

## **PART THREE—MANAGEMENT**

### **TABLE OF CONTENTS**

1. PIO Information
2. EOC Information
3. Policy Issues

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## **PART THREE—MANAGEMENT**

### **PIO MATERIALS**

#### **TABLE OF CONTENTS**

1. The Public Information Officer
2. EPI Priorities
3. Media Relations
4. Listing of PIOs
5. Media Phone List—Radio/TV
6. Media Contact List—Print
7. Miscellaneous Services Contacts—Printing Plants and Translators
8. Get Away Kit for On-Scene PIO Team
9. Media Accreditation Procedures
10. Media Access Regulations
11. Sample Community Disaster Assistance Information
12. Sample Employee Briefing
13. Sample EPI Release Log
14. Sample EPI Status Logs
15. Sample Messages for Release to the Public and Media

## **THE PUBLIC INFORMATION OFFICER (PIO)**

All levels of government, business and the news media are responsible for providing the public with accurate, timely, and consistent information in an emergency. Informing the public is a special priority during emergency incidents, and the public expects timely information about the emergency.

The objectives of Emergency Public Information are to:

- ▣ rapidly provide the general public with information about the emergency and instructions about what they should do.
- ▣ provide the media with accurate, timely information about the extent of the emergency and response efforts.

To meet these objectives, public information officers (PIOs) at all levels must work together and with media representatives to disseminate information and instructions to the public when emergencies occur. The PIO team should:

- ▣ Provide a PIO planning/work area in or near the EOC.
- ▣ Coordinate with the Incident Command Post staff to establish a Media Photo Site for visual access near the scene of the incident.
- ▣ Establish a Media Information Center in close proximity to the EOC for briefing the news media.
- ▣ Establish a rumor control function to respond to public and media inquiries.
- ▣ Coordinate with the Liaison Officer to handle VIP tours.

The **primary role** of the PIO is to disseminate emergency instructions and critical information through the media to the public.

A **secondary function** is to provide the public (through the media) with accurate and complete information regarding incident cause, size, status, resources committed and potential short or long-term impacts, if known. For large incidents or incidents involving numerous response agencies, PIOs from all responding agencies should combine to form a public information team under the direction of the designated PIO in the EOC.

### **EMERGENCY NOTIFICATION**

Emergency notification instructions and advisories are primarily a local government responsibility. During the initial emergency phase, the PIO will assist in alerting the public to

hazards and for providing emergency instructions regarding protective actions to be taken to avoid injury and protecting property. These public notifications should be made as soon as possible through the broadcast media to provide adequate time for response.

Notifications should include local and national wire services. To notify news media of a breaking story, give the following information:

- Your name
- Name of Agency you are representing
- Type of Incident
- Safety Information
- Location of Incident (Include city and Thomas Brothers map coordinates).
- Any additional information for the news media (Command post location, radio frequency being used, equipment on scene, best access route, etc.).

The PIOs will release emergency public information locally and provide status information to PIOs at higher levels of government. This information should be coordinated with all agencies involved in the incident.

## **EMERGENCY PHASE**

During this phase the public information system is mobilized to provide public information of a pending hazard or to respond to media and public inquiries.

The PIO is an essential part of the field level and EOC Command Staff. The PIO function should be established as soon as possible to ensure prompt access to all current emergency response and health or safety information available. On-scene PIOs should coordinate with the PIO in the EOC.

Rapid dissemination of information is especially critical in a breaking event. The information should advise the public of the potential hazards and the nature of the hazard, area involved, evacuations and traffic control. Communication with the public is accomplished most easily with the assistance and support of the media.

## **Rumor Control**

Government is responsible for providing information and instructions to the public along with establishing an effective rumor control system. It is important to establish Rumor Control to respond to direct public and media inquiry. The jurisdiction should ensure that sufficient telephone lines and operators are available to handle incoming calls

The Rumor Control function can act as an information clearinghouse during emergencies. It must be able to:

- provide sufficient, accurate information
- monitor medial reports
- correct erroneous information

## **MEDIA INFORMATION**

### **Media Information Center**

Media accommodation begins with access to the scene through a Media Information Center for PIOs and media representatives located near the Command Post or EOC. It is important to remember that the media is an important element of emergency response as they can provide critical information to the Incident Commander/EOC Director and staff as well as the public.

A Media Information Center should be established to provide warning or precautionary information and to release information:

- ▣ On general safety instructions to the public via the media.
- ▣ Relating to the response activities on scene, medical, shelter, road/street closures and damage assessment.
- ▣ On the status of the incident, deaths (**when confirmed by the Coroner**), injuries, displaced persons, damages, hospital status, school status and major problems.

The Media Information Center should be clearly marked if located within police lines. It should be staffed by qualified PIOs and open to all authorized news media representatives. The Media Information Center should be closed to the general public. Appropriate government officials and incident specialists may be brought into the Media Information Center area for interviews.

When working with the media it is important to provide:

- ▣ Location of media center(s)
- ▣ Best access routes to media center
- ▣ Location of Media Access Photo Sites
- ▣ Times of news briefings
- ▣ Airspace restrictions
- ▣ Street closures/detours
- ▣ Shelter and hospital addresses
- ▣ Hazardous materials dangers
- ▣ Language assistance for non-English speaking journalists
- ▣ Scheduled media tours of incident area (coordinate with the Liaison Officer)
- ▣ Weather information

### **Media Identification**

Provisions for press passes should be determined before an incident occurs. Generally press passes are issued by law enforcement agencies to representatives from legitimate news gathering agencies. Provisions for a system of temporary press passes should be addressed to cover the occasion when legitimate journalists arrive on the scene of a major incident.

When establishing media access procedures, it is important to remind personnel assigned to road barrier and other access points about laws governing the admittance of news media representatives. As a general guideline, any person employed by a news gathering agency, be it newspaper, wire service, television or radio station, or as a free lance journalist or photojournalist, is authorized access to disaster areas under Penal Code section 409.5 (d) or PC 409.6(d). (See **Part Three—PIO/Media Access Regulations, page 17.**) As a general rule, media representatives should not be admitted to National Defense Areas such as the crash site of a military aircraft (66 Ops.Cal. Atty.Gen. 497 (1983)).

Other means of identification are Media Vehicle Placards and Press Photographer license plates (California vehicle Code Section 5008). The Department of Motor Vehicles, Special Plate Section states in part:

"Any person who is regularly employed or engaged as a bona fide newspaper, newsreel, or television photographer or cameraman, may apply for press photographers plates. No more than one set of the special plates will be issued to a press photographer. Photojournalists must derive more than 50% of their personal income as a press photographer from a bona-fide news organization."

These plates can be identified by the letters PP inside a triangle shaped shield, followed by a number. These vehicle identification plates serve only to identify the vehicle as the property of a media representative and all persons inside the vehicle should be properly identified.

### **News Conferences and Briefings**

The Media Information Center should be able to accommodate all media representatives during news conference briefings. State policy allows all media representatives equal access to information developed for release. Physical access to the media center and site should be controlled or restricted. If access is controlled or restricted, public safety personnel at perimeter/barriers must be instructed in these procedures. For access within police and fire lines, media representatives must have valid "authorized" media identification issued by public safety agency or authorization on company letterhead (67 Ops.Cal.Atty.Gen.535 (1984)).

Media briefings and press conferences should be conducted on a regular or "as needed" basis. In preparing for briefings and press conferences, PIOs shall:

- ☐ Arrange for an official spokesperson.
- ☐ Announce briefings times to all media.
- ☐ Arrange media tours, if such action will not hinder response efforts. (Coordinate with the Liaison Officer.)
- ☐ Conduct tours for media pool representatives as needed.

PIOs should ensure that all information available for release is clear, concise, confirmed and approved by appropriate authority before release to the media or public. PIOs should not release unconfirmed information or speculate. Broadcast-quality charts, graphs and maps to explain the incident should be prepared for the briefings and made available for reporters to use in filing their stories from the scene.

Information which is not confidential, would not hamper an investigation or jeopardize the rights and safety of an individual can and should be released.

### **Media Pools**

The media should be allowed reasonable access. If restrictions or limitations are unavoidable, a "pool" system may be used to avoid congestion. Journalists on-scene should be permitted to select representatives from each medium (radio, television, newspaper, wire service, magazine, video and still photographers). They should also consider selecting representatives from each level of coverage (local, regional, national and international). These are then escorted into the area. These representatives will then share **all** information, photographs and video/audio tape with other accredited journalists. Only journalists present when the pool is activated should be allowed access to pool material. A sign-up sheet may be used to record participants.

When access by the media must be denied or severely restricted, a valid explanation must be provided. The media pool is seen as a restriction placed on the media and coverage of the news. Media pools should be considered only as a last resort. Media representatives must be reasonably accommodated at disaster scenes. Individual foot tours or media groups tours may be used prior to activation of media pools.

Journalists selected as pool members must be willing and able to meet deadlines and share video, audio or still coverage, in a timely manner to all entitled to material generated by the media pool. Additional pool journalists should be assigned if possible (e.g. foreign publications and photo agencies). Journalists not assigned to the media pool must obey lawful orders of public safety officers. Once the media pool is formed, only authorized pool members may have access to the immediate scene while access is limited.

A knowledgeable representative of the Incident Commander should accompany the media pool and be available to answer relevant questions. When conducting a media pool, visual access must be top priority. As necessary, media pools may be formed and escorted through the scene periodically allowing a variety of journalists the opportunity to report and update the story.

The media pool should be requested by the senior public safety officer present and organized by media representatives.

### **Media Access Photo Sites (MAPS)**

Media Access Photo Sites (MAPS) should be established for photojournalists to provide visual access. MAPS are specific locations designated for use by still and video media to provide visual access to emergency, crime, and hazardous materials scenes. The MAPS should be

identified and established as a priority by the PIO or knowledgeable representative of the Incident Commander. If trained PIOs are not on the scene, the agency working the incident should designate a temporary PIO as soon as possible.

Criteria considered in identifying locations for Media Access Photo Sites:

- The site should be as close as possible to the incident yet not interfere with the operation of public safety officers or compromise the safety of media representative.
- The location should be chosen to give the best visual access to all areas of interest associated with the incident.
- The need to locate video trucks and support equipment as close as possible for technical reasons should be considered.

It may not be possible to meet all criteria to ideally locate the MAPS. The PIO is encouraged to ask for assistance from the media and Incident Commander in selecting the most ideal location. It may be necessary to escort media representatives to and from the site.

Journalists will have access to the media photo site; however all media briefings and interviews should be conducted at the Media Information Center near the Command Post or EOC.

In the event that the incident falls under the jurisdiction of the National Transportation Safety Board (NTSB), the media photo site should be activated immediately by the responding agency. Local officers are acting as the investigator's agent when restricting access. Officers are urged to treat the area as a crime scene, even though the incident may not have been the result of an obvious criminal act. Media photo sites should be placed outside the immediate crime scene area(s).

## **COMMUNICATIONS**

Public information officers may use the telephone to inform the media and to respond to inquiries from the public. Their telephone lines should be separate from operational lines so as not to interfere with the response function. Telecopiers and faxes may be used for coordination among public information officers at all levels.

### **Alternate Communications Resources**

The Radio Amateur Civil Emergency Services (RACES) or Disaster Services Communications (DCS) may be used if telephone services is not available. There are no direct connections in place between news media and amateur radio (ham) organizations. Information obtained through amateur radio may be disseminated if it is in the public interest and no other source is available. The media may not attempt to interview amateur radio operators via amateur radio; to do so could jeopardize the ham operator's license.

**Emergency Digital Information System (EDIS)** is a direct computer link to media

organizations for alerts, bulletins, briefings and other information pertaining to media and public safety activities. The National Weather Service is a regular contributor to the EDIS including warnings during abnormal conditions. Local jurisdictions can access EDIS with existing equipment. For further information contact the OES Regional Telecommunications Coordinator.

Traffic reporting services can be used to broadcast news of an emergency, as they are capable of receiving and disseminating information quickly.

## **POST-EMERGENCY PHASE**

### **Recovery**

Information will continue to be released after termination of the emergency. This will include information on clean-up, possible health effects, traffic reports, restoration of essential services, extent of damage and available assistance programs available.

It is the responsibility of the PIO to:

- Advise the public of recovery efforts
- Provide for public meetings to address public concerns.
- Continue monitoring public attitudes and revise public information strategies accordingly.
- Reduce tension by issuing news releases on a regular basis.
- Record and evaluate actions taken during incident for after action report.
- Consider contacting the media for their input into the after action report.
- Ensure that the PIO has business cards with phone numbers to give to media.

### **Mitigation**

Events and public concern after an emergency make it wise to:

- Provide public education to reduce recurrence of incident.
- Provide public education to minimize consequences of actual event.
- Review and revise emergency public information plans, standard operating procedures and checklists as appropriate.
- Exercise and train the public information team.
- Invite media representatives to post-event debriefings.

## **EMERGENCY PUBLIC INFORMATION PRIORITIES**

### **LIFESAIVING/HEALTH PRESERVATION INSTRUCTIONS**

- ☐ What to do (and why).
- ☐ What **not** to do (and why).
- ☐ Information (for parents) on status and actions of schools (if in session).
- ☐ Hazardous/contaminated/congested areas to avoid.
- ☐ Curfews.
- ☐ Road, bridge, freeway overpass, and dam conditions, and alternate routes to take.
- ☐ Evacuation:
  - Routes.
  - Instructions (including what to do if vehicle breaks down).
  - Arrangements for persons without transportation.
  - Location of mass care/medical/coroner facilities, food, safe water. Status of hospitals.
- ☐ First aid information.
- ☐ Firefighting instructions.
- ☐ Emergency telephone number (otherwise request people not to use telephone). Stress to out-of-area media that people should NOT telephone into the area. Lines must be kept open for emergency calls.
- ☐ Instructions/precautions about utility use, sanitation, how to turn off utilities.
- ☐ Essential services available—hospitals, grocery stores, banks, pharmacies, etc.
- ☐ Weather hazards/health risks (if appropriate).

### **EMERGENCY STATUS INFORMATION**

Before release, clear all information with the EOC Director.

- ☐ Verify all information before release
- ☐ Media hotline number. Public hotline number.
- ☐ Description of the emergency situation, including:
  - number of deaths and injuries
  - property damage to city and businesses and dollar value
  - persons displaced
  - magnitude of earthquake, number of fires, etc.
- ☐ Description of government and private response efforts (mass care, medical, search and rescue, emergency repair, debris clearance, fire/flood fighting, etc.).
- ☐ Any of the priority 1 information in summary form on a "nice to know" rather than "vital to know and act upon" basis.
- ☐ Status of Local Proclamation, Governor's Proclamation and Presidential Declaration.
- ☐ Where people should report/call to volunteer.
- ☐ How people in other areas can obtain information about relatives/friends in the disaster area (coordinate with Red Cross on release of this information). How disaster victims can locate family members.

## **OTHER USEFUL INFORMATION**

Usually this type of information will be released in the Recovery Period because of lack of time and other priorities during other phases.

- State/Federal assistance available.
- Disaster Application Center opening dates/times.
- Historical events of this nature.
- Charts/photographs/statistics from past events.
- Human interest stories.
- Acts of heroism.
- Historical value of property damaged/destroyed.
- Prominence of those killed/injured.

## MEDIA RELATIONS

DO	DON'T
Prepare	Lie
Assume you're being recorded	Fake it
Respect their deadlines	Go "off the record "
Know the law regarding media	Say "no comment"
Speak officially—no opinions	Use industry slang or terminology
Give the whole story	Speculate
Treat them all equally	Make flippant remarks
Highlight your priorities	Tell one news agency what another is doing
Say "I don't know"	Wear sunglasses on camera
Be there for them—return calls	Fill the "pregnant pause"
Prepare a fact sheet of frequently asked questions	Put down your detractors
Suggest interesting story ideas	Argue with the press
Offer tours or support information	Try to say everything at once
Think "soundbite" or quote	Answer hypotheticals
Listen to the question	Say "Ah"
Practice	Respond to emotional appeals with emotion
Anticipate questions	Send a news release unless it's newsworthy
Correct their mistakes	Break the connection
Remember you are the expert	

For information on media access, see **Media Access Regulations (Part Three—PIO/, page 17.)**  
*Contact your City Attorney if you have questions regarding media access.*

### Speak only for your agency or level of government.

- ☐ Arrange for meetings between the media and incident (field) personnel.
- ☐ Make sure telephones, coffee, etc., are available for media representatives if possible.
- ☐ Try to stay with your prepared statement.
- ☐ Stay cool; don't let questions unnerve you.
- ☐ Be direct and **only** comment on what you know —**DO NOT SPECULATE!**
- ☐ Have information release policy pre-set with City Manager or EOC Director.
- ☐ Try to make the media your friend—they can either help or hinder your operation.

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## PUBLIC INFORMATION OFFICERS

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<b>Name</b>	<b>Organization</b>	<b>Telephone No.</b>
Laura Magelnicki	City of Simi Valley	(805) 583-6701
Brian Gabler	City of Simi Valley	(805) 583-6701
Rex Jones	City of Simi Valley	(805) 583-6914
Bob Gardner	City of Simi Valley	(805) 583-6993

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Public Information Officer	Ventura County Operational Area (when EOC is activated)	(805) 654-2552
Public Information Officer	Ventura County Fire Department	(805) 389-9769
Public Information Officer	State Office of Emergency Services, Southern Region	310/795-2900

## **MEDIA PHONE LIST - RADIO/TV (CPG-199)**

9/95

### **TELEVISION**

#### **KCBS - Channel 2**

General Information 213/460-3000  
News Room Direct 213/460-3316 or 213/460-3437 (Assignment Desk)

#### **KNBC - Channel 4**

KNBC Network News 818/840-3418  
NBC Local News 818/840-3425

#### **KTLA - Channel 5**

General Information 213/460-5500  
News Room Direct 213/460-5501

#### **KABC - Channel 7**

General Information 213/644-7777  
News Room Direct 310/557-5811

#### **KCAL - Channel 9**

General Information 213/467-9999  
News Room Direct DECLINED

#### **FOX - Channel 11**

General Information 213/462-7111  
News Room Direct 213/856-1236

#### **KCOP - Channel 13**

General Information 213/851-1000  
News Room Direct 213/850-2222, Ext. 409 or 419

### **RADIO**

#### **KFWB - 980 AM**

General Information 213/462-5292  
News Room Direct 213/462-6053

#### **KNX - 1070 AM**

General Information 213/460-3000 (Also KCBS TV)  
News Room Direct 213/460-3343

#### **KFI - 640 AM**

General Information 213/385-0101  
News Room Direct 213/251-3124

## **News Services**

**Associated Press**

News Room Direct

213/461-6397

**City News Service**

News Room Direct

213/626-1200

## MISCELLANEOUS SERVICES

### PRINTING PLANTS

The following businesses/newspapers/colleges have printing plants which could produce emergency flyers/handouts:

<b>Name</b>	<b>Address</b>	<b>Contact Person</b>	<b>Telephone No.</b>
<b>To be compiled</b>			

### TRANSLATOR SERVICES

The following individuals/companies/colleges will translate emergency information into the indicated languages:

<b>Name</b>	<b>Language</b>	<b>Address</b>	<b>Telephone No.</b>
<b>To be compiled</b>			

## **GET-AWAY KIT FOR ON-SCENE PIO TEAM**

(PIO's should have the following items in an easily accessible place for rapid transport to and use at the scene of an emergency.)

- Maps of city and county (the county kit should include maps of all major cities within the county)
- Regional map (for multi-county emergencies)
- Acetate map covers
- Marking pens
- Easel for display of map
- ID vest and/or hat (Day-Glo)
- Battery-powered PA system (lectern and microphone)
- Ruled pads or steno notebooks
- Pens and pencils
- Scotch tape/masking tape
- Scissors
- Easel with blank flip pad
- EPI checklist and telephone contact list
- Sign (Day-Glo) "All Media— Please Report Here"
- Lighting for night operations
- Cassette recorder/blank tapes (battery-operated) to record all briefings to the media as well as data from the Incident Commander/Scene Manager
- Sign-in sheets for media
- Blank press passes, if appropriate (coordinate with law authorities)
- DOT Emergency Response Guidebook, "Guidebook for Hazardous Materials Incidents".

## **MEDIA ACCREDITATION PROCEDURES**

During a local emergency the Police Facility (EOC Room B) will be used as the Media Information Center. All media personnel requesting information should report there.

- Media personnel should be prepared to present photo I.D. in the form of a valid, signed and dated photo identification card. Additional verification may be required. **See Media Identification in “The PIO” (Part Three—Management/PIO, page 3).**
- No provisions will be made to feed or house media personnel.
- Members of the media **may not** be allowed to enter the Emergency Operations Center (EOC) if their presence may disrupt emergency operations.

## **MEDIA ACCESS REGULATIONS**

The following are extracts from Government Codes and Regulations relating to the granting of access to the media to closed or restricted areas during incidents and disasters:

### **California Penal Code**

**Section 409.5 Power of peace officers to close areas during emergencies; Entering or remaining within area as misdemeanor; Exception as to newspaper representatives, etc.**

(a) Whenever a menace to the public health or safety is created by a calamity such as flood, storm, fire, earthquake, explosion, accident or other disaster, officers of the California Highway Patrol, California State Police, police departments or sheriff's office, any officer or employee of the Department of Forestry designated a peace officer by subdivision (f) of Section 830.3, and any officer or employee of the Department of Parks and Recreation designated a peace officer by subdivision (I) of Section 830.3, may close the area where the menace exists for the duration thereof by means of ropes, markers or guards to any and all persons not authorized by such officer to enter or remain within the closed area. If such a calamity creates an immediate menace to the public health, the local health officer may close the area where the menace exists pursuant to the conditions which are set forth above in this section.

(b) Officers of the California Highway Patrol, California State Police, police departments, or sheriff's office or officers of the Department of Forestry designated as peace officers by subdivision (f) of Section 830.3 may close the immediate area surrounding any emergency field command post or any other command post activated for the purpose of abating any calamity enumerated in this section or any riot or other civil disturbance to any and all unauthorized persons pursuant to the conditions which are set forth in this section whether or not such field command post or other command post is located near to the actual calamity or riot or other civil disturbance.

(c) Any unauthorized person who willfully and knowingly enters an area closed pursuant to subdivision (a) or (b) and who willfully remains within such area after receiving notice to evacuate or leave shall be guilty of a misdemeanor.

**(d) Nothing in this section shall prevent a duly authorized representative of any news service, newspaper, or radio or television station or network from entering the areas closed pursuant to this section.**

## **Federal Aviation Regulations**

### **Subpart B - Flight Rules Section 91.91 Temporary Flight Restrictions**

(a) Whenever the Administrator determines it to be necessary in order to prevent an unsafe congestion of sight-seeing aircraft above an incident or event which may generate a high degree of public interest, or to provide a safe environment for the operation of disaster relief aircraft, a Notice to Airmen will be issued designating an area within which temporary flight restrictions apply.

(b) When a Notice to Airmen has been issued under this section, no person may operate an aircraft within the designated area unless—

(1) That aircraft is participating in disaster relief activities and is being operated under the direction of the agency responsible for relief activities;

(2) That aircraft is being operated to or from an airport within the area and is operated so as not to hamper or endanger relief activities;

(3) That operation is specifically authorized under an IFR ATC clearance;

(4) VFR flight around or above the area is impracticable due to weather, terrain, or other considerations, prior notice is given to the Air Traffic Service facility specified in the Notice to Airmen, and enroute operation through the area is conducted so as not to hamper or endanger relief activities; or,

**(5) That aircraft is carrying properly accredited news representatives, or persons on official business concerning the incident or event which generated the issuance of the Notice to Airmen; the operation is conducted in accordance with 91.79 of this chapter; the operation is conducted above the altitudes being used by relief aircraft unless otherwise authorized by the agency responsible for relief activities; and further, in connection with this type of operation, prior to entering the area the operator has filed with the Air Traffic Service facility specified in the Notice to Airmen a flight plan that includes the following information:**

- (i) Aircraft identification, type and color.**
- (ii) Radio communications frequencies to be used.**
- (iii) Proposed types of entry and exit of the designated area.**
- (iv) Name of news media or purpose of flight.**
- (v) Any other information deemed necessary by ATC.**

**SAMPLE:**

*This is a generic format based on several cities' written Disaster Bulletins distributed to the public on a regular basis [to be determined by jurisdiction] following a disaster. This should cover most types of information that could be disseminated. Must be personalized by using jurisdiction. Verify all phone numbers and hours of operation. [Insert incident specific information in brackets. Delete this box before printing.]*

# CITY OF SIMI VALLEY

## DISASTER SERVICES BULLETIN

This bulletin is printed for the residents of Simi Valley. This bulletin will be updated [schedule]. Please contact [name] at [(xxx) xxx-xxxx] if you have important information that may assist others in the community during this disaster.

# HUMAN SERVICES

## AMERICAN RED CROSS SERVICES

Red Cross Services in the City of Simi Valley are located at:

[Location 1]

At this location the following services are available:

[meals, shelter, bottled water, clothing, first aid, utilities, family services, damage assessment, health services, mental health, limited meals, phone bank].

[Location 2]

At this location the following services are available:

[meals, shelter, bottled water, clothing, first aid, utilities, family services, damage assessment, health services, mental health, limited meals, phone bank].

The American Red Cross may be phoned at: [(xxx) xxx-xxxx].

There are/are no emergency services at [name] Park [or Recreation or Community Center].

## ADDITIONAL SHELTERS

Additional shelters are at [location]. This shelter is for [families, seniors, special needs populations, single men, etc.].

## SALVATION ARMY

At [location], The Salvation Army is providing the following services:

[meals, shelter, bottled water, clothing, first aid, utilities, family services, damage

assessment, health services, mental health, limited meals, phone bank].

The **Salvation Army** may be phoned at [(xxx) xxx-xxxx].

### **OTHER COMMUNITY SERVICE GROUP SHELTERS/ ASSISTANCE CENTERS**

At [location], the [organization, church, etc.] is providing the following services:  
[meals, shelter, bottled water, clothing, first aid, utilities, family services, damage  
assessment, health services, mental health, limited meals, phone bank].

### **FIRST AID/MEDICAL CARE**

Emergency medical care and first aid is available at the following location(s):

[location 1]: From [time AM] until [time PM].

[location 2]: From [time AM] until [time PM].

### **MENTAL HEALTH SERVICES**

L. A. County Dept. of Mental Health operates a 24-hour bilingual hotline offering referrals to County Mental Health Counselors for people experiencing distress relating to the disaster. Call [(xxx) xxx-xxxx].

### **EMERGENCY FOOD DISTRIBUTION**

Emergency food distribution is available at the following location(s):

[location 1]: From [time AM] until [time PM] on [list days available].

### **CLOTHING AND EMERGENCY SUPPLIES**

Additional distribution of clothing and emergency supplies is being held at [location] from [time AM] to [time PM] on [days].

### **CHILD CARE SERVICES**

Child care services are available at the following locations during this disaster:

[location 1]: From [time AM] to [time PM] on [days].

### **SENIOR CITIZENS SERVICES**

Senior Citizens programs are/are not available at the following locations:

[location 1]: From [time AM] to [time PM] on [days].

Services available: [meals, day care, recreation services, medical care, etc.].

### **SPECIAL NEEDS**

For disabled individuals or others with special needs, contact [agency] at [(xxx) xxx-xxxx] for additional assistance.

# GOVERNMENT SERVICES

**If you have a life threatening emergency dial 911**

## CITY HALL SCHEDULE

During the disaster period, the hours at City Hall are as follows:

Police:	Open at [time AM]	Close at [time PM]	Phone [(xxx) xxx-xxxx]
Fire:	Open at [time AM]	Close at [time PM]	Phone [(xxx) xxx-xxxx]
Public Works:	Open at [time AM]	Close at [time PM]	Phone [(xxx) xxx-xxxx]
Utilities:	Open at [time AM]	Close at [time PM]	Phone [(xxx) xxx-xxxx]
City Council offices:	Open at [time AM]	Close at [time PM]	Phone [(xxx) xxx-xxxx]
City Manager:	Open at [time AM]	Close at [time PM]	Phone [(xxx) xxx-xxxx]
Recreation:	Open at [time AM]	Close at [time PM]	Phone [(xxx) xxx-xxxx]
Parks:	Open at [time AM]	Close at [time PM]	Phone [(xxx) xxx-xxxx]
Comm.Development:	Open at [time AM]	Close at [time PM]	Phone [(xxx) xxx-xxxx]
Building & Safety:	Open at [time AM]	Close at [time PM]	Phone [(xxx) xxx-xxxx]
Other Services:	Open at [time AM]	Close at [time PM]	Phone [(xxx) xxx-xxxx]

## FEMA/OES/COUNTY

Disaster Application Centers (DACs), managed by FEMA/OES, in the City of Simi Valley are located at [location] and at [location]. The following services and/or information resources are provided: [SBA loan applications, medical, child care, mental health, Individual/Family Grants (CALDAP Program), Section 8 Housing (L A County), Food Stamps (referral), Unemployment, Disability, So Cal Edison, Water, So Cal Gas, LA County Assessor, State Board of Equalization, IRS, Veteran's Assistance, State Contractor License Board, minority business assistance—verify data as services and programs may vary by disaster.].

### County Disaster Hotline (INFO LINE)

[(xxx) xxx-xxxx]

### FEMA Teleregistration Number

To apply for Disaster Assistance:

[(xxx) xxx-xxx]

[(xxx) xxx-xxxx]/Hearing Impaired

### FEMA Disaster Helpline

For information or questions regarding applications already filed:

[(xxx) xxx-xxxx]

[(xxx) xxx-xxxx]/Hearing Impaired

### **SCHOOLS**

Elementary schools in the [name] District are/are not open. Classes will resume on [date] [or we have no information on when school will reopen]. The [name] District may be contacted at [(xxx) xxx-xxxx].

Intermediate schools in the [name] District are/are not open. Classes will resume on [date] [or we have no information on when school will reopen]. The [name] District may be contacted at [(xxx) xxx-xxxx].

High schools in the [name] District are/are not open. Classes will resume on [date] [or we have no information on when school will reopen]. The [name] District may be contacted at [(xxx) xxx-xxxx].

Adult Education and Continuation schools in the [name] District are/are not open. Classes will resume on [date] [or we have no information on when school will reopen]. The [name] District may be contacted at [(xxx) xxx-xxxx].

### **BUILDING INSPECTIONS**

If you rent or own a building that has been damaged by the [type] disaster, contact the City of Simi Valley Building & Safety Dept. at [(xxx) xxx-xxxx] to request an inspection. You may also visit the offices at [location(s)] to request an inspection.

### **WARNING SIGNS ON BUILDINGS**

If a building has been posted with a yellow or red inspection notice, contact the City of Simi Valley Building & Safety Dept. at [(xxx) xxx-xxxx] regarding entry. If a building has been tagged with a green inspection notice and there have been additional aftershocks [or other damaging activity], the building may no longer be safe. Contact the City of Simi Valley Building & Safety Dept. at [(xxx) xxx-xxxx] regarding entry if building damage is apparent.

### **EARTHQUAKE REPAIRS**

Contact the City of Simi Valley Building & Safety Dept. at [(xxx) xxx-xxxx] to obtain information regarding repairs to any damaged building or structure. Repairs may not be made without a building permit.

### **PUBLIC WORKS DISASTER ASSISTANCE**

If your residential [or small business] property has been damaged by the disaster, and you have debris on your property that is hazardous, you may be eligible for assistance from [Public Works, California Conservation Corps, etc.] to take down the hazard and for transportation of debris to the dump. For information on this program, contact [office or agency] at [(xxx) xxx-xxxx].

### **DAMAGE REPORTING**

To report the following disaster problems, call: [(xxx) xxx-xxxx]

Damaged buildings	Road closures/signal malfunction
Water trouble	Refuse collection
Street damage	Bridge damage
Storm damage to private property	Mud slide reports
Blocked storm drains/catch basins/street flooding	

Note: Referrals to the County agencies will be provided when appropriate.

### **MOBILE HOME ASSISTANCE**

Mobile home inspections in the City of Simi Valley are done by [agency]. The phone number is [(xxx) xxx-xxxx]. Their office is located at [location]. [or The City does not issue approvals for Mobile Home Parks. For State of California information on damage assessment, State inspectors, or approvals for construction/repair work, call [(xxx) xxx-xxxx].

### **SAND BAGS**

Sand bags are available at the following locations:

[list fire stations, public works locations, stores etc.]

Sand is available at the following locations:

[list public works locations, building materials dealers, etc.)

### **MUD SLIDES OR LAND SLIDES**

**Slide Hotline** is available for people to report earth movements that are threatening homes or businesses or slides that have blocked traffic. [(xxx) xxx-xxxx]

### **LIBRARY SERVICES**

Regular [City/County] library services are/are not available at all libraries.

The following [City/County] libraries are open for [regular/limited] service:

[Library 1] at [location] is open from [time AM]. to [time PM] on [days].

The Libraries are expected to open on [date].

### **RECREATION SERVICES**

Normal [or limited] City of Simi Valley recreation services are available at [name] Park [or Recreation or Community Center].

# **TRANSPORTATION**

### **BUS SERVICE**

MTA bus routes [# \_\_\_\_, \_\_\_\_, \_\_\_\_, etc.,] are/are not in regular service [or limited bus service is available on lines [# \_\_\_\_, \_\_\_\_, \_\_\_\_].

Red/Blue/Green Line trains are/are not in regular service [or limited Metro Rail service is available at [name] station(s)].

Parking is/is not available at the Metro Rail Station(s)  
Regular City of Simi Valley Transit buses are/are not providing bus service throughout the City [or in limited areas as follows:] [describe].  
Special City of Simi Valley [or MTA] shuttle bus service is available as follows: [describe].  
Bus passes are/are not available at: [list City facilities where tickets are normally sold].

## **ROAD CLOSURES**

**CHP Public Information Line** will provide road closures information for Los Angeles County highways. [(xxx) xxx-xxxx]

**Cal Trans Highway Information Network** also provides road closures information. Information is available by touch tone phones only at [(xxx) xxx-xxxx]

The following road closures are in effect due to [damage, contamination, flooding, etc.]. These closures will remain in effect indefinitely [or until [date]].

The following bridges/overpasses are closed: [list closures].

There are road closures in effect on the following roads: [list freeway #] between [major cross streets 1] and [major cross street 2]. Suggested alternate routes are: [list suggested alternate].

[list major roads] between [major cross streets 1] and [major cross street 2]. Suggested alternate routes are: [list suggested alternate].

The following [areas or streets] are closed to all but local [residents or traffic]. Drivers wishing to enter these areas must provide identification.

# **UTILITIES**

## **WATER**

Piped water is/is not available in all areas of the City of Simi Valley [or list areas where water is available through the pipes]. Water crews are working overtime [or around the clock] to restore water service. Partial restoration of water service is expected by [time/date]. Full restoration of water service is expected by [time/date].

A "BOIL WATER" order is in effect for the entire City of Simi Valley [or in the following areas until further notice.]

Bottled water is available at [location].

Bulk water is available at [location]. Please be sure to bring your own containers for this bulk water.

The [name] Water Co. [or agency] may be phoned at [(xxx) xxx-xxxx].

## **ELECTRICITY**

Electrical power is/is not available in all areas of the City [or list areas where electricity is available]. Utility crews are working overtime [or around the clock] to restore electrical service. Electricity will be available from [time] to [time]. This rationing of electrical power is expected to continue until [date]. Partial restoration of electricity is expected by [time/date]. Full restoration of electricity is expected by [time/date].

Call **Southern California Edison Co.** at [(xxx) xxx-xxxx] to report downed power lines.

### **NATURAL GAS**

Natural gas is/is not available in all areas of the City of Simi Valley [or list areas where natural gas is available]. Utility crews are working overtime [or around the clock] to restore natural gas service. Partial restoration of natural gas is expected by [time/date]. Full restoration of natural gas is expected by [time/date]. Propane fuel for gas barbecues and grills is available at [name/location].

Call **Southern California Gas Co.** at [(xxx) xxx-xxxx] to report gas leaks/problems.

### **TELEPHONE SERVICE**

Telephone service is/is not available in all areas of the City of Simi Valley [or list areas where telephone service is available]. Utility crews are working overtime [or around the clock] to restore telephone service. Partial restoration of telephone service is expected by [time/date]. Full restoration of telephone service is expected by [time/date]. Pay telephones are available at [locations].

**[Phone Co. (GTE)]** (xxx) xxx-xxxx] or [(xxx) xxx-xxxx]/Spanish.

### **TRASH PICKUP**

Trash pick up service is/is not available in all areas of the City of Simi Valley [or list areas where trash pick up service is available]. Partial restoration of trash pick up service is expected by [date]. Full restoration of trash pick up service is expected by [date]. You may dump trash at [location]. This facility is open [days] from [time AM] to [time PM].

# **MISCELLANEOUS**

### **REMAIN PREPARED**

A reminder to stay prepared as we continue to have strong aftershocks. You should keep at least one change of clothing, walking shoes, water, flashlight and other necessities [medication, first aid items, special needs items] in a place that is readily accessible.

### **STATISTICS**

[Briefly describe the event causing the disaster]

As a result of this disaster, there are:

[#] confirmed dead

[#] residential structures damaged

[#] serious injuries  
[#] persons in shelters

[#] residential structures destroyed  
[#] businesses damaged  
[#] businesses destroyed

Residential structure damages are estimated at [\$]  
Commercial / Industrial losses are estimated at [#]  
The total damage estimate at this time is [\$]

### **PUBLIC SERVICE ANNOUNCEMENTS**

Those persons that have cable television available may turn to channel [#] to receive information about disaster services.

### **ANIMAL CARE**

If you lost an animal during the [type] disaster, contact the [name] Animal Authority at [(xxx) xxx-xxxx] to see if your pet has been rescued.

If you have an animal that you are unable to properly care for, contact the [name] Animal Authority at [(xxx) xxx-xxxx] regarding temporary pet care arrangements.

### **MONEY DONATIONS**

The **American Red Cross** is in desperate need of cash donations to help provide disaster services. Please make your check payable to the ARC. Checks may be sent to:

American Red Cross  
[Address]  
[City/State/Zip Code]

**Please do not send cash!**

Credit Card Donations: [(xxx) xxx-xxxx] or  
[(xxx) xxx-xxxx]/Spanish

**Salvation Army:** [(xxx) xxx-xxxx] (Credit Card Donations)  
Salvation Army Divisional Headquarters  
900 W. 9th St.  
Los Angeles, CA 90015

### **FOOD DONATIONS**

Donations of food and clothing are being accepted at [location(s)] [or Donations of food and clothing are not being accepted at this time due to lack of storage space].

**Los Angeles Regional Food Bank:** [(xxx) xxx-xxxx]  
1734 E. 41st St.  
Los Angeles, CA 90058

**Operation USA:** [(xxx) xxx-xxxx]  
8320 Melrose Ave., Suite 200  
Los Angeles, Ca 90069

[Verify services before publicizing.] This organization is also accepting **corporate donations in bulk.**

Donations of household goods and furniture are being accepted at location(s) [or Donations of household goods and furniture are not being accepted at this time due to lack of storage space].

### **VOLUNTEERS**

All persons wishing to serve as disaster volunteers with the City should call [name] [(xxx) xxx-xxxx], or come in person to register at [location] from [hours] on [days of the week].  
or [Call the American Red Cross at [(xxx) xxx-xxxx].]  
and/or [The following organizations are assisting people with [describe].  
[List any appropriate agencies not already listed.]

### **STORES THAT ARE OPEN**

Following is a list of local stores that are open. Please contact the store directly for their hours.

- Grocery Stores
- Pharmacies
- Building Materials
- Clothing
- Housewares
- Furniture

### **ENTERTAINMENT**

The [name] theaters are open showing first run movies. The [name] amusement center is open during daylight hours. The [name] bowl is open. Etc., etc.

### **OTHER NOTICES**

A benefit for disaster victims will be held at [location] on [date] at [time].

# **WARNING !!!**

### **CON ARTISTS AND SCAMS**

While disasters bring out the best in most people, disasters are also opportunities for con artists and other criminals. Be sure that those business people that you deal with are reputable and honest. Carefully review any documents that you sign for work on your home or business. Fly-by-night contractors prey on people during a disaster. Don't pay for work until the job is done. If you have a question, contact the California State Contractors Board at [(xxx) xxx-xxxx] or your local Better Business Bureau. If you believe that you are the victim of a scam, immediately contact the Police Department/[name] Sheriff's Station at [(xxx) xxx-xxxx].

# **FINANCIAL ASSISTANCE**

### **SMALL BUSINESS ASSISTANCE**

In addition to services provided by FEMA and OES, special assistance programs for small businesses affected by the disaster are available at:

### **INSURANCE QUESTIONS ? ? ?**

An insurance industry [or specific insurance company] hot line has been set up for questions regarding insurance losses. The phone number is [(xxx) xxx-xxxx]. This line is open [hours] a day.

### **INSURANCE**

#### **State Insurance Commissioners Office: [(xxx) xxx-xxxx]**

People who may have questions about what is covered through their homeowners and business insurance policies may call. The line is staffed [list days] from [time AM] to [time PM].

#### **State Insurance Consumer Hotline: [(xxx) xxx-xxxx]**

The hotline provides information about insurance policies or instructions on how to make a new insurance claim for disaster damage.

### **WHO SHOULD APPLY FOR ASSISTANCE**

[describe disaster damage, such as:]

- √ People who sustained damage from water entering through the floor/ground
- √ People who sustained damage from water entering through the roof as a result of earthquake damage that has not yet been corrected

People who have damage from leaks in the roof (not a result of the earthquake) are not eligible for FEMA funds.

### **CONTRACTORS**

#### **California State License Board Disaster Hotline: [(xxx) xxx-xxxx]**

The hotline provides information and assistance to homeowners in locating a licensed contractor to repair damages to their property. The line is staffed [list days] from [time AM] to [time PM].

### **DISASTER RECOVERY TIPS**

Provided by the American Red Cross

- √ Contact your insurance agent
- √ Report to your nearest Red Cross Service Center or call your local Red Cross Chapter
- √ Apply for federal assistance (FEMA)
- √ Take an inventory of items needed to begin recovery (basic items first)
- √ Take an inventory of financial resources
- √ Keep an inventory of financial resources
- √ Take an inventory of your support systems—family, friends, neighbors, co-workers to help
- √ Take care of your mental health

### **FEMA**

FEMA Teleregistration will assist people who sustained damage from the disaster. Apply by telephone for financial assistance. [(xxx) xxx-xxxx] or [(xxx) xxx-xxxx]/Hearing Impaired

### **DPSS/IMMEDIATE NEEDS**

People who are receiving AFDC and sustained damage from the disaster may be eligible for financial assistance through the Immediate Needs program. People should apply through their eligibility worker.

### **HOMELESS ASSISTANCE**

Families that are eligible for AFDC and have not received Homeless Assistance within the last 24 months and are displaced as a result of the disaster may be eligible for this program. People should apply through their eligibility worker.

### **SALVATION ARMY CLEAN-UP KITS**

The agency is also providing free clean-up kits for families whose homes were damaged from the disaster. To request a clean-up kit people must show proof of living in an area that has reported damage. The kits include items such as buckets, gloves, mop, broom, sponges and cleaning products. Call [(xxx) xxx-xxxx] for the nearest office.

### **SOCIAL SECURITY**

People who receive social security and need assistance with their case may call the social security teleservice number at [(xxx) xxx-xxxx].

### **VETERANS ASSISTANCE**

Veterans may receive assistance with insurance settlements and other disaster related services.

### **INCOME TAX ASSISTANCE**

People who sustained damage from the disaster and need assistance with their income tax returns may call for advice. The hours are [list days] from [time AM] to [time PM]. [(xxx) xxx-xxxx] or [(xxx) xxx-xxxx]/Hearing Impaired

### **LEGAL ASSISTANCE**

#### **State Bar of California's Legal Information Line**

The information lines assist people with legal matters relating to the disasters. The line will make referrals to assigned volunteer lawyers when appropriate. Volunteer lawyers will provide free legal advice. Referrals are also available for cases that required future assistance with fees involved. [(xxx) xxx-xxxx]

### **PROPERTY TAX ASSISTANCE**

If your property was damaged by this disaster, you may be eligible for property tax relief. Call the **Los Angeles County Assessor** for Misfortune and Calamity information at [(xxx) xxx-xxxx].

### **EMERGENCY HOUSING**

People who are in need of housing as result of the disaster should call or visit the [Chapter] of the American Red Cross. [(xxx) xxx-xxxx].

### **THANK YOU!    THANK YOU!    THANK YOU!**

The residents of the City of Simi Valley have pitched in beautifully to help each other deal with the response and recovery during this disaster. While we are all tired and stressed, we should be very proud of ourselves and optimistically move forward to a speedy recovery.

***SAMPLE: This is a generic format based on several cities' written employee briefings given to staff (especially field workers) on a regular basis [to be determined by city] following a disaster to enable them to answer questions by the general public. Must be personalized by using jurisdiction. Verify all phone numbers and hours of operation before publishing. [Insert incident specific information in brackets. Delete this box before printing.]***

## CITY OF SIMI VALLEY

### EMPLOYEE EMERGENCY SERVICES INFORMATION

Date: \_\_\_\_\_

Page: \_\_\_\_\_

This bulletin has been prepared for all City of Simi Valley employees. This information is for your personal use and for your family members. Please refer to the City's "**Emergency Information Bulletin**" for current information on the status of the City and where to refer outside calls for services. This bulletin will be updated on a [schedule] basis. The next bulletin should be ready for distribution on [time/date]. Please contact [name] at [(xxx) xxx-xxxx] if you have important information that your department head agrees would benefit the public. Attached is a list of frequently requested numbers that you should keep handy for referrals you may need to make.



### WORK SCHEDULES

Emergency work schedules will continue until at least [date]. As soon as conditions allow, on a department by department basis, disaster overtime will be reduced to allow employees to spend more time with their families.

### RED CROSS ASSISTANCE

Red Cross relief operations report that over [#] families have sought Red Cross assistance. Close to [#] meals have been served to victims and relief workers. [#] shelters were opened. [#] shelters will remain open through [date]. [#] volunteers and paid staff workers have assisted the relief efforts. \$[#] has been raised through major donations by the Red Cross.

Red Cross Services in the City of Simi Valley are located at:

[location 1]:

At this location the following services are available:

[meals, shelter, bottled water, clothing, first aid, utilities]

[location 2]:

At this location the following services are available:

[family services, damage assessment, health services, mental health, limited

meals, phone bank]

Normal recreation services are available at [location].

### **FEMA/OES/COUNTY**

Disaster Application Centers (DACs) managed by FEMA/OES in the City of Simi Valley are located at [location(s)]. The following services or resource information are provided: [SBA loan applications, medical, child care, mental health, Individual/Family Grants (CALDAP Program), Section 8 Housing (L A County), Food Stamps (referral), Unemployment, Disability, So Cal Edison, Water, So Cal Gas,, LA County Assessor, State Board of Equalization, IRS, Veteran's Assistance, State Contractor License Board, minority business assistance—verify data as services and programs may vary by disaster].

### **TRANSPORTATION**

MTA bus routes [# \_\_\_\_, \_\_\_\_, \_\_\_\_, etc.] are/are not in regular service [or limited bus service is available on lines [# \_\_\_\_, \_\_\_\_, \_\_\_\_].

Red/Blue/Green Line trains are/are not in regular service [or limited Metro Rail service is available at [name] station(s)].

Parking is/is not available at the Metro Rail Station(s).

Regular City Transit buses are/are not providing bus service throughout the City [or in limited areas as follows:] [describe]

Special City [or MTA] shuttle bus service is available as follows: [describe]

Bus passes are/are not available at [list City facilities where tickets are normally sold].

Special carpool arrangements FOR CITY EMPLOYEES ONLY can be made through the [name] office.

### **WATER**

Piped water is/is not available in all areas of the City [or list areas where water is available through the pipes].

Water crews are working overtime [or around the clock] to restore water service.

Partial restoration of water service is expected by [time/date].

Full restoration of water service is expected by [time/date].

A "BOIL WATER" order is in effect for the entire City [or the following areas] until further notice.

Bottled water is available at [location].

Bulk water is available at [location]. Please be sure to bring your own containers for this bulk water.

### **ELECTRICITY**

Electrical power is/is not available in all areas of the City [or list areas where electricity is available]. Utility crews are working overtime [or around the clock] to restore electrical service.

Electricity will be available from [time] to [time]. This rationing of electrical power is expected to continue until [date].

Partial restoration of electricity is expected by [time/date].  
Full restoration of electricity is expected by [time/date].

### **NATURAL GAS**

Natural gas is/is not available in all areas of the City [or list areas where natural gas is available].  
Utility crews are working overtime [or around the clock] to restore natural gas service.  
Partial restoration of natural gas is expected by [time/date].  
Full restoration of natural gas is expected by [time/date].  
Propane fuel for gas barbecues and grills is available at [location].

### **TELEPHONE SERVICE**

Telephone service is/is not available in all areas of the City [or list areas where telephone service is available]. Utility crews are working overtime [or around the clock] to restore telephone service. Partial restoration of telephone service is expected by [time/date].  
Full restoration of telephone service is expected by [time/date].  
Pay telephones are available at [location].

### **GASOLINE**

Gasoline [and methanol, LPG, diesel fuel] is available at [location].  
To purchase gasoline [and diesel fuel] you must show your employee I.D. card **and** vehicle registration. **Only employees' vehicles used for getting to and from work may be fueled during this crisis.**

### **TRASH PICKUP**

Trash pick up service is/is not available in all areas of the City [or list areas where trash pick up service is available]. Partial restoration of trash pick up service is expected by [date]. Full restoration of trash pick up service is expected by [date]. You may dump trash at [location]. This facility is open from [time] to [time].

### **FIRST AID/MEDICAL CARE**

Emergency medical care and first aid is available at the following location(s):  
[location 1: From [time AM] until [time PM]]  
[location 2: From [time AM] until [time PM]]

### **EMERGENCY FOOD DISTRIBUTION**

Emergency food distribution **FOR EMPLOYEES AND THEIR FAMILIES ONLY** is available at the following location(s):

[location 1]: From [time] AM until [time] PM Employee Identification is required. This food distribution for employees and their families is being sponsored by the Miscellaneous Employees Union Local 123 and the Police Officers Assn Local 456 and the Firefighters Union Local 789, etc.

Emergency food distribution [open to the general public] is available at the following location(s):  
[location 1]: From [time ] AM until [time] PM

## **CLOTHING AND EMERGENCY SUPPLIES**

SEE AMERICAN RED CROSS INFORMATION ON PAGE # \_\_\_\_

### **SPECIAL CIRCUMSTANCES**

Any employee who is experiencing personal difficulties in coping with this crisis should contact [name] at [(xxx) xxx-xxxx] to confidentially discuss or seek resolution to their needs.

### **REMAIN PREPARED**

A reminder to stay prepared as we continue to have strong aftershocks. You should keep at least one change of clothing, walking shoes, water, flashlight, and other necessities (medication, first aid items, special needs items) in a place accessible to you, such as your car, or in a duffle bag in your office or locker. Because we are public employees, we are the first line of response for our residents. As most of us have discovered after this disaster, we can certainly be better prepared at both home and at work.

### **COMMENTS AND SUGGESTIONS**

As we proceed to the recovery mode, your ideas and comments on how to improve our emergency response planning are important to us. Please send your "**Ideas For a Better Way**" to the Emergency Services Coordinator, your supervisor or any management personnel with whom you are comfortable.

## **THANK YOU! THANK YOU! THANK YOU!**

All City employees have pitched in beautifully to help each other and our residents deal with the response and recovery during the disaster. While we are all a little tired, we should be very proud of ourselves and optimistically move forward to a speedy recovery.



## STATUS LOGS

Following are sample status logs to assist PIO staff in collecting and releasing information to the news media. Maps of the disaster area should also be on hand.

### PIO STATUS LOG

Date and Time of Last Update:		
Time and Magnitude of Disaster:		
# Fatalities	# Injuries	# Displaced
# Buildings/Homes Damaged	# Buildings/Homes Destroyed	
Location of Open Shelters:		
Location of Open Gas Stations:		
General Information:		
Weather Forecast:		
Local Emergency Proclaimed: <input type="checkbox"/> Yes <input type="checkbox"/> No    Date _____ Time _____		
Request for Gubernatorial Proclamation: <input type="checkbox"/> Yes <input type="checkbox"/> No    Date _____		
Gubernatorial Emergency Proclaimed: <input type="checkbox"/> Yes <input type="checkbox"/> No    Date _____		
Presidential Declared: <input type="checkbox"/> Yes <input type="checkbox"/> No    Type: Major Disaster/Emergency Date _____		

### TRANSPORTATION

Type	Closed	Restricted	Open
Roads			
Bridges/Overpasses			
Airports			
Rail			
Other			

### UTILITIES

Type	Disrupted?	# of Disruptions or Breaks	Area	Precautions
Gas				
Electricity				
Water				
Telephone				
Other				

### VOLUNTEER SERVICES

Organization	Where to Call

### SCHOOLS

Schools	Status	Comments
<i>(List each school in city)</i>		

### MEDICAL/HEALTH/MASS CARE STATUS

	Number	Hospitalized	Number Treated and Released
Injuries			
Fatalities			

Hospitals	Open	Closed	Type of Damage/Limitations	Transferring Patients To
<i>(List each hospital in city)</i>				

	Number	Locations	No. Persons Cared For
Casualty Collection Points			
Mass Care Shelters			

## **SAMPLE MESSAGES FOR RELEASE TO THE PUBLIC AND MEDIA**

### **EARTHQUAKE:**

- No Information Available
- Update on Earthquake
- Summary Statement on Earthquake

### **HAZARDOUS MATERIALS:**

- Unidentified Spill/Release in Heavy Traffic Area
- Low Hazard/Confined Spill/Release—No General Evacuation
- High Hazard Spill/Release—General Evacuation Requested/Mandatory
- Summary Statement—Hazardous Material Incident

### **FLOODING:**

- Roads Closed
- Approved Viewing Spots
- Evacuation Ordered Flooding

### **DAM FAILURE:**

- Small Dam Crack
- Evacuation Ordered—Dam Failure

## **SAMPLE RADIO MESSAGE**

### **EARTHQUAKE**

#### **NO INFORMATION AVAILABLE**

This is (*identify presenter*) \_\_\_\_\_ at the \_\_\_\_\_. An earthquake of undetermined magnitude has just been felt in the \_\_\_\_\_ area. At this time we have no confirmed reports of injuries or damage. Police and fire units are responding to the area. We will keep you updated as reports come in. Meanwhile, be prepared for aftershocks. If shaking begins again and you can safely do so, quickly seek shelter under a sturdy piece of furniture. Avoid dangerous objects such as tall, unsecured bookcases, mirrors and windows. If your house has been damaged and you smell gas, shut off the main gas valve. Switch off electrical power if you suspect damage to the wiring. Do not use your telephone unless you need emergency help. Check your house for damage. Leave your house only if it is severely damaged.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it.

## **SAMPLE RADIO MESSAGE**

### **EARTHQUAKE**

#### **UPDATE ON EARTHQUAKE**

This is (*identify presenter*) \_\_\_\_\_ at the \_\_\_\_\_. The magnitude of the earthquake which struck the \_\_\_\_\_ area at \_\_\_\_ today has been determined to be \_\_\_\_\_. The epicenter has been fixed at \_\_\_\_\_ by (*scientific authority*)

This office has received reports of \_\_\_\_\_ deaths (*confirmed by coroner*), \_\_\_\_\_ injuries, and \_\_\_\_\_ homes damaged. No dollar damage figure is yet available. Police and fire units are on the scene to assist residents.

*(Continue with summary of situation.)*

Aftershocks continue to be felt in the area. If you feel shaking and it is safe to do so, quickly seek shelter under a sturdy piece of furniture. Avoid danger spots. Do not use your telephone unless you need emergency help.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it.

## SUMMARY STATEMENT FOR MEDIA

### EARTHQUAKE

At approximately \_\_\_ today, a magnitude \_\_\_ earthquake struck the \_\_\_\_\_ area, with its epicenter at \_\_\_\_\_. Fire and police units were immediately dispatched to assess injuries and damage.

*(Indicate injuries, deaths (confirmed by the Coroner), property damage, fires, etc., reported to date.)*

\_\_\_\_\_ aftershocks were felt, the largest occurring at *(time)* \_\_\_\_\_. No additional damage was reported *(or specify damage)*.

Over \_\_\_ response personnel from police and fire agencies were called into action, and the staff of the County/City Office of Emergency Services were put on emergency status. The Red Cross opened shelters at \_\_\_\_\_ for persons unable to remain in their homes and reported lodging and feeding over \_\_\_ persons. At *(time)* \_\_\_\_\_ on *(date)* \_\_\_\_\_, the County Board of Supervisors/City Council proclaimed the existence of a Local Emergency and requested that the Governor proclaim a State of Emergency. The Board/Council also asked the Governor to request the President to declare a Major Disaster/Emergency. Damage to private and public buildings has been estimated to exceed \$\_\_\_\_\_.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it.

## **SAMPLE RADIO MESSAGE**

### **HAZARDOUS MATERIAL INCIDENT**

#### **UNIDENTIFIED SPILL/RELEASE IN HEAVY TRAFFIC AREA**

This is (*identify presenter*) \_\_\_\_\_ at the \_\_\_\_\_. An unidentified substance which may be hazardous has been spilled/released at (*specific location*) \_\_\_\_\_. Please avoid the area, if possible, while crews are responding. The best alternate routes are \_\_\_\_\_.

If you are already in the area, please be patient and follow directions of emergency response personnel. The substance will be evaluated by specially trained personnel, and further information will be released as soon as possible.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it.

Thank you for your cooperation.

## SAMPLE RADIO MESSAGE

### HAZARDOUS MATERIAL INCIDENT

#### LOW HAZARD/CONFINED SPILL/RELEASE—NO GENERAL EVACUATION

This is (*identify presenter*) \_\_\_\_\_ at the \_\_\_\_\_. A small amount of \_\_\_\_\_, a hazardous substance, has been spilled/released at \_\_\_\_\_. Streets are blocked, traffic is restricted, and authorities have asked residents in the immediate \_\_\_\_\_ block area to evacuate. Please avoid the area. The material is slightly/highly toxic to humans and can cause the following symptoms: \_\_\_\_\_. If you think you may have come in contact with this material, you should (*give health instructions and hotline number, if available*) \_\_\_\_\_. For your safety, please avoid the area if at all possible. Alternate routes are \_\_\_\_\_ and traffic is being diverted. If you are now near the spill/release area, please follow directions of emergency response personnel. Cleanup crews are on the scene.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it.

Thank you for your cooperation.

(Suggest EBS use; request repeated broadcast.)

## SAMPLE RADIO MESSAGE

### HAZARDOUS MATERIAL INCIDENT

#### HIGH HAZARD SPILL/RELEASE—GENERAL EVACUATION REQUESTED/MANDATORY

This is (*identify presenter*) \_\_\_\_\_ at the \_\_\_\_\_. A large/small amount of \_\_\_\_\_, a highly hazardous substance, has been spilled/released at \_\_\_\_\_. Because of the potential health hazard, authorities are requesting/requiring all residents within \_\_\_ blocks/miles of the area to evacuate. If you are (*give evacuation zone boundaries*) \_\_\_\_\_, you and your family should/must leave as soon as possible/now. Go immediately to the home of a friend or relative outside the evacuation area or to (*indicate shelter*) \_\_\_\_\_.

If you can drive a neighbor who has no transportation, please do so. If you need transportation, call \_\_\_\_\_. Children attending the following schools: (*list*) \_\_\_\_\_  
\_\_\_\_\_ will be evacuated to: \_\_\_\_\_.

Do not drive to your child's school. Pick your child up from school authorities at the evacuation center.

Listen to this station for instructions.

The material is highly toxic to humans and can cause the following symptoms: \_\_\_\_\_. If you are experiencing any of these symptoms, seek help at a hospital outside the evacuation area, or at the evacuation center at \_\_\_\_\_.

To repeat, if you are in the area of \_\_\_\_\_ you should/must leave, for your own safety. Do not use your telephone unless you need emergency assistance.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it.

## SUMMARY STATEMENT FOR MEDIA

### HAZARDOUS MATERIAL INCIDENT

#### (TO BE ADAPTED ACCORDING TO THE SITUATION)

At approximately \_\_\_\_\_ a.m./p.m. today a spill/release of a potentially hazardous substance was reported to this office by *(a private citizen, city employee, etc.)* \_\_\_\_\_

\_\_\_\_\_.  
*(Police/fire)* units were immediately dispatched to cordon off the area and direct traffic. The material was later determined to be *(describe)* \_\_\_\_\_, a (hazardous/harmless) (chemical/substance/material/gas) which, upon contact, may produce symptoms of \_\_\_\_\_.

Precautionary evacuation of the \_\_\_\_\_  
*(immediate/X\_\_-block)* area surrounding the spill was *(requested/required)* by *(agency)* \_\_\_\_\_.

Approximately *(number)* \_\_\_\_\_ persons were evacuated.

Clean-up crews from *(agency/company)* \_\_\_\_\_ were dispatched to the scene, and normal traffic had resumed by *(time)* \_\_\_\_\_, at which time residents were allowed to return to their homes. There were no injuries reported *(or)* \_\_\_\_\_ persons, including *(no. of)* \_\_\_\_\_ *(fire/police)* personnel, were treated at area hospitals for \_\_\_\_\_ and *(all, number)* \_\_\_\_\_ were later released. Those remaining in the hospital are in \_\_\_\_\_ condition.

Response agencies involved were \_\_\_\_\_.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it.

## SAMPLE RADIO/TV MESSAGE

### FLOODING

### ROADS CLOSED

This is (*identify presenter*) \_\_\_\_\_ from the \_\_\_\_\_. The recent storm has caused severe/moderate flooding in several/many areas of the city/county. As of \_\_\_\_ today, the following roads/streets have been closed by law enforcement officials: \_\_\_\_\_

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Please avoid these roads/streets. If you must travel, use alternate routes. Avoid all coastal roads.

Again, those roads/streets which have been closed are \_\_\_\_\_

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Please stay tuned to this station for additional road closure information.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it.

## **SAMPLE RADIO/TV MESSAGE**

### **FLOODING**

#### **APPROVED VIEWING SPOTS**

This is *(identify presenter)* \_\_\_\_\_ from the \_\_\_\_\_. The following storm-damaged areas are still extremely hazardous and should be avoided: \_\_\_\_\_

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Please do not try to sightsee in these areas. You could be hurt.

Again, please avoid the storm-damaged areas, flood control channels and streams. You may place your life and that of others in danger.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it.

Thank you for your cooperation.

## SAMPLE RADIO/TV MESSAGE

### FLOODING

#### EVACUATION ORDERED

(To be announced by local authority.)

This is (*identify presenter*) \_\_\_\_\_. The flooding situation continues in parts of the City of Simi Valley and may worsen. For your safety, I am asking that you leave the (*give boundaries of local area, evacuation ~~area~~ zone*) \_\_\_\_\_ as possible.

Be sure to take essential items—medicine, special foods, personal items, baby supplies, clothing, money, and valuable papers—but do not overload your car. Secure your home before you leave. Be sure to check on any neighbors who may need assistance.

If you cannot stay with relatives or friends outside of the evacuated area, go to (one of) the Red Cross shelter(s) at \_\_\_\_\_

Pets will not be allowed in Red Cross shelters. If you cannot make arrangements for someone outside the evacuated area to take care of your pet, (*give instructions*) \_\_\_\_\_

Do not allow your pet to run loose. If you cannot make arrangements for your large animals, (*give instructions*) \_\_\_\_\_

If you have no means of transportation or if you are physically unable to evacuate on your own, ask a neighbor to assist you or call \_\_\_\_\_. Otherwise, please do not use your telephone except to report an emergency.

I repeat. If you live in the (*give boundaries*) \_\_\_\_\_ area, you are requested/required to evacuate for your own safety. Stay tuned to this station for more information and instructions.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it.

Thank you for your cooperation and your courtesy to others. Repeat complete message.

## **SAMPLE RADIO MESSAGE**

### **DAM FAILURE**

#### **SMALL DAM CRACK**

This is (*identify presenter*) \_\_\_\_\_ at the \_\_\_\_\_. We have reports of a small crack in the \_\_\_\_\_ dam. At this time this information is unconfirmed. \_\_\_\_\_ units are responding to the area. We will keep you updated. Please do not use your telephone unless you need emergency help.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it.

Stay tuned to this station for emergency instructions and information on the situation.

## SAMPLE RADIO/TV MESSAGE

### DAM FAILURE—EVACUATION ORDERED

(To be announced by Chairman, Board of Supervisors,  
Mayor, Police Chief, or other local authority.)

This is *(identify presenter)* \_\_\_\_\_. The crack in the \_\_\_\_\_ dam appears to be growing larger. \_\_\_\_\_ have warned that complete rupture could occur within the next few days/few hours/week. For your safety, I am asking that you leave the *(give boundaries of threatened area and evacuation routes)* \_\_\_\_\_ area as soon as possible. The Red Cross is setting up shelters at \_\_\_\_\_. If you cannot stay with relatives or friends outside the evacuation area, go to one of these shelters.

Take only essential items—medicine, special foods, personal items, baby supplies, clothing, money, and valuable papers. **Do not overload your car.** Secure your home before you leave. Lock windows and doors, turn off water and gas, and disconnect all electrical appliances except refrigerators and freezers. Be sure you have a full tank of gas.

Pets will not be allowed in Red Cross shelters. If you cannot make arrangements for someone outside the evacuation area to take care of your pet, *(give instructions)* \_\_\_\_\_

Do not allow your pet to run loose. If you cannot make arrangements for your large animals, *(give instructions)* \_\_\_\_\_

If you have no means of transportation, ask help from a neighbor or friend, or walk to one of the following pickup points: \_\_\_\_\_

Bring only what you can carry. A bus will take you to a Red Cross shelter. If you are physically unable to go to one of the pickup points, call \_\_\_\_\_ Otherwise, please do not use your telephone. Lines must be kept free.

These instructions will continue to be repeated, along with additional information about the emergency situation.

If you know of someone who is unable to understand, see, or hear this message, please tell them about it.

Stay tuned to this station.

Please remain calm. Your cooperation and courtesy to others will help us to evacuate the area safely and quickly.

## **PART THREE—MANAGEMENT**

### **TABLE OF CONTENTS**

1. PIO Information
2. EOC Information
3. Policy Issues

## **PART THREE—MANAGEMENT**

### **PIO MATERIALS**

#### **TABLE OF CONTENTS**

The Public Information Officer

EPI Priorities

Media Relations

Listing of PIOs

Media Phone List—Radio/TV

Media Contact List—Print

Miscellaneous Services Contacts—Printing Plants and Translators

Get Away Kit for On-Scene PIO Team

Media Accreditation Procedures

Media Access Regulations

Sample Community Disaster Assistance Information

Sample Employee Briefing

Sample EPI Release Log

Sample EPI Status Logs

Sample Messages for Release to the Public and Media

## **PART THREE—MANAGEMENT**

### **EOC MATERIALS**

#### **TABLE OF CONTENTS**

Emergency Notification and Scheduling Procedures

EOC Set Up Procedures

EOC Visitor Control Procedures

## **PART THREE—MANAGEMENT**

### **EOC MATERIALS**

#### **TABLE OF CONTENTS**

1. Emergency Notification and Scheduling Procedures
2. EOC Set Up Procedures
3. EOC Visitor Control Procedures

## EMERGENCY SCHEDULING AND NOTIFICATION (CPG-54)

In the event of a major disaster, or at the direction of an Incident Commander, this Emergency Scheduling Plan will be put into effect. In the event of an earthquake, or other sudden disaster, scheduling will be put into effect automatically. In the case of a pre-planned event that involves a Law Enforcement Tactical Plan and Alert Phases, the Emergency Scheduling Plan will be put into effect at Phase 2, (Mobilization of Resources). This will be done by the acting Incident Commander, or highest ranking on-duty official.

The following is covered in this document:

- How notification is carried out.
- What shifts and assignments are automatic.
- How shifts are changed.
- How release notification is given.

It is important that all employees and supervisors are aware of their position in the scheduling plan, especially in the case of assignment changes. Emergency Scheduling is based upon regular position assignment, not individuals. These assignments may be changed as an incident develops, or as needs are assessed. Emergency assignments allow employees to know when to respond during disaster operations and minimize the amount of phone calls necessary. This policy does not affect the handling of smaller, local emergencies. These will be handled by on-duty units, mutual aid, and/or limited call-out of off-duty officers.

If employees are unable to report to their regular facility or alternate staging area, they are encouraged to report to the closest local jurisdiction to register as a Disaster Services Worker. All employees are declared to be Disaster Services Workers by Section 3100 of Chapter 8 of Division 4 of Title 1 of the Government Code.

### **Notification:**

The Police Department Watch Commander is the 24 hour point of contact for warnings and emergency notification of city staff. The on-duty Watch Commander is responsible for communicating the need to activate this plan with the Chief of Police and City Manager. In their absence, the Watch Commander is authorized to activate this plan. Notification of necessary staff is shown in the attached chart.

### **Shift Assignments/Changes:**

Shifts are changed at the listed 12 hour intervals until the Emergency Scheduling Plan is deactivated. The shift change allows for ½ hour overlap to brief incoming personnel.

### **Deactivation:**

Deactivation is called for by the EOC Director.

## **EOC VISITOR CONTROL PROCEDURES**

Visitors wishing to enter the Emergency Operations Center during an actual emergency or disaster must fill out a Visitation Request Form (**attached**), which may be obtained at the EOC entrance.

All Visitation Request Forms will be reviewed by the *EOC Coordinator*. Only those visitors whom the *EOC Coordinator* determines will benefit the emergency operations effort will be allowed in to the Emergency Operations Center. This might include, but is not limited to: local company officials, representatives from other cities, etc.

All visitors must remain within the Visitor Control Area while in the EOC unless directed to do otherwise by City EOC staff.

**CITY OF SIMI VALLEY  
EOC VISITATION REQUEST FORM**

**DATE** \_\_\_\_\_

**NAME** \_\_\_\_\_  
(please print)

**ADDRESS** \_\_\_\_\_

**TELEPHONE (Work)** \_\_\_\_\_ **(Home)** \_\_\_\_\_

**ORGANIZATION REPRESENTED** \_\_\_\_\_

**REASON FOR REQUEST** \_\_\_\_\_

I understand that completion of this form does not constitute an agreement, expressed or implied, to permit me to enter the Emergency Operations Center (EOC).

If granted permission to enter the EOC, I agree to remain in the Visitor Control Area while in the EOC unless I am directed elsewhere by EOC staff. Further, I understand that visitation privileges may be terminated at any time and I agree to leave promptly upon notification of the termination of visitation privileges.

\_\_\_\_\_  
Signature

Signature of Authorizing Employee \_\_\_\_\_

Time In \_\_\_\_\_ Time Out \_\_\_\_\_ Areas Visited \_\_\_\_\_

## **EOC SET-UP PROCEDURES**

### **IF INSIDE BUILDING:**

- Evaluate damage and need for evacuation.

### **IF OUTSIDE BUILDING:**

- Examine the site and building from the outside for signs of damage.
- Contact Building and Safety immediately for a critical facility inspection.
- Use extreme caution in entering a building that appears to be damaged.
- Never enter a damaged building alone.

### **DAMAGED BUILDING CHECKLIST**

- IF NATURAL GAS LEAK IS SUSPECTED IN BUILDING, EVACUATE BUILDING AND ESTABLISH A SAFETY PERIMETER OUTSIDE.**
- MAJOR DAMAGE—APPEARS TO BE STRUCTURALLY UNSOUND:**  
Notify the Watch Commander, Chief of Police and the City Manager and prepare to move to alternate site. Do not attempt to salvage equipment or enter the building until cleared to do so by a structural engineer. **When able to enter building, check for:**
  - gas leaks
  - water leaks
  - non-structural hazards
- MINOR OR NO DAMAGE—**  
**Check for:**  gas leaks  water leaks  non-structural hazards
  - **USING COMMERCIAL POWER**  
Follow activation checklist.
  - **NO COMMERCIAL POWER**  
The Police Facility is equipped with an emergency generator that is designed to turn on when commercial power fails.
  - **USING GENERATOR POWER**  
If the Police generator turns on the EOC will have full power capabilities. If it fails to turn on then it will be necessary to utilize the portable generators located in the Emergency Services Storage cage in the parking garage. The generators are to be placed outside of the EOC in the West parking lot and started. Utilize electrical power cords to run the power to the EOC for lighting. Portable generator power is not stable enough to use for computers and other sensitive equipment.

## **If primary EOC is damaged or unusable, post information regarding location of alternate EOC.**

### **EOC EQUIPMENT SET-UP**

All equipment needed for EOC set-up is stored in the EOC storage room (Police Room #210) and behind the fold-away wall in EOC-A. The key to open the storage room door is located in the Watch Commander's Office and the Emergency Services Coordinators Office. The walls in EOC-A may be open with the handle hanging on a hook on the left side of the white board in EOC-A.

The first person that arrives at the EOC is to begin setting up the EOC.

Arrange tables and chairs according to the diagram on page 4.

Ensure you have dial tone for all phones.

Set up the EOC check-in near the entrance of the EOC and get the sign-in log out of the left hand alcove (in EOC-A).

### **EOC SECTION/UNIT SUPPLIES**

Take out the boxes labeled with Section/Branch/Unit names and place them on the corresponding Section tables in the EOC. (Boxes should contain appropriate EOC position checklists, supplies, appropriate forms, etc.)

### **COMMUNICATIONS**

Turn on all radios and insure that they are functional. The radios include:

- Simi Valley Police Department base stations (2)
- Ventura County Fire Department base station
- Three RACES base stations (radios to be operated only by RACES members)
- Simi Valley Department of Public Works base station

Set up a message center and place the Message Center sign above it. Place the appropriate forms at the Message Center

### **VESTS**

Remove the box marked "Vests" from the supply cabinet/storage room. Vests are to be used for identification purposes. These vests are color coded with the position on the back of the vest. Place the vests at the appropriate section chairs.

## **PERSONNEL**

Verify that key EOC personnel have been contacted.

Verify that EOC security has been posted at the entrance.

Assist in EOC support.

Ensure that EOC Visitation Request Forms are available at the door with instructions for use.

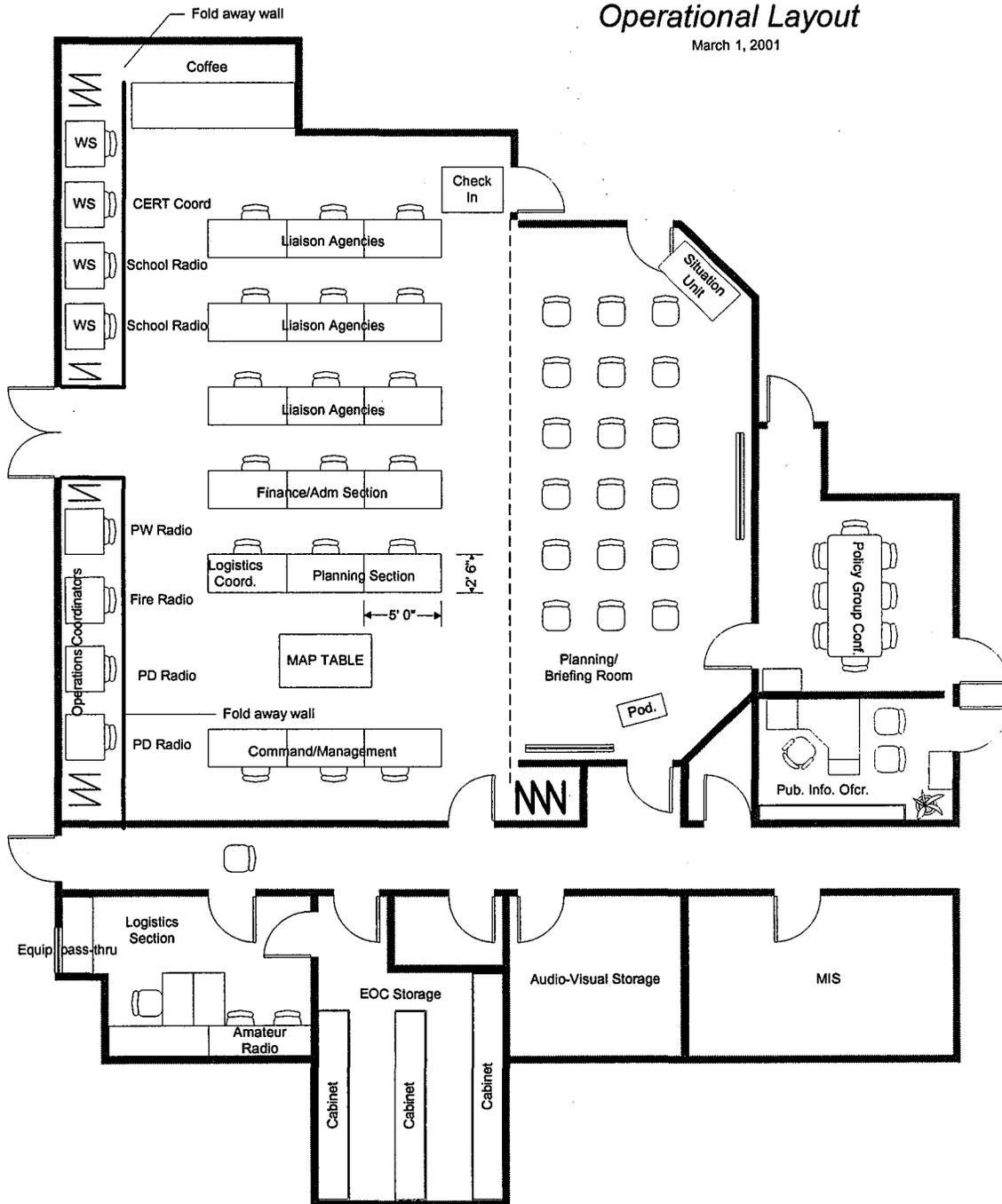
## **COMFORT**

Make a large pot of coffee for EOC personnel.

# CITY OF SIMI VALLEY EOC DIAGRAM

## Emergency Operations Center Operational Layout

March 1, 2001



## **PART THREE—MANAGEMENT**

### **POLICY ISSUES**

#### **TABLE OF CONTENTS**

1. Disaster Reporting to Work Policy
2. Family and Child Care (see Part Three—Logistics)
3. Paid meals for Disaster Workers (see Part Three—Logistics/Feeding Operations)
4. Building and Safety Issues (see Operations/Building and Safety—Post-Earthquake  
Building Permits)

## **REPORTING TO WORK FOLLOWING A DISASTER DURING NONWORKING HOURS**

Because earthquakes happen suddenly and can disrupt telephones and other means of communication, the City may not be able to initiate its telephone alert list of response personnel. It is essential, therefore, that each department develop predesignated emergency assignments, work locations, and policies regarding which employees will report automatically for work during off-duty hours when an earthquake or other major emergency occurs, and which employees will remain on standby. This type of planning will assist the City of Simi Valley in delivering service to its citizens in an orderly and timely fashion.

### **REPORTING AFTER AN EARTHQUAKE**

#### **Emergency Response Options:** (may need to be department specific)

If an earthquake occurs during off-duty hours, the following guidelines will be used:

- ▣ If you feel an earthquake, turn on your radio/television for reports of damage.
- ▣ If telephone lines are inoperative, local radio and/or television stations should be monitored.
- ▣ If an 5.0 M earthquake occurs within a five mile radius of the City of Simi Valley or if there are reports of damage within the City, the City EOC will be activated. Personnel from the Police, Fire, Public Works and Building and Safety Departments will report to their emergency assignments and locations. Department heads will report to the EOC where additional staffing needs will be determined.
- ▣ If telephone systems are out and radio/television information is not available, all employees should report to their emergency assignments and locations ASAP.
- ▣ If you are physically able, and after you have completed critical personal and family emergency responsibilities, you are expected to return to work following a major disaster.
- ▣ Before leaving home and on your way to work, listen to the radio for any emergency updates and routing instructions. Take note of any damage you see en route that may impact the City. This information may be valuable in assessing the total damage in the City and surrounding communities.
- ▣ Be sure to bring your city identification with you, as the area may be under emergency traffic control, and access restricted to city staff and other emergency workers. Also be sure to bring personal hygiene items and materials needed to perform your emergency responsibilities (SOPs, maps, phone lists, etc.).

- If your home has sustained damage, or if you do not have child care available, bring your family to work with you, along with any necessary food, medications, hygiene supplies, toys, etc. Child care and shelter will be provided to the families of City employees as needed.
- If you live outside the City of Simi Valley and there is no available or safe route to your work site, report as a Disaster Service Worker at the municipality closest to you and register with their Personnel Department (or other designated agency). You will be expected to notify the City of Simi Valley of your whereabouts as soon as communications will allow. You are expected to report to your assigned work site once access to the City is opened.
- All employees who are eligible for overtime pay per employee/employer agreements will be compensated (or not compensated) in accordance with such agreements.
- Employees who have worked as Disaster Service Workers in another municipal agency may not be paid by the City.
- Employees who serve as Disaster Service Workers in another jurisdiction must provide verifiable proof of service (time cards, etc.) upon return to work.
- Failure to respond in accordance with established City policy may be grounds for disciplinary action, up to and including termination.

## **WHERE TO REPORT**

- Personnel with emergency responsibilities will report to their predesignated work sites or to the city Emergency Operations Center (EOC), which is located as follows:

Primary: **Police Facility, 3901 Alamo**

Alternate: **Cultural Arts Center 3050 Los Angeles Ave.**

- Personnel who do not have emergency assignments or who are not sure of their emergency assignment should report to their normal work stations. If your work site has been determined to be unsafe, a placard will be posted at the site to direct you to an alternate work site. Do NOT enter a building that appears to have been damaged until it has been inspected by an authorized Building Inspector and determined to be safe.

## **WHAT TO DO WHEN YOU ARRIVE**

- Sign in with the appropriate department or division supervisor at your designated work site. Notify your supervisor of any family members who may have accompanied you to work.
- Obtain a briefing before starting to work. The briefing 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
  - Procedural instructions for obtaining additional supplies, services and personnel
  - Identification of operational period work shifts.
- ☐ If you have brought children or other family members with you, take them to the designated child care area or shelter before beginning work.

### **WHAT TO EXPECT WHILE ON DUTY**

- ☐ If you are the first person to arrive on scene, you will be in charge of that operation until relieved by a person of higher rank or assigned responsibility. Your first concerns will be to:
- Establish communications with other responders (field, EOC, City Hall, etc.)
  - Review any plans and procedures that apply to emergency operations for your position and department.
  - Respond to the emergency, giving first priority to life saving actions.
  - Maintain documentation of the emergency, including actions taken, employee arrival times and assignments, equipment and materials used, rental and purchase costs, etc.).
- ☐ The City will provide sleeping accommodations for employees who are unable to commute to and from work due to excessively long commutes and/or disruptions in transportation routes.
- ☐ Although work shifts will vary according to the needs of the disaster, emergency work shifts will normally last 12 hours, from 5:30 a.m. to 5:30 p.m.
- ☐ The City will make every effort to develop a flexible work schedule to assist and accommodate employees who have been impacted by the disaster.
- ☐ You will be working under a different table of organization, to reflect the management structure of the Standardized Emergency Management System (SEMS). Therefore, you may have a different supervisor than the one you report to on a day-to-day basis. Likewise, you may be in charge of people who are not normally under your supervision.
- ☐ Everyone will be under a great deal of stress. Remember this when dealing with co-workers, citizens and personnel from outside agencies.
- ☐ You should expect to remain on duty until you are released by your department or the Director of Emergency Services. For this reason, it is crucial that you have a good

emergency plan for your household and that you prepare family members to take care of themselves during your absence.

- ☐ The public will have many questions regarding the disaster. To assist in answering these questions, the City will provide employee briefing sheets, set up a telephone hotline, etc.

## **HOW TO PREPARE YOUR HOME AND TRAIN YOUR FAMILY**

You can increase your family's level of safety and self-sufficiency by developing a family earthquake preparedness plan. Your plan should include:

- ☐ **Steps to take before the earthquake**, such as securing furniture, appliances and breakables, storing hazardous materials safely, learning to shut off utilities at their source, storing emergency supplies, developing an out-of-state phone contact, and deciding on a meeting place if family members are separated.
- ☐ **Knowing how to duck, cover and hold** during an earthquake; and what to do if you are in a high rise, crowded public place, outside, or driving when the earthquake strikes.
- ☐ **Knowing what to do when the shaking stops**, including treating injuries, checking for safety and damage, and listening to your radio or television for emergency instructions.

Once you have put together a plan, you must:

- ☐ Make sure all family members know the plan.
- ☐ Hold regular drills to practice emergency actions.
- ☐ Revise your plans as necessary.

**FOR CLARIFICATION OF YOUR EMERGENCY ASSIGNMENT, CONTACT YOUR SUPERVISOR OR DEPARTMENT HEAD.**