepts contained herein. Coordinated response and support roles must be defined by these organizations to facilitate the ability to respond to any given incident.

This EOP defines responsibilities, establishes an emergency organization, defines lines of communications, and is designed in accordance with the statewide Standardized Emergency Management System and the National Incident Management Systems. Incorporating the FEMA Comprehensive Preparedness Guide (CPG) 101 version 2.0 and State of California Emergency Plan best practices, this Emergency Operations Plan is designed to be read, understood and exercised prior to an emergency.

This Emergency Operations Plan is always in effect and applies to any extraordinary emergency situation associated with any hazard, natural or human caused, which may affect Fullerton and that generates situations requiring planned, coordinated responses by multiple agencies or jurisdictions.

The City Manager is designated by the City Council as the Director of Disaster Services and will direct the City's emergency organization during times of emergency (Fullerton Municipal Code, Chapter 2.08). Disaster management will operate from the Emergency Operations Center or Department Operation Center(s), depending on the nature and extent of the emergency.

The intended audience for this Emergency Operations Plan consists of departments, elected officials, and private organizations representatives that are responsible for staffing positions within the EOC.

1.3 Disclosure Exemptions

Portions of this document contain sensitive information pertaining to the development, mobilization, and tactical operations of the City of Fullerton government in response to emergencies. Although much of this plan is available for public review, The City may withhold certain portions that are exempt from public disclosure under the provisions of California Public Records Act §6254.

1.4 Assumptions

- The United States Department of Homeland Security (USDHS) and the Federal Emergency Management Agency (FEMA) are responsible for ensuring the establishment and development of policies and programs for emergency management at the federal, state, and local levels. This includes the development of national capabilities to mitigate, prepare for, respond to, and recover from the full range of emergencies, including natural and technological disasters and national security emergencies.
- State and Local homeland security and emergency management programs are responsible for the development and maintenance of an effective emergency management response capability designed to mitigate and reduce the effects of civil emergencies upon life and property.
- The City of Fullerton is responsible for emergency response operations and may commit all available resources to save lives, minimize injury to persons, minimize damage to property, and protect the environment.
- The City of Fullerton will utilize the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) in emergency response operations.
- The Director of Disaster Services will coordinate the City's disaster response in conformance with local, state and federal guidelines.
- The City of Fullerton will participate in the Orange County Operational Area.
- The resources of the City of Fullerton may be made available to local agencies and citizens to cope with disasters affecting this area.
- The City will commit its resources to a reasonable degree before requesting mutual aid assistance.
- Mutual aid assistance will be requested when disaster relief requirements exceed the City's ability to meet them.
- Management in all departments and agencies is aware of the existence of this EOP and the parts that are most relevant to their responsibilities.
- Appropriate City staff and other stakeholders should be properly trained on this EOP, assigned emergency roles and responsibilities, and should participate in drills, and exercises.

CHAPTER 2 –PLAN DEVELOPMENT AND MAINTENANCE

2.1 Development

The development of an Emergency Operations Plan is a cooperative effort between all City of Fullerton departments that have an emergency response role. The planning process is designed to ensure a commitment to the tenets contained in the plan, consider the needs of the community, incorporate the various departments' capabilities and limitations, and maximize resources. Draft versions of the EOP are distributed for review and comment and input by appropriate stakeholders. All comments are considered, revisions made as necessary, and then the EOP is submitted to the Disaster Council*, City Manager and City Council for approval.

The Emergency Operations Plan is a living document, subject to revision based on agency reorganization, new laws, experience with exercises, and actual disasters. The EOP will be reviewed annually to ensure that plan elements are valid and current. Individual City Departments are responsible for developing and implementing their own set of department specific procedures. Each Department or agency will review and update its portion of the EOP and/or modify its Standard Operating Procedures (SOP) as required based on deficiencies identified during drills, exercises, or actual occurrences. Changes in government structure and emergency response organizations will also be considered in the EOP revisions. The Fire Department is responsible for revising the EOP that will enhance the conduct of response and recovery operations. Once updated, the EOP will be on the City's Intranet Server and available electronically through E-mail. A revisions tracking matrix cataloging all changes to this plan has been included in the Preface.

2.2 Delegation of Authority

The Fullerton Fire Department has the lead staff responsibility for EOP development, planning, and maintenance, with responsibilities for:

- Communicating information within the City of Fullerton on EOP requirements and guidelines.
- Coordinating the EOP development among departments and agencies.
- Identification of departments and agencies with Department Operations Centers (DOCs).
- Coordinating with other local governments, the operational area, and volunteer and private agencies on development of the EOP.
- Incorporating SEMS and NIMS into the City of Fullerton's Emergency Operations Plan.
- Incorporating SEMS and NIMS into the City of Fullerton's procedures.
- Identification of special districts that operate or provide services within the boundaries of the City of Fullerton. The emergency role of these special districts shall be determined, and provisions made for coordination during emergencies.
- Identification of local volunteer and private agencies that have an emergency response role. Contacts should be made to develop arrangements for coordination during emergencies.

* It shall be the duty of the Fullerton Disaster Council, and it is hereby empowered, to develop and recommend for adoption by the City Council, emergency and mutual aid plans and agreements and such ordinances and resolutions and rules and regulations as are necessary to implement such plans and agreements. The Disaster Council shall meet upon call of the Chairman or, in his absence from the city or inability to call such meeting, upon call of the Vice-Chairman. (Ord. 2129 § 1 (part), 1976).

2.3 Training and Exercises

The following is foundation of the City of Fullerton EOC preparedness to ensure readiness:

- Training is conducted annually to ensure employees recall what to do and how to perform tasks. In addition, repetitive training is necessary for learning.
- Training is provided to more people than we think will be needed to ensure redundancy when certain people cannot respond.
- We take advantage of annual events to practice activation (including small events), train staff, and identify deficiencies and issues.
- Amateur radio operators and volunteers are engaged during trainings, exercises, and real-life incidents as much as possible.
- All equipment is checked quarterly to ensure that phones, computers, and other equipment are operational.
- The Alert OC notification system is periodically tested to ensure efficient activation in an actual incident.

2.3.2 Training

All local government staff who could be assigned in emergencies in the Emergency Operations Center, in Department Operations Centers (DOCs) or at the field level must receive appropriate SEMS, NIMS, and other specialized training as required by SEMS regulations, NIMS policy, or their job function, respectively. Individual departments are responsible for coordinating and executing training or sending employees to attend appropriate training programs. Regarding SEMS and NIMS, a pre-designated list of approved courses has been identified below. SEMS/NIMS training are ongoing to ensure all emergency response personnel are trained in SEMS/NIMS and the EOP. Training is scheduled as needed and to accommodate personnel changes. Specialized training courses (e.g., fire suppression, tactical operations, etc.) for first responders or other City employees are the responsibility of individual departments to identify, develop, and/or execute and attend.

As required, training is available through FEMA or CalOES in a web-based environment for the classes listed below. Additional training classes are offered thru the Orange County Operational Area (OA) and may be attended by City employees with the approval of their supervisor. Class schedules can be obtained by either contacting the Fire Department's Disaster Preparedness Coordinator, or by going through the OA directly. Required training for employees is as follows – all classes are web based unless indicated:

Mandatory baseline training for all emergency response personnel (field or EOC responders)

- FEMA IS-700b: NIMS, An Introduction
- ICS-100c: Introduction to ICS or equivalent
- Introduction to SEMS (G606)

All EOC Supervisors

- FEMA IS-700b: NIMS, An Introduction
- ICS-100c: Introduction to ICS or equivalent
- ICS-200c: ICS for Single Resources and Initial Action Incidents

All EOC Mid- Level Managers (Unit Leaders, Field Supervisors)

- FEMA IS-700b: NIMS, An Introduction
- ICS-100c: Introduction to ICS or equivalent
- ICS-200c: ICS for Single Resources and Initial Action Incidents
- ICS -300 Intermediate ICS (classroom based)

- IS-800b Intro to National Response Framework

All EOC Managers, Section Chiefs, Management Staff, Policy Group

- FEMA IS-700a: NIMS, An Introduction
- ICS-100: Introduction to ICS or equivalent
- ICS-200c: ICS for Single Resources and Initial Action Incidents
- ICS -300: Intermediate ICS (classroom based)
- ICS-400: Advanced ICS (classroom based)
- IS-800d: Intro to National Response Framework

For Managers: IS-100, IS-200, IS-700 and IS-800 and ICS-300			
Examples: Middle Management, Superintendents, Strike team leaders, task force leaders, division/group supervisors, branch directors, and personnel assigned to emergency operations center	IS-800	National Response Framework (NRF), An Introduction	Introduces the elements of the NRF, the organizational structure used for coordination, and how this plan is supported at all levels of government.
	ICS-300§	Intermediate Incident Command System (ICS)	This course covers Organization and Staffing, Organizing for Incidents and Events, Resource Management, and Air Operations.
For Command Staff: IS-100, IS-200, IS-700, IS-800, ICS-300 and ICS-400			
Department heads with Multi-agency coordination system responsibilities, area commanders, emergency managers, multi-agency coordination center / emergency operations center managers	ICS-400§	Advanced Incident Command System (ICS)	This course expands upon the material covered in IS-100 through IS-300 and focuses on large single-agency and complex multi-agency / multi-jurisdictional incident response.

§ Not available online - classroom course only

Individual department heads have the responsibility to identify potential EOC/field responders and ensure that they have had the training above. Once the training is completed, employees (or supervisors) are responsible for providing a copy of the downloaded certificate (if applicable) to Human Resources (HR). HR will track/maintain records in personnel files.

Training records will be maintained using the following guidelines:

- An individual training record will be maintained for each person, kept either in his or her personnel file, or in a separate training record file.
- The name and date of each course will be identified in the training record (as indicated on the printed completion certificate)
- The individual training record will be maintained for as long as the person is employed, as applicable.
- Records of personnel involved in an actual emergency will be archived for five years after the close of a disaster or indefinitely.
- Documentation of the agency’s SEMS/NIMS training program, including copies of the training materials used, such as instructor syllabus, lesson plans, student notebook, exercise materials, and tests will be maintained by the department providing the training (not applicable to on-line training).

Individual Section training is also offered/provided which discusses section/unit position responsibility, documentation, communication with public and press, checklist review, and how to work with other Sections/Units.

2.3.3 Exercises

In Fullerton, exercises are conducted at least annually. Individual departments may utilize the EOC and conduct exercises or Section training more frequently if they deem necessary. City-wide, multi-agency, or regional exercises will be conducted at least annually to ensure departments are able to

efficiently perform emergency functions and work together and with external organizations. These larger scale exercises are primarily coordinated with the Orange County Emergency Management Division and/or other regional or national agencies.

Exercises are conducted to maintain the readiness of operational procedures. Exercises provide personnel with an opportunity to become thoroughly familiar with relevant procedures, facilities, and systems which will be used in emergency situations.

As a part of the Fullerton/Santa Ana Urban Area, the City of Fullerton participates in the Combined Areas Homeland Security Exercise and Evaluation Program (HSEEP) Five-Year Training and Exercise Plan. The Exercise Plan, which presents a common approach for cross-jurisdictional exercises in Fullerton, Santa Ana, and the Orange County Operational Area (referred to as the Combined Areas) provides a framework for developing desired exercises, exercise execution work plans, and provides timelines that tentatively schedule the Combined Areas exercises for a five-year period, based on the combined areas' needs and capabilities.

- Prevent acts of terrorism within the Combined Areas
- Reduce the Combined Areas' vulnerability to terrorism and targeted threats.
- Minimize the consequences and damage of an attack, and effectively recover from attacks that do occur.

Although the focus of the Combined Areas' Exercise Plan is primarily prevention of and response to terrorism, the City of Fullerton is committed to all-hazards preparedness. As a result, most of the exercises Fullerton conducts have a focus on the effective performance and coordination of functions rather than on the specific hazards. In addition, to ensure exercises are useful activities, Fullerton will design and schedule exercises following the building block approach, with each exercise increasing in scope, scale, and complexity. **Exercises will always be conducted utilizing the concepts and principles of the SEMS/NIMS and ICS.**

The various types of exercises described above that may be utilized in Fullerton are defined in more detail below:

Orientation/Training

Training is commonly conducted to orient participants to, or provide an overview of, authorities, strategies, plans, policies, procedures, protocols, response resources, or concepts and ideas. Training provides a good starting point for jurisdictions that are developing or making major changes to their plans and procedures.

They offer the following attributes.

- Low-stress environment employing several instruction techniques, such as lecture, multimedia presentations, case study discussions, expert testimony, and decision support tools.
- Informal discussions led by a leader.
- Discussions not constrained by real-time portrayal of events.
- Settings that are effective with both small and large groups.

Attending Workshops

Workshops usually focus on development of a product by the attendees. Organization of attendees into functional groupings aided by facilitators, and the use of breakout sessions, are common. In conjunction with exercise development, workshops are most useful in achieving specific aspects of exercise design, such as the following:

- Determining program or exercise objectives
- Developing exercise scenario and key events listings
- Determining evaluation elements and standards of performance

Tabletop Exercises (TTXs)

TTXs involve senior staff, elected or appointed officials, or other key staff in an informal setting to discuss simulated situations. This type of exercise is intended to stimulate discussion of various issues regarding a hypothetical situation. It can be used to assess plans, policies, and procedures, or to assess types of systems needed to guide the prevention, response to, and recovery from the defined event – or to solve a specific problem. TTXs are typically aimed at facilitating the understanding of concepts, identifying strengths and shortfalls, and/or achieving a change in attitude. The effectiveness of TTXs is derived from the energetic involvement of participants and their assessment if recommended revisions to current policies, procedures, and plans. Attributes of a TTX may include the following:

- Practicing group problem solving
 - Familiarizing senior officials
 - Conducting a specific case study
 - Examining personnel contingencies
 - Testing group message interpretation
 - Participating in information sharing
 - Assessing interagency coordination
 - Achieving limited or specific objectives

Drills

A drill is a coordinated, supervised activity usually employed to test a single specific operation or function in an agency. Drills are commonly used to provide training on new equipment, develop or test new policies or procedures, or practice and maintain current skills. Typical attributes include:

- A narrow focus, measured against established standards
- Instant feedback
- Realistic environment
- Performance in isolation

Functional Exercises (FXs)

The FX is designed to test and evaluate individual capabilities, multiple functions or activities within a function, or interdependent groups of functions. It is generally focused on exercising the plans, policies, procedures, and staffs of the direction and control nodes of incident command and unified command. Generally, events are projected through an exercise scenario with event updates that drive activity at the management level. The movement of personnel and equipment is simulated. The objective of the FX is to execute specific plans and procedures and apply established policies, plans, and procedures under crisis conditions, within or by a particular function team(s). The FX simulates the reality of operations in a functional area by presenting complex and realistic problems requiring rapid and effective responses by trained personnel in a highly stressful environment. Attributes of an FX include:

- Evaluating functions
- Evaluating EOCs, headquarters, and staff
- Reinforcing established policies and procedures
- Measuring the adequacy of resources
- Examining inter-jurisdictional relationships

Full-Scale Exercises (FSXs) In an FSX, response elements are required to mobilize and deploy to a designated site or locale in response to a simulated incident, generally for an extended period. Actual mobilization and movement of personnel and resources are required to demonstrate coordination and response capability. EOCs and field command posts are activated. The FSX is the largest, most costly, and most complex exercise type and may involve participation at the local,

state, regional, and federal level. Although pre-scripted events may be used, the exercise is primarily driven by player actions and decisions.

The FSX is used to evaluate the operational capabilities of systems, functional interfaces, and interaction during an extended period. It involves testing a major portion of operations plans and organizations under field conditions. Attributes of an FSX may include the following.

- Assessing organizational and individual performance
- Demonstrating inter-agency cooperation
- Allocating resources and personnel
- Assessing equipment capabilities
- Activating personnel and equipment locations
- Assessing inter-jurisdictional cooperation
- Exercising public information systems
- Testing communication systems and procedures
- Analyzing memoranda of understanding (MOUs), standard operating procedures (SOPs), plans, policies, and procedure

CHAPTER 3 –CONCEPT OF OPERATIONS

3.1 City Profile

The City is known as an educational community with several post-secondary educational facilities including: California State University at Fullerton, Hope International University, Marshal B. Ketchum University and Fullerton College.

Three major freeways pass through or border Fullerton. Additionally, Fullerton is a major hub for freight train traffic and passenger rail with over 60 trains passing through Fullerton a day.

Other types of emergency situations experienced by the City include localized flooding from severe winter storms, landslides, wild land fires, hazardous materials spills, oil pipeline breaks, and earthquakes which may occur on the Newport-Inglewood fault, San Andreas Fault, and other faults in the Southern California area.

3.2 Community Profile

The City of Fullerton was founded in 1887 and incorporated in 1904. Geographically, it is in the northern portion of the county, approximately thirty (30) miles south of Los Angeles. Approximately 140,541 residents occupy more than 22.3 square miles.

The City of Fullerton is a ‘general law’ city incorporated under the constitution and laws of the State of California. Under a council-manager form of government, five councilpersons are elected to four-year terms alternating on a two-year basis. From those seated, a Mayor is chosen each year. The City Manager, who is the administrative official of the City, is appointed by the City Council.

The City provides a full range of services for its citizens. These includes, but may not be limited to, fire, paramedic, police, library, parks and recreation, senior services, planning and development, water, street improvements, and general administration. In addition to the services provided, the city provides aid to its citizens in the form of residential and commercial rehabilitation loans and economic development programs.

3.3 Whole Community Approach

Fullerton continues to strive to unify the Whole Community model within our emergency planning. When planning for the Whole Community, Fullerton’s diversities within the city are incorporated into the planning process.

- The Whole Community includes but is not limited to:
- Individuals and families, including those with disabilities and or other access and functional needs.
- Businesses
- Faith-based, non-profit, and other community organizations
- Immigrant populations and communities
- Schools and academia
- Media outlets

All levels of government, including state, local, tribal, territorials, and federal partners. By planning with and for the Whole Community, complexities in the diversity of Fullerton are integrated into the city disaster plan, and recovery response operations. Included in these considerations are Disabilities and Functional Needs, Equity and Inclusion, and Cultural Diversity.

The City of Fullerton is committed to working with our community partners to engage public and private groups, along with government and healthcare organizations to promote coordinated efforts and partnerships ensuring that people with disabilities and those with access and/or functional needs are met before, during, and after disasters.

Having recognized the need to be inclusive in emergency planning, the Orange County Operational Area formed the Orange County Disabilities and Access and Functional Needs (DAFN) Working Group in 2011 to strengthen partnerships with the disability community and others with access and functional needs. DAFN includes representatives from county agencies, local jurisdictions and nonprofit organizations serving people with disabilities and those with access and/or functional needs in Orange County.

Disabilities ACCESS and Functional Needs

The City of Fullerton definition of disabilities access and functional needs is as follows: Populations whose members may have additional needs before, during, and after an incident in functional areas, including but not limited to maintaining independence and the ability to perform the activities of daily living, communication, transportation, and medical care. Individuals in need of additional response assistance may include those who have disabilities, who live in institutionalized settings: who are elderly; who are children; who are from diverse cultures; who have limited English proficiency or are non-English speaking; or who may require transportation assistance.

The City of Fullerton is committed to complying with the Americans with Disabilities Act during all phases of disaster response and recovery. To accomplish this, the City works with the County Operational Area (OA) and stakeholder groups that include people with disabilities and disability service organizations to develop more inclusive and better informed plans. The City supports the following principles:

Affected individuals will not be excluded from or denied benefits of any sort based on a disability or other access or functional need.

- Work to accommodate people with disabilities or other access and functional needs in the most integrated setting possible.
- During all phases of disaster response, make reasonable modifications to policies, practices and procedures, if necessary, to ensure programmatic and architectural access to all.
- Provide access to shelters to all affected community members including those with disabilities or other access and functional needs in the most integrated setting. possible to keep families, friends and/or neighbors together.

Equity and Inclusion

The City of Fullerton is committed to the principle of equity – including the need for systemic fair, just, and impartial treatment of all individuals in its emergency planning efforts. This approach includes a focus on understanding the needs of the population served and the recognition that many disasters have disproportionately impacted populations and communities historically disadvantaged. Through a more complete understanding of community needs, city staff, City Officials, and planners are better able to identify and overcome barriers to accessing services that could otherwise be overlooked.

Cultural Diversity

As part of its Whole Community Approach the City is committed to the integration of cultural competence into emergency mitigation and prevention, planning, response, and recovery efforts. In all phases of emergency management, this cultural competence may include:

- Drawing on community-based values and customs by incorporating into working groups and communication channels qualified representatives from diverse population groups in the community
- The use of culturally appropriate resources and outreach techniques to educate and prepare community members for emergencies and disasters; and
- Providing opportunities for community engagement in geographically diverse locations to engage with culturally diverse areas of the city.

The City adheres to the policy summarized below. In addition, considerations for special needs populations are built into the responsibilities of each city employee.

- Disability will not prevent accessibility to services or facilities provided by the City of Fullerton.
- Fullerton will not exclude or deny benefits of any sort to special populations or those with disabilities.
- Fullerton will work to accommodate special populations and those with disabilities in the most integrated setting appropriate to their needs.
- During emergency situations, Fullerton will make reasonable modifications to policies, practices, and procedures if necessary to avoid discrimination.
- Fullerton will attempt to house special populations and those with disabilities with their families, friends, and/or neighbors when in mass care shelters and they will not be diverted to special shelters.
- Eligibility for mass care shelters will not be dependent on a personal care attendant.
- Special populations and those with disabilities will never be forced by the City to occupy a specific shelter or take a particular action designed for their benefit.
- During preparedness and mitigation activities, Fullerton will strive to provide outreach activities to residents with special needs to ensure they are prepared in times of crisis.

3.4 Goals of Emergency Management

The goals of emergency management are to:

- Provide effective life safety measures, reduce property loss, and protect the environment.
- Provide for the rapid resumption of impacted businesses and community services.
- Provide accurate documentation and records required for cost recovery efforts.

3.5 SEMS and NIMS Overview

The SEMS and NIMS are based on the Incident Command System (ICS), which was adapted from the system originally developed by the Firefighting Resources of California Organized for Potential Emergencies (FIRESCOPE) program. The City of Fullerton complies with SEMS and NIMS in order to be eligible for state and federal funding and to ensure the ability to coordinate amongst responding agencies in Fullerton and from mutual aid providers. Fullerton has adopted the following:

- Use SEMS/NIMS when an emergency is declared or proclaimed, or the EOC is activated.
- Establish coordination and communications with the Incident Commander(s), either through Department Operating Centers (DOCs) to the EOC, or directly to the EOC, when activated.
- Use existing mutual aid systems for coordinating fire and rescue, law enforcement, public works, and medical/health resources.
- Use multi-agency or inter-agency coordination to facilitate decisions for overall local government emergency response activities.

The SEMS, NIMS and ICS will be used in all Fullerton emergency operations. The 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 has been adopted by the City for managing response to multi- agency and multi-jurisdiction emergencies and to facilitate communications and coordination between all levels of the system and amongst all responding agencies. Chapter 1, Division 2 of Title 19 of the California Code of Regulations establishes the standard response structure and basic protocols to be used in emergency response and recovery.

Similarly, NIMS provides a consistent nationwide template to enable all government, private sector, and non-governmental organizations to work together during domestic incidents. The NIMS is designed to be applicable to all domestic incidents and improve coordination and cooperation between public and private entities. The six key components of NIMS are: command and management, preparedness, resource management, communications and information, supporting technologies, and ongoing management and maintenance.

3.6 Five SEMS Organizational Levels

When fully activated, the SEMS consists of five levels: field response, local government, operational area (countywide), Cal OES Mutual Aid Regions, and state government. For the City of Fullerton, those levels are assigned as follows:

Field:	Fullerton Field Command
Local Government:	City Emergency Operations Center
Operational Area:	Orange County OA EOC
Region:	Region I REOC
State:	State Operations Center (SOC)

Field Response Level

The field response level is where emergency response personnel and resources, under the command of an appropriate authority, carry out tactical decisions and activities in direct response to an incident or threat. SEMS regulations require the use of the ICS at the field response level. The ICS field functions to be used for emergency management include command, operations, planning/intelligence, logistics, and finance/administration.

Local Government Level

Local governments include cities, counties, and special districts. Local governments manage and coordinate the overall emergency response and recovery activities within their jurisdiction and amongst their field responders. Local governments are required to use SEMS when their EOC is activated, or a local emergency is proclaimed in order to be eligible for state funding of response-related personnel costs. In SEMS, the local government emergency management organization and its relationship to the field response level may vary depending upon factors related to geographical size, population, function, and complexity. Local jurisdictions are also responsible for the overall direction of personnel and equipment provided for emergency operations through mutual aid (Government Code Section 8618).

Local governmental levels shall provide the following functions: management, operations, planning/intelligence, logistics, and finance/administration. Additional details relative to the organization and responsibilities of the SEMS elements in the City EOC are provided in Chapter 2, Concept of Operations, as well as the position checklists and procedures in this EOP.

Operational Area Level

Section 8605 of the California Emergency Services Act designates each county area as an Operational Area (OA). California is comprised of 58 OAs – one for each geographic county. The OA is the intermediate level of the state's emergency services organization, and is made up of the county government, local (city) governments and special districts, which are located within the county area. During a State of Emergency, a State of War Emergency, or a Local Emergency, OAs are used to coordinate resources, priorities, and information, and serve as a coordination/communication link to the State Mutual Aid System. As of December 1, 1996, per SB 1841, the utilization of the OA during emergencies is mandatory for local governments who wish to receive financial reimbursement for personnel-related response costs. The OA is responsible for:

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

SEMS regulations specify that the Board of Supervisors is responsible for the establishment of an OA. The Orange County Sheriff-Coroner Department is the lead agency for the Orange County OA. All local governments should cooperate in organizing an effective operational area, but the operational area's authority and responsibility are not affected by the nonparticipation of any local government.

Activation of the OA EOC during a State of Emergency or a Local Emergency is required by SEMS regulations under the following conditions:

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

If the Orange County OA EOC is activated, a Director of Emergency Services or Operational Area Coordinator will be appointed depending on the type of hazard and will have the overall responsibility for coordinating resources on behalf of OA Members and supporting emergency operations within the county. The Orange County EOC located at Loma Ridge fulfills the role of the OA EOC.

Fullerton is a signatory to the Orange County Operational Area Agreement, agreeing to participate in the OA and to support the Orange County Emergency Management Division operations at Loma Ridge.

Regional Level

Because of its size and geography, California has been divided into six mutual aid regions. The purpose of a mutual aid region is to provide for more effective application and coordination of mutual aid and other emergency-related activities. Orange County, including the City of Fullerton, are part of Region I for both law enforcement and fire and rescue mutual aid systems.

Whenever an OA EOC is activated, the Cal OES Regional Emergency Operation Center (REOC) Administrator activates the REOC and notifies Cal OES Headquarters. The REOC coordinates resource requests from the affected OA(s). If resources are not available within the affected region, the REOC forwards resource requests to the State Operations Center (SOC) for coordination.

The SOC is activated when the REOC activates to:

- Process resource requests between the affected regions, unaffected regions and state agencies.
- Process requests for federal assistance and coordinate with Federal Incident Management Assistance Teams when established.
- Coordinate interstate resource requests as part of the Emergency Management Assistance Compact (EMAC).

State Level

The state level of SEMS manages state resources in response to the emergency needs of other levels and coordinates mutual aid among the mutual aid regions and between the regional level and state level. The state level also serves as the coordination and communication link between the state and the federal disaster response system, including linking other states through the Emergency Management Assistance Compact (EMAC).

Federal Level

Beyond SEMS and using NIMS, the President has assigned emergency preparedness and operating responsibilities to certain federal agencies. Overall responsibility is assigned to the Federal Emergency Management Agency (FEMA). Other federal agency assignments are based on their regular functions and capabilities and are detailed in the National Response Framework (NRF). Federal emergency management includes the administration of natural disaster relief programs for incidents requiring federal assistance.

Initial requests for federal assistance will be made to and coordinated with the FEMA Region IX, Regional Response Coordination Center (RRCC) by the Cal OES State Operations Center (SOC), unless other more specific procedures are agreed upon and contained in mutually approved contingency plans.

Other Federal interactions may include the:

- Environmental Protection Agency during hazardous materials incidents
- U.S. Coast Guard on oil spills
- FBI in law enforcement operations
- Forest Service during wildfires
- Health and Human Services in public health emergencies

3.7 SEMS/NIMS Functions and Concepts

The SEMS/NIMS requires five functions: management, operations, planning/ intelligence, logistics, and finance/administration. The term command is used in the field and management is used in multiagency coordination centers (e.g., EOCs). These functions are the basis for structuring the Fullerton EOC organization:

- Management:** Responsible for overall emergency policy and coordination through the joint efforts of governmental agencies and private organizations.
- Operations:** Responsible for coordinating all jurisdictional tactical operations in support of the emergency response through implementation of the applicable Incident Action Plan (e.g., EOC, Field, etc.).
- Planning/Intelligence:** Responsible for collecting, evaluating, and disseminating information; developing Action Plans (e.g., field, EOC, etc.) and After-Action Reports in coordination with other functions; and maintaining documentation.
- Logistics:** Responsible for providing facilities, services, personnel, equipment, and materials.
- Finance** The Finance/Administration function in the EOC manages all financial, administrative, and cost analysis aspects of the emergency.

Organization Flexibility – Modular Organization

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

Management of Personnel – Unity of Command & Span of Control

Each activated function will have only one person in charge of it (unity of command), but a supervisor may oversee more than one functional element. Every individual will have only one supervisor to eliminate any potential for conflicts/confusion among supervisors, and each supervisor will be responsible for no more than seven persons/functions, with the ideal span of control being three to five.

Fullerton EOC Section Chiefs for Operations, Planning/Intelligence, Logistics, and Finance/Administration constitute the EOC General Staff. The General Staff are responsible for:

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

Unified Command/Area Command Concepts

Unified Command (UC) is an ICS application used when more than one agency has incident jurisdiction or when incidents cross political jurisdictions. This occurs most frequently at the field level, in large-scale events, that involve more than one department or jurisdiction.

An Area Command is an organization established to oversee the management of multiple incidents that are each being handled by an ICS organization, or to oversee the management of large or multiple incidents to which several Incident Management Teams have been assigned. The Area Command has the responsibility to set overall strategy and priorities, allocate critical resources according to priorities, ensure that incidents are properly managed, and ensure that objectives are met, and strategies followed. Area Command becomes Unified Area Command when the multiple incidents under the control of the Area Command are multijurisdictional. Area Commands are typically established at EOCs or some location other than an incident command post.

The Fullerton EOC could become a Unified Command depending on the situation and the types of disciplines requiring involvement in the coordination of response activities. Typically, the EOC does not serve as an Area Command; however, it is an option based on the flexible nature of ICS and the given situation. Fullerton may also be integrated into a UC or Area Command established in another jurisdiction during an incident in which it is involved. Additional details on the organizational structure of the Fullerton EOC are available in Chapter 2, Concept of Operations.

Multi-Agency and Organization Level Coordination

An integral part of SEMS is the use of multi/inter-agency coordination. Within the context of SEMS, this involves prioritizing and assigning resources, handling competing demands, and maximizing resources amongst numerous response organizations, disciplines, and levels.

3.8 Phases of Disaster

This section documents the high-level concept of operations for emergency management within the City of Fullerton. While the primary focus is on emergency response and recovery activities, this concept of operations can be applied to planning and mitigation activities and discusses how the other phases of emergency management contribute to and support effective and efficient emergency response. In some instances, emergencies will include an indication, build-up or warning period, providing sufficient time to alert the population and implement mitigation measures designed to reduce loss of life as well as property and environmental damage. However, often an emergency occurs with little or no warning, requiring immediate activation of the **Emergency Operations Plan (EOP)**, including the commitment of resources. The City of Fullerton EOP addresses a spectrum of emergencies, ranging from relatively minor incidents to large-scale disasters, such as an earthquake. Some emergencies are preceded by a buildup or warning period, providing time to warn the public and implement measures designed to reduce loss of life, property damage, and effects on the environment. Other emergencies occur with little or no advanced warning, requiring immediate implementation of the EOP and the mobilization and deployment of resources. All departments must be prepared to respond to any foreseeable emergency, taking all appropriate actions, including requesting and providing mutual aid.

The phases of emergency management are:

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



Prevention Phase

The prevention phase includes activities, tasks, programs, and systems intended to avoid or intervene to stop an incident from occurring. Prevention applies to human-caused incidents (such as terrorism, vandalism, sabotage, or human error) as well as to naturally occurring incidents.

Preparedness Phase

The preparedness phase involves activities taken in advance of an emergency or disaster. These activities develop the City's capabilities for response to disasters. Disaster plans are developed and revised to guide response efforts and manage resources. Planning activities include developing hazard analyses, training and exercising response personnel, purchasing equipment, and improving public information and communications systems.

Response Phase

The response phase includes actions taken, before, during or after an emergency to reduce casualties, save lives, minimize damage to property and promote recovery.

Recovery Phase

Recovery activities involve the restoration of services to the public and returning the affected area(s) to preemergency conditions. Recovery activities may be short-term, mid-term or long-term, ranging from restoration of essential utilities such as water and power, to mitigation measures designed to prevent or minimize future occurrences of a given threat.

Mitigation Phase

Mitigation occurs before and after emergencies or disasters. Post-disaster mitigation is part of the recovery process. This includes eliminating or reducing the impact of hazards that exist within a jurisdiction. Pre-disaster mitigation improves community resiliency before a disaster causes loss of life, damage to property and adversely affects the environment.

3.8.1 Sequence of Events during Disasters and Emergencies

There are two sequences of events typically associated with disasters and emergencies. The first, involves the response sequence, and is generally described as activities to save lives, protect property, and preserve the environment. This sequence describes deployment of response teams, activation of emergency management organizations and coordination among the various levels of government. The second sequence involves emergency proclamations. This sequence outlines the steps to gain expanded emergency authorities needed to respond to the problem. It also provides the steps for requesting state and federal disaster assistance.

Before the Event:**Routine monitoring for alerts, advisories, watches, and warnings**

Local emergency management and response officials monitor events and the environment to identify threats that may affect their jurisdiction and increase the awareness level of the emergency organization and the community when a threat is approaching or imminent.

Increased readiness

Sufficient warning allows response organizations to increase readiness and their ability to effectively respond as the emergency occurs, actions include:

- Briefing local officials
- Reviewing plans and procedures
- Preparing and disseminating information to the community
- Testing systems such as communication and warning systems
- • Updating resource lists
- Precautionary activation of the Emergency Operations Center

When an event is deemed as highly likely, warning systems are activated, resources are mobilized, and evacuations may be initiated.

During the Event:**Alert and Notification**

Response agencies are alerted about an incident by the public through the 9-1-1 system, or by the California State Warning Center, the National Weather Service, or another agency or method.

Resource Mobilization

Response agencies activate personnel and mobilize to support the incident response. As the event escalates and expands, additional resources are activated and mobilized as a continuous process throughout the event. This includes resources from within the affected jurisdiction, or when resources are exhausted, from unaffected jurisdictions.

Incident Response

Immediate response to an incident is the responsibility of the affected local jurisdiction(s). First responders arrive at the incident and function according to field level plans and procedures. Responding agencies manage all incidents in accordance with ICS doctrine and procedures.

Establishing Incident Command

First responders and affected jurisdictions establish Incident Command to direct, order and control resources. Initial actions are coordinated through the on-scene Incident Commander (IC). The IC develops an initial Incident Action Plan (IAP), which sets priorities for the incident, assigns resources, and includes a common communications plan. If multiple jurisdictions or agencies are involved, the first responders will establish a Unified Command (UC) to facilitate multi-jurisdictional and multi-agency policy decisions. The IC may implement an Area Command to oversee multiple incidents that are managed by separate ICS organizations or to oversee the management of large or evolving incidents.

3.8.2 Activation

Local EOC Activation

The City of Fullerton activates its EOC based on the magnitude or need for more coordinated management of the emergency. When activated, the City will form a common operating picture of the incident by collecting, analyzing, and disseminating emergency information. The City can also improve the effectiveness of the response by reducing the amount of external coordination of resources by the IC by providing a single point of contact to support multi-agency coordination. When activated the City of Fullerton will notify the OA.

Operational Area EOC Activation

The OA EOC activates if one or more local EOCs are activated, or if the event requires resources from outside the affected jurisdictions. The OA EOC may also activate if an affected jurisdiction proclaims a local emergency. Once activated, the OA EOC coordinates resource requests from the affected jurisdictions. If resources are not available within the OA, the OA EOC forwards the resource requests to the Cal OES REOC and to mutual aid coordinators.

Regional Emergency Operations Center (REOC) Activation

Whenever an OA EOC is activated, the Cal OES Regional Administrator activates the REOC and notifies Cal OES Headquarters. The REOC coordinates resource requests from the affected OA(s). If resources are not available within the affected region, the REOC forwards resource requests to the State Operations Center (SOC) for coordination.

The SOC is activated when the REOC activates to:

- Process resource requests between the affected regions, unaffected regions and state agencies.
- Process requests for federal assistance and coordinate with Federal Incident Management Assistance Teams when established.
- Coordinate interstate resource requests as part of the Emergency Management Assistance Compact (EMAC).

FEMA Regional Response Coordination Center (RRCC)

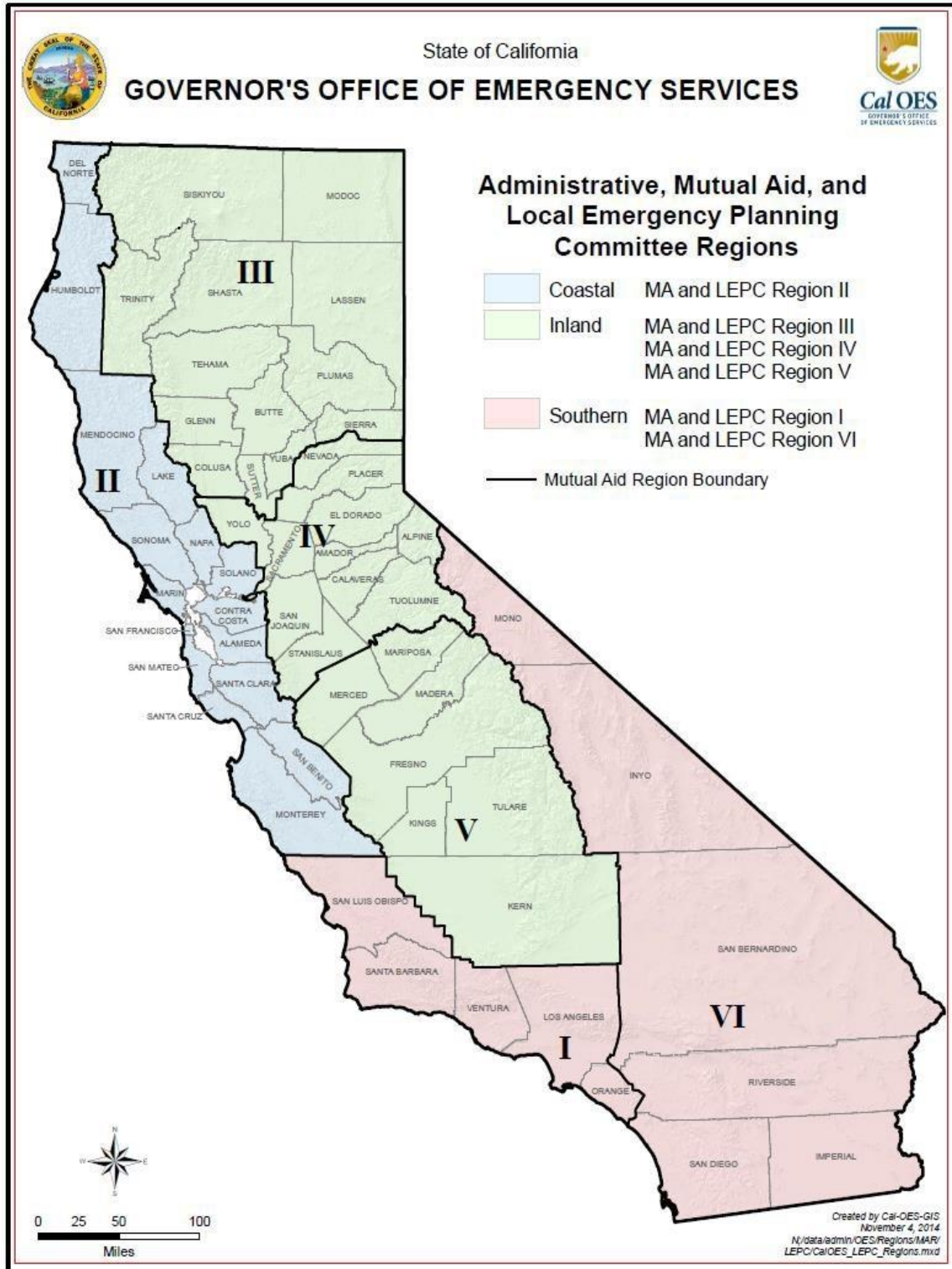
The FEMA RRCC activates to provide federal support for activities in response to federally declared disasters.

Sustained Operations

As the incident continues, further emergency assistance is provided to victims of the disaster and efforts are made to reduce the likelihood of secondary damage.

3.8.3 Transition to Recovery

Recovery operations are an integral part of the emergency process. As the incident begins to deescalate, preparation should have already begun to move from response to recovery. Recovery operations are covered in Chapter 7 of this Plan.



3.9 Principles of Operation

The goals of emergency management are to:

- Provide effective life safety measures, reduce property loss, and protect the environment.
- Provide for the rapid resumption of impacted businesses and community services.
- Provide accurate documentation and records required for cost recovery efforts.
- Coordinate resources within the city.
- Coordinate mutual aid within the city.

3.10 Prioritizing Operations

The priorities that guide decision making within the EOC environment are as follows:

- Stabilizing the emergency
- Saving human lives
- Protecting property
- Restoring essential services
- Providing public information
- Protecting and restoring the environment
- Preserving government
- Providing for the physical and emotional needs of survivors

3.11 Direction, Control, and Coordination

3.11.1 Purpose

The Emergency Operations Center (EOC) serves as the centralized point to manage and support overall city response to major emergencies/disasters. The EOC operates under the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS). EOC staff coordinate interdepartmental activity, implement city policy, determine the mission and priorities, engage in long range planning and coordination with outside agencies, and provide direction and authority to act. The EOC serves as the link between the city and outside resources. The EOC also oversees the cost recovery efforts for the city by tracking and reporting the personnel, supplies, and equipment used by various departments and agencies during response and recovery efforts.

The City of Fullerton is responsible for coordinating with other local governments, the field response level, and the operational area, and for providing mutual aid within its capabilities.

3.11.2 On-Scene Command and Management

The on-scene Incident Commander (IC) is responsible for all response activities, including the development of strategies and tactics and the ordering and release of resources. The Incident Commander has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site. At the tactical level, on-scene incident command and management organization are located at an Incident Command Post.

3.12 Location of Primary and Alternate EOC's

The locations of the primary and alternate EOCs:

- Primary: **Fullerton Public Work/Maintenance Yard**
 1580 W. Commonwealth Ave, Fullerton, CA 92833
- Secondary: **Fullerton Fire Station 6**
 2691 Rosecrans Avenue, Fullerton, CA 92833
- Remote: **Use of TEAMs EOC**

The EOC function is the responsibility of the Fullerton Fire Department and includes maintaining the operational readiness of the primary and alternate EOC's. An alternate EOC will be activated only when the primary EOC is damaged, inaccessible, and/or if evacuation of EOC staff members becomes necessary. When the use of an alternate EOC site becomes necessary, those occupying the primary EOC will be asked to relocate to the alternate EOC site. If the primary EOC is unusable before its activation, staff members will be asked to report directly to an alternate EOC site.

The EOC Logistics Section will arrange for relocation of EOC staff members to the alternate EOC if necessary. The Director of Disaster Services will transfer direction and control authority from the primary EOC to the alternate EOC when required. All EOC Section Chiefs will advise their emergency response field forces of the transition to the alternate EOC. As many supplies as possible will be transferred from the primary EOC to the alternate EOC. The operational capabilities of the alternate EOC will be like those of the Primary EOC.

In the event the Alternate EOC is unsafe or unable to function the Director of Disaster Services will transfer direction and control authority from the primary EOC to a virtual EOC when required. All EOC Section Chiefs will advise their emergency response field forces of the transition to the virtual EOC. The operational capabilities of the Virtual EOC will be like those in the Primary EOC.

3.13 Activation and Notification

EOC activation should be considered whenever one or more of the following apply to an incident:

- It triggers an automatic Emergency Notification System (ENS) activation.
- The response of two or more City agencies is required – outside of normal operating procedures.
- There is a possibility the incident will escalate.
- There is a possibility that the City's resources may be overtaxed and/or exhausted, requiring the activation of mutual aid beyond normal aid agreements.
- The anticipated duration of the incident is greater than 12 hours.
- The number of involved agencies, departments, and/or organizations may require a centralized coordination location.
- Protective and/or response measures being implemented are of significant magnitude.
- There is a possibility for the involvement of external (from outside the City) agencies/organizations in the response
- Any incident which requires an evacuation and the use of shelters.

The City Manager, Fire Chief, Police Chief, Public Works Director, Watch Commander, Fire Battalion Chief, or the Disaster Preparedness Coordinator have the authority to activate the EOC by notifying the Police Watch Commander to initiate Alert OC for calls/messages to EOC Personnel; however, based on the situation, discussions may take place with key staff to determine whether EOC or DOC activation is appropriate.

In an emergency that is changing or escalating quickly, any one of these individuals can activate the EOC under their best judgment. **THE CITY MANAGER MUST ALWAYS BE NOTIFIED OF AN ACTIVATION.** The official activating the EOC will do the following when notifying the Police Watch Commander and/or Police Dispatch Center:

- Identify themselves by name and title.
- Identify the type of incident and briefly describe the situation requiring EOC activation.
- Advise whether it's a Level I, Level II or Level III activation (see next section for details)
- Request notification of Level I, Level II or Level III staff through AlertOC or Alert Fullerton

For additional information to support the activation of the EOC (e.g., activation of the Emergency Notification System, Telephone Lists, or other notification systems as necessary) refer to the ***City of Fullerton Emergency Operations Center Activation Guidelines*** that include up-to-date emergency phone numbers of Department Heads, key EOC Staff, and select Officers.

An automatic activation of the EOC requiring no deliberation may take place under the following circumstances:

- On the order of the Director of Disaster Services (see Fullerton Municipal Code, Chapter 2.08), provided that the existence or threatened existence of a Local Emergency has been proclaimed and his or her order must be ratified by the City Council.
- When the Governor has proclaimed a State of Emergency in an area that includes Fullerton
- On the proclamation of a State of War Emergency as defined in the California Emergency Services Act (Chapter 7, Division 1, Title 2, California Government Code)
- A Presidential Declaration of a National Emergency in an area that includes or borders Fullerton.
- Upon receipt of an attack warning or the observation of a chemical, biological, radiological, nuclear, or explosive attack that impacts Fullerton.
- An earthquake of 5.0 or greater magnitude occurs within a 25-mile radius of the City of Fullerton, or a 7.0 earthquake occurs within the four (4) county areas of Orange, San Bernardino, Los Angeles, Ventura, or Western Riverside, where the City of Fullerton may have suffered serious damage, or where city manpower may be seriously impacted.

3.14 Emergency Proclamations

The California Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the Government Code), hereafter referred to as the CESA, provides the basic authorities for conducting emergency operations following a proclamation of Local Emergency, State of Emergency, or State of War Emergency by the Governor and/or appropriate local authorities, consistent with the provisions of the CESA. (Reference chapter 10, Sample Emergency Proclamations)

Local Emergency

A Local Emergency may be proclaimed by the City Council or by the City Manager as specified by adopted ordinance. A Local Emergency proclaimed by the City Manager must be ratified by the City Council within seven days. The City Council must review the need to continue the proclamation at least every 7 days until the Local Emergency is terminated. The Local Emergency must be terminated by resolution as soon as conditions warrant. Proclamations are normally made when there is an actual incident, threat of disaster, or extreme peril to the safety of persons and property within the City, caused by natural or manmade situations.

If County of Orange (OA) proclaims a county emergency, the City of Fullerton will be covered under the OA proclamation. The City of Fullerton may still make a proclamation of a Local Emergency providing the governing body with the legal authority to:

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

State of Emergency

A State of Emergency may be proclaimed by the Governor when:

- Conditions of disaster or extreme peril exist which threaten the safety of persons and property within the state caused by natural or man-made incidents.
- The Governor is requested to do so by local authorities.
- The Governor finds that local authorities are inadequate to cope with the emergency.
- When the Governor proclaims a State of Emergency, the following conditions apply:
- Mutual aid shall be rendered in accordance with approved emergency plans when the need arises in any county, city and county, or city for outside assistance.
- The Governor shall, to the extent deemed necessary, have the right to exercise all police power vested in the state by the Constitution and the laws of the State of California within the designated area.
- Jurisdictions may command the aid of citizens as deemed necessary to cope with an emergency.
- The Governor may suspend the provisions of orders, rules, or regulations of any state agency and any regulatory statute or statute prescribing the procedure for conducting state business.
- The Governor may commandeer or make use of any private property or personnel (other than the media) in carrying out the responsibilities of their offices.
- The Governor may promulgate, issue, and enforce orders and regulations deemed necessary.

State of War Emergency

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

Presidential Declaration of Emergency/Major Disaster

- Major disaster: A major disaster is defined as any natural catastrophe (including any hurricane, tornado, storm, high water, wind driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, or drought), or, regardless of cause, any fire, flood, or explosion, in any part of the U.S. which in the determination of the President causes damage of

sufficient severity and magnitude to warrant major disaster assistance under this Act to supplement the efforts and available resources of States, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby.

- **Emergency:** An emergency is defined as any occasion or instance for which, in the determination of the President, Federal assistance is needed to supplement state and local efforts and capabilities to save lives and to protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the U.S.

3.14.1 Process

For the President to declare a federal major disaster or emergency (which includes Fullerton), the Governor of California must submit the following:

- Fullerton's Local Emergency Proclamation
- California State of Emergency Proclamation

The Governor's written request for federal assistance must also include:

- Certification of implementation of the State Emergency Plan
- Description of how the disaster caused needs beyond state/local capabilities.
- A description of state/local resources already committed.
- Preliminary estimates of supplementary federal assistance needed.
- Certification of compliance with cost-sharing requirements of the Stafford Act.

3.14.2 Basis for Request

The situation is of such severity and magnitude that effective response is beyond the capabilities of the state and affected local governments, and federal assistance under the Stafford Act is necessary to supplement the efforts and available resources of the state, affected local governments, disaster relief organizations, and compensation by insurance.

3.15 Emergency Preparedness Coordinator (EOC Coordinator)

The Emergency Preparedness Coordinator is on-call 24 hours a day, 7 days a week, and is advised of any such events by Fullerton Police Dispatch Center, Metro Cities Fire Authority Communications Center, City Departments, County of Orange Operational Area, Orange County Intelligence and Assessment Center, CAL-OES State Warning Center, or other agencies. The Emergency Preparedness Coordinator also has the responsibility to monitor and follow-up on any threat, unusual event, or situation that has the potential to impact the City of Fullerton, such as media reports, weather advisories, along with the situational status and/or information. It is important to note that although the City constantly monitors the progress of events, the EOC is not considered activated, unless specifically noted. Should an event require an EOC Activation, the Emergency Preparedness Coordinator has the authority to contact the Police dispatch Center to make appropriate Staff notifications.

3.16 Department Operation Centers

In an emergency, Departments may choose to activate their Department Operations Center (DOC). Some City departments have Department Operations Centers that can be activated on an individual basis or as groups. When an incident seriously impacts a department's resources and personnel, it may choose to activate the Department Operations Center at the discretion of the Department Head. The DOCs manage the respective department's field unit/operations from a pre-selected location, generally within their facility. In this situation, the Department may operate (in conjunction with the EOC, if activated) and manage resources from the DOC. If that is the case, Section Chief within the EOC will coordinate with the DOC on response and objectives.

3.17 Special District Involvement

Typically, special district boundaries cross municipal boundary lines. A special district may serve several cities and county unincorporated areas. Some special districts serve more than one county. In such a situation, the special district may wish to provide a liaison representative to the Fullerton EOC to facilitate coordination and communication with the various entities it serves.

3.18 Coordination with Volunteer and Private Agencies

The EOC will generally be a focal point for coordination of response activities with many nongovernmental agencies. The City's EOC will establish communication with private and volunteer agencies through the Operational Area EOC.

Agencies that play key roles in the response should have representatives at the City's EOC or within the Operational Area EOC. If an agency supports several functions and has only one representative, the agency representative should be in the area designated for Agency Representative. If an agency is supporting one function only, its representative may be located within that functional element. Some agencies may have several personnel participating in functional elements in the EOC. For example, American Red Cross personnel may be part of the staffing for the Care and Shelter element of the EOC.

Agencies that have countywide response roles and cannot respond to the numerous city EOCs in the County should be represented at the Operational Area EOC when possible. Coordination with volunteer and private agencies that do not have representatives at the EOC will be accomplished through telecommunications and liaison with representatives in the field.

3.19 Levels of Activation

EOC Level 1 Activation (Full) EOC

- A major local or regional disaster where resources in or near the impacted area are overwhelmed and extensive state or federal resources are required.
- The EOC would be fully activated and EOC positions filled as needed.
- A Local Emergency will be proclaimed.
- A State of Emergency and a Presidential Declaration of an Emergency or Major Disaster may be proclaimed and/or requested, respectively.
- All response and early recovery activities will be directed from the EOC.
- Off-duty personnel will be recalled as needed.

All Fullerton EOC positions as required by the event/situation will be automatically staffed and appropriate personnel recalled by Section Chiefs, Police Dispatch, or Alert OC.

EOC Level 2 Activation (Partial)

- A moderate to severe emergency for which local resources are not adequate and mutual aid may be required on a regional or even statewide basis.
- Key management level personnel from the principal agencies will relocate to the EOC to provide jurisdictional or multi-jurisdictional coordination.
- After providing the Policy Group, Management, and General Staff with an incident briefing, the Director of Disaster Services (or designee) may choose to de-activate the EOC and release emergency management staff while maintaining contact via phone, or another method of communication, or may activate to a Level 1.
- Off-duty personnel may be recalled.
- A Local Emergency may be proclaimed and/or State of Emergency may be proclaimed.

The following EOC positions will be automatically staffed, and appropriate personnel recalled by Section Chiefs, Police Dispatch or AlertOC during Level 2 activation:

- Director of Disaster Services
- EOC Director/Assistant Director of Disaster Services
- EOC Coordinator
- Public Information Officer
- Liaison Officer
- Safety Officer
- Security Officer
- Operations Section Chief
 - Fire Branch Coordinator
 - Law Branch Coordinator
 - Public Works Branch Coordinator
- Planning/Intelligence Section Chief
 - Situation/Resource Unit
 - Document Unit
 - Technical Specialist
- Logistics Section Chief
 - Communications/IT Unit
 - Supplies Unit
 - Transportation Unit
 - Facilities Unit
- Finance/Administration Section Chief
 - Purchase/Procurement Unit
 - Compensation/Claims Unit
 - Accounting Unit
 - Time Unit

EOC Level 3 Activation (Low)

- A minor to moderate incident for which local resources are adequate and available.
- A Local Emergency may or may not be proclaimed.
- Off-duty Department Heads may be recalled.

The following EOC positions will be automatically staffed, and appropriate personnel recalled by the Section Chiefs or Police Dispatch.

- Director of Disaster Services (City Manager)
- EOC Director/Assistant Director of Disaster Services
- EOC Coordinator
- Public Information Officer
- Operations Section Chief

3.20 Information Collection, Analysis, and Dissemination

Prior to the EOC being activated the City of Fullerton can directly receive alert and warning notifications from several sources such as, the State Warning Center, the National Weather Service and city/county departments and agencies, as well as the public media. The Fullerton Fire Department and City Administration have the responsibility to collect and disseminate these notifications based upon current plans and procedures.

Upon activation of the EOC, the Planning and Intelligence Section will be responsible for gathering timely, accurate, accessible, and consistent intelligence during an emergency. EOC Action Plans (EOC AP) will be utilized to create a common operating picture and be used to adjust the operational goals, priorities and strategies.

3.21 Pre-Emergency Awareness and Education

Prior to an emergency employees and citizens should be familiar with emergency preparedness and procedures. The City and Fire Department have put together disaster preparedness information on the fire departments webpage. This page provides residents with helpful information in order to prepare for many of the emergency situations that may arise in the City. It also provides links to preparedness web sites to assist with pre and post disaster education.

3.22 Emergency Public Information Best Practices

- Have pre-scripted press releases and public information prepared on common occurrences such as power outages, chemical emergencies, weather-related emergencies, etc.
- Have a pre-designated meeting place for media to congregate away from the EOC.
- Establish a briefing schedule early into the incident.
- Be disciplined about releasing accurate information during briefings. Enable media to get the story and get it right. Do not “box them in,” which leads to mistrust on their part.
- Include PIOs from external organizations, when necessary, in the City’s Joint Information System to ensure “one voice” during the crisis and in maintaining full operational awareness.
- Triple check every phone number that is published in a news release, especially those going to the public for damage reporting and the like. Have someone call the number first to verify that it is going to the right place.

Departments that would like to take a proactive approach to dealing with an issue or program should contact the City’s Public Information Office to coordinate tactics, timing, and messages. All proactive press releases, press collateral creation, press conferences, media briefings, story pitches, and social media must be approved prior to release.

3.23 Emergency Organization Overview

The California Emergency Services Act requires the City of Fullerton to manage and coordinate the overall emergency response and recovery activities within its jurisdiction. During disasters, it is required to coordinate emergency operations with the Orange County Operational Area (OA) and, in some instances, other local governments.

Under the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS), the city has responsibilities at two levels: the field response and local government levels. At the field response level, all departments and agencies will use the Incident Command System (ICS) and NIMS to standardize the emergency response and report emergency-related information to their respective Department Operation Centers (DOCs) and/or the emergency management organization in the City Emergency Operations Center (EOC).

The City EOC manages the overall city response to major disasters and coordinates interdepartmental activities, implements city policy, determines the mission and priorities, and provides direction and the authority to act. The EOC engages in long-range planning and coordination with outside agencies. The EOC is also the source of information coordination for dissemination to the public and provides support for cost recovery efforts for the city by tracking and reporting the personnel, supplies, and equipment used by the various city departments.

The City EOC shares information and passes requests to the OA EOC, which is managed by the Orange County Sheriff's Department Emergency Management Division. The OA EOC shares information and passes requests to the California Office of Emergency Services (Cal OES) Regional Emergency Operations Center (REOC). California is divided into 6 Regions. Fullerton is in Region I, which includes Orange, Los Angeles, Ventura, Santa Barbara, and San Luis Obispo Counties. The Region I REOC is in Santa Ana.

Any communications method available will be used to communicate and share information between operational elements – field incident command posts, DOCs, City EOC, OA, State Cal OES, and other jurisdictions. These methods include radio, cellular phone, telephone, fax, WebEOC®. The Fullerton EOC uses WebEOC and Jurisdiction Information Management System (JIMS) forms to notify the County of its activities.

3.24 Emergency Organization Function and Concepts

Organization Flexibility – Modular Organization

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

Management of Personnel – Unity of Command & Span of Control

Each activated function will have only one person in charge of it (unity of command), but a supervisor may be in charge of more than one functional element. Every individual will have only one supervisor to eliminate any potential for conflicts/confusion among supervisors, and each supervisor will be responsible for no more than seven persons/ functions. Fullerton EOC Section Chiefs for Operations, Planning/Intelligence, Logistics, and Finance/Administration constitute the EOC General Staff. The General Staff are responsible for:

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

Unified Command

Unified Command (UC) is an ICS application used when more than one agency has incident jurisdiction or when incidents cross political jurisdictions. Agencies work together through the designated members of the UC, often the senior person from agencies and/or disciplines participating in the UC, to establish a common set of objectives and strategies and a single IAP (e.g., EOC, Field, etc.). This is accomplished without losing or abdicating agency authority, autonomy, responsibility, or accountability. This occurs most frequently at the field level, in large-scale events, that involve more than one jurisdiction.

Multi-Agency and Organizational Level Coordination

An integral part of SEMS is the use of multi/inter-agency coordination. Within the context of SEMS, this involves prioritizing and assigning resources, handling competing demands, and maximizing resources amongst numerous response organizations, disciplines, and levels.

3.25 Mutual Aid

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. The basis for the system is the California Disaster and Civil Defense Master Mutual Aid Agreement as provided for in the California Emergency Services Act. This Agreement was developed in 1950 and has been adopted by the state, all 58 counties and most incorporated cities in the State of California. The Master Mutual Aid Agreement creates a formal structure wherein each jurisdiction retains control of its own facilities, personnel, and resources, but may also receive or render assistance to other jurisdictions within the state. State government is obligated to provide available resources to assist local jurisdictions in emergencies.

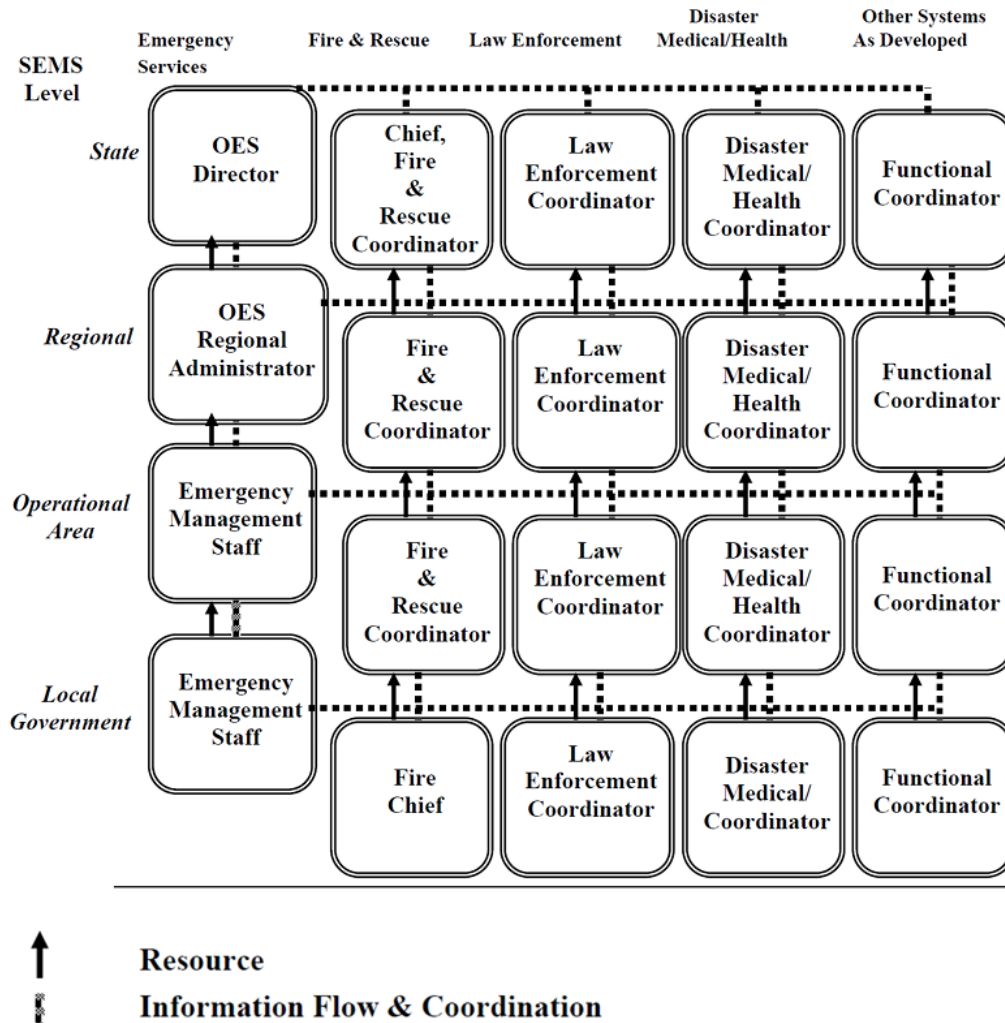
3.26 Mutual Aid Coordinators

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

Mutual aid requests that do not fall into one of the discipline-specific mutual aid systems are handled through the emergency services mutual aid system by emergency management staff at the local government, operational area, regional and state levels. Mutual aid coordinators may function from an Emergency Operations Center (EOC), their normal departmental location or other locations depending on the circumstances. Some incidents require mutual aid but do not necessitate activation of the affected local government or operational area EOC because of the incident's limited impacts. In such cases, mutual aid coordinators typically handle requests from their normal work location. When EOCs are activated, all discipline-specific mutual aid systems should establish coordination and communications with the EOCs as follows:

- When an OA EOC is activated, operational area mutual aid system representatives should be at the OA EOC to facilitate coordination and information flow.
- When a state Cal OES or regional EOC (REOC) is activated, regional mutual aid coordinators should have representatives in the REOC unless it is mutually agreed that effective coordination can be accomplished through telecommunications.
- State agencies may be requested to send representatives to the REOC to assist Cal OES regional staff in handling mutual aid requests for disciplines or functions that do not have designated mutual aid coordinators.
- When the State Operations Center (SOC) is activated, state agencies with mutual aid coordination responsibilities will be requested to send representatives to the SOC

Discipline-Specific Mutual Aid System



Above is an example of how information may flow during an emergency.

The statewide mutual aid system includes several discipline-specific mutual aid systems, such as fire and rescue, law, medical, emergency management, and public works. These systems work through local government, operational areas, regional, and state levels consistent with the SEMS/NIMS. Mutual aid may also be obtained from other states. Interstate mutual aid may be obtained through direct state-to-state contacts pursuant to interstate agreements and compacts or may be coordinated through federal agencies. California mutual aid regions are established under the Emergency Services Act by the Governor. Six mutual aid regions numbered I-VI have been established within California. The City of Fullerton is in Region I.

3.27 Fullerton Mutual Aid Structure

Fullerton Fire Department

The Fullerton Fire Department has a Mutual Aid Agreement under the State of California Emergency Management Agency Mutual Aid Plan. Fullerton is in Mutual Aid Region I. All Fullerton Fire Department requests for additional resources would be initiated by the Fullerton Incident Commander to Fire Dispatch, who would contact the Region 1 Coordinator. If the Region 1 Coordinator was unable to comply with requests the Coordinator would search all other Areas in Region 1 for the resources requested. If that proved unsuccessful, the Coordinator would contact the other Regions until the resources were acquired.

Fullerton Police Department

California's Law Enforcement Mutual Aid Plan was formulated in the early 1950's and enacted into law as part of the Government Code in 1970. One of the most important features of the Law Enforcement Mutual Aid Plan is the role of the requesting law enforcement official. Operational responsibility remains with the requestor. All of Fullerton's requests for additional resources will be initiated by the Police Watch Commander, who will request assistance from the Orange County Sheriff's Department. Fullerton is in Law Enforcement and Coroner Mutual Aid Region I.

Emergency Managers Mutual Aid (EMMA)

This statewide plan allows for rapid deployment of skilled emergency services managers and coordinators from various jurisdictions in the State of California to aid other jurisdictions impacted by disaster. The EMMA Plan was approved by the California Emergency Council on November 21, 1997. The Plan is consistent with the Natural Disaster Assistance Act and the California Emergency Services Act.

Emergency Management Assistance Compact (EMAC)

The Emergency Management Assistance Compact (EMAC), is a congressionally ratified organization that provides form and structure to interstate mutual aid. Through EMAC, a disaster-impacted state can request and receive assistance from other member states quickly and efficiently, resolving two key issues upfront: liability and reimbursement.

Volunteer and Private Agencies

Volunteer and private agencies may participate in the mutual aid system along with governmental agencies. Volunteer agencies such as the American Red Cross, Salvation Army, and others are an essential element of the statewide emergency response to meet the needs of disaster victims. The American Red Cross has an agreement with the City to assist with sheltering when they are available. Community Emergency Response Teams (CERT) and Radio Amateur Civil Emergency Services (RACES) are two volunteer organizations that provide support and emergency communications and may have liaisons assigned to the EOC.

Business and industry in the private sector own or have access to substantial response and support resources. Community Based Organizations (CBOs), or Non-Governmental organizations (NGOS) provide valuable resources before, during, and after a disaster. These resources can be effective assets at any level. Some private agencies have established mutual aid arrangements to assist other private agencies within their functional areas. For example, electric and gas utilities have mutual aid agreements within their industry and have established procedures for coordinating with governmental EOCs. Mutual aid arrangements may include both governmental and private agencies. Mutual aid system representatives at the Fullerton EOC may be located in various functional elements (sections, branches, or units) or serve as an agency representative, depending on the incident and the extent to which the EOC is activated.

3.28 Fullerton Mutual Aid Policy

Mutual aid resources will be provided and utilized in accordance with the California Master Mutual Aid Agreement. During a proclaimed emergency, inter-jurisdictional mutual aid will be coordinated at the county operational area, or mutual aid regional levels. Within Orange County, the 800 MHz communications system is used by all Orange County agencies.

The City of Fullerton will make mutual aid requests through the Orange County Operational Area.

Requests should specify, at a minimum:

- Number and type of personnel needed (except Fire and Law resources)
- Type and amount of equipment needed
- Reporting time and location
- Authority to whom forces should report
- Access routes
- Estimated duration of commitment
- Risks and hazards

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

- California Master Mutual Aid Agreement
- California Fire and Rescue Emergency Plan
- California Law Enforcement Mutual Aid Plan
- Emergency Managers Mutual Aid (EMMA)
- Southern California Public Works Mutual Aid Statewide
- Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 93-288, as amended) for federal support to state and local disaster activities.

3.29 Continuity of Government

A major disaster or national security emergency could result in 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. 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 8643(b) and the Constitution of California provide the authority for state and local government to reconstitute itself in the event incumbents are unable to serve.

3.29.1 Succession

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

Article 15, Section 8638 of the Emergency Services Act authorizes governing bodies to designate and appoint three standby officers for each member of the governing body and for the chief executive, if not a member of the governing body. Standby officers may be residents or officers of a political subdivision other than that to which they are appointed.

The City Manager is designated as the Director of Disaster Services. Should the director be unavailable or unable to serve, the positions listed below, in order, shall act as the Director of Disaster Services. The individual who serves as acting director shall have the authority and powers of the Director and will serve until the Director is again able to serve, or until a successor has been appointed by the City Council.

First Alternate:	Fire Chief
Second Alternate:	Police Chief
Third Alternate:	Public Works Director
Fourth Alternate:	Community Development Director

Notification of any successor changes shall be made through the established chain of command. Article 15, Section 8637 of the Emergency Services Act authorizes political subdivisions to provide for the succession of officers (department heads) having duties related to public safety.

Article 15, Section 8633 of the Emergency Services Act establishes a method for reconstituting the governing body. It establishes that, should all members, including all standbys be unavailable, temporary officers shall be appointed as follows:

1. By the chairman of the board of the county in which the political subdivision is located.
2. By the chairman of the board of any other county within 150 miles (nearest and most populated down to farthest and least populated).
3. By the mayor of any city within 150 miles (nearest and most populated down to farthest and least populated).

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

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

3.29.2 Alternate Facilities

Should the primary governing seat location be unavailable or uninhabitable because of emergency conditions, the temporary seat of city government will be as follows:

1st Alternate: Fullerton Public Library Conference Center
353 W. Commonwealth Ave.
Fullerton, CA 92835

2nd Alternate: Fullerton Community Center
340 W. Commonwealth Ave.
Fullerton, CA 92832

3.29.3 Vital Record Retention/Management

It is the responsibility of Department Heads or their designated alternate to store their department vital records in accordance with the City's Records Retention Schedule and to provide lists of such records and their location to the City Clerk.

3.29.4 Electronic Records

Off-site backups for all City of Fullerton servers and systems are performed daily. As soon as daily, weekly, monthly, and yearly backups are completed, they are copied to an Amazon Web Services (AWS) object storage repository as part of the offsite backup strategy.

Backup Schedule

- **Daily Backups:** Automatic daily backups are performed every evening.
- **Weekly Backups:** Synthetic full backups are created on Thursdays, Fridays, and Saturdays.
- **Monthly Backups:** The first weekly backup of each month is marked as a monthly backup.
- **Yearly Backups:** The monthly backup created in January is tagged as a yearly backup.

In the event of a disaster, the City's IT personnel can perform data restore/retrieval from the copies of the backups that are stored in AWS S3 object storage. If City Hall is accessible after a disaster, data restoration can occur at the normal work site.

IT personnel may not have immediate access to their normal work site and the City's computer systems due to:

- The need to assess structural integrity of the building.
- Toxic contamination
- Crime scene or forensic investigations
- Power failures
- Flooding
- Partial or complete collapse of structures

In many of these scenarios, access may be denied for several days to several weeks. In the case of a serious earthquake, explosion, or radiological fallout, severe damage may prevent personnel from ever re-entering the building. Should temporary relocation of computer operations become necessary, the Logistics Section/Facilities Unit would attempt to locate appropriate alternate City facilities. If City facilities do not meet the needs of the Communications/IT Unit, the Finance Section would coordinate procurement of appropriate property for City use. Documentation of procedures to be used to load types of programs at an alternate site should be in written form and available to data processing personnel (one copy located at their off-site storage, one in the EOC and one sent to the City Clerk).

The types of records the City's records management system stores that could be needed in a disaster include:

- Payroll records
- Personnel records
- Accounting Records
- City assets
- Business licenses
- Municipal billings
- Water meter information

The City Clerk will maintain lists provided by each Department Head of vital records identified and stored by the Departments. The City Clerk will coordinate retrieval of records during an event. Understanding that access may be delayed due to various factors such as building assessments, contamination, power failures, etc.

CHAPTER 4 –ALERT AND WARNING

4.1 Public Notifications, Alerts and Warning

Alert and Warning is the process by which government organizations and the public are notified of the threat of imminent, extraordinary danger. Dependent upon the nature of the threat and the population at risk, warning can originate at any level of government.

Protection of life and property is dependent upon timely dissemination of warning and emergency information to the populations in threatened areas. The City of Fullerton is responsible for alerting and warning the residents and employees. Methods of warning the public of specific emergency conditions are described below. These systems may also be primary ways that state and local governments become aware of emergency information.

The City of Fullerton may be notified of emergency situations or conditions via the following methods:

California State Warning Center (CSWC)

The California State Warning Center is the official state level point of contact for emergency notifications. The CSWC maintains contact with Operational Area Warning Points, state agencies, federal agencies, and the National Warning Center.

- Notifications received by CSWC: Local governments and OAs notify the CSWC of emergencies that affect their community in accordance with existing laws, protocols or when state assistance is requested or anticipated.

Government Notifications and Alerts

- **Earthquake Notifications:** the CSWC receives notifications of earthquakes from the California Integrated Seismic Network (CISN), National Earthquake Information Center (NEIC) and the United States Geological Survey (USGS).
- **Tsunami Notifications:** CSWC receives tsunami notifications from the National Tsunami Warning Center via the National Weather Service (NWS) and the National Warning Center.
- **Weather Notifications:** notification of severe weather is received from the NWS-San Diego Office.
- **Energy Notifications:** The California Independent Systems Operator (California ISO) monitors the state's power grids.
- **Hazardous Materials, Oil Spill Release Notifications:** in accordance with state law, CSWC will be notified of any release or threatened release of hazardous materials.

CSWC Dissemination of Alert and Warnings

The CSWC is responsible for informing, communicating, alerting, and notifying local government, OAs, state officials and the Federal government of emergencies. CSWC is equipped with several telephone, data and radio systems, including CALWAS, CLETS, NWS Weather Wire, EDIS and Dialogic Automated Notification System, most of these systems are used on a day-to-day basis; others are available for use in an emergency, as conditions require.

- **CALWAS:** The CSWC maintains the California Warning System (CALWAS) to communicate with Cal OES Regional Offices and County Warning Points during an emergency. CALWAS is part of the National Warning System (NAWAS).
- **CLETS:** The California Law Enforcement Telecommunications System (CLETS) is a high-speed message switching system that provides law enforcement and criminal justice agencies with the capability of obtaining information directly from federal, state and local computerized

information files. In addition, the system will provide fast and efficient point to point delivery of messages between agencies.

- CLEMARS: The California Law Enforcement Mutual Aid Radio System provides common police radio frequencies for use statewide by state and local law enforcement agencies during emergencies where inter-agency coordination is required. It operates under appropriate FCC rules and regulations and is administered by the State through Cal OES. Participation in CLEMARS is open to all California law enforcement agencies which are eligible to operate on radio frequencies authorized by the FCC for Police Radio Service (also referred to as CALAW8).

CLEMARS use is governed by a system of priorities:

- Priority 1-Disaster and extreme emergency operations for mutual aid and interagency communications
- Priority 2-Emergency or urgent operations involving imminent safety of life or protection of property.
- Priority3-Special event control activities, such as a planned event involving the participation of two or more agencies.
- Priority4-Drills, tests, and exercises

National Weather Service (NWS)

The NWS provides warnings for weather, hydrologic and climate needs for the United States, its territories, adjacent waters, and oceans. Orange County and Fullerton receive notifications from the San Diego Forecast Office, which prepares any necessary warning for whole County.

The National Weather Service transmits continuous weather information for the County area on 162.450 MHz Weather Service severe weather broadcasts are preceded with a 1,050 MHz tone that activates weather monitor receivers equipped with decoders. The Weather Service can also access NAWAS to announce severe weather information which is disseminated to the county warning points using the CALWAS system. The levels of notifications that the NWS issues include the following:

- Statements
- Watches
- Advisories
- Warnings

National Oceanic and Atmospheric Administration's (NOAA) National Tsunami Warning Center: Tsunami warnings for California are issued by NOAA's National Tsunami Warning Center (NTWC) located in Palmer, Alaska. The NTWC monitor a network of seismic and sea-level stations, providing the basis for which tsunami warnings, advisories, watches, and information statements to the State Warning Center and to local coastal communities.

Public Media

The City's emergency management and response personnel have access to and monitor news media outlets daily. If the news media reports on incidents underway or threats of pending incidents, then the City will become aware of those events.

Public Notifications and Alerts

Emergency information warnings, advice and protective action instructions may be broadcast to the public by one or more methods including: AlertOC, Emergency Alert System (EAS), Wireless Emergency Alerts, sirens, Sig-Alerts, news media releases, and route alerting. Methods of warning the public of specific emergency conditions are described below. These systems may also be primary ways that state and local governments become aware of emergency information.

AlertOC

AlertOC is the County's regional public mass notification system to keep those who live or work in Orange County informed of important information during emergency events. AlertOC is available 24/7 and is preloaded with landline phone numbers (including unlisted) and countywide geographic maps. Additionally, citizens have the option to provide additional contact information via self-registration portal www.alertoc.com. The System is used to send a message, describing the situation and recommended action the public should take, via the modes below:

- Phone Calls
- TTY and TDD
- E-mail
- Text message

Use of the mass notification for emergency activity contains two components:

- The need to disseminate critical, safety-related information to individuals regarding emergency events occurring now, follow up information regarding the event and termination of the emergency event.
- Communicating with safety-responder staff, volunteers and involved parties about the emergency event.

As a rule, the system is to be used when the public is being asked to take some action (e.g., evacuate, prepare to evacuate, shelter in place, boil tap water before drinking, local assistance centers and other follow up information, re-entry to areas after evacuation orders have been lifted or termination of the emergency because the danger has passed). AlertOC is managed by the Police Department in Fullerton.

Integrated Public Alert and Warning System (IPAWS)

In Orange County, the components of IPAWS are accessed through the AlertOC portal and require special codes, available through the Emergency Management Division, to launch messages using its component technologies. The City would access IPAWS through the OA. IPAWS is an internet-based alert and warning capability operated by FEMA.

Emergency Alert System (EAS)

The Emergency Alert System (EAS) is used by alerting authorities to send warnings via broadcast, cable, satellite, and wireline communications pathways. EAS participants, which consist of broadcast, cable, satellite, and wireless providers, are the stewards of this important public service in close partnership with alerting officials at all levels of government. The EAS is also used when all other means of alerting the public are unavailable, providing an added layer of resiliency to the suite of available emergency communication tools.

EAS can be accessed at federal, state, and local levels to transmit essential information to the public. Message priorities under Part 73.922(a) of the FCC's rules are as follows:

Priority One:	Presidential Messages (carried live)
Priority Two:	Operational (Local) Area Programming
Priority Three:	State Programming
Priority Four:	National Programming and News

Presidential messages, national programming, and news will be routed over established network facilities of the broadcast industry. State programming will originate from the state operations center

and will be transmitted through the state using the state's California Law Enforcement Radio System (CLERS). Local programming will be transmitted by the Local Primary (LP-1) and (LP-2) stations.

Examples of emergencies identified by the OA and the City, which may warrant EAS activation by the broadcast industry are earthquake, serious fires, heavy rains and flooding, 9-1-1 system outages, severe industrial accidents, and hazardous material accidents. The context of any emergency broadcast transmitted on EAS should be of concern to a significant segment of the population of the County. The message must be a voice message, it may be prerecorded, and it must not be longer than two (2) minutes in length.

EAS activation can be authorized by any one of the following parties for the City:

- Orange County Sheriff or designee
- County of Orange Director of Emergency Services
- City of Fullerton City Manager or designee
- Chief of Police/Fire or designee

Orange County relies on KWVE-107.9 FM as its LP-1 EAS station. The LP-2 back-up is located at the Control One Communications Center at the Loma Ridge facility.

Wireless Emergency Alerts (WEA)

With the implementation of IPAWS, the ability to launch Wireless Emergency Alerts (WEA) became available to the Operational Area. WEA messages allow brief alert messages (90 characters or less) to be sent to compatible cellular telephones in an impacted area. These messages alert the user to the type of hazard and give brief instructions. WEA messages can serve to alert those in an impacted area to take immediate action and seek out additional information. WEA messages are enabled by default on compatible wireless devices and do not require the user to subscribe or opt-in to receive messages. When a WEA alert message is sent via IPAWS it is transmitted to cellphone carriers who then broadcast the alert from towers in the alert area.

Because these messages are broadcast from cellphone towers it is impossible to know exactly how many people will be alerted. Other considerations when assessing the efficacy of launching a WEA include:

- Geography of the area potentially impacting reception
- Populations within buildings that may have limited or no reception
- Potential that devices have been turned off or lost power
- Potential that smaller towers may not have power back-up during outages
- Whether a tower has a directional or omnidirectional antennae which impacts its ability to broadcast a signal across a geography, as well as the signal strength of the tower. Presently, public alerting authority for WEA is governed by FEMA and CalOES with consultation of the OC Operational Area.

4.2 Communications/Public Notification

During all phases of an emergency, efforts will be made to keep residents, businesses, and government employees informed of what they can expect from the City of Fullerton, where and how they can access resources and information, and conversely, they should be informed of what their community expects of them and where and how they can access the resources they need to be self-reliant and advance their own recoveries.

Public information channels such as social media, hotlines, or in-person visits must be quickly established to receive incoming questions and referrals. Communication with employees and residents that may have been displaced outside the City should also be addressed.

The City of Fullerton has a multitude of tools available to assist in the dissemination of public information. Overall responsibility for public information is assigned to the PIO. It is their responsibility to initiate the use of all applicable communication mediums to reach the intended audience during response and recovery. The tools listed below are intended to complement each other in distributing public information. The same message should be distributed across all channels to minimize any confusion due to conflicting information.

Media Outlets

A list of news media outlets for Orange County and the surrounding region is maintained by the Orange County Operational Area. PIO members should attempt to contact as many news media outlets as possible when disseminating information, paying special attention to include non-English speaking outlets and any other information delivery vehicles to ensure the greatest number of affected people are informed. Additionally, news media outlets should be encouraged to provide a television crew and sign language interpreters during press conferences, or news media releases so people with disabilities and those with access and/or functional needs have every opportunity to receive the message being broadcast.

Website Pages

The City, along with each individual Department, has a web page. With the permission of the Director and PIO, media releases may be posted online on both the City and individual web pages (<http://www.cityoffullerton.org>) Both FEMA and Cal OES maintain websites that provide information and resources available to assist businesses and individuals, their addresses are as follows:

- FEMA: <http://www.fema.gov> and <http://www.DisasterAssistance.gov>
- Cal OES: <http://www.caloes.ca.gov>

News Conferences, Public Forums and Community Meetings

News conferences are an integral part of the public information function before (when possible), during, and after an emergency. A well-crafted news conference needs to identify important facts to share with the public, such as public resources (e.g., Local Assistance Center(s), 2-1-1, volunteer services, donations). There may be multiple spokespersons participating during a news conference, public forum, or community meeting. There may be times when one spokesperson for all aspects of the incident may be enough, but in most cases of a complex incident, a unified approach with multiple spokespersons is preferred. Consequently, pre-planning meetings prior to a press conference is of vital importance. For public meetings, consideration must be given to ensure all resources are available to accommodate the audience being addressed, such as sign-language interpreters, large-print handouts and displays, non-English translation services, and news media using in-frame captioning at all press conferences held by public officials. The public looks to its elected officials as sources of information and strength during an emergency and recovery. Officials need to advise the public on the status of the response and recovery efforts, the resources available to them, and what the public needs to do to assist in their recovery. The City of Fullerton will work to give its' officials the critical information needed to guide the public. The PIO can provide tools or guidance to help elected officials, including the following:

- Preparing talking points and key messages for elected officials to deliver during interviews.
- Anticipating questions elected officials may be asked and prepare appropriate answers (particularly for difficult questions).
- Highlighting public response efforts and recovery resources.

Social Media

The City of Fullerton has approved the use of Facebook, Instagram and Twitter (in some instances for certain Departments) for communications to the public during a disaster. Integrating information being received from verified accounts into the emergency organization can help to increase situational awareness and gain a better common operating picture. The City will monitor these accounts for relevant information; however, the City's Facebook pages will be used strictly for providing information and not to receive any communications from the community. Many City departments maintain their own social media sites, and receiving communications from the public is at their discretion. Social media can also be a powerful tool in information dissemination; however, messages released by the City to social media sites must be approved by the Director of Disaster Services. Social media outlets used by City Departments will only contain information present in approved news media releases, and only authorized Department representatives may post to the social media outlets and only with approval of the EOC PIO.

Public Information Hotline and Rumor Control

The City will attempt to provide a central number for citizens to call to help limit rumors and provide public information. When activated, it will provide current, accurate and approved information to the community.

2-1-1 Orange County

2-1-1 Orange County (2-1-1) is a telephone-based service set aside by the Federal Communications Commission for the public's use in accessing community services 24 hours a day, 7 days a week. This need becomes even greater during and following a disaster. 2-1-1 works with jurisdictions to provide essential information to residents during an emergency and maintains close working relationships with the County, Cities, Orange County Red Cross, Orange County Social Services Agency, and the Orange County Health Care Agency. 2-1-1 is kept informed with the most up-to-date information from authorities to ensure it can relay and support accurate information to any calls received. 2-1-1 also forwards calls to the local jurisdictions if there are specific requests beyond the scope of services, such as people with disabilities and those with access and/or functional needs requests and volunteer and donation offers.

Cable Television

Municipal Cable Channel "3" is the local government channel that will be used to provide the public with alerts and notification of various disaster situations in and around Fullerton.

Telephones

The EOC has 35 phones and two different phone services: The City utilizes a Voice Over Internet Protocol (VOIP) System, and AT&T supports analog and circuit/analog line services. VOIP will only be available as long as the City/building has access to the internet. Repair of the City's system may take hours/days/weeks to become accessible in the event of a large disaster. There is a conference call phone in the EOC building available for communications, which should be requested through the Logistics Section/Communication Unit.

Cellular Phones

Some personnel are provided with City-issued cellular phones, and most carry personal cell phones. If primary systems fail during an emergency, the use of all forms of redundant communication is encouraged. Noise is a constant issue in EOC environments and cellular phones should be kept on vibrate while working in the EOC. There are 10 (unassigned) cell phones available in the Mobile EOC and can be assigned, if needed.

800 MHZ Radio

The EOC Radio Room has connectivity to the City's 800 MHz system, which provides access from the EOC to field personnel (e.g., fire, police, public works, etc.) other EOC's, the OA, and potentially to mutual aid partners as well. During an emergency, City radios should be limited to emergency radio traffic only. Fullerton's radios have been programmed in accordance with the 800 MHz Countywide Coordinated Communications System. This system provides the City with access to the county's Mutual aid talk groups, interoperable conventional repeater channels, and talk around channels. These talk groups and channels are specifically assigned and shared by each city and county law enforcement, fire service, lifeguard/marine safety, and public works agency for interoperable and mutual aid communications. Details on each can be found in the 800 MHz SOP or by contacting the Countywide Coordinated Communication Center known as Control One.

Radio Amateur Civil Emergency Services (RACES)

The Fire Department manages volunteer amateur radio (ham radio) operators who are committed to assisting with emergency communications in the time of a disaster. This group can provide auxiliary communications for police, fire, public works, and community services departments. They are also the primary contact with the CERT Volunteers in the field. A radio base station is available at the primary and alternate EOC and Station 5 to ensure effective communications when needed. Emergency information can be communicated through RACES operators to any location where an operator and base station is dispatched (e.g., mutual aid EOCs, Incident Command Posts, shelters, staging areas, etc.). Emergency information of any sort and employee information (e.g., to and from families) may be communicated through a ham radio operator. While operating in a RACES capacity, RACES stations and amateurs registered in the local RACES organization may not communicate with amateurs not operating in a RACES capacity.

WinLink

Winlink is an amateur radio system that sends packets of text via radio signal. This system may be used by licensed amateur radio operators for delivering text messages similar to email. The County has established a backbone Winlink system and connectivity exists with RACES member cities.

WebEOC®

Fullerton currently uses WebEOC® as its crisis information management system for real-time information sharing. WebEOC® is a software program for electronically sharing disaster information within jurisdictions and from Fullerton to the Operational Area or with other jurisdictions. WebEOC® is accessed through the internet and is thereby accessible from any computer with internet access (running current Internet Explorer) as long as the user has an appropriate username and password. The system may be used for, but not limited to:

- Maintaining individual activity logs by each position in the EOC.
- Monitoring and posting significant events taking place in the City.
- Communicating designated significant events to the Operational Area.
- Monitoring who is supporting the response, accessing their contact information, and tracking by the time/cost unit.
- Providing status information on operational shelters (e.g., location, capacity, accessibility, significant events, and other special considerations).

The City of Fullerton has designated employees trained to access, enter, and monitor WebEOC.

California Law Enforcement Teletype System (CLETS)

CLETS is a high-speed message switching system that became operational in 1970. CLETS provides law enforcement and criminal justice agencies with access to various databases. It also provides the ability to transmit and receive point-to-point administrative messages to other agencies within California or via the National Law Enforcement Telecommunications System (NLETS) to other states and Canada. Broadcast messages can be transmitted between states to participating agencies in the Group Bulletin Network and to regions nationwide via NLETS. CLETS has direct interface with the Federal Bureau of Investigation's National Crime Information Center (NCIC), NLETS, the Department of Motor Vehicles, and the states of Oregon and Nevada. The Orange County Sheriff's Department – Communications Bureau, Control one will send out alerts and messages via the CLETS to public safety answering points (PSAP's) throughout the State.

E-Mail

Most employees have an email account. Like cellular telephones, if other primary means of data or voice communications fail, e-mail should be considered a sufficient back-up. Before using e-mail, personnel should confirm that the intended recipient(s) has access to and is checking their e-mail. Critical information should never be sent over email unless confirmation exists that the intended recipient is receiving the messages.

Other

Other warning systems utilized by the City of Fullerton include vehicle-mounted speaker systems, helicopter-mounted public announcement systems (from other jurisdictions), and door-to-door notification by law enforcement officers and /or volunteers, explorers (law enforcement), reserve officers, or CERT volunteers. All the local notification system capabilities will be used as auxiliary notification capabilities to reach disabled individuals and/or those with special needs.

CHAPTER 5 – HAZARD ASSESMENT

5.1 Hazard Assessment

An overview hazard identification/assessment has indicated that the City of Fullerton is at risk from numerous hazards associated with natural disasters and technological incidents. For the purpose of this Plan, a hazard is any event that poses an uncommon threat to lives, property or the environment. Many of the hazards which exist in or adjacent to the City of Fullerton have the potential for causing disasters exceeding any one jurisdiction's capabilities to successfully respond making centralized command and control and the support of the City and its departments essential. The majority of the information contained in this section is also in alignment with the City's Hazard Mitigation Plan (which is currently under Federal review). Once complete, any changes that affect this Plan will be incorporated. Updates to both plans occur annually.

Scenarios are broken down by likelihood and impact of occurrence as identified below:

Probability

- **Unlikely:** Less than a 1 percent chance in a given year.
- **Occasional:** 1 to 10 percent chance in a given year.
- **Likely:** 10 to 90 percent chance in a given year.
- **Highly likely:** more than a 90 percent chance in a given year.

Impact

1. **Extreme:** Catastrophic damage; uninhabitable conditions
2. **Severe:** Devastating damage; long time loss of service
3. **Moderate:** Some damage, short time loss of service
4. **Weak:** Little to no damage

5.1.1 Dam Failure

(Occasional/Severe)

Probability: Occasional

Impact: Severe

General Situation

Due to the presence of several dams within and near Fullerton, large areas of the city could be at risk of inundation in the case of significant dam failure. Some of the potential consequences of dam failure are death or injury, people displaced from their homes, damage to existing public and private buildings, damage to infrastructure, loss of services from utilities, loss of government services, and economic losses. The US Army Corps of Engineers (ACOE) evaluates, and rates dams based on confirmed or unconfirmed safety issues, probability of failure, and the potential consequences.

Dam Inundation

The City has two dams located within its boundaries: Brea Dam and the Fullerton Dam. Additionally, the Carbon Canyon Dam is located north of the City and the Prado Dam is located east of the City near the City of Corona.

Carbon Canyon Dam

The Carbon Canyon Dam is located approximately three quarters of a mile south of Carbon Canyon Road (Route 142) and an eighth of a mile northeast of Rose Drive in the City of Yorba Linda. Construction of the dam was completed in 1961. Carbon Canyon Dam is an earth-filled dam, 2,600

feet in length and 90 feet in height. It is designed to hold 7000 acre feet of water, with spillways of approximately 125 feet in width. The dam is owned and operated by the US Army Corps of Engineers. There is no full-time dam tender at the location.

A breach in Carbon Canyon Dam would release water in a southern direction to Carbon Canyon Creek. The potential flood zone, including the full width of the alternate flood zone, would be west to Caroline and Imperial Highway and east to Richfield Road and Orangethorpe Avenue. Travel time would be approximately 15 minutes. The eastern flow would continue south to SR-91 Freeway remaining west of Richfield Road. The western flow would continue west between Commonwealth Avenue on the north and SR-91 Freeway on the south, reaching the Orange Freeway (SR-57) in approximately 30 minutes. The inundated area would widen north to Malvern, west past Beach Boulevard (approximately 2 1/2 hours), and flow west between Artesia Boulevard on the north, and SR-91 Freeway on the south and empty into Coyote Creek just west of La Palma. Areas in the City of Fullerton, which are expected to be affected by a Carbon Canyon Dam failure, appear to be north of SR-91 Freeway. This area is mostly an industrial area. During normal working hours there would be thousands of people working in the plants/businesses.

Brea Dam

The Brea Dam is in the City of Fullerton and is approximately one-half of a mile south of Bastanchury Road and adjacent to the east side of Harbor Blvd in the City of Fullerton. Construction of this dam was completed in 1942. Brea Dam is an earth-filled dam, 1765 feet in length and 87 feet in height, designed to hold 5,750 acre feet of water, with spillways approximately 150 feet in width. The dam is owned and operated by the US Army Corps of Engineers. There is no full-time dam tender at the location.

A breach of Brea Dam would release water in a southerly direction into the Brea Creek, the effect on the City almost instantaneous. The flow would widen east to the (57) Orange Freeway and west to the Fullerton city limits and south to the Fullerton Creek Channel and further south to the (91) Riverside Freeway and into Houston Creek Channel. The inundated areas in Fullerton affected by a breach of the Brea Dam would affect the commercial, industrial, and residential sections north of the (91) Riverside Freeway. During normal working hours the population affected would be approximately 75,000 persons. If the water moved south of the 91 Freeway, additional evacuations in the City of Anaheim would need to take place.

Fullerton Dam

The Fullerton Dam is in the City of Fullerton and is approximately one quarter mile north of Bastanchury Road and adjacent to the west side of Associated Road in the City of Fullerton. The Fullerton Dam was completed in 1941. Fullerton Dam is an earth-filled dam 575 feet in length and 46 feet in height, designed to hold 743 acre feet of water. The slope is covered with large rock and gravel and the face is covered with gravel. The dam is owned and operated by the US Army Corps of Engineers. There is no full-time dam tender at the location.

A breach of the Fullerton Dam would release water that would flow southerly toward and into Fullerton Creek flood control channel and affect the area south of Bastanchury Road and west to the (57) Orange Freeway, east to Harbor Blvd, and south to the (91) Riverside Freeway. The effect on the City almost instantaneous. The inundation areas in Fullerton would affect the commercial, industrial, and residential section north of Orangethorpe Ave.

Prado Dam

Prado Dam is an earth-filled, concrete-capped structure on the Santa Ana River with a spill way sill capacity of 196,235 acre-feet of water. It is located 21 miles northeast of Santa Ana. This structure provides flood protection to many Orange County cities, including a portion of Fullerton.

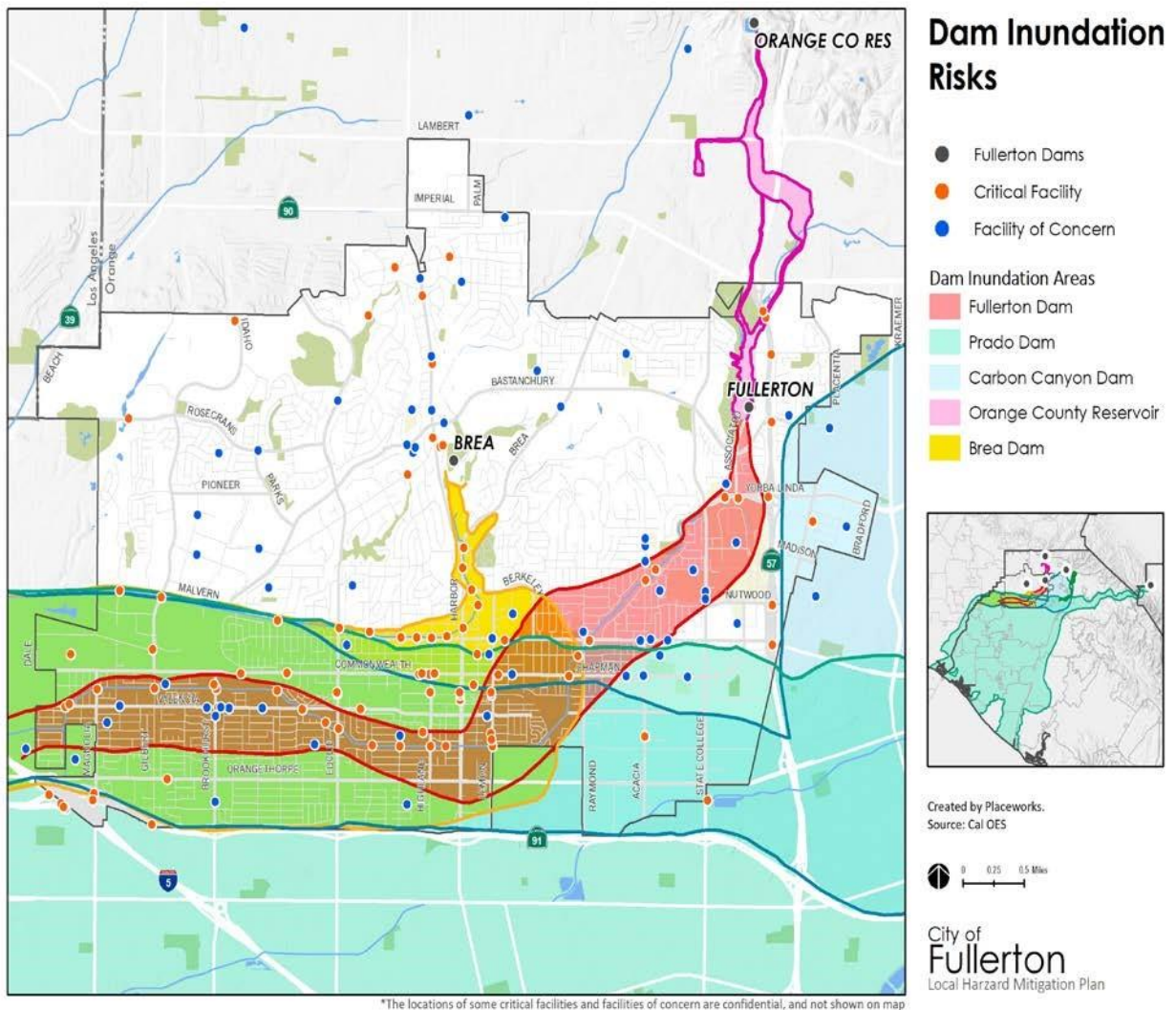
Flooding

In the event of a dam failure, floodwaters from Prado Dam flow through the relatively narrow and 10-mile-long Santa Ana Canyon. The floodway would range from about 3,000 feet wide in the canyon to over 15 miles wide downstream at the Santa Ana Freeway (I-5). For the first 8 miles downstream from the dam, development is primarily undeveloped or agricultural. Also included in this area, however, is a residential housing tract, a mobile home park, a golf course, and a camping area. The highly developed and densely populated flood zone extends approximately 21 linear miles. About 70% of the flood zone is residential, commercial, and industrial development, with the remaining either undeveloped or agricultural. The flood zone involves approximately 110,000 acres and would impact over one million people.

The greatest flood danger area is 2 miles upstream from Imperial Highway. In a Prado Dam breach event, the 2-mile reach upstream from Imperial Highway could have a surge wave depth and velocity of about 36 feet and 24 feet per second respectively. Between Imperial Highway and the Santa Ana Freeway, depths range from 9 feet to 32 feet, with velocities from 5 to 9 feet per second and velocities 2 to 4 feet per second may occur. Because the area below the canyon is heavily developed and sits on an alluvial cone, the depth and velocity of flows can only be estimated.

Major roads subject to flooding include Interstate Highways I-5 (Santa Ana Freeway), I-405 (San Diego Freeway), SR-605 (San Gabriel River Freeway) and State Highways 1 (Pacific Coast Highway), SR-22 (Garden Grove Highway), SR-55 (Newport Freeway), SR-57 (Orange Freeway), SR-71 (Corona Highway), SR-90 (Imperial Highway), and SR-91 (Riverside Freeway).

Dam Inundation and Critical Facilities (red)



To provide quantitative information for flood warning and detection, Orange County began installing the ALERT (Automated Local Evaluation in Real Time) system in 1983. Operated by the Environmental Resources group at OC Public Works in cooperation with the National Weather Service, ALERT uses remote sensors located in rivers, channels and creeks to transmit environmental data to a central computer in real time. Sensors are installed along the Santa Ana River, San Juan Creek, Arroyo Trabuco Creek, Oso Creek, Aliso Creek, as well as flood control channels and basins. The field sensors transmit hydrologic and other data (e.g., precipitation data, water levels, temperature, wind speed, etc.) to base station computers for display and analysis. In addition, seven pump stations (Huntington Beach, Cypress, Seal Beach, Los Alamitos, Rossmoor, Harbor-Edinger, and South Park) regulating storm water discharge to flood control channels are also instrumented. Their monitoring systems include automated callout of operations personnel in the event of a crisis.

5.1.2 Hazardous Materials

Probability: Likely

Impact: Severe

The City faces the potential for incidents from stationary hazardous materials users, as well as transportation accidents, pipeline ruptures, and illegal dumping. The significance of the effects on the environment, property, or human health is dependent on the type, location, and quantity of hazardous materials released. Fullerton's level of exposure to hazardous materials can be understood by examining the city's type of businesses, commercial traffic routes, rail, and highways.

In recognition of the dangers associated with keeping hazardous substances in urbanized areas, the State legislature has enacted several laws regulating the use and transport of identified hazardous materials. In particular, Division 20, Chapter 6.95, Section 25500 et seq., California Health and Safety Code, and Title 19, California Code of Regulations, describe the State of California Hazardous Material Emergency Planning and Community Right-to-Know program. This Code requires all businesses using these materials to inform local government agencies of the types and quantities of materials stored on site. This disclosure enables emergency response agencies to respond quickly and appropriately to accidents involving dangerous substances. The County of Orange Environmental Health Division Health maintains records and information.

There are three major freeways, as well as a railway, all of which are major transportation routes that travel through Fullerton. Due to the volume of traffic and the nature of the materials transported, there is a heightened risk of a transportation-related hazardous material leak or spill in Fullerton.

The ongoing use, production, and transportation of hazardous materials in and through the City pose constant and real threats to the safety of the community. An accidental release of hazardous substances into the urban environment has the potential to cause localized or widespread impacts.

Accidents, which result in chemical clouds or release of hazardous materials into public water or sewer systems, may affect outlying neighborhoods or the community at large. Depending upon the scale of the accident, large segments of the residential and business populations may need to be evacuated quickly for extended periods of time. Effective emergency planning regarding hazardous materials, requires the concentrated efforts of the City's Fire and Police Departments, as well as other public safety officials and private organizations, such as the Red Cross.

Industrial businesses using hazardous materials are primarily concentrated in the City's south-eastern area.

However, mixed residential and commercial in older areas and downtown put hazardous materials handlers near residential neighborhoods. The City will continue to use zoning and other land use regulation techniques to separate sensitive land areas, such as residences and schools, from potentially harmful industrial and commercial areas.

In the event of a hazardous material incident in the City of Fullerton, Fullerton Fire Department will act as the lead agency within the City limits, and will provide an incident commander. The Fullerton Police Department and the Public Works Department will provide support. Through the Orange County Cities Hazardous Materials Emergency Response Authority, the City contracts for hazardous materials response to chemical incidents.

Via Fire Dispatch, the Incident Commander will request Haz mat response to any release or threatened release meriting that level of action. Generally, Haz mat team response at the local level

will include containment, situation analysis, appropriate mitigation, decontamination, and possibly, evacuation of the threatened population.

Substances that might be encountered in a hazardous material incident include, but are not necessarily limited to, the following:

- Flammable gases
- Flammable liquids
- Nonflammable gases
- Corrosives
- Poisons, Class A & B
- Flammable solids
- Oxidizers
- Organic peroxides
- Poison gases
- Radioactive materials
- Etiologic agents

Generalized response procedures for hazardous material incidents are contained in the City of Fullerton Hazardous Materials Area Plan. Detailed first responder procedures are contained in the departmental Standard Operating Procedures (SOPs) and the Orange County Fire Service's Hazardous Materials Emergency Response Plan. The following agencies maintain Hazardous Materials Response Teams within Orange County and are available for response:

- Anaheim Fire and Rescue
- Orange County Fire Authority
- Huntington Beach Fire Department

Fire and life safety inspection records and hazardous material business plans are reported to the Orange County Environmental Health Division. All information is maintained by Orange County Health.

5.1.3 Aircraft Incident

Probability: Occasional

Impact: Moderate

The City of Fullerton owns and operates the only municipal airport (including a helibase) within the County of Orange. It is located north of Interstate 5 and Highway 91 interchange. The airport is located beneath some of the busiest and most utilized airspace in the country. Fullerton airport operates an average of 160 flights (including helicopter) per day. Aircraft flying in and out of Fullerton Airport are more likely to be smaller personal craft than those at other commercial airports nearby. The Fullerton Airport is open 24 hours; the control tower is operational from 0700-2100 hours. The greatest potential for an aircraft crashing is during takeoff and landing from the airport. Any such incident would likely result in minimal to moderate ground damage to structures and/or vehicles.

A major commercial air crash that occurs in a heavily populated residential area can result in considerable loss of life and property. The impact of a disabled aircraft as it strikes the ground creates the likely potential for multiple explosions, resulting in intense fires. Regardless of where the crash occurs, the resulting explosions and fires have the potential to cause injuries, fatalities, and the destruction of property at and adjacent to the impact point. The time of day when the crash occurs

may have a profound effect on the number of dead and injured. Damage assessment and disaster relief efforts associated with an air crash incident will require support from other local governments, private organizations, and in certain instances, from the state and federal governments.

It can be expected that few, if any, airline passengers will survive a major air crash. The intense fires, until controlled, will limit search and rescue operations. Police barricades will be needed to block off the affected area. The crowds of onlookers and media personnel will have to be controlled. Emergency medical care, food and temporary shelter will be required by injured or displaced persons. Many families may be separated, particularly if the crash occurs during working hours. Investigators from the National Transportation and Safety Board and the Orange County Coroner's Office will have short-term jurisdiction over the crash area and investigations will be completed before the area is released for clean-up. The cleanup operation may consist of the removal of large debris, clearing roadways, demolishing unsafe structures, and towing demolished vehicles.

It can be anticipated that the mental health needs of response personnel, survivors, and the surrounding residents will greatly increase due to the trauma associated with such a catastrophe. A coordinated response team of mental health professionals will take a proactive approach toward identifying and addressing mental health needs stemming from any disaster.

It is impossible to prepare totally, either physically or psychologically, for the aftermath of a major air crash. However, since Southern California has become one of the nation's most crowded airspaces, air crash incidents are no longer a probability but a reality. Therefore, air crash incidents must be included among other potential disasters. The commercial airports nearest to Fullerton which handle the greatest amount of air traffic are as follows:

Los Angeles International Airport (LAX)

LAX is the fifth busiest airport in the world with over 1500 flights per day. Planes arrive and depart at a rate of one every 55 seconds.

Long Beach Airport (LGB)

LGB is ranked 8th in California in terms of the air traffic that it handles with approximately 750 flights per day. Planes arrive and depart at a rate of 1.5 every two minutes.

John Wayne Airport (SNA)

JWA is ranked tenth nationally in terms of the air traffic that it handles and has experienced a growth increase that is expected to continue.

Ontario International Airport (ONT)

ONT is ranked 46th busiest airport nationally in terms of the air traffic that it handles and is experiencing a 3 percent growth rate which is projected to continue.

5.1.4 Civil Unrest

Probability: Occasional

Impact: Moderate

The spontaneous disruption of normal, orderly conduct and activities in urban areas or a large outbreak of rioting or violence is referred to as civil unrest. Responses to civil unrest events are generally handled at the city level. In a large event, the resources of a city jurisdiction may be

exceeded. In this instance, the Operational Area, Mutual Aid Region, State, and potentially federal resources could be activated to fill the need. During an event, responders may become targets, which could hamper their effectiveness.

If an event becomes prolonged or is perceived to be mismanaged, it could greatly decrease public confidence in the government agencies. If the response is seen to be inadequate, individuals may attempt to protect their property by their own means and further degrade the situation.

Civil unrest can range from minor to significant events that can disrupt the functioning of a community for days or even months. Involved citizens may target public facilities, target private highly visible establishments, and perform indiscriminate acts of arson and vandalism. Securing essential facilities and services is necessary. Looting and fires can take place because of perceived or actual non-intervention by authorities.

5.1.5 Seismic Hazards

Probability: Likely

Impact: Extreme

Earthquakes are considered a major threat to the Southern California due to the proximity of several fault zones, notably the San Andreas, Newport-Inglewood, Whittier Elsinore, Puente Hills, and San Joaquin Fault Zones, among others identified in this section. A Southern California Earthquake Center report (SCES, 1995) indicated that the probability of an earthquake of Magnitude 7 or larger in southern California before the year 2024 is 80 to 90 percent. A significant earthquake along one of the major faults could cause substantial casualties, extensive damage to buildings, roads and bridges, fires and other threats to life and property. The effects could be aggravated by aftershocks and by secondary effects such as fire, landslides, and/or dam failure. A major earthquake could be catastrophic in its effect on the population and could exceed the response capability of the local communities and even the State.

Following a major earthquake event, extensive search and rescue operations may be required to assist trapped or injured persons. Emergency medical care, food and temporary shelter would be required for injured or displaced persons. In the event of a truly catastrophic earthquake, identification and burial of the dead would pose difficult problems. Mass evacuation may be essential to save lives, particularly in areas below dams. Many families could be separated, particularly if the earthquake should occur during work hours, and a personal inquiry or locator system would be essential to maintain morale. Emergency operations could be seriously hampered by the loss of communications and damage to transportation routes within, and to and from, the disaster area and by the disruption of public utilities and services.

Extensive federal assistance could be required and could continue for an extended period. Efforts would be required to remove debris and clear roadways, demolish unsafe structures, assist in reestablishing public services and utilities, and provide continuing care and welfare for the affected population, including temporary housing for displaced persons.

In general, the population is less at risk during non-work hours (if at home), since wood-frame structures are relatively less vulnerable than typical commercial and industrial buildings to major structural damage. Transportation problems are intensified if an earthquake occurs during work hours, since significant numbers of Orange County residents commute to work in Los Angeles County. A significant number of Riverside County residents commute to work in Orange County, which increases the population during work/school hours. Similarly, a somewhat smaller number of Los Angeles residents commute to work in Orange County.

The City of Fullerton is in the northern portion of Orange County. The higher elevation and type of soil reduce the chance of the most devastating shaking – liquefaction – which is experienced at lower elevations with a more water saturated soil. The City is in an area considered to be seismically active, like most southern California cities. Active and potentially active faults are located adjacent to Fullerton; however, there is no known Alquist-Priolo Earthquake Fault Zone within City limits.

Fullerton is located between two major fault zones: the Newport-Inglewood fault zone located to the southwest, and the Whittier-Elsinore fault zone located to the northeast. Both the Newport-Inglewood and the Whittier-Elsinore faults are zoned under the Alquist-Priolo Earthquake Fault Zone Act. Additionally, the Puente Hills fault, which is described as a blind-thrust fault, has produced several quakes in the past few decades. The most recent was a 5.1 magnitude earthquake in 2014 that caused substantial damage to Fullerton and the surrounding cities in North Orange County.

The Newport-Inglewood fault zone passes within approximately ten miles of the southern City boundary. Although no onshore surface fault rupture has taken place since 1769, the fault zone is considered capable of generating an earthquake with a magnitude over 7.0.

Surface ruptures occur when movement on a fault deep within the earth breaks through to the surface. Surface ruptures associated with the 1992 Landers Earthquake, in San Bernardino County, extended for 50 miles with displacements of an inch to 20 feet. Not all earthquakes result in surface ruptures. The Loma Prieta Earthquake of 1989 caused major damage in the San Francisco Bay Area, but the movement deep in the earth did not break through the surface. Fault ruptures generally occur along pre-existing faults, which are areas of weakness.

The Whittier-Elsinore fault zone is the closest major fault system to the City of Fullerton and one of the largest in Southern California. The Whittier fault zone does not extend inside the City boundaries but approaches within less than a mile of the northern border of the City. The Whittier-Elsinore fault is currently active and can generate an earthquake of magnitude 6.8 accompanied by surface ruptures along one or more of its fault traces.

Additional details on faults in Southern California, and the vulnerability of region, can be found on the Southern California Earthquake Center's (SCEC) website at <http://www.scec.org>.

Major Faults That Can Affect Fullerton

Large faults that could affect Fullerton include the San Andreas Fault, the Newport-Inglewood Fault, the Whittier Fault, the Elsinore Fault, and the San Jacinto Fault. Smaller faults include the Norwalk Fault, and the El Modeno and Peralta Hills Faults. In addition, newly-studied thrust faults, such as the San Joaquin Hills Fault and the Puente Hills Fault could also have a significant impact on Fullerton. Each of the major fault systems is described briefly below.

San Andreas Fault zone

This fault is the dominant active fault in California, and is the main element of the boundary between the Pacific and North American tectonic plates. The longest and most publicized fault in California, it extends approximately 650 miles from Cape Mendocino in northern California to east of San Bernardino in southern California, and is approximately 35 miles northeast of Orange County. This fault was the source of the 1906 San Francisco earthquake, which resulted in some 700 deaths and millions of dollars in damage, but it is the southern section of this fault that is currently of greatest concern to the scientific community. Geologists can demonstrate that at least eight major earthquakes (Richter magnitude 7.0 and larger) have occurred along the Southern San Andreas Fault in the past

1200 years with an average spacing in time of 140 years, plus or minus 30 years. The last such event occurred in 1857 (the Fort Teton earthquake). Based on that evidence and other geophysical observations, the Working Group on California Earthquake Probabilities (SCEC, 1995) estimated the probability of a similar rupture (M 7.8) in the next 30 years (1994 through 2024) to be about 50 percent. The range of probable Magnitudes on the San Andreas Fault Zone is reported to be 6.8-8.0.

Newport-Inglewood Fault zone

This zone extends from the Santa Monica Mountains southeastward through the western part of Orange County to the offshore area near Newport Beach and was the source of the destructive 1933 Long Beach earthquake (magnitude 6.4), which caused 120 deaths and considerable property damage. During the past 60 years, numerous other shocks, ranging from Magnitude 3.0 to 5+, have been recorded. SCEC reports probable earthquake Magnitudes for the Newport-Inglewood fault to be in the range of 6.0 to 7.4. The Newport-Inglewood fault is relatively active, and due to its closer proximity to the City of Fullerton, it may pose a more significant threat than the more distant San Andreas Fault.

Elsinore Fault zone

Located in the northeast part of the County, this fault follows a general line east of the Santa Ana Mountains into Mexico. The main trace of the Elsinore Fault zone is about 180 km long. The last major earthquake on this fault occurred in 1910 (M 6.0), and the interval between major ruptures is estimated to be about 250 years. SCEC reports probable earthquake Magnitudes for the main trace of the Elsinore fault to be in the range of 6.5 to 7.5. At the northern end of the Elsinore Fault zone, the fault splits into two segments: the 40 km long Whittier Fault (probable Magnitudes between 6.0 and 7.2), and the 21 km long Chino Fault (probable Magnitudes between 6.0 and 7.0).

San Jacinto Fault zone

Located approximately 30 miles northeast of the County. The interval between ruptures on this 210 km long fault zone has been estimated by SCEC to be between 100 and 300 years per segment. The most recent event (1968 M 6.5) occurred on the southern half of the Coyote Creek segment. SCEC reports probable earthquake magnitudes for the San Jacinto fault zone to be in the range of 6.5 to 7.5.

San Joaquin Hills Fault zone

The San Joaquin Hills Fault is a recently discovered southwest-dipping blind thrust fault, originating near the southern end of the Newport-Inglewood Fault near Huntington Beach at the western margins of the San Joaquin Hills. A rupture of the entire area of this blind thrust could generate an earthquake as large as M 7.3. In addition, a minimum average recurrence interval of between about 1650 and 3100 years has been estimated for moderate-sized earthquakes on this fault.

Puente Hills Thrust Fault

The Puente Hills Thrust Fault, discovered in 1999, is another blind thrust fault that runs from northern Orange County to downtown Los Angeles. This fault is now known to be the source of the 1987 Whittier Narrows earthquake and the 2014 La Habra earthquake. Recent studies indicate that this fault has experienced four major earthquakes ranging in Magnitude from 7.2 to 7.5 in the past 11,000 years, but that the recurrence interval for these large events is on the order of several thousand years.

Whittier-Elsinore Fault zone

This is a northwest trending strike-slip fault and lies less than one mile north of Fullerton.. The fault hugs the base of the Santa Ana Mountains. In the vicinity of La Habra, this fault has not produced major earthquakes in recent times, although a number of tremblers in the 3.0 to 4.5 Richter

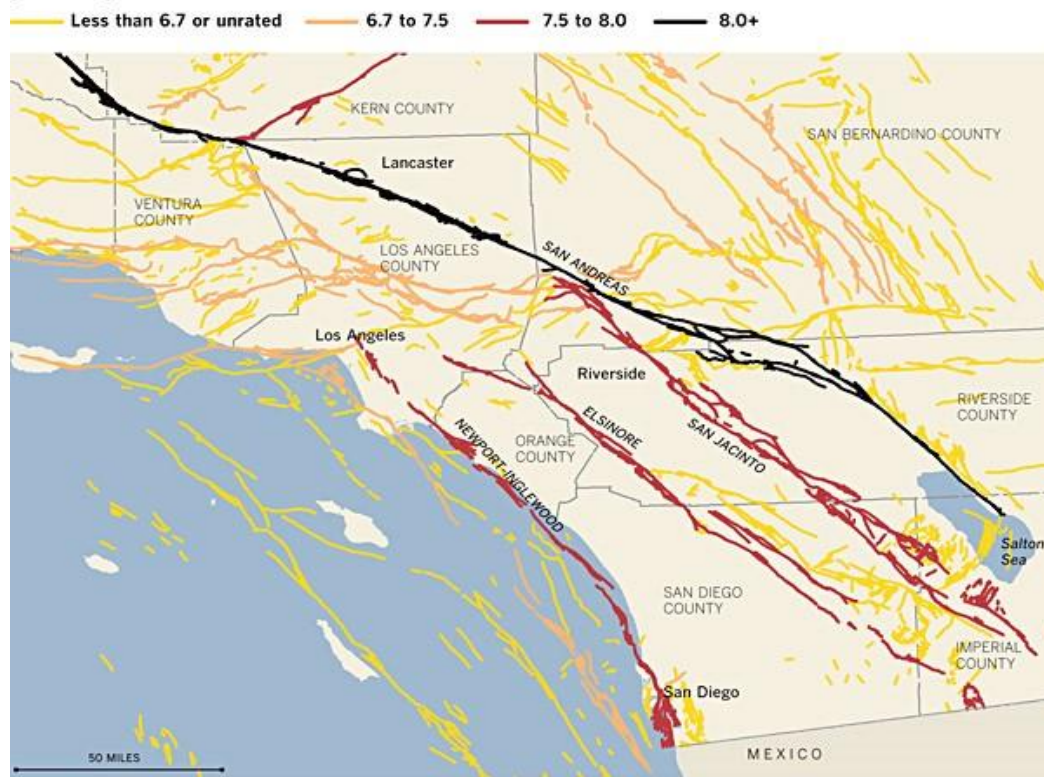
Magnitude Range have been measured. In September of 1987, a 6.1 earthquake occurred near this fault about 28 miles north of Fullerton. Due to its distance from the epicenter, Fullerton experienced moderate shaking, but relatively minor damage. Geologic studies indicate that any portion of the Whittier- Elsinore Fault is capable of producing an earthquake up to 6.9 Richter magnitude, which could result in severe damage in Fullerton.

As indicated above, there are a large variety of earthquake events that could affect Fullerton. (The earliest recorded earthquake in California occurred in Orange County in 1769.) Predicted ground shaking patterns throughout southern California for hypothetical scenario earthquakes are available from the United States Geological Survey (USGS) as part of its ongoing “ShakeMap” program. These maps are provided in terms of Instrumental Intensity, which is essentially modified Mercalli Intensity estimated from instrumental ground motion recordings. Shake Maps in graphical and GIS formats are available on the USGS website at:

<http://earthquake.usgs.gov/shakemap/sc/shake/archive/scenario.html>

Fault Map

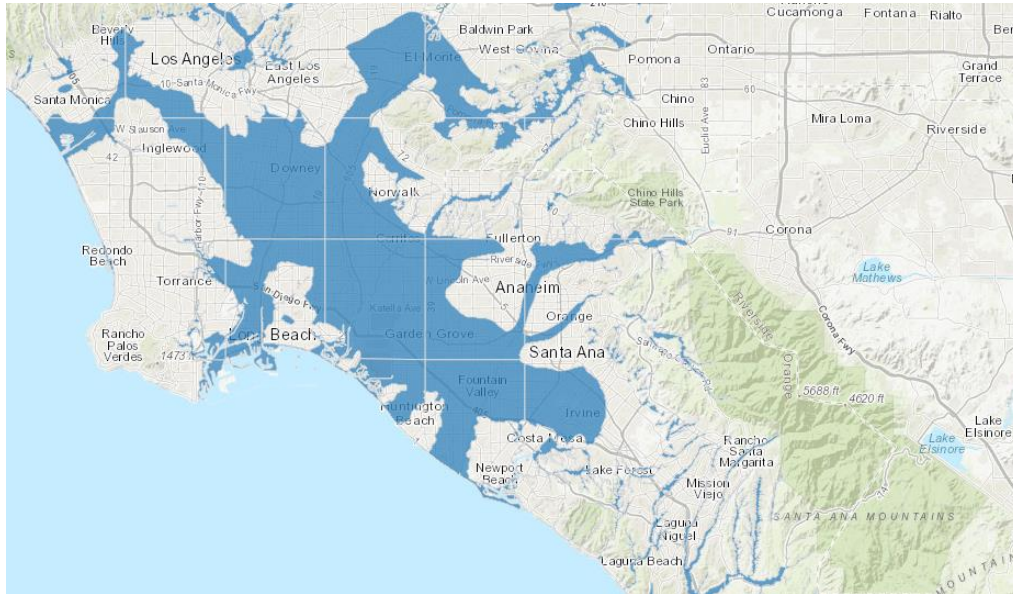
The region's most populous areas are crisscrossed by faults capable of delivering jolts of magnitudes equal to or greater than the 1994 Northridge earthquake, which measured 6.7. Below, the latest fault map released by the California Geological Survey is coupled with earthquake scientists' estimates of the maximum magnitude of potential quakes on those faults.



Sources: United States Geological Survey, California Geological Survey, Uniform California Earthquake Rupture Forecast, Southern California Earthquake Center
Graphics reporting by **DOUG SMITH, THOMAS SUH LAUDER**

Los Angeles Times

Liquefaction Areas (blue)



5.1.6 Disease/Pandemic

Probability: Occasional

Impact: Severe

General Situation

Certain communicable diseases are required to be reported to the local health department according to the

State of California Code of Regulations. The Health Care Agency's Epidemiology and Assessment Unit's medical director, public health nurses, and epidemiologists investigate individual cases and outbreaks of reported communicable diseases. See <http://www.ochealthinfo.com/phs/healthinfo/diseaseinfo> for the list of reportable diseases.

Specific Situation

While the threat of disease and contamination from bioterrorism exists, the more probable scenario of widespread disease is of more common illnesses. Currently the disease of concern for epidemic in Fullerton and Orange County area include Influenza (the flu), Hepatitis A, COVID and Measles. The timeframe for a disease outbreak could range from several months to more than a year.

An outbreak arises when the incidence of disease within a defined community or geographical area/region during a specified time (e.g., influenza season) exceeds what would normally be expected. An outbreak may occur with a single case of a disease long absent from a population (e.g., smallpox), an agent (e.g., bacterium or virus) not previously recognized in that community or geographical area, a previously endemic disease for which immunity has decreased due to lack of wild-type circulation and decreased immunization rates, or the emergence of a previously unknown disease within a community. The outbreak may occur in a restricted or specific geographical area, may extend over several countries and continents; may occur naturally, be introduced intentionally (e.g., bioterrorism), and may last for a few days, weeks, or for several years. Current disease outbreak threats include, but are not limited to:

- COVID-19
- Foodborne illness, including norovirus
- Influenza, including seasonal, novel, and/or pandemic influenza strains
- Vaccine-preventable diseases, such as measles, pertussis, and hepatitis
- Vector-borne diseases, such as West Nile virus, typhus, or Zika
- Emerging pathogens, including Middle East Respiratory Syndrome Coronavirus (MERS-CoV) and viral hemorrhagic fevers such as Ebola
- Centers for Disease Control and Prevention (CDC) Bioterrorism Agents

Widespread illness throughout Fullerton, the county, and the state not only poses severe health risks, but is a major threat to the human infrastructure that staffs' critical facilities. It will have severe economic and social consequences. Experts believe that in the United States alone, an influenza pandemic could cause as many as 200,000 deaths and have an economic impact of up to \$166 billion in losses.

Location and Extent

Diseases can be spread virtually anywhere and are not bound to specific locations in Fullerton. If humans are present in a certain area, there is the potential for disease. Some vector-borne diseases, however, may be more prevalent in certain areas of the city. For example, street catch basins, storm drains, roadside ditches, flood channels, ravines, and similar places on the public right-of-way can put the Fullerton community at risk of mosquito-borne diseases because these places are breeding grounds for mosquitoes. Garbage dumpsters or open waste may also attract mice and rats. Most diseases do not have a particular scale to measure their severity or extent, except for influenza.

5.1.7 Terrorism

Probability: Unlikely

Impact: Extreme

Terrorism is the unlawful use of force or violence against persons or property to intimidate or coerce a government, the civilian population, or any segment thereof, in furtherance of a political or social objective. The Federal Bureau of Investigation (FBI) recognizes two types of terrorism in the United States.

International Terrorism involves terrorist activity committed by groups or individuals who are foreign based and/or directed by countries or groups outside the United States, or whose activities transcend national boundaries.

Domestic Terrorism involves groups or individuals committing terrorist acts against their own country against the fellow citizens without foreign involvement.

Targets of terrorists can include strategic targets and tactical targets. Strategic targets present the opportunity to meet longer-term, wider area, and/or grand symbolic objectives. These might include the following:

- Dams and bridges
- Federal, state, and local offices
- Government buildings and courthouses
- Universities and Colleges
- Corporate offices
- Airlines and their facilities
- Entertainment facilities

- Oil and gas petroleum facilities
- Rail lines and their facilities
- Transportation corridors
- Telecommunication facilities
- Power-generation and distribution centers
- Water and waste water infrastructure
- Telecommunications facilities
- Power-generation and distribution centers

Tactical targets, on the other hand, are selected to meet short-term, localized objectives. They typically have less physical impact on the broader community, but more psychological effects. Tactical targets may include individual people or random cars.

Depending on the type of terrorist attack, whether by a chemical, biological, radiological, nuclear, explosive (CBRNE) or incendiary device, the effects on life, the environment, and property can have catastrophic results. Generally, materials used in weapons of mass destruction incidents were intended primarily for military use, specifically to injure or kill. Unfortunately, other individuals and entities now possess these weapons and U.S. citizens can no longer assume safety.

A terrorist attack can take several forms, depending on the technological means available to the terrorist, the nature of the political issue motivating the attack, and points of weakness of the target. Disruptions can include loss of life, property damage, and failures in services such as electricity, water supply, public transportation, and communications.

Compared to other countries, there have been only a limited number of international terrorist incidents within the borders of the United States. While North America has one of the lowest numbers of terrorist incidents, the United States stands as the number one target of international terrorist actions.

According to United States Department of Homeland Security (USDHS), the City of Fullerton, which is in Orange County, is located in a medium-risk area, primarily due to neighboring city attractions. Both the direct and indirect effects of nuclear weapons, including chemical, biological, radiological, nuclear, explosive (CBRNE) including dirty bombs, during an attack on the United States could have a detrimental impact on the City.

Planning Basis

Because of the potential magnitude of terrorist incidents, the USDHS has a national policy on terrorism, as specified in Presidential Decision Directive – 39 (PDD-39). An unclassified synopsis of this policy validates and reaffirms existing federal Lead Agency responsibilities for counterterrorism, which are assigned to the Department of Justice (DOJ), and delegated to the Federal Bureau of Investigation (FBI) for threats or acts of terrorism within the United States.

The FBI, as the lead agency for crisis management, will involve only those federal agencies required and designated in classified documents. The Directive further states that the USDHS/Federal Emergency Management Agency (FEMA), with the support of all agencies in the National Response Framework (NRF), will support the FBI in Washington, DC, and on scene until the Attorney General transfers Lead Agency to FEMA. FEMA retains responsibility for consequence management throughout the federal response.

Crisis management includes measures to identify, acquire, and plan the use of the resources needed to anticipate, prevent, and/or resolve a threat or act of terrorism. The laws of the United States

assign primary authority to the USDHS to prevent and respond to acts of terrorism. State and local governments aid as required. Crisis management is predominantly a law enforcement response.

5.1.8 Severe Winds

Probability: Likely

Impact: Moderate

For Southern California, the Santa Ana Winds are analyzed for hazard study. Santa Ana Winds are warm, dry, gusty offshore winds that blow from the east or northeast and occur below the passes and canyons of the coastal ranges of Southern California and in Los Angeles Basin. According to San Diego's National Weather Service forecasters, winds must blow at speeds greater than 25 knots (28.8 mph) to be called Santa Ana's. They accelerate to speeds of 35 knots (approximately 40 mph) as they move through canyons and passes, with gusts to 50 or 60 knots (between 55 and 70 mph).

Several meteorological conditions contribute to the phenomenon. The *Bernoulli Effect* accounts for increased speeds when the desert wind is pushed through narrow canyons. *Bernoulli's law* mathematically describes the relationship between pressure and velocity in the flow of fluids. Although different scenarios may contribute to a Santa Ana Wind, the most common pattern involves a high-pressure region sitting over the great Basin (the high plateau that is west of the Rockies and east of the Sierras).

These regional winds typically occur from October to March. According to most accounts, they are named for either the Santa Ana River valley where they originate or for the Santa Ana Canyon, southeast of Los Angeles, where they pick up speed.

Santa Ana Winds annually blow through Southern California with relative frequency, sometimes causing damage in Orange County. The impact of the Santa Ana Winds can be as mild as allergies, or as severe as trucks being blown over, power lines down, and an extremely high increase for fire danger.

The impact of the Santa Ana Winds on the City of Fullerton is minimal to moderate. While most of the housing in Fullerton has wind resistant tiles or shingles on its roofs. There are still older homes with shake shingles that are susceptible to high winds. Very few, if any, billboards exist in the city. Probably the greatest danger of the Santa Ana Winds is personal injury or property damage due to blowing debris, falling trees or tree branches, or being blown over by the winds.

5.1.9 Tornado Event

Probability: Unlikely

Impact: Moderate

Tornadoes are spawned when there is warm, moist air near the ground, cool air aloft, and winds that speed up and change direction. To understand what happens when extreme winds strike, you must first understand that tornado and hurricane winds are not constant. Wind speeds, even in these extreme wind events, rapidly increase and decrease. An obstruction, such as a house, in the path of the wind causes the wind to change direction. This change in wind direction increases pressure on parts of the house. The combination of increased pressures and fluctuating wind speeds creates stress on the house that frequently causes connections between building components to fail. For example, the roof or siding can be pulled off, or the windows can be pushed in.

Tornadoes are uncommon in California but do occur. Based on data from 1995 – 2018 from the National Center for Environmental Information, Orange County California ranks low in the nation

for its frequency of tornadoes. There have been 0 deaths, 7 injuries, and just over 2 million dollars' worth of damage. The potential impact for tornadoes in Fullerton can be rated as minimal.

5.1.10 Train Derailment

Probability: Occasional

Impact: Moderate

Over 60 Burlington Northern Santa Fe Railway, Metrolink, and AMTRAK trains pass through Fullerton each day. Most railroad accidents in the United States are the result of train derailments, a problem that is typically track-related. Because of the reduction of routes used by the nation's rail systems, there has been substantial increased traffic over the tracks that remain in use. In Fullerton, railroad systems are owned and operated by both Burlington Northern Santa Fe and Metrolink. The substantial number of trains utilizing the Burlington Northern Santa Fe railroad poses a high risk of a train collision/derailment occurring. Moreover, historical incidents point to the possibility of a derailment involving a hazardous materials release.

5.1.11 Fire

Probability: Highly Likely

Impact: Extreme

In urban areas, the effectiveness of fire protection efforts is based upon several factors, including age of structures, efficiency of circulation routes that ultimately affect response times, and availability of water resources to combat fire hazards. In wildland areas, taking the proper precautions, such as using tile roofing and roof ventilation in residential projects, can protect developed lands from fires and therefore reduce the potential loss of life and property.

Other factors contributing to the severity of fires include weather and winds. The timing of Santa Ana Winds often overlaps with the fire season, which is typically from June to the first significant rain in November. Such "fire weather" is typically characterized by several days of hot dry weather and high winds, resulting in low fuel moisture in vegetation.

Urban Fires

The common causes of urban fires in Fullerton are incendiary, short circuit/ground fault, combustibles that are too close to heat and unattended cooking. Some of the most difficult fire protection problems in an urban area are:

- Multiple story, wood frame, high density apartment developments
- Large contiguous built-up areas with combustible roof-covering materials
- Transportation of hazardous materials by air, rail, road, water, and pipeline
- Storage, handling, and use of hazardous materials on site
- Natural disasters

Older areas of Fullerton with less built-in fire protection pose a greater risk of fire than newer construction. There have been numerous large-loss fires in Fullerton over the past several decades both in residential properties and industrial/commercial.

Other principal factors contributing to major fire losses are:

- Delayed detection
- Delayed notification of the fire department
- Traffic causing slower response times by emergency equipment.
- Street structure - private, curvilinear and dead-end/street parking
- Adverse weather conditions

Particular attention should be placed on the following types of buildings, improvements, utilities, and transportation systems, as their involvement in a fire can cause disastrous consequences:

Buildings/Facilities

- High Rise
- Industrial Complexes
- Hazardous Materials
- Public Assembly
- Schools/Universities
- Hospital

Utilities

- Power Lines
- Natural Gas Lines
- Pipelines - Petroleum Distribution

Transportation Systems

- Aircraft
- Railroad
- Trucking
- Buses

The character of the existing built-up area and future land use determines the location of fire stations, number of companies, staffing of such companies, and future fire protection facility needs. Structural conditions also influence the quantity of water needed for fire protection (fire flow) and hydrant distribution.

Features of structural conditions that affect fire control include:

- Type of construction and use of buildings
- Areas of building (ground floor area)
- Number of stories
- Type of roof material
- Where the fire originated (started)

The California Building Standards Code regulates most of the above features and requires certain built-in fire protection devices (e.g., detection, suppression, warning, and communication systems) when maximum allowable areas or heights are exceeded, or the building use presents a life or property protection problem.

Building and fire codes and ordinances are valuable tools in reducing the hazard and potential spread of wildland fires. The California Building Code, published by the International Code Council (ICC), covers the fire, life, and structural safety aspects of all buildings and related structures. The California Fire Code prescribes fire prevention and maintenance requirements for the safeguarding of life and property from the hazards of fire and explosion arising from the storage, handling, and use of hazardous substances, materials, and devices, and from conditions hazardous to life or property in the use or occupancy of buildings or premises.

Fire prevention is a major fire department activity in the wildland area; the objective is to reduce the hazards associated with living adjacent to the wildland. Years of experience by fire agencies and others have led to a statutory strategy for reducing the chance of building loss or damage. It is a two-pronged approach:

1. Defensible space – reduce flammable material around homes to keep direct flames and heat away from the side of the building. (The law already requires property owners to create 100 feet of defensible space around buildings – local requirements add additional defensible space).
2. Exterior wildfire exposure protection - construct buildings so that they have less chance of catching fire from embers. We have learned that we must make changes to the surrounding property and to the buildings themselves. Once a fire starts, the objective is to minimize the damage to life and property. Urban fire prevention programs that are designed to achieve this fire prevention objective are:
 - Adoption and enforcement of the most recent California Fire Code
 - Development of a comprehensive master plan ensuring staffing and facilities keep pace with growth
 - Inspection of new construction to ensure that all construction features meet code requirements
 - Aggressive enforcement of weed abatement and Fuel Modification guidelines
 - Enforcement of Hazardous Materials Disclosure laws
 - Active participation in planning activities

Wildland Fires

There have been numerous major wildfires in Orange County in the last decade. While these fires were not in Fullerton, they utilized a large commitment of Fullerton resources. Embers from wildfires can travel long distances with the wind and affect communities many miles away. The last large wildfire in Fullerton was the Risener Fire in 2015 that burned over 80 acres. Several fires have burned before and since in the High Fire Severity Zones.

California experiences numerous large, destructive wildland fires every year. Wildland fires have frequently occurred within the county, particularly in the fall, and range from small, localized fires to disastrous fires covering thousands of acres. Generally, the most severe urban/wildland fire protection problems occur during the Santa Ana Wind conditions; however, in recent years fires have been occurring year-round. Some of the reasons for difficulty in controlling wildland fires are: adverse weather conditions, large quantities of combustible fuel, inaccessible terrain, topography, and increase of wildland and urban interface.

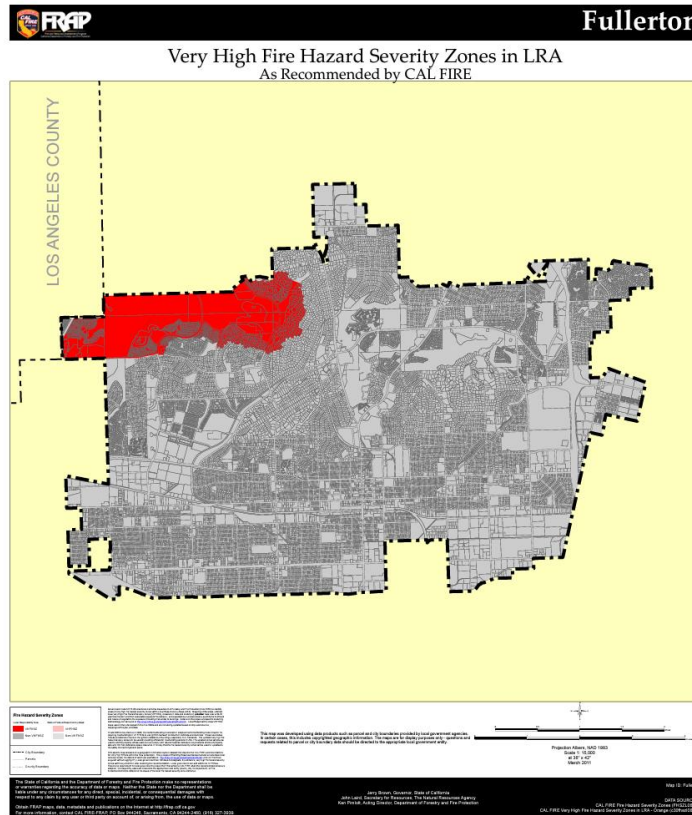
The major objective of wildland fire defense planning is to prevent wildland fires from starting and, if unsuccessful, to minimize their damage to natural resources and structures. Some of the more successful programs currently in effect that contribute to the success of wildland fire prevention activities include:

- Restriction of public access to land in hazardous fire areas
- Construction and maintenance of community and private fuel modification zones
- Weed Abatement Program
- Fire Prevention Education Programs
- California Building Standards/California Fire Code Enhancements

A variety of fire protection challenges exist within the City of Fullerton. The City is comprised of residential and high-density residential areas, industrial complexes, several large shopping centers, one hospital, several high-rise buildings, and four college/universities. Additionally, there are

hundreds of acres of wildland and wildland/urban interface areas classified by the State as Very High, High, and Moderate Fire Severity Zones.

These areas are high risk fire zones:



There are several natural conditions that might increase the possibility of wildland fires. Three such conditions are weather, topography, and the fuel type and condition of wildland vegetation.

Weather

Weather elements have many complex and important effects on fire intensity and behavior. Wind is of primary importance; as wind increases in velocity, the rate of fire spread also increases. Relative humidity (i.e., relative dryness of the air) also has a direct effect: the drier the air, the drier the vegetation and the more likely the vegetation will ignite and burn. Precipitation (its annual total, seasonal distribution, and storm intensity) further affects the moisture content of dead and living vegetation, which influences fire ignition and behavior.

Topography

Topography has a considerable effect on wildland fire behavior and on the ability of fire fighters and their equipment to take action to suppress those fires. Simply because of topography, a fire starting in the bottom of a canyon may expand quickly to the ridge top before initial fire responders can arrive. Rough topography greatly limits accessibility by ground equipment.

Fuel Type/Vegetation

A key to effective fire control and the successful accommodation of fires in wildland management is the understanding of fire and its environment. Fire environment is the combination of fuel,

topographic, and air mass factors that influence the inception, growth, and behavior of a fire. The topography and weather components are, for all practical purposes, beyond human control, but it is a different story with fuels, which can be controlled before the outbreak of fires. In terms of future urban expansion, finding new ways to control and understand these fuels can lead to possible fire reduction.

Portions of northwest and central Fullerton are covered by natural (though sometimes modified) vegetation. Of these different vegetation types, coastal sage shrubs, chaparral, and grasslands reach some degree of flammability during the dry summer months and, under certain conditions, during the winter months. For example, as chaparral gets older, twigs and branches within the plants die and are held in place. A stand of brush 10 to 20 years of age usually has enough dead material to produce rates of spread about the same as in grass fires when the fuels have dried out. In severe drought years, additional plant material may die, contributing to the fuel load. There will normally be enough dead fuel that has accumulated in 20 to 30-year old brush to give rates of spread about twice as fast as in a grass fire. Under moderate weather conditions that produce a spread rate of one-half foot per second in grass, a 20- to 30-year-old stand of chaparral may have a rate of fire spread of about one foot per second. Under extreme weather conditions, the fastest fire spread in grass is 12 feet per second or about eight miles per hour.

Wildland/Urban Interface Fires

The City of Fullerton Municipal Code identifies properties that are designated as a “High and Very Fire Hazard Severity Zone.” High and Very Fire Hazard Severity Zones include the undeveloped portion of the northeast portion of the City and the property to the north of the “Brea Y” (between Brea Blvd and Harbor Blvd, south of Bastanchury Rd.). Also, south of Bastanchury Rd. between Brea Blvd and State College Blvd.

The current structural fire risk (the risk of a fire occurring within a structure) in the High Fire Severity Zones is estimated to be a low probability/moderate consequence event. Fire prevention measures are put in place to reduce the risk to the structure during the design/build phase. Landscape design also plays a large role in life and property protection. These measures help to reduce loss and allow for relatively few fires to occur in well-maintained areas with occupied homes. When a fire does happen, it is usually confined to one room (generally kitchen or bedroom) and generally does not spread beyond the structure of origin.

The enforcement of a weed abatement program is another method of reducing fire dangers in the high fire areas. This program targets parcels in or near wildland areas with an emphasis on creating a defensible space for structures by reducing combustible materials and vegetation at or near structures. Fullerton has been conducting weed abatement inspections for decades and has inspected thousands of parcels throughout the City.

Fullerton (along with neighboring agencies) has identified Mutual Threat Zones in the northwest portion of the city and has created cooperative agreements to ensure that the closest manpower and resources are available in the high fire areas.

5.1.12 Vector Control/Agriculture Emergency

Probability: Unlikely

Impact: Weak

Agriculture and Vector hazards include threats to our food supplies, agriculture, and livestock, as well as direct threats to humans and property from insects and other creatures. While the level of this threat to Fullerton is not high, it is prudent to be aware of a few of the more virulent forms that could affect Orange County as a whole.

Africanized Honey Bees

It is extremely difficult to distinguish Africanized Honey Bees (AHB) from European Honey Bees (EHB).

However, there are behavioral differences that distinguish them such as general excitability, defensiveness, frequent swarming, and the ability to nest in a wide range of sites. Swarming is the primary mode of spread. When a swarm finds a suitable nesting site, it may nest there and construct combs. If a shortage of food, water, or space develops, a swarm will move (abscond) to a more suitable location. Swarming can occur every six weeks, especially during heavy nectar flow periods. Swarms have been recorded in several Orange County cities.

The Africanized Honey Bee is a wild bee that becomes easily annoyed around people or animals. They are more likely to sense a threat at greater distances, become more upset with less reason, and sting in much greater numbers. Bees target furry and dark colored objects that resemble their natural enemies such as bears and skunks. Animals that are penned or tied up near honey bee nests or hives are especially in danger.

Red Imported Fire Ants

One of the few pests that is dangerous in urban settings, the Red Imported Fire Ant (RIFA), is nearly impossible to distinguish from the Native Southern Fire Ant (NSFA). These insects are not native to the United States, but since their introduction in the 1930s, they have had a significant impact on people, animals, and agriculture. Fire ants are aggressive and will repeatedly sting anything that disturbs them, causing burning and itching which usually subsides within 60 minutes. Although the stings are not usually life threatening, they are easily infected. On rare occasions, an anaphylaxis reaction can occur and may be life threatening. Fire ants build their mounds in almost any type of soil but prefer open, sunny areas such as pastures, parks, lawns, meadows, and cultivated fields. They form colonies close to homes and other buildings and sometimes forage indoors for food and moisture, particularly during the hot, dry summer months that are common to Orange County. Entire colonies occasionally nest in wall voids or rafters, sometimes moving into buildings during floods.

Mosquitoes (West Nile Virus)

West Nile Virus (WNV) is a mosquito-borne illness that causes disease in humans, horses, and birds. It was first detected in the United States in the fall of 1999 in New York City, and since then more than 2500 cases have been detected in 49 states, including California. WNV was detected for the first time in California in a single human case in Los Angeles in 2002. Most people and horses that are infected with WNV do not become ill or have only mild symptoms. In rare cases, the virus can cause a more serious condition called encephalitis, an inflammation of the brain, which is potentially fatal.

Numerous local agencies throughout California routinely conduct surveillance and control of mosquitoes and the diseases they transmit. In 2000, the statewide surveillance program added WNV to the list of diseases it monitors. The virus is transmitted to humans through mosquito bites. Mosquitoes become infected when they feed on infected birds that have high levels of WNV in their blood. Infected mosquitoes can then transmit WNV when they feed on humans or other animals. Some wild birds are particularly susceptible to infection with WNV. An increase in the number of dead birds may indicate that mosquitoes in the area are carrying WNV.

Mediterranean Fruit Fly

One of the world's most destructive pests affecting the food supply, the Mediterranean Fruit Fly or Medfly, originated in Africa and is found in tropical and subtropical areas. It threatens the food supply by attaching itself to ripening crops, rendering the food unfit for human consumption.

California is at special risks because of our proximity and ties to Medfly-infested regions. As one of the world's agricultural providers, a Medfly infestation could cause higher food prices, impact residents' lifestyles, and cause millions of dollars in loss. Exclusion programs have been under way for years. The local exclusion program in Los Alamitos is a proactive approach to control and eradicate Medflies from an area in Orange County covering 392 square miles by releasing sterile males to mate with "wild females" designed to prevent and eradicate medfly populations.

Helpful Websites:

U.S. Department of Agriculture

<http://www.aphis.usda.gov>

California Emergency Management Agency <https://www.caloes.ca.gov>

California Department of Food and Agriculture <http://www.cdfa.ca.gov>

Orange County Vector Control District <http://ocvcd.org>

Orange County Fire Ants <https://www.ocvector.org/red-imported-fire-ants>

University of California/Riverside <https://ciber.ucr.edu/>

5.2 Mitigation Overview

Mitigation efforts occur both before and after emergencies or disasters. Post-disaster mitigation is part of the recovery process. This includes eliminating or reducing the impact of hazards that exist within the City of Fullerton.

Mitigation efforts include, but are not limited to:

- Amending local ordinances and statutes, such as zoning ordinances, building codes, and other enforcement codes
- Initiating structural retrofitting measures
- Assessing tax levies or abatements
- Emphasizing public education and awareness
- Assessing and altering land use planning

CHAPTER 6 – ROLES AND RESPONSIBILITIES/POSITION CHECKLISTS

6.1 Roles and Responsibilities

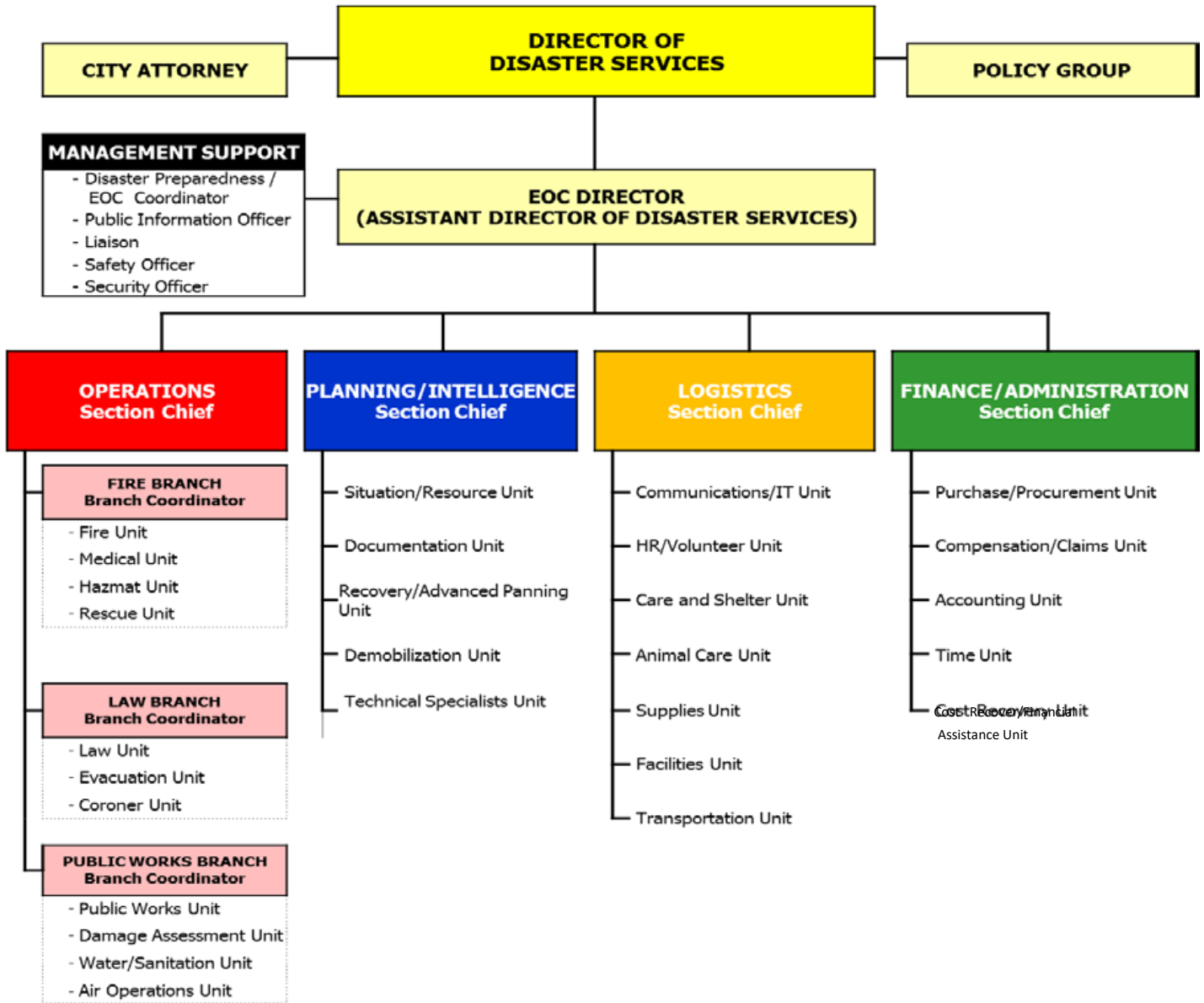
This section describes the organization of the Fullerton EOC and includes clear descriptions of each position's roles and responsibilities, as well as the identification of those organizations and/or individuals responsible for staffing each position or serving as a successor/alternate.

The requirement to use NIMS/SEMS/ICS includes fulfilling the management and coordination role of local government, and providing for the five essential functions: management, operations, planning/intelligence, logistics and finance/administration. In an emergency requiring activation of the EOC, an emergency requiring response by more than one Department (whether or not the EOC is activated), or in cases where a Local Emergency, State of Emergency, or State of War Emergency is proclaimed, the command relationships described in this section will apply. The Fullerton EOC organization chart illustrates the City EOC's organizational structure on the next page.

It is important to note that the organizational structure described in this section describes Fullerton's ultimate capability and full staffing of all potential positions. Because of the flexible, modular nature of ICS it will be rare that every position and organizational element identified in this section will be active simultaneously. The incident will define which elements need to be staffed. In addition, it may be discovered that one element of the organization can manage the responsibilities of those elements under it. For example, the Finance/Administration Section Chief may be able to handle the responsibilities of the Procurement and Cost Units. In that case, the supporting Units will not be staffed, but the Finance/Administration Section Chief will have responsibility for performing the functions of those Units, if necessary. If the organization is not fully expanded, then supervisory positions are responsible for performing the functions of the un-staffed Units, Branches, and/or Sections (as applicable) they oversee. The City of Fullerton's Emergency Management Organization is comprised of the City's Departments and Units and may be expanded to include other stakeholders as necessary.

Note: Positions referenced under the Assignment of Primary Responsibility and Position Successors headings represent the individual position titles provided to each person by their department. Position titles in those sections have no relation to ICS and no implications on the EOC organizational structure.

EOC ORGANIZATIONAL CHART Level 1 Activation/Full



The Director or Assistant Director may modify the above positions and/or response during any level of activation.

Fullerton EOC Assignment of Response Responsibilities Matrix

P = Primary Responsibility
 C = Contingent Upon Hazard/Staffing of EOM
 1 = First Alternate to the Primary*
 2 = Second Alternate to the Primary*
 3 = Third Alternate to the Primary*

*Alternate departments are only identified if they are a different department than the one tasked with primary responsibility.

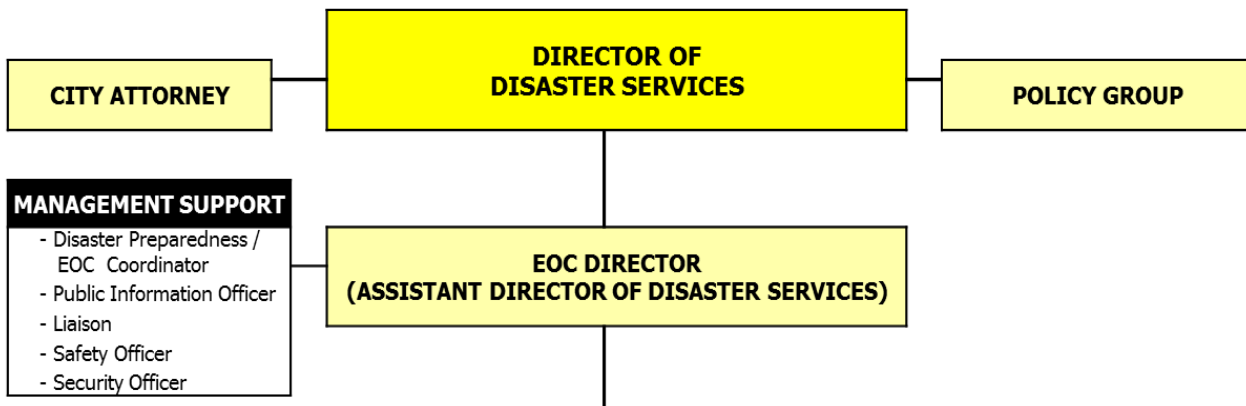
	Management								Operations															
	Director of Disaster Services	Policy Group	EOC Director	EOC Security Officer	Safety Officer	Liaison Officer	EOC Coordinator	Public Information Officer	Liaison	Operations Section Chief	Fire Unit	Medical Unit	Haz Mat Unit	Rescue Unit	Law Branch	Law Unit	Coroner Unit	Evacuation Unit	Public Works Branch	Public Works Unit	Water/Sanitation Unit	Damage Assessment Unit	Air Ops Unit	
City Manager/Administration	P	P				P		1	P															
City Council		P																						
City Attorney		P																						
City Clerk						1																		
City Public Information Office								P																
Community Development Office																							P	
Library																								
Administrative Services/Finance Dept.																								
Human Resources/Risk Manager																								
Fire Department	1		C		P		P			C	P	P	P	P										
Parks & Recreation																								
Planning Department																								
Police Department			C	P				2		C					P	P	P	P						
Public Works Department			C							C									P	P	P			P
Type of Emergency																								
Aircraft Accident	Civil Disturbance	Earthquake Tsunami	Epidemic Pandemic	Flood/Dam Failure	HazMat Incident	Industrial Accident	Major Oil Spill	Radiological Incident	Severe Weather	State of War	Storm Drain/Sewer Discharge	Terrorism Bomb threat	Traffic/Transportation Accident	Urban/Wild Fire	Utilities Disruption Emergency									
UC	PD	FD	FD	UC	FD	FD	FD	FD	UC	PD	UC	PD	PD	FD	UC									

City Clerk			P																
City Public Information Office																			
Community Development Dept.	P	1	P	P	1	2						P							
Library								1	P										
Administrative Services/Finance Dept.			3							P				P	P		P	P	P
Human Resources/Risk Manager						1	P									P			
Fire Department	1	P	1		P														
Parks & Recreation						P		P	2										
Planning Department																			
Police Department																			
Public Works Department											P	1	P						

6.2 Management Section

The Management Staff consists of the Policy Group, Director of Disaster Services, EOC Director, and City Attorney. The support staff positions for the Management Section for the Fullerton EOC are: (1) EOC Coordinator, (2) Public Information Officer, (3) Safety Officer, (4) Liaison Officer, and (5) EOC Security Officer. Additional Management Staff positions may also be necessary depending on the nature and location(s) of the incident, and/or specific requirements established by Incident Command. Multijurisdictional incidents will involve a **Unified Command (UC)** element, which will bring together jurisdictional Incident Commanders to develop a coordinated field, UC, or Area Command IAP to make the best use of all available resources.

This group has responsibility for the overall function of the EOC. General position requirements and checklists for Management Section are identified below.



Policy Group

This group has overall responsibility for emergency policy prioritization, and coordination throughout the emergency/disaster.

Assignment of Primary Responsibility

The Policy Group consists of the following members:

- Mayor/City Council
- Director of Disaster Services (City Manager)
- In a disaster, the Director of Disaster Services (City Manager) serves as the Chairperson of the Policy Group.

General Duties

- Proclaim and/or ratify a local emergency, and end the emergency
- Establish executive level policies for management of emergency
- Ensure that the Director of Disaster Services (DDS) has clear policy direction
- Make recommendations and provide advice to the DDS
- Establish basic policies which govern the emergency organization
- Obtain briefings from the DDS and interact with the public and media
- Host and accompany VIPs and government officials on tours of the emergency/disaster, if requested

Responsibilities

Proclaim and/or ratify a local emergency, approve emergency orders, and serve as City Officials. Policy issues that may need to be addressed during activation may include crisis communication issues, declarations, restrictions, contingency funding, restoration, resource allocation and response and recovery priorities, etc.

The Policy Group will operate from the Public Works Conference Room to ensure confidentiality during discussions. The DDS or the EOC Director will ensure communication between the EOC and the Policy Group are maintained throughout the entire activation.

The Director will consider implications of the disaster and communicate with the Policy Group especially in relation to coordination for response, recovery efforts, and legal issues.

Start-Up Duties

- Identify yourself by putting on the vest with your title
- Establish and maintain an Activity Log (EOC 102) and other files, as needed (for each member)
- Receive incident briefing from the DDS
- Call emergency meetings of the City Council to proclaim and/or ratify a local emergency and approve emergency orders as needed
 - Three (3) person quorum remains unchanged in an emergency
 - Seek Legal Counsel from the City Attorney as required
 - Emergency proclamations must be ratified within seven (7) days
 - Approve extraordinary expenditure requirements as necessary
- Review, at least every 7 days, the need for continuing the Local Emergency and proclaim the termination of the Local Emergency as conditions warrant
- In consultation with the DDS and General Staff, develop temporary emergency policies for managing the strategic aspects of the emergency
- Upon request of PIO or Liaison Officer, host and accompany VIP's and governmental officials on tours of the emergency/disaster area. Coordinate all tours with Public Information Officer (PIO) and Field Incident Commander
- Provide interviews to the media as arranged by the PIO
- Refer all requests for emergency information to the DDS or Public Information Officer

Operational Duties

- If needed, develop or utilize existing citizen's advisory group to address concerns
- Consider developing an emergency planning task force within the local business or trade association to discuss concerns and disseminate information and post-event recovery information
- Consider developing a plan to provide a Local Assistance Center (LAC) location that can be utilized for information and assistance to citizens and businesses impacted by an emergency
- Encourage post-event discussions in the community to identify perceived areas of improvements
- Keep apprised as to the status of the emergency by reviewing EOC Significant Event Notifications (WebEOC)
- At the end of each Operational Period, provide completed Activity Log (EOC 102) to Time Unit

Position Successors:

N/A

City Attorney

Provides legal services and support to the City Council and the emergency organization and prepare all emergency proclamations.

Assignment of Primary Responsibility

Contracted City Attorney

General Duties:

- Prepare proclamations, emergency ordinances and other legal documents and provide legal services as required
- Maintain legal information, records and reports relative to the emergency
- Commence legal proceedings as needed
- Participate as a member of the EOC Management Team when requested by Director of Disaster Services
- Participate as a member of the Policy Group

Responsibilities:

Act as the City Attorney to provide legal advice to the Policy Group and Director of Disaster Services in all legal matters relative to emergency response and recovery actions and operations. The City Attorney will be located with the Policy Group in the Public Works Conference Room but shall also provide support to EOC staff as needed.

Start-Up Duties:

- Identify yourself as the City Attorney by putting on the vest with your title. Establish and maintain an Activity Log (EOC 102) and other files as needed.

Operational Duties:

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

Position Successors:

N/A

Director of Disaster Services

The Director is responsible to the City Council and Disaster Council per Chapter 2.08 of the Fullerton Municipal Code. The Director has the authority to dictate all EOC activity and is responsible for the City's overall emergency management policy and coordination.

Assignment of Primary Responsibility

The City Council has appointed the City Manager as the Director of Disaster Services per Municipal Code Chapter 2.08 (Disaster Organization and Functions).

General Duties

- Serve as overall manager for the coordination and response efforts within the City of Fullerton.
- Appoint an EOC Director.
- Ensure the use of SEMS, NIMS, and the Incident Command System (ICS) is being adhered to all incidents, multi-agency and multi-jurisdictional emergencies both in the field and in the EOC
- Make executive decisions based on policies of the City Council.
- Develop and issue rules, regulations, proclamations and orders.
- Establish the appropriate level of organization, and continuously monitor the effectiveness of that organization. Make changes as required.
- Exercise overall management responsibility for the coordination of the response efforts within the affected area.
- Ensure that multi-agency or inter-agency coordination is accomplished effectively within the EOC.
- Support and coordinate a multi-agency disaster response including federal, state, regional, and outside agency resources.

Responsibilities

Provide overall management and coordination of the City of Fullerton emergency response and recovery efforts.

Start-Up Actions

- Identify yourself as the Director of Disaster Services by putting on the vest with your title
- Establish and maintain an Activity Log (EOC 102) and other files as needed
- Direct the implementation of the City of Fullerton's' Emergency Operations Plan activating the use of the Incident Command System
- Determine level of EOC activation and ensure that EOC positions are filled as needed
- Make staff assignments; prepare work objectives and brief staff
- Ensure that the Management Section is staffed as soon as possible at the level needed
 - EOC Director
 - Public Information Officer
 - Disaster Preparedness Coordinator/EOC Coordinator
 - Liaison Officer
 - Safety Officer
 - Security Officer
- Direct the EOC Director to determine the necessary EOC Section Chief's (General Staff) and ensure they are in place as soon as possible and are staffing their respective units
 - Operations Section Chief
 - Planning/Intelligence Section Chief
 - Logistics Section Chief

- Finance/Administration Section Chief

- Request additional personnel to maintain a 24-hour operations as required
- Ensure that all EOC Management Team meetings, General Staff meetings and policy decisions are adequately documented by a scribe for post disaster analysis and reporting
- Ensure that all departments document and account for personnel and work assignments
- Confirm the delegation of authority. Provide any guidance or direction as necessary
- Determine appropriate delegation of purchasing authority to the Purchasing/Procurement Unit of the Finance/Administration Section
- Schedule the first planning meeting and establish the frequency of briefing sessions
- Confer with EOC Director, EOC Coordinator and Section Chiefs to determine what representation is needed at the EOC from other agencies

Operational Duties

- Assess situation, work in progress, resources and estimate incident duration
- Develop and issue appropriate rules, regulations, proclamations and orders
- Initiate Emergency Proclamations as needed
- Establish City Hall/City Buildings hours of operation
- Conduct periodic briefing sessions with the entire EOC Management Team to update the overall situation
- Conduct periodic briefing sessions with the City Council to update the overall situation
- Set priorities for restoration of city services
- Approve and authorize the implementation of the Action Plan developed and prepared by the Planning/Intelligence Section and Management Team
- In conjunction with the EOC Public Information Officer (PIO), coordinate and conduct news conferences and review media releases as required. Establish procedure for information releases affecting inter-agency coordination
- Authorize the PIO to release info to the media and to access the Emergency Alert System (EAS) as needed
- Establish and maintain positive and effective inter-agency coordination
- Arrange for VIP tours and coordinate with the PIO and EOC Director
- Establish contacts and maintain needed support from adjacent jurisdictions/agencies and with other organizational levels as appropriate
- In conjunction with the Policy Group, proclaim termination of the emergency
- Direct recovery operations
- Ensure completion and submittal of an after-action report
- At the end of each Operational Period, provide completed Activity Log (EOC 102) to the Time Unit.

Position Successors

If the Director of Disaster Services is unavailable, the City Council appoints a successor. In their absence, the following positions act as the Director, listed in order. If these are also unavailable, individuals in specific City positions serve as Acting Director, in the order provided. The Acting Director holds the Director's authority until the Director returns or a new successor is appointed by the City Council.

Fire Chief

Police Chief

Public Works Director

EOC Director/Asst. Director of Disaster Services

An EOC Director is assigned to the City’s Emergency Operations Center as the citywide commander of all emergency response forces. Although the Director of Disaster Services has legal obligation and ultimate authority to control response operations, it is generally accepted that the EOC Director conceives strategic objectives and response strategies, and implements response measures. The Fullerton response environment is one built on collaboration, full and complete understanding, and use of a common operating picture.

Assignment of Primary Responsibility:

The type of incident will determine whether staffing for the position of EOC Director will be the Fire Chief, Police Chief, the Director of Public Works, or a Unified Command. The lead city department during a disaster shall be the department normally in charge of the response efforts for the specific incident, such as the Police Department, Fire Department, or Public Works. The chart below identifies which individual(s) has/have primary responsibility for the role of EOC Director or serve together in a Unified Command in various situations:

EOC Operations Section Assignment Matrix

INCIDENT TYPE	DESIGNATED OPS SECTION CHIEF
State of War Emergency	City Manager/Police Services
Natural Disasters Earthquake Fire Flood/Dam Failure Storm (Wind/Rain) Landslides	Fire Department Fire Department Fire/Public Works Departments Fire/Public Works Departments Public Works/Fire Dept.
Man-Made Disasters Hazardous Materials Aircraft Accidents Industrial Accidents Building Collapse Explosions Radiological Incidents Major Highway/Vehicle Accidents Civil Disturbances Terrorism Incidents Pollutions Incidents Utility Disruption	City Manager/Police Services Fire Department Fire Department Fire Department Fire Department Fire/Police Departments Fire Department Police Department/CHP/Fire Police Department Police Department Fire Department Public Work Department
Major Planned Events	As Assigned by Director of Disaster Services
All other events not listed	As Assigned by Director of Disaster Services

General Duties:

- Report to the Director of Disaster Services
- Implement executive decisions based on policies of the Director of Disaster Services and the Policy Group
- Establish the appropriate level of the EOC organization, and continuously monitor the effectiveness of that organization. Make changes as required
- Be prepared to form additional branches/units as dictated by the situation
- Exercise overall management responsibility for the coordination of the response efforts within the affected area. In conjunction with Management and the General Staff, develop priorities for response efforts, and ensure that all agency actions are accomplished within the priorities established
- Ensure that multi-agency or inter-agency coordination is accomplished effectively within the EOC
- Coordinate with Agency Representatives assigned to the EOC and handle requests from other agencies for sending liaison personnel to other EOCs
- Support and coordinate a multi-agency disaster response including federal, state, regional and outside agency resources

Responsibilities:

Manage the emergency response and all Emergency Operations Center General Staff.

Start-Up Actions:

- Identify yourself as the EOC Director by putting on the vest with your title
- Establish and maintain an Activity Log (EOC 102) and other files as needed
- Direct the implementation of the City of Fullerton's' Emergency Management Plan activating the use of the Incident Command System
- If not complete, determine level of EOC activation and ensure that EOC positions and ICS field positions are filled as needed
- Ensure that there are individuals within the EOC that have the knowledge to monitor police and fire radios. If not, ensure they are called in
- Appoint the necessary EOC Section Chief's (General Staff) and ensure they are in place as soon as possible and are staffing their respective units
 - Operations Section Chief
 - Planning/Intelligence Section Chief
 - Logistics Section Chief
 - Finance/Administration Section Chief
- Confer with EOC Coordinator & Section Chiefs to determine what representation is desired/required at the EOC from other agencies such as:
 - Local/county/state/federal agencies
 - School Districts
 - Volunteer organizations
 - Private sector organizations
 - Utility providers
- Request plans to maintain a 24-hour operation as required
- Prepare initial work objectives for Section staff, brief staff and make staff assignments as necessary
- Ensure that all Management Team meetings, General Staff meetings and policy decisions are documented by a scribe
- Ensure that all departments account for personnel and work assignments

- Confirm the delegation of authority. Obtain guidance or direction as necessary from the Director of Disaster Services
- Determine appropriate delegation of purchasing authority to the Purchasing/Procurement Unit of the Finance/Administration Section
- Schedule the first Operational Planning Meeting
- Direct the Development of the Action Plan by the Planning/Intelligence Section
- Approve the Action Plan and provide a EOC Staff Briefing

Operational Duties:

- Make assignments to Sections not currently staffed
- Assess situation, work in progress, resources and estimate incident duration
- Set up EOC planning meeting schedule with all EOC Section Chief's
- Develop overall strategy with the EOC Section Chief's
- Ensure that EOC Sections are carrying out their principle duties:
 - Implementing operational objectives per the EOC Action Plan.
 - Preparing action plans and status reports.
 - Providing adequate facility and operational support.
 - Providing administrative and fiscal record keeping and support.
- Develop and issue appropriate rules, regulations, proclamations and orders
- If not complete, request initiation of an Emergency Proclamation by the Director of Disaster Services as needed
- Conduct periodic briefing sessions with the entire EOC Management Team to update the overall situation
- Conduct periodic briefing sessions with the City Council to update the overall situation, if needed
- Set priorities for restoration of city services
- Hold planning meetings of Section Chief's and Branch Coordinators, agency representatives (as required) and key staff. The activities to be covered in an planning meeting are:
 - Provide briefings on current and forecasted situation and major reportable incidents within affected Operational Area
 - Obtain any additional information from other sources on the current situation assessment
 - Review availability and status of ordered, in route, or staged resources
 - Establish with staff the next Operational Period for which the EOC Action Plan should be developed
 - Define priority actions to be accomplished or undertaken within the next Operational Period in light of the known and forecasted situation and status of available resources
 - Establish assignments for available and incoming resources based on current and forecast situation and established priorities
 - Determine need for additional resources and establish specific responsibilities for ordering
 - Discuss and resolve any internal coordination issues
 - Ensure that staff is clear on the EOC Action Plan. Have pertinent elements documented for distribution as necessary
 - Establish time for next action planning meeting
- Provide support as required to the EOC Public Information Officer (PIO)
- Request the PIO to release information to the media and to access the Emergency Alert System (EAS) as needed
- Monitor performance of EOC personnel for signs of stress or under-performance; initiate Critical Incident Stress Debriefing as appropriate in coordination with HR/Volunteer Unit
- Determine status and resource needs and availability of other agencies
- Brief Agency Representatives on current situation, priorities and EOC Action Plan

- Establish and maintain a safe working environment for all affected personnel
- Ensure that proper security of the EOC is always maintained
- Establish contacts and maintain needed support from adjacent jurisdictions/agencies and with other organizational levels as appropriate
- Notify Orange County Operational Area and other EOCs as necessary of planned time for deactivation
- Proclaim termination of the emergency and proceed with recovery operations
- Ensure completion and submittal of an After-Action Report
- At the end of each Operational Period, provide completed Activity Log (EOC 102) to the Time Unit

Position Successors

The successors to the above referenced positions will be someone from the lead department's management structure. Each of the three departments with potential responsibility for serving as the EOC Director or in a Unified Command has identified the following lines of succession for their leadership:

Police Chief

Captain – Operations

Captain – Administration

Fire Chief

Deputy Chief – Operations

Deputy Chief – Administration

Director of Public Works

Deputy Director

Building and Facilities Supervisor

EOC Coordinator

Assignment of Primary Responsibility

Fire Department - Emergency Preparedness Coordinator

General Duties:

- Ensure the EOC is set up and ready for activation
- Coordinate EOC functionality
- Liaison with outside jurisdictions and internal departments
- Interact with other Sections and Branches/Units within the EOC to obtain information, assist in coordination, and ensure the proper flow of information
- Assist and serve as an advisor to the Director of Disaster Services, the EOC Director and General Staff as needed
- Provide information and guidance to the EOC Management Team
- Maintain contact with the Orange County Operational Area EOC
- Serve (temporarily) as a Section Chief if assigned by the Director of Disaster Services or EOC Director
- In conjunction with the Liaison Officer, coordinate all visits to the EOC for incoming Agency Representatives, provide workspace, and arrange for support as necessary
- Ensure that all developed guidelines, directives, action plans, and appropriate situation information is disseminated to Agency Representatives

Responsibilities:

Overall function of EOC. Serve as the point of contact for Agency Representatives from assisting organizations and agencies outside the city government structure; aid in coordinating the efforts of these outside agencies to reduce the risk of their operating independently. Ensure that any state and/or federal emergency official should make contact with the Liaison Officer to ensure continuity of operational readiness.

Start-Up Actions:

- Identify yourself as the EOC Coordinator by putting on the vest with your title
- Establish and maintain an Activity Log (EOC 102) and other files as needed
- Ensure the EOC is properly set up and ready for operation
- Ensure that the Check-in table is set up and functioning properly
- Ensure that telephone, radio and data communications with other facilities are established and tested
- Clarify EOC Activation Level with Director of Disaster Services and/or EOC Director
- Receive incident briefing from the EOC Director and Section Chiefs
- Notify the Orange County Operational Area that the City's EOC is activated via WEBEOC or FAX
- Assess emergency impacts and provide advice to the Director of Disaster Services and/or EOC Director as to the extent of EOC activation
- Assist the EOC Director in filling needed workstation assignments
- Provide assistance and information to Section Chief's as required
- Determine any vacancies in 24-hour staffing requirements and request additional support as required

Operational Duties:

- Assist the General Staff and the Director of Disaster Services in developing an overall strategy, including:
 - Assess the situation
 - Define the problem
 - Establish priorities
 - Determine the need for evacuation
 - Estimate the incident duration
 - Determine if there is a need to make an “Emergency Proclamation”
- Advise the Director of Disaster Services about proclamations, emergency ordinances and other legal documents required by the City Council and the Director of Disaster Services
- Assist the Planning/Intelligence Section in the development, continuous updating and execution of the EOC Action Plan
- Ensure efficient operating procedures within the EOC. Assist any function in addressing any issues that might arise
- Monitor performance of EOC personnel for signs of stress or under-performance; advise Director of Disaster Services of condition
- Ensure that EOC personnel are properly maintaining all documentation
- Facilitate and attend periodic briefing sessions conducted by the Director of Disaster Services and EOC Director
- Advise the EOC Director of any issues that need to be addressed and of any responsibilities that need to be assigned
- Liaison with other agencies (Operational Area, State and FEMA) as assigned. Ensure that all notifications are made to the Orange County Operational Area and verify that requests for assistance have been addressed or forwarded to the State Regional EOC
- Request Agency Representatives contact their agency, determine level of activation of agency facilities, and obtain any intelligence or situation information that may be useful to the Fullerton EOC
- Respond to requests for liaison personnel from other agencies
- Act as liaison with state or federal emergency response officials and appropriate city personnel
- Determine if there are communication problems in contacting outside agencies. Provide information to the Communications/IT Unit
- Provide periodic update briefings to Agency Representatives as necessary
- Ensure that incoming EOC personnel are briefed by those they are replacing prior to their assuming their duties
 - Briefings should include:
 - Current situation assessment
 - Identification of specific job responsibilities
 - Identification of co-workers within the job function and/or geographical assignment
 - Availability of communications
 - Location of work area
 - Identification of eating and sleeping arrangements as appropriate
 - Identification of operational period work shifts
- Coordinate all EOC functions with neighboring jurisdictions, the Orange County Operational Area and other support and response organization assist in shift change issues
- At the end of each Operational Period, provide completed Activity Log (EOC 102) to the Time Unit.

Position Successors

Fire Department – Division Chief, Training

Public Information Officer

Assignment of Primary Responsibility

Administration – Public Information Officer (As assigned by the City Manager)

General Duties:

- Serve as the dissemination point for all media releases for the disaster
- Ensure that the public within the affected area(s) receive complete, accurate, timely, and consistent information about lifesaving procedures, health preservation instructions, emergency status and other information, and relief programs and services. Information released should be posted in the EOC
- Review and coordinate all related public information and media releases, including dissemination of emergency information to city departments to keep employees apprised of the situation
- Follow the Joint Information System (JIS) protocols, which include protocols for the Joint Information Center (JIC)
- If an Orange County Operational Area JIC is activated, ensure that the City's public information efforts are coordinated with the JIC as appropriate

Responsibilities:

Ensure that information support is provided on request; that information released is consistent, accurate, and timely and that appropriate information is provided to all required agencies.

Start-Up Duties:

- Identify yourself as the Public Information Officer by putting on the vest with your title
- Establish and maintain an Activity Log (EOC 102) and other files as needed

Operational Duties

- Secure guidance from the Director of Disaster Services regarding the release of available information
- Keep the Director of Disaster Services advised of all unusual requests for information and of all major critical or unfavorable media comments. Provide an estimate of the impact and severity and make recommendations as appropriate
- Coordinate all media events with the Director of Disaster Services
- Ensure that all departments, agencies and response organizations in the jurisdiction are aware that they must coordinate release of emergency information through the EOC PIO and that all press releases must be cleared with the Director of Disaster Services before releasing information to the media
- Establish the Media Center at a site to be determined by the Director of Disaster Services, away from the EOC, Incident Command Post, and the incident(s) for media use and dissemination of information. Announce safe access routes to Media Center
- Schedule and post times and locations of news briefings in the EOC and other appropriate areas
- Prepare and provide approved information to the media; post news releases in the EOC and other appropriate areas
- Interact with Section Chiefs to provide and obtain information relative to public information operations
- Coordinate with the Situation/Resource Unit of the Planning/Intelligence Section and define areas of special interest for public information action
- Maintain an up-to-date picture of the situation for presentation to media
- Provide periodic briefings and press releases about the disaster situation throughout the affected areas. Refer media representatives to incident level PIOs for specific information if available
- As required, periodically prepare briefings for the jurisdiction executives or elected officials
- Respond to information requests from the Director of Disaster Services and EOC Management Team

- Ensure that a rumor control function is established as necessary and has the means for identifying false or erroneous information. Develop procedure to be used to squelch such information
- Prepare, update, and distribute to the public information containing locations to obtain food, shelter, supplies, health services, etc.
- Prepare a briefing sheet for each Planning Meeting with information on shelter locations, water distribution sites, etc.
- Broadcast emergency information/updates on the City website and social media
- Arrange for meetings between media and city officials
- Determine which radio and TV stations are operational
- Monitor broadcast media, and use information to develop follow-up news releases and help contain rumors
- Ensure that announcements, information and materials are translated and prepared for special populations (non-English speaking; non-readers; elderly; the hearing, sight and mobility impaired; etc.)
- Working with the Operations Section, prepare materials that describe the health risks associated with each hazard, the appropriate self-help or first aid actions and other appropriate survival measures
- Prepare instructions for people who must evacuate from a high-risk area, including evacuation routes; types and quantities of clothing needed, food, medical items, etc.
- Issue timely and consistent advisories and instructions for life safety, health, and assistance:
 - What to do and why
 - What not to do and why
 - Hazardous areas and structures to stay away from
 - Evacuation routes, instructions, and arrangements for persons without transportation or with access or functional needs (non-ambulatory, sight-impaired, etc.)
 - Location of shelters, first aid stations, food and water distribution points, etc.
 - Location where volunteers can register and be given assignments
 - Street and freeway overpass conditions, congested areas to avoid and alternate routes to take
 - Instructions from the Coroner and public health officials pertaining to dead bodies, potable water, human waste and spoiled food disposal
 - Weather hazards when appropriate
 - Public information hotline numbers
 - Status of Local Proclamation, Governor's Proclamation or Presidential Declaration
 - Local, state, and federal assistance available; locations and times to apply
 - How and where people can obtain information about relatives/friends in the emergency/disaster area (Coordinate with the Red Cross on the release of this information)
- As time permits, issue other information pertaining to the emergency/disaster (acts of heroism, property damaged or destroyed, prominence of those injured or killed, other human interest stories)
- Ensure file copies are maintained of all information released and posted in the EOC
- Provide copies of all releases to the Director of Disaster Services
- Prepare final news releases and advise media representatives of points-of-contact for follow-up stories
- At the end of each Operational Period, provide completed Activity Log (EOC 102) to the Time Unit

Position Successors

Administration - Deputy City Manager

Police Department - Public Information Officer

Liaison Officer

Assignment of Primary Responsibility

Administration – Deputy City Manager

General Duties:

- Oversee all liaison activities, including coordinating outside agency representatives assigned to the EOC and handling requests from other EOCs for agency representatives
- Establish and maintain a central location for incoming agency representatives, providing workspace and support as needed
- Ensure that a copy of the EOC Action Plan is provided to agency representatives upon check-in.
- In conjunction with the EOC Coordinator, coordinate and provide orientations for VIPs and other visitors to the EOC
- Ensure that demobilization is accomplished when directed by the EOC Director

Responsibilities:

The Liaison Officer function is to provide a primary point of contact for all incoming agency representatives assigned to the EOC. The Liaison Officer will ensure that agency representatives are provided with the necessary workspace, communications, information and internal points of contact necessary to perform their responsibilities. The Liaison Officer will also ensure that the EOC Director is informed as to what agencies are represented in the EOC.

Start-Up Duties:

- Identify yourself as the Liaison Officer by putting on the vest with your title.
- Establish and maintain an Activity Log (EOC 102) and other files as needed.

Operational Duties:

- Contact Agency Representatives already on-site, ensuring that they:
 - Have signed into the EOC
 - Know their work locations
 - Understand their role in the EOC
 - Understand the EOC organization and floor plan
- Determine if additional representation is required from:
 - Community based organizations
 - Private organizations
 - Utilities not already represented
 - Other agencies
- Assist the EOC Director and EOC Coordinator in conducting regular briefings and distribution of the current EOC Action Plan and Situation Report
- Know the working location for any Agency Representative assigned directly to a Branch/Unit
- Respond to requests from Sections, Branches and Units for Agency information. Direct requests to appropriate Agency Representatives
- Compile list of Agency Representatives (agency, name, EOC phone) and make available to all Section Chief's and Branch/Unit Coordinators
- Request that Agency Representatives maintain communications with their agencies and obtain situation status reports regularly
- Maintain a roster of agency representatives located at the EOC. Roster should include assignment within the EOC. Roster should be distributed internally, as needed

At the end of each Operational Period, provide completed Activity Log (EOC 102) to the Time Unit

Position Successors

Administration – Assistant City Clerk

Administration –City Clerk

Safety Officer

Assignment of Primary Responsibility

Fire Department - Division Chief-Training

General Duties:

- Ensure that the building(s) and any other facilities used in support of the EOC are in a safe operating condition
- Monitor operational procedures and activities in the EOC to ensure they are being conducted in a safe manner, considering the existing situation and conditions.
- Stop or modify all unsafe operations, notifying the EOC Director of actions taken.

Responsibilities:

Ensure that the EOC is safe from hazards and is suitable for occupancy. Check building for safety equipment and safe exiting. Make changes as needed.

Start-Up Duties:

- Identify yourself as the Safety Officer by putting on the vest with your title.
- Establish and maintain an Activity Log (EOC 102) and other files as needed

Operational Duties:

- Tour the entire EOC facility and evaluate conditions; advise the EOC Director and Compensation/Claims Unit of any conditions and actions that 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.
- Be familiar with particularly hazardous conditions in the facility; take action when necessary.
- Prepare and present safety briefings for the EOC Director and general staff.
- If the event that caused activation was an earthquake, provide guidance regarding actions to be taken in preparation for aftershocks.
- To the extent possible, ensure that the EOC facility is free from any environmental threats – e.g., air purity, water quality, rail dangers, etc.
- Keep the EOC Director advised of unsafe conditions; take action when necessary.
- Coordinate with the Compensation/Claims Unit in preparing any personnel injury claims or records necessary for proper case evaluation and closure.
- Monitor all EOC and related facility activities to ensure that they are being conducted in as safe a manner as possible under the circumstances that exist
- Stop or modify all unsafe operations
- At the end of each Operational Period, provide completed Activity Log (EOC 102) to the Time Unit

Position Successors

Fire Department - Fire Captain

Fire Department - Fire Captain

Security Officer

Assignment of Primary Responsibility

Police Department – Assigned Officer

General Duties:

- Provide 24-hour security for the Emergency Operations Center (EOC).
- Control personnel access to the EOC

Responsibilities:

Ensure security at the EOC and monitor access and egress to ensure a safe facility

Start-Up Duties:

- Identify yourself as the Security Officer by putting on the vest with your title
- Establish and maintain an Activity Log (EOC 102) and other files as needed

Operational Duties:

- Determine the current EOC security requirements and arrange for staffing as needed
- Ensure the entrance to the EOC is secure and advise staff on procedures if an unwanted/unauthorized person attempts to enter
- Provide executive and VIP security as appropriate and as approved
- Provide recommendations as appropriate to the EOC Director
- Prepare and present security briefings for the EOC Director and general staff at the Planning Meeting as requested
- At the end of each Operational Period, provide completed Activity Log (EOC 102) to the Time Unit

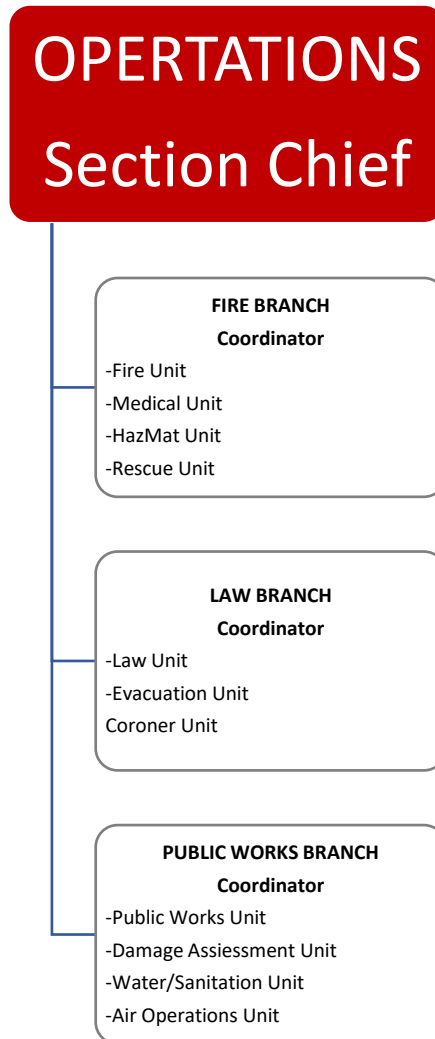
Position Successors

Police Department - Police Officer

Police Department - Police Officer

6.3 Operations Section

The Operations Section is responsible for coordinating incident and mutual aid support for the tactical operations of response. The Operations Section Chief, each of the Branch Coordinators, and each of the Unit Supervisors are responsible for coordinating with their counterparts, in the Incident Command Posts, dispatch, and the OA EOC to identify and seek out needed response resources and support on their behalf.



Operations Section Chief

Assignment of Primary Responsibility

Assigned to the Department Head (or designee) with primary responsibility for the incident(s).

General Duties:

- Ensure that the Operations function is carried out, including the coordination of response for all operational functions assigned to the EOC, such as Fire, Law, Public Works. Air Operations
- Ensure that operational objectives and assignments identified in the EOC Action Plan are carried out effectively
- Establish the appropriate level of Branch/Unit organization within the Operations Section, continuously monitoring the effectiveness and modifying accordingly
- Exercise overall responsibility for the coordination of Branch/Unit activities within the Operations Section
- Ensure that the Planning/Intelligence Section is provided with status reports and major incident reports with current information
- Conduct periodic Operations briefings for the Director of Disaster Services as required or requested
- Coordinate and assume responsibility as necessary for fatalities management in the event the Coroner is delayed in responding
- Overall supervision of the Operations Section

Responsibilities:

The Operations Section Chief is responsible for the coordination and support of all incident-related operational activities and the management of the Operations Section. An Ops Chief should be designated for each operational period and should have direct involvement in the preparation of the EOC Action Plan for the corresponding period of responsibility.

Start-Up Actions:

- Identify yourself as the Operations Section Chief by putting on the vest with your title
- Establish and maintain an Activity Log (EOC 102) and other files as needed
- Confirm that key Operations Section personnel or alternates are in the EOC or have been notified. Recall the required staff members necessary for the emergency
- Activate organizational elements within your EOC Section as needed and designate leaders for each element or combination of elements:
 - Fire Branch
 - Law Branch
 - Public Works Branch
- Develop a personnel plan to maintain a 24-hour operation as required
- Brief incoming EOC Section personnel prior to their assuming their duties. Briefings should include:
 - Current situation assessment
 - Identification of specific job responsibilities
 - Identification of individuals from the EOC assigned to the field
 - Availability of communications
 - Location of work area
 - Identification of eating and sleeping arrangements as appropriate

- Procedural instructions for obtaining additional supplies, services and personnel Identification of operational period work shifts
- Inform the Director of Disaster Services and General Staff when your Section is fully operational
- Ensure all members of the Section are completing Activity Logs – EOC form 102
- Using activity log maintain all required records and documentation to support the EOC After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
- Review responsibilities of branches/units in your Section. Develop plan for carrying out all responsibilities
- Meet with other activated EOC Section Chief's, as needed
- From the Situation/Resource Unit of the Planning/Intelligence Section, obtain and review major incident reports and additional field operational information that may pertain to or affect Operations Provide information to appropriate Units
- Participate in the Action planning meetings
- Ensure that all your EOC Section personnel and equipment time records and record of expendable materials used are provided to the Time Unit of the Finance/Administration Section at the end of each operational period
- Brief your relief at shift change time. Ensure that in-progress activities are identified and follow-up requirements are known

Operational Duties:

- Establish field communications with affected areas
- Evaluate the field conditions associated with the disaster/emergency and coordinate with the Situation/Resource Unit of the Planning/Intelligence Section
- Determine the need to evacuate and issue evacuation orders
- Determine the need for In-Place Sheltering and issue notification orders
- In coordination with the Situation/Resource and Transportation Units, designate primary and alternate evacuation routes for each incident
- Display on maps the primary and alternate evacuation routes, which have been determined for the incident
- Identify, establish and maintain staging areas for field Operations-related equipment and personnel
- Direct EOC Operations Branch/Unit Coordinators to maintain up-to-date Incident Charts, Incident Reports and Branch/Unit specific maps. Ensure that only active/essential information is depicted on the charts and maps
- Provide copies of the Significant Event Notification(s) to the Documentation Unit of the Planning/Intelligence Section at end of each operational period
- Ensure that Significant Events are being posted to WebEOC
- Determine resources committed and resource needs

- Receive, evaluate, and disseminate information relative to the operation of the disaster/emergency
- Provide all relevant emergency information to the Public Information Officer
- Notify and coordinate with adjacent jurisdictions on facilities and/or dangerous releases that may impose risk across boundaries
- Conduct periodic Operations Section briefings and work to reach consensus for forthcoming operational periods
- Work closely with the Planning/Intelligence Section Chief on the development of the EOC Action Plan
- Work closely with each Branch/Unit leader to ensure the Operations Section objectives, as defined in the current EOC Action Plan, are being addressed
- Ensure that intelligence information from Branch/Unit leaders is made available to the Planning/Intelligence Section
- Coordinate with the Facilities and Animal Care Unit of the Logistics Section on animal issues
- Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section, i.e., notification of any emergency expenditure
- Review suggested list of resources to be released and initiate recommendations for their release. Notify the Situation/Resources Unit of the Planning/Intelligence Section
- At the end of each Operational Period, provide completed Activity Log (EOC 102) to the Time Unit

Position Successors

The successors to the Operations Section Chief will be designated by the department that has primary responsibility for the incident during the emergency situation underway. If the lead agency/department is unable to staff the position then responsibility for staffing the position will fall to a trained individual within one of the other eligible departments (Fire, Police, or Utilities).

Fire Branch

Assignment of Primary Responsibility:

Fire Department – Department Designee

General Duties:

- Coordinate the prevention, control and suppression of fires and hazardous materials incidents
- Coordinate the provision of emergency medical care
- Coordinate and conduct all urban search and rescue operations
- Implement that portion of the EOC Action Plan appropriate to the Fire Branch

Responsibilities:

Coordinate personnel, equipment and resources committed to the fire, field medical, search and rescue and hazardous materials elements of the incident.

Branch/Unit Start-Up Actions:

- Identify yourself as the Fire Branch Coordinator by putting on the vest with your title
- Establish and maintain an Activity Log (EOC 102) and other files as needed. Ensure all members of Fire Branch/Units complete and turn in Log at the end of each operational period
- Ensure that all required supplies are available and equipment is working properly (phones, radios, forms, lists, maps, etc.)
- Ascertain if all key Fire personnel are in the EOC or have been notified
- Clarify any issues regarding your authority and assignment
- Ensure that all Fire field personnel have completed status check on equipment, facilities and operational capabilities

General Operational Duties:

- Ensure that field units begin damage/safety assessment and report status information to the Planning/Intelligence Section through the Operations Section
- Obtain regular briefings from field command post(s) or DOC
- Maintain contact with established Department Operational Centers (DOC) and dispatch centers to coordinate resources and response personnel
- Direct field units to report pertinent information (casualties, damage observations, flooding, evacuation status, radiation levels, chemical exposures, etc.) to the appropriate Operations Branch through DOC's or dispatch

Operational Duties:

- Assess the impact of the disaster on operational capacity
- Set priorities based on the nature and severity of the disaster
- Attend planning meetings at the request of the Operations Section Chief
- Assist in the preparation of the EOC Action Plan
- Estimate need for fire mutual aid
- Ensure personnel, equipment, and resources have been assigned to urban search and rescue operations if needed

- Request mutual aid resources through proper channels and notify the Operations Section Chief:
 - Order all fire resources through MetroNet Communications Center
 - Order all other resources through the Logistics Section
- Report to the Operations Section Chief when:
 - EOC Action Plan needs modification
 - Additional resources are needed or surplus resources are available
 - Significant events occur
- Report to the Operational Area on major problems, actions taken, and mutual aid resources available or needed
- Alert all emergency responders to the dangers associated with hazardous materials and fire
- Conduct hazardous materials management and operations
- Provide emergency medical care and transportation of injured to care facilities
- Assist in dissemination of warning to the public
- Provide fire protection and safety assessment of shelters
- Check with the other Operations Section Branches on the status of the emergency
- Coordinate with the Supplies and Facilities Units of the Logistics Section for feeding and shelter of fire personnel
- Determine if current and forecasted weather conditions will complicate large and intense fires, hazardous material releases, major medical incidents, and/or other potential problems
- Review and approve accident and medical reports originating within the Fire Branch
- Resolve logistical problems reported by the field units

Fire Unit:

- Establish and maintain radio or cell-phone communication with the Fire Department Operations Center (DOC) or Incident Command Post(s) (ICP) at the field level
- Obtain regular status reports on the fire situation from the DOC or Incident Command Post (ICP) at the Field Level
- Assess the impact of the disaster/event and coordinate with the OC Operational Area (OA) Fire Service's operational capability
- Establish the objectives of the Fire Unit based on the nature and severity of the disaster, and provide them to the Fire Branch Coordinator prior to the first EOC Action Planning meeting
- Provide fire status updates to the Fire Branch Coordinator on a regular basis
- Evaluate and process all requests for fire Mutual Aid resources through the MetroNet
- If not addressed at the ICP or DOC, ensure that incident facilities are established (staging areas, etc.) to coordinate incoming fire mutual aid resources, as required
- In conjunction with Planning/Intelligence, determine if current and forecasted weather conditions will affect fire and rescue operations
- Inform the Fire Branch Coordinator of all significant events that occur
- Coordinate with the Law Branch and Care and Shelter Unit to determine status of evacuations and shelter locations

- Assist in establishing camp facilities (or the use of commercial lodging) through the Logistics Section, if not addressed at the ICP or DOC
- Reinforce the use of proper procedures for media contacts

Medical Unit:

- Arrange for emergency medical support and hospital care for disaster victims during and after an incident
- Determine number and location of casualties that require hospitalization
- Identify hospitals, nursing homes and other facilities that could be expanded into emergency treatment centers for disaster victims and inform the Orange County Operational Area EOC
- In the event of an evacuation, coordinate with the Law Branch to reduce the patient population in hospitals, nursing homes, and other care facilities
- In conjunction with the Care and Shelter Unit, establish and staff medical care stations at shelter facilities
- Establish and operate first aid stations for emergency workers as appropriate to the incident
- Coordinate with the HR/Volunteer Unit of the Logistics Section to obtain additional health/medical personnel as needed
- In conjunction with the Transportation Unit of the Logistics Section, coordinate transportation and care of injured persons to treatment areas
- Provide information on the disaster routes established within the EOC Action Plan to local hospitals, health care facilities, ambulance companies, etc.
- Provide to the PIO the locations of shelters, first aid facilities, fatality collection locations, public health hazards and mitigation procedures and other information for press release
- Coordinate with the Orange County Operational Area in developing procedures to distribute medical supplies to shelters or treatment areas, as needed

Additional Actions In Response To Flooding and/or Reservoir Failure:

- Identify critical facilities subject to flooding and prepare to move people from facilities

Additional Actions In Response To Hazardous Material Incidents:

- Identify patients and notify hospitals if contaminated or exposed patients are involved

Hazmat Unit:

- Work closely with all Operations Section Branch Coordinators to determine the scope of hazardous materials incident response
- Contact MetroNet to determine status and availability of Haz Mat teams in the County
- Coordinate with the Technical Specialist Unit to provide on-site assistance with hazardous materials operations at the request of team leaders
- Coordinate with the Medical Unit to determine medical facilities where victims of hazardous materials incidents can be transported following decontamination
- Coordinate with the Coroner's Unit to provide on-site assistance in managing facilities at hazardous materials scenes
- Monitor and track the progress and status of each hazardous materials team

- Assist in establishing lodging, if needed, for hazardous materials teams through the Logistics Section. Inform the Fire Branch Coordinator of all significant events
- Reinforce the use of proper procedures for media contacts; this is particularly critical in instances where the media is seeking technical information on the hazardous material, statistical information, or personal identities of injured victims or fatalities

Rescue Unit:

- Work closely with all OA Operations Section Branch Coordinators to determine the scope of rescue assistance required
- Work with the Fire Branch Coordinator to determine missions for rescue teams based on established priorities
- Mobilize and deploy available rescue teams to locations within the City or to other emergency response agencies within the OA in a manner consistent with established policies and priorities
- Establish radio or cell-phone communication with all deployed team leaders to determine the scope of support required
- Work closely with the Logistics Section to determine the status and availability of resources in the OA specifically larger jurisdictions who also have organized Urban Search and Rescue Teams (USAR)
- Coordinate with the Law Branch and the OA to determine availability of search dog units
- Coordinate with Public Works Branch to provide on-site assistance with rescue operations at the request of team leaders
- Coordinate with the Medical Unit to provide on-site assistance to extricated victims requiring medical treatment
- Coordinate with the Coroner's Unit to provide on-site assistance in managing fatalities
- Ensure that each team leader develops a safety plan for each assigned event
- Ensure that team leaders report all significant events
- Assist in establishing camp facilities (or commercial lodging) for USAR teams through the Logistics Section, if not addressed at the Incident Command Post or Department Operations Center.
- Inform the Fire Branch Coordinator of all significant events
- Reinforce the use of proper procedures for media contacts. This is particularly critical in instances where the media is seeking statistical information or personal identities of injured victims or fatalities At the end of each Operational Period, provide completed Activity Log (EOC 102) to the Time Unit

Position Successors:

Fire Department – Department Designee

Fire Department – Department Designee

Law Enforcement Branch

Assignment of Primary Responsibility

Police Department – Police Chief or Designee

General Duties:

- Alert and notify the public of the pending or existing emergency
- Activate any public warning systems
- Coordinate all law enforcement and traffic control operations during the disaster
- Ensure the provision of security at incident facilities
- Coordinate incoming law enforcement mutual aid resources during the emergency
- Coordinate and assume responsibility as necessary for fatalities management in the event the Coroner is delayed in responding.
- Assist with evacuation operations

Responsibilities:

Alert and warn the public, coordinate evacuations, enforce laws and emergency orders, establish safe traffic routes, ensure that security is provided at incident facilities, ensure emergency access control to damaged areas, order and coordinate appropriate mutual aid resources, and assume responsibility for the management of fatalities in the absence of the Orange County Coroner. Necessary units may be activated as needed to carry out these functions.

Branch/Unit Start-Up Actions:

- Identify yourself as the Law Branch Coordinator by putting on the vest with your title
- Establish and maintain an Activity Log (EOC 102) and other files as needed
- Ensure that all required supplies are available and equipment is working properly (phones, radios, forms, lists, maps, etc.)
- Ascertain if all key Police Department personnel are in the EOC or have been notified
- Clarify any issues regarding your authority and assignment and what others in the organization do
- Ensure that all off-duty Law Enforcement and Public Safety personnel have been notified of callback status in accordance with current department emergency procedures
- Ensure that Law Enforcement personnel have completed status checks on equipment, facilities, and operational capabilities
- Alter normal patrol procedures to accommodate the emergency situation

Operational Duties:

- Ensure that field units begin safety/damage assessment survey of critical facilities and report status information to the Planning/Intelligence Section through the Operations Section
- Notify Watch Commander of status
- Coordinate with the appropriate units of the Logistics Section for supplies, equipment, non-sworn personnel, and transportation for field operations
- Establish a multi-purpose staging area as required
- Maintain contact with established DOCs and dispatch centers to coordinate resources and response personnel

- Direct field units to report pertinent information (casualties, damage observations, evacuating status, radiation levels, chemical exposure, etc.) to the appropriate Operations Branch

Law Unit:

- Enforce curfew and other emergency orders, as identified in the EOC Action Plan
- Request mutual aid assistance through normal channels
- Coordinate security in the affected areas to protect public and private property
- Coordinate security for critical facilities and resources
- Coordinate with the Public Works Branch for street closures and board up of buildings
- Coordinate law enforcement and crowd control services at mass care and evacuation centers
- Ensure access control to damaged areas
- Provide information to the PIO on matters relative to public safety
- Ensure that detained inmates are protected from potential hazards. Ensure adequate security, relocation, transportation and confinement as necessary
- Consider vehicle security and parking issues at incident facilities and coordinate security if necessary
- Develop procedures for safe re-entry into evacuated areas
- Ensure post incident investigation is conducted and documented Assist with notification and movement of people during evacuation

Coroners Unit:

- Ensure that Coroner notification has been made to the Orange County Operational Area. Determine the expected time of arrival
- Coordinate the removal and disposition of the dead if requested by the County Coroner
- Continually attempt to contact the County Coroner to advise of condition and needs. Return control of function as soon as possible to that office
- Coordinate with local morticians for assistance
- Coordinate with the Facilities and Transportation Units of the EOC Logistics Section to arrange for cold storage locations and transportation for temporary body storage
- Establish temporary morgue facilities
- Coordinate with the Supply Unit of the EOC Logistics Section for procurement of body bags, tags, gloves, masks, stretchers and other support items
- Coordinate with Public Works and Fire Branches on removal procedures for bodies within unstable or hazardous structures
- Advise all personnel involved in body recovery operations of the specific documentation requirements
- Ensure that assigned personnel and volunteers are monitored for stress, morale, or psychological problems related to body recovery operations
- Consider changing shifts at six hours if involved in body recovery
- Arrange for Critical Incident Stress Debriefing for all personnel involved in coroner operations through the HR/Volunteer Unit of the EOC Logistics Section

- Maintain list of known dead. Maintain a log of body recovery operations to be provided to the County Coroner as requested or upon conclusion of the emergency
- Provide assistance to the County Coroner in the identification of remains if requested
- Notify next of kin as advised by the Coroner
- Provide data on casualty counts to the Orange County Operational Area (WebEOC)
- In a hazardous materials incident, determine if special body handling procedures will be required to avoid contamination
- Be prepared to relocate morgue facilities if they are located in flood-prone or reservoir inundation areas

Additional Actions In Response To Hazardous Materials Incidents:

- Insure that all personnel remain upwind or upstream of the incident site. This may require repositioning of personnel and equipment as conditions change
- Notify appropriate local, state, and federal hazard response agencies
- Consider wind direction and other weather conditions. Contact the Situation/Resource Unit of the EOC Planning/ Intelligence Section for updates
- Assist with the needs at the Unified Command Post as requested
- Assist in efforts to identify spilled substances, including locating shipping papers and placards, and contacting as required: County Health, Cal OES, shipper, manufacturer, etc.

Additional Actions In Response To A Major Air Crash:

- Follow County of Orange Emergency Plan Aviation Annex Protocols
- Establish and maintain a hard incident perimeter for preservation of evidence
- Notify the Federal Aviation Agency or appropriate military command
- Request temporary flight restrictions

Additional Actions in Response to Flooding and/or Reservoir Failure:

Obtain updates and Coordinate with the Public Works Branch

- Monitor media for weather service flood and precipitation warnings
- Notify all units in and near inundation areas of flood arrival time
- Direct mobile units to warn public to move to higher ground immediately. Continue warning as long as needed
- At the end of each Operational Period, provide completed Activity Log (EOC 102) to the Time Unit

Position Successors:

Police Department – Department Designee

Police Department – Department Designee

Public Works Branch

Assignment of Responsibility:

Public Works Director as Designee

General Duties:

- Receive and process all field requests for Public Works resources. Coordinate those requests internally and externally as necessary to make sure there are no duplicate orders
- Coordinate with the EOC Logistics Section on the acquisition of all resources and support supplies, transportation, materials and equipment
- Determine the need for and location of general staging areas for unassigned resources
- Report and obtain all gas and power utility damage reports. Coordinate and prioritize response activities
- Coordinate and oversee the reporting of damage and safety to city and private structures
- Manage air operations at municipal airport
- Prioritize the allocation of resources to individual incidents. Monitor resource assignments. Make adjustments to assignments based on requirements

Responsibilities:

Coordinate all Public Works operations; maintain public facilities, operating utilities and services, as well as restore those that are damaged or destroyed; assist other functions with traffic issues, search and rescue, transportation, etc. as needed. Necessary may be activated as needed to carry out these functions.

Branch/Unit Start-Up Actions:

- Identify yourself by putting on the vest with your title
- Establish and maintain an Activity Log (EOC 102) and other files as needed
- Ascertain if key Public Works Department personnel are required in the EOC have been notified
- Ensure that all off-duty Public Works personnel have been notified of call-back status (when they should report)
- Ensure that all Public Works personnel have completed status check on equipment, facilities and operational capabilities
- Ensure that field units begin the safety assessment survey of critical facilities and report status information to the EOC Planning/Intelligence Section through the EOC Operations Section
- Establish contact with the Operational Area EOC and the Water Emergency Response Organization of Orange County (WEROC)

Operational Duties:

Public Works Unit:

- Receive and process all requests for Public Works resources
- Maintain back-up power in the EOC
- Assure that all emergency equipment has been moved from unsafe areas

- Mobilize personnel, heavy equipment and vehicles to designated general staging areas
- Obtain Public Works resources through the EOC Logistics Section, utilizing mutual aid requests through the Operational Area and WEROC when appropriate
- Allocate available resources based on requests and EOC priorities
- Determine priorities for identifying, inspecting and designating hazardous public structures
- Ensure that sources of potable water and sanitary sewage systems are available and protected from potential hazards
- Develop priorities and coordinate with utility companies for restoration of utilities to critical and essential facilities
- In coordination with the Law Branch, Orange County Public Works and Caltrans, determine the status of the transportation routes into the City and within the affected area(s)
- Coordinate with the Law Branch to ensure the safety of evacuation routes following a devastating event
- Coordinate with the Supply Unit for sanitation service during an emergency
- Support clean-up and recovery operations during disaster events
- Clear debris from waterways to prevent flooding. Drain flooded areas, as needed
- Develop a debris removal plan to facilitate city clean-up operations, which addresses:
 - Identification of support agencies and coordination of the debris removal process
 - Identification of and cooperation with landfills
 - Cooperation with various waste management agencies to address associated debris removal problems
 - Identification and establishment of debris collection sites
 - Evaluation of potential recycling of debris
 - Prioritization and completion of the debris removal process
- Ensure all Unit personnel complete form EOC 102 and submit to Time Unit
- Develop information and map the number and extent of power outages in the City, if needed
- Determine the emergency power needs for critical public and private facilities (outside resources for power generation). Submit Mutual Aid Requests to the County EOC via WebEOC.
- Coordinate with local electric utilities for information affecting local jurisdictions. Gather emergency contact information from each utility that provides service
- Ensure the public is informed to contact their electric utility to report outages

Damage Assessment Unit:

- Assist with conducting windshield damage assessment surveys
- Coordinate collection of safety/damage assessment information
- Prepare safety/damage assessment information and provide to the EOC Planning/Intelligence Section Chief for approval
- Collect, record and total the type, location and estimate value of damage
- Document those structures requiring immediate demolition to ensure the public safety through inspection records, videos, photographs, etc.

- Provide documentation to City Attorney on those structures that may need to be demolished in the interest of public safety
- Coordinate with the American Red Cross, utility companies, and other sources for additional safety/damage assessment information
- Coordinate with all EOC Operations branches (Police, Fire, Public Works) for possible information on damage to structures
- Conduct safety assessments of critical facilities and the impact of a major power failure on one or more
- of those facilities. Request mutual aid emergency generators through the Logistics Section
- Provide final safety/damage assessment reports to the Documentation Unit
- Ensure all Unit personnel complete form EOC 102 and submit to Time Unit

Water/Sanitation Unit:

- Ensure water/sanitation utilities are adequate and functioning at the EOC
- Contact the Orange County Health Department, Operational Area, WEROC, local water, Fire and Police Departments and other sources to help compile information including:
 - Estimated duration of system/s outage
 - Geographical area affected (depict on map)
 - Population affected
 - Actions taken to restore system
 - Resources needed to reactivate system
- Complete a thorough damage assessment of water and sanitation systems to determine the cause and extent of damage. For water, include both domestic and fire hydrant systems. Log and document all issues
- Determine the emergency potable water needs (quantity and prioritized areas)
- Evaluate and prioritize potable water needs (quantity/location/duration— two gal per person per day)
- In coordination with the Logistics Section, identify and obtain potable water resources (If necessary, request mutual aid through the Operational Area and WEROC to identify and/or obtain water resources.)
- Identify and staff (in conjunction with HR/Volunteer Unit) secure locations for water distribution points (e.g., parks, city halls, shelters, etc.)
- Notify the Orange County Operational Area EOC and WEROC of the situation and need for mutual aid and participate in conference calls as requested
- Contact the Health Department and request situation report for affected areas (including information on boil water order areas)
- Consult with the Health Department, Orange County Sanitation, WEROC, water utilities and PIO for appropriate public information announcements and media interface
- Work with the Finance/Administration Section on costs incurred in EOC effort to purchase and distribute potable water

- Work with Logistics Section to procure portable toilets to be distributed throughout affected areas
- Ensure all Unit personnel complete form EOC 102 and submit to Time Unit.



Note: Going directly to the State agency (DHS District Office of Drinking Water) is not the normal channel of coordination. However, the local level must coordinate directly with and obtain approval of the State water quality agency for water system restoration. WEROC may provide assistance and coordination in this area.

Air Operations:

- Obtain briefing from the Operations Section Chief Coordinate with OA Air Operations.
- Receive resource requests and pass on to the Operations Section Chief
- Coordinate with the Logistics Section regarding air transport of personnel, material and evacuees, as required
- Schedule flights of non-emergency aircraft into the OA, if approved
- Evaluate requests for non-tactical use of emergency aircraft assigned to the EOC
- Ensure proper safety and risk management measures are being taken in regards to aircraft
- Pass critical status information to the Operations Section Chief and Situation/Resource Unit
- Provide reports on air operations issues to the Operations Section Chief
- At the end of each Operational Period, provide completed Activity Log (EOC 102) to the Time Unit.

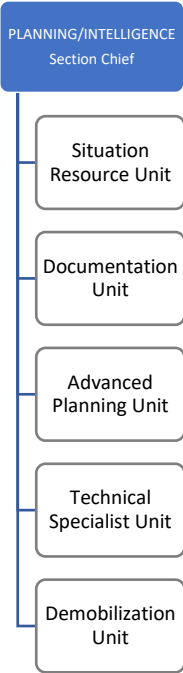
Position Successors:

Public Works – Public Works Deputy Director

Public Works – Building and Facilities Supervisor

6.4 Planning/Intelligence Section

The Planning/Intelligence Section is responsible for collecting, evaluating, and disseminating tactical information pertaining to the incident. This section maintains information and intelligence on the current and forecasted situations, as well as the status of resources assigned to the incident, and may develop alternatives for tactical action plans. The Planning/Intelligence Section prepares and documents EOC Action Plans and incident maps, and gathers and disseminates information and intelligence critical to the incident



Planning/Intelligence Section Chief

Assignment of Primary Responsibility

Fire Department – Chief Officer

General Duties:

- Ensure that the Planning/Intelligence function is performed consistent with SEMS Guidelines, including:
 - Collecting, analyzing and displaying situation information
 - Preparing periodic situation reports
 - Initiating and documenting the City's Action Plan and After-Action Report
 - Planning for long term response and advanced planning
- Providing Geographic Information Services and other technical support services to the various organizational elements within the EOC
- Establish the appropriate level of organization within the Section, and continuously monitor the effectiveness of that organization. Make changes as required
- Exercise overall responsibility for the coordination of Unit activities within the Section
- Report to the Director of Disaster Services on all matters pertaining to Section activities
- Assist with setting up disaster assistance centers

Responsibilities:

Collect, evaluate, forecast, formulate, document and dissemination of information about the development of the incident and status of resources.

Start-Up Actions:

- Identify yourself by putting on the vest with your title.
- Establish and maintain an Activity Log (EOC 102) and other files as needed
- Confirm that all key Planning/Intelligence Section personnel or alternates are in the EOC or have been notified. Recall the required staff members necessary for the emergency
- Activate organizational elements within your Section as needed and designate leaders for each element or combination of elements:
 - Situation/Resource Unit
 - Documentation Unit
 - Advanced Planning Unit
 - Demobilization Unit
 - Technical Specialist
- Review major incident reports and additional field operational information that may pertain to or affect Section operations
- Obtain and review major incident reports and other reports from adjacent areas that have arrived at the EOC

- Direct the Situation/Resource Unit leader to initiate collection and display of resources needed, ordered, enroute, awaiting assignment and demobilization
- Determine status of transportation system into and within the affected area in coordination with the Transportation Unit of the Logistics Section
- Develop a personnel plan to maintain a 24-hour operation as required
- Inform the Director of Disaster Services and General Staff when your Section is fully operational

Operational Duties:

- Assess the impact of the disaster/emergency on the City of Fullerton, including the initial safety/damage assessment by field units Facilitate Planning meetings
- Develop the EOC Action Plan for current and next operational period
- Brief Section Chiefs on the status and availability of resources
- Using activity log maintain all required records and documentation to support the EOC After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
- Develop situation analysis information on the impact of the emergency from the following sources:
 - Fire Department
 - Police Department
 - Public Works
 - Parks and Recreation
 - Transportation (OC, CalTrans)
 - Red Cross
 - Media (Radio and Television, Social Media)
- Ensure that pertinent disaster/emergency information is disseminated through appropriate channels to response personnel, City EOC section staff, City departments, Orange County Operational Area, and the public, if needed
- Review and approve reconnaissance, City status and safety/damage assessment reports for transmission by the Resource/Situation Unit to the Orange County Operational Area
- Establish and maintain an open file of Significant Event Notifications for review by other sections/units; ensure the information is being posted to WebEOC
- Working with the Management Team, Section Chiefs, and the Documentation Unit, prepare an EOC Action Plan to identify priorities and objectives
- Assemble information on alternative strategies
- Identify the need for use of special resources
- Ensure coordination of collection and dissemination of disaster information and intelligence with other sections
- At the end of each Operational Period, provide completed Activity Log (EOC 102) to the Time Unit

Position Successors

Fire Department – Chief Officer or Captain

Fire Department – Chief Officer or Captain

Situation/Resource Unit

Assignment of Primary Responsibility

Fire Department -Environmental Compliance Specialist

General Duties:

- Collect, organize and analyze situation information from EOC sources
- Provide current situation assessments based on analysis of information received from a variety of sources and reports to provide to the Planning/Intelligence Section Chief to be utilized in the action planning process
- Monitors and assesses situation and operation information
- Develop and maintain current maps and other displays (locations and types of incidents)
- Seek from any verifiable source available information that may be useful in the development of current situation assessments of the affected area
- Evaluate the content of all incoming field situation and major incident reports. Provide incoming intelligence information directly to appropriate EOC Sections, summarize, and provide current information on centralized maps and displays
- Monitor and ensure the orderly flow of disaster intelligence information within the EOC
- Preparing and maintaining displays, charts, and lists reflecting current status and location of personnel, critical resources, transportation, and support equipment
- Maintaining a master list of resources assigned to the incident

Responsibilities:

Collect and organize incident status and situation information and evaluate, analyze, and display information for use by EOC staff. Track the location and status of all resources acquired by the EOC. Provide situational awareness to EOC staff on acquired resources by keeping a master list of all resources enroute or committed to emergency operations.

Start-Up Actions:

- Identify yourself by putting on the vest with your title
- Establish and maintain an Activity Log (EOC 102) and other files as needed
- Confirm that all key Unit personnel or alternates are in the EOC or have been notified; recall the required staff members necessary for the emergency

Operational Duties:

- Direct the collection, organization and display of status of disaster events including:
 - Location and nature of the disaster/emergency
 - Special hazards
 - Number of injured persons
 - Number of deceased persons
 - Road closures and disaster routes
 - Structural property damage (estimated dollar value)
 - Personal property damage (estimated dollar value)
 - City of Fullerton resources committed to the disaster/emergency
 - City of Fullerton resources available

- Assistance provided by outside agencies and resources committed
 - Shelters, type, location, and number of people that can be accommodated
 - School closures
- Prepare and maintain situation/resource display boards including: equipment use and availability, property damage, evacuation info, death count, etc.
 - Develop sources of information and assist the Planning/Intelligence Section Chief in collecting, organizing and analyzing data from the following all EOC Sections
 - In conjunction with the Operations Section, develop a process for an authentication process in case of conflicting status reports on events
 - Meet with the PIO to determine best methods for exchanging information and providing the PIO with situation information
 - Provide information to the PIO for use in developing media and other briefings
 - Determine weather conditions; current and upcoming. Keep up-to-date weather information posted
 - Identify potential problem areas along evacuation routes
 - In coordination with the Operations Section, estimate the number of people who will require transportation out of the risk areas. Coordinate with the Transportation Unit of the Logistics Section on transportation methods
 - Prepare an evaluation of the disaster situation and a forecast on the potential course of the disaster event(s) at periodic intervals or upon request of the Planning/Intelligence Section Chief and the Operational Area
 - Assist at planning meetings as required
 - Develop backup procedures for information sharing in the event that network data links are interrupted (WebEOC)
 - Develop a master list of all resources committed to the operation
 - At the beginning of each Operational Period review previous information on the status of allocated resources to include:
 - New Purchases / Rentals
 - New Donations
 - New Supplies/Equipment / Facilities
 - Location of enroute resources and estimated time of arrival
 - Current status of deployed resources
 - Meet with the Logistics Section Chief and identify current status of enroute resources; identify backlogs and delays
 - Verify incoming information for posting to the Task Tracker Board in WebEOC
 - Maintain a master list that captures date & time resources were acquired, type and category of acquired resources per NIMS classification guidelines, quantity, status / condition, destination and estimated time of arrival
 - Prepare resource status / location reports for the Planning & Intelligences Section Chief prior to the Planning Meeting as part of the EOC Action Planning process. Reports should include resources committed and estimated time of arrival for resources enroute

- Archive all resource and status reports for use in developing After-Action Reports
- Provide input to the Documentation Unit Leader for the After-Action Report recommendations
- At the end of each Operational Period, provide completed Activity Log (EOC 102) to the Time Unit

Position Successors

*Community Development – Housing & Homeless Services Manager Community
Development – Associate Planner*

Documentation Unit

Administrative Services – City Clerk.

General Duties:

- Maintain an accurate and complete record of significant events
- Assist other parts of the EOC organization in setting up and maintaining files, journals, and special reports
- Collect and organize all written forms, logs, and reports at completion of each shift from all sections
- Establish and operate a Message Center at the EOC, and assign appropriate internal and external message routing
- Provide documentation and copying services to EOC staff
- Maintain and preserve disaster/emergency files for legal, analytical, and historical purposes
- Compile, copy and distribute the EOC Action Plans as directed by the Section Chief's
- Compile, copy and distribute the After-Action Report with input from other Sections/Units

Responsibilities:

Compile and distribute the City's EOC Action Plans and After-Action Reports; maintain accurate and complete incident files; establish and operate EOC message distribution; provide copying services to EOC personnel and preserve incident files for legal, analytical and historical purposes.

Start-Up Actions:

- Identify yourself by putting on the vest with your title
- Establish and maintain an Activity Log (EOC 102) and other files as needed
- Confirm that all key Unit personnel or alternates are in the EOC or have been notified; recall the required staff members necessary for the emergency

Operational Duties:

- Meet with the Planning/Intelligence Section Chief to determine what EOC materials should be maintained for official records (most everything)
- Ensure adequate staffing to provide "scribes" and "runners" when needed/requested
- Contact other EOC sections and units and inform them of the requirement to maintain official records. Assist them as necessary in setting up a file records system
- Following planning meetings, assist in the preparation of any written action plans or procedures
- Ensure that the EOC Action Plans and After-Action Report are compiled, approved, copied and distributed to EOC Sections and Units
- Ensure distribution and use of message center forms to capture written record of actions requiring application of resources, requests for resources or other directions/information
Ensure the development of a filing system to collect, log and compile copies of message forms according to procedures approved by the Planning/Intelligence Section Chief
- Establish copying service and respond to authorize copying requests
- Establish a system for collecting all section and unit documentation at completion of each operational period

- Periodically collect, maintain and store messages, records, reports, logs, journals, and forms submitted by all sections and units for the official record
- Prepare an overview of the documented events/information upon request from the Planning/Intelligence Section Chief
- At the end of each Operational Period, provide completed Activity Log (EOC 102) to the Time Unit

Position Successors

Administration – Assistant City Clerk

Administration – Department Designee

Advanced Planning Unit

Community Development – Director or Designee

General Duties:

- Ensure that the City of Fullerton is prepared to participate jointly with FEMA, Cal OES, Orange County Operational Area and non-profit organizations to expedite disaster assistance for individuals, families, businesses, public entities and others entitled to disaster assistance
- Ensure that required and/or approved mitigation measures are carried out
- Consider taking advantage of disaster-caused opportunities to correct past poor land-use practices, while ensuring that legal safeguards for property owners and the jurisdiction are observed

Responsibilities:

Conduct all advanced planning for long term operations and initial recovery operations and prepare the EOC organization for transition to a recovery operation organization to restore the City to pre-disaster conditions as quickly and effectively as possible. Work with the Cost Recovery/Financial Assistance Unit to ensure that the City receives all emergency assistance and disaster recovery costs for which it is eligible;

Start-Up Actions:

- Identify yourself by putting on the vest with your title
- Establish and maintain an Activity Log (EOC 102) and other files as needed
- Confirm that all key Unit personnel or alternates are in the EOC or have been notified. Recall the required staff members necessary for the emergency

Operational Duties:

- Identify issues to be prioritized by the Director of Disaster Services on restoration of services to the City
- Be alert for opportunities to implement actions to alleviate/remedy previous zoning practices that have caused incompatible land uses
- Maintain contact with Orange County Operational Area and Cal OES and FEMA sources for advice and assistance in obtaining maximum eligible funds for disaster costs
- In coordination with the Damage Assessment Unit of the Planning/Intelligence Section, establish criteria for temporary entry of posted buildings so owners/occupants may retrieve business/personal property
- In coordination with the Damage Assessment Unit of the Planning/Intelligence Section, establish criteria for re-occupancy of posted buildings. Posting includes, as a minimum, the categories of Inspected, Restricted Access and Unsafe Building
- In coordination with the Damage Assessment Unit of the Planning/Intelligence Section establish criteria for emergency demolition of buildings/structures that are considered to be an immediate danger to the population or adjacent structures. Ensure that homeowners' and business owners' rights are considered to the fullest extent and arrangements are made for appropriate hearings, if at all possible
- Ensure that buildings considered for demolition that come under "Historical Building" classification follow proper process

- With Section Chief's, develop a plan for initial Recovery Operations
- Prepare the EOC organization for transition to Recovery Operations
- At the end of each Operational Period, provide completed Activity Log (EOC 102) to the Time Unit

Position Successors

Community Development – Planning Manager

Community Development – Senior Permit Technician

Demobilization Unit

Community Development - Code Enforcement Supervisor

General Duties:

- Provide assistance to the Planning/Intelligence Section Chief and Director of Disaster Services in planning for the EOC demobilization
- Develop demobilization strategy and plan with Section Chief's
- Prepare written demobilization plan or procedures for all responding departments and agencies if necessary
- Follow through on the implementation of the plan and monitor its operation

Responsibilities:

Prepare an EOC Demobilization Plan to ensure the orderly, safe, and cost-effective release of personnel and equipment.

Start-Up Actions:

- Identify yourself by putting on the vest with your title
- Establish and maintain an Activity Log (EOC 102) and other files as needed
- Confirm that all key Unit personnel or alternates are in the EOC or have been notified. Recall the required staff members necessary for the emergency

Operational Duties:

- Review the organization and current staffing to determine the likely size and extent of demobilization effort
- Request with General Staff to assess long-term staffing needs within their Sections and provide listing of positions and personnel for release by priority
- Coordinate with the Agency Representatives to determine:
 - Agencies not requiring formal demobilization
 - Personal rest and safety needs going forward
 - Coordination procedures with cooperating/assisting agencies
- Evaluate logistics and transportation capabilities to support the demobilization effort
- Prepare a Demobilization Plan to include the following:
 - Release plan strategies and general information
 - Priorities for release (according to department/agency and kind and type of resource)
 - Phase over or transfer of authorities
 - Completion and submittal of all required documentation
- Obtain approval of the Demobilization Plan from the Director of Disaster Services
- Ensure that all sections and branches/units understand their specific demobilization responsibilities
- Supervise execution of the Demobilization Plan
- Brief Planning/Intelligence Section Chief on demobilization progress
- At the end of each Operational Period, provide completed Activity Log (EOC 102) to the Time Unit

Position Successors

*Community Development - Code Enforcement Officer Community
Development - Senior Planner*

Technical Specialists Unit

Assignment of Primary Responsibility

Not Applicable

General Duties:

Provide technical expertise to the Planning/Intelligence Section and others as required

Responsibilities:

Provide support specific to a field or function not addressed elsewhere or by any other discipline. A Technical Specialist is an advisor with special skills and is activated only when needed. Specialist may or may not be an employee of a public or private agency.

Operational Duties:

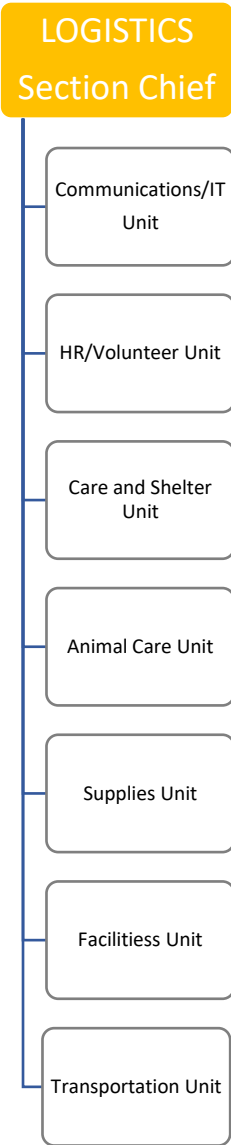
- Develop a plan for operations and support of field operations as requested. Assign specific responsibilities
- Keep the Planning/Intelligence Section Chief advised of your position status and activity and on any problem areas that now need or will require solutions
- Act as a resource to members of the EOC staff in matters relative to your technical specialty

Position Successors

Not Applicable

6.5 Logistics Section

The Logistics Section meets all support/logistical needs for the incident, including ordering resources through appropriate procurement authorities from off-site locations. It also provides care and shelter/animal care, facilities, transportation, supplies, equipment maintenance and fueling, food service, communications, and arranges medical services for incident personnel.



Logistics Section Chief

Assignment of Primary Responsibility

Parks & Recreation – Director

General Duties:

- Support field personnel with logistical needs.
- Managing all radio, data and telephone needs of the EOC
- Coordinating transportation needs and issues and developing a traffic plan
- Managing personnel issues and registering volunteers as Disaster Services Workers
- Assist with the management and sheltering of animals affected by the disaster
- Obtaining all materials, equipment and supplies to support emergency operations
- Coordinating management of facilities used during disaster response and recovery
- Coordinate the provision of logistical support for the EOC
- Coordinate activities with the Finance Section
- Manage the collection and disbursement of donations
- Report to the Director of Disaster Services on all matters pertaining to Section activities

Responsibilities:

Support the response effort and oversee the acquisition, transportation, and mobilization and delivery of resources. Set-up and manage care and shelter facilities and assist with providing of shelter for animals.

Start-Up Actions:

- Identify yourself as the Logistics Section Chief by putting on the vest with your title
- Establish and maintain an Activity Log (EOC 102) and other files as needed
- Confirm that all key EOC Logistics Section personnel or alternates are in the EOC or have been notified. Recall the required staff members necessary for the emergency
- Activate organizational elements within your Section as needed:
 - Communications/IT Unit
 - HR/Volunteer Unit
 - Care and Shelter Unit
 - Animal Care Unit
 - Supplies Unit
 - Facilities Unit
 - Transportation Unit
- Inform the Director of Disaster Services and General Staff when your Section is fully operational.

Operational Duties:

- Meet with Finance/Administration Section Chief and review financial and administration support needs and procedures; determine level of purchasing authority to be delegated to Logistics Section
- Using activity log maintain all required records and documentation to support the EOC After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation

- Requests filled
- EOC personnel, time on duty and assignments
- Following action planning meetings, ensure that orders for additional resources necessary to meet demands have been placed and are being coordinated within the EOC and field units
- Keep the Orange County Operational Area Logistics Coordinator apprised of overall situation and status of resource requests
- Coordinate with the Operations and Planning Section Chief's to develop procedures for prioritizing and validating resource requests
- Review Logistics Section reports including resource requests and the status of all available, committed, and enroute resources from the previous Operational Period
- Meet with Section Unit Leaders to review resource requests and develop allocation plans
- Ensure that orders for additional resources identified by the Operations Section are verified and included in allocation plans
- Coordinate with the Operations Section to prioritize resource requests, resolve conflicts and coordinate logistics activities during preparation for the planning meetings
- Ensure that all Section Units coordinate with the Planning Section's Situation/Resource Unit to update all available, committed, and enroute resources
- Tour the entire facility area and determine the scope of on-going operations
- Ensure that all the proper records are maintained for the Finance & Administration Section for later use and After Action Reporting
- Keep the PIO advised of the donations situation. If a need for donations or volunteers is anticipated, coordinate with the PIO to provide the specific content of any broadcast item desired. If the system is saturated with donations, advise the PIO and take steps to reduce or redirect the response
- Keep the Orange County Operational Area apprised of overall situation and status of resource requests (WEBEOC)
- Develop a personnel plan to maintain a 24-hour operation as required
- At the end of each Operational Period, provide completed Activity Log (EOC 102) to the Time Unit

Position Successors:

Human Resources – Director

Community Development - Building & Safety Manager

Communications – IT Unit

Assignment of Primary Responsibility:

Administrative Services – Information Technology Manager

General Duties:

- Install, activate and maintain information systems to ensure radio, telephone, WebEOC, and computer resources and services are provided to the EOC
- Ensure that a communications link is established with the Operational Area EOC
- Work with CERT to ensure amateur radio operators (RACES) are activated and assigned

Responsibilities:

Ensure functionality of all radio, data, and telephone needs of the EOC staff. Establish and manage all necessary computer support to the EOC staff and field units.

Start-Up Duties:

- Identify yourself by putting on the vest with your title
- Establish and maintain an Activity Log (EOC 102) and other files as needed
- Call in additional personnel to assist Unit as needed

Operational Duties:

- Ensure that all computers, data, phones lines, and WebEOC are up and running and functioning correctly
- Keep all Sections informed of the status of the communications systems, particularly those that are being restored
- Ensure that the EOC radios are functioning
- Working with the Operations Section, ensure that adequate communications operators are mobilized to monitor emergency radios on a 24-hour basis or as required
- Ensure that communications links are established with other activated EOCs within the Operational Area, as appropriate
- Continually monitor the operational effectiveness of EOC communications systems. Provide additional equipment as required
- Ensure that technical personnel are available for communications equipment maintenance and repair.
- Working with CERT, mobilize and coordinate amateur radio resources to augment primary communications systems as required
- Keep the Logistics Section Coordinator informed of the status of the communications systems.
- Determine the needs of the Communications/IT Unit and provide them to the Logistics Section Coordinator prior to the next Action Planning meeting.
- Refer all contacts with the media to the Public Information Officer
- At the end of each Operational Period, provide completed Activity Log (EOC 102) to the Time Unit

Position Successors:

*Administrative Services – Department Designee Administrative
Services – Department Designee*

Human Resources/Volunteer Unit

Assignment of Primary Responsibility

Human Resources Department - Director

General Duties:

- Provide personnel resources, as requested, in support of the EOC and Field Operations
- Develop an EOC organization chart to track employee assignments.
- Coordinate, organize, register, and manage volunteers during ongoing disaster response.

Responsibilities:

This Unit is responsible for obtaining, coordinating, and allocating all personnel except for the Operations Section personnel who will be requested directly by the Fire and Police Branches. Each department has control over its personnel and may utilize them as needed. If additional personnel are needed to support any EOC Section or any field operations, the request goes to this Unit who will determine the best employee classification to fulfill the need. In addition, the HR/Volunteer Unit will manage emergent volunteers.

Start-Up Duties:

- Identify yourself by putting on the vest with your title
- Establish and maintain an Activity Log (EOC 102) and other files as needed
- Call in additional personnel to assist Unit as needed

Operational Duties:

- Work with Section Chiefs to ensure that all required EOC positions are filled; call-back off-duty employees as needed/requested
- Coordinate with the Liaison Officer and Safety Officer to ensure that all EOC staff, to include volunteers, receives a current situation and safety briefing upon check-in
- Assist Section Chiefs with processing 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
- Develop and activate a Child Care Plan for City employees as needed. Coordinate with Facilities Unit for suitable facilities
- In coordination with the Safety Officer, determine the need for crisis counseling/debriefing for emergency workers; acquire mental health specialists as needed
- Keeps the Logistics Section Chief informed of significant issues affecting the HR/Volunteer Unit
- Coordinate with the Operational Area EOC to activate the Emergency Management Mutual Aid System (EMMA), if required
- Ensure all employees and volunteers are instructed to refer media inquiries to the Public Information Officer

- In conjunction with the Operations Section, determine where volunteers are needed, what training is required (if any), how many are requested, and to whom and where they report
- Create a list of volunteers that includes name, driver's license number (if applicable), contact information and special qualifications and training
- Identify staging location(s) for volunteers
- Keep all EOC Section Chief's informed on the number and location of available and assigned volunteers
- Work with the Facilities Unit to secure camp facilities (food and lodging) for volunteers, if needed
- Establish Disaster Service Worker and Volunteer registration and interview locations. Assign staff to accomplish these functions
- Coordinate transportation of personnel and volunteers with the Transportation Unit
- If the need for a call for volunteers is anticipated, coordinate with the PIO and provide the specific content of any broadcast item desired
- Keep the PIO advised of the volunteer situation. If the system is saturated with volunteers, advise the PIO of that condition and take steps to reduce or redirect the response
- Ensure the organization, management, coordination and channeling of the services of individual citizens and volunteer groups during and following the emergency
- Request technical expertise resources not available within the jurisdiction through mutual aid channels or the Orange County Operational Area. Check with Operations Section to avoid redundancy
- At the end of each Operational Period, provide completed Activity Log (EOC 102) to the Time Unit

Position Successors

Human Resources – Human Resources Manager II

Human Resources – Human Resources Manager I

Care and Shelter Unit

Assignment of Primary Responsibility

Parks & Recreation – Parks & Rec Manager

General Duties:

- Identify the care and shelter needs of the community
- Establish shelters as needed
- Coordinate with the American Red Cross (ARC) and other emergency welfare agencies to identify, set up, staff and maintain evacuation centers and mass care facilities for disaster victims
- Via the media, encourage residents to go to the shelter nearest their residence

Responsibilities:

Provide care and shelter for disaster victims and coordinate efforts with the American Red Cross and other volunteer agencies.

Start-Up Actions:

- Identify yourself by putting on the vest with your title
- Establish and maintain an Activity Log (EOC 102) and other files as needed
- Call in additional personnel to assist Unit as needed

Position Operational Duties:

- Establish contact with the Operational Area and the Orange County Chapter of the ARC and request an ARC liaison for the City of Fullerton EOC and/or City shelter locations
- Identify the care and shelter needs of the community, in coordination with the other Operations Section
- Determine the need for an evacuation center or mass care shelter
- Contact the Orange County Chapter of the ARC any time a mass care facility is requested/required
- Identify and prioritize which pre-identified shelter site will be used and determine its availability
- Ensure that shelter locations have been checked for equipment, facilities and operational capabilities
- Ensure that a Building Inspector has inspected each shelter site prior to occupancy following an earthquake and after each significant aftershock
- In conjunction with the ARC, manage care and shelter activities (staffing, registration, shelter, feeding, pertinent evacuee information, etc.)
- Ensure shelter management teams are organized and facilities are ready for occupancy, meeting all health, safety and ADA standards
- Coordinate with the HR/Volunteer Unit of the Logistics Section to contact volunteer agencies and recall city staff to assist with mass care functions including basic first aid, shelter and feeding of evacuees and sanitation needs
- Coordinate with the Orange County Operational Area Care and Shelter Unit for sheltering of persons in residential care for those with disabilities or access and functional needs

- Provide and maintain feeding areas within the shelter that are free from contamination and meet all health, safety, and ADA standards
- Once a shelter is established, coordinate with the Orange County Chapter of the ARC, Salvation Army, or other available volunteer agencies to assist with emergency mass feeding operations
- Coordinate with the Orange County Operational Area Care and Shelter Unit, the American Red Cross, other volunteer organizations, and private sector if mass feeding or other support is required at spontaneous shelter sites, e.g. in parks, schools, etc.
- Coordinate with the Communications/IT Unit to provide communications where needed to link mass care facilities, the EOC and other key facilities
- Coordinate with the Transportation Unit for the transportation of evacuated people to the shelter/s
- Ensure shelter managers make periodic activity reports to the EOC including requests for delivery of equipment and supplies, any city expenditures, damages, casualties and numbers and types of persons sheltered. The reporting period will be determined by the Operations Section
- If available, assist the ARC to ensure adequate food supplies, equipment and other supplies to operate mass care facilities. Coordinate procurement and distribution through the Red Cross or the Supplies Unit of the if requested by Red Cross
- Coordinate with the Facilities Unit the evacuation and relocation or shelter-in-place of any mass care facilities, which may be threatened by any hazardous condition
- Coordinate with the ARC in the opening, relocating and closing of shelter operations. Also coordinate the above with adjacent communities if needed
- At the end of each Operational Period, provide completed Activity Log (EOC 102) to the Time Unit

Position Successors

Library – Director

Parks & Recreation – Department Designee

Animal Care Unit

Assignment of Primary Responsibility

Library – Director

General Duties:

- Assess the need for animal care/rescue/evacuation and coordinate assistance/coverage with Orange County Animal Care and shelter organizations through the Logistics Section

Responsibilities:

Provide initial response to the care, rescue or evacuation of animals in conjunction with the Orange County Animal Care

Start-Up Duties:

- Identify yourself by putting on the vest with your title
- Establish and maintain an Activity Log (EOC 102) and other files as needed
- Call in additional personnel to assist Unit as needed

Operational Duties:

- Work with the Logistics Section to locate temporary shelters for animals
- Provide oversight to agencies (private and public) providing assistance and resources to animal care/rescue/evacuation operations and take appropriate actions to ensure protection of life and property.
- Prepare information for release through the Public Information Officer regarding animal care and provide to the Operational Area EOC for dissemination
- Provide updates to the Logistics Section Chief on all activities of the Animal Care Unit periodically during the operational period, or as requested
- Refer all contacts with the media to the PIO
- At the end of each Operational Period, provide completed Activity Log (EOC 102) to the Time Unit

Position Successors

*Library – Adult Services Manager Library
– Department Designee*

Supplies Unit

Assignment of Primary Responsibility

Public Works – Equipment Supervisor

General Duties:

- Coordinate and oversee the procurement, allocation and distribution of resources not normally obtained through existing mutual aid sources, such as food, potable water, petroleum fuels, heavy and special equipment and other supplies and consumables
- Maintain records to ensure a complete accounting of supplies procured and monies expended
- Work closely and in conjunction with the Purchasing/Procurement and Accounting Units

Responsibilities:

Obtain all non-fire and non-law enforcement mutual aid material, equipment, and supplies to support emergency operations and arrange for delivery of those resources.

Start-Up Duties:

- Identify yourself by putting on the vest with your title
- Establish and maintain an Activity Log (EOC 102) and other files as needed
- Call in additional personnel to assist Unit as needed

Operational Duties:

- Meet and coordinate activities with Finance/Administration Chief and determine purchasing authority to be delegated to Supplies Unit. Review emergency purchasing and contracting procedures
- Review, verify and process requests from other sections for resources
- Maintain information regarding resources readily available, resource requests, status of shipments and priority resource requirements
- Coordinate with other branches/units as appropriate on resource requests received from operations forces to ensure there is no duplication of effort or requisition
- Determine if needed resources are available from City stocks, mutual aid sources or other sources. Arrange for delivery if available
- Determine availability and cost of resources from private vendors
- Notify Finance/Administration Chief of needs that exceed delegated authority. Obtain needed authorizations and paperwork
- If contracts are needed for procuring resources, request that the Purchasing/Procurement Unit to develop necessary agreements
- Arrange for delivery of procured resources. Coordinate with Transportation Unit
- Identify to the Logistics Section Chief any significant resource request(s) that cannot be met through local action. Suggest alternative methods to solve the problem if possible
- Establish contact with Care and Shelter Units and Red Cross representatives(s) and discuss the food and potable water situation with regard to mass care shelters and mass feeding locations. Coordinate actions with Public Works Branch if needed

- Establish a plan for field and EOC feeding operations. Coordinate with EOC Operations Section to avoid duplication
- Assemble resource documents that will allow for agency, vendor, and contractor contacts; e.g., telephone listings, procurement catalogs, directories, and supply locations
- Provide supplies for the EOC, field operations and other necessary facilities

- Determine the appropriate supply houses, vendors or contractors who can supply the item, product or commodity if City stocks do not exist
- Purchase items within limits of delegated authority from Finance/Administration Section and request items exceeding delegated authority from the Finance Section
- Begin disaster documentation and record tracking of disaster-related requests for expenditures of equipment, supplies, personnel, funds, etc.
- Provide updated reports on resource status to Situation/Resources Unit
- Identify and maintain a list of available and accessible equipment and supplies to support response and recovery efforts
- Arrange for storage, maintenance, and replenishment or replacement of equipment and materials
- Provide and coordinate with EOC Operations Section the allocation and distribution of utilities, fuel, water, food, other consumables and essential supplies to all disaster operation facilities, including mass care shelters
- Procure and arrange for basic sanitation and health needs at mass care facilities (toilets, showers, etc.) as requested by EOC Operations Section
- Ensure the provision of sanitation services to include; portable toilets, hand washing stations, trash containers, etc.
- Coordinate resources with relief agencies (American Red Cross, etc.)
- Obtain and coordinate necessary medical supplies and equipment for persons with disabilities or access and functional needs
- Obtain necessary protective respiratory devices, clothing, equipment, and antidotes for personnel performing assigned tasks in hazardous radiological and/or chemical environments as requested
- Ensure the organization, management, coordination, and channeling of donations of goods from individual citizens and volunteer groups during and following the disaster/emergency
- At the end of each Operational Period, provide completed Activity Log (EOC 102) to the Time Unit

Position Successors

Public Works – Equipment Maintenance Lead

Public Works – Fleet Maintenance Tech

Facilities Unit

Assignment of Primary Responsibility

Public Works – Buildings & Facilities Supervisor

General Duties:

- Coordinate and oversee the management of and support to the EOC and other essential facilities and sites used during disaster operations
- Coordinate with other EOC branches/units for facility support requirements
- Support activities for restoration of disrupted services and utilities to facilities
- Coordinate with Finance/Administration Section on any claims or fiscal matters relating to facilities' operations
- Close out each facility when no longer needed

Responsibilities:

Ensure that adequate facilities are provided for the response effort, including securing access to the facility. Working with other Units, provide staff, furniture, supplies, and materials necessary to configure the facility in a manner adequate to accomplish the mission

Operational Duties:

- Maintain information in the Unit regarding:
 - Facilities opened and operating and facility managers
 - Supplies and equipment at the various locations
 - Specific operations and capabilities of each location
- As the requirement for emergency-use facilities is identified, coordinate the acquisition of required space
- Identify communications requirements to the Communications/IT Unit
- Identify equipment, material and supply needs to the Supplies Unit
- Identify personnel needs to the HR/Volunteer Unit
- Identify transportation requirements to the Transportation Unit. Coordinate evacuation schedules and identify locations involved
- Identify security requirements to the Law Branch of the Operations Section
- Monitor the actions at each facility activated and provide additional support requested in accordance with Unit capabilities and priorities established
- Account for personnel, equipment, supplies and materials provided to each facility
- Coordinate the receipt of incoming resources to facilities
- Ensure that operational capabilities are maintained at facilities
- Oversee the distribution of utilities, fuel, water, food, other consumables and essential supplies to all disaster operation facilities
- Ensure that basic sanitation and health needs at mass care facilities (toilets, showers, etc.) are met
- Be prepared to provide facilities for animal boarding as required
- Ensure that there is water resources for consumption, sanitation and firefighting at all facilities

At the end of each Operational Period, provide completed Activity Log (EOC 102) to the Time Unit

Position Successors

Public Works – Equipment Maintenance Lead

Public Works – HVAC Lead

Transportation Unit

Assignment of Primary Responsibility

Public Works – Equipment Supervisor

General Duties:

- In conjunction with the Operations Section develop and implement the Traffic Plan
- Support out-of-service resources
- Notify the Situation/Resource Unit of all status changes on support and transportation vehicles
- Arrange for and activate fueling, maintenance, and repair of ground resources
- Maintain support vehicle inventory and transportation vehicles
- Provide transportation services
- Collect use information on rented equipment

Responsibilities:

The Transportation Unit is responsible for transportation of emergency personnel, food, equipment, and supplies, as well as assisting with the Traffic Plan. This position also supports out-of-service resources and the fueling, service, maintenance, and repair of vehicles and other ground support equipment.

Operational Duties:

- Coordinate with the EOC Planning/Intelligence and Operations Sections to determine which disaster routes are available for emergency use
- Coordinate use of disaster routes with the Operations Section
- Coordinate with other sections and branches/units to identify transportation priorities
- In conjunction with the Law Unit, assist with implementation of a Traffic Plan for movement of:
 - Personnel, supplies and equipment to the EOC, field units, shelters and casualties facilities
 - Individuals to medical facilities
 - Emergency workers and volunteers to and from risk area
- Coordinate with the EOC Operations Section on the movement of disabled and elderly persons
- Establish contact with local transportation resources for use in evacuations and other operations as needed
- Coordinate transportation of animals as required
- Coordinate with local transportation agencies and schools to establish availability of resources for use in evacuations and other operations as needed
- As reports are received from field units and EOC sections and as sufficient information develops, analyze the situation and anticipate transportation requirements
- At the end of each Operational Period, provide completed Activity Log (EOC 102) to the Time Unit

Position Successors

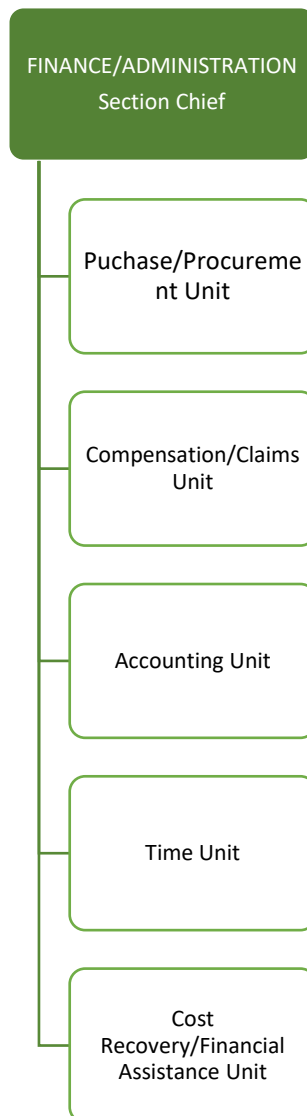
Public Works – Equipment Maintenance Lead

Public Works – Fleet Maintenance Tech

6.6 Finance/Administration Section

This Section will be activated as 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. This section also tracks employee injuries and property damage. The Finance Section Chief will determine, given current and anticipated future requirements, the need for establishing specific subordinate units. This Section is also responsible for tracking and recording all employee EOC 102 forms.

Close coordination with the Planning Section and Logistics Section is essential so that operational records can be reconciled with financial documents. Because of the flexible nature of SEMS/NIMS/ICS, only one or a few specific functions may be required.



Finance/Administration Section Chief

Assignment of Primary Responsibility

Administrative Services - Director

General Duties:

- Implementing a disaster/emergency financial accounting system as needed
- Maintaining financial/accounting records of the emergency
- Tracking and recording of all employee staff time
- Processing purchase orders and contracts in coordination with Logistics Section
- Processing worker's compensation claims received at the EOC
- Handling any travel and expense claims
- Cost recovery and financial assistance

Responsibilities:

Supervise the financial support, response, and recovery for the disaster/emergency; ensure that the payroll and revenue collection process continues and activate a financial accounting system, as needed.

Start-Up Duties:

- Identify yourself as the Finance/Admin Chief by putting on the vest with your title Establish and maintain an Activity Log (EOC 102) and other files as needed
- Activate organizational elements within your Section as needed:
 - Purchase/Procurement Unit
 - Compensation/Claims Unit
 - Accounting Unit
 - Time Unit
 - Cost Recovery/Financial Assistance Unit

Operational Duties:

- Develop and utilize a disaster/emergency financial accounting system if needed
- Manage all financial and cost/revenue aspects in the EOC/incident(s)
- Ensure that the payroll process continues
- Ensure that the revenue collection process continues
- Attend planning meetings as required
- Using activity log maintain all required records and documentation to support the EOC After-Action Report and the history of the emergency/disaster. Document:
 - Messages received
 - Action taken
 - Decision justification and documentation
 - Requests filled
 - EOC personnel, time on duty and assignments
- Provide financial and cost analysis information as requested
- If functioning, maintain daily contact with City Administration on Finance/Administration matters
- Ensure that all mutual aid personnel time records are accurately documented and transmitted to home agencies

- Brief agency administrative personnel on all incident-related financial issues needing attention or follow-up prior to leaving incident
- Ensure that all personnel and equipment time records and record of expendable materials used are received from other Sections and submitted to the Time Unit at the end of each operational period
- Organize, manage, coordinate and channel the donations of money received during and following the emergency from individual citizens and volunteer groups
- Meet with assisting and cooperating agency representatives as required
- Provide input in all planning sessions on finance and cost analysis matters
- Ensure that all obligation documents initiated during the emergency/disaster are properly prepared and completed
- Develop a personnel plan to maintain a 24-hour operation as required
- Provide financial input to Planning/Intelligence for demobilization planning
- At the end of each Operational Period, provide completed Activity Log (EOC 102) to the Time Unit

Position Successors

Administrative Services – Fiscal Services Manager

Administrative Services – Department Designee

Purchase/Procurement Unit

Assignment of Primary Responsibility

Administrative Services – Purchasing Manager

General Duties:

- Identify sources for equipment, expendable materials and resources
- Manage all equipment rental agreements
- Initiate vendor contracts associated with EOC activities within purchase authority limits established by City Council or Director of Disaster Services
- Process paperwork associated with equipment rental and supply contracts
- Issue purchase orders
- Work closely with the Supplies Unit

Responsibilities:

Administration of financial matters pertaining to purchases, vendor contracts, leases, agreements, and tracking expenditures. Identify sources of expendable materials and equipment, prepare and sign equipment rental agreements, and process administrative paperwork associated with equipment rental and supply contracts. Ensure that all records identify scope of work and site specific work location.

Start-Up Duties:

- Identify yourself by putting on the vest with your title
- Establish and maintain an Activity Log (EOC 102) and other files as needed
- Call in additional personnel to assist Unit as needed

Operational Duties:

- Contact appropriate branch/unit leaders on needs and any special procedures
- Work with Finance/Administration Section Chief to develop EOC purchasing procedures
- Prepare and sign contracts as needed within established contracting authority
- Determine if required/requested items are currently available at City locations
- Develop procedures to obtain items from vendors within the City before moving to outside vendors
- Establish contracts and agreements with supply vendors
- Ensure that all records identify scope of work and site specific locations
- Ensure proper tracking of all new property
- Interpret contracts/agreements and resolve claims or disputes within delegated authority
- Finalize all agreements and contracts
- Complete final processing and send documents for payment
- Verify cost data in established vendor contracts with Cost Unit
- At the end of each Operational Period, provide completed Activity Log (EOC 102) to the Time Unit

Position Successors:

Administrative Services – Account Clerk II

Administrative Services – Account Clerk II

Claims/Compensation Unit

Assignment of Primary Responsibility

Human Resources – Human Resources/Risk Management Analyst

General Duties:

- Track all claims resulting from an emergency/disaster for personnel, volunteers, or agency representatives
- Collects information for all forms required by Workers Compensation and the City
- Maintain a file of injuries and illness associated with the personnel activity at the EOC and maintain a file of written witness statements on injuries
- Provide investigative support in areas of claims for bodily injury and property damage compensation presented to the City of Fullerton

Responsibilities:

Manage the investigation and compensation of physical injuries and property damage claims involving the City of Fullerton arising out of an emergency/disaster, including completing all forms required by worker's compensation programs and the City, maintaining a file of injuries and illnesses associated with the incident, and providing investigative support of claims.

Start-Up Duties:

- Identify yourself by putting on the vest with your title
- Establish and maintain an Activity Log (EOC 102) and other files as needed
- Call in additional personnel to assist Unit as needed

Operational Duties:

- Coordinate with the Safety Officer, Liaison Officer, Agency Representatives, and HR/Volunteer Unit of the Logistics Section
- Maintain a log of all injuries occurring during the disaster/emergency
- Develop and maintain a log of potential and existing claims
- Prepare claims relative to damage to City property; notify and file the claims with insurers
- Process claims for travel requests, forms, and expense claims
- Ensure that all Injury and Claims logs and forms are complete and routed to the appropriate department for post EOC processing
- Ensure the investigation of all accidents, when feasible
- Ensure that the HR/Volunteer Unit of the Logistics Section completes claims for any injured personnel or volunteers working at the emergency
- Provide report of injuries and coordinate with the Safety Officer for mitigation of hazards in the EOC
- At the end of each Operational Period, provide completed Activity Log (EOC 102) to the Time Unit

Position Successors

Human Resources – Human Resources Manager I

Human Resources – Department Designee

Accounting Unit

Assignment of Primary Responsibility:

Administrative Services – Fiscal Services Manager

General Duties:

- Obtain and record all cost data for the emergency/disaster
- Ensure the proper identification of all equipment and personnel requiring payment
- Analyze and prepare estimates of EOC costs
- Maintain accurate record of EOC costs
- Work closely with Purchasing/Procurement Unit
- Record all payments and revenue

Responsibilities:

Provide cost analysis data for the incident to help the planning and recovery efforts. Ensure that all pieces of equipment and personnel that require payment are properly identified; obtain and record all cost data; analyze and prepare estimates of incident costs and maintain accurate records of incident costs. Work with Time Unit to ensure payment to employees and for equipment.

The Accounting Unit will be increasingly tasked to support the planning function in terms of cost estimates of resources used. The Unit must maintain accurate information on the actual costs for the use of all assigned resources.

Start-Up Duties:

- Identify yourself by putting on the vest with your title
- Establish and maintain an Activity Log (EOC 102) and other files as needed
- Call in additional personnel to assist Unit as needed

Operational Duties:

- Collect and record all cost/revenue data
- Maintain a fiscal record of all expenditures related to the emergency/disaster
- Prepare and provide periodic accounting summaries for the Finance/Administration Section Chief and the Director of Disaster Services
- Maintain cumulative emergency/disaster cost records
- Ensure that all financial obligation documents are accurately prepared
- Prepare use of resources cost estimates
- Maintain accurate information on the actual cost for the use of all assigned resources
- With the Time Unit, ensure that all pieces of equipment under contract and dedicated personnel are properly identified
- Receive and allocate payments
- Ensure that all EOC Sections maintain proper supporting records and documentation to support claims
- Make recommendations for cost savings to the Finance/Administration Section Chief
- Prepare any required fiscal reports concerning the incident

- Coordinate with Operational Area to identify any special or unusual type of record keeping or documentation that may be required
- Establish/implement accounting or special cost codes that will be associated with the disaster
Monitor/track all emergency expenditures
- Ensure that estimated costs are replaced with actual cost where or when known
- At the end of each Operational Period, provide completed Activity Log (EOC 102) to the Time Unit

Position Successors:

Administrative Services – Accounting Supervisor

Administrative Services – Account Clerk II

Time Unit

Assignment of Primary Responsibility

Administrative Services – Payroll Technician

General Duties:

- Track, record and report staff time for all personnel/volunteers working at the emergency/disaster
- Establish and maintain files for all personnel working at the emergency/disaster
- Ensure that daily personnel time recording documents are prepared and are in compliance with specific City, Cal OES, and FEMA time recording policies (EOC 102) • Track, record, and report equipment uses and time

Responsibilities:

Track hours worked by paid personnel, volunteers, contract labor, mutual aid and all others and ensure that EOC 102 forms are prepared so that the City's time tracking responsibilities are being met. Ensure that time and equipment use records identify scope of work and site-specific work location.

Personnel time and equipment use records should be collected and processed for each operational period as necessary. Records must be verified, checked for accuracy and posted according to existing policy. Overtime worked must also be determined, and separate logs maintained utilizing a form EOC 102 – identified as Overtime Hours Worked.

Start-Up Duties:

- Identify yourself by putting on the vest with your title
- Establish and maintain an Activity Log (EOC 102) and other files as needed
- Call in additional personnel to assist Unit as needed

Operational Duties—Personnel Time:

- Determine if current time accounting can be utilized for emergency. If not, identify time tracking procedures to document time/Activity Log info
- Gather/track all Activity Logs from all applicable personnel assigned to the emergency/disaster for each operational period
- Ensure that all records identify scope of work and site-specific work location
- Post personnel travel and work hours, assignment to a specific incident (location by address when possible), transfers, promotions, specific pay provisions, and terminations to personnel time documents
- Ensure that daily personnel time recording is accurate and prepared in compliance with City policy
- Ensure that all employee identification information is verified to be correct on all reports
- Ensure that Activity Logs are signed
- Maintain separate logs for overtime hours on EOC 102 specifically identified as Overtime
- Establish and maintain a file for employee time records within the first operational period for each person
- Maintain records security

- Keep records on each shift. Operational Period work schedules are determined by the Director and will be laid out in the Incident Action Plan

- Coordinate with the HR/Volunteer Unit of the Logistics Section as needed

Operational Duties—Equipment Time:

- Assist Sections and Branches/Units in establishing a system for collecting equipment time reports
- Ensure that all records identify scope of work and site-specific work location
- Establish and maintain a file of time reports on owned, rented, donated and mutual aid equipment (including charges for fuel, parts, services and operators)
- Maintain records security
- At the end of each Operational Period, provide completed Activity Log (EOC 102) to the Time Unit

Position Successors

Administrative Services – Payroll Technician

Administrative Services – Department Designee

Cost Recovery/Financial Assistance Unit

Assignment of Primary Responsibility

Administrative Services – Revenue Manager

General Duties:

- Maintain disaster related revenues/expenses to capture and document costs relating to a disaster/emergency in coordination with other all Sections and Departments
- Work with the Recovery Unit to ensure that the City of Fullerton receives all emergency assistance and disaster recovery costs for which it is eligible
- Act as liaison with the disaster assistance agencies and coordinate the recovery of costs as allowed by law and maintain records in such a manner that will pass audit
- Assist with setting up Disaster Assistance Centers to assist the public with accessing insurance companies, and state and federal assistance

Responsibilities:

Develop and maintain a system to capture and document costs relating to the disaster/emergency in coordination with other sections and departments; act as liaison with the disaster assistance agencies and coordinate the recovery of costs as allowed by law and maintain records in such a manner that will pass audit. The Cost Recovery/Financial Assistance Unit should be activated at the onset of any disaster/emergency. Accurate and timely documentation is essential to financial recovery.

Start-Up Duties:

- Identify yourself by putting on the vest with your title
- Establish and maintain an Activity Log (EOC 102) and other files as needed
- Call in additional personnel to assist Unit as needed

OPERATIONAL DUTIES:

- Develop and maintain a system to capture and document costs relating to the disaster/emergency in coordination with other sections and departments
- Inform all sections and departments what system is to be used
- Coordinate cost documentation and make decisions on costs codes and items to be tracked
- Act as liaison with the disaster assistance agencies and coordinate the recovery of costs as allowed by law
- Prepare all required state and federal documentation as necessary to recover all allowable disaster costs
- Assist the City and the public in securing funds (bonds, grants, loans, etc.) for recovery efforts
- Work with county, state, and federal agencies to secure funds for businesses and residents
- Assist with setting up Disaster Assistance Centers and Recovery Coordination Centers to assist the public with accessing insurance companies, state and federal assistance
- Work with EOC Sections and appropriate departments to collect all required documentation
- Organize and prepare records for final audit
- Prepare recommendations as necessary
- At the end of each Operational Period, provide completed Activity Log (EOC 102) to the Time Unit

Position Successors

Administrative Services – Utilities Services Supervisor

Administrative Services – Department Designee

6.7 EOC Deactivation

The individual acting as Director of Disaster Services or the EOC Director during the incident has the authority to determine when it is appropriate to deactivate the EOC.

The duration of an EOC activation is unknown. For pre-planned events or smaller incidents with few recovery concerns the activation might be limited to days or even hours. Following significant emergencies (e.g., a major earthquake) the EOC may be activated for months and potentially a year or longer as operations shift from response to supporting long-term recovery of the community.

Following smaller incidents, deactivation of the EOC will typically take place after on-scene incident management activities have ceased, when it is determined that on-scene personnel have the incident fully contained and there is limited or no possibility of escalation, or when the incident has become small and specific enough that a single Department Operations Center can manage the incident alone. In either case, the Director of Disaster Services and/or EOC Director, in consultation with the Policy Group will determine the appropriate time to deactivate the EOC.

Once the decision has been made to deactivate the EOC, ramping it down will occur in a phased process. Depending on the magnitude of the incident and the associated response, this phased process may be implemented over months, days, hours, or even minutes. The precise timing of each phase will be determined by the Director of Disaster Services or the EOC Director. The five phases are as follows:

- 1) **Operations Section:** The Operations Section will typically be the first to deactivate and tactical teams and field personnel should account for equipment and emergency workers and then return to their home bases. Demobilization of field personnel will typically take place on a first in/first out basis. The specifics of this demobilization will be determined by the Operations Section Chief and on-scene Command in accordance with the Demobilization Plan developed by the Planning/Intelligence Section/Demobilization Unit.
- 2) **Logistics Section:** The Logistics Section will support the Operations Section's deactivation. It will begin closing down facilities and reclaiming or disposing of resources that were used to support emergency workers (e.g., feeding locations, lodging, sanitation, etc.). It will also assist in accounting for resources, determining their status, returning or disposing of response resources, and reporting status, costs, and losses to the Finance/Administration Section.
- 3) **Planning Section:** Following the deactivation of the Operations and Logistics Sections without incident, the planning section will cease operations. The Planning Section remains active while the Operations and Logistics Sections deactivate in case complications with field demobilization or resource management arise that might need to be addressed strategically. In addition, the Planning Section/ Demobilization Unit is responsible for developing the demobilization plan that is being used by the Operations and Logistics Sections. Should questions arise or revised strategies be needed, the Planning Section will be available during this critical time.

- 4) **Finance/Administration Section:** The Finance and Administration Section is the last General Staff functional element to cease operations because it is responsible for gathering all documentation related to the incident, identifying all associated costs (including demobilization costs), and leading cost recovery efforts. It may sometimes take considerable time to ensure all appropriate documentation is gathered from the other sections and to validate costs. Furthermore, complete accountability for the operation cannot be determined until all other sections have fully deactivated. This function may transition to the Emergency Management and Preparedness Section and City Finance Department after the incident period has ended.

- 5) **Management Function:** Because the Director of Disaster Services and EOC Director are accountable for all emergency management activities – from start to finish – the Management function is the last to deactivate. At any time throughout the deactivation process, the DES and/or EOM may choose to dismiss elements of the Management Function (e.g., Policy Group, Liaison Officer, etc.), however, one of the command positions (DES or EOM) must be maintained to ensure all activities are fully and successfully executed and then terminated. The DES or EOM will typically receive a debriefing from the Section Chiefs as they cease operations. Once the last Chief has reported out and the DES or EOM is confident that operations are terminated and all things are accounted for, then official operational termination/deactivation may result.

As individuals are released from the EOC, they will perform the following activities:

6.7.1 Demobilization Phase Checklist

- Close out logs and log out of WebEOC® when authorized by the DDS or EOC Director or an appropriate supervisor. Complete all required forms, reports, and other documentation prior to departure
- Submit all forms and logs to the Planning/Intelligence Section/Documentation Unit, as appropriate
- Be prepared to provide input to the after-action report
- Clean up work area before leaving
- Leave a forwarding phone number with the EOC Coordinator
- Notify other appropriate organizations of the deactivation
- Ensure that any open actions not yet completed will be handled after deactivation
- Proclaim termination of the position/organizational element (e.g., Unit, Branch, etc.) and resume normal agency operations

Following an EOC activation and deactivation, the Fullerton Fire Department and Public Works Departments will be responsible for restoring the City EOC to a state of readiness. This may include:

- Coordinating cleaning services
- Servicing equipment or coordinating repairs
- Restocking supplies
- Reorganizing/rearranging furniture or other resources

6.8 Transitioning to Recovery Phase

As the initial and sustained operational priorities are met, emergency management officials must consider the recovery phase needs. Short-term recovery activities include returning critical infrastructure and key resources to minimum operating status. Long-term recovery activities are designed to return to normal operations. Recovery planning includes strategies to avert or mitigate future effects of hazards and threats. During the recovery phase, damage is assessed, local Disaster Assistance Centers and/or Recovery Coordination Centers may be opened, and hazard mitigation surveys are performed.

CHAPTER 7 – RECOVERY OPERATIONS

7.1 Introduction

Recovery refers to those measures undertaken by an entity following a disaster that will return all systems (utilities, roads, government offices, etc.) to normal levels of service. A successful recovery starts at the moment of impact. There is no clearly defined separation between response and recovery. The tasks are different from response, but they should be carried out simultaneously. Establishing a recovery organization prior to a disaster has proven effective in enabling a smooth and speedy recovery. Emergency response personnel will continue using SEMS/NIMS principles and procedures during recovery.

Recovery operations differ from emergency response activities, which are greater in the SEMS/NIMS Operations and Logistics functions. Recovery activities see much more activity in the Finance/Administration and Planning functions and less in the other SEMS functions. The OA may act as an information and coordination point for its constituent jurisdictions; however, The City of Fullerton will work directly with state and federal recovery programs rather than having to go through the OA. The organizational goal is no longer lifesaving, it is now recovery. Recovery priorities include:

- Financial recovery
- Rebuilding and construction
- Business recovery
- Recovery of public facilities and services
- Temporary/permanent housing issues

The City's Emergency Operations Center (EOC) will be activated to manage the disaster/emergency and will continue operations into the recovery phase. It is possible, based on the size and length of the recovery period that operations may shift to a Recovery Coordination Center (RCC). Even though response efforts may take priority over recovery efforts, a representative from the Community Development Department could be assigned to the Advanced Planning Unit during response operations. In that role, that individual can begin assessing the situation to identify recovery priorities and strategies for consideration.

When all lifesaving and immediate property protection operations are complete, the Director of Disaster Services (DDS) will determine who will act as the lead for all recovery operations. To signify a difference between the response and recovery phases and the transition in operational objectives, the EOC Director will be changed to the Recovery Operations Manager (ROM). The organizational structure will remain largely intact as described in coming sections; however, it will be altered to some degree to reflect its new mission. For the sake of planning, it is assumed that the DDS will appoint the Community Development Director as the ROM.

The ROM will set recovery priorities and staff a Recovery Team, which may or may not include the participants from the response phase. The priorities for this Section will be as follows:

- Re-establish essential public services.
- Restore City property.
- Coordinate services to assist in the restoration of private property.
- Coordinate services to provide temporary housing, if appropriate.
- Assist in removing barriers to the recovery of the affected population.
- Assist in removing barriers to business recovery including economic development, redevelopment, and new development.
- Identify residual hazards.
- Plan to mitigate future hazards.

- Make recommendations on City infrastructure restoration priorities.
- Coordinate cleanup and debris removal operations.
- Facilitate the rebuilding process and expedite the permit process.
- Recover costs associated with response and recovery efforts.
- Aggressively identify all damage, and seek financial reimbursement from FEMA, State Cal OES, and other organizations as appropriate.
- Assist departments in identifying all funding sources made available through legislation and disaster grants.

7.2 Phases of Recovery

Short-Term (a few days to six months)

Short-term recovery is associated with periods ranging from a few days to approximately six months after a disaster. Activities include rapid damage assessment, debris removal, temporary relocation of residents and businesses, immediate restoration of services, temporary financial relief to disaster victims, immediate abatement of extreme hazards, and crisis counseling to disaster victims. The restoration of infrastructure is also one of the highest priorities because it impacts many other elements of the recovery.

In particular, focus should be placed on the restoration of:

- Electric power
- Communications
- Water and sewer
- Facilities designated as critical or essential to the City
- High impact areas and special districts, schools, and hospitals
- Economic and social systems of the community

Since these restoration activities will have been initiated during the response phase, continued coordination into the recovery phase is necessary to follow-through with high priority areas for service resumption.

Mid-Term (six months to two years)

In the mid-term phase of recovery, the most vital services have been restored, but life may not be characterized as "back to normal." This period, which ranges from months to two years, may be characterized by the following:

- Large numbers of displaced persons may still be living in temporary housing.
- Businesses are once again open, but they may be operating from temporary facilities.
- Transportation arteries may be open, but they are not fully restored.
- Government, private and non-profit sectors, and individuals may have applied for grants and loans but have not received the money. Behavioral health services become paramount during this time since disaster victims experience the stresses related to coping with the ongoing disaster effects.

Long-Term (two to ten years or longer)

- Long term recovery and reconstruction takes many months to many years to accomplish.

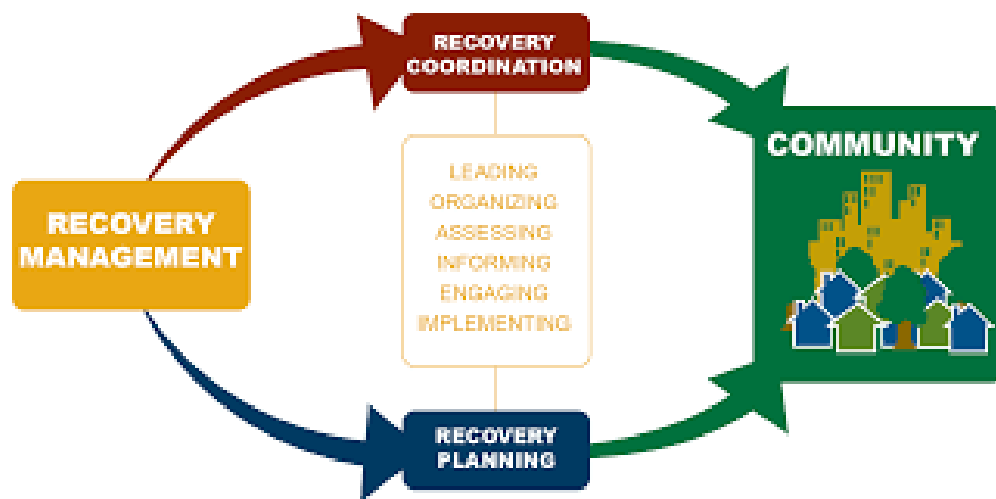
Tasks may involve the following:

- Reconstruction of damaged buildings
- Permanent re-establishment of public, private, and non-profit services
- Economic rebound
- Long-range planning for hazard mitigation and land use
- Treatment of physical and psychological injuries

Long-term recovery for severely traumatized victims may involve introducing those individuals into the county mental health system for care. Additional long-term considerations can include updating plans based on lessons learned and conducting post-incident assessments.

7.3 Recovery Organization

In the aftermath of a disaster, all departments will be responsible for carrying out some portion of the recovery and reconstruction duties and assisting in the preparation of the City’s recovery and reconstruction. Some departments may even be expected to defer some of their normal day-to-day operations to devote personnel and equipment to carrying out functions during the initial phase of recovery. Any City department, whether it has been assigned specific recovery roles, may be called upon to provide recovery assistance to other departments. Some departments may be designated to assist in coordinating recovery functions between departments and/or outside agencies. All departments will be expected to comply immediately with reasonable requests for assistance from the ROM. If a request will impede the ability of the department to fulfill its normal primary and non-deferrable mission, the ROM will inform the Director of Disaster Services. The final decision to divert a department’s resources from its normal primary and non-deferrable mission to recovery support activities will be made by the Director of Disaster Services.



7.4 Recovery Coordination Center

Since recovery operations may go on for years, it is not always advantageous to have recovery operations based from the City EOC since it may be needed to support new emergency response operations. Instead, the Director of Disaster Services, in consultation with the Policy Group will determine the best location to set up an independent location designated as the Recovery Coordination Center (RCC). Consideration should be given to co-locating the RCC with the Disaster Assistance Center to provide service to the public. This “one stop” opportunity for citizens may address temporary housing, demolition permits, building permits, federal grants, tax relief, American Red Cross services, etc. FEMA refers to this type of facility as a Disaster Recovery Center (DRC). Prior to renting or assigning the facility, coordination with Cal OES and FEMA is recommended. The RCC should be a facility that is available to support the potential long-term needs of the recovery operation. It should be convenient to City personnel, have appropriate security and capabilities, and be accessible to citizens should it be used as a service center to support constituents. It can be in City Hall or a separate facility convenient to the public.

7.5 Joint Field Office (Federal)

Following a Presidential Declaration of a Disaster or Emergency, a Joint Field Office (JFO) will be established in the proximity of the disaster area. If applicable, Fullerton staff will coordinate closely with the Federal Coordinating Officer (FCO) and JFO staff to recover and rebuild the community. The JFO provides the direction and coordination point for federal assistance. Typical functions of the JFO include:

- Management - Coordination of the overall federal assistance programs for individual and public assistance, as well as any existing emergency work.
- Public Information – Overall direction of public news releases on the progress of the emergency
- Recovery actions, public notices on obtaining assistance, problems, and other pertinent information.
- Public Direction – Overall direction of the public
- Liaison - Provides coordination and cooperation with other federal, state, and local agencies.
- Operations - Responsible for damage survey teams, outreach activities, and program implementation (i.e. public assistance, individual assistance, and hazard mitigation).
- Logistics – Provides materials and resources to perform the tasks associated with recovery.
- Finance/ Administration – Tracks and monitors federal costs, approves purchases, and audits activities as needed.
- Planning/Intelligence – Develops federal action plans, identifies priorities, potential problems, and document the overall recovery actions.

7.6 After-Action Reporting

Standardized Emergency Management System (SEMS) regulations require any city, city and county, or county declaring a local emergency for which the governor proclaims a state of emergency to complete and transmit an after-action report to Cal OES via Cal EOC within 90 days of the close of the incident period. The after-action report will provide, at a minimum, response actions taken, applications of SEMS, suggested modifications to SEMS, necessary mediations to plans and procedures, identified training needs, and recovery activities to date.

The after-action report will serve as a source for documenting Fullerton's response activities and identifying areas of concern and success. It will also be utilized to develop and describe a work plan for implementing improvements.

The after-action report will be a composite document for all SEMS levels and will provide a broad perspective on the incident, reference more detailed documents, and address all areas specified in regulations. It will be coordinated with, but not encompass, hazard mitigation. Hazard mitigation efforts may be included in the "recovery actions to date" portion of the after-action report.

The Fullerton Fire Department – Emergency Preparedness Coordinator will be the lead in preparing the document with assistance from the Planning/Intelligence Section. This includes distribution to City Department Heads and sending it to the Governor's Southern Region Office of Emergency Services within the required 90-day period. Data for the after-action report will be collected from affected EOC staff. Documents developed during the disaster response and initial recovery phases will be used, and interviews with emergency personnel will occur as needed.

7.7 Recovery Documentation and Reporting

Recovery documentation and reporting is the key to recovering eligible emergency response and recovery costs. Timely safety and damage assessments, documentation of all incident activities and accurate reporting are critical in establishing the basis for eligibility of disaster assistance programs. Recovery documentation information should include the location and extent of damage, and estimates of costs for

debris removal, emergency work, and repairing or replacing damaged facilities to a non-vulnerable and mitigated condition. The cost of compliance with building codes for new construction, repair, and restoration will also be documented. The cost of improving facilities may be provided under federal hazard mitigation grant programs (<https://www.fema.gov/hazard-mitigation-grant-program>). Documentation is the key to recovering expenditures related to emergency response and recovery operations. Documentation must begin at the field response level and continue as the disaster unfolds. Included in the EOC Planning/Intelligence Section is the Documentation Unit that will coordinate the collection of all incident documentation for dissemination and filing.

7.8 Recovery Damage/Safety Assessment

An initial assessment resulting in damage estimates is developed early in the emergency response phase and used to support a gubernatorial proclamation and for the State to request a presidential declaration. This is followed by a detailed assessment of damage during the recovery phase. This detailed assessment provides the basis for determining the type and amount of State and/or Federal financial assistance available for recovery. The Planning/Intelligence Section, Damage Assessment Unit is responsible for managing damage assessment in both response and recovery phases. Assistance will be provided by other Units as available and needed. Procedures for conducting detailed surveys to be used in disaster project applications include: safety concerns, structural damage, and category of structure (house, business, mobile home, etc.).

7.9 Listing of Damage/Documentation

Once a Presidential Disaster Declaration has been made, a List of Damages needs to be completed by each jurisdiction and transmitted to the OC OA. The OC OA will consolidate all Orange County lists and then transmit the lists to the Cal EOS Region One, who will in turn consolidate and forward them to the State and FEMA.

The **List of Damages** includes the location of action or damage, a description of damages and estimates of cost:

- Location - Geographical location of damaged facility or emergency work
- Description - Narrative explaining the nature of the disaster-related problem (engineering details are not needed)
- Estimates of Cost - A separate estimate for each facility or system affected
- Documentation - Photos or videos of damage (photos are preferable)

**Detailed information is available in FEMA's Damage Assessment Operations Manual.*

7.10 Recovery - Roles and Responsibilities/Organization

The Recovery organization is required to communicate and interact with all departments on recovery planning and will be responsible for forming a type of task force, which will prepare the City's recovery plan. This function will be activated at the initial stages of a disaster response through the Advanced Planning Unit under the Planning/Intelligence Section. Additional recovery activities will be coordinated through the Cost Recovery/Financial Assistance Unit under the Finance/Administration Section. This Unit will start the process of collecting the required documentation for future Cal OES and FEMA reimbursement filings. Following a transition to recovery operations, the recovery organization, as identified above, will be responsible for short- and long-term recovery planning, redevelopment, and economic recovery efforts.

The recovery organization and the ROM are responsible for the dissemination of information, the establishment of recovery priorities, and distribution of resources. A concerted effort on the part of many individuals in many departments will be required to coordinate and implement recovery operations. During a transition to recovery, unneeded EOC public safety personnel will be relieved from the Operations Section, while staff from departments with recovery responsibilities, such as Community Development, Planning, Public Works, and Finance are added.

City personnel will be working long hours coordinating the recovery process. Many have responsibilities during the response phase and the recovery phase. To keep staff from “burnout,” maximum work hours per day and/or week may need to be set. Exhausted, over-worked personnel should not make decisions. It may be determined that additional personnel must be hired/requested (through Mutual Aid) during the recovery phase. Refer to FEMA Public Assistance Program for reimbursement opportunities.

7.10.1 Management Section

During the recovery phase, the Management Section is responsible for overall management and direction of operations.

Policy Group

Assignment of Primary Responsibility

The Policy Group consists of the following members:

- *City Manager (Director of Disaster Services)*
- *City Council*
- *City Attorney assists when needed*

**The Director of Disaster Services (City Manager) serves as a Chairperson to the Policy Group.*

General Duties

- Establishes basic policies which govern the manner and means in which the City will respond to an actual and/or perceived disaster.
- Provides support to the Director of Disaster Services (DDS).
- Assists in making executive decisions based on policies.
- Assists the DDS in the development of rules, regulations, proclamations, and orders.

Position Successors

The Policy Group is made up of the City Council and DDS.

Director of Disaster Services

Recovery operations will be directed by the City Manager, or designee, who serves as the Director of Disaster Services (DDS). The DDS is responsible to the Disaster Council per Fullerton Municipal Code, Chapter 2.08. The DDS has the authority to direct all emergency management activity and is responsible for the City's overall emergency management policy and coordination.

Assignment of Primary Responsibility:

The City Council has appointed the City Manager as the Director of Disaster Services per Municipal Code Chapter 2.08 (Disaster Organization and Function).

General Duties:

- Exercises overall management responsibility for the coordination of the recovery efforts within the affected area.
- Ensures that all agency actions are accomplished within the priorities established.
- Makes executive decisions based on policies of the City Council.
- Keeps the City Council appraised of recovery operations.
- Develops and issues rules, regulations, proclamations, and orders.
- Establishes the appropriate level of organization and staffing necessary to support operations and continuously monitor the effectiveness of that organization.
- Obtains support for the City of Fullerton and provides support to other jurisdictions as required.
- Ensures that multi-agency or inter-agency coordination is accomplished effectively.

Position Successors

Should the Director be unavailable or unable to serve, the positions listed below, in order, shall act as the Director of Disaster Services. The individual who serves as acting Director shall have the authority and powers of the Director, and will serve until the Director is again able to serve, or until a successor has been appointed by the City Council.

Fire Department—Fire Chief

Police Department—Police Chief

Public Works—Director

Recovery Operations Manager (ROM)

Assignment of Primary Responsibility:

Community Development Director

General Duties:

- Responsible for all Recovery Operations.
- Coordinates redevelopment and economic recovery.
- Helps identify priorities for recovery.
- Determines priority for recovery projects.
- Ensures the City receives all emergency assistance and disaster recovery financial reimbursement for which it is eligible (working with Cost Recovery/Financial Assistance Unit).
- Ensures the City is prepared to participate jointly with FEMA, State Cal OES, Orange County Operational Area, and non-profit organizations to expedite disaster assistance for individuals, families, businesses, public entities, and others entitled to disaster assistance.
- Monitors and ensures that required and/or approved mitigation measures are carried out.
- Exchanges information with other local, county, state, and federal recovery centers.
- Takes advantage of disaster-caused opportunities to correct past poor land use practices, while ensuring legal safeguards for property owners and the jurisdiction are observed.
- Assists with overseeing short-term and long-term housing shortages.
- Assists public agencies, residents, and business owners in applying for Cal OES/FEMA funds.
- Informs and briefs other elected officials.

Position Successor Successors

Planning Manager

Building and Safety Manager

Public Information Officer

Assignment of Primary Responsibility:

Administration – Public Information Officer

General Duties:

- Formulates and releases recovery-related information.
- Coordinates media relations with the City Council, DDS and ROM
- Serves as the dissemination point for all media releases.
- Coordinates as necessary to ensure that the public within the affected area receives complete, accurate, timely, and consistent information about recovery status and relief programs and services.
- Reviews and coordinates all related information releases, including dissemination of recovery information to city departments, to keep employees apprised of the situation.
- Maintains a relationship with media representatives and holds periodic press conferences as required
- Establishes and directs or participates in the Joint Information Center as necessary.

Position Successors

Deputy City Manager

Police PIO

Liaison Officer

Assignment of Primary Responsibility:

Deputy City Manager

Responsibilities:

- Acts as a point of contact that City departments can use for recovery-related information.
- Advises the Recovery Operations Manager and DDS regarding emergency management issues, proper requesting, and recording procedures.
- Coordinates with agency representatives assigned to the RCC.
- Functions as a central point of contact for incoming agency representatives, provides workspace, and arranges for support as necessary.
- Interacts with other sections and branches/groups/units within the RCC to obtain information to assist in coordination and ensure the proper flow of information.

Position Successors

Administration – City Clerk

Administration – Senior Administrative Analyst

Emergency Preparedness Coordinator

Assignment of Primary Responsibility:

Fire Department – Emergency Preparedness Coordinator

General Duties:

- Ensures physical set-up for and staffing of support staff in the City EOC or RCC (whichever is activated for recovery).
- Directs and coordinates EOC/RCC support staff/personnel.
- Interacts with other sections and branches/units within the EOC/RCC to obtain information to assist in coordination and ensure the proper flow of information.
- Ensures the EOC/RCC remains administratively functional by coordinating facility needs such as feeding, cleaning, and equipment requests. • Ensures the EOC/RCC has needed supplies

Position Successors

Fire Department Division Chief - Training

Fire Department Battalion Chief

7.10.2 Planning Section

The Planning Section performs perhaps one of the most critical functions in recovery operations – establishing the long-term recovery strategy for the City. Among other planning activities, the Planning Section will work with the DDS, ROM, the Policy Group, and other affected stakeholders in determining how to approach and shape Fullerton’s future.

Planning Section Chief

Assignment of Primary Responsibility

Community and Economic Development Department - Planning Manager

General Duties:

Facilitates development of a recovery plan to include considerations for:

- Revenue losses and curtailed programs
- Progressive legislation packages based on changing needs and recovery time frames, etc.
- Capital projects: Curtail? - Hold? - Expand? - Implications?
- Bonds (use, limitations, access, etc.)
- Special interest groups (developers, historic preservation, etc.)
- Mitigation plans to qualify for federal relief dollars
- Short and long-range health issues
- Environmental use and zoning ordinances
- Expedited loan assistance process
- Demolition policies
- Interim housing, long-term housing, and low income housing
- Public hearings and appeals processes, etc.
- Infrastructure, utilities
- New development opportunities and redevelopment
- Business resumption
- Implementation activities
- Maintains information on the status/availability of resources that may be needed to carry out the primary recovery mission.
- Provides recovery briefings/written reports to the DDS, ROM, City Council, and other officials.
- Develops an official/detailed assessment of all damages.
- Provides documentation of SEMS compliance for disaster assistance as needed
- Provides after-action reports consistent with SEMS
- Provides direction in land use and zoning issues.
- Develops alternative building regulations and code enforcement.
- Reviews and revises the General Plan as needed
- Develops recovery situation reports • Documents recover operations
- Creates mitigation plans.

Position Successors

Community and Economic Development Department – Building and Safety Manager

Community and Economic Development Department - Senior Planner

7.10.3 Operations Section

During recovery, the Operations Section is responsible for implementing recovery strategies by leading or assisting in the rebuilding of infrastructure and other operations (for which Fullerton has direct responsibility) to restore the jurisdiction to normal day-to-day operations.

Operations Section Chief

Assignment of Primary Responsibility:

The Operations Section Chief will remain with the lead department that held the position during response operations. If the focus of tactical operations changes during the recovery phase (e.g., from fire suppression to sheltering displaced residents), then the Operations Section Chief position may be reassigned to a more appropriate department at the discretion of the DDS/City Manager.

General Duties:

- Assists in implementing the Recovery Plan.
- Manages, coordinates, or assists organizations in implementing efforts to support recovery.
- Implements executive decisions with respect to priorities and recovery plans.
- Participates in development of the Recovery Plan.
- Supervises the Operations Section in accordance with the Recovery Plan.
- Directs the preparation of department operational plans.
- Determines the need for resources, as required by recovery efforts.
- Requests mutual aid and other necessary resources.
- Notifies the Planning Section of the status of deployed and available resources.

Position Successors

As Assigned

Fire Branch

Assignment of Primary Responsibility

Fire Department – Chief Officer

General Duties:

- Support the provision of damage inspection teams to assess the serviceability of the City infrastructure and coordinate with outside agencies
- Assists with coordinating the closure of potentially dangerous roads, over-crossings, under-crossings, and other infrastructure system.
- Support emergency inspection, repair/restoration of roadways, intersections, sewer and water systems, traffic signals, signs, etc.
- Support and assist with emergency debris clearance and route recovery operations.
- Support flood mitigation and abatement operations
- Assist with inspection and repair of City owned and operated infrastructure
- Notify and coordinate mutual aid with fire, medical, law enforcement, coroner, public works, Caltrans, Army Corps of Engineers, utility companies and other outside agency reps.
- Notify the Planning Section of the status of deployed and available resources.

Position Successors

Fire Department – Chief Officer

Fire Department - Captain

Law Enforcement Branch

Assignment of Primary Responsibility

Police Department – Captain

General Duties

- Ensures the security of damaged or temporary critical/essential facilities.
- Ensures civil order is maintained in light of the disaster situation.
- Takes overall responsibility for all law enforcement activities needed to support recovery operations.
- Mobilizes, deploys, and organizes resources for law enforcement, traffic control, and perimeter control operations.
- Surveys the City and reports an assessment of damage to the EOC/RCC.
- Provides security for all City facilities, operations, and evacuated areas as needed.
- Notifies the Planning Section of the status of deployed and available resources.

Position Successors

Police Department - Captain

Police Department – Lieutenant

Public Works Branch

Assignment of Primary Responsibility

Public Works Director

General Duties

- Removes debris.
- Coordinates route clearance priority and restoration.
- Assists with providing public and private building safety inspections.
- Coordinates restoration of government facility functions.
- Provides for the management and procurement of all required utilities: power, water, gas, and telephone.
- Coordinates with outside vendors, providers, and contractors as necessary (i.e., Southern California Edison, Southern California Gas Company, Telephone, Cable, and TV providers, etc.).
- Secures and closes off unsafe areas.
- Conducts damage assessment inspections and reports on impact to public facilities.
- Coordinates repairs of infrastructure damage.
- Demolishes hazardous structures.
- Provides corrective measures to sanitation services.
- Assists in vector control.
- Notifies the Planning Section of the status of deployed and available resources.

Position Successors

Public Works – Deputy Director

Public Works – Building and Facilities Supervisor

7.10.4 Logistics Section

The Logistics Section is responsible for obtaining the resources necessary to carry out recovery operations.

Logistics Section Chief

Assignment of Primary Responsibility:

Parks and Recreation - Director

General Duties:

- Provides support for the recovery/replenishing government operations
- Prioritizes and coordinates the use and distribution of recovery resources not already managed by other City departments.
- Finds/allocates office space for departments in need.
- Provides recovery supplies and equipment.
- Provides vehicles and support personnel as needed.
- Manages HR/Volunteers and Worker Compensation Claims

Position Successors

Human Resources - Director

Public Works Department – Building and Facilities Supervisor

Care and Shelter Unit

Assignment of Primary Responsibility:

Parks and Recreation - Manager

Responsibilities

- Facilitates assistance to affected residents in addressing economic and psycho-social concerns.
- Attempts to restore families and the community to pre-disaster conditions.
- Arranges crisis counselors for the community, as needed.
- Gathers information about victim assistance programs.
- Accomplishes objectives of the Recovery Plan.
- Notifies the Planning/Intelligence Section of the status of deployed and available resources.

Position Successors

Library - Director

Parks and Rec or Library Department - Designee

7.10.5 Finance and Administration Section

The Finance/Administration Section handles all of the jurisdiction's recovery-related financial transactions.

Finance and Administration Section Chief

Assignment of Primary Responsibility

Administrative Services Department – Director

General Duties:

- Brings Department representatives together to facilitate the FEMA/Cal OES claim process.
- Activates and maintains an accounting system to manage the disaster.
- Coordinates documentation of costs with other sections and departments.
- Acts as a liaison with disaster assistance agencies and coordinates the recovery of costs as allowed by law.
- Files reimbursement claims for costs associated with response and recovery operations.
- Collects and secures all required financial accounting data for expected audits.
- Files required disaster assistance applications with state and federal agencies.
- Handles the Cal OES and/or FEMA audits.
- Manages public finances.
- Prepares and maintains the disaster budget.
- Develops and maintains contracts.
- Processes accounting and claims.
- Collects taxes.
- Manages insurance settlements.

Position Successors

Administrative Services Department – Fiscal Services Manager

Administrative Services Department - Designee

7.11 Assistance Programs

Disaster assistance is divided into two forms: individual and public assistance. Individual assistance consists of services provided to individuals and businesses. Public assistance provides assistance to government entities and certain non-profit organizations. Both programs are only available after a presidential disaster declaration. They will be managed jointly by Cal OES and the Federal Emergency Management Agency (FEMA), and coordinated with the Administrative Services Department with the assistance of the Disaster Preparedness Coordinator.

Individual Assistance

Individual assistance is money or direct assistance to individuals, families, and businesses in an area where property has been damaged or destroyed and whose losses are not covered by insurance. It is meant to help with critical expenses that cannot be covered in other ways. This assistance is not intended to restore damaged property to its condition before the disaster.

Some housing assistance funds are available through the Individuals and Households Program, however most disaster assistance from the Federal government is in the form of loans administered by the Small Business Administration. The following FEMA sites provide valuable information after a disaster: [disaster-assistance](#) and <https://www.disasterassistance.gov/get-assistance/find-assistance>; Also by calling the FEMA registration line 1-800-621-FEMA (3362); **TTY 800-462-7585**

Individuals and Household Programs

- *Temporary Housing* (a place to live for a limited period of time): Money is available to rent a different place to live, or to move to a government provided housing unit when rental properties are not available.
- *Repair*: Money is available to homeowners to repair damage from the disaster to their primary residence that is not covered by insurance. The goal is to make the damaged home safe, sanitary, and functional.
- *Replacement*: Money is available to homeowners to replace their home destroyed in the disaster that is not covered by insurance. The goal is to help the homeowner with the cost of replacing their destroyed home.
- *Other than Housing Needs*: Money is available for necessary expenses and serious needs caused by the disaster. This includes disaster-related medical and dental costs, disaster-related funeral and burial costs, clothing, household items (room furnishings, appliances), tools (specialized or protective clothing and equipment) required for citizens' jobs, necessary educational materials (computers, school books, supplies), fuels for primary heat sources (heating oil, gas, firewood), clean-up items (wet/dry vacuum, air purifier, dehumidifier), repair to disaster damaged vehicles, moving and storage expenses related to the disaster (moving and storing property to avoid additional disaster damage while disaster-related repairs are being made to the home), other necessary expenses, or serious needs as determined by FEMA.

Small Business Administration Disaster Loans

The U.S. Small Business Administration (SBA) can make federally subsidized loans to repair or replace homes, personal property or businesses that sustained damages not covered by insurance. The Small Business Administration can provide three types of disaster loans to qualified homeowners and businesses:

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

Legal Services

FEMA, through an agreement with the Young Lawyers Division of the American Bar Association, provides free legal assistance to disaster victims.

Crisis Counseling

The Crisis Counseling Assistance and Training Program (CCP) is designed to provide supplemental funding to States for short-term crisis counseling services to people affected in presidentially declared disasters.

Disaster Unemployment Assistance

The Disaster Unemployment Assistance (DUA) program provides unemployment benefits and re-employment services to individuals who have become unemployed because of major disasters.

Non-Profit Volunteer Charitable Originations

Volunteer and charitable organizations such as the American Red Cross and the Salvation Army are available to provide physical and psychological support. The American Red Cross provides shelter, food, clothing, and temporary housing. The Salvation Army provides food, clothing, and spiritual support.

7.12 Public Assistance

The objective of the FEMA Public Assistance (PA) Grant Program is to provide assistance to States, local governments (Fullerton), and certain nonprofit organizations through supplemental federal disaster grant assistance for the cost of emergency operations and the repair, replacement, or restoration of disaster damaged publicly owned facilities and the facilities of certain Private Nonprofit (PNP) organizations. This is a cost-share program where the federal share of assistance is not less than 75% of the eligible cost for the emergency measures and permanent restoration. The grantee (the State of California) determines how the non-federal share (up to 25%) is split with the sub-grantees (eligible applicant - Fullerton).

The state cost share is authorized through the *California-Natural Disaster Assistance Act (CDAA)*. CDAA is available to counties, cities, and special districts to repair disaster-related damages to public buildings, levees, flood control works, channels, irrigation works, city streets, county roads, bridges, and other public works, except facilities used solely for recreational purposes. This program offers up to 75% of the eligible cost to repair, restore, reconstruct, or replace public property on facilities, to cover direct and indirect costs of grant administration with the Cal OES Director's concurrence, and to cover the cost of overtime and supplies used for response.

The DDS and ROM should note that a condition for implementation of CDAA is the declaration of a local state of emergency and the Cal OES Director's concurrence. There are also requirements for a state and federal disaster declaration.

The RCC will be responsible for gathering information and submitting claims for reimbursement to Cal OES and FEMA. A post-disaster applicant's briefing will occur, sponsored by Cal OES and FEMA, to describe the program, eligibility rules, and filing procedures and deadlines. Participation in these activities by a number of the RCC staff is critical to take full advantage of the program and minimize appeal proceedings later on. For the most current information about public assistance program eligibility and rules, refer to Cal OES and FEMA guidance.

CHAPTER 8 – AUTHORITIES AND REFERENCES

8.1 City of Fullerton Authorities

- Fullerton Municipal Code, Chapter 2.08, Disaster Organization and Functions
- Declared purposes of this chapter are to provide for the preparation and implementation of plans *designed for the protection of persons and property within the City in the event of an emergency.*
- Section 2.08.080 states, “The Fullerton Disaster Council shall be responsible for development of the City disaster plan, which plan shall provide for the effective mobilization of all the resources of the City, both public and private, to meet any condition constituting a local emergency, state of emergency, or state of war emergency; and shall provide for the organization, powers and duties, services, and staff of the disaster organization. Such plan shall take effect upon adoption by resolution of the City Council.”
- Appoints the City Manager as the Director of Disaster Services. Working for the Director of Disaster Services are the Fire Chief, Police Chief and the Public Works Director, who are assigned as the Assistant Director of Disaster Services, depending on the incident type.
- City of Fullerton, Resolution Adopting the National Incident Management System and National Response Plan, August 2005
- City of Fullerton Resolution adopting Operational Area Agreement (with exceptions), 1996
- City of Fullerton Resolution No. 1789, adopting the California Master Mutual Aid Agreement, November 28, 1950
- City of Fullerton Hazardous Material Plan, September 2014
- City of Fullerton Continuity of Operations Plan, 2011
- Joint Operating Agreement between the City of Fullerton and the Orange County Chapter, American National Red Cross, November 3, 1976
- City of Fullerton adoption of Orange County's Operational Area Agreement, 1996
- Agreement between City of Fullerton and County of Orange for Provision of Orange County Animal Care Services, 2016
- City of Fullerton adoption of Orange County's Public Works Mutual Aid Plan, 1996
- City of Fullerton Resolution - Workers Compensation Insurance for Registered Volunteer Disaster Service Workers
- Emergency Communications Plan (Metro Net)
- Hazard Mitigation Pla

8.2 County of Orange Authorities

- Orange County Operational Area Agreement, January 2021
- Orange County Fire Service Operational Area Mutual Aid Plan, December 1, 1997
- Orange County Law Enforcement Mutual Aid, January 2010
- Orange County Operational Area Emergency Alert System (EAS) Plan
- San Onofre Nuclear Generating Station Emergency Plan (SONGS), 2004

8.3 State Authorities

- California State Emergency Plan 2017
- Promulgated by the Governor, provides overall statewide authorities and responsibilities, and describes the functions and operations of government at all levels during extraordinary emergencies, including wartime. Section 8568 of the Act states, in part, 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.
- Standardized Emergency Management System (SEMS) Regulations (Chapter 1 of Division 2 of Title 19 of the California Code of Regulations 2400-2450 and Government Code Section 8607[a])
- Standardized Emergency Management System (SEMS) Guidelines
- California Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the Government Code and Government Code 8660 – Good Samaritan Act)
- Provides the basic authorities for conducting emergency operations following a declaration of Local Emergency, State of Emergency, or State of War Emergency by the Governor and/or appropriate local authorities, consistent with the provisions of the Act.
- Article 10, Local Disaster Councils, Section 8610, "Creation by Ordinance; Plan Development, cities and counties create disaster councils by ordinance. A disaster council shall develop plans for meeting any condition constituting a local emergency or state of emergency."
- California Government Code 8607 (a)
- California Oil Spill Contingency Plan
- California Natural Disaster Assistance Act (Chapter 7.5 of Division 1 of Title 2 of the Government Code)
- California Hazardous Materials Incident Contingency Plan
- California Health and Safety Code, Division 20, Chapter 6.5, Sections 25115 and 25117, Chapter 6.95, Sections 2550 et seq., Chapter 7, Sections 25600 through 25610, dealing with hazardous materials.
- Orders and Regulations which may be Selectively Promulgated by the Governor during a State of Emergency
- Orders and Regulations Promulgated by the Governor to Take Effect upon the Existence of a State of War Emergency
- California Master Mutual Aid Agreement
- Chapter 8, Division 4 of Title 1, Section 3100 of the California Government Code, "all public employees are hereby declared to be disaster service workers subject to such disaster activities as may be assigned to them by their superior or by law"
- California Fire Service and Rescue Emergency Mutual Aid Plan (Cal OES)
- California Law Enforcement Mutual Aid Plan
- California Emergency Resources Management Plan
- Disaster Assistance Procedure Manual (State Cal OES)
- State of California Hazardous Materials Plan
- Cal OES Earthquake Recovery Manual for Local Governments, 1993
- OASIS Operational Area Satellite Information System Guidelines, 1993

8.4 Federal Authorities

- ADA Best Practices Tool Kit for State and Local Government
- Homeland Security Act of 2002
- Homeland Security Presidential Directive/HSPD 5, Management of Domestic Incidents
- Homeland Security Presidential Directive/HSPD 8, National Preparedness
- United States Department of Homeland Security (USDHS), National Incident Management System (NIMS)
- United States Department of Homeland Security (USDHS), National Response
- Framework (NRF)

- Presidential Directives 39 and 62 (directing primary terrorism investigative authority to the U.S. Department of Justice/FBI, authority reference in Terrorism Annex)
- Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988 (Public Law 93288, as amended)
- Federal Civil Defense Act of 1950 (Public Law 920), as amended
 - Provides the basic elements to build an emergency management capability at the State and Local levels. The City's EOP was developed in accordance with the State Local Emergency Planning Guide and the USDHS directives.
- Federal Disaster Relief Act of 1974
- Public Law 84-99 (U.S. Army Corps of Engineers-Flood Fighting)

NRT-1, Hazardous Materials Emergency Planning Guide and NRT-1A Plan Review Guide (Environmental Protection Agency's National Response Team)

CHAPTER 9 – RELATIONSHIP TO OTHER PLANS

This EOP is the primary document used by the City of Fullerton to describe the conduct of emergency management activities. The EOP provides a conceptual framework for all other emergency management planning within the City.

The EOP also contributes to the County of Orange emergency management program by describing how activities will be conducted within the City limits, and how support will be requested and provided, in the form of mutual aid, by the City. When emergencies or disasters necessitate resource support from local, state, federal, international, private or non-profit sources, the EOP will serve as the primary guide to requesting and managing those resources.

At the same time, this EOP is not a stand-alone document. As the complexity of an emergency grows and requires the participation of external organizations or teams with specialized capabilities, this plan will integrate with the plans of other entities brought in to support Fullerton. This plan is designed to be flexible enough that the City's capabilities can adapt to a changing response environment and to the needs of supporting organizations. Some of the plans and guidelines that this EOP may support/complement include:

- National Response Framework (NRF)
- Disaster Assistance Procedure Manual (Cal OES)
- California Emergency Resources Management Plan
- California Master Mutual Aid Agreement
- California Law Enforcement Mutual Aid Plan
- California Fire and Rescue Operations Plan
- Emergency Managers Mutual Aid Plan
- California State Emergency Plan
- Orange County Operational Area Emergency Operations Plan

STANDARD OPERATING PROCEDURES (SOPs)

City departments and agencies that have responsibilities as assigned in this plan have been asked to prepare department, functional and/or position-specific Standard Operating Procedures (SOPs) detailing personnel assignments, policies, notification rosters, resource lists, and specific steps for accomplishing the functions assigned in this EOP. All procedures are compliant with NIMS and SEMS. In addition, emergency personnel may have other SOPs beyond the oversight of this EOP (e.g., police department tactical operations plans, fire department SOP's) that may also be applicable for them to use in emergency situations. Emergency response personnel should be acquainted with these SOPs, and receive periodic training on the policies and procedures contained within the SOPs. Each department assigned primary responsibility for a position in the EOC is responsible for the development and maintenance of procedures.

CHAPTER 10 - ATTACHMENTS

The Fullerton Emergency Operations Center maintains several map attachments that have been provided by various entities. Each city department is responsible for maintaining these maps within the EOC. Some maps are also available on the City's Intranet system and/or webpage. There are also several maps contained in this Plan.

Attachments relating to contracts, vendors, and outside services that the city uses, are maintained by each department. Each department is responsible for maintaining a current list, and ensuring the EOC has an updated copy of the list. Also, an updated copy should be placed on the city shared drive.

Attachment relating to Emergency Proclamations are maintained by the City Manager's Office and on shared drive by Emergency Operations Team.

Emergency Information Packet/Contact List (CONFIDENTIAL)

For information on emergency operations personnel contact list, please reference the Emergency Operations Center Activation Guideline and/or the Emergency Contact List for current employees/payroll titles that will cover a section and or position within the EOC during activation. Phone numbers for utilities, school districts, volunteer organizations, the Operational Area are also located in the document.

Sample Proclamation

SAMPLE PROCLAMATION

WHEREAS, Ordinance No. _____ of the City/County of _____ empowers the Director of Emergency Services* to proclaim the existence or threatened existence of a local emergency when said City/County is affected or likely to be affected by a public calamity and the City Council/County Board of Supervisors is not in session, and;

WHEREAS, the Director of Emergency Services* of the City/County of _____ does hereby find; that conditions of extreme peril to the safety of persons and property have arisen within said city/county, caused by _____ (fire, flood, storm, mudslides, torrential rain, wind, earthquake, drought, or other causes); which began on the _____th day of _____, 20____. and;

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

That the City Council/County Board of Supervisors of the City/County of _____ is not in session and cannot immediately be called into session;

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

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

Dated: _____ By: _____
Director of Emergency Services*

Print Name _____

Address _____

**Insert appropriate title and governing body*

Note: Local governments should provide a description of the local efforts and identification of the specific type and extent of state emergency assistance needed.

Note: It may not be necessary for a city to proclaim a local emergency if the county has already proclaimed an emergency that applies to the entire geographic county area or for a specific area that includes the impacted city or cities.

Sample Messages

Message 1: EARTHQUAKE

EARTHQUAKE detected! Drop, cover, hold on. Protect yourself.

Further Instructions

Visit (Link) or call (Phone Number)

Earthquake detected! Drop, cover, hold on. Protect yourself. For further instructions visit <https://www.usgs.gov> or (LOCAL LINK).

Message 2: WEATHER

SOURCE advises of a - **NAME OF EVENT** is impacting your area. (GUIDANCE).

Until:

Further Instructions

Visit (Link) or call (Phone Number).

National Weather Service advises of an extreme heat event impacting the city (DATE/TIME). Stay hydrated, uses cooling towels, exercise early, check on elderly or vulnerable neighbors. Until (PROJECTED TIME).

For further instructions go to the City of Fullerton website, IG, or FB.

Message 3: FIRE

Source advises of a **NAME OF EVENT and LOCATION** impacting your area (GUIDANCE).

Until:

Further Instructions

Visit (Link) or call (Phone Number).

Fullerton Fire Department advises of a STRUCTURE FIRE (LOCATION). Flames can be seen and smoke is impacting the area to the (LOCATION). Shelter in place.

Until

Visit (Link) or call (Phone Number).

Message 4: ACTIVE THREAT

Source advises of (HAZARD) (LOCATION). (GUIDANCE)

Until:

Further Instruction

Visit (Link) or call (Phone Number)

CHAPTER 11 ACRONYM & GLOSSARY

11.1 Acronym

Acronym	Term
ADA	Americans with Disabilities Act
ARC	American Red Cross
CAD	Computer-Aided Dispatch
CALAWS	California Warning System
CBO	Community Based Organization
CBRNE	Chemical Biological Radiological Nuclear Explosive
CCP	Casualty Collection Point
CDMG	California Department of Mines and Geology
CEPEC	California Earthquake Prediction Evaluation Council
CERT	Community Emergency Response Team
CESRS	California Emergency Services Radio System
CHP	California Highway Patrol
CLEMARS	California Law Enforcement Mutual Aid Radio System
CLERS	California Law Enforcement Radio System
CLETS	California Law Enforcement Telecommunications System
CUPA	Certified Unified Program Agency
DDS	Director of Disaster Services
DMAC	Disaster Medical Aid Center
DOC	Department Operations Center
DOJ	Department of Justice
DRC	Disaster Recovery Center
DSR	Damage Survey Report
DUA	Disaster Unemployment Assistance
EAS	Emergency Alert System
EDIS	Emergency Digital Information Service
EMA	Emergency Management Agency
EMAC	Emergency Management Assistance Compact
EMMA	Emergency Managers Mutual Aid
ENN	Emergency News Network
ENS	Emergency Notification System
EOC	Emergency Operation Center
EOM	Emergency Operations Manager
EOP	Emergency Operations Plan
ESP	Emergency Survival Program
EVOC	Enterprise Virtual Operations Center
FAA	Federal Aviation Administration
FBI	Federal Bureau of Investigation
FCC	Federal Communications Commission
FCO	Federal Coordinating Officer

Acronym	Term
FEMA	Federal Emergency Management Agency
FFD	Fullerton Fire Department
FPD	Fullerton Police Department
Firescope	Firefighting Resource of California Organized for Potential Emergencies
GIS	Geographical Information System
HSPEEP	Homeland Security Exercises and Evaluation Program
HSPD	Homeland Security Presidential Directive
IAP	Incident Action Plan
ICC	International Code Council
ICP	Incident Command Post
ICS	Incident Command System
JFO	Joint Field Office
JIC	Joint Information Center
JIS	Joint Information System
MOU	Memorandum of Understanding
NAWAS	National Warning System
NCIC	National Crime Information Center
NDAA	State National Disaster Assistance Act
NGO	Non-Governmental Organization
NIMS	National Incident Management System
NLETS	National Law Enforcement Telecommunications System
NOAA	National Oceanic and Atmosphere Administration
NRF	National Response Framework
NSFA	Native Southern Fire Ant
OA	Operational Area
OES	Office of Emergency Services
PA	Participating Agency
PDA	Preliminary Damage Assessment Area
PIO	Public Information Officer
PNP	Public Nonprofit
PWDOC	Public Works Department Operations Center
RACES	Radio Amateur Civil Emergency Services
RCC	Recovery Coordination Center
REOC	Regional Emergency Operations Center
RIFA	Red Imported Fire Ant
ROM	Recovery Operations Manager
RRCC	Regional Response Coordination Center
SBA	Small Business Administration
SCAQMD	South Coast Air Quality Management District
SCES	Southern California Earthquake Center
SEMS	Standardized Emergency Management System
SOC	State Operations Center
SOP	Standard Operating Procedures

UC	Unified Command
USDHS	United States Department of Homeland Security
USGS	United States Geological Survey
WEROC	Water Emergency Response Organization of Orange County
WNV	West Nile Virus

11.2 Glossary of Terms

Introduction The Glossary contains definitions of terms commonly used in the Standardized Emergency Management System (SEMS). The Glossary was developed from a glossary used in the Incident Command System National Training Curriculum. It does not contain terms or definitions related to specific resources for application areas. Users should supplement this glossary with agency-specific terms and definitions as appropriate.

Action Plan	The plan prepared in the EOC containing the emergency response objectives of that SEMS level reflecting overall priorities and supporting activities for a designated period. The plan is shared with supporting agencies. See also Incident Action Plan.
Activate	At a minimum, a designated official of the emergency response agency that implements SEMS as appropriate to the scope of the emergency and the agency's role in response to the emergency.
After Action Report (AAR)	A report covering response actions, application of SEMS, modifications to plans and procedures, training needs, and recovery activities. After action reports are required under SEMS after any emergency which requires a declaration of an emergency. Reports are required within 90 days.
Agency	An agency is a division of government with a specific function, or a non-governmental organization (e.g., private contractor, business, etc.) that offers a particular kind of assistance. In ICS, agencies are defined as jurisdictional (having statutory responsibility for incident mitigation), or assisting and/or cooperating (providing resources and/or services)
Agency Executive or Administrator	Agency lead (or designee) of the agency or jurisdiction that has responsibility for the incident.
Agency Representative	An individual assigned to an incident or to an EOC from an assisting or cooperating agency who has been delegated authority to make decisions on matters affecting that agency's participation at the incident or at the EOC. Agency Representatives report to the Liaison Officer at the incident, or the Liaison Coordinator at SEMS EOC level.
Operations Branch Director	The person primarily responsible for preparing and implementing the air operations portion of the EOC Action Plan. Also responsible for providing logistical support to helicopters operating on the incident.
Allocated Resources	Resources dispatched to an incident.
Assigned Resources	Resources checked in and assigned work tasks on an incident.
Assignments	Tasks given to resources to perform within a given operational period, based upon tactical objectives in the Incident or EOC Action Plan.
Assistant	Title for subordinates of the Command Staff positions at the Field SEMS level. The title indicates a level of technical capability, qualifications, and responsibility subordinate to the primary positions. Assistants may also be used to supervise unit activities at camps
Assisting Agency	Tactical or service resources to another agency

Branch	The organizational level at the SEMS Field Level having functional or geographic responsibility for major parts of incident operations. The Branch level is organizationally between Section and Division/Group in the Operations Section, and between Section and Units in the Logistics Section. Branches are identified by the use of Roman Numerals or by functional name (e.g., medical, security, etc.). Branches are also used in the same sequence at the SEMS EOC levels.
Branch Coordinator	The ICS title for individuals responsible for supervision of a Branch at the Field Level. At SEMS EOC levels, the title Branch Coordinator is preferred.
Camp	A geographical site, within the general incident area, separate from the Incident Base, equipped and staffed to provide sleeping, food, water, and sanitary services to incident personnel.
Chain of Command	A series of management positions in order of authority
Check-in	The process whereby resources first report to an incident or into an EOC. Check-in locations at the SEMS Field Level include: Incident Command Post Unit), Incident Base, Camps, Staging Areas, Helibases, Helispots, and Division Supervisors (for direct line assignments).
Clear Text	The use of plain English in radio communications transmissions. No Ten Codes or agency specific codes are used when using Clear Text.
Command	The act of directing, and/or controlling resources at an incident by virtue of explicit legal, agency, or delegated authority. May also refer to the Incident Commander.
Command Post	(See Incident Command Post)
Command Staff	The Command Staff at the SEMS Field Level consists of the Information Officer, Safety Officer, and Liaison Officer. They report directly to the Incident Commander. They may have an assistant or assistants, as needed. These functions may also be found at the EOC levels in SEMS. At the EOC, they would report to the EOC Director but may be designated as Coordinators. At EOCs, the functions may also be established as Sections, or Branches to accommodate subsequent expansion.
Communications/IT Unit	An organizational unit in the Logistics Section responsible for providing communication services at an incident or an EOC. A Communications Unit may also be a facility (e.g., a trailer or mobile van) used to provide the major part of an Incident Communications Center.
Community Based Organizations	A local organization (which may or may not be an affiliate of a national organization) with a primary mission to provide services to specific groups of people. This could include services to people who are developmentally disabled, homeless, low-income elderly, non-English speaking, or others. CBOs are usually nonprofit organizations. Most have a 501 (c) (3) tax-exempt status from the Internal Revenue Service. Some may have the nonprofit status from the Franchise Tax Board. In size, they range from all-volunteer organizations that get by on virtually no budget, to multi-million-dollar operations. Examples include Food Banks, Centers for Independent Living, Immigration Assistance Programs, Easter Seals, Neighborhood Clinics, and family Centers.
Compensation Unit/ Claims Unit	Functional unit within the Finance/Administration Section responsible for financial concerns resulting from property damage, injuries, or fatalities at the incident or within an EOC.

Cooperating Agency	An agency supplying assistance other than direct tactical or support functions or resources to the incident control effort (e.g., American Red Cross, Telephone Company, etc.)
Coordination	The process of systematically analyzing a situation, developing relevant information, and informing appropriate command authority of viable alternatives for selection of the most effective combination of available resources to meet specific objectives. The coordination process (which can be either intra-or inter-agency) does not involve dispatch actions. However, personnel responsible for coordination may perform command or dispatch functions within the limits established by specific agency delegations, procedures, legal authority, etc. Mutli-agency or Inter-agency coordination is found at all SEMS levels.
Coordination Center	Used to describe any facility that is used for the coordination of agency or jurisdictional resources in support of one or more incidents
Cost Unit	Functional unit within the Finance/Administration Section responsible for tracking costs, analyzing cost data, making cost estimates, and recommending cost-saving measures.
Delegation of Authority	A statement provided to the Incident Commander by the Agency Executive delegating authority and assigning responsibility. The Delegation of Authority can include objectives, priorities, expectations, constraints and other considerations or guidelines as needed. Many agencies require written Delegation of Authority to be given to Incident Commanders prior to their assuming command on large incidents.
Demobilization Unit	functional unit within the Planning Section responsible for assuring orderly, safe and efficient demobilization of incident or EOC assigned resources.
Department Operations Center	A facility used by a distinct discipline, such as flood operations, fire, medical, hazardous material, or a unit, such as Department of Public Works, or Department of Health. Department Operations Centers may be used at all SEMS levels above the field response level depending upon the needs of the emergency.
Disaster	Any man-made or natural emergency or event bringing great damage loss or destruction.
Dispatch	The implementation of a command decision to move a resource or resources from one place to another.
Dispatch Center	A facility from which resources are assigned to an incident.
Division	The organizational level having responsibility for operations within a defined geographic area. Divisions are established when the number of resources exceeds the manageable span of control
Division or Group Supervisor	The position title for individuals responsible for the command of a Division or Group at an incident.
Documentation Unit	Functional unit within the Planning Section responsible for collecting, recording, and safeguarding all documents relevant to an incident or within an EOC.
Emergency	A condition of disaster or of extreme peril to the safety of persons and property caused by such conditions as air pollution, fire, flood, hazardous material incident, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestations 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

Emergency Management Coordinator	The individual within each jurisdiction that is delegated the day-to-day responsibility for the development and maintenance of all emergency management coordination efforts.
Emergency Operations Center (EOC)	A location from which centralized emergency management can be performed. EOC facilities are established by an agency or jurisdiction to coordinate the overall agency or jurisdictional response and support to an emergency.
Emergency Operations Plan	Each jurisdiction has and maintains for responding to appropriate hazards.
Emergency Response Agency	Any organization responding to an emergency, or providing mutual aid support to such an organization, whether in the field, at the scene of an incident, or to an operations center.
Emergency Response Personnel	Personnel involved with an agency's response to an emergency.
EOC Action Plan	The plan developed at SEMS EOC levels, which contains objectives, actions to be taken, assignments and supporting information for the next operational period.
Event	A planned, non-emergency activity. ICS can be used as the management system for a wide range of events, e.g., parades, concerts or sporting events.
Facilities Unit	Functional unit within the Support Branch of the Logistics Section at the SEMS Field Response Level that provides fixed facilities for the incident. These facilities may include the Incident Base, feeding areas, sleeping areas, sanitary facilities, etc.
Field Operations Guide	Instructions on the application of the Incident Command System
Finance/Administration Section	One of the five primary functions found at all SEMS levels, which is responsible for all costs and financial considerations. At the incident and Section can include the Time Unit, Procurement Unit, Compensation/Claims Unit and Cost Unit.
Function	In ICS, function refers to the five major activities in the ICS, i.e., Command, Operations, Planning/Intelligence, Logistics and Finance/Administration. The same five functions are also found at all SEMS EOC levels. At the EOC, the term Management replaces Command. The term function is also used when describing the activity involved, e.g., "the planning function."
Functional Element	Refers to a part of the incident, EOC or DOC organization such as section, branch, group, or unit. Refers to the description of ICS that is generally applicable to any kind of incident or event.
Incident Communications Center	The location of the Communications Unit and the Message Center.
Incident Management Team	Commander and appropriate General and Command Staff personnel assigned to an incident.

Incident Objectives	Statements of guidance and direction necessary for the selection of appropriate strategy(s), and the tactical direction of resources. Incident objectives are based on realistic expectations of what can be accomplished when all allocated resources have been effectively deployed. Incident objectives must be achievable and measurable, yet flexible enough to allow for strategic and tactical alternatives.
Initial Action	The actions taken by resources, which are the first to arrive at an incident.
Initial Response	Resources initially committed to an incident.
Jurisdiction	The range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority for incident mitigation. Jurisdictional authority at an incident can be political/geographical (e.g., special district, city, county, state or federal boundary lines), or functional (e.g., police department, health department, etc.). (see Multijurisdictional)
Jurisdictional Agency	Agency having jurisdiction and responsibility for a specific geographical area, or a mandated function
Liaison Officer	A member of the Command Staff at the Field SEMS level responsible for coordinating with representatives from cooperating and assisting agencies. At EOC levels, the function may be done by a Coordinator and/or within a Section or Branch reporting directly to the EOC Director.
Life-Safety	Actions taken to ensure the life and physical well-being of individuals.
Local Government	Means local agencies per Article 3 of the SEMS regulations. The Government local agencies as agencies as any city, city and county, county, school district or special district.
Logistics Section	One of the five primary functions found at all SEMS levels. The Section responsible for providing facilities, services, and materials for the incident or at an EOC.
Master Mutual Aid Agreement	An agreement entered into by and between the State of California, its various departments and agencies, and the various political subdivision, municipal corporations, and public agencies of the State of California to assist each other by providing resources during an emergency Mutual Aid occurs when two or more parties agree to furnish resources and facilities and to render services to each other to prevent and combat any type of disaster or emergency.
Medical Unit	Functional unit within the Service Branch of the Logistics Section at SEMS Field levels responsible for the development of the Medical Emergency Plan, and from providing emergency medical treatment of incident personnel.
Mobilization	The process and procedures used by all organizations federal, state and local for activating, assembling, and transporting all resources that have been requested to respond to or support an incident.
Message Center	The Message Center is part of the Incident or EOC Communications Center and is collocated or placed adjacent to it. It receives records, and routes information to appropriate locations at an incident or within an EOC.
Mobilization	The process and procedures used by all organizations federal, state and local for activating, assembling, and transporting all resources that have been requested to respond to or support an incident.

Mobilization Center	An off-incident location at which emergency service personnel and equipment are temporarily located pending assignment to incidents, release, or reassignment.
Multi-Agency Coordination System (MACS)	The combination of personnel, facilities, equipment, procedures and communications integrated into a common system. When activated, MACS has the responsibility for coordination of assisting agency resources and support in a multi-agency or multijurisdictional environment. A MAC Group functions within the MACS. MACS organizations are used within the California Fires Services.
Multi-Agency Incident	An incident where one or more agencies assist a jurisdictional agency or agencies. The incident may be managed under single or unified command.
Multi-jurisdictional Incident	An incident requiring action from multiple agencies that have a statutory responsibility for incident mitigation. In ICS these incidents will be managed under Unified Command.
Mutual Aid Agreement	Written agreement between agencies and/or jurisdictions in which they agree to assist one another upon request, by furnishing personnel and equipment.
Mutual Aid Coordinator	An individual at local government, operational area, region or state level that is responsible to coordinate the process of requesting, obtaining, processing and using mutual aid resources. Mutual Aid Coordinator duties will vary depending upon the mutual aid system.
Mutual Aid Region	A mutual aid region is a subdivision of state OES established to assist in the coordination of mutual aid and other emergency operations within a geographical area of the state, consisting of two or more county (operational) areas.
Office of Emergency Services	The Governor's Office of Emergency Services
Operational Area	An intermediate level of the State emergency organization, consisting of a county and all political subdivisions.
Operational Period	The period scheduled for execution of a given set of operation actions as specified in the Incident or EOC Action Plan. Operational Periods can be of various lengths, although usually not over 24 hours.
Operations Section	One of the five major functional areas of an ICS organization that performs all incident tactical operations.
Out-of-Service Resources	Resource assigned to an incident but unable to respond for mechanical, rest, or personal reasons.
Planning Meeting	A meeting held as needed throughout the duration of an incident to select specific strategies and tactics for incident control operations and for service and support planning. On larger incidents, the planning meeting is a major element in the development of the EOC Action Plan. Planning meetings are also an essential activity at all SEMS EOC levels.

Planning Section	(Also referred to as Planning/Intelligence) One of the five primary functions found at all SEMS levels. Responsible for the collection, evaluation, and dissemination of information related to the incident or an emergency, and for the preparation and documentation of Incident or EOC Action Plans. The section also maintains information on the current and forecasted situation, and on the status of resources assigned to the incident. At the SEMS Field Response Level, the Section will include the Situation, Resource, Documentation, and Demobilization Units, as well as Technical Specialists. Other units may be added at the EOC level.
Procurement Unit	Located within the Finance/Administration Section responsible for financial matters involving vendor contracts.
Public Information Officer	The individual at field or EOC level that has been delegated the authority to prepare public information releases and to interact with the media. Duties will vary depending upon the agency and SEMS level.
Recorders	Individuals within ICS or EOC organizational units who are responsible for recording information. Recorders may be found in Planning, Logistics and Finance/Administration Units.
Region Emergency Operations Center (REOC)	Facilities found at State OES Administrative Regions. REOCs are used to coordinate information and resources among operational areas and between the operational areas and the state level.
Reporting Locations	Locations where incoming resources can check-in at the incident. (See Check-in).
Resources	Personnel and equipment available, or potentially available, for assignment to incidents or to EOCs. Resources are described by kind and type, and may be used in tactical support or supervisory capacities at an incident or at EOCs.
Resources Unit	Functional unit within the Planning Section at the SEMS Field Response level responsible for recording the status of resources committed to the incident. The Unit also evaluates resources currently committed to the incident, the impact that additional responding resources will have on the incident, and anticipated resource needs.
Safety Officer	A member of the Command Staff at the incident or within an EOC responsible for monitoring and assessing safety hazards or unsafe situations, and for developing measures for ensuring personnel safety. The Safety Officer may have assistants.
Section	The organization level with responsibility for a major functional area of the incident or at an EOC, e.g., Operations, Planning/Intelligence, Logistics, Administration/Finance.
Section Chief	The ICS title for individuals responsible for command of functional sections: Operations, Planning/Intelligence, Logistics, and Administration/Finance. At the EOC level, the position will be Section Coordinator.
Service Branch	Branch within the Logistics Section responsible for service activities at the incident. Includes the Communications, Medical and Food Units.
Single Resource	An individual, a piece of equipment and its personnel complement, or a specialized crew or work supervisor that can be used on an incident

Situation Unit	Functional unit within the Planning Section responsible for the collection, organization and analysis of incident status information, and for analysis of the situation as it progresses. Reports to the Planning Section Chief.
Span-of-control	The supervisory ratio maintained within an ICS or EOC organization. A span- of-control of five-positions reporting to one supervisor is considered optimum
Special District	A unit of local government (other than a city, county, or city and county) with authority or responsibility to own operate or maintain a project (as defined in California Code of Regulations Section 2900(s) for purposes of natural 18 Part III Supporting Documents Glossary of Terms Standardized Emergency Management System (SEMS) Guidelines disaster assistance. This may include a joint power authority established under Section 6500 et.seq.of the Code.
Staging Area	Staging Areas are locations set up at an incident where resources can be placed while awaiting a tactical assignment. Staging Areas are managed by the Operations Section.
Staging Area Managers	Individuals within ICS organizational units that are assigned specific managerial responsibilities at Staging Areas (Also Camp Manager).
Standardized Emergency Management System (SEMS)	A system required by California Government Code for managing response to multi-agency and multijurisdictional emergencies in California. SEMS consists of five organizational levels, which are activated as necessary: Field Response, Local Government, Operational Area, Region, State.
State Operations Center (SOC)	Managed by the Governor's Office of Emergency Services at the state level in SEMS.
Strategy	Selected to accomplish incident or EOC objectives.
Supply Unit	Functional unit within the Support Branch of the Logistics Section responsible for ordering equipment and supplies required for incident operations.
Support Resources	Non-tactical resources under the supervision of the Logistics, Planning/Intelligence, Finance/Administration Sections, or the Command Staff.
Supporting Materials	Refers to the several attachments that may be included with an Action Plan, e.g., communications plan, map, safety plan, traffic plan, and medical plan.
Tactical Direction	Direction given by the Operations Section Chief at the SEMS Field level which includes the tactics appropriate for the selected strategy, the selection and assignment of resources, tactics implementation, and performance monitoring for each operational area.

CHAPTER 12 –RECORD OF DISTRIBUTION

Fullerton Organizations/Individuals	External Organizations
<i>Administration</i>	<i>Government Agencies:</i>
City Council	California Department of Transportation (CalTrans)
City Attorney	Federal Emergency Management Agency (FEMA), Region IX
	Orange County Operational Area (OCOA)
City Manager	Orange County Transportation Authority
<i>Administrative Services</i>	<i>Hospital</i>
Director of Administrative Services	St. Jude Medical Center
Director of Community Development	<i>Educational Facilities</i>
	Ketcham University
<i>Fire Department</i>	Hope International University
Fire Chief	Fullerton College
Deputy Chief - Operations	California State University, Fullerton
Division Chief – Admin/Fire Marshall	<i>School Districts:</i>
Division Chief - Training	Fullerton School District
Fire Battalion Chief	Fullerton Joint Union High School District
<i>Library</i>	<i>Volunteer Organizations</i>
Library Director	Fullerton Community Emergency Response Team (CERT)
Fullerton Public Library	Radio Amateur Civil Emergency Services (RACES)
	American Red Cross, Orange County
<i>Parks and Recreation</i>	
Director of Parks and Recreation	<i>Utilities:</i>
	Southern California Edison
<i>Police Department</i>	The Gas Company
Chief of Police	SBC (Pacific Bell)
Police Captain	Water Emergency Response of OC(WEROC)
Dispatch Center	
Watch Commander’s Office	
<i>Public Works</i>	
Director of Public Works	
Water Services Manager	
Airport Manager	
Public Works DOC	

Plan was distributed on ***** via email to all internal and external partners identified in the report. City of Fullerton Emergency Operations Plan was posted to the City website located at www.cityoffullerton.com on *****

Mass Care and Shelter Annex



City of Fullerton

The Care and Shelter Annex is designed to provide the City of Fullerton with information on Mass Care and Sheltering protocols. The annex is a living document and can be updated as needed by contacting the City of Fullerton's Emergency Manager.

Please take time to familiarize yourself with this plan.

Any questions, comments, and/or updates regarding this plan can be directed to:

City of Fullerton, Fire Department

Attention: Kristi Hofstetter Batiste

Emergency Manager

312 E. Commonwealth Ave.

Fullerton, CA 92832

(714) 446-1454

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Section 1: Purpose

The Mass Care and Shelter Annex describes the process and procedures to be implemented by the City of Fullerton to meet the basic needs of residents, visitors, and their pets during a disaster. The Mass Care Annex specifies the actions, roles, and responsibilities of coordinating and participating agencies to conduct the care and shelter process. The Mass Care Annex cites authorizes and specifies the public and private organizations responsible for providing mass care.

Section 2: Objectives

Objectives of this Mass Care Annex are to include a comprehensive plan that guides the process of:

- Providing food, shelter, or temporary housing, first aid, and other necessities of life on a mass care basis or until other resources are available to individuals who are unable to care for themselves as-a-result- of a disaster.
- Designed and implementing pet-specific shelter areas.
- Coordinating the activation, operation, and support of shelters with the American Red Cross (ARC).

Section 3: Background

Prior to the decision to open a shelter, there may be a need to establish temporary evacuation points. Protocols regarding the activation of a temporary evacuation point can be found in the city's Emergency Operations Plan (EOP). In fast-breaking events, the decision to open a shelter may be made by first responders in the field before the Emergency Operations Center (EOC) is able to activate. Based on intelligence gathered from the field, evacuations may go overnight and/or into multiple operational periods resulting in the need to provide for the basic needs of the evacuated population.

Section 4: Types of Shelters

When the need for shelter arises, the city must determine what kind of shelter best fits the needs of the city based on the incident and ARC availability. The city should develop an estimate of sheltering needs and notify ARC.

Section 4.1: American Red Cross Shelters

A traditional shelter model where ARC occupies a facility and plans, organizes, directs, and controls every aspect of the service provided at the shelter. Ideally, facilities used as ARC shelters will have already completed the shelter identification process and have a signed shelter agreement on file.

American Red Cross Managed Shelters with City/County Support

Referred to as Partner Shelters, most of the shelter staffing will come from partner agencies (City/County). The shelter will be under the administrative control of the American Red Cross. The American Red Cross will plan, organize, direct, and control the services provided by the shelter. Direct delivery related expenses will be provided for by the American Red Cross.

Liability will be shared by the America Red Cross, the facility owner, and partner based on their respective responsibilities. All agencies participating in such a shelter must adhere to the Fundamental Principles of the Red Cross. Facilities used as Partner Shelters will have a signed shelter agreement on file.

City/County Managed Shelters with American Red Cross Support

When the city or county choose to activate a shelter, the managing agency maintains administrative control and assumes responsibility for planning, organizing, directing, and controlling every aspect of the shelter and the relief services provided. In this model the ARC may still provide logistical support on a request, if available.

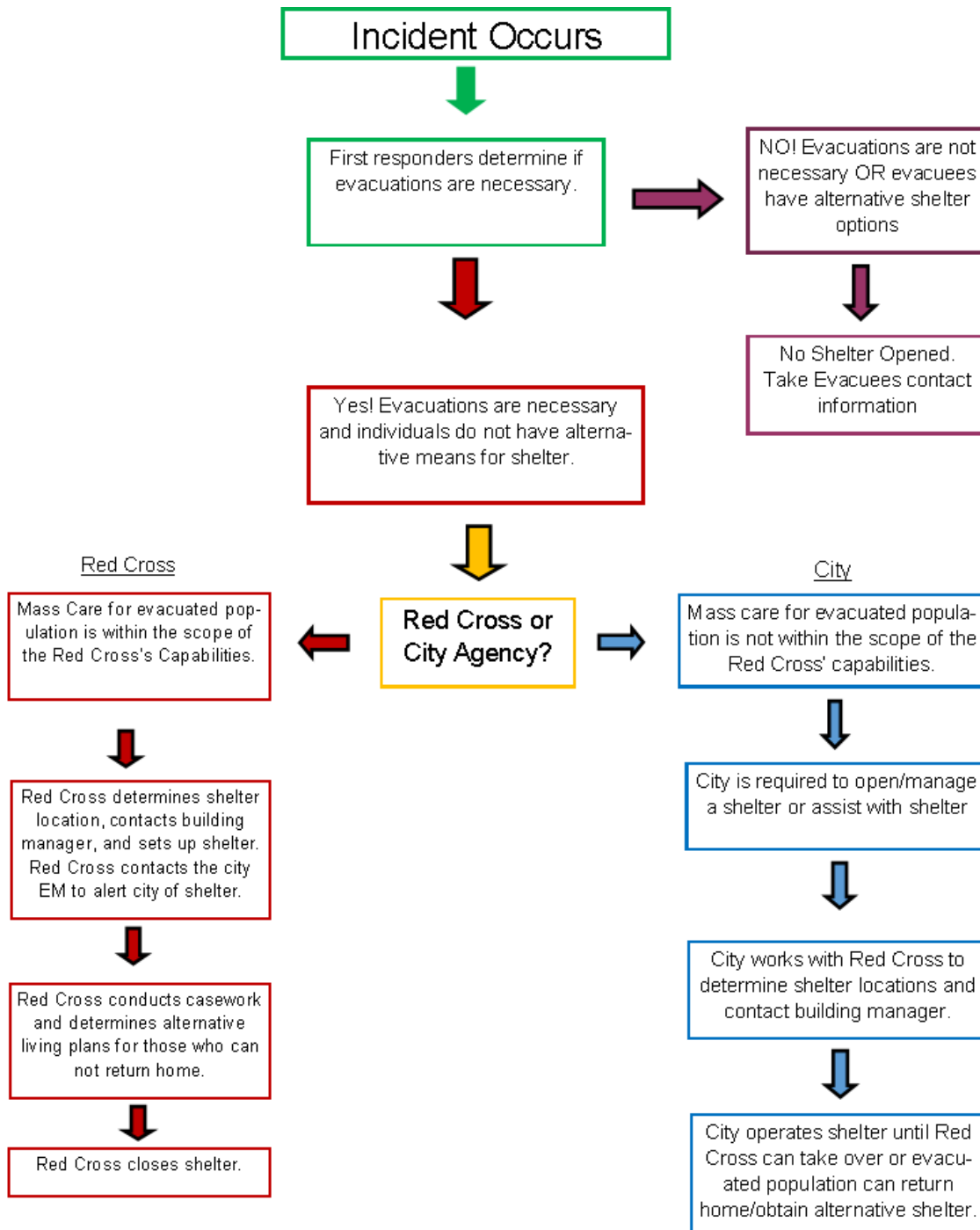
Local Jurisdiction Shelters

Shelters opened and controlled by Orange County cities or the County of Orange and staffed by trained government employees, city contractors, and/or city volunteers.

Independent Shelters

Shelters that spontaneously appear due to community-based organizations or faith-based organizations to meet a real or perceived need. Independent shelters are outside the established response mechanism. If a group of citizens or a community organization opens a shelter with ARC, City of Fullerton, or County of Orange approval, that entity will assume financial and legal responsibility for the shelter.

Section 5: Shelter Type Selection Process



Section 6: Shelter Location Determinations

The City of Fullerton and surrounding jurisdictions have pre-identified locations that have been surveyed and vetted by the ARC to ensure they accommodate the needs of a shelter. Locations include city owned facilities, private property, as well as public and private schools. The owner of the shelter location being considered should be included in the decision-making process.

Factors that will be considered may include:

- The scope and size of the hazard, including the potential for expansion.
- The scope, size, and demographics of the impacted population.
- The anticipated length of time in which the shelter operation will last.
- The proximity of the site, and authorization from that site's point of contact.
- Accessibility of the site and any accessibility issues to address.
- Shelter's location's non-disaster uses i.e., school in session, events pre-booked at the Fullerton Community Center etc.

If the city's Emergency Operations Center is activated, the decision to open a shelter would be made in close coordination with the *Operations Section/Care and Shelter Branch*.

If the city's Emergency Operations Center is not activated, the decision to open a shelter will be made in close coordination with the Emergency Manager and the Parks and Recreation Director. If the Parks and Recreation Director is not available, the following personnel are authorized to open a shelter:

- City Manager.
- Police Chief
- Fire Chief or their designee.

Section 7: Hazard Based Considerations

Flood

1. Designate an area outside flood plain and/or impacted area.
2. Fullerton may provide care and shelter support for inland cities in the instance of a flood event on the Santa Ana River.
3. Obtain final site approval from the *Emergency Manager, City Manager, or alternate*.

Earthquake

1. Determine strategic shelter location based on need and areas impacted.
2. Request Building Inspector from Plans Section/Damage Assessment Unit respond to the site to survey facility for structural integrity.

3. Get site location approval from *Operations Section/Law Enforcement, Fire, and Public Works*.
4. Get final site approval from the *Emergency Manager, City Manager, or alternate*.

Fire/Explosion

1. Designate locations with proximity yet clear of impacted area.
2. Consider prevailing winds when designating.
3. Get site location approval from *Operations Section/Law Enforcement, Fire, and Public Works*.
4. Obtain the final site approval from the *Emergency Manager, City Manager, or alternate*.

Hazardous Material Spill

1. Contact Fire Branch to determine if in-place sheltering would be more appropriate than evacuating the affected population.
2. Designate locations with proximity yet clear of impacted area.
3. Consider prevailing winds when designating.
4. Get site location approval from *Operations Section/Law Enforcement, Fire, and Public Works*.
5. Obtain final site approval from the *Emergency Manager, City Manager, or alternate*.

Wildfire

1. Designate locations with proximity yet clear of impacted area.
2. Consider prevailing winds when designating.
3. Get site location approval from *Operations Section/Law Enforcement, Fire, and Public Works*.
4. Obtain final site approval from the *Emergency Manager, City Manager, or alternate*.

Section 8: Department Responsibilities

Parks and Recreation and Fullerton Library

Parks and Recreation holds the overall responsibility for sheltering residents, visitors, and ensuring pets are sheltered with the assistance of Orange County Animal Care. The shelter branch operates under the *Operations Section* in the city's EOP. Parks and Recreation will assist in determining shelter locations; coordinate between non-governmental organizations and private companies; ensure supplies are requested and delivered to the shelter location;

set up the shelter; staff the shelter and ensure future staffing is scheduled; record shelter activity and attendance; and demobilize the shelter.

Fullerton Police Department

Fullerton Police Department are responsible for ensuring affected populations within the designated evacuation zone(s) are successfully directed to the shelter via traffic control. FFD may elicit assistance from other city departments to assist with sheltering notifications, traffic control, and permitted control including. Public Works, the Public Information Officer, and the Emergency Manager. FFD may also act as shelter security to ensure that all shelter activities maintain a safe environment.

American Red Cross

Based on availability, ARC will assist or completely manage the shelter location determination, activation, set up, logistical support, and management of the shelter and feeding operations. The city will coordinate with the ARC to ensure basic needs of residents, visitors, and pets are met.

Public Works

Public Works will assist in transporting supplies to shelter locations; provide necessary resources for traffic control outside the shelter; and assist with signage for shelter locations.

City Public Information Officer (PIO)

The city's PIO will ensure that critical information on the evacuated areas is disseminated to residents and visitors including the shelter location. Information output includes information on evacuation orders, status of the hazard causing the evacuation, safety information, and repopulation plan. Information must be available in all primary languages spoken at the shelter including American Sign Language.

In addition to information being readily available at shelter locations, the public can receive information from the city on the following outlets:

Social Media—The PIO may post on the City's social media sites: Facebook, Instagram, Twitter, and the website.

E-news—the PIO may create a newsletter to blast to the public and internal stakeholders.

Press Release—The PIO may draft a more detailed press release in multiple languages.

City Website—The PIO may post information on the city website.

City Cable Chanel—Channel 3

Press Conference—Although the ARC, Fullerton Fire, and Fullerton Police Department(s) may release news and conduct a press conference regarding the event, the city PIO may conduct a press conference on the city's response efforts to provide the public with information. The following individuals may conduct the press conference based on availability and the situation:

- Mayor
- Director of Emergency Services (City Manager or alternate)
- Care and Shelter Branch (Parks and Recreation Manager or Alternate)
- City staff or elected official designated by the Director of Emergency Services (City Manager or Alternate)

The Press Conference should have an American Sign Language interpreter and be conducted in multiple languages. Interpreters can be requested through the Orange County Collaborative Organizations Active in Disaster (COAD) via the Operational Area EOC. Resources for interpreters can also be located via the Cal OES Access and Functional Needs website.

211OC—The PIO can request shelter information be posted on the 211OC website and available via their hotline for the public. 211OC use can be requested through the Operational Area EOC via the city's Emergency Manager.

AlertOC—Emergency Manager will update AlertOC with designated shelter information and city needs.

Emergency Manager

Will ensure that information is shared amongst all active departments, agencies, non-governmental agencies, and private entities involved in the shelter operations from the city's Emergency Operations Center. If the EOC is not activated, the Emergency Manager will work with personnel in the field to begin the shelter activation process.

Orange County Animal Services

Will provide for the basic needs of displaced animals. The location where displaced animals reside will be based on the incident, available resources, and access to facilities.

- **Option 1—OC Animal Care:** 1630 Victory Rd., Tustin, CA 92782

- **Option 2—Alternate animal shelter services:** OC Animal Care regularly plans with other shelters to house animals if space is available.
- **Option 3—Regional temporary animal shelter:**
- **Option 4—Animal shelter collocated to human shelter:** If options 1 -3 are unavailable and resources are available, OC Animal Services can set-up an area collocated to the human shelter to house animals. The city may be requested to assist in procuring resources.

Orange County Healthcare Agency

Will support city shelters in the following capacities:

- **Deploys Public Health and Environmental Health** staff to provide guidance regarding sanitation, food safety, communicable diseases, and infection control: to conduct surveillance, investigate illnesses, and provide testing as needed, and to assist with assessments, referrals, and case management of higher risk shelter residents and those who have additional health, access, and functional needs. Identify and mitigate issues regarding hazardous materials, hazardous waste, and medical waste.
- **Deploys Mental Health and Recovery Services Disaster Response & Supporting Survivors** staff to provide behavioral health support and services, including psychological first aid, assessment for ongoing care, and referral and linkage.
- **Deploys Public Health staff (including nurses, pharmacists, physicians, and Medical Reserve Corps volunteers)** as available to supplement city/shelter provided workers in providing triage, treatment and assessment for minor illness and injuries, up to but not to exceed their legal scope of practice within the shelter. Assist with referral to needed health services and may provide case management to support linkages. Disseminate disaster health-related information to the medical health providers in the affected community.
- **Provides health-related resources** (e.g., supplies and equipment) as able from Agency/County surge caches and coordinates resource requests through the Medical and Health Operational Coordinator (MHOAC).
- **Coordinates transport and placement of patients** needing higher level of medical care.

The request for assistance from the Orange County Healthcare Agency can be made via the Operational Area from the city's Emergency Manager.

Section 9: Whole Community Approach

The County of Orange and Orange County Operational Area, including the City of Fullerton, strive to incorporate the Whole Community perspective in their emergency planning. By planning for the Whole Community, complexities in the diversity of Orange County are assimilated into the County and Operational Planning strategy.

Orange County's definition of disabilities and those with access and/or functional needs is as follows:

Populations who members may have additional needs before, during, and after an incident in functional areas, including but not limited to maintaining independence and the ability to perform the activities of daily living, communication, transportation, supervision, and medical care. Individuals in need of additional response assistance may include those who have disabilities; who live in institutionalized setting; who are elderly; who are children; who are from diverse cultures who have limited English proficiency or are non-English speaking; or who are transportation disadvantaged.

Furthermore, the County of Orange and Orange County Operational Area, including the City of Fullerton, are committed to maximizing compliance with the American with Disabilities Act (ADA) and providing the best service to Orange County residents and Visitors. The County of Orange and Orange County Operational Area, including the City of Fullerton adheres to the guidelines outlined below:

Disability will not prevent access to services or facilities provided by the County of Orange and the City of Fullerton.

The County of Orange and the City of Fullerton will not exclude or deny benefits of any type based on disability or access or functional need.

The County of Orange and the City of Fullerton will work to accommodate people with disabilities and those with access and/or functional needs in the most integrated setting possible.

During all phases of disaster response, the County of Orange and City of Fullerton will make reasonable modifications to policies, practices, and procedures, if necessary, to ensure programmatic and architectural access to all.

The County of Orange and the City of Fullerton will shelter people with disabilities and those with access and/or functional needs with their families, friends, and/or neighbors when feasible in the most integrated setting possible.

Section 10: People with Disabilities and Those with Access and/or Functional Needs

In accordance with the American with Disabilities Act and associated legislation all sheltering operations in the Orange County Operational Area, including the City of Fullerton, are to be accessible to all residents, including people with disabilities and those with access and/or functional needs. Where accessibility cannot be maintained, reasonable modifications will be made to policies, plans and procedures when appropriate.

Orange County, including the City of Fullerton, uses a function-based approach to inclusive emergency planning and uses the C-MIST framework (see below for definition) to support the process. Rather than focus on planning for specific disabilities or diagnosis, attention is instead given to functional areas that will improve planning for the whole community, including:

- Communication
- Maintaining health
- Independence
- Safety, support, and self-determination
- Transpiration and evacuation

Communication

In a shelter environment, many people will require accommodations to fully access available services. The services needed will be dictated by the community needs and will be provided, as possible. In most cases, this can be provided by offering interpretation services or by offering written materials in alternative formats such as large print or braille. It is also important to enable existing accessibility systems on any technology used in the shelter, such as open captioning systems on televisions and TTY and/or Video Relay systems in telephones are made available. Interpretation services can be requested through the Operational Area EOC.

Independence

Most people with disabilities can maintain their independence in the shelter environment with simple modifications to policies and procedures. In all cases, shelter residents should keep and use any assistive technology or devices they enter the shelter with. The city should be prepared to provide mobility equipment and other resources to replace items lost during the evacuation process as resources are available. If needed and available, the Orange County Healthcare Agency can provide mobility equipment and other medical devices. OCHCA can be requested through the Operational Area EOC.

Shelters shall always allow service animals. Under the Americans with Disabilities Act, a service animal is a dog that is individually trained to do work or perform tasks for a person with a disability. Guidance from the Department of Justice indicates that Miniature Horses

may also be used as service animals in some cases. Shelters are required to provide appropriate accommodations for service animals.

Safety and Support

Following an evacuation, there often can be people that arrive at a shelter without the caregiver they normally rely on. In this instance, the city may need to provide Personal Assistance Services (PAS) through specialized personnel that can assist with grooming, eating, bathing, toileting, dressing and undressing, walking, transferring (movement between cot and wheelchair), maintaining health and safety, assistance with taking medication, communicating, or accessing programs or services.

Transportation

In an extended event, shelter residents may require accessible transportation services from the shelter to recovery assistance sites, neighborhoods, workplaces, or other locations. The city should ensure accessible options are made available for all transportation services offered at the shelter. The city can request accessible transportation from Orange County Transportation Agency (OCTA) by calling central communications 714-530-6060.

Functional Assessment Service Team Training

Functional Assessment Services Team Training (FAST) training is provided to county employees who respond to shelters to assist in identifying and meeting essential functional needs so people with disabilities and those with access and/or functional needs can maintain their health, safety, and independence during disasters.

The role of FAST is to conduct assessments of individuals and facilitate the process of getting essential resources needed by the residents in shelters that have access and functional needs. These may include traditional and non-traditional durable medical equipment (DME), consumable medical supplies (CMS), prescribed medications, or a person to assist with essential activities of daily living.

In Orange County, the FAST program is managed by SSA. SSA maintains a database of active FAST personnel available for activation and deployment. FAST training is offered in cooperation with the California Department of Social Services. FAST can be requested through the Operational Area.

Child Friendly Spaces

Children require specialized care on a regular basis. In a shelter it is optimal to mitigate their trauma response by providing extra supervision and support. You may request a team of individuals with expertise in setting up a child friendly space within a shelter where children can talk and play under the care and support of trained volunteers. Parents can move about the shelter managing their emotions and adult tasks knowing their children are in the care of qualified and caring volunteers. If the child is unaccompanied, these specialized volunteers can better care for the needs while shelter staff makes attempts to

locate a caregiver and reunite the child. Specialized volunteer can be requested through the Operational Area EOC.

The U.S. Department of Justice has an American with Disabilities Act ADA Checklist for Emergency Shelters. When possible, this checklist will be used in determining shelter locations. www.fema.gov/pdf/about/odc/fnss_guidance.pdf

Section 11: ANNEX DEVELOPMENT AND MAINTENANCE

11.1 Overview

The Mass Care and Shelter Annex is a working document that will evolve in response to ever-changing threats. Ongoing exercises, training evaluation, management and maintenance of this Annex will ensure new hazards and changes in community demographics can be addressed. A well-developed training and exercise program is vital to ensuring overall readiness and preparedness. Training ensures personnel are prepared for their roles and responsibilities.

11.2 Plan Maintenance

The Mass Care and Shelter Annex will be reviewed and revised every three years or as needed following an incident, activation, or exercise to ensure the plan is valid and current. City of Fullerton EM in partnership with American Red Cross, and Fullerton Parks and Recreation will lead responsible departments and agencies in reviewing and updating portions of the annex as required based on identified deficiencies experienced during an exercise or activation.

11.3 Training and Exercise

The City of Fullerton works in partnership with city departments and the American Red Cross to ensure that field level employees who will be deployed to a city run shelter or care and reception center are participated in shelter training. Importance is placed on integrating personal with disabilities and functional needs.

The emergency manager participates in county facilitated Care and Shelter Meetings and trainings.

Trainings and exercises within city departments and the Care and Shelter Branch can include Tabletop exercises to introduce staff to problem situations for discussion and problem solving. Such processes serve to identify if adequate policies and procedures exist. Annually, the City Care and Shelter team will conduct a full-scale shelter set-up exercise which simulates an actual emergency. This can be supported with emergency

notification procedures, transportation coordination elements, evacuation tasks, mass care and feeding, and/or animal care.

Section 12: AUTHORITIES AND REFERENCES

12.1 Federal

Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988 (Public Law 93-288, as amended).

- Pets Evacuation and Transportation Standards Act of 2006, as amended.
- Americans with Disabilities Act of 1990, as amended.
- Rehabilitation Act of 1973, as amended.
- Architectural Barriers Act of 1968, as amended.
- Post-Katrina Emergency Management Reform Act, 2006.
- FEMA Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters, 2010.
- U. S. Department of Justice, An ADA Guide for Local Governments: Making Community Emergency Preparedness and Response Programs Accessible to People with Disabilities, 2008.
- U.S Department of Justice, ADA Best Practices Tool Kit for State and Local Government, 2007.
- Americans with Disabilities Act, specifically Title II and Title III
- American Red Cross National Charter

12.2 State

California Government Code 8593.3

- California Emergency Services Act (CESA), 2021 edition.
- California Disaster Assistance Act (CDAA).
- Standardized Emergency Management System (SEMS) Government Code Section 8607.
- California Education Code, Sections 32282-32289.
- California State Emergency Plan, 2017
- CDSS State MOU with Red Cross
- Integrating Access and Functional Needs within the Emergency Planning Process, June 2020

12.3 County

Orange County, California- Code of Ordinances, Title 3, Division 1 (Emergency Services).

- County of Orange Ordinance 95-870 (creating the Orange County Operational Area), 1995.

- Unified County of Orange and Orange County Operational Area Emergency Operations Plan, current.
- Orange County Operational Area Agreement, March 2020.

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Section 13: ATTACHMENTS

Section 13: Attachment I

Attachment I Shelter Locations

The city has pre-identified a list of potential shelter locations within the City of Fullerton and in surrounding jurisdictions. The determination of the shelter location will be based on numerous factors including the safety of the structure and availability. A shelter location is not the designated shelter location until approved by the American Red Cross and/or the City Manager.

DRAFT

City of Fullerton Shelter Locations

Facility Name	Shelter/Evacuation Center	Address	Capacity Evacuation/Post Impact	Facility Owner	Facility POC *See City Emergency Contact List	Date of Last Shelter Survey	Backup Power Source
CSU Fullerton-Kinesiology Health & Sciences Gym	Shelter	800 N. State College Blvd.	2448/1224	CSUF		2021	No
Fullerton College	Shelter	321 East Chapman Avenue	580/290	Fullerton College		2021	Yes
Fullerton Community Center	Shelter/Evacuation Center or FAC	340 West Commonwealth Avenue	600/300	City of Fullerton		2021	No
Fullerton Union High School	Shelter/Evacuation Center	201 East Chapman Avenue	750/375	Fullerton Unified High School District		2021	No
Fullerton Library	Shelter/Evacuation Center FAC	353 W. Commonwealth Ave.	50-100	City of Fullerton		2021	No

Surrounding Jurisdiction Shelter Locations—American Red Cross Vetted

Facility Name	Shelter/Evacuation Center	Address	Capacity Evacuation/Post Impact	Facility Owner	Facility POC *See City Emergency Contact List	Date of Last Shelter Survey	Backup Power Source

Included:

Anaheim, Orange, Brea, Placentia, Buena Park

DRAFT

Section 13: Attachment II

Attachment II

Resources and Purchasing

Red Cross Shelter Supply Locations (North County)

Site	Asset Type	Address	Facility Owner
Red Cross Santa Ana	Full-service shelter needs	600 Park Center Dr.	Red Cross

American Red Cross:

The American Red Cross may be available to provide resources for the Temporary Evacuation Point, upon request. Support can be requested via the Disaster Hotline or the National Disaster Dispatch Numbers 24/7.

Local Red Cross Contact information can be found in the City Emergency Contact Sheet.



AMERICAN RED CROSS

Orange County Chapter
600 Parkcenter Dr.
Santa Ana, CA 92705

(714) 384-0758 Disaster Hotline staffed by Duty Officer (24/4)

(855) 891-7325 National Disaster Dispatch, Back-up

(714) 481-5300 Main Business Line

City of Fullerton Resources

Resource Type	Number	Storage Location	Owner
Barricades	100		FPW
Cones	200		FPW
Arrow Board	4		FPW
Message Board	4		FPW
Chairs	400	Fullerton Community Center	FCC
Kids Chairs	10		
4 ft. tables	20	Fullerton Community Center	FCC
6 ft. tables	50	Fullerton Community Center	FCC
Round Tables	50	Fullerton Community Center	FCC
Ice Chest	2	Fullerton Community Center	FCC
Ice Chest	3	Fullerton Fire	FFD
Ice Chest	1	Container @FCC	FFD
Cots	100	Container @ FCC	FFD
Cots	100	Container @ Station 5	FFD
Blankets	200	Container @ FCC	FFD
Hygiene Kits	200	Container @ FCC	FFD
Medical Cots	4	Container @ FCC & Station 5	FFD

Purchasing

The following chart lists out which positions have city issued credit cards and the credit and purchase limits. If a credit and purchase limit need to be increased, authorization must come from the **Director of Financial Services or the City Manager**.

All Credit Card transactions related to the mass care of the effected population must be tracked by Finance.

Receipts must be submitted to finance as soon as possible.

Position	Department	Credit Limit	Purchase Limit
Management	Administration-City Manager	\$62,500.00	\$290,000.00 No limit with council approval.
Planning/Logistics/Finance	Community and Economic Development	\$10,000.00	\$150,000.00
Operations/Logistics/Planning	Fire	\$117,000.00	\$90,000.00
Logistics/Planning	IT	See Police Limits	See Police Limits
Logistics	Parks and Recreation	\$34,000.00	\$85,000.00
Operations/Logistics/Planning	Police	\$72,000.00	\$125,000.00
Operations/Logistics/Planning	Public Works	\$114,00.00	\$2,280,000.00 No limit for CIP (with Council Approval).

Other Resource Requests

If resources are needed and it is beyond the cities capabilities to acquire the resources, the city can request the Operational Area EOC assist in locating and procuring the equipment, personnel, food, etc.

Assistance from the Operational Area EOC can be requested through the City's Emergency Manager. If the Emergency Manager is unavailable, the city can contact the Operational Area by calling the Duty Officer at 714-628-7054.

Section 13: Attachment III

Attachment III Shelter Staff List

City employees and volunteers that are trained shelter works can be contacted via the AlertOC Notification System through the city's Emergency Manager/Police Dispatch. If the system is unavailable, shelter works can be contact by phone.

Shelter Staffing Summary for Planning Purposes The following tables provide a summary of shelter staffing showing manager, supervisor, and worker counts; a count of sheltering staff per shift; a count of total sheltering staff for all shifts; and the ratio of clients per staff member per shift. These tables only include staff assigned to the sheltering function. The shelter manager works with the leads for other functions to determine how many other functions staff should be in each shelter. At a minimum, there should be staff assigned to each shelter from Disaster Health Services and Disaster Mental Health. Other functions include, but are not limited to, Casework and Recovery Planning, Reunification, Feeding, and Distribution of Emergency Supplies, depending on the needs of the clients.

Name	Phone Number See Emergency Contact List	City of Residence	Shelter Worker	Shelter Manager	Employee or Volunteer
Christian Hernandez -Assigned to EOC		Fullerton			
Amanda Arbiso -Assigned to EOC		La Mirada			
Camryn Wortham		Buena Park			
Rachal Smith		Irvine			
Karla Madrigal		Anaheim			
Judy Booth -Assigned to EOC		Fullerton			

Shelter Staffing - Two Shifts

			Manager MC/SH/SV	Supervisor MC/SH/SV	Worker MC/SH/SA	Staff per Shift	Staff Total	Clients per Staff per Shift
50 Clients	Minimum Staff	Day	1	-	1	2	4	25
		Night	-	1	1	2		25
	Ideal Staff	Day	1	-	2	3	6	17
		Night	-	1	2	3		17
100 Clients	Minimum Staff	Day	1	-	1	2	4	50
		Night	-	1	1	2		50
	Ideal Staff	Day	1	-	3	4	7	25
		Night	-	1	2	3		33

DRAFT

Section 13: Attachment IV

Attachment IV

Shelter Opening Procedures

Scenario 1—Red Cross is available to manage the shelter, City EOC is not activated.

- Determine the most appropriate shelter site.
- Contact the American Red Cross and request a shelter be activated. Provide the following.
 - Nature of disaster.
 - Location recommendation for the shelter.
 - Approximately how many people to be sheltered.

Notify the Emergency Manager, Director of Parks and Recreation, City Manager, Public Information Officer, Fire Chief, and Police Chief. Provide the location and approximate time of shelter activation.

City should provide support as needed.

- Transportation to shelter
- Logistics (food, cots, blankets, first aid)
- Requests to the Operational Area for further assistance.

Scenario 2—Red Cross is available to manage the shelter, City EOC is activated.

- Activate the Care and Shelter Branch within the Operations Section.
- Determine the most appropriate shelter site.
- Contact the American Red Cross and request a shelter be activated. Provide the following.
 - Nature of disaster.
 - Location recommendation for the shelter.
 - Approximately how many people to be sheltered.

Notify the Emergency Manager, Director of Parks and Recreation, City Manager, Public Information Officer, Fire Chief, and Police Chief. Provide the location and approximate time of shelter activation.

City should provide support as needed.

- Evacuation to shelter-Operations-Law Enforcement Branch
- Transportation to shelter (Logistics, supply unit)
- Logistics (food, cots, blankets, first aid)

Scenario 3—Red Cross is NOT available to manage the shelter, City EOC is NOT activated.

- Determine the most appropriate shelter site. Get approval from City Manager.
- Contact the facility point of contact to request the site be used for a shelter.
- Provide the following information.
 - Nature of disaster.
 - Approximately how many people to be sheltered.
 - Approximate how long the shelter will be needed.

Notify the Emergency Manager, Director of Parks and Recreation, City Manager, Public Information Officer, Fire Chief, and Police Chief. Provide the location and approximate time of shelter activation.

Contact Parks and Recreation Staff to manage shelter operations. See attachment III.

City should provide support as needed.

- Transportation to shelter (Logistics, supply unit)
- Logistics (food, cots, blankets, first aid)
- Requests to the Operational Area for further assistance.

Scenario 4—Red Cross is NOT available to manage the shelter, City EOC is activated.

- Care and Shelter Branch should determine the most appropriate shelter site and get approval from the Director of Emergency Services.
- Contact the facility point of contact and request the location be used as a shelter. Provide the following.
 - Approximately how many people to be sheltered.
 - Approximate how long the facility will be needed.

Notify the Liaison, Operations Chief, and Public Information Officer. Provide the location and approximate time of shelter activation.

Contact trained shelter workers to manage shelter operations-See attachment III

Request logistical support for the shelter:

- Logistics (supplies and food)
- Request to the Operational Area for further assistance.

Section 13: Attachment V

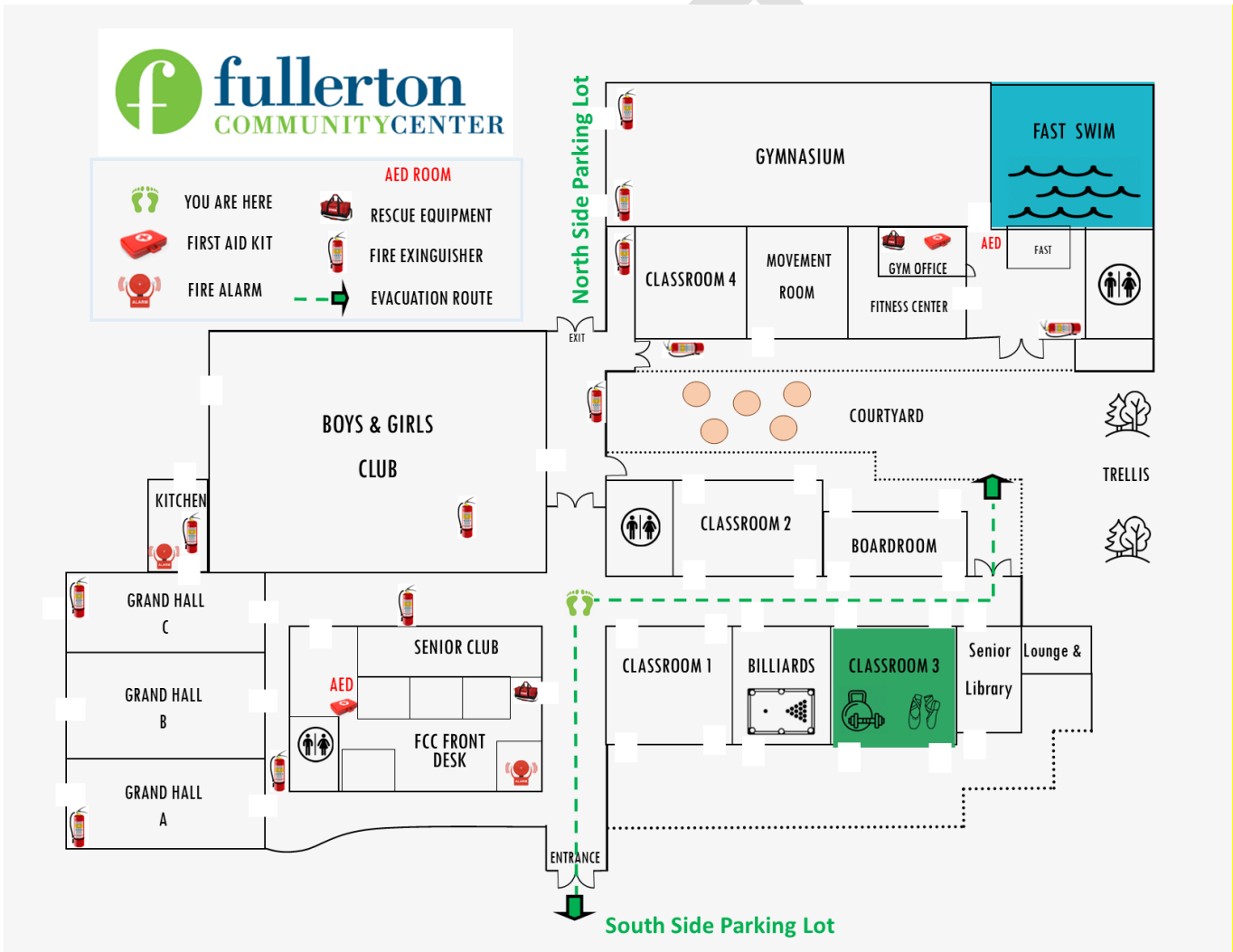
Attachment V

Suggested Shelter Models and Shelter Set-up Map

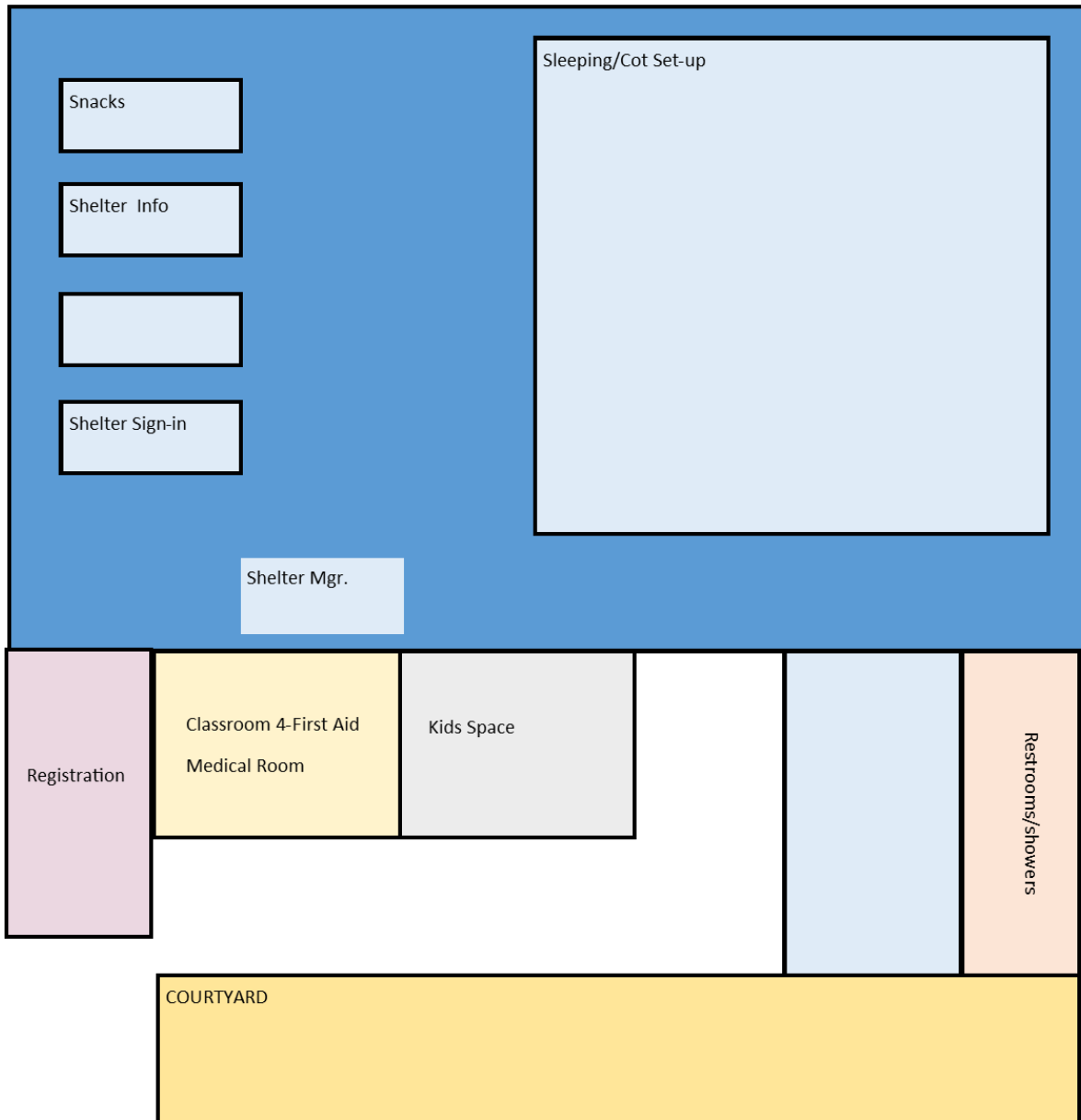
Care and Reception—Grand Hall A, B, and C

Full Scale Shelter—Gymnasium

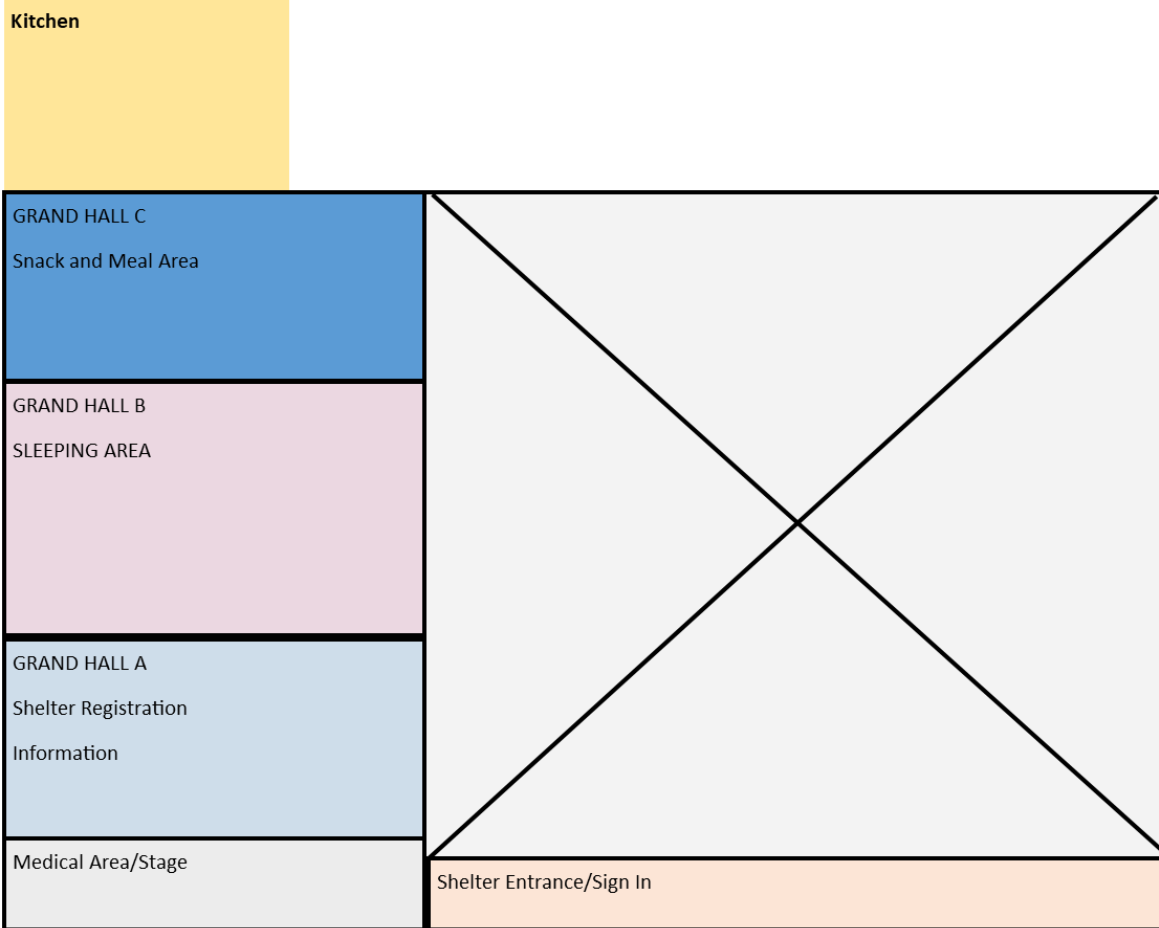
Family Assistance Center—Gymnasium and Classroom 4, Movement room, Classroom 1, 2, and 3 as needed.



Fullerton Community Center
Gymnasium Shelter



Fullerton Community
Center
Grand Hall Shelter



Classroom 1: Kid Space

Classroom 2: Resources

Locker Room: Shower

Section 13: Attachment VI

Attachment VI

FORMS

[ShelterOpeningPlan.pdf](#)



Shelter Opening Plan Job Tool

Disaster Cycle Services Job Tools
DCS JT-F Respond/Sheltering

Introduction

This optional job tool provides an organized method of planning the opening of a shelter. The steps and planned actions can be modified by the user to meet the needs of the current operation. Once completed, the plan can be copied and shared with the Mass Care chief, shelter manager, Logistics, and other groups with a vested interest in the timing and steps associated with opening the shelter.

This job tool should be used in conjunction with the following doctrine:

- Sheltering Standards and Procedures
- Job Tool: Sheltering Lead
- Job Tool: Operating a Shelter



Shelter Opening Plan

Plan Creation Date: _____ Incident/DR#: _____

Shelter Name:	<input type="checkbox"/> Red Cross Managed <input type="checkbox"/> Partner-managed
Opening Date/Time:	
Reason for Opening:	

Shelter Address:
Shelter Manager Name/Phone:
Facility POC Name/Phone:

Step	Planned Date/Time	Person Responsible	Planned Actions
Request Staff			Include DHS and DMH in staffing request.
Conduct Opening Walkthrough/Inspection			
Receive Staff			
Request Material Resources			Trailer – containing cots, blankets, signage kits, office supplies, paper products Technology Equipment – laptop and cell for shelter communication and reporting. Paperwork – or admin kit with all current forms. MCPC – if Logistics is unable to support urgent sheltering needs. Other -
Request Feeding Resources			Meals – Equipment – coffee maker Feeding Supplies -
Post Signage Inside and Outside			
Receive & Set Up Material Resources			Reception Registration Dormitory Feeding Information Other
Make Opening Notifications			Shelter Manager Notifies the Sheltering Lead Sheltering Lead Notifies Other Functions
Open the Shelter to the Public			
Open the Facility in NSS			

Facility-Shelter-Opening-Closing-Inspection-Form.pdf



Facility/Shelter Opening and Closing Inspection Form
 Disaster Cycle Services Job Tools
 Logistics / Facilities

Name of Facility _____ Address _____

Name of Facility Representative _____ Phone # _____

Opening Inspection					
<i>Check yes, no, not applicable (NA) or unknown (U). Note specific areas needing correction and those responsible for making the corrections in the "Comments" column. Take pictures of pre-existing damages and attach them to this document.</i>					
Yes	No	NA	U	Comments	Areas to Inspect
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Are indoor and outdoor walking surfaces free of trip and fall hazards (e.g. uneven sidewalks, unprotected walkways, loose/missing tiles, wires, etc.)?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Are the routes to exits relatively straight and clear of obstructions (e.g. blocked, chained, obstructed)?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Are all emergency exits properly identified and secured, and there are at least two exits per floor?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Are illuminated exit and exit directional signs visible from all aisles?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Are all kitchen equipment and bathroom fixtures in working order?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Is there an emergency evacuation plan posted and an identified meeting place?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Are there guidelines for directing occupants to an identified assembly area away from the building once they reach the ground floor?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Are there any site specific hazards (e.g. hazardous chemicals and machinery)? If so, describe them.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Is the facility neat, clean and orderly?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Are the following utility systems in good working order: electricity, water, sewage system, HVAC?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Are fire extinguishers and smoke detectors present, inspected and properly serviced with current inspection tags?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		If power fails, is automatic emergency lighting available for exit routes, stairs and restrooms?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Is there a back-up power source?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Are first aid kits readily available and fully stocked? Where are they located?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Will occupants of the building be notified that an emergency evacuation is necessary by a public address system or alarm?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Are floors and walls free of damage?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Is the parking area free of damage?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Are there accessible parking spaces?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Is there at least one entrance to the building accessible for people with mobility issues with signage identifying the location of the accessible entrance?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Is there at least one accessible restroom?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Are there routes without steps available to access service delivery areas, restrooms and showers? Can service be provided in an area that can be accessed by routes without steps?
Any damage or additional comments (attach additional pages if more room is needed): _____ _____ _____					
Date of Facility Opening Inspection: _____ Start Date for American Red Cross Use of Facility: _____					
American Red Cross Printed Name & Title _____		Signature _____		Date _____	
Facility Rep/Operator Printed Name & Title _____		Signature _____		Date _____	
<i>DIGITAL Signature. Each party agrees that either party's signature for this inspection by DIGITAL signature (whether ELECTRONIC or encrypted) is expressly intended to authenticate this INSPECTION and to have the same force and effect as manual signatures. The term DIGITAL signature means any electronic sound, symbol, or process attached to or logically associated with a record and executed and adopted by a party with the intent to sign such record, including facsimile or email electronic signatures.</i>					

Please inform the registration worker if someone in your household is required by law to register with a state or local government agency for any reason.

Informe al trabajador de la registraci3n si alguien en su hogar tiene la obligaci3n por ley, a registrarse en una agencia gubernamental estatal o local por cualquier motivo.



Preparing to Stay in a Red Cross Shelter

<i>We're Here for You!</i>	We understand this is a new and difficult situation for you. Sudden changes from a disaster create worry, confusion, and sadness.
<i>Everyone is Welcome</i>	Everyone is welcome at a Red Cross shelter. The Red Cross serves everyone, without regard to nationality, race, religious beliefs, class, disability, political opinions, sexual orientation, or gender identity.
<i>Safety and Health</i>	The Red Cross has procedures in place to support the health and safety of everyone in the shelter. A licensed healthcare provider may speak with you or your family to check on your wellbeing. Depending on the public health situation, the Red Cross may have certain requirements to protect everyone's health.
<i>Registration</i>	Thank you for your patience during registration. <ul style="list-style-type: none">• You will meet with a worker who will collect some basic information about your family and ask about any needs while staying in the shelter. You will be welcomed into the shelter and assigned a specific cot location.• If you need additional support while in the shelter, please let a worker know. After registering, everyone must sign in and out when coming and going.

Basic Information and Rules for Staying in the Shelter

<i>Treat Everyone with Respect</i>	Please treat everyone in the shelter with respect, and we will do the same. Negative behavior, including bad language, hurtful behavior, stealing, destroying property, or other behavior that hurts others, is not allowed.
<i>Keeping your Family Healthy</i>	Red Cross shelters are shared settings. By maintaining distance, we lessen the chance of catching colds, flus or other illnesses that can be spread by coughing, sneezing, or talking. Whenever possible avoid close contact with people not in your family group. Clean your hands often by washing your hands or using hand sanitizer. Dispose of all items in a trash can.



Welcome to Your Red Cross Shelter

<i>Health Checks</i>	We will conduct regular health checks to monitor everyone in the shelter. Regular health checks are one of the best ways to make sure we stay healthy and safe.
<i>Personal Belongings</i>	You may keep belongings with you in the shelter if they fit completely under your cot. Keep valuable items with you or locked in your car and out of sight. We cannot assume responsibility for your personal belongings.
<i>Emotional Support</i>	Staying in a shelter after a disaster can be stressful. If you, your children, or your family feel stress, anxiety, or the need to talk to someone, trained counselors are available to help 24 hours a day. If you want to talk, please let us know.
<i>Food</i>	During scheduled meals, please create distance when forming a line and clean your hands before meals. Help children to do the same things. If you have special food needs, please tell a shelter worker and they will work to accommodate them.
<i>Children</i>	Parents are responsible for watching their children while in and around the shelter. Children should not be left unattended. Grouping family cots together is allowed for closeness and comfort. If you would like to move cots or your child needs help or additional accommodations, please talk to a shelter worker.
<i>Reunification with Family and Friends</i>	The free Red Cross Emergency app features an "I'm Safe" button where people can post a message to their social media or send an email to a pre-created list, letting people know they are safe. If you need help in reconnecting with friends and family, talk with a shelter worker.
<i>Service and Assistance Animals</i>	Service and assistance animals covered by state law are welcome in Red Cross shelters. Service animals are trained to do work or perform tasks for a person with access and functional needs, including those with disabilities. Please speak with a shelter worker if your service animal needs food or supplies or there are other accommodations that will make your time in the shelter go more smoothly.
<i>Household Pets and Emotional Support Animals</i>	We understand that your household pets are important. Please let a shelter worker know if you have brought any pets to the shelter, and they will help arrange for or direct you to pet care.
<i>Smoking</i>	Smoking of any kind, including e-cigarettes and other smoking devices, is only allowed outside the building in designated smoking areas. <ul style="list-style-type: none">• Please throw away cigarette butts and matches properly.• Some shelter buildings (like schools) do not allow smoking. Please ask a worker where smoking is allowed.
<i>Alcohol, Illegal Drugs, and Weapons</i>	To maintain a safe and welcoming environment for everyone, alcoholic beverages, illegal drugs, and weapons (including concealed weapons) are not allowed at the shelter.



Welcome to the Fullerton Community Center

The Emergency Shelter is provided to help you take refuge and find support and resources during an emergency. The shelter hours will vary based on need when it is activated.

Please sign in. By signing, you acknowledge that you have read the following rules and policies of the Cooling Center:

1. You must remain in the room designated as the Temporary Evacuation Center/Family Assistance Center/or Emergency Shelter.
2. You may only use the restrooms designated for the Shelter.
3. You may not interfere with any programs being conducted at the Fullerton Community Center
4. You must follow the Fullerton Community Center's Code of Conduct
 - A. Participants must exhibit independence and the ability to care for their own personal needs. Participants are welcome to bring an attendant or care giver with them to participate in the programs and services.

Mental disorientation or physical disabilities requiring individual care cannot be accommodated. The Fullerton Community Center staff will exercise discretionary judgment as to the Center's ability to accommodate any individual. The Fullerton Community Center reserves the right to decline services to individuals if the staff and/or facilities are inadequate for their needs. In such cases, the Center will suggest appropriate resources; evaluation services may be utilized to determine level of functional ability.
 - B. Excessive and unnecessary luggage not used for participation in programs is not permitted in the Community Center; and items left unattended such as packages, backpacks, luggage, or any other personal items will be confiscated.
 - C. Locker rooms and showers are for use by persons staying at the Emergency Shelter Only.
 - D. Panhandling and soliciting is prohibited.
 - E. Shoes and shirts must be always worn.
 - F. Behavior that constitutes violation of this Policy:
 - Loud, disruptive, obscene, hateful or abusive language

- Lack of personal cleanliness and proper hygiene
 - Removal of city property without permission
 - Unauthorized use of the locker rooms and/or showers
 - Loitering, lying down or appearing to be sleeping outside of the Emergency Center
 - Panhandling or soliciting
 - Other behavior that is deemed inappropriate by City staff or volunteers.
5. You may bring in food and drinks. Food and drinks will be provided by the shelter based on the level of emergency activation which is declared.
 6. The City of Fullerton is not responsible for any personal items brought into the Fullerton Community Center.
 7. No bicycles, carts, or other devices on wheels other than a baby stroller that is being used to carry a baby.
 8. A Temporary Evacuation Center and/or Family Assistance Center will not provide any medical assistance. If you need medical assistance, please go to the nearest Urgent Care Center. If you have a medical emergency, please call 911 and alert the Evacuation Center staff.

The City of Fullerton has the right to remove individuals who violate any of the rules and policies of the Evacuation Center and/or the Fullerton Community Center.



Shelter Client Sign-In Form

Disaster Cycle Services Job Tools
DCS JT-F Respond/Sheltering

Shelter Client Sign-in Form Instructions

Shelter clients sign in at the reception table when they enter the shelter and sign out when they exit. This form is stored in a secured location when not in use. This job tool should be used in conjunction with the following doctrine:

- Sheltering Standards and Procedures
- Job Tool: Operating a Shelter

Follow the steps below when using this form:

1. Enter the first date the form was used.
2. Consult with the shelter manager, if necessary, to identify the “DR Number” and the “Shelter Name/Location.”
3. Instruct shelter clients to complete the columns as follows:
 - a. Enter the date of sign-in.
 - b. Enter the shelter client’s name.
 - c. Enter the time the shelter client entered.
 - d. If the shelter client is entering and exiting the shelter multiple times throughout the same day, use the returning box. Otherwise, check “new.”
 - e. Enter the time the shelter client exited the shelter.
 - f. Indicate if this is a temporary exit, meaning the shelter client intends to return to the shelter, or a final exit from the shelter.
 - g. Enter current contact information where the shelter client can be reached (e.g. cell phone number).
 - h. Enter any notes that need to be documented.
4. Enter the page number and total number of pages at the bottom of each page. Use as many pages as needed.

Shelter Client Sign-in

Date: _____ Incident/DR#: _____ Shelter Name/Location: _____

Date	Name	Time In	New or Returning	Time Out	Temporary or Final Exit	Contact Information	Notes
			<input type="checkbox"/> New <input type="checkbox"/> Returning		<input type="checkbox"/> Temporary <input type="checkbox"/> Final		
			<input type="checkbox"/> New <input type="checkbox"/> Returning		<input type="checkbox"/> Temporary <input type="checkbox"/> Final		
			<input type="checkbox"/> New <input type="checkbox"/> Returning		<input type="checkbox"/> Temporary <input type="checkbox"/> Final		
			<input type="checkbox"/> New <input type="checkbox"/> Returning		<input type="checkbox"/> Temporary <input type="checkbox"/> Final		
			<input type="checkbox"/> New <input type="checkbox"/> Returning		<input type="checkbox"/> Temporary <input type="checkbox"/> Final		
			<input type="checkbox"/> New <input type="checkbox"/> Returning		<input type="checkbox"/> Temporary <input type="checkbox"/> Final		
			<input type="checkbox"/> New <input type="checkbox"/> Returning		<input type="checkbox"/> Temporary <input type="checkbox"/> Final		
			<input type="checkbox"/> New <input type="checkbox"/> Returning		<input type="checkbox"/> Temporary <input type="checkbox"/> Final		
			<input type="checkbox"/> New <input type="checkbox"/> Returning		<input type="checkbox"/> Temporary <input type="checkbox"/> Final		
			<input type="checkbox"/> New <input type="checkbox"/> Returning		<input type="checkbox"/> Temporary <input type="checkbox"/> Final		
			<input type="checkbox"/> New <input type="checkbox"/> Returning		<input type="checkbox"/> Temporary <input type="checkbox"/> Final		
			<input type="checkbox"/> New <input type="checkbox"/> Returning		<input type="checkbox"/> Temporary <input type="checkbox"/> Final		
			<input type="checkbox"/> New <input type="checkbox"/> Returning		<input type="checkbox"/> Temporary <input type="checkbox"/> Final		
			<input type="checkbox"/> New <input type="checkbox"/> Returning		<input type="checkbox"/> Temporary <input type="checkbox"/> Final		
			<input type="checkbox"/> New <input type="checkbox"/> Returning		<input type="checkbox"/> Temporary <input type="checkbox"/> Final		
			<input type="checkbox"/> New <input type="checkbox"/> Returning		<input type="checkbox"/> Temporary <input type="checkbox"/> Final		
			<input type="checkbox"/> New <input type="checkbox"/> Returning		<input type="checkbox"/> Temporary <input type="checkbox"/> Final		
			<input type="checkbox"/> New <input type="checkbox"/> Returning		<input type="checkbox"/> Temporary <input type="checkbox"/> Final		
			<input type="checkbox"/> New <input type="checkbox"/> Returning		<input type="checkbox"/> Temporary <input type="checkbox"/> Final		
			<input type="checkbox"/> New <input type="checkbox"/> Returning		<input type="checkbox"/> Temporary <input type="checkbox"/> Final		



Shelter Staff Sign In Form

Disaster Cycle Services Job Tools
DCS JT-F Respond/Sheltering

Shelter Staff Sign-in Form Instructions

Shelter staff members sign in when they enter the shelter and sign out when they exit. This form is stored in a secured location when not in use. This job tool should be used in conjunction with the following doctrine:

- Sheltering Standards and Procedures
- Job Tool: Operating a Shelter
- Job Tool: Shelter Staffing

Follow the steps below to use this form:

1. Enter the date the form is being used.
2. Consult with the shelter manager if necessary to identify the "DR Number" and the "Shelter Name/Location."
3. Instruct all workers to complete the columns as follows:
 - a. Enter the staff member's name.
 - b. Enter the shelter staff member's Red Cross ID# or partner ID#, if they have one.
 - c. Enter the position the staff member is filling at this time. (Staff members may change positions throughout the operation).
 - d. Enter current contact information where the staff member can be reached. This can be a cell number or email address, depending on available communication methods.
 - e. Enter the time the staff member entered the shelter.
 - f. Enter the time the staff member exited the shelter.
 - g. Enter the total number of hours the staff member worked that day.
 - h. If the staff member has a rental car or is driving a personally owned vehicle (POV), mark the box, circle which type of vehicle the worker has, and enter vehicle information.
 - i. Indicate where the staff member is lodging (staff shelter, hotel name, at home, etc.).
4. Enter the page number and total number of pages at the bottom of each page. Use as many pages as needed.

Shelter Staff Sign-in Form

Date: _____ Incident/DR#: _____ Shelter Name/Location: _____

Name	ID#	Position	Contact Information	Time In	Time Out	Hours Worked	Lodging and Transportation
							<input type="checkbox"/> Rental Car, POV <input type="checkbox"/> Lodging
							<input type="checkbox"/> Rental Car, POV <input type="checkbox"/> Lodging
							<input type="checkbox"/> Rental Car, POV <input type="checkbox"/> Lodging
							<input type="checkbox"/> Rental Car, POV <input type="checkbox"/> Lodging
							<input type="checkbox"/> Rental Car, POV <input type="checkbox"/> Lodging
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							<input type="checkbox"/> Rental Car, POV <input type="checkbox"/> Lodging



Shelter Dormitory Registration
To be Completed by Dormitory Workers

Family Name _____ SRT Triage Color (completed by SRT): circle (G Y R P)
Incident/DR#: _____ Shelter Name/Location: _____

Question to ask each client:

Is there anything urgent that you or your family need right now, or in the next 6-8 hours? This may include medications, diapers or baby formula, health/cultural/religious dietary meals, or other support for a health, mental health, disability, or other condition.

If the client has identified needs make an appropriate referral and record in the shelter log. **If a client discloses that they must register with a government agency, please notify the Shelter Manager or Shift Supervisor immediately.**

Primary Phone, Relay Service, and/or Email:					
Primary Language (circle)	English	Spanish	German	Tagalog (Filipino)	Chinese (Mandarin, Cantonese, Hokkien)
American Sign Language	Arabic	Korean	Russian	Vietnamese	French/French Creole Other:
If Not English, Any Family Member Present Who Speaks English? (circle): Yes No					
Name (Last, First)	Arrival Date	Room/Cot	Actual Departure Date		
Number of Animals by Type: Dog ___ Cat ___ Small Animal ___ Reptile ___ Bird ___ Other: ___ Total Pets: _____					
Pet Location: <input type="checkbox"/> Co-Located <input type="checkbox"/> Off Site Partner Location <input type="checkbox"/> Other:					

Shelter Resident Transition

To be Completed by SRT Workers (5 min – 10 min)

Question	Points	Total	Question	Points	Total
What is your pre-disaster housing situation?	Owned – 0 Facility/Group Home – 0 Renter – 2 Precariously housed – 2 Homeless – 15		Is your household larger than 4 individuals?	Y – 1 N – 0	
Have you experienced homeless in the last year?	N – 0 Y – 4		Does the household have home or renter's insurance?	Y – 0 N – 1	
Is your home destroyed or has major damage?	Y – 1 N or Unknown – 0		Does the household have any source of income?	Y – 0 N – 1	
If not destroyed or major damage, is your house accessible and safe to occupy?	Y or Unknown – 0 N – 1		Does the household currently receive financial assistance to support daily living? (ex. HUD voucher, unemployment, SNAP)	Y – 1 N – 0	
Does your household have a near-term (next 5 days) solution to transition?	Y – 0 N – 1		Does any member of the household have cognitive, physical, or emotional needs that may impact recovery?	Y – 2 N – 0	
Green = 0 – 3	Yellow = 4 – 7	Red = 8 – 14	Purple = 15+	Total pts	
RC Care Case Number(s) (if applicable):					



Daily Shelter Report

Date: _____ Incident/DR#: _____ Shelter Name: _____

The Shelter Site Manager submits this report to the HQ Sheltering Manager by 9:00 am each day.

Meal Order Form	Lunch (tomorrow)	Dinner (tomorrow)
# Standard meals needed:		
# Specialty meals needed:		
<i>Describe details of each type, use separate document if additional space is needed.</i>		
Total Meals Needed:		

What are the most important issues you are experiencing? <i>Examples: Need pet services, lack of heating/cooling, shelter capacity exceeded, large numbers of non-dormitory clients seeking services.</i>
What client needs are not being met? <i>Examples: function and access, adequate toilet and shower facilities, reunification, health/cultural/religious dietary meals and infant needs.</i>
Do clients have adequate access to Disaster Health Services, Disaster Mental Health, Disaster Spiritual Care and Shelter Resident Transition at the shelter site? What specific shortfalls must be addressed?
How is the morale and wellbeing of the shelter workers? Are there issues that need to be addressed?
What material items are needed today or tomorrow?
What support, services or modifications does the shelter operation need in the next 48 hours? <i>Examples: lighting, janitorial, ramps or other function and access modifications, pet relief area.</i>
Are additional shelter workers needed to provide effective services to clients and why?
Which shelter workers will out-process in the next 48 hours?

Complete the section below when information has changed from the previous report:

Shelter Address:		
Shelter Phone:		
Shelter Staff Info	Name:	Phone"
Shelter Site Manager		
Day Shift Supervisor		
Night Shift Supervisor		

CMIST

To be Completed by DHS Workers

Communication	Maintaining Health
<input type="checkbox"/> Access to auxiliary communication service	<input type="checkbox"/> Health/ Religious/ Cultural dietary needs <input type="checkbox"/> Food Allergies_____ (type)
<input type="checkbox"/> Access to auxiliary communication device	<input type="checkbox"/> Medical supplies and/or equipment for everyday care (including medications) <i>not</i> related to mobility
<input type="checkbox"/> Replacement of auxiliary communication equipment	<input type="checkbox"/> Assistance with medical care normally provided in the home <input type="checkbox"/> Allergies (environmental or other high risk) (type)
<input type="checkbox"/> Identify accompanying communication support person who will help with: (Describe support to be provided, i.e., interpretation, translation, and include language/communication need supported – ASL, Spanish, non-verbal communication, etc.)	<input type="checkbox"/> Support for pregnant women <input type="checkbox"/> Support for nursing mothers <input type="checkbox"/> Infant care availability
	<input type="checkbox"/> Access to a quiet area
	<input type="checkbox"/> Access to a temperature-controlled area
	<input type="checkbox"/> Mental health care (e.g., anxiety and stress management)

Independence	Services Support and Self Determination
<input type="checkbox"/> Durable medical equipment for individuals with conditions that affect mobility	<input type="checkbox"/> Adult personal assistance services
<input type="checkbox"/> Power source to charge battery-powered assistive devices	<input type="checkbox"/> Child personal assistance services
<input type="checkbox"/> Bariatric accommodations	<i>*Includes general observation and/or assistance with non-medical activities of daily living, such as grooming, eating, bathing, toileting, dressing and undressing, walking, etc.</i>
<input type="checkbox"/> Service animal accommodations	

Transport	Actions:
<input type="checkbox"/> Transportation to designated facility for medical care / treatment	<input type="checkbox"/> No needs identified
<input type="checkbox"/> Transportation for non-medical appointment	<input type="checkbox"/> Contact Shelter Manager <input type="checkbox"/> Contact Disaster Mental Health Services
	<input type="checkbox"/> Agency, <i>please provide agency name</i>

Actions Taken / Other Notes:



Extreme Weather Annex



City of Fullerton



The Extreme Weather Annex is designed to provide the City of Fullerton with information on Extreme Weather protocols. It is a living document that can be updated by contacting the City of Fullerton's Emergency Manager.

Please take time to familiarize yourself with this plan.

Any questions, comments, and/or updates regarding this plan can be directed to:

City of Fullerton, Fire Department
Attention: Kristi Hofstetter Batiste
Emergency Manager
312 E. Commonwealth Ave.
Fullerton, CA 92832
(714) 446-1454



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CHAPTER 1 –INTRODUCTION

Section 1 Purpose

The purpose of this Annex is to guide the City of Fullerton during an Excessive Temperature Event (hot or cold). The Extreme Temperature Annex identifies resources, actions, and critical issues regarding a weather event, including monitoring, public information, and congregate care and or sheltering. The content of this Annex is based on the City of Fullerton Emergency Operations Plan (EOP), Mass Care and Shelter Annex, and the County of Orange Operational Area (OA) Emergency Operations Plan. This Annex should be used with those plans and other pre-established procedures, such as the Orange County Health Care Agency (HCA) procedures.

This Annex is intended to provide a written plan to assist City Staff with managing information and responding to an Excessive Temperature Event. As with all emergency plans, these guidelines will provide responders and decision-makers with flexible tools, options, and considerations as the situation dictates.

The goal is to ensure a coordinated response during an Excessive Temperature Event, with public information as the primary focus.

Section 1.2 Scope

This Annex focuses on the short—and long-term impacts of extreme temperature conditions that extend over three or more days without relief. Each temperature-related weather event is unique, as it is dependent on weather patterns based on the National Weather Service (NWS) forecast. Due to the low level of agriculture and livestock, this Annex focuses on human impacts. It addresses condonation among city agencies, businesses, non-profits, and partner agencies within the city.

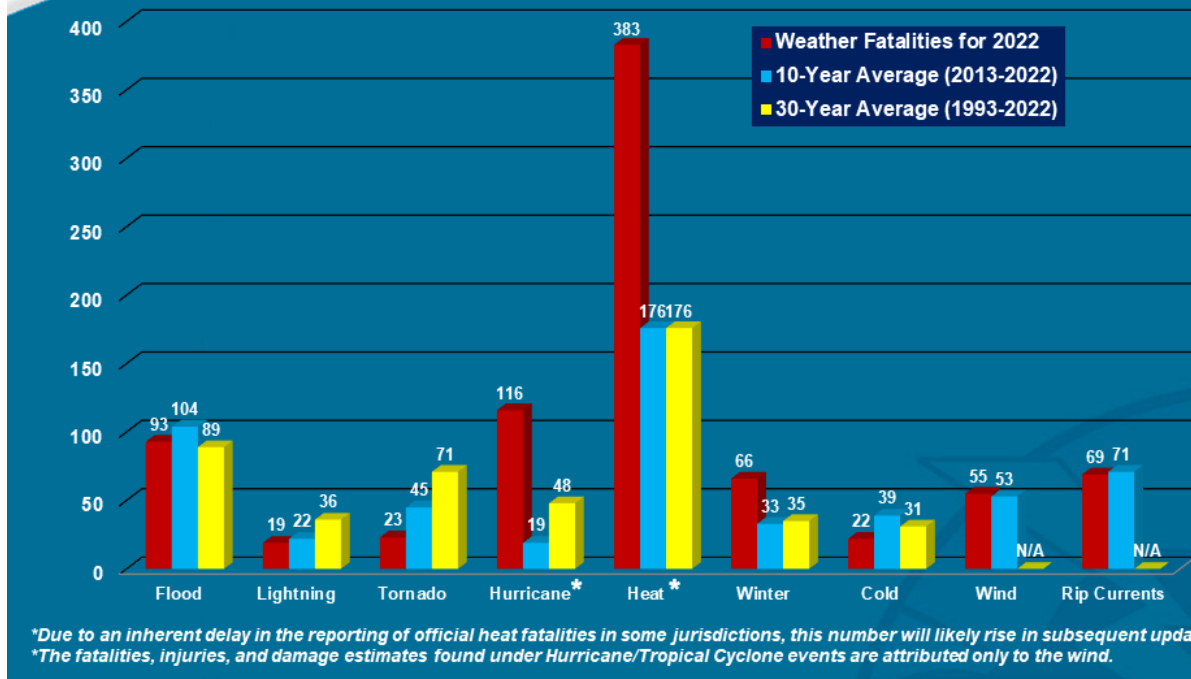
Section 1.3 Situation Overview

Excessive temperatures can be especially dangerous to vulnerable segments of the population unable to take protective measures. They increase the number of heat—and cold-related illnesses and can cause death.

The U.S. Natural Hazard Statistics provides statistical information on fatalities, injuries, and damages caused by weather-related hazards. These statistics are compiled from information in Storm Data, a database comprising information from NWS forecast offices in the 50 states, Puerto Rico, Guam, and the Virgin Islands. Public data access, with event-specific information, is made available by the NOAA National Centers for Environmental Information using the [Storm Events Database](#)



Weather Fatalities 2022



Due to California’s diverse geography, weather conditions often vary greatly from one region to another. People are acclimatized to the usual weather conditions in the climate zone they reside in, those in dessert climates tolerate heat different than those in a costal climate. Due to these differences, there is no “one-size fits all” tool for the entire state to define what defines a heat or cold event.

Heat Summary

The National Weather Service defines excessive heat events as the leading weather-related killer on the United States. This is especially true in urban centers, where population density, the urban heat island, and building construction exacerbate the effects of extreme heat.

“Excessive Heat” is defined as a combination of high temperatures (significantly above normal) and high humidity, or as high ambient temperatures lasting for a long period of time. Excessive heat emergencies develop slowly and may take several days of oppressive heat to have a significant quantifiable impact. Heat waves do not injure people immediately; however, the cumulative effect slowly impacts the body’s ability to adapt.



Using historical weather patterns, emergency medical services, and mortality data, the NWS and the California Department of Public Health (CDPH) have identified five major types of climate regions for each of the conditions that constitute an Excessive Heat Event within those specific regions. When temperatures “spike” for three or more consecutive days with or without an adequate drop in nighttime temperatures to cool the outdoor and indoor environments, there is a significant increase to the risk to the vulnerable populations and community members without cooling capabilities, pre-identified health risks, and/or fragility due to age.

Cold Summary

An Excessive Cold event based on temperatures, wind chill, and microclimate factors. While winter temperatures are generally mild in Fullerton and Orange County, there have been occasions when temperatures have dropped below 40°F, and few occasions where it has dropped below freezing. When coupled with heavy rain or wind, low temperatures can pose a health risk. Cold weather poses an additional challenge in that people can be affected by cold more quickly based on underlying factors, including but not limited to age, health, and economic factors.

The City of Fullerton Disaster Preparedness Coordinator/Emergency Managers is responsible for monitoring and updating weather information and providing weather information to internal city departments and to the public as needed. Updates to the annex will stay on the same cycle as the Emergency Operations Plan.

Section 1.3.1 Preparing and Responding with the Whole Community Approach

The City of Fullerton incorporates the Whole Community perspective in its emergency planning. The Whole Community includes but it is not limited to:

- Individuals and families, including those with disabilities or other access and functional needs.
- Businesses
- Faith-based, non-profit, and other community-based organizations.
- Immigrant populations and communities.
- Schools and academic institutions.
- Media outlets.
- All levels of government including local, state, federal, tribal, and territorial partners.

By planning for the Whole Community, complexities in diversity, age, faith, income, and overall wellness the City can better implement warnings and strategies to mitigate impact and extrapolate recovery to the City.



CHAPTER 2—CONCEPT OF OPERATIONS

The primary concept of operations for the Excessive Temperature Event focuses on public information using different notification methods, including press releases, websites, social media, and other avenues of communication. Depending on the impact, a Heating or Cooling Center might be made available to community members.

Implementation of excessive temperature-related activities is based on regional criteria, including historical data, predicted outlook, and impute from the County Health Officer.

CHAPTER 3—ORGANIZATION

Section 3.1 Mitigation and Preparedness

Mitigation and preparedness focus on raising public awareness of the risks of an Excessive Temperature Event in the future and training City Staff to recognize and respond to an event. Activities associated with preparedness may include:

- Identify, update, and maintain a list of potential cooling centers.
- Develop public information and education for excessive temperatures.
- Provide information on preventing temperature-related injuries.
- Coordinate with City Services to ensure splash pads and resources remain open for the public.

Section 3.2 Monitoring

The City Disaster Preparedness Coordinator/Emergency Manager monitors weather information from the National Weather Service (NWS), San Diego, and the County Operational Area (OA). The City will implement the Temperature annex based on information from these sources.

Section 3.3 Public Information

Information sharing and dissemination will be crucial during an Excessive Temperature Event. The City will share this with internal and external partners. The goal of public information is to:

- Warn the public.
- Provide updates to media as needed.
- Provide direction and instructions regarding cooling and warming centers, health precautions, and other materials.
- Collaborate with other agencies to disseminate additional information and resources.
- Promote wellness, neighbors helping neighbors concept, and provide resources for mitigation strategies and alternatives.



Section 3.3.1 Hotline

Based on the Orange County Excessive Temperature Annex 2-1-1 Orange County will serve as the conduit of information to the public during an Excessive Temperature Event.

Section 3.3.2 Local Media

The City will provide accurate information to the media and update as needed.

Section 3.3.3 Websites

The City Emergency Manager will provide updates, press releases, posts, heat and cold safety tips, and other information to the public and internal staff.

Section 3.3.4 Communication with People with Disabilities & those with ACCESS & Functional Needs

The City may translate information, provide text crawls, and/or closed captioning to provide additional supportive information.

Section 3.3.5 social media

The City will use IG and Facebook to update messaging and share with each department and the public.

Section 4 Community Engagement

The City will work with collaborative partners and community stakeholders to plan for and communicate during excessive temperature events. The City will work with partners for creative locations and solutions during events.

Section 5 National Weather Service Watch, Warning, and Advisory Products

Orange County's weather forecasts are provided by the NWS San Diego Weather Forecast Office (NWS-San Diego). NWS-San Diego issues written products when unusually hot or cold weather is expected in Orange County. These products are intended to raise public awareness to prevent weather-related illness from occurring and to assist local officials with decision-making responsibilities related to an Excessive Temperature Event. There are three NWS Zones in



Orange County. It is important to understand Orange County's zoning, as the predicted weather may not impact all of Orange County similarly. For example, it may be cooler along the coast than inland Orange County. Fullerton is in (CA554).



Source: Orange County Operational Area Excessive Temperature Annex



CHAPTER 4 —HEAT AWARENESS AND COOLING CENTER INFORMATION

Section 4.1 Heat Advisory, Excessive Heat Watch, and Excessive Heat Warning

Heat causes more reported deaths per year on average than any other weather hazard (California Office of Environmental Health Hazard Assessment, 2021). The September 2022 Heat Wave in California broke records, enduring one of its longest and most intense September heatwaves on record (Staff, 2022). The heatwave broke records and contributed to the death of over 135 people. Heat impacts affect communities over multiple days. Extreme heat can increase hospitalizations due to heat-related illness, which may be unrecognized or misclassified as another underlying cause (California Office of Environmental Health Hazard Assessment, 2021). Heat-related events most often impact vulnerable populations. The Fullerton Fire Department closely monitors the National Weather Service and the Air Quality Management District for weather and air-related events.

Section 4.1.1 Heat Advisory

Issued within 48 hours of the onset of a short-duration heat event lasting 1-3 days.

- Dry heat events.
- Daytime highs above average over 100° inland Orange County in five (5) or more cities.

Section 4.1.2 Excessive Heat Watch

Issued 24-72 hours in advance when there is potential to meet the Excessive Heat Warning criteria. Excessive Heat Watch is used when the risk of a heat event has increased, but occurrence and timing are uncertain.

- Criteria consist of a heat index of at least 105°F for more than 3 hours per day or 2 consecutive days OR
- heat index more than 115°F for any period.

Section 4.1.3 Excessive Heat Warning

Issued within 48 hours of longer-duration heat events of three days or more. The Ambient air temperature will be at least 100° (coastal) and 105° (inland) or if the heat index is above 110° for any period.



Section 4.2 City of Fullerton Phases

Section 4.2.1 Readiness Phase 1

Readiness Phase 1—Heat Advisory

Readiness actions will be taken when National Weather Service issues a partner email indicating an excessive weather event is possible OR:

Predicted ambient temperature of 95° (Coastal OC) and or 100°F (Inland OC) for three (3) or more days in five (5) or more Orange County Cities.

Action:

- Monitor Weather
- Communicate with OA and city departments.
- Review Excessive Temperature Annex actions relating to a heat event.
- Make internal notifications as required.
 - Fire and Police
 - City Manager
 - City Council
 - PIO and City Department Heads

Notify MetroNet, Fullerton PD Dispatch and 2-1-1 Orange County of any cooling or warming center updates.

2-1-1 will provide cooling center information to the public via their website and by phone.

Section 4.2.2 Readiness Phase 2

Heat Alert Phase 2—Excessive Heat Watch

Initiated when an Excessive Temperature Event is expected based on NWS and other indicators. Characterized by public information, notifications, and preparation by the city to respond to the event.

Excessive Temperature Event is based on predicted ambient air temperature of 100°F (Coastal OC) and/or 105°F (Inland Orange County) for three (3) or more days in five (5) or more Orange County Cities.

California Independent System Operator (CAISO) issues a Stage 3 Electrical Emergency or rotating outages during an Excessive Heat Event.



Increased reports of heat-related illness, medical emergencies, or mortality reported by OCHCA or Emergency Medical Services. Or other credible sources such as MetroNet or OCFA Dispatch Centers.

Action

- Monitor Weather
- Notify OA and city departments.
- Orange County Health Care Agency (OC HCA) issues a press release on heat or cold safety, including language to check on neighbors.
- Issue City Press Releases and update social media.
- Provide heat or cold safety to the public.
- Determine if a cooling center is appropriate.
- Collect information from the Operational Area regarding any changes to Cooling Center Information.
- Post Information in WebEOC
- Outreach to community members who are unable to receive press releases, such as the homeless population, using resources such as 2-1-1 Orange County email blasts and HCA Behavioral Health Teams.
- Fullerton Emergency Manager will provide 2-1-1 Orange County with information and any changes to cooling center information.
- 2-1-1 will provide cooling center information to the public via their website database, email blasts, and text by phone.
- Increased monitoring of special services clients by SSA or HCA.
- Increased surveillance of heat-related illness or injuries
- Monitor electrical demands and any CAISO

Section 4.2.3 Heat Alert Phase

Heat Alert Phase 3—Excessive Heat Warning

Initiated when an excessive temperature event is occurring.

Issued within 48 hours of longer-duration heat events of three days or more. The Ambient air temperature will be at least 100° (coastal) and 105° (inland) or if the heat index is above 110° for any period.

Predicted heat index temperature or ambient temperature of more than 110° for any amount of time.

California Independent System Operator (CAISO) issues a Stage 3 Electrical Emergency or rotating outages during an Excessive Heat Event.



Increased reports of heat-related illness, medical emergencies, or mortality reported by OCHCA or Emergency Medical Services. Or other credible sources such as MetroNet or OCFA Dispatch Centers.

Recommendation of the County Health Officer.

Action

- Monitor Weather
- Notify OA and City Departments
- Orange County Health Care Agency (OC HCA) issues a press release on heat safety including language to check on neighbors.
- Provide heat safety to the public through city SM.
- Collect information from the Operational Area regarding changes to Cooling Centers
- Post Information in WebEOC
- Outreach to community members who are unable to receive press releases, such as the homeless population, using resources such as 2-1-1 Orange County email blasts and HCA Behavioral Health Teams.
- Fullerton Emergency Manager will provide 2-1-1 Orange County with information and any changes to cooling center information.
- 2-1-1 will provide cooling center information to the public via their website database, email blasts, and text by phone.
- Increased monitoring of special services clients by SSA or HCA.
- Increased surveillance of heat-related illness or injuries
- Monitor electrical demands and any CAISO

Heat Risk—To stay up to date please see the following.

<https://www.wrh.noaa.gov/wrh/heatrisk/?&zoom=5.4¢er=40.91,-113.73&basemap=ESRI%20Topographic&boundaries=true,false,false,false&products=false,false,false&opacity=80>

Forecasts

<https://forecast.weather.gov/MapClick.php?lat=33.84711000000004&lon=-117.93864999999994#.YH3tpehKiUk>

Air Quality Alert

<http://www.aqmd.gov/home/air-quality/air-alerts>



Section 5 Check List

Section 5.1 Heat Awareness Check List, Heat Readiness Phase 1

Implementation Criteria	Action
Predicted temperature of 95°(coastal) and/or 100° (inland) for three (3) days or more in five (5) or more Orange County Cities.	<input type="checkbox"/> Monitor weather
	<input type="checkbox"/> Review Temperature Annex actions for a heat event.
	<input type="checkbox"/> Make internal notifications to city departments.
	<input type="checkbox"/> Notify 2-1-1 and OA with cooling center updates.



Section 5.2 Heat Awareness Check List, Heat Alert Phase 2

Implementation Criteria	Action
<p>Predicted temperature of 100°(coastal) and/or 105° (inland) for three (3) days or more in five (5) or more Orange County Cities.</p> <p>California Independent System operator (CAISO) issues a Stage 3 Electrical Emergency or rotating outages during an excessive heat event.</p> <p>Increased reports of heat-related illness, medical emergencies, or mortality reported by OCHCA or EMS. Or other credible sources such as MetroNet or OCFA Dispatch Centers.</p>	<input type="checkbox"/> Monitor weather
	<input type="checkbox"/> Make internal notifications to Cooling Center Group
	<input type="checkbox"/> Issue Press Release and SM Post. Include language to check on neighbors. Provide Safety tips to the public
	<input type="checkbox"/> Determine if Cooling Center is necessary. Fire and police chief Emergency Manager Notify MetroNet and PD Dispatch Centers Open Cooling Center
	<input type="checkbox"/> Post Cooling Center information on WebEOC
	<input type="checkbox"/> Outreach to vulnerable community members using 2-1-1 Orange County and HCA Behavioral Health Teams
	<input type="checkbox"/> Provide 2-1-1 with cooling center updates.
	<input type="checkbox"/> Police and fire personnel will monitor heat related illness or injuries.
	<input type="checkbox"/> Monitor electrical demands of CAISO.



Section 5.3 Heat Awareness Check List, Heat Alert Phase 3

Issued within 48 hours of longer-duration heat events of three days or more.

Implementation Criteria	Action
<p>Predicted temperature of 100°(coastal) and/or 105° (inland) for three (3) days or more in five (5) or more Orange County Cities or if the heat index is above 110° for any period.</p> <p>California Independent System operator (CAISO) issues a Stage 3 Electrical Emergency or rotating outages during an excessive heat event.</p> <p>Increased reports of heat-related illness, medical emergencies, or mortality reported by OCHCA or EMS. Or other credible sources such as MetroNet or OCFA Dispatch Centers.</p>	<input type="checkbox"/> Monitor weather
	<input type="checkbox"/> Make internal notifications to Cooling Center Group.
	<input type="checkbox"/> Issue Press Release and SM Post. Include language to check on neighbors. Provide Safety tips to the public
	<input type="checkbox"/> Determine if Cooling Center is necessary. Fire and police chief Emergency Manager Notify MetroNet and PD Dispatch Center Open Cooling Center.
	<input type="checkbox"/> Post cooling center information on WebEOC
	<input type="checkbox"/> Outreach to vulnerable community members using 2-1-1 Orange County and HCA Behavioral Health Teams
	<input type="checkbox"/> Provide 2-1-1 with cooling center updates.
	<input type="checkbox"/> Police and fire personnel will monitor heat related illness or injuries.
	<input type="checkbox"/> Monitor electrical demands of CAISO



Section 6 Cooling Center

Section 6.1 Cooling Center Activation

Implementation Criteria	Action
Monitor weather alerts and warnings from National Weather Service, Air Quality Management District and County OA.	<input type="checkbox"/> Fire Chief/Police Chief/and Emergency Manager determine if Cooling Center is needed
	<input type="checkbox"/> Notify city Cooling Center Group
	<input type="checkbox"/> Contact Community Services Determine staffing needs.
	<input type="checkbox"/> Activate CERT
	<input type="checkbox"/> Open Cooling Center
	<input type="checkbox"/> Submit press release. Update social media. Contact PD and MetroNet Dispatch Update digital phone line for updates



Section 5: Communication

Sample Media Messages—Ways to Beat the Heat

Stay Cool Indoors:

Use your air conditioner to cool your home. If you don't have air-conditioning, visit public facilities such as:

- Shopping malls
- Community Centers
- Library

Do not rely on electric fans as your primary cooling device if temperature is in the high 90's or higher, a fan will not prevent heat related illness.

DO use cool cloths, a shower, or bath to cool off.

DO drink more fluids, especially water. Do not wait until you are thirsty.

DO wear loose-fitting, light-colored clothing.

DO wear a hat to protect against the sun.

DO check on those who are high-risk:

- Older adults
- Those with chronic medical conditions
- People with disabilities
- Those who take certain medications and
- Children.

Make sure air conditioner is turned on OR offer to take them to a cooler place.

DO draw the blinds: close or draw blinds early to keep the house cooler.

DO adjust ceiling fan blades (clockwise) to create a down draft to cool you.

DO run cool water on your wrists or splash water on your face.

Cooling Center Locations: 12:00 p.m. to 6:00 p.m.

Fullerton Community Center

(714) 738-6575

340 W. Commonwealth Ave.

Fullerton, CA 92832

To escape the heat, you can also visit other indoor recreational venues, such as movie theaters, restaurants, and shopping malls.



Section 6.2 Sample Press Release

Sample Press Release—Heat Event

High Temperatures Bring Risk of Heat-Related Illness

(Fullerton) – Temperatures in many Inland Orange County Communities are expected to reach high temperatures above 95°F this week, increasing the risk of heat-related illnesses for those more sensitive to heat.

Prolonged exposure to excessive temperatures may cause serious conditions like heat exhaustion or heat stroke and can even be fatal. Symptoms of heat exhaustion may include heavy sweating, muscle cramps, weakness, headache, nausea or vomiting and dizziness. Warning signs of heat stroke may include an extremely high body temperature, unconsciousness, confusion, hot and dry skin (no sweating), a rapid, strong pulse, and a throbbing headache. If symptoms of heat stroke occur, immediately call for medical assistance. Move the person to a shady area and begin cooling the body with water.

Recommended precautions to prevent heat related illness include:

- Drink plenty of water; don't wait until you are thirsty.
- Wear light, loose fitting clothing.
- Stay out of the sun if possible. When in the sun wear a hat, preferably with a wide brim.
- Use sunscreen.
- Avoid strenuous activities if you are outside or in non-airconditioned buildings. If you are working outdoors, take frequent rest and refreshment breaks in a shaded area.
- Never leave children, elderly people, or pets unattended in closed cars or other vehicles.
- Stay cool indoors—if your home is not air conditioned, visit public facilities such as shopping malls and libraries to stay cool. For more information call 2-1-1.
- If you have pets, be alert for any signs of heat stress, heavy panting, glazed eyes, deep red purple tongue. Contact your veterinarian if you observe these signs. Never leave pets without shade, air circulations, and fresh water. Never leave pets in a vehicle.
- Check on your neighbors and those who live alone, people with heart or lung disease, and young children.

For more information on heat related illnesses, visit the California Department of Public Health website at: https://www.cdph.ca.gov/Programs/EPO/Pages/BI_Natural-Disasters_Extreme-Heat_Tips-for-Preventing-Heat-Related-Illness.aspx



CHAPTER 3—COLD AWARENESS AND WARMING CENTER INFORMATION

Section 3.1

Cold Emergencies

Extremely cold air comes every winter and impacts millions of people in the United States (National Weather Service, 2023). One of the gravest dangers of winter is wind chill. Wind chill is based on the rate of heat loss from exposed skin by the combined effects of wind and cold (National Weather Service, 2023). Cold weather can impact animals, crops, and people. Cold emergencies can increase the risk for hypothermia, frostbite, carbon monoxide poisoning, and residential fires.

City of Fullerton Cold Weather Phases

Readiness Phase 1—Cold Advisory

Readiness actions will be taken when National Weather Service issues a partner email indicating an excessive weather event is possible OR:

Predicted ambient temperature of 45° in five (5) or more Orange County Cities.

Action:

- Monitor Weather
- Communicate with OA and city departments.
- Review Excessive Temperature Annex actions relating to a cold event.
- Make internal notifications as required.
 - Fire and Police
 - City Manager
 - City Council
 - PIO and City Department Heads

Notify MetroNet, Fullerton PD Dispatch and 2-1-1 Orange County of any warming center updates.

2-1-1 will provide warming center information to the public via their website and by phone.



Cold Alert Phase 2—Excessive Cold Watch

Initiated when an Excessive Temperature Event is expected based on NWS and other indicators. Characterized by public information, notifications, and preparation by the city to respond to the event.

Excessive Temperature Event is based on one or more of the following:

Overnight predicted temperature of 40°F or lower in five (5) or more Orange County cities.

California Independent System Operator (CAISO) issues a Stage 3 Electrical Emergency or rotating outages during an Excessive Cold Event.

Increased reports of cold-related illness, medical emergencies, or mortality reported by OCHCA or Emergency Medical Services. Or other credible sources such as MetroNet or OCFA Dispatch Centers.

Action:

- Monitor Weather
- Notify OA and city departments.
- Orange County Health Care Agency (OC HCA) issues a press release on heat or cold safety including language to check on neighbors.
- Issue City Press Release and update social media.
- Provide heat or cold safety to the public.
- Determine if warming center is appropriate.
- Collect information from the Operational Area regarding any changes to Warming Center Information.
- Post Information in WebEOC
- Outreach to community members without the capability to receive press releases such as the homeless population using resources such as 2-1-1 Orange County email blasts and HCA Behavioral Health Teams.
- Fullerton Emergency Manager will provide 2-1-1 Orange County with information and any changes to warming center information.
- 2-1-1 will provide cooling center information to the public via their website database, email blasts, and text by phone.
- Increased monitoring of special services clients by SSA or HCA.
- Increased surveillance of heat-related illness or injuries
- Monitor electrical demands and any CAISO



Cold Alert Phase 3—Excessive Cold Warning

Initiated when an excessive temperature event is occurring. Or issued within 48 hours of longer-duration cold events of three days or more. Overnight predicted temperature of 32°F or lower in five (5) or more Orange County Cities.

California Independent System Operator (CAISO) issues a Stage 3 Electrical Emergency or rotating outages during an Excessive Cold Event.

Increased reports of cold-related illness, medical emergencies, or mortality reported by OCHCA or Emergency Medical Services. Or other credible sources such as MetroNet or OCFA Dispatch Centers.

Recommendation of the County Health Officer.

Actions:

- Monitor Weather
- Notify OA and City Departments
- Orange County Health Care Agency (OC HCA) issues a press release on cold safety including language to check on neighbors.
- Provide cold safety to the public through city SM.
- Collect information from the Operational Area regarding changes to Warming Centers
- Post Information in WebEOC
- Outreach to community members without the capability to receive press releases such as the homeless population using resources such as 2-1-1 Orange County email blasts and HCA Behavioral Health Teams.
- Fullerton Emergency Manager will provide 2-1-1 Orange County with information and any changes to cooling center information.
- 2-1-1 will provide cooling center information to the public via their website database, email blasts, and text by phone.
- Increased monitoring of special services clients by SSA or HCA.
- Increased surveillance of heat-related illness or injuries
- Monitor electrical demands and any CAISO.

Cold Risk—To stay up to date please see the following.

[Western Region Headquarters \(weather.gov\)](http://www.weather.gov)

Forecasts

[7-Day Forecast 33.87N 117.93W \(weather.gov\)](http://www.weather.gov)

Air Quality Alert

<http://www.aqmd.gov/home/air-quality/air-alerts>



Cold Awareness Check List:

Cold Readiness Phase 1

Implementation Criteria	Action
Overnight predicted temperature of 45°F or lower in five (5) or more Orange County cities.	<input type="checkbox"/> Monitor weather
	<input type="checkbox"/> Review Temperature Annex actions for a cold event.
	<input type="checkbox"/> Make internal notifications to city departments.
	<input type="checkbox"/> Notify 2-1-1 and OA with warming center updates.



Cold Alert Phase 2

NSW issues a Frost Advisory or Freeze Watch (potential for Freeze Warning and there is one or more of the following:

Implementation Criteria	Action
<p>Overnight predicted temperature of 40°F or lower in five (5) or more Orange County cities.</p> <p>California Independent System operator (CAISO) issues a Stage 3 Electrical Emergency or rotating outages during an Excessive Cold Event.</p> <p>Increased reports of cold-related illness, medical emergencies, or mortality reported by OCHCA or EMS. Or other credible sources such as MetroNet or OCFA Dispatch Centers.</p>	<input type="checkbox"/> Monitor weather
	<input type="checkbox"/> Make internal notifications to Warming Center Group
	<input type="checkbox"/> Issue Press Release and SM Post. Include language to check on neighbors. Provide Safety tips to the public
	<input type="checkbox"/> Determine if Warming Center is necessary. Fire and police chief Emergency Manager Notify MetroNet and PD Dispatch Centers Open Cooling Center
	<input type="checkbox"/> Post warming center information on WebEOC
	<input type="checkbox"/> Outreach to vulnerable community members using 2-1-1 Orange County and HCA Behavioral Health Teams
	<input type="checkbox"/> Provide 2-1-1 with warming center updates.
	<input type="checkbox"/> Police and fire personnel will monitor cold related illness or injuries.
	<input type="checkbox"/> Monitor electrical demands of CAISO.



Cold Warning Phase 3

Initiated when an Excessive Temperature Event is occurring. It is characterized by a coordinated government response to the emergency. NWS issues a Freeze or Hard Freeze Warning and there is one or more of the following:

Implementation Criteria	Action
<p>Issued within 48 hours of longer-duration cold events of three days or more.</p> <p>Overnight predicted temperature of 32°F or lower in five (5) or more Orange County cites.</p> <p>California Independent System operator (CAISO) issues a Stage 3 Electrical Emergency or rotating outages during an excessive cold event.</p> <p>Increased reports of cold-related illness, medical emergencies, or mortality reported by OCHCA or EMS. Or other credible sources such as MetroNet or OCFA Dispatch Centers.</p>	<input type="checkbox"/> Monitor weather
	<input type="checkbox"/> Make internal notifications to Warming Center Group.
	<input type="checkbox"/> Issue Press Release and SM Post. Include language to check on neighbors. Provide Safety tips to the public.
	<input type="checkbox"/> Determine if Warming Center is necessary. Fire and police chief Emergency Manager Notify MetroNet and PD Dispatch Center Open Warming Center.
	<input type="checkbox"/> Post warming center information on WebEOC
	<input type="checkbox"/> Outreach to vulnerable community members using 2-1-1 Orange County and HCA Behavioral Health Teams
	<input type="checkbox"/> Provide 2-1-1 with warming center updates.
	<input type="checkbox"/> Police and fire personnel will monitor heat related illness or injuries.
	<input type="checkbox"/> Monitor electrical demands of CAISO.



Warming Center Activation

Implementation Criteria	Action
Monitor weather alerts and warnings from National Weather Service, Air Quality Management District and County OA.	<input type="checkbox"/> Fire Chief/Police Chief/and Emergency Manager determine if Warming Center is needed
	<input type="checkbox"/> Notify city Warming Center Group/EOC Leadership Team.
	<input type="checkbox"/> Contact Community Services Determine staffing needs.
	<input type="checkbox"/> Activate CERT
	<input type="checkbox"/> Open Warming Center
	<input type="checkbox"/> Submit press release. Update social media. Contact PD and MetroNet Dispatch Update digital phone line for updates.



Ways to Beat the Cold

Stay Warm Indoors:

Use your heater to warm your home. If you don't have heat, visit public facilities such as:

- Shopping malls
- Community Centers
- Library

Adjust your schedule to avoid being outside during the coldest part of the day.

DO dress in layers and wear a hat.

DO drink more fluids, especially water. Do not wait until you are thirsty.

DO fill up your gas tank in your car.

DO use extra blankets.

DO seek shelter from extreme cold.

DO check on those who are high-risk:

- Older adults
- Those with chronic medical conditions
- People with disabilities
- Those who take certain medications and
- Children.

Make sure heater is turned on OR offer to take them to a warmer place.

DO protect pets, livestock, and other property.

DO adjust ceiling fan blades (counterclockwise) to create an updraft to push warm air down.

DO NOT use the oven to heat your home.

Cooling Center Locations: 12:00 p.m. to 6:00 p.m.

Fullerton Community Center

(714) 738-6575

340 W. Commonwealth Ave.

Fullerton, CA 92832

Other indoor recreational venues such as movie theaters, restaurants, and shopping malls can also be visited to escape the cold.



Sample Press Release—Cold Event

Low Temperatures Bring Risk of Cold-Related Illness

(Fullerton) – Temperatures in many Inland Orange County Communities are expected to reach temperatures below 45°F this week, increasing the risk of cold-related illnesses for those more sensitive to elements.

Prolonged exposure to excessive temperatures may cause serious conditions like frost bite or hypothermia. Frostbite can happen in minutes especially on extremities such as fingers, toes, nose, and ears. If you suspect frostbite immediately move inside to a heated or protected location and warm the area using warm water or body heat. Hypothermia is caused when your body temperature is below 96°F. Hypothermia is a serious health hazard that occurs when the body temperature is too low and can occur in temperatures as high as 60°F, particularly if you are in water or there is an extreme wind chill. If you suspect hypothermia seek medical attention as soon as possible.

Recommended precautions to prevent cold related illness include:

- Drink plenty of water; don't wait until you are thirsty.
- Dress in layers
- Wrap up well when going outside.
- Avoid drafts and breezes indoors.
- Eat nutritious food and wear warm clothes to ward off winter chill.
- Never leave children, elderly people, or pets unattended in closed cars or other vehicles.
- Eat hot foods and drink warm drinks several times a day.
- If you live alone ask a family member or neighbor check on you or run errands for you.
- Ask your doctor if any medication you are taking increases your risk of hypothermia. Drugs that may cause a problem include but is not limited to: barbiturates, benzodiazepines, chlorpromazine, reserpine, and tricyclic antidepressants.

For more information on cold-related illnesses, visit the California Department of Public Health website at: [Extreme Cold \(ca.gov\)](http://www.cdph.ca.gov)



**City of Fullerton EXCESSIVE TEMPERATURE ANNEX
IMPLEMENTATION CRITERIA CHART**

Phase	Readiness	Alert	Warning
<h1>HEAT CRITERIA</h1>	<p>An NWS Partner email is issued and received predicting hot temperature for Orange County/Fullerton of 100°F or greater in five (5) Orange County cities for three (3) or more consecutive days.</p>	<p>NWS issues a Heat Advisory or Excessive Heat Watch (potential for Excessive Heat Warning) and there is one or more of the following:</p> <ul style="list-style-type: none"> • Predicted Ambient air temperature of 95° (coastal Orange County) and/or 100°F (Inland Orange County) for three (3) days or more in five (5) or more Orange County Cities. • California Independent System operator (CAISO) issues a Stage 3 Electrical Emergency or rotating outages during an excessive heat event. • Increased reports of heat related illness, medical emergencies, or mortality reported by HCA or other reliable sources such as MetroNet or OCFA Dispatch. • Recommendation of the City Manager or County Health Officer. 	<p>NWS issues Excessive Heat Warning (potential for Excessive Heat Warning) and there is one or more of the following:</p> <ul style="list-style-type: none"> • Predicted temperature of 100°(coastal) and/or 105° (inland) for three (3) days or more in five (5) or more Orange County Cities or if the heat index is above 110° for any period. • California Independent System operator (CAISO) issues a Stage 3 Electrical Emergency or rotating outages during an excessive heat event. • Increased reports of heat-related illness, medical emergencies, or mortality reported by OCHCA or EMS. Or other credible sources such as MetroNet or OCFA Dispatch Centers. • Recommendation of the City Manager or County Health Officer.
<h1>COLD CRITERIA</h1>	<p>Overnight predicted temperature of 45°F or lower in five (5) or more Orange County cities.</p>	<ul style="list-style-type: none"> • Overnight predicted temperature of 40°F or lower in five (5) or more Orange County cities. • California Independent System operator (CAISO) issues a Stage 3 Electrical Emergency or rotating outages during an excessive heat event. • Increased reports of cold related illness, medical emergencies, or mortality reported by HCA or other reliable sources such as MetroNet or OCFA Dispatch. • Recommendation of the City Manager or County Health Officer. 	<ul style="list-style-type: none"> • Overnight predicted temperature of 32°F or lower in five (5) or more Orange County cities. • California Independent System operator (CAISO) issues a Stage 3 Electrical Emergency or rotating outages during an excessive heat event. • Increased reports of cold related illness, medical emergencies, or mortality reported by HCA or other reliable sources such as MetroNet or OCFA Dispatch. • Recommendation of the City Manager or County Health Officer.



Chapter 4—ESTABLISHING COOLING AND WARMING CENTERS

When establishing cooling and warming centers the City must consider costs for overnight facility and use. Preplanning with faith-based and community-based groups is imperative. Since many of the organizations currently provide services. When a warming of the cooling center is activated, the City will report the relevant information to WebEOC. There are no established requirements for what a location must provide for a center, but State Heat and Cold Contingency Plans guide what the location capabilities should have:

- Accommodations for persons with disabilities and those with access and/or functional needs;
- Accommodations for service animals and domestic pets, generator capabilities, and extended hours of operations.

Although warming and cooling centers are open daily to the public, they are pre-identified if they must be open past normal business hours.

Cooling Center

A cooling center is where people can get out of the elements during the heat. A cooling center can be established at various facilities, including senior and community centers, libraries, local government buildings such as city halls, and public locations like malls.

Warming Centers

A warming center is where people can go to get out of the elements during the cold. It can be established at various facilities, including senior and community centers, libraries, local government buildings such as city hall, and public locations like malls.



Chapter 5—PLAN DEVELOPMENT AND MAINTENANCE

5.1 Overview

The Excessive Temperature Annex is developed among the City of Fullerton, community stakeholders, and the County OA. Each department and stakeholder is solicited for input, smart practices, and lessons learned.

5.2. Plan Maintenance

The City of Fullerton Disaster Preparedness Coordinator/Emergency Manager maintains a revision process and schedule for all plans, annexes, and supporting documents.

The Excessive Temperature Annex will be reviewed every three years unless otherwise noted.

Chapter 6—APPENDICES

Appendix A: Acronym list

Appendix B: Health Risks

Appendix C: Activation Check Lists

Appendix D: Animal Vulnerabilities During Excessive Temperature Events.

Appendix E: Center Guidelines



Appendix A: Acronym List

APS	Adult Protective Services
ARC	American Red Cross
CAISO	California Independent System Operator
Cal OES	California Office of Emergency Services
CAL WAS	California Warning System
CDC	Centers for Disease Control and Prevention
CDPH	California Department of Public Health
COAD	Collaborative Agencies Active in Disaster
CSWS	California State Warning Center
DES	Director of Emergency Services
EAS	Emergency Alert System
EMS	Emergency Medical Services
EOC	Emergency Operations Center
HCA	Orange County Health Care Agency
JIMS	Jurisdictional Incident Management System
NIMS	National Incident Management System
NOAA	National Oceanic and Atmospheric Administration
NWS	National Weather Service
OA	Operational Area
OCTA	Orange County Public Transportation Agency
PIO	Public Information Officer
PSPS	Public Safety Power Shutoff
REOC	Regional Emergency Operations Center (Cal OES)
SEMS	Standardized Emergency Management System
SOP	Standard Operation Procedure
SSA	Orange County Social Services Agency

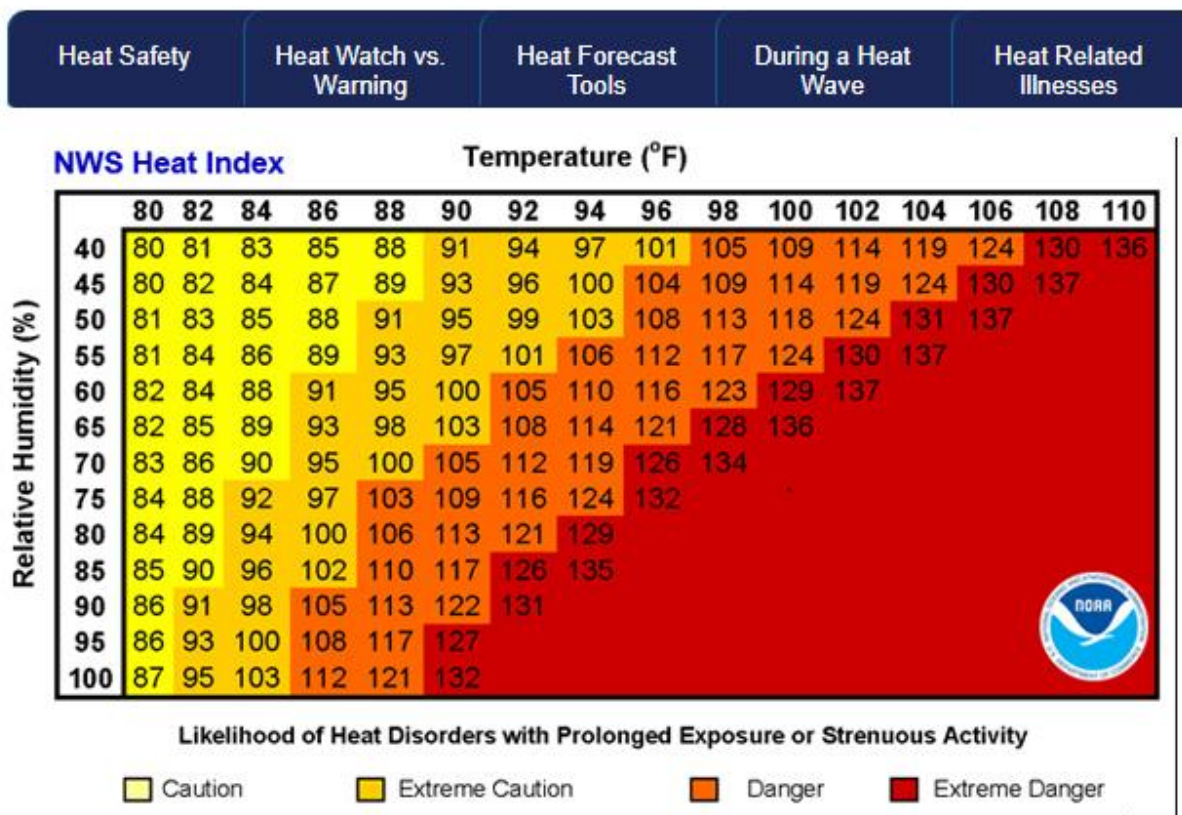


Appendix B: Health Risks

Heat Emergencies

The heat index captures how hot the heat/humidity feels to humans. As relative humidity increases, the air seems warmer than it is because the body is less able to cool itself due to evaporation and perspiration. As the heat index rises, so do heat risks. The National Weather Service no longer uses this tool as a primary factor in Southern California, but it is important to understand the methodology behind how the heat index impacts a person's health. The National Weather Service is currently implementing an experimental heat HeatRisk, which forecast provides a quick view of heat risk over the upcoming 7 days.

<https://www.wrh.noaa.gov/wrh/heatrisk/>





HEAT-RELATED ILLNESSES

WHAT TO LOOK FOR

WHAT TO DO

HEAT STROKE

- High body temperature (103°F or higher)
 - Hot, red, dry, or damp skin
 - Fast, strong pulse
 - Headache
 - Dizziness
 - Nausea
 - Confusion
 - Losing consciousness (passing out)
- Call 911 right away-heat stroke is a medical emergency
 - Move the person to a cooler place
 - Help lower the person's temperature with cool cloths or a cool bath
 - Do not give the person anything to drink

HEAT EXHAUSTION

- Heavy sweating
 - Cold, pale, and clammy skin
 - Fast, weak pulse
 - Nausea or vomiting
 - Muscle cramps
 - Tiredness or weakness
 - Dizziness
 - Headache
 - Fainting (passing out)
- Move to a cool place
 - Loosen your clothes
 - Put cool, wet cloths on your body or take a cool bath
 - Sip water
- Get medical help right away if:**
- You are throwing up
 - Your symptoms get worse
 - Your symptoms last longer than 1 hour

HEAT CRAMPS

- Heavy sweating during intense exercise
 - Muscle pain or spasms
- Stop physical activity and move to a cool place
 - Drink water or a sports drink
 - Wait for cramps to go away before you do any more physical activity
- Get medical help right away if:**
- Cramps last longer than 1 hour
 - You're on a low-sodium diet
 - You have heart problems

SUNBURN

- Painful, red, and warm skin
 - Blisters on the skin
- Stay out of the sun until your sunburn heals
 - Put cool cloths on sunburned areas or take a cool bath
 - Put moisturizing lotion on sunburned areas
 - Do not break blisters

HEAT RASH

- Red clusters of small blisters that look like pimples on the skin (usually on the neck, chest, groin, or in elbow creases)
- Stay in a cool, dry place
 - Keep the rash dry
 - Use powder (like baby powder) to soothe the rash





Additional information can be obtained at:

National Weather Service <https://www.weather.gov/sgx/>

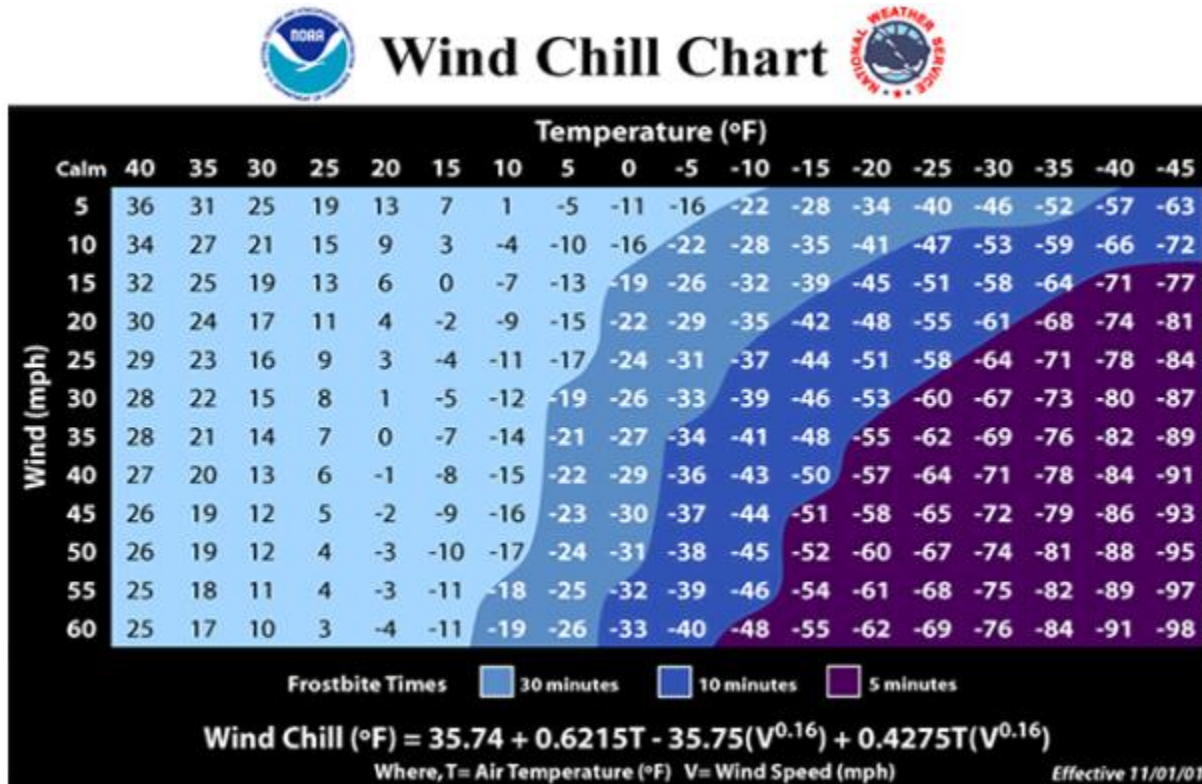
Centers for Disease Control and Prevention <https://www.cdc.gov/disasters/extremeheat/index.html>

Ready OC <https://www.readyoc.com/>



Cold Emergencies

One of the greatest dangers of winter is wind chill. Wind chill is based on the rate of heat loss from exposed skin caused by the combined effects of wind and cold. As the wind increases, heat is carried away from the body at an accelerated rate, driving down the body temperature. Animals are also impacted by wind chill.



Source: National Weather Service: www.weather.gov



Cold Illness

Medical Condition	Symptom	Response
Hypothermia	<p>Adults: Shivering, exhaustion, confusion, fumbling hands, memory loss, slurred speech, drowsiness.</p> <p>Infants: bright red, cold skin, low energy</p>	<p>Take the person's temperature. If it is below 95°, seek immediate medical attention.</p> <p>Get the victim to a warm room or shelter.</p> <p>If the victim is wearing wet clothing, remove it.</p> <p>Warm the center of the body first (chest, neck, head, and groin) using an electric blanket, skin-to-skin contact under dry, loose blankets.</p> <p>While warm beverages can help increase body temperature, do not give alcoholic beverages to an unconscious person.</p> <p>After the body temperature has increased, keep the person dry and wrapped in a warm blanket.</p>
Frostbite	White or grayish-yellow skin area, skin that feels unusually firm or waxy, numbness	<p>Get into a warm room as soon as possible.</p> <p>Immerse the affected area in warm—not hot—water or warm the affected area using body heat.</p> <p>Do not rub the frostbite area with snow or massage it at all. This can cause more damage.</p> <p>Don't use a heating pad, heat lamp, or the heat of a stove, fireplace, or radiator for warming.</p> <p>Affected areas are numb and can be easily burned.</p>
Carbon Monoxide Poisoning (Common due to space heaters)	The most common symptoms of CO poisoning are headache, dizziness, weakness, nausea, vomiting, chest pain, and altered mental status.	<p>Consult a health care professional immediately.</p> <p>Healthcare professional will administer 100% oxygen until the patient is symptom-free, usually about 4-5 hours.</p>

Source: Center for Disease Control and Prevention (CDC) <https://www.cdc.gov/disasters/winter/guide.html>



Appendix C: Animal Vulnerabilities During Excessive Temperatures

Heat Events

Dogs and cats have a normal body temperature of 101.5 (plus or minus 1 degree). Any time a dog or cat's body temperature rises above 105 degrees Fahrenheit, they are in danger of heat stroke. Dogs and cats are designed to conserve heat and are less efficient at cooling than humans. They are in danger of heat stroke at 110 °F, either ambient air or if the heat index is included. Pets' sweat glands are located on the nose and footpads, which are inadequate for cooling on hot days. Panting and drinking water help cool, but brain and organ damage can occur in 15 minutes in excessive heat. Risk factors for heat stress include body size, age (young and old), breed (short-nosed breeds, such as bulldogs), obesity, and existing metabolic, cardiovascular, or respiratory disease.

Facts

A car with its windows rolled down slightly, combined with windows collecting light, trapping heat inside equals a pressure cooker effect:

Outside air = 85 ° F

- After 10 minutes: inside car = 102 °F
- After 30 minutes: inside car = 120 °F



Public Information Tips

The following may be used by as public information regarding animals during a heat event.

Prevention

- Never leave pets in a car on warm days (California Penal Code 597.7)
- Be alert for any sign of heat stress: heavy panting, glazed eyes, a rapid pulse, unsteadiness, a staggering gait, vomiting, deep red or purple tongue
- Never leave pets without shade, air circulation, and fresh water
- Offer a cool place to rest when temperatures are uncomfortable
- If you are going to take advantage of a local cooling center and feel the need to bring your pet, always call ahead to find out if they can accept pets (non-service.)

Treatment

- Overheated pets must be cooled immediately
- Move pet to shade
- Apply cool water all over the body
- Apply wet towels to the neck and chest area
- Allow licking ice and a small amount of water (a large amount will cause vomiting)
- Do not attempt to force water into an overheated animal's mouth, but have cool water to offer in small amounts if the animal can drink
- Take to the veterinarian immediately for evaluation

Additional hot weather tips for pets can be located at the OC Animal Care website at

<http://ocpetinfo.com>



Cold Events

Cold weather affects animals just like it affects people. Exposure to harsh conditions can cause serious illness or death to animals, particularly during periods of freezing rain and rapid temperature fluctuations.

Keep pets warm. When temperatures drop to extreme levels, pets should not be left outside for extended periods. Cats, short-coated dogs, and puppies are particularly vulnerable in cold temperatures.

Keep cats indoors and protect your dogs from frostbite or hypothermia by taking them outside for only short periods during cold weather. Consider slipping your short-coated dog or puppy into a comfortable dog sweater or coat as an extra layer of warmth. Never shave your dog down to the skin in winter, as a longer coat will provide more warmth.

Avoid car hazards. Never leave your cat or dog alone in a car during cold weather. Cars hold in the cold, acting like refrigerators, which could cause your pet to freeze to death. Cats seek warmth under vehicle hoods. When the motor is started, the fan belt can injure or kill the cat. Make a point of knocking on the hood or sounding the horn before starting the engine. This will warn away any cats who may be hiding in your vehicle.

Pet precautions

Outdoor dogs need adequate shelter and a constant supply of fresh water. Ensure your pet always has a warm place to sleep away from drafts and off the floor. A thick, cozy dog or cat bed with a blanket or pillow is great.

Additional cold weather tips for pets can be located at the OC Animal Care website at

<http://ocpetinfo.com>



Appendix D: Activation Check Lists

City of Fullerton Weather Awareness and Heating/Cooling Center Information

Heat Advisory, Excessive Heat Watch, and Excessive Heat Warning:

Heat causes more reported deaths per year on average than any other weather hazard (California Office of Environmental Health Hazard Assessment, 2021). The September 2022 Heat Wave in California broke records enduring one of its longest and most intense September heatwaves on record (Staff, 2022). The heatwave broke records and contributed to the death of over 135 people. Heat impacts affect communities over the course of a multiple days. Extreme heat can increase hospitalizations due to heat related illness which may be unrecognized or misclassified as another underlying cause (California Office of Environmental Health Hazard Assessment, 2021). Heat related events most often impact vulnerable populations. The Fullerton Fire Department closely monitors the National Weather Service and the Air Quality Management District for weather and air related events.

Heat Risk—To stay up to date please see the following.

<https://www.wrh.noaa.gov/wrh/heatrisk/?&zoom=5.4¢er=40.91,-113.73&basemap=ESRI%20Topographic&boundaries=true,false,false,false&products=false,false,false&opacity=80>

Forecasts

<https://forecast.weather.gov/MapClick.php?lat=33.84711000000004&lon=-117.93864999999994#.YH3tpehKiUk>

Air Quality Alert

<http://www.aqmd.gov/home/air-quality/air-alerts>



Heat Awareness Check List:

Heat Readiness Phase

Implementation Criteria	Action
Predicted temperature of 95°(coastal) and/or 100° (inland) for three (3) days or more in five (5) or more Orange County Cities.	<input type="checkbox"/> Monitor weather
	<input type="checkbox"/> Review Temperature Annex actions for a heat event.
	<input type="checkbox"/> Make internal notifications to city departments.
	<input type="checkbox"/> Notify 2-1-1 and OA with cooling center updates.



Heat Alert Phase

Implementation Criteria	Action
<p>Predicted temperature of 100°(coastal) and/or 105° (inland) for three (3) days or more in five (5) or more Orange County Cities.</p> <p>California Independent System operator (CAISO) issues a Stage 3 Electrical Emergency or rotating outages during an excessive heat event.</p> <p>Increased reports of heat-related illness, medical emergencies, or mortality reported by OCHCA or EMS. Or other credible sources such as MetroNet or OCFA Dispatch Centers.</p>	<input type="checkbox"/> Monitor weather
	<input type="checkbox"/> Make internal notifications to Cooling Center Group
	<input type="checkbox"/> Issue Press Release and SM Post. Include language to check on neighbors. Provide Safety tips to the public
	<input type="checkbox"/> Determine if Cooling Center is necessary. Fire and police chief Emergency Manager Notify MetroNet and PD Dispatch Centers Open Cooling Center
	<input type="checkbox"/> Post Cooling Center information on WebEOC
	<input type="checkbox"/> Outreach to vulnerable community members using 2-1-1 Orange County and HCA Behavioral Health Teams
	<input type="checkbox"/> Provide 2-1-1 with cooling center updates.
	<input type="checkbox"/> Police and fire personnel will monitor heat related illness or injuries.
	<input type="checkbox"/> Monitor electrical demands of CAISO.



Heat Warning Phase

Issued within 48 hours of longer-duration heat events of three days or more.

Implementation Criteria	Action
<p>Predicted temperature of 100°(coastal) and/or 105° (inland) for three (3) days or more in five (5) or more Orange County Cities or if the heat index is above 110° for any period.</p> <p>California Independent System operator (CAISO) issues a Stage 3 Electrical Emergency or rotating outages during an excessive heat event.</p> <p>Increased reports of heat-related illness, medical emergencies, or mortality reported by OCHCA or EMS. Or other credible sources such as MetroNet or OCFA Dispatch Centers.</p>	<input type="checkbox"/> Monitor weather
	<input type="checkbox"/> Make internal notifications to Cooling Center Group.
	<input type="checkbox"/> Issue Press Release and SM Post. Include language to check on neighbors. Provide Safety tips to the public
	<input type="checkbox"/> Determine if Cooling Center is necessary. Fire and police chief Emergency Manager Notify MetroNet and PD Dispatch Center Open Cooling Center.
	<input type="checkbox"/> Post cooling center information on WebEOC
	<input type="checkbox"/> Outreach to vulnerable community members using 2-1-1 Orange County and HCA Behavioral Health Teams
	<input type="checkbox"/> Provide 2-1-1 with cooling center updates.
	<input type="checkbox"/> Police and fire personnel will monitor heat related illness or injuries.
	<input type="checkbox"/> Monitor electrical demands of CAISO



Cooling Center Activation

Implementation Criteria	Action
Monitor weather alerts and warnings from National Weather Service, Air Quality Management District and County OA.	<input type="checkbox"/> Fire Chief/Police Chief/and Emergency Manager determine if Cooling Center is needed
	<input type="checkbox"/> Notify city Cooling Center Group
	<input type="checkbox"/> Contact Community Services Determine staffing needs.
	<input type="checkbox"/> Activate CERT
	<input type="checkbox"/> Open Cooling Center
	<input type="checkbox"/> Submit press release. Update social media. Contact PD and MetroNet Dispatch Update digital phone line for updates



Ways to Beat the Heat

Stay Cool Indoors:

Use your air conditioner to cool your home. If you don't have air-conditioning, visit public facilities such as:

- Shopping malls
- Community Centers
- Library

Do not rely on electric fans as your primary cooling device if temperature is in the high 90's or higher, a fan will not prevent heat related illness.

DO use cool cloths, a shower, or bath to cool off.

DO drink more fluids, especially water. Do not wait until you are thirsty.

DO wear loose-fitting, light-colored clothing.

DO wear a hat to protect against the sun.

DO check on those who are high-risk:

- Older adults
- Those with chronic medical conditions
- People with disabilities
- Those who take certain medications and
- Children.

Make sure air conditioner is turned on OR offer to take them to a cooler place.

DO draw the blinds: close or draw blinds early to keep the house cooler.

DO adjust ceiling fan blades (clockwise) to create a down draft to cool you.

DO run cool water on your wrists or splash water on your face.

Cooling Center Locations: 12:00 p.m. to 6:00 p.m.
Fullerton Community Center
(714) 738-6575
340 W. Commonwealth Ave.
Fullerton, CA 92832

To escape the heat, you can also visit other indoor recreational venues, such as movie theaters, restaurants, and shopping malls.



Sample Press Release—Heat Event

High Temperatures Bring a Risk of Heat-Related Illness

(Fullerton) – Temperatures in many Inland Orange County Communities are expected to reach high temperatures above 95°F this week, increasing the risk of heat-related illnesses for those more sensitive to heat.

Prolonged exposure to excessive temperatures may cause serious conditions like heat exhaustion or heat stroke and can even be fatal. Symptoms of heat exhaustion may include heavy sweating, muscle cramps, weakness, headache, nausea or vomiting and dizziness. Warning signs of heat stroke may include an extremely high body temperature, unconsciousness, confusion, hot and dry skin (no sweating), a rapid, strong pulse, and a throbbing headache. If symptoms of heat stroke occur, immediately call for medical assistance. Move the person to a shady area and begin cooling the body with water.

Recommended precautions to prevent heat related illness include:

- Drink plenty of water; don't wait until you are thirsty.
- Wear light, loose fitting clothing.
- Stay out of the sun if possible. When in the sun wear a hat, preferably with a wide brim.
- Use sunscreen.
- Avoid strenuous activities if you are outside or in non-airconditioned buildings. If you are working outdoors, take frequent rest and refreshment breaks in a shaded area.
- Never leave children, elderly people, or pets unattended in closed cars or other vehicles.
- Stay cool indoors—if your home is not air conditioned, visit public facilities such as shopping malls and libraries to stay cool. For more information call 2-1-1.
- If you have pets, be alert for any signs of heat stress, heavy panting, glazed eyes, deep red purple tongue. Contact your veterinarian if you observe these signs. Never leave pets without shade, air circulations, and fresh water. Never leave pets in a vehicle.
- Check on your neighbors and those who live alone, people with heart or lung disease, and young children.

For more information on heat related illnesses, visit the California Department of Public Health website at: https://www.cdph.ca.gov/Programs/EPO/Pages/BI_Natural-Disasters_Extreme-Heat_Tips-for-Preventing-Heat-Related-Illness.aspx



Cold Emergencies

Extremely cold air comes every winter and impacts millions of people in the United States (National Weather Service, 2023) One of the gravest dangers of winter is wind chill. Wind chill is based on the rate of heat loss from exposed skin by the combined effects of wind and cold (National Weather Service, 2023). Cold weather can impact animals, crops, and people. Cold emergencies can increase the risk of hypothermia, frostbite, carbon monoxide poisoning, and residential fires.

Weather Event Resources

Cold Risk—To stay up to date please see the following.
[Western Region Headquarters \(weather.gov\)](https://www.weather.gov/wrh)

Forecasts
[7-Day Forecast 33.87N 117.93W \(weather.gov\)](https://www.weather.gov/wrh)

Air Quality Alert
<http://www.aqmd.gov/home/air-quality/air-alerts>

Cold Awareness Check List:

Cold Readiness Phase

Implementation Criteria	Action
Overnight predicted temperature of 45°F or lower in five (5) or more Orange County cities.	<input type="checkbox"/> Monitor weather
	<input type="checkbox"/> Review Temperature Annex actions for a cold event.
	<input type="checkbox"/> Make internal notifications to city departments.
	<input type="checkbox"/> Notify 2-1-1 and OA with warming center updates.



Cold Alert Phase

NSW issues a Frost Advisory or Freeze Watch (potential for Freeze Warning and there is one or more of the following:

Implementation Criteria	Action
<p>Overnight predicted temperature of 40°F or lower in five (5) or more Orange County cities.</p> <p>California Independent System operator (CAISO) issues a Stage 3 Electrical Emergency or rotating outages during an Excessive Cold Event.</p> <p>Increased reports of cold-related illness, medical emergencies, or mortality reported by OCHCA or EMS. Or other credible sources such as MetroNet or OCFA Dispatch Centers.</p>	<input type="checkbox"/> Monitor weather
	<input type="checkbox"/> Make internal notifications to Warming Center Group
	<input type="checkbox"/> Issue Press Release and SM Post. Include language to check on neighbors. Provide Safety tips to the public
	<input type="checkbox"/> Determine if Warming Center is necessary. Fire and police chief Emergency Manager Notify MetroNet and PD Dispatch Centers Open Cooling Center
	<input type="checkbox"/> Post warming center information on WebEOC
	<input type="checkbox"/> Outreach to vulnerable community members using 2-1-1 Orange County and HCA Behavioral Health Teams
	<input type="checkbox"/> Provide 2-1-1 with warming center updates.
	<input type="checkbox"/> Police and fire personnel will monitor cold related illness or injuries.
<input type="checkbox"/> Monitor electrical demands of CAISO.	



Cold Warning Phase

Initiated when an Excessive Temperature Event is occurring. It is characterized by a coordinated government response to the emergency. NWS issues a Freeze or Hard Freeze Warning and there is one or more of the following:

Implementation Criteria	Action
<p>Issued within 48 hours of longer-duration cold events of three days or more.</p> <p>Overnight predicted temperature of 32°F or lower in five (5) or more Orange County cites.</p> <p>California Independent System operator (CAISO) issues a Stage 3 Electrical Emergency or rotating outages during an excessive cold event.</p> <p>Increased reports of cold-related illness, medical emergencies, or mortality reported by OCHCA or EMS. Or other credible sources such as MetroNet or OCFA Dispatch Centers.</p>	<input type="checkbox"/> Monitor weather
	<input type="checkbox"/> Make internal notifications to Warming Center Group.
	<input type="checkbox"/> Issue Press Release and SM Post. Include language to check on neighbors. Provide Safety tips to the public.
	<input type="checkbox"/> Determine if Warming Center is necessary. Fire and police chief Emergency Manager Notify MetroNet and PD Dispatch Center Open Warming Center.
	<input type="checkbox"/> Post warming center information on WebEOC
	<input type="checkbox"/> Outreach to vulnerable community members using 2-1-1 Orange County and HCA Behavioral Health Teams
	<input type="checkbox"/> Provide 2-1-1 with warming center updates.
	<input type="checkbox"/> Police and fire personnel will monitor heat related illness or injuries.
	<input type="checkbox"/> Monitor electrical demands of CAISO.



Warming Center Activation

Implementation Criteria	Action
Monitor weather alerts and warnings from National Weather Service, Air Quality Management District and County OA.	<input type="checkbox"/> Fire Chief/Police Chief/and Emergency Manager determine if Warming Center is needed
	<input type="checkbox"/> Notify city Warming Center Group/EOC Leadership Team.
	<input type="checkbox"/> Contact Community Services Determine staffing needs.
	<input type="checkbox"/> Activate CERT
	<input type="checkbox"/> Open Warming Center
	<input type="checkbox"/> Submit press release. Update social media. Contact PD and MetroNet Dispatch Update digital phone line for updates.



Ways to Beat the Cold

Stay Warm Indoors:

Use your heater to warm your home. If you don't have heat, visit public facilities such as:

- Shopping malls
- Community Centers
- Library

Adjust your schedule to avoid being outside during the coldest part of the day.

DO dress in layers and wear a hat.

DO drink more fluids, especially water. Do not wait until you are thirsty.

DO fill up your gas tank in your car.

DO use extra blankets.

DO seek shelter from extreme cold.

DO check on those who are high-risk:

- Older adults
- Those with chronic medical conditions
- People with disabilities
- Those who take certain medications and
- Children.

Make sure heater is turned on OR offer to take them to a warmer place.

DO protect pets, livestock, and other property.

DO adjust ceiling fan blades (counterclockwise) to create an updraft to push warm air down.

DO NOT use the oven to heat your home.

Warming Center Locations: 12:00 p.m. to 6:00 p.m.

Fullerton Community Center

(714) 738-6575

340 W. Commonwealth Ave.

Fullerton, CA 92832

Other indoor recreational venues such as movie theaters, restaurants, and shopping malls can also be visited to escape the cold.



Sample Press Release—Cold Event

Low Temperatures Bring Risk of Cold-Related Illness

(Fullerton) – Temperatures in many Inland Orange County Communities are expected to reach temperatures below 45°F this week, increasing the risk of cold-related illnesses for those more sensitive to elements.

Prolonged exposure to excessive temperatures may cause serious conditions like frost bite or hypothermia. Frostbite can happen in minutes especially on extremities such as fingers, toes, nose, and ears. If you suspect frostbite immediately move inside to a heated or protected location and warm the area using warm water or body heat. Hypothermia is caused when your body temperature is below 96°F. Hypothermia is a serious health hazard that occurs when the body temperature is too low and can occur in temperatures as high as 60°F, particularly if you are in water or there is an extreme wind chill. If you suspect hypothermia seek medical attention as soon as possible.

Recommended precautions to prevent cold related illness include:

- Drink plenty of water; don't wait until you are thirsty.
- Dress in layers
- Wrap up well when going outside.
- Avoid drafts and breezes indoors.
- Eat nutritious food and wear warm clothes to ward off winter chill.
- Never leave children, elderly people, or pets unattended in closed cars or other vehicles.
- Eat hot foods and drink warm drinks several times a day.
- If you live alone ask a family member or neighbor check on you or run errands for you.
- Ask your doctor if any medication you are taking increases your risk of hypothermia. Drugs that may cause a problem include but is not limited to: barbiturates, benzodiazepines, chlorpromazine, reserpine, and tricyclic antidepressants.

For more information on cold related illnesses, visit the California Department of Public Health website at: [Extreme Cold \(ca.gov\)](http://ExtremeCold.ca.gov)



**City of Fullerton EXCESSIVE TEMPERATURE ANNEX
IMPLEMENTATION CRITERIA CHART**

Phase	Readiness	Alert	Warning
<h1>HEAT CRITERIA</h1>	<p>An NWS Partner email is issued and received predicting hot temperature for Orange County/Fullerton of 100°F or greater in five (5) Orange County cities for three (3) or more consecutive days.</p>	<p>NWS issues a Heat Advisory or Excessive Heat Watch (potential for Excessive Heat Warning) and there is one or more of the following:</p> <ul style="list-style-type: none"> • Predicted Ambient air temperature of 95° (coastal Orange County) and/or 100°F (Inland Orange County) for three (3) days or more in five (5) or more Orange County Cities. • California Independent System operator (CAISO) issues a Stage 3 Electrical Emergency or rotating outages during an excessive heat event. • Increased reports of heat related illness, medical emergencies, or mortality reported by HCA or other reliable sources such as MetroNet or OCFA Dispatch. • Recommendation of the City Manager or County Health Officer. 	<p>NWS issues Excessive Heat Warning (potential for Excessive Heat Warning) and there is one or more of the following:</p> <ul style="list-style-type: none"> • Predicted temperature of 100°(coastal) and/or 105° (inland) for three (3) days or more in five (5) or more Orange County Cities or if the heat index is above 110° for any period. • California Independent System operator (CAISO) issues a Stage 3 Electrical Emergency or rotating outages during an excessive heat event. • Increased reports of heat-related illness, medical emergencies, or mortality reported by OCHCA or EMS. Or other credible sources such as MetroNet or OCFA Dispatch Centers. • Recommendation of the City Manager or County Health Officer.
<h1>COLD CRITERIA</h1>	<p>Overnight predicted temperature of 45°F or lower in five (5) or more Orange County cities.</p>	<ul style="list-style-type: none"> • Overnight predicted temperature of 40°F or lower in five (5) or more Orange County cities. • California Independent System operator (CAISO) issues a Stage 3 Electrical Emergency or rotating outages during an excessive heat event. • Increased reports of cold related illness, medical emergencies, or mortality reported by HCA or other reliable sources such as MetroNet or OCFA Dispatch. • Recommendation of the City Manager or County Health Officer. 	<ul style="list-style-type: none"> • Overnight predicted temperature of 32°F or lower in five (5) or more Orange County cities. • California Independent System operator (CAISO) issues a Stage 3 Electrical Emergency or rotating outages during an excessive heat event. • Increased reports of cold related illness, medical emergencies, or mortality reported by HCA or other reliable sources such as MetroNet or OCFA Dispatch. • Recommendation of the City Manager or County Health Officer.



The Cooling Center is provided to help you take refuge from the heat during extreme heat conditions. When activated, it will be open from 12:00 p.m. to 6:00 p.m.

All participants must sign in. By signing in, you acknowledge that you have read the following rules and policies of the Cooling Center:

1. Before entering the cooling center, one must undergo temperature checks and use hand sanitizer.
2. You must remain in the room designated as the Cooling/Heating Center.
3. You may only use the restrooms designated for the Cooling/Heating Center.
4. You must follow the Fullerton Community Center's Code of Conduct.
 - A. Participants must exhibit independence and the ability to care for their own needs. They may bring an attendant or caregiver to assist in their care.
 - B. Excessive and unnecessary luggage is not permitted in the Community Center. Items left unattended will be confiscated.
 - C. Participants must be fully clothed. Shoes and shirts must always be worn.
 - D. Behavior that constitutes a violation of this Policy:
 - Loud, disruptive, obscene, hateful, or abusive language
 - Lack of personal cleanliness and proper hygiene
 - Removal of City property without permission
 - Loitering, lying down, or appearing to be sleeping outside of the Cooling/Warming Center
 - Panhandling or soliciting
 - Other behavior that is deemed inappropriate by City staff or volunteers.
5. You may bring in food and drinks; the Cooling Center staff does not provide them.
6. The City of Fullerton is not responsible for any personal items brought into the Fullerton Community Center.
7. No bicycles, carts, or other devices on wheels other than a baby stroller that is being used to carry a baby.
8. The Cooling Center does not provide any medical assistance. If you need medical assistance, please go to the nearest Urgent Care Center. If you have a medical emergency, please call 911 and alert the Cooling Center staff.

The City of Fullerton has the right to remove individuals who violate any of the rules and policies of the Cooling Center and/or the Fullerton Community Center.