ACCESS & FUNCTIONAL NEEDS BRANCH ANNEX

Priority at all times: *Maintain liaison with and update other EOC Sections, Branches and Units as needed.*

INTRODUCTION

This Annex to the Kern County Operational Area (OA) Emergency Operations Plan describes the strategic response of the Access & Functional Needs Branch of the Emergency Operations Center (EOC) to ensure that emergency response to the incident provides equal access to people with disabilities and others with access and functional needs.

The Access & Functional Needs (AFN) Branch Coordinator is a member of the Kern EOC Operations Section and reports to the Operations Section Chief.

County entity which supports this function:

- *Aging and Adult Services Department*

PURPOSE

The AFN Branch Annex is an essential element of the Kern County Emergency Operations Plan (EOP), which establishes an emergency management organization and defines the Kern OA EOC functional responsibilities in response to an emergency event. The Branch described in this Annex is responsible for and expected to develop, implement, and test policies and Standard Operating Procedures (SOPs) that ensure necessary preparedness capabilities.

This document:

- Provides a basis for centralized coordination and information sharing of emergency operations and response efforts.
- Describes the Kern OA EOC functional responsibilities under the National Incident Management System (NIMS) and the California Standardized Emergency Management System (SEMS), both based on the Incident Command System (ICS). Refer to the Basic Plan for further detail on NIMS, SEMS, and ICS.

  The attachment to this Annex provides a checklist of specific activities that support these functional responsibilities, as taken from the California Office of Emergency Services (CalOES) Crosswalk and the Federal Emergency Management Agency (FEMA) Comprehensive Planning Guide (CPG) 101.
- Supports the EOP's all hazards approach to emergency operations and the provision of services and assistance in the event of any emergency or disaster, regardless of the triggering event.

SCOPE

The AFN Branch Annex provides guidance and includes appropriate actions to respond to the County's most likely and demanding emergency conditions. It does not supersede the established protocols for dealing with day-to-day emergencies but places emphasis on the unusual and uniqueemergency conditions that will require response beyond the ability of any one or set of organizations to respond.

WHOLE COMMUNITY APPROACH

The County of Kern is committed to achieving and fostering a whole community emergency management system that is fully inclusive of people with disabilities and others with access and functional needs. Further details on the County's Whole Community approach to emergency management, which includes the integration of inclusive emergency management practices, can be found in the Basic Plan.

GOALS AND OBJECTIVES

In all emergencies, the top priority of the County and emergency response personnel is to save lives, minimize injury to persons and damage to property, and to protect the environment.

The AFN Branch:

- Acts as a policy advisor to the EOC Director, Management Staff and all EOC positions on equal access and functional needs issues and available resources.
- Facilitates communication between the EOC, community stakeholder groups and area organizations providing services to people with disabilities and others with access and functional needs.
- Ensures people with disabilities and others with access and functional needs are properly considered in EOC operations and in all aspects of the incident response and recovery.
- Ensures that response and recovery action are in compliance with the Americans with Disabilities Act (ADA) and other legal requirements.

CONCEPT OF OPERATIONS

The AFN Branch will be activated as determined by the EOC Director. The Branch communicates with the Care & Shelter Branch and other Section Branches for situational awareness of the incident and to develop appropriate response strategies. The following section summarizes the responsibilities of the Branch in an emergency event.

➢ *Whenever this Annex is activated, personnel are required to initiate and maintain Activity Logs in WebEOC (or hard copy ICS Form 214) to document their actions to facilitate and support cost recovery. (See Basic Plan Appendix 12.1 for hard copy)*

Preparedness

- Review the EOP, applicable department plans, Standard Operating Procedures and the materials contained in this Annex and maintain familiarity with the roles and responsibilities of the function.
- Participate in training, exercise, and post-exercise critiques conducted by County OES and

other allied agencies.

- Maintain a list of organizations that serve populations of people with access and functional needs.

- Maintain readiness to activate a call center to receive calls from people with disabilities and others with access and functional needs as needed.

Initial Response

- Based on initial briefings and findings:

  - o Identify potential needs of disproportionately impacted individuals and which sections and/or branches of the EOC will support those needs.
  - o Inform the Operations Section Chief of any potential gaps in meeting the needs of people with access and functional needs during the incident response.

- Provide input to the development of the EOC Incident Action Plan.

- Inform Operations Section Chief of any challenges or legal issues that require immediate attention to meet the needs of people with disabilities and others with access and functional needs.

- Coordinate with the Operations Section to determine if evacuation of any area(s) might be needed and identify sources for transport vehicles.

- Coordinate transportation services as needed to support evacuation of people with disabilities and access and functional needs.

  - o Ensure that transportation evacuation providers allow equal access to service animals and afford them the same rights as their owners.

- Coordinate with Care & Shelter Branch on deployment of AFN sheltering equipment trailers and AFN sheltering bathroom and shower trailers maintained by the Department of Human Services, as indicated.

- Participate in other briefings and provide periodic updates as needed to advise on activities impacting people with disabilities and others with access and functional needs.

- Coordinate with Care & Shelter Branch Coordinator and Red Cross representative to determine if additional support for shelter operations is needed and if so, request resources from other EOC Branches or VOAD.

Extended Duration

- Plan for functional relief and staffing schedule.

- Maintain situational awareness and continue to advise EOC sections/branches regarding any gaps in providing equal access to people with disabilities and others with access and functional needs.

- Participate in regular Section briefings and provide input to the EOC Incident Action Plan consistent with the "**Planning P**" planning cycle, particularly regarding accessibility. *(See Basic Plan, Section 5.3)*

- Coordinate with JIC Manager to ensure organizations serving people with disabilities and others with access and functional needs are receiving emergency communications as necessary.

- As needed and when possible, work with the Care & Shelter Branch Coordinator to facilitate the return of displaced persons with access and functional needs to their homes or to improved/longer term facilities.

- Assign staff to assist as needed at Local Assistance Center and/or Disaster Recovery Center, if activated.

- Consult with Operations Section Chief regarding any unresolved issues.

EOC Deactivation

- Upon EOC deactivation, release resources and make notifications as appropriate. Provide information on who to contact and how to contact them for any follow up issues.

- Coordinate with Care & Shelter Branch Coordinator to assist displaced persons in obtaining accessible temporary housing and other aid as available and appropriate to meet the needs of people with disabilities and others with access and functional needs.

- Resume normal activities.

- Complete and submit all required logs, forms and documentation.

- Provide input to the After-Action Report and Corrective Action Plan.

Recovery

- Continue support for Local Assistance Center and/or Disaster Recovery Center for long term recovery, as applicable.

- Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

- Implement any assigned corrective actions.

ORGANIZATIONAL ROLES AND ASSIGNMENT OF RESPONSIBILITIES

Five emergency response levels defined by SEMS are activated as needed. SEMS is required to be used to reach consensus on how resources will be allocated in a major crisis affecting multiple jurisdictions or agencies, and for eligibility of State reimbursement for response related personnel costs.

At each response level the same five major ICS functions are employed to facilitate interagency communication and coordination: Command (in the field)/Management (in the EOC), Operations, Planning/Intelligence, Logistics, and Finance/Administration. Refer to the Basic Plan for greater detail on ICS and its integration with SEMS.

Field Level

Emergency response personnel and resources carry out tactical decisions and activities in direct response to the incident.

Local Level

The County manages the allocation and deployment of resources (personnel, equipment, materials, services) in response to incidents in the unincorporated areas of the county and in cities which have contracted for support for specified services. If the emergency event occurs in another jurisdiction (e.g. city or special district) the affected jurisdiction has primary responsibility and will activate its own emergency management response as feasible.

Operational Area Level

Kern County and its political subdivisions constitute the Kern Operational Area (OA) for emergency response purposes during multi-agency disaster events, or as needed to support another jurisdiction within the OA. Kern County, as a jurisdiction and an organization, is charged with taking the lead communication and coordination role within the OA and with being the primary point of contact between the local government level and the regional level.

Regional Level

Kern County is within the CalOES Inland Administrative Region and Mutual Aid Region V. During incidents in which a Local Emergency or State of Emergency has been proclaimed in Kern County, the OES Inland Region may activate the Regional EOC (REOC) to provide support to local government including assistance with mutual aid resources under the Emergency Managers Mutual Aid (EMMA) Plan.

State and Federal Levels

Under certain conditions, state and/or federal agencies may deploy field response units to incidents in Kern County. Reporting and coordination with the Kern OA EOC follows the usual Field Level response.

Depending on the nature and scope of the incident, the level of Emergency/Disaster proclaimed, and the need for multi-agency coordination, CalOES and/or the Federal Emergency Management Agency (FEMA) may assign representatives to report to the Kern OA EOC to provide a direct coordination and communication link. These representatives will be assigned to the Agency Representative function in the EOC Management Section.

Additional Resources

- Private contractors and firms support specific government operations on a daily basis. During disasters, their support is essential to an effective emergency response.

- Volunteer agencies play an important role in responding to disasters of all types and levels. These agencies respond on a countywide basis and will liaison with the Kern OA EOC to provide direct communications and coordination. The volunteer agency most closely aligned with this Annex is:

  o *Community Emergency Response Team (CERT)* program empowers citizens to help themselves and to safely help others after a disaster until first responders can arrive.

- Other Governmental Agencies

Local

- *Behavioral Health and Recovery Services*
    - Provides mental health services to emergency personnel when requested, and to shelter residents.
    - Activates County and volunteer agencies to provide spiritual care as needed and appropriate.
- *Human Resources*
    - Assists in the provision of volunteer resources as needed and appropriate to support mass shelter operations.
- *Public Health Department*
    - Provides medical and nursing oversight to sheltering operations.
    - Ensures safe food preparation and handling protocols for feeding operations at shelter sites.

State

- *Office of Access and Functional Needs, California Governor's Office of Emergency Services*
    - Provides support to County AFN services.

Federal

Federal support for operations may be provided by the Federal Emergency Management Agency's (FEMA) Disability Integration Cadre, which deploys Disability Integration Advisors and Disability Integration Specialists to provide advisory services, technical assistance and risk management consultation related to accessibility for individuals with disabilities.

Additional assistance following a Presidential Declaration will be coordinated by the Federal Emergency Management Agency (FEMA).

Non-Governmental Agencies

Local

- *Kern Regional Center*
    - Coordinates services for with developmental and intellectual disabilities
- *BARC (Bakersfield ARC)*
    - Assists adults with developmental and intellectual disabilities; has buses with wheelchair capacity.
- *Independent Living Center of Kern County*
    - Provides American Sign Language Interpreters for hearing impaired communities messaging
    - Coordinates services with persons with disabilities
- *Golden Empire Transit (GET)*
    - Provides public transportation within the Bakersfield city limits; has a large fleet of wheelchair accessible buses.

- *Hall Ambulance/Liberty Ambulance/Delano Ambulance*
  - Provide ambulance services for Kern County, offering both Basic Life Support and Advance Life Support.
    - Hall Ambulance and Liberty Ambulance provide critical care transport.
    - Hall Ambulance provides medevac services.
- *New Advances for People with Disabilities (NAPD)*
  - Provides services to people with intellectual/developmental disabilities; has wheelchair accessible buses.
- *North of the River Recreation and Park District (NOR)*
  - Operates the Consolidated Transportation Services Agency to provide service to seniors 60+ and to disabled community members.

INFORMATION COLLECTION AND DISSEMINATION

Kern County uses WebEOC (an Internet-based collaborative communications system) as the County's communication and documentation platform for sharing elements of the emergency incident. This allows the County to maintain a common operating picture, situational awareness and information coordination throughout the OA during an emergency. Individuals staffing positions in the EOC are required to submit Situation Reports and updates through WebEOC on a schedule to be determined at the time of the incident.

The County is also using MS Teams to collaborate, share, and distribute knowledge as well as to conduct meetings during incident management. Using Teams, a large group can interface quickly to establish a common operating picture of the ongoing incident. The platform allows for multi-department planning and is readily available throughout the County and across jurisdictional lines.

ANNEX DEVELOPMENT AND MAINTENANCE

This document is an Annex to the Kern County Operational Area Emergency Operations Plan. As such, the policies, procedures, and practices outlined in the Kern County EOP govern this Annex. Kern OES coordinates the maintenance and update of the Annex as needed. The Record of Changes, Approval, and Dissemination of the Kern County EOP also apply to this Annex

FUNCTIONAL CHECKLIST

The following section provides a checklist of tactical actions for the AFN Branch Coordinator to assist those who report to the EOC in the event of an emergency.

It is expected that the Aging and Adult Services Department which supports this Branch has developed Standard Operating Procedures which further detail how the applicable tactical actions will be accomplished.

The attached checklist supports the Emergency Operations Plan (EOP) and is consistent with the activities prescribed in the Federal Emergency Management Agency (FEMA) Comprehensive Planning Guide (CPG) 101.2.

ACCESS & FUNCTIONAL NEEDS BRANCH ANNEX

EMERGENCY ACTION CHECKLIST

Priority at all times: *Maintain liaison with DOC and update other EOC Sections, Branches and Units as needed.*

Increased Readiness

❑ Upon notification of a potential emergency or disaster, adopt an increased readiness posture.

❑ Document preparedness activities, monitor the situation, and maintain readiness posture:

- o Notify other key management and alternates of situation.
- o Develop a potential response strategy for your function, based on the impending emergency.

❑ Consider alerting/recalling off-duty personnel as needed:

- o Coordinate resource assignments.
- o Establish an emergency work schedule.

Initial Response

❑ Report to EOC, check-in and obtain briefing from the Operations Section Chief:

- o Location, magnitude and scope of event
- o Areas of County impacted
- o Current situation and priorities
- o Actions taken
- o Existing or anticipated problems/issues
- o Anticipated need for shelter(s), including location(s), estimated number of displaced, duration, any specific needs (e.g., additional support for persons with Access & Functional Needs, etc.)

❑ Initiate and maintain an Activity Log (ICS Form 214) that chronologically describes your actions taken during your shift. *(See Basic Plan Appendix 12.1 for hard copy)*

❑ Provide information regarding access and functional needs issues to the EOC Director, Management staff, and to all EOC components.

❑ Initiate communication with stakeholder groups and organizations specifically representing disproportionately impacted individuals and/or people with disabilities and others with access and functional needs. Establish a regular communication schedule for the duration of the incident.

❑ Ensure that response and recovery actions are in compliance with the Americans with Disability (ADA) and other legal requirements.

❑ Ensure people with disabilities and others with access and functional needs are properly considered in all aspects of the incident response.

❑ Provide input to EOC Incident Action Plan.

Extended Duration

❑ Provide for functional relief and staffing schedule.

❑ Maintain open communication with other EOC components to continually share situational awareness and ensure a common operating picture.

❑ Participate in regular Section briefings and provide input to the EOC Incident Action Plan, consistent with the "**Planning P**" planning cycle. *(See Basic Plan, Section 5.3)*

❑ Continue to maintain communication with organizations serving people with disabilities and others with access and functional needs and continue to monitor their response activities and needs.

❑ Assign staff to assist at Local Assistance Center and/or Disaster Recovery Center, as necessary.

❑ Advise Operations Section Chief and other EOC components of any gaps in meeting the needs of individuals with access and functional needs, as indicated.

❑ Monitor response activities and identify any potential issues that require prompt attention.

EOC Deactivation

❑ Upon EOC deactivation, release resources and make notifications as appropriate. Provide information on who to contact and how to contact them for any follow up issues.

❑ Provide Logistics Section Supply Staff with list of supplies to be replenished.

❑ Complete required forms, reports and logs and submit to the Plans/Intel Section Documentation Unit.

❑ Submit Expenditure Tracking and Timekeeping forms to Finance/Administration Section.

❑ Participate in After Action Report and Corrective Action Plan meetings.

❑ Resume normal activities.

Recovery

❑ Continue support at Local Assistance Center(s) or Disaster Recovery Center as needed.

❑ Revise and update emergency plans and procedures to reflect lessons learned from the emergency.

❑ Implement any assigned corrective actions.

Access & Functional Needs Annex