

**CITY OF OAKLAND**  
**AGENDA REPORT**

2010 MAY 27 AM 10: 26

TO: Office of the City Administrator  
ATTN: Dan Lindheim  
FROM: *OFD/Office of Emergency Services*  
*CAO/ADA Programs Division*  
Joint Report  
DATE: June 8, 2010  
RE: **A Resolution Authorizing The Adoption Of The Mass Care And Shelter Plan Functional Needs Annex To Be Added To The City of Oakland's National Incident Management System (NIMS) / Standardized Emergency Management System (SEMS) Emergency Plan, To Prepare For And Provide Temporary Mass Care and Shelter To People With Disabilities As Part Of The Settlement Agreement In The Case of California Foundation For Independent Living Centers, Et Al. V. City Of Oakland Et Al., U.S. District Court Action No. C 07-04608 EDL**

**SUMMARY**

This is a joint report from the Oakland Fire Department's Office of Emergency Services (OES) and the City Administrator's ADA Programs Division. OES is responsible to coordinate and oversee all City of Oakland (City) emergency preparedness and response activities. ADA Programs is responsible to provide technical assistance and direct support for development and implementation of the City's Mass Care and Shelter Plan Functional Needs Annex and to monitor implementation of the Annex by OES and other City departments.

The Mass Care and Shelter Plan Functional Needs Annex is a component of the City's Mass Care and Shelter Plan, Emergency Support Function #6 (formerly Annex G), which describes the roles and responsibilities of City agencies during a major emergency or disaster. The Annex establishes a process for activating and operating temporary disaster mass care and shelter delivery systems that are inclusive of persons with disabilities, in compliance with the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS). The Annex will provide the authority and general provisions required to address the needs of residents with disabilities.

On February 2, 2010, the City Council adopted a resolution (No. 82510 C.M.S.) authorizing the City Attorney to settle the case of California Foundation for Independent Living Centers (CFILC) v. City of Oakland, et al (U.S. District Court Action No. C 07-04608 EDL) and directing the Office of Emergency Services to adopt a Mass Care and Shelter Plan Functional Needs Annex. The Annex is Exhibit A to the settlement of CFILC v. Oakland and implementation of the Annex is an essential part of implementing and maintaining the settlement.

Item: \_\_\_\_\_  
Public Safety Committee  
May 11, 2010

*The Office of Emergency Services considers this Annex a "For Official Use Only" document and prohibits unauthorized distribution of this Annex in whole and in part. Attached is the "public version" of the Annex in which certain sensitive information is redacted including the street address for the Emergency Services Manager and the locations of designated primary, secondary, and medically fragile shelter facilities.*

## FISCAL IMPACT

The Annex will be implemented by the Oakland Fire Department, Office of Emergency Services (OES) Division, the City Administrator's ADA Programs Division, and other City departments. No new staff or outside consulting costs are anticipated at this time. The City ADA Coordinator will serve as the parties agreed monitor for the settlement.

Anticipated non-personnel costs for implementation of the Annex over a five-year period total one hundred and fifty thousand dollars (\$150,000.00). Funds in the amount of one hundred thousand dollars (\$100,000.00) are available under the Fiscal Year 2010-11 ADA Accommodations Capital Reserve Fund budget (1.5200.94020.C274310.YS10) for structural improvements to City-owned buildings and facilities and in the amount of fifty thousand dollars (\$50,000.00) under the Fiscal Years 2010-11, 2011-12, and 2013-14 ADA Programs Division General Fund operating budgets (1.1010.02511.P386310.YS10) for equipment, materials and training purchases scheduled under the Annex. OES is seeking Urban Areas Security Initiative (UASI) grant funding in the amount of thirty seven thousand dollars (\$37,000.00) to cover KTOP equipment purchases in FY 2010-11. If grant funds are secured by OES, then the ADA Programs general fund expenditures in FY 2011-12 will be reduced accordingly.

### Functional Needs Annex Implementation Budget 2010-2015

Fiscal Year	10-11	11-12	12-13	13-14	14-15	TOTAL
I. New Personnel Costs						
• Staff Personnel Costs	0	0	0	0	0	\$0
• Disability Policy Consultants	0	0	0	0	0	\$0
II. Equipment Purchases						
• KTOP EOC Remote Control	0	30,000	0	0	0	\$30,000
• KTOP Live Remote Webcasting	0	7,000	0	0	0	\$7,000
• EOC Kits (5)	500	0	0	0	0	\$500
• Shelter Kits (25)	2,500	0	0	0	0	\$2,500
• First Responder Kits (25)	2,500	0	0	0	0	\$2,500
III. Staff Training & Education	2,500	2,500	0	2,500	0	\$7,500
IV. Facility Modifications	100,000	0	0	0	0	\$100,000
<b>TOTALS</b>	<b>\$108,000</b>	<b>\$39,500</b>	<b>\$0</b>	<b>\$2,500</b>	<b>\$0</b>	<b>\$150,000</b>

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The actual cost of providing accommodations to individuals with disabilities during emergencies as delineated in the Functional Needs Annex is unknown.

## BACKGROUND

In August 2007, Disability Rights Advocates (DRA) brought a lawsuit against the City of Oakland and various agencies within the City on behalf of people with disabilities. The complaint alleged that the City's emergency planning failed to take into account the unique needs of the disability community. In the complaint, the California Foundation of Independent Living Centers (CFILC) claimed that potential shelter facilities were physically inaccessible and mass care and shelter policies, practices and procedures for people with disabilities were inadequate or non-existent.

The City immediately launched a comprehensive review of its emergency preparedness programs, activities and services. OES and ADA Programs assembled a highly experienced team of emergency preparedness and disability policy experts to conduct this self-evaluation and to construct a mass care and shelter readiness policy for people with disabilities. The resulting Mass Care and Shelter Plan Functional Needs Annex incorporates emerging requirements and practices in the field of emergency preparedness for people with disabilities. The Annex was created with extensive oversight by the disability community and with the participation of impacted City departments, other government agencies, and community partners.

## KEY ISSUES AND IMPACTS

The Annex is intended to serve Oakland residents with disabilities during a small-scale, localized emergency or until the American Red Cross (ARC) is able to take responsibility during more significant events. The City recognizes that the Annex and all identified resources will not adequately serve the needs of the City during a large-scale incident. Regional and State emergency plans and resources will go into effect during a large-scale or regional emergency.

The Annex designates a time table for all essential implementation activities. Many of these activities are already completed or underway and the City anticipates implementation of the Annex will be substantially complete in December 2010. *See attached Functional Needs Annex Summary Implementation Time Table.*

Through the Annex, the City's Mass Care and Shelter Plan adopts the C-MIST framework for serving persons with disabilities. The C-MIST framework considers five areas of functional needs: Communication, Medical, Independence Maintenance, Supervision and Transportation:

1. **Communication** – Providing access to information in multiple, redundant formats and providing auxiliary aids and services as necessary to ensure effective communications with individuals with disabilities.

2. **Medical** – Providing basic medical care and assistance within public shelters for individuals who require on-going treatment but may lack adequate support for activities such as tube feeding, suction administration, and wound care. Referring individuals with severe and acute medical needs to a medical care shelter or a medical care area co-located in the public shelter.
3. **Independence maintenance** – Replacing Durable Medical Equipment (DME) and Consumable Medical Supplies (CMS) necessary for daily living. Permitting service animals and personal attendants or caregivers to enter the shelter when needed. Providing basic care and support that allows individuals with functional needs to maintain independent living within the public shelter system.
4. **Supervision** – Ensuring persons with cognitive disabilities are appropriately cared for and receive individualized service coordination and case management within a public shelter environment.
5. **Transportation** – Organizing community transit resources with concern for the need and appropriate use of adaptive vehicles.

The intent of this C-MIST framework is to efficiently address the needs of individuals with disabilities and older adults in a manner that: (1) builds appropriate levels of capacity for disaster preparation, emergency response processes, procedures and systems; (2) adopts guidelines and protocols for appropriate resource management; (3) strengthens service delivery and training; (4) reduces health and safety complications, unnecessary institutionalization, and inappropriate use of scarce, expensive and intensive emergency medical services; (5) allows disaster services to incorporate the value that everyone should be provided the chance to survive; and (6) improves the overall response successes.

## SUSTAINABLE OPPORTUNITIES

**Economic:** This Annex is Exhibit A to settlement of the CFILC v. Oakland lawsuit. Rather than debating the issue of providing access to emergency services for individuals with disabilities through the legal process, settlement of the lawsuit has limited financial expense to the City. Adoption and implementation of this Annex is and essential part of meeting the agreement.

This Annex employs a variety of community-based organizations and volunteers to provide emergency preparedness, response and recovery services.

**Environmental:** Primary emergency shelter locations have been identified using local Oakland Unified School District sites. Secondary emergency shelters are located at various Oakland Parks

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and Recreation facilities. These sites are centrally located within the community and near public transportation.

**Social Equity:** This Annex provides a direct positive impact on the disability and older adult populations by providing access to emergency preparedness services. During emergency response and recovery, residents will rely primarily upon the City and its partners to provide assistance and services including warning and notifications, evacuation and transportation, sheltering, and locating housing and services when it is safe to return to the community after an incident. City operated emergency shelter site locations shall be physically accessible to individuals with disabilities. Trainings and tabletop exercises for first responders, shelter managers and other emergency services personnel will include opportunities to explicitly gain experience with the disability community. Emergency communications have been established to ensure access for the disability community.

### **DISABILITY AND SENIOR CITIZEN ACCESS**

The Annex benefits all persons with disabilities who may require evacuation and sheltering assistance provided by the City of Oakland. For the purposes of this Annex, an individual with a disability, or functional need, is defined as any individual (1) with a physical or mental impairment that substantially limits one or more of the major life activities of such individual; (2) with a record of such an impairment; or (3) who is regarded as having such impairment. This Annex is inclusive of individuals with temporary and permanent limitations and those who may function independently without the presence of an emergency situation but who may need assistance during an incident.

The City presents this Functional Needs Annex in response to its ADA Title II Self-Evaluation of emergency preparedness programs. Title II of the ADA mandates that a public entity, such as the City operate in such a way that its programs, activities and services, when viewed in their entirety, are readily accessible to and usable by individuals with disabilities. Title II dictates that a public entity must evaluate its programs, activities and services to determine whether they are in compliance with the nondiscrimination requirements of the ADA. The entity must then proceed to make the necessary changes resulting from the self-evaluation.

The Mayor's Commission on Persons with Disabilities established the Emergency Preparedness Access Advisory Committee (EPAAC) in April 2009. EPAAC reviews and provides guidance on the Annex and associated implementation activities. A draft version of the Annex was made available for public comment via the City's web site February 3 – 23, 2010. EPAAC reviewed all public comments and made specific recommendations for the final Annex document.

The current public version of the Functional Needs Annex can be found online at:  
<http://www2.oaklandnet.com/oakca/groups/cityadministrator/documents/policy/dowd005908.pdf>

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Individuals who require alternative format documents may contact the ADA Programs Division at (510) 238-5219 (V), (510) 238-2007 (TTY), or [adaprograms@oaklandnet.com](mailto:adaprograms@oaklandnet.com)

## RECOMMENDATION(S) AND RATIONALE

Staff recommends that the City Council approve the resolution adopting the Mass Care and Shelter Plan Functional Needs Annex.

The City prepared this Functional Needs Annex in response to its ADA Title II Self-Evaluation of emergency preparedness programs. The Annex is Exhibit A to the settlement of CFILC v. Oakland and implementation of the Annex is an essential part of implementing and maintaining the settlement.

Implementation of the Annex is well underway and the City anticipates implementation of the Annex will be substantially complete in December 2010. It is anticipated that no new staff or outside consulting costs will be required to implement the Annex. The City ADA Coordinator will act as the court appointed monitor for the settlement. Non-personnel costs associated with implementation of the Annex will be covered by OES grant funds or by existing ADA Programs funds. No new budget allocation is requested.

The Annex framework provides guidance for staff to meet ADA requirements in emergency planning and response activities. Through the Annex, the City's Mass Care and Shelter Plan adopts the functional needs or C-MIST framework for serving persons with disabilities. The C-MIST framework considers five areas of essential functional needs: Communication, Medical, Independence Maintenance, Supervision and Transportation. The intent of this framework is to efficiently and effectively address the emergency needs of individuals with disabilities.

The Annex establishes a process for activating and operating disaster temporary mass care and shelter delivery systems that are inclusive of persons with disabilities, in compliance with Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS). This Annex will provide the authority and general provisions required to address the needs of residents with disabilities.


This Annex will be used in conjunction with the City's Disaster Mass Care and Shelter Plan ESF #6 (formerly Annex G) when cause exists for Oakland residents to seek temporary shelter. This Annex is applicable for: small incidents that require shelter; Local Emergency declarations; State of Emergency proclamations; and federal disaster declarations. However, this Annex will work best to serve Oakland residents with disabilities during a small-scale, localized emergency. The City recognizes that this Annex and all identified resources will not adequately serve the needs of the City during a large-scale incident. Regional and State emergency plans and resources will go into effect during a large-scale disaster.

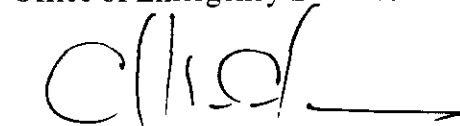
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Public Safety Committee  
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**ACTION REQUESTED OF THE CITY COUNCIL**

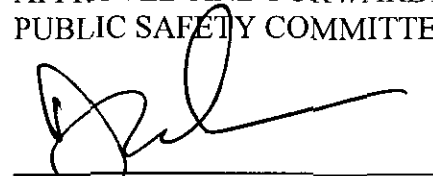
Staff requests that the City Council approve the resolution adopting the Mass Care and Shelter Plan Functional Needs Annex.

Respectfully submitted,

  
RENEE A. DOMINGO  
Emergency Services Manager  
Oakland Fire Department  
Office of Emergency Services

  
CHRISTINE CALABRESE  
City ADA Coordinator  
City Administrator's Office  
ADA Programs Division

APPROVED AND FORWARDED TO THE  
PUBLIC SAFETY COMMITTEE:

  
Office of the City Administrator

Item: \_\_\_\_\_  
Public Safety Committee  
June 8, 2010

Mass Care and Shelter Plan Functional Needs Annex  
 Summary Implementation Time Table  
 May 18, 2010

DATE	COMPLETED ACTION ITEMS	RESPONSIBLE DEPARTMENTS
2010 APR	Trained DHS and OPR employees who have disaster responsibilities at shelter sites: "Introduction to Functional Needs Focused Care and Shelter"	ADA; OPR
	Reviewed Draft Functional Needs Annex v.1.4	OES
	Coordinated UASI grant funding to upgrade emergency notification system	OES
	Reviewed City's response to public comments on the Annex at EPAAC meeting	ADA; MCPD
2010 MAR	Updated stock card bulletins on KTOP	ADA; KTOP
	Trained E-PIO team on the Annex: "Ensuring Communications Access for People with Disabilities During Emergencies"	ADA; OES; DIT
	Reviewed public comments on the Annex at EPAAC meeting	ADA; MCPD
2010 FEB	Posted draft Annex for public comment	ADA
	Cross referenced list of national vendors that provide DME and CMS with City vendor list	ADA
	Heard report from EPAAC members on EOC responsibilities outlined in the Annex	ADA; MCPD
	City Council approved settlement of CFILC v. Oakland with draft Functional Needs Annex v.1.3 as Exhibit A	OCA
2009 DEC	Reviewed Annex responsibilities with department heads	ADA
	Issued Draft Functional Needs Annex v.1.3	ADA; OES
2009 NOV	Explored feasibility of KTOP remote broadcasting	KTOP
	Explored feasibility of live webcasts	KTOP
	Heard report from EPAAC members on shelter accommodations outlined in the Annex	ADA; MCPD
2009 OCT	Hosted Paratransit Roundtable # 3	OES
	Heard report from EPAAC members on C-MIST framework within the Annex	ADA; MCPD
2009 OCT	Heard report from EPAAC members on policy and administration tasks in the Annex	ADA; MCPD
	Provided quote to ADA for master control equipment that will permit on-demand audible recordings and live broadcasts	KTOP
2009 SEPT	Explored feasibility of video remote interpreting (VRI) at shelter sites	ADA
2009 AUG	Confirmed completion of minor repairs to OUSD shelter sites	ADA
2009 JUL	Finalized shelter site MOU with OUSD	OES
2009 JUN	Issued Draft Functional Needs Annex v.1.2	ADA; OES
	EPAAC initiates review of the Functional Needs Annex	ADA; MCPD
2009 MAY	Hosted Paratransit Roundtable # 2	OES
	Completed the State Functional Assessment Service Teams (FAST) training	ADA; OES
	Delivered annual report on City emergency preparedness programs for people with disabilities to the MCPD	OES



<b>DATE</b>	<b>COMPLETED ACTION ITEMS</b>	<b>RESPONSIBLE DEPARTMENTS</b>
2009 MAY	The Mayor's Commission on Persons with Disabilities launches its Emergency Preparedness Access Advisory Cmte.	ADA; MCPD
	Investigated the process to request and receive emergency supplies, including DME and CMS	Purchasing
	Issued Draft Functional Needs Annex v.1.1	ADA; OES
2009 APR	Researched emergency notification systems for capacity, features, and financial feasibility	OES; DIT
	Issued updated primary shelter list of OUSD facilities	ADA; OES, OUSD
	Created draft version of shelter checklist training module	Kailes; ADA; OES
2009 MAR	Hosted Paratransit Roundtable # 1	OES
2009 JAN	Drafted Functional Needs Annex v. 1.1	Kailes; ADA; OES
2008 NOV	Met with department liaisons to discuss current emergency response policies, practices and procedures	Kailes; ADA; OES
2008 JUL	Met with OUSD to discuss shelter site MOU	OES; ADA
2008 APR	Evaluated potential OPR shelter sites	ADA; OPR; OES
2008 MAR	Evaluated potential OUSD shelter sites	ADA; OUSD; OES
2007 OCT	Hosted workshop for City employees, presented by disability consultant June Kailes: "Preparing to Address Special Needs Populations (SNP) During Emergencies and SNP Considerations for Temporary Mass Care and Shelter Plans"	ADA

<b>DUE DATE</b>	<b>PLANNED ACTION ITEMS</b>	<b>RESPONSIBLE DEPARTMENTS</b>
2010 JUN	Adoption of Functional Needs Annex at City Council	OES; ADA
	Host event for community partners: "Roundtable Discussion on Preparing to Meet the Functional Needs of Persons with Disabilities During Emergencies"	OES; ADA
	Coordinate E-FNC list to add to City Watch	ADA
2010 JUL	Attend E-FNC training: "FEMA ICS 300/400"	ADA; OPR
	Provide training module to OES on functional needs to incorporate into annual shelter trainings	ADA
	Coordinate audible recordings to accompany emergency stock card bulletins	KTOP
2010 AUG	Establish procedures with ARC for shelter transitions	OES
	Provide initial training for alternate E-FNCs	ADA; OES
2010 SEPT	Finalize letter to disability organizations that will request cluster data to update GIS	ADA; OES
	Explore feasibility of stock piles at Edgewater Drive facility	ADA
2010 OCT	Conduct outreach to register personal electronic devices with emergency notification system	PIO; DHS
	Conduct outreach to register personal electronic devices with GovDelivery system	PIO; DHS
	Provide draft implementation report to EPAAC	ADA

<b>DUE DATE</b>	<b>PLANNED ACTION ITEMS</b>	<b>RESPONSIBLE DEPARTMENTS</b>
	Submit Implementation Report #1 to DRA as required by the CFILC v. Oakland settlement agreement	ADA
2010 NOV	Obtain bids for remote broadcasting	KTOP
2010 DEC	Update GIS mapping functional needs layer	OES
	Develop tabletop exercises to test transportation and evacuation policies and procedures	OES
	Pursue agreements with outside entities for shelter sites, including sports areas and community colleges.	OES
	Coordinate minor repair and renovations to OPR shelter list	ADA; OPR
2011 to 2014	Provide 120 day implementation reports to EPAAC and DRA as required by the CFILC v. Oakland settlement agreement	ADA

Annex: Mass Care and Shelter Plan Functional Needs Annex  
 ADA: ADA Programs Division  
 CFILC: California Foundation for Independent Living Centers  
 CMS: Consumable Medical Supplies  
 CORE: Citizens of Oakland Respond to Emergencies  
 DIT: Department of Information Technology  
 DME: Durable Medical Equipment  
 DRA: Disability Rights Advocates  
 EOC: Emergency Operations Center  
 EPAAC: Emergency Preparedness Access Advisory Committee  
 E-FNC: Emergency Operation Center Functional Needs Coordinator  
 E-PIO: Emergency Public Information Officers  
 Kailes: City of Oakland Disability Policy Consultant June Isaacson Kailes  
 GIS: Geographic Information System  
 OES: Office of Emergency Services  
 OPR: Office of Parks and Recreation  
 OUSD: Oakland Unified School District  
 MCPD: Mayor's Commission on Persons with Disabilities  
 MOU: Memorandum of Understanding  
 UASI: National Urban Area Security Initiative



MASS CARE AND  
SHELTER PLAN  
FUNCTIONAL NEEDS  
ANNEX

Public Version 1.5  
June 15, 2010

**This Mass Care and Shelter Plan Functional Needs Annex is Part of the City of Oakland's National Incident Management System (NIMS) / Standardized Emergency Management System (SEMS) Emergency Plan. This Annex Provides a Framework to Prepare for and Provide Temporary Mass Care and Shelter to People with Disabilities During Times of Emergency.**

## ACKNOWLEDGEMENTS

### City of Oakland Administration

Mayor Ronald V. Dellums  
City Attorney John Russo  
City Auditor Courtney Ruby  
Council President Jane Brunner (District 1)  
District 2 Council Person Pat Kernighan  
District 3 Council Person Nancy Nadel  
District 4 Council Person Jean Quan  
District 5 Council Person Ignacio De La Fuente  
District 6 Council Person Desley Brooks  
District 7 Council Person Larry Reid  
Council Member at Large Rebecca Kaplan  
City Administrator Dan Lindheim  
City Clerk LaTonda Simmons

### Functional Needs Annex Development Team

Renee Domingo, Oakland Emergency Services Manager  
Christine Calabrese, City ADA Coordinator  
Coleen Bell, Emergency Planning Coordinator  
Kendra Scalia-Carrow, ADA Program Analyst II  
Supervising City Attorney, Vicki Laden  
Disability Policy Consultant, June Isaacson Kailes

### ADA Advisory Group

*The Mayor's Commission on Persons with Disabilities (MCPD) acts as the City's designated advisory body for ADA compliance. June 2010 Roster:*

Commissioner Petrina Alexander  
Commissioner Eugenie Marie Barton  
Commissioner Lynne Cutler  
Commissioner Margarita Diaz  
Commissioner Lori Ann Dotson  
Commissioner Leticia Escalera  
Commissioner Chris Finn  
Commissioner Marlene Hurd  
Commissioner Lateef McLeod (Vice Chair)  
Commissioner Michael C. Moore (Chair)  
Commissioner Merlin Nw  
Commissioner Lorraine Rosenblatt

### ADOPTION OF PLAN

The City of Oakland City Council passed a resolution adopting the Annex on (date)

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## EXECUTIVE SUMMARY

In August 2007, Disability Rights Advocates brought a lawsuit against the City of Oakland (“the City”) and various agencies within the City on behalf of people with disabilities. The complaint alleged that the City’s emergency planning failed to take into account the unique needs of the disability community. The complaint claimed that potential shelter facilities were physically inaccessible and mass care and shelter policies, procedures, and plans for people with disabilities were inadequate or non-existent.

The City immediately launched a comprehensive review of its emergency preparedness programs, activities and services. The resulting Mass Care and Shelter Plan Functional Needs Annex incorporates emerging requirements and practices in the field of emergency preparedness for people with disabilities. Oakland is among the first municipalities nationally to adopt a functional needs model of emergency preparedness for people with disabilities.

The City’s Mass Care and Shelter Plan and all other emergency preparedness programs, activities and services have adopted the functional needs C-MIST framework for serving persons with disabilities and older adults. The C-MIST framework considers five areas of essential functional needs: Communication, Medical, Independence Maintenance, Supervision and Transportation. This framework is intended to efficiently and effectively address the needs of all individuals.

This Functional Needs Annex (“the Annex”) is intended to serve Oakland residents during a small-scale, localized emergency or until the American Red Cross (ARC) is able to take responsibility during more significant events. The City recognizes that this Annex and all identified resources will not adequately serve the needs of the City during a large-scale incident. Regional and State emergency plans and resources will go into effect during a large-scale or regional emergency.

This Annex designates a time table for all essential tasks. C-MIST policies, practices and procedures are currently being implemented and the City anticipates implementation of the Annex will be substantially complete in December 2010. The City has incorporated each aspect of C-MIST into emergency preparedness planning as follows:

### Communication

- The City will investigate the feasibility of purchasing equipment necessary to provide on-demand, live audio narration of broadcast emergency text messages through the City’s public access channel KTOP-10.
- The City will continue to provide disaster readiness materials in alternative formats upon request, including Braille, large print, audio tape, or electronic copy.
- The City will ensure that all modified or newly created emergency preparedness content on the City’s web site conforms to Web Content Accessibility Guidelines (WCAG) 2.0 Conformance Level A. To the maximum extent practicable, Web broadcasts shall include text-based information or equivalent translation.



- Specific information during times of emergency, including locations of open shelters, will be accessible via voice telephone and TTY through Eden Information and Referral Services 2-1-1 program.
- In addition to the audible warning system, the existing emergency notification system used by the City has the ability to interface with electronic mail, facsimile machines, text message service and short message service (SMS), text pager, landline, registered TTY, and cellular and wireless devices.
- The City has applied for UASI grant monies. Contingent upon the receipt of these monies, the City will explore the feasibility of upgrading its emergency notification system for the duration of the grant with a system capable of providing automatic detection of TTY machines and the option for all recipients to repeat emergency messages.

### **Medical**

- The City has identified an accessible site location at which the County of Alameda can open a medical shelter for individuals who require acute medical attention and cannot be served in a general shelter.
- Upon request, the City will work with identified vendors to bring refrigerators or other cooling options on site to general shelters for storage of medications or dietary needs. Receipt of refrigerators and cooling devices is not guaranteed.
- Upon request, the City will work with identified vendors to bring back-up power generators on site to general shelters for individual use with life saving medical equipment, such as ventilators, power wheelchairs, power scooters, etc. Receipt of back-up power generators is not guaranteed.
- Privacy areas shall be provided at general shelters upon request for individuals with functional needs who require a quiet or private area for completing activities of daily living.

### **Independence maintenance**

- Physical access evaluations have been conducted at various Oakland Unified School District (OUSD) and City of Oakland Parks and Recreation (OPR) sites. Twenty (20) sites have been identified as readily accessible and will be evaluated by the City and ARC staff immediately following an incident for safety and programmatic access.
- The City will work with OUSD and other entities, such as community colleges, hotels, and large sporting complexes, to further identify accessible emergency shelter locations.
- City shelter policies shall permit personal care givers of persons with functional needs to enter and exit the shelter site, regardless of whether they are a registered shelter resident, during extended hours. The City will not be responsible for providing or coordinating personal care givers to shelter residents to complete activities of daily living.
- The City shall work with all designated agencies to locate permanent housing for shelter residents. Individuals with functional needs shall be provided priority access to accessible and affordable housing.

## **Supervision**

- When the Emergency Operations Center (EOC) is activated and City-operated shelter locations are opened, a Functional Needs Coordinator shall be designated in the EOC. The E-FNC shall have in-depth knowledge of diverse functional needs populations, including people with vision and hearing loss, physical disabilities, mental health disabilities, developmental and other cognitive disabilities, substance abuse issues, and older adults. The E-FNC shall be responsible for coordinating requests and distribution of resources to all City-operated shelter locations for persons with functional needs, coordinating transportation needs, and designating an S-FNC at each shelter.
- Each City shelter shall have a designated Shelter Functional Needs Coordinator (S-FNC), responsible for assisting persons with functional needs with identifying and requesting durable medical equipment (DME), consumable medical supplies (CMS), and reasonable accommodations. In the absence of a designated individual, the shelter manager shall be the S-FNC.
- City shelter management shall permit entrance by government and community-based organizations assisting persons with disabilities during emergencies, including the State Functional Assessment Service Team (FAST).

## **Transportation**

- The City has established a bi-annual Paratransit Roundtable event with local paratransit companies and transit organizations to discuss the creation of contracts to use vehicles and drivers during times of disaster.
- The Paratransit Roundtable has worked with Communication at Ease, a local communications organization owned and operated by persons with disabilities, to create an image to readily identify accessible emergency evacuation vehicles.
- A Geographic Information Systems (GIS) has been created to assist City first responders with identifying the location of persons with functional needs who may require accessible transportation services. The GIS has been populated with individuals who have voluntarily registered for the City's 9-1-1 Registry Program and residential care facilities for the elderly and nursing homes. The City continues to work with local organizations for people with disabilities and older adults to encourage participation of their clientele with the 9-1-1 Registry Program.

## FUNTIONAL NEEDS ANNEX

### I. INTRODUCTION

#### A. Americans with Disabilities Act

The Americans with Disabilities Act (ADA) is the world's first comprehensive civil rights law for people with disabilities and was enacted on July 26, 1990. The ADA is a companion civil rights legislation to the Civil Rights Act of 1964 and Section 504 of the Rehabilitation Act of 1973. The ADA prohibits discrimination on the basis of disability in employment, state and local government, public accommodations, commercial facilities, transportation, and telecommunications. It also applies to the United States Congress.

To be protected by the ADA, one must have a disability or have a relationship or association with an individual with a disability. An individual with a disability is defined by the ADA as a person who has a physical or mental impairment that substantially limits one of more major life activities, a person who has a history or record of such impairment, or a person who is perceived by others as having such impairment. The ADA does not specifically name all of the impairments that are covered.

The ADA is divided into five parts, covering the following areas:

##### **Title I: Employment**

Title I requires employers with 15 or more employees to provide qualified individuals with disabilities an equal opportunity to benefit from the full range of employment-related opportunities available to others. For example, it prohibits discrimination in recruitment, hiring, promotions, training, paid social activities, and other privileges of employment. It restricts questions that can be asked about an applicant's disability before a job offer is made, and it requires that employers make reasonable accommodation to the known physical or mental limitations of otherwise qualified individuals with disabilities, unless it results in undue hardship.

##### **Title II: State and Local Government (Public Services)**

Title II covers all activities of state and local governments. Title II requires that State and local governments give people with disabilities an equal opportunity to benefit from all of their programs, services, and activities, such as public meetings, employment, recreation programs, aging, health and human services programs, libraries, museums, and special events.

State and local governments are required to follow specific architectural standards in the new construction and alteration of their buildings and facilities. They also must relocate programs or otherwise provide access in inaccessible older

buildings, and communicate effectively with people who have hearing, vision, or speech disabilities. Public entities are not required to take actions that would result in undue financial and administrative burdens. They are required to make reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination, unless they can demonstrate that doing so would fundamentally alter the nature of the service, program, or activity being provided. A transition plan is intended to outline the methods by which physical or structural changes will be made to effect the non-discrimination policies described in Title II.

Title II mandates that a public entity such as the City Of Oakland operate in such a way that its services, programs and activities, when viewed in their entirety, are readily accessible to and usable by individuals with disabilities. Title II dictates that a public entity must evaluate its services, programs, policies and practices to determine whether they are in compliance with the nondiscrimination requirements of the ADA. The regulations detailing compliance requirements were issued in July 1991. A self-evaluation is required and intended to examine activities and services, to identify and correct any that are not consistent with the ADA. The entity must then proceed to make the necessary changes resulting from the self-evaluation.

The City presents this Functional Needs Annex in response to its ADA Title II Self-Evaluation of Emergency Preparedness Programs.

**Title III: Public Accommodations**

Title III requires places of public accommodation to be accessible to and usable by persons with disabilities. The term "public accommodation" as used in the definition is often misinterpreted as applying to public agencies, but the intent of the term is to refer to any privately funded and operated facility serving the public.

**Title IV: Telecommunications**

Title IV covers regulations regarding private telephone companies and requires common carriers offering telephone services to the public to increase the availability of interstate and intrastate telecommunications relay services to individuals with hearing and speech disabilities.

**Title V: Miscellaneous Provisions**

Title V contains several miscellaneous regulations, including construction standards and practices, provisions for attorney's fees, and technical assistance provisions. It also prohibits retaliation against any individual who exercises his or her rights under the ADA and those individuals who provided assistance to individuals exercising their rights.

The ADA Amendments Act of 2008 (ADAAA), which became effective on January 1, 2009, made some significant changes in the text of the ADA. The full text of the ADA as amended is available on the ADA Website at: [www.ada.gov/pubs/ada.htm](http://www.ada.gov/pubs/ada.htm).

## **B. City of Oakland**

The Bay Area is known as the birthplace of the disability rights movement. Beginning in the early 1970's, the civil rights and women's movements of the previous decade encouraged the growth of the disability rights movement in California, including the independent living movement. In keeping with this legacy, the City of Oakland (City) is a leader among Bay Area governments in ADA implementation.

The City's long-standing relationship with the disability community and commitment to disability civil rights implementation has helped make Oakland a model city for residents and visitors with disabilities. The City's ADA activities include capital improvements (buildings and facilities upgrades, curb ramps, and other right-of-way programs), auxiliary aids and services programs, equal employment opportunity programs, inclusive recreation services, extended library services, supplemental paratransit services, residential access improvement grants and more. The Mayor's Commission on Persons with Disabilities (MCPD) was established by City ordinance in 1980 to represent and address the issues of people with disabilities. The MCPD is extremely active, participating in nearly every aspect of City government and advocating for full inclusion of people with disabilities in the community. Since 1990, the commission has served as the City's designated advisory body for ADA compliance.

According to the U.S. Census Bureau, the City of Oakland had a total population of 399,484 in calendar year 2000. There were 84,452 people in Oakland, CA listed as having a disability (more than 21% of the general population). Nearly 10.5% of the population was aged 65 or over.

Nationwide, 49.7 million Americans, or 20% of the population, identified as having a disability in the 2000 Census report. Of the 49.7 million, 56% identified as having hearing loss; 16% identified as having low vision; 14% identified as having a cognitive disability; 9% identified as having a physical disability; and 5% chose the "other" category.

These populations rely upon complex and divided services in maintaining their independence to which there is no centralized referral management. In addition, the City is home to numerous nursing homes, residential care facilities, and continuing care retirement homes. During emergency response and recovery, residents will rely primarily upon the City and its partners to provide assistance and services including warning and notifications, evacuation and transportation, sheltering, and locating housing and services when it is safe to return to the community after an incident.

It is the City's intent to provide programs and services to all residents, regardless of their individual abilities.

### **C. Functional Needs Annex**

This Mass Care and Shelter Plan Functional Needs Annex ("the Annex") is a component to the City's Mass Care and Shelter Plan Annex G, which describes the roles and responsibilities of City agencies during a major emergency or disaster incident. It covers the provision of mass care, establishing potential shelter locations, and lists the tasks necessary to support shelter site operations and ensure that services and information are accessible to persons with disabilities and older adults. Elements of this Annex detail the capabilities in place, as well as those tasks currently in progress.

The City's Mass Care and Shelter Plan ("the Plan") has adopted a functional needs framework for serving persons with disabilities and older adults. The functional needs approach shall limit to the extent practicable the creation of special or separate disaster management programs for individuals with disabilities. The intent of this framework is to efficiently address the needs of individuals with disabilities and older adults in a manner that: (1) builds appropriate levels of capacity for disaster preparation, emergency response processes, procedures and systems; (2) adopts guidelines and protocols for appropriate resource management; (3) strengthens service delivery and training; (4) reduces health and safety complications, unnecessary institutionalization, and inappropriate use of scarce, expensive and intensive emergency medical services; (5) allows disaster services to incorporate the value that everyone should be provided the chance to survive; and (6) improves the overall response successes.

### **D. Compliance Coordinators**

The City shall ensure that the Plan and this Annex complies with all applicable provisions of the ADA protecting the civil rights of persons with disabilities, and shall ensure that its emergency programs, activities and services, when viewed in their entirety, are readily accessible to and usable by individuals with disabilities. The requirement of nondiscrimination on the basis of disability shall apply to all City departments and City contractors.

The Oakland Fire Department Office of Emergency Services currently administers the City's emergency preparedness programs and disaster mass care and shelter planning. The City ADA Coordinator and Mayor's Commission on Persons with Disabilities (MCPD) provide oversight and guidance for City ADA compliance activities, including emergency preparedness programs.

The official responsible for implementation of the City's Disaster Mass Care and Shelter Plan is the Emergency Services Manager. The Fire Chief selects the Emergency Services Manager.

Emergency Services Manager  
Office of Emergency Services

Oakland, CA 94612  
510-238-3938 (Voice)  
510-839-6451 (TTY)

The official responsible for overall compliance with ADA Title II requirements is the City ADA Coordinator, located in the City Administrator's Office. The City Administrator selects the City ADA Coordinator.

City ADA Coordinator  
City Administrator's Office / ADA Programs Division  
One Frank H. Ogawa Plaza, 3<sup>rd</sup> Floor  
Oakland, CA 94612  
510-238-5219 (Voice)  
510-238-2007 (TTY)  
510-238-3304 (FAX)  
adaprograms@oaklandnet.com

## **II. PURPOSE**

### **A. Associated Planning Elements**

This Functional Needs Annex (“the Annex”) establishes a process for activating and operating disaster temporary mass care and shelter delivery systems that are inclusive of persons with functional needs, in compliance with Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS). This Annex will provide the authority and general provisions to address the needs of residents with disabilities.

The sections of this Annex describe the responsibilities and actions required for the effective operation of mass care and shelter response actions. It provides an overview of the operational concepts and responsibilities for providing coordinated resources to supply safe, sanitary, and secure care and shelter of people with functional needs. This Annex focuses on ensuring integration of mass care and shelter response and recovery functions for persons with disabilities and older adults into the City’s overall care and shelter response and recovery plan.

This Annex was developed by the Oakland Fire Department’s Office of Emergency Services and the City Administrator’s Americans with Disabilities Act (ADA) Programs Division, with input and recommendations from a California-based disability policy consultant, Oakland Police Department, Oakland Fire Department, the Office of Parks and Recreation, Department of Human Services, the Oakland Emergency Public Information team, other key City departments, agencies, and organizations, the Mayor’s Commission on Persons with Disabilities, and community members who participated through public comment.

### **B. Scope**

This Annex will be used in conjunction with the City’s Disaster Mass Care and Shelter Plan Annex G when cause exists for Oakland residents to seek temporary shelter. This Annex is applicable for: small incidents that require shelter; Local Emergency declarations; State of Emergency proclamations; and federal disaster declarations. However, this Annex will work best to serve Oakland residents during a small-scale, localized emergency. The City recognizes that this Annex and all identified resources will not adequately serve the needs of the City during a large-scale incident. Regional and State emergency plans and resources will go into effect during a large-scale disaster.

For the purposes of this Annex, the terms “disability” and “functional need” are used interchangeably and refer to persons who meet the ADA definition of disability. Persons with disabilities and persons with functional needs are persons who have: (1) a physical or mental impairment that substantially limits one or more of the major life activities of such individual; (2) a record of such an impairment; or (3) being regarded as having such



impairment. This Annex is inclusive of individuals with temporary and permanent limitations and those who may function independently without the presence of an emergency situation but who may need assistance during an incident.

This Annex does not replace the Alameda County Operational Area (OA) plan for supporting the needs of persons with disabilities in other jurisdictions throughout the county. This Annex does not replace the need for separate licensed and non-licensed facilities to prepare plans of care for clients and residents with functional needs. This Annex does not replace or supersede internal policies and procedures of organizations that are responsible for mass care and shelter, but rather it is to be used in conjunction with their operational guidance and plans.

### III. ANNEX ORGANIZATION

This Annex contains ten chapters, including Introduction, Purpose, Annex Organization, Situation and Assumption, Goals and Objectives, Concept of Operations for Supporting Individuals with Functional Needs, Operational Phases of Support for Individuals with Functional Needs, Response Organization/Structure, Administration and Support, and Time Table and Updates. Many chapters contain sections to provide in-depth discussions of certain elements. Chapters and sections contained herein are alphanumerically labeled.

Concept of Operations for Supporting Individuals with Functional Needs is organized into nine primary functions: Guiding Principles; Responsibilities; City of Oakland ADA Policy; Community Preparedness; Communication Access; Evacuation and Transportation; Shelter Identification and Activation; Shelter Support; and Short Term Recovery.

- **Guiding Principles:** Adopting a functional needs framework for ensuring that people with disabilities have equal access to emergency planning, response and recovery programs, activities, and services
- **Responsibilities:** Distributing responsibility among City of Oakland departments, other government agencies and community partners for emergency planning, response and recovery
- **City of Oakland ADA Policy:** Ensuring substantial compliance with Title II of the Americans with Disabilities Act of 1990, and adhering to all City access compliance policies, practices and procedures
- **Community Preparedness:** Ensuring that community emergency preparedness programs, activities and services provided by the City include information for and about people with functional needs in an integrated and non-discriminatory manner
- **Shelter Support:** Providing assistance to individuals, families, and their communities as required to ensure that immediate functional needs beyond the scope of the traditional local "mass care" services are addressed; and establishing Emergency Operations Center (EOC) and Shelter Site Functional Needs Coordinators (FNCs) with specific responsibilities, such as procurement and distribution of emergency durable medical equipment (DME) and consumable medical supplies (CMS)
- **Communication Access:** Ensuring that emergency alerts, warnings, and shelter site communications are delivered in multiple and alternate formats as needed to ensure effective communications

- **Shelter Identification and Activation:** Operating shelters in facilities that substantially comply with the ADA Accessibility Guidelines (ADAAG)
- **Evacuation and Transportation:** Providing evacuation and transportation assistance to people with functional needs during times of evacuation that are equivalent services to those provided to the general population
- **Short Term Recovery:** Implementing assistance programs to help disaster victims with functional needs obtain support and services, including Federal and State benefits and accessible temporary or transitional housing

A complete Glossary of Terms used within this document and Authority and References sections are presented directly following Chapter X.

The Annex incorporates a number of Attachments, which are referenced throughout and are located at the end of the document.

#### IV. SITUATION AND ASSUMPTION

The following contains the basic assumptions on the part of the City in regard to an emergency incident and response:

1. Early warning and notification of threats may or may not be practicable given the nature of the threat.
2. Some threats may require immediate sheltering operations without advance warning.
3. The general population, including persons with functional needs, will heed the directions of warnings and notifications, and recognize the authority of government to request evacuation or shelter in place.
4. Shelter in place action may be safer for the general population than movement to a public shelter.
5. Individuals will evacuate away from hazards when directed toward sheltering.
6. Evacuation to sheltering is available by land, water, and/or air.
7. Immediate evacuation will be to nearby shelters or evacuation centers. Serious regional events may require long-distance evacuation or relocation outside of the City until recovery is achieved.
8. Less than 10% of the evacuated population will seek public sheltering.
9. Approximately 25% of shelter residents may be defined as a person with a functional need.
10. Many of the arriving individuals with functional needs may require minimal to acute assistance to maintain their independence within a public shelter.
11. Individuals with functional needs who require assistance may arrive at the shelter with or without support, medical records, medications, or required mobility aids or medical equipment. Some of these essential needs will be time sensitive, such as the need for medications to be administered.
12. Support systems are in place for metropolitan evacuations, either from within Alameda County or from other metropolitan areas, which will require care and shelter of persons with functional needs.
13. Mass care and shelter is available for persons with functional needs at the City and County levels or at another receiving county.

14. Requests will be made for resource mutual aid between the City and neighboring cities, the County, the State, the federal government and the private sector for unmet shelter needs for persons with functional needs, including durable medical equipment (DME), consumable medical supplies (CMS), pharmaceuticals and support staffing.
15. The City will coordinate recovery operations, to the maximum extent feasible, that will help restore evacuees with functional needs back to living conditions they had, or as similar to as possible, prior to the event as soon as possible.

## **V. GOALS AND OBJECTIVES**

### **A. Goals**

The goal of the City's Disaster Mass Care and Shelter Plan, as well as this Annex, is to provide safe, sanitary, secure care and shelter for all residents, including persons with functional needs, that reduces the health and safety impact on residents who must seek public shelter in an emergency or disaster situation.

### **B. Objectives**

The objectives of this Annex include:

1. The City coordinates with community stakeholders to identify and contact persons with functional needs and provide these individuals with accessible warning and evacuation information, including directions to accessible general shelters and medical shelters.
2. The Emergency Operations Center (EOC) Functional Needs Coordinator (E-FNC) coordinates with Shelter Functional Needs Coordinators (S-FNC) and shelter site managers to ensure that arriving evacuees with functional needs are properly evaluated, accommodated, and to the maximum extent possible, included in general public sheltering.
3. City shelter managers coordinate with other county, state and federal personnel deployed to support shelter services for individuals with functional needs.
4. The Oakland Office of Emergency Services (OES) works with State Functional Assessment Service Teams (FASTs), Non-Governmental Organizations (NGOs) and Community-Based Organizations (CBOs) to ensure that persons with functional needs who are entered into City shelters receive appropriate support services.
5. The City collaborates with other shelter operators to request resources for individuals with functional needs that are likely to be exhausted, or are exhausted, through the SEMS/NIMS mutual aid process. This includes possible requests for State FAST support.
6. The City assists in the recovery process for individuals with functional needs through collaboration and coordination with NGOs, CBOs, and other agencies that support people with disabilities.
7. The OES coordinates with the American Red Cross (ARC) to receive emergency assistance in the form of shelter management, emergency supplies, durable

medical equipment (DME), consumable medical supplies (CMS), and other disaster services as required.

8. The OES collaborates with community organizations to infuse disability and functional need specific content into a variety of trainings. The City provides opportunities for City staff, and when appropriate, community partners and the general public to participate in trainings and exercises to test policies, practices and procedures established by this Annex.

## VI. CONCEPT OF OPERATIONS FOR SUPPORTING INDIVIDUALS WITH FUNCTIONAL NEEDS

### A. Guiding Principles

This Annex has adopted a proactive functional needs framework for planning and providing mass care and shelter for people with disabilities. An essential element of building appropriate levels of capacity, specific planning and response successes is to move beyond the focus on *special needs*.

The *special needs* population is often viewed as a homogenous group. In addition to individuals with disabilities and older adults the term *special needs* can refer to a broad group of people, including minority groups, non-English speakers, children, single parents, people without vehicles, pregnant women, prisoners, people who are homeless, etc. Lumping groups together and using an ambiguous label translates into vague planning which often results in response failures.

A functional needs approach provides for a more accurate and flexible planning and response framework based on essential and overlapping functional needs of the disability population. The functional needs approach addresses a broad set of needs based on five universal areas of fundamental health and well-being: Communication; Medical; Independence maintenance; Supervision; and Transportation (C-MIST). Functional needs planning and service delivery focuses on:

1. **Communication** – Providing access to information in multiple, redundant formats and providing auxiliary aids and services as necessary to ensure effective communications with individuals with disabilities.
2. **Medical** – Providing basic medical care and assistance within public shelters for individuals who require on-going treatment but may lack adequate support for activities such as tube feeding, suction administration, and wound care. Referring individuals with severe and acute medical needs to a medical care shelter or a medical care area co-located in the public shelter.
3. **Independence maintenance** – Replacing Durable Medical Equipment (DME) and Consumable Medical Supplies (CMS) necessary for daily living. Permitting service animals and personal attendants or caregivers to enter the shelter when needed. Providing basic care and support that allows individuals with functional needs to maintain independent living within the public shelter system.
4. **Supervision** – Ensuring persons with cognitive disabilities are appropriately cared for and receive individualized service coordination and case management within a public shelter environment.
5. **Transportation** – Organizing community transit resources with concern for the need and appropriate use of adaptive vehicles.



The intent of this framework is to address the needs of more people, more efficiently and effectively, in a manner that: (a) builds appropriate levels of capacity for disaster preparation, emergency response processes, procedures and systems; (b) adopts guidelines and protocols for appropriate resource management; (c) strengthens service delivery and training; (d) reduces health and safety complications, unnecessary institutionalization, and inappropriate use of scarce, expensive and intensive emergency medical services; (e) allows disaster services to incorporate the value that everyone should be provided the chance to survive; and (f) improves the overall response successes.

*See Attachment B: Functional Needs Framework for further details of the use of C-MIST.*

## **B. Responsibilities**

The section details the responsibilities of various City of Oakland agencies and other entities responsible for incident preparedness, shelter response, and recovery periods. Specific responsibilities are further defined through out the remainder of this Annex.

### **1. Preparedness**

The Oakland Office of Emergency Services (OES) is responsible to coordinate and oversee all City emergency preparedness activities including but not limited to training, exercises/drills, and policy development.

The City's ADA Programs Division is responsible to draft and update this Annex, to coordinate implementation activities delineated in the Annex, and to provide expertise on federal, state and local disabilities laws and regulations.

The Oakland Office of Parks and Recreation (OPR), Oakland Unified School District (OUSD), OES, and ADA Programs are to identify and evaluate potential shelter sites, and coordinate structural improvements, as necessary to ensure a maximum level of physical accessibility is afforded at the City's primary and secondary shelter site lists.

The City's public access television channel KTOP-10 is responsible to research the feasibility of upgrading equipment at its main control room that allows audio voice over of text information during an incident, and to implement effective communication methods that provide stock emergency bulletin information in text and audio format.

The Emergency Public Information Officer (PIO) team is responsible to coordinate outreach and registration services for emergency warning notification systems, including City Watch and Gov Delivery.

The Oakland Department of Human Services (DHS) is the primary agency that coordinates outreach and facilitates applications for the City's 9-1-1 Registry Program.

The Oakland Fire Department (OFD) shall regularly update and maintain the City's 9-1-1 Registry Program database, and share new and modified information with staff responsible for maintaining the City's Geographic Information System (GIS) emergency planning and response layers.

The City's Purchasing Department shall identify vendors and sources for emergency equipment and supplies, durable medical equipment (DME), and consumable medical supplies (CMS).

## **2. Response**

The Emergency PIO team is responsible to ensure that all mass communications during an incident are made accessible and include audio *and* text-based formats whenever possible.

Oakland Police Department, OFD, OES and/or OPR coordinate the opening and operating of local shelters during an emergency with the ARC, DHS and OUSD. The City of Oakland is responsible for coordinating the opening of a Local Assistance Center Disaster Application Center with Oakland OES and Public Works Agency (PWA), and the State of California Emergency Management Agency (CalEMA) taking the lead.

The DHS supports the mass care and shelter effort in concert with OPR, the American Red Cross (ARC), the Oakland Unified School District (OUSD) and OES, utilizing SEMS/NIMS protocols. The American Red Cross, Oakland Police Department (OPD), OFD, OES, DHS, OPR and OUSD assess the availability of City shelters and emergency supplies.

## **3. Recovery**

Recovery efforts are coordinated through OES, OFD, OPD, OPR, OUSD and the American Red Cross, and other county, state, and federal agencies as necessary.

In addition, State Functional Assessment Service Team (FAST) members coordinate with the City's DHS, OPR, and Community Economic Development Agency (CEDA) Housing and Community Development (HCD), and other responsible City departments and agencies to coordinate transition from a shelter setting into the community.

## **C. City of Oakland ADA Policy**

The City of Oakland prohibits discrimination and/or the exclusion of individuals from its municipal facilities, programs, activities and services based on the individual person's disability. The City affirms its commitment to providing meaningful opportunities and access to municipal facilities, programs, activities and services in an effort to comply with all applicable federal and state access laws including: the Architectural Barriers Act

of 1968; Section 504 of the Rehabilitation Act of 1973, as amended; the Fair Housing Amendments Act of 1988; the Americans With Disabilities Act of 1990, as amended; and the California Unruh Civil Rights Act and other provisions of State civil and government codes. As a result, the City shall strive to put into place policies and procedures for its municipal facilities, programs, services and activities that promote the inclusion and integration of individuals with disabilities. The City shall make every effort to ensure that its services, programs and activities, when viewed in their entirety, are readily accessible to and usable by individuals with disabilities. The City recognizes its obligation to provide modifications to policies, practices, and procedures and, where necessary, to provide auxiliary aids and services to qualified individuals with disabilities.

For more information on City ADA policies and programs, or to report a complaint of disability discrimination, please contact:

City Administrator's Office  
ADA Programs Division  
One Frank H. Ogawa Plaza, 3<sup>rd</sup> Floor  
Oakland, CA 94612  
510-238-5219 (Voice)  
510-238-2007 (TTY)  
510-238-3304 (FAX)  
adaprograms@oaklandnet.com

## **1. Public Input**

The City provided opportunities for interested persons, including individuals with disabilities or organizations representing individuals with disabilities, to participate in the development of the Annex by submitting comments and making specific recommendations. An open comment period was held to review and provide feedback on the draft Annex (version 1.3) from February 3 – 23, 2010. Public comment period was noticed on the City's web site, Disability Rights Advocates (DRA) web site, and the Yahoo! Groups Berkeley-disabled listserv.

The Mayor's Commission on Persons with Disabilities (MCPD) is a 15-member volunteer commission established in 1980 to represent and address issues faced by people with disabilities. The MCPD formed the Emergency Preparedness Access Advisory Committee (EPAAC) in April 2009 to review the draft Annex and provide comments and suggestions. The EPAAC has been made a permanent committee to review City emergency preparedness programming and policies; provide education and outreach to the local disability community about personal preparedness; and oversee implementation of this Annex.

EPAAC meets on the second Wednesday of each month between 11:00 A.M. and 1:00 P.M. in City Hall 11<sup>th</sup> Floor Conference Room. These meetings are open to the public and notified accordingly through the City Clerk's Office. A public comment period is

reserved on each meeting's agenda. Guests who wish to provide comment during a meeting are asked to register at the beginning of each meeting with a staff member.

Individuals interested in receiving EPAAC meeting agendas and minutes should contact the ADA Programs Division (see above).

Public comments were consolidated by staff and reviewed by the EPAAC. Accepted changes will be incorporated into the Annex. The City's response to public comments was discussed at the April 2010 EPAAC meeting. The City's response to public comments, along with comments will be made available upon request by the ADA Programs Division.

## **2. Grievance Procedures**

The City has a formal grievance procedure providing for prompt and equitable resolution of complaints alleging any action that would be prohibited by Title II of the Americans with Disabilities Act.

Complaints of alleged disability discrimination concerning City of Oakland emergency preparedness, response and recovery programs, activities and services should be directed to the ADA Programs Division (see above).

## **3. Accommodations**

### **a. Service Animals**

It is the policy of the City that service animals owned by individuals with disabilities be permitted to accompany their owners into all City buildings, facilities and events, and onto the premises of contractors providing City programs, activities and services. This includes all City operated emergency shelter sites.

#### **i. Definition**

A service animal is any animal individually trained to perform tasks for people with disabilities. If an animal meets this definition, then it is considered a service animal under the ADA. Service animal users are not required to carry a service animal license or permit and shelter staff may not request to see such documents. If it is not readily apparent, then shelter staff may ask the service animal user what tasks the service animal is trained to perform. Service animals are not pets.

*Reserved: This section reserved for emotional support animal definition.*

A therapy animal is an animal certified for animal assisted therapy (AAT) and used by a handler to provide comfort or companionship or for other "therapeutic" purposes. An animal meeting this definition is not a service animal and will not qualify as a reasonable accommodation at City operated emergency shelter facilities.

## **ii. Behavior**

The service animal's owner shall at all times remain responsible for ensuring the appropriate behavior of the animal. Appropriate behavior includes but is not limited to:

1. All service animals must be well-behaved. Animals may not jump on persons or other animals, bark excessively, growl, wander about, or engage in other unruly behavior.
2. Service animals must be under the control of the user at all times.
3. Service animals must be clean, groomed, and free of ticks or other pests.
4. Service animals are to relieve themselves in designated locations only.

In the event that a service animal's presence or behavior becomes problematic, staff should promptly inform its owner about the problem. If the owner cannot immediately control the animal, staff may require the animal's owner to remove it from the premises until such time as the animal's problem behavior is resolved. In such an instance, staff should make clear to the animal's owner that he or she is welcome to remain in the building during the time that the animal will be required to remain outside.

## **iii. Care and Feeding**

*Reserved: This section reserved for information regarding how the City will support service animals at emergency shelters (i.e. care and feeding), and shall be included as staff researches responsibilities and develops the necessary resources.*

### **b. Dietary Needs**

*Reserved: This section reserved for information regarding food service for individuals with dietary needs at emergency shelters, and shall be included as staff researches responsibilities and develops the necessary resources.*

### **c. Environmental Illness/Multiple Chemical Sensitivity**

*Reserved: This section reserved for information regarding accommodations at emergency shelters for individuals with environmental illness/multiple chemical sensitivity, and shall be included as staff researches responsibilities and develops the necessary resources.*

## **D. Community Preparedness**

Since its inception in 1990, the Citizens of Oakland Respond to Emergencies (CORE) program has provided free, community-based training to more than 18,000 residents. The

mission of CORE is to promote the spirit of neighbor-helping-neighbor and to provide the highest quality emergency and disaster prevention, preparedness and response training. The City is committed to ensuring training is provided to and about individuals with functional needs at all levels of CORE courses.

The Emergency Preparedness Access Advisory Committee of the MCPD has defined their Calendar Year 2010 goals in to include:

- Inform and develop training curriculum for the CORE program, to include emergency preparedness tips for people with functional needs, community disability sensitivity trainings, and encourage others to think of people with functional needs as potential managers or leaders during community emergencies; and
- Conduct outreach and provide educational opportunities to the disability community regarding emergency preparedness for persons with disabilities.

ADA Programs will coordinate the development of new curriculum for the CORE program pursuant to this Annex. ADA Programs will work with the OES, EPAAC, ARC, and local disability organizations.

Individuals interested in attending the CORE program should contact:

CORE Coordinator  
Office of Emergency Services  
1605 Martin Luther King Jr. Way  
Oakland, CA 94612  
510-238-6351 . Voice  
510-238-3254 . TTY  
core@oaklandnet.com  
[www.oaklandcore.org](http://www.oaklandcore.org)

## **E. Shelter Support**

This Annex and other emergency preparedness and response mechanisms used by the City rely upon collaborations with community partners. The City commits to meet and collaborate with community partners to ensure that persons with functional needs are considered during emergency planning and response phases. This Annex aims to provide a high level of service to all shelter residents.

### **1. Functional Needs Coordinators**

The City has established two levels of coordination and oversight of shelter services provided to individuals with functional needs, called Functional Needs Coordinators (FNCs).

The FNCs play a primary role in implementing this Annex during an emergency incident. The Emergency Operations Center Functional Needs Coordinator (E-FNC) shall provide technical assistance and support to functional needs-related situations at all shelter sites. The E-FNC is located at the Emergency Operations Center (EOC).

A Shelter Site Functional Needs Coordinator (S-FNC) is located on-site at each open shelter. In addition to standard shelter responsibilities, all shelter managers assume the role of S-FNC as part of their primary responsibility. The S-FNC shall be involved with all shelter activities, such as shelter layout and set up, registration and assessment, daily needs, and activities related to shelter closure. The S-FNC shall be made directly available to shelter residents. The S-FNC shall conduct individualized assessment to determine appropriate accommodations.

The City shall create and maintain a Toolkit for FNC use. Toolkits shall contain resources for providing emergency shelter services to persons with functional needs, such as communication boards or flip charts, FNC identification, emergency evacuation pictogram, list of City vendors that provide durable medical equipment and/or consumable medical supplies, grievance documents, etc. Toolkits shall be located at the ADA Programs Division office in City Hall and at the EOC.

**a. Emergency Operations Center**

Initial EOC staffing patterns include a designated EOC Functional Needs Coordinator (E-FNC). The E-FNC shall have in-depth knowledge of diverse functional needs, including people with vision and hearing loss, physical disability, mental health disability, developmental and other cognitive disability, substance abuse and older adults.

The E-FNC shall be designated as follows:

<b>PRIMARY E-FNC:</b>	<b>Office of Parks and Recreation Inclusion Coordinator</b>
<b>First Alternate:</b>	<b>CAO / ADA Programs City ADA Coordinator</b>
<b>Second Alternate:</b>	<b>CAO / ADA Programs ADA Program Analyst II</b>
<b>Third Alternate:</b>	<b>Department of Human Services / OPED Senior Services Supervisor</b>
<b>Fourth Alternate:</b>	<b>Department of Human Services / MSSP Senior Services Supervisor</b>

**Fifth Alternate:**

**Department of Human Services / AHHS  
Senior Services Administrator**

Specific staff positions for the E-FNC shall be reviewed periodically to ensure the essential experience and requirements are maintained through staff changes. E-FNCs are permitted to designate assistants during activation, as necessary, to ensure responsibilities are met.

The E-FNC provides technical assistance and resources to City staff and community partners working at shelter sites to assist with policy and procedure accommodations, paratransit transportation coordination, requests for durable medical equipment (DME) and consumable medical supplies (CMS), etc. This position, in conjunction with other EOC staff, shall participate in identifying which shelters to open using the City's primary and secondary emergency shelter lists.

*See Attachment C Role of the Emergency Operations Center Functional Needs Coordinator for responsibility details.*

#### **b. Shelter Sites**

In addition to standard shelter responsibilities, all shelter managers assume the role of a Shelter Functional Needs Coordinator (S-FNC) as part of their primary responsibility. Whenever necessary, the E-FNC shall attempt to identify an additional S-FNC to assist shelter managers with their duties. The S-FNC shall be assigned to delegate and request from the appropriate responsible partners and entities authorizations as follows:

- Identification of essential functional needs within the shelter setting via use of the Initial Intake and Assessment Tool (IIAT) developed by the ARC in partnership with the State Department of Health and Human Services (*see Attachment E*)
- Entry oversight of NGO workers to identify and meet essential needs of at-risk populations
- Designation of accessible shelter supplies, including accessible cots, durable medical equipment (DME), consumable medical supplies (CMS), power generators, and refrigeration for essential medications
- Providing access to electric power and/or generators for such items as life-sustaining medical devices, motorized wheelchairs or scooters, ventilator, air purifiers, refrigeration, etc.
- Ensuring accessibility of portable toilets, hand washing and bathing/shower units



- Providing as effective communication to individuals with disabilities as is afforded to the general shelter population
- Arranging transport and transfer to medical shelters when individuals with medical needs are identified; and provide for functional needs as necessary when medical shelters or transportation are not immediately available

In addition to the above responsibilities, the S-FNC shall assist with shelter layout and set-up, registration and assessment, communication access, and health and safety issues, as well as provide accommodations to policies, practices, and procedures. (*See Attachment D for Functional Needs Care and Shelter Checklist responsibilities.*)

## **2. Non-Governmental Organization (NGO) Roles**

The City works with Non-Governmental Organizations (NGOs) to augment response and recovery capacity.

The City is committed to working with local organizations that serve individuals and families with disabilities and to ensure that anticipated challenges during an incident are addressed in the planning and preparedness stages. This includes organizations that serve: older adults; the Deaf community; individuals with blindness and visual impairments; Deaf-blind needs; persons with cognitive disabilities; persons with developmental disabilities; individuals with mental health disorders; physical and mobility disability needs; and other types of disability. Collaborations may include incorporating new curriculum into emergency preparedness training efforts and/or establishing vital services and support networks for use during an incident. ADA Programs Division staff shall be responsible for identifying organizations that serve individuals with disabilities. The City's Department of Human Services (DHS) staff shall be responsible for identifying organizations that serve older adults.

### **a. American Red Cross**

The American Red Cross (ARC) provides emergency assistance, disaster relief, and preparedness education services throughout the United States, and remains the primary provider of mass care and shelter services for the City. ARC has access to a variety of resources, including local, state, and national stockpiles of relief equipment, and has trained volunteers able to provide shelter management support services. The City relies upon ARC for providing most emergency shelter supplies, durable medical equipment (DME) and consumable medical supplies (CMS), such as shelter cots, meals, portable restrooms, showers, portable generators, refrigerators, wheelchairs, walkers, white canes, shower chairs, commode chairs, gauze pads, ostomy supplies, facial masks, etc. Most ARC services will be available within 72 hours following an emergency. The City recognizes this time period may be greater during a catastrophic event.

ARC provides shelter management training to the City's employees, and the City intends to coordinate training on this Annex with the annual shelter management trainings through ARC.

**b. Eden Information and Referral, Inc.**

The City works with Eden Information and Referral, Inc. (Eden I & R), the primary centralized source for referral and information within Alameda County, which can be reached whenever callers dial 2-1-1. Eden I & R will provide disaster victims with information, relief and recovery resources, including information regarding open mass care shelters within the city and critical social services. Eden I & R services are available to callers using Tele Typewriters (TTYs). Eden I & R is a member of Alameda County Collaborating Agencies Responding to Disaster (CARD).

**c. Collaborating Agencies Responding to Disaster of Alameda County**

Collaborating Agencies Responding to Disaster (CARD) is a local non-profit organization that provides emergency preparedness training and technical assistance. Their programs are specially designed for non-profit organizations (NGOs), faith-based organizations (FBOs), and other service providers that serve various populations, including older adults, people with disabilities, youth and children, homeless individuals, limited-English proficient residents, low-income families and many others. CARD assists local government agencies to partner more successfully.

Emergency preparedness methods and emergency plans of local Long Term Care facilities (LTC) are currently unknown, although all LTC facilities are required to have a disaster plan. The City recognizes this large and diverse population may need access to general population shelters during a disaster. The LTC staff will have in-depth medical knowledge of the needs of their residents, needs that many residents may not be able to express. The LTC staff may not immediately be available to provide functional needs assistance to facility residents at a general population shelter. The City shall engage with CARD and the State of California to recommend their assistance to local LTC facilities with emergency preparedness and plan updates.

**d. State Functional Assessment Service Team**

A State Functional Assessment Service Team (FAST) consists of trained government employees and Community-Based Organization (CBO) personnel ready to respond and deploy to disaster areas to work in shelters. FAST will work side by side with shelter personnel, the S-FNC, and other emergency response workers to assist in identifying and meeting essential functional needs so people with disabilities and older adults can maintain their health, safety and independence during disasters. FAST members work with shelter management and both the E-FNC and S-FNC to ensure quick and accurate requests for DME, CMS and essential medications.

The State maintains a list of trained FAST members who can support the functional needs population during care and shelter, and deploys responders to shelters as they are opened. The FAST will remain in the shelters until it is determined that they are no longer needed. The FAST may transfer to other shelters and may return to shelters as needed or requested. The FAST assists with care and coordination of services for individuals with functional needs in shelters prior to recovery and helps facilitate the return of conditions similar to those prior to the event.

The FAST members will possess the knowledge, skills and ability to work in their area of disability expertise, as well as a minimum of two years' experience working with and assessing the needs of these populations. FAST will consist of members with experience in the following areas: aging (services/supports, including dietary needs); chronic health conditions; developmental and other cognitive disabilities (i.e. Traumatic Brain Injury, intellectual); hearing loss; mental health disabilities; mobility disabilities; substance abuse; and vision loss.

The purpose of the FAST program is to provide staff to conduct functional assessments of people with functional needs as they arrive at shelters. This assessment will evaluate the needs of the individual and determine whether they can be supported within the general population shelter.

The role of FAST is to conduct assessments of individuals and facilitate the process of getting essential resources needed by the PWD/E. These may include durable medical equipment (DME), consumable medical supplies (CMS), prescribed medications or a person to assist with essential activities of daily living.

The City works with Alameda County to negotiate mutual aid agreements for services FAST may be able to provide. Some of these services include:

- Identifying and tracking the needs of persons with disabilities, including mapping of shelters for follow-up or on-going assistance
- Identifying individuals in need who may not otherwise express their need
- Providing assistance to shelter staff in meeting functional needs and accommodation requests
- Assistance with providing essential medications, durable medical equipment (DME) and consumable medical supplies (CMS)
- Providing resources and service coordination to transition individuals from a shelter setting into the community during deactivation and to prevent inappropriate institutionalization
- Assist individuals with functional needs to connect with long-term health and mental health services as needed

- Assist individuals with functional needs to re-establish or access public benefits and services

FAST members and shelter management will not provide personal care attendant services to any shelter resident, but may assist in coordinating personal care attendant services.

FAST may be able to coordinate voluntary agency assistance and organize donations for necessary goods and services. This non-conventional shelter management assists and supports this Annex and the City's Disaster Mass Care and Shelter Plan.

## **F. Communication Access**

The City shall work with organizations that serve individuals with disabilities and older adults to conduct education and outreach, and to register personal electronic devices with City emergency warning systems. ADA Programs staff shall be responsible for identification and coordination of disability community partners. The Oakland Department of Human Services (DHS) staff shall be responsible for identification and coordination of community partners that serve older adults.

OES will continue to provide emergency preparedness documents, information and all other public materials in alternative formats, including Braille, large print, computer disk, and audio disk, when necessary to ensure that its communications with individuals with disabilities are as effective as its communications with others.

### **1. Alerts and Warnings**

The City's Emergency Public Information Officer (E-PIO) team is responsible for ensuring that emergency messages provided to the public, where appropriate, contain a disability access statement:

The City of Oakland makes every effort to ensure that its emergency programs and facilities are accessible to people with disabilities. Functional Needs Coordinators are deployed to City-operated shelters to assist people with disabilities. In consideration of persons who experience chemical sensitivities, please refrain from wearing or bringing scented products to the shelter.

OES maintains and operates a citywide audible warning system for emergency use. This system is composed of multiple sirens located throughout the City that serve as an audible alarm immediately prior to, during, and/or after an incident. The audible sirens are tested on the first Wednesday of each month at 12:00 Noon.

The City intends to provide alerts, warnings, and updates immediately following an emergency incident to the following emergency broadcast radio stations: KCBS 740 AM; KGO 810 AM; KNBR 680 AM; and Radio Oakland 530 AM.

In conjunction with audible sirens, the City also maintains: (1) two emergency notification systems, City Watch and GovDelivery, with capabilities to provide audible and text-based emergency messages on-demand; (2) a contract with community-based organization Eden Information and Referral, Inc. for City use of the 2-1-1 program during an emergency; (3) KTOP TV-10, the City's government access cable television station; (4) a recently remodeled City web site with the ability to provide emergency information on-demand; and (5) emergency first responders to warn community members via door-to-door and/or neighborhood communications.

The City's E-PIO team is responsible for conducting education and outreach to the community for the purposes of registering non-landline telephones and other electronic devices with these emergency notification systems. This includes building partnerships with organizations that serve individuals with disabilities and older adults. Through these efforts with our community partners, the City intends to reach as many residents as possible to register their personal cellular devices, TTY numbers, and/or e-mail addresses with the various emergency notification systems.

#### **a. City Watch**

City Watch is the City's current emergency notification system to warn residents of an emergency situation. City Watch is composed of a localized, Oakland-based landline notification service. This system has the ability to interface with electronic mail, facsimile machines, text message service and short message service (SMS), text pager, landline, registered Text Telephones (TTY) for the Deaf and hard of hearing, and cellular and wireless devices. It can provide advanced warnings to pre-identified geographic or neighborhood clusters. The City is exploring a remedy to potential gaps in service through use of available modern technologies, including a web-based emergency notification system called GovDelivery.

The City's Department of Information Technology (DIT) plans to enter into new agreements for City Watch or another emergency notification system when funding is secured. New or updated agreements for an emergency notification system will aim to minimally provide for:

- Automatic detection of TTYs to send text messages
- The ability to interface with electronic mail, facsimile machines, text message service, short message service (SMS), text pager, and TTY
- Increased rate of call
- Options to repeat the message

- Land line, cellular and other wireless device calling
- Advanced warning for clusters of vulnerable populations

DIT and Oakland Fire Dispatch will regularly test the emergency notification system to ensure optimum operability.

In addition, the City's OES will investigate the feasibility of cooperation with adjacent municipalities to jointly invest in a robust product with all necessary features to reach the unique population of each entity.

#### **b. GovDelivery**

A comprehensive e-mail and digital subscription management system, GovDelivery is a web-based application that monitors web sites for content updates and automatically generates e-mail or wireless alerts when changes are detected on designated web pages. GovDelivery allows public entities to send targeted emergency alerts to registered citizens based on geographic locations. Individuals must pre-register an e-mail address or electronic device with text messaging or SMS capability.

The City employs the GovDelivery application on its web site for the purpose of providing emergency alerts and warning updates. The application is currently available on the main web page and on ADA Programs web pages. The City plans to make GovDelivery registration available on the OES web site after full implementation of City agency web pages has occurred.

DIT is responsible for ensuring GovDelivery appears on designated web pages.

#### **c. 2-1-1**

The 2-1-1 system consists of a free, confidential, 3-digit telephone number and call-in service that provides access to housing information and critical health and human services. This telephone number operates 24 hours a day, 7 days a week with multi-lingual capabilities, and is usually reserved for non-emergency information.

The City has an agreement with Eden Information and Referral, Inc., the company that operates 2-1-1 in the Bay Area, to provide emergency assistance during an incident. Eden I & R will provide disaster victims with information, and relief and recovery resources, including information regarding open mass care shelters within the city and critical social services.

Eden I & R services are available to callers using Text Telephones (TTYs).

#### **d. KTOP TV-10**

The City's government access cable television station, KTOP TV-10, uses an electronic bulletin board called Information Access to post information to the public. The City's E-PIO team will coordinate the development of stock slides related to emergency preparedness. Stock bulletins contain general emergency information and are not tailored to a specific incident since they are created prior to its occurrence. ADA Programs Division staff will coordinate an audible narration to accompany all text content of stock emergency information on KTOP's Information Access electronic bulletin board.

Currently, KTOP has the ability to create incident-specific text-based bulletins on demand. Immediate audio translation of custom bulletins is not currently available due to lack of equipment. The City intends to purchase the necessary equipment to create on-demand, live studio audio broadcasts to accompany incident-specific text-based bulletins.

KTOP shall ensure that live televised emergency announcements made by the City on its cable channel TV-10 include qualified sign language interpreters and/or real-time captions, if such translation services are available following an incident.

#### **e. City Web Site**

The City's Department of Information Technology (DIT) shall ensure that emergency information and trainings provided via the City's web site are developed and maintained in a format accessible to persons with disabilities as outlined by the City Web Access Policy. The City's Web Access Policy requires conformity to World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0 Conformance Level A.

The City is currently exploring the feasibility of web-based broadcasts. These broadcasts may have the ability to display sign language interpretation on-screen. When such translation services are unavailable, essential information contained in the broadcast shall be provided in text format to the maximum extent practicable. The E-PIO team shall be responsible for ensuring inset sign language interpretation or text information is provided with any emergency web-based broadcasts, when such translation services are available.

#### **f. First Responders**

First responders are provided with a variety of methods of communication, both audible and visual. First responders, including Police and Fire personnel, shall have accessible door-to-door communications, such as loudspeakers and pictograms.

ADA Programs, OPD and OFD staff will research and select communication devices for first responder use in door-to-door emergency announcements. These devices will include pictograms that convey ideas, thoughts, and events and can be used to communicate with individuals with various functional needs, including people with

speech disabilities, individuals who do not speak English, and others who may be unable to receive or convey audible communications during an emergency.

Staff shall work with the Mayor's Commission on Persons with Disabilities (MCPD) Emergency Preparedness Access Advisory Committee (EPAAC) to ensure selected images are representative of the functional needs population and do not encourage negative stereotypes.

## **2. Shelter Site Services**

The City does not plan to bring in portable communication devices of any kind to shelter sites, including telephones, computers, etc. The City has no contract in place for renting portable communications equipment.

On-site shelter communications shall primarily be delivered through audible announcements and a community bulletin board. The City intends to provide sign language interpretation services to shelter residents to the extent that these contract services are available following an incident.

### **a. On-Call Sign Language Interpreters**

The City explored obtaining an on-call sign language contract through a local vendor for local and regional disasters but was unsuccessful in making such an agreement. Vendors anticipate interruption of the local sign language interpreter service delivery system and they will not commit to coordinating such services during emergencies.

An on-call qualified sign language interpreter contract exists for all police emergency and non-emergency business. This contract is maintained and updated through Oakland Police Department (OPD) Communications Division. OPD has separate responsibilities under the Americans with Disabilities Act in regard to day-to-day communications. This on-call interpreter contract has been established to provide effective communication for persons with disabilities when they encounter OPD during routine police activity, such as traffic violations, court appointments, investigations, etc. The City acknowledges that it is unlikely this contract will be successful in delivering interpretation services during a disaster situation due to interruption of the local interpreter service delivery system.

### **b. Video Remote Interpreting**

Video Remote Interpreting (VRI) services provide sign language interpreting to a location where Deaf and hearing individuals are together in one location and the interpreter is located off-site.

Unfortunately, VRI is not a viable shelter-based communications service at this time. Various pieces of equipment are required to use VRI services, including a computer, video camera, video conferencing software, and Internet connection, all of which may not



be universally compatible with all service providers. Equipment would need to be purchased in advance and stored on-site at potential shelters due to the required hard-wiring for service. VRI service providers report significant potential information technology barriers such as the inability to connect through a network's firewall and a lack of sufficient bandwidth to transfer video images quickly enough to be understandable. The City shall periodically review the feasibility of VRI as a shelter-based communications service.

#### **c. Bulletin Boards**

Shelter site managers shall establish and maintain a bulletin board to post all announcements. Bulletin boards shall be located in a central area available to all residents and shall be placed with consideration of wheelchair users in regard to physical accessibility and eye-level. All written bulletins provided on the bulletin board shall be provided in large print, Times New Roman equivalent text point size 16, or greater.

All audible announcements must be provided in text format and posted to the bulletin board in a timely manner. Information provided on the bulletin board should be audibly announced a minimum of two times per day, and shelter staff shall read posted information to individuals with functional needs upon request.

#### **d. California Relay Service (7-1-1)**

Communications between shelter staff and individuals with speech disabilities shall be coordinated through the use of Speech-to-Speech (STS) interpreters when the need occurs. STS interpreters can be reached by dialing 7-1-1 from a standard operating telephone. Interpreters are trained to understand a variety of speech disabilities and interpret the client's speech.

### **G. Shelter Identification and Activation**

The City and Oakland Unified School District (OUSD) have an agreement completed in June 2009 that covers the use of OUSD school sites as temporary shelter sites during major emergencies. The City has further identified multiple Office of Parks and Recreation (OPR) sites as secondary shelter sites for use during an emergency situation. All of these sites have been analyzed for physical access compliance using the Emergency Shelter Site Accessibility Evaluation matrix, based on the ADA Checklist for Emergency Shelters published by the U.S. Department of Justice, Civil Rights Division Disability Rights Section, as well as guidelines for sheltering people with disabilities set forth by the American Red Cross.

The physical access evaluations are limited to primary areas that may be used for emergency sheltering activities (gymnasiums, cafeterias, and multipurpose rooms), restrooms, showers, drinking fountains, and exterior/interior paths of travel supporting those areas. Evaluations also note the type of kitchen facility and the availability of off-

street parking, passenger loading zones, large outdoor staging areas and more at each facility.

The City's ADA Programs Division will track completion of minor repairs, renovations and modernizations to all primary and secondary emergency shelter sites, and coordinate City efforts to update the shelter list. An updated Emergency Shelter Site Accessibility Evaluation will be completed after repairs, renovations and modernizations in addition to regularly scheduled updates as outlined in Chapter X – Time Table and Updates.

The City's Office of Emergency Services (OES) and the American Red Cross (ARC) are responsible for identifying additional facilities, such as portable restrooms, showers or tents, and equipment, including portable generators and refrigerators that must be brought on site during an emergency to make shelter sites fully functional and accessible. This determination will be based upon a variety of factors, including the total number of shelter residents at the facility.

The OES and ARC will work with the appropriate agencies to complete a formal evaluation of each primary and secondary shelter site for compliance with programmatic requirements for shelter accessibility after an incident and prior to opening each shelter. This evaluation minimally ensures the facility provides adequate space and essential utility services to maintain the health and safety of shelter residents with functional needs. It will be determined at this time what equipment and services will be brought on site (i.e. emergency generators, refrigeration units, accessible portable restrooms and wash stations). All necessary supplies will be identified and obtained at the time of need through ARC or City vendors.

It is necessary to differentiate between shelter sites suitable for regional disasters and shelter sites suitable for localized incidents. The City's current shelter lists do not include major sites suitable for regional disaster evacuations, such as sports arenas, college campuses, and major hotels. The City plans to pursue MOUs with major facility owners and operators. All tolled, however, the major facilities in Oakland can not accommodate 10% of Oakland's population, which is the estimated number of evacuees who will seek public shelter, according to the Association of Bay Area Governments. Evacuees will be sheltered in "tent cities" and/or transported out of the area. This could not be accomplished independently by the City and will be the subject of cooperative agreements between the City, ARC, the County of Alameda, and others. The City has participated in development of the San Francisco Bay Area Regional Emergency Coordination Plan that addresses sheltering after regional disasters.

The City will take into account the principles laid out in this Annex and will aim to incorporate those principles into any future negotiated agreements with major facility operators as well as with the ARC, the County of Alameda, and others involved in preparing for larger-scale disasters.

Furthermore, it is assumed that a number of Oakland NGOs and FBOs, such as community centers and places of worship, will open their doors during emergencies, local

and regional. Oakland OES maintains a list of such facilities but no formal accessibility survey has been conducted. It is assumed that most of these facilities will rate below City standards for readily accessible facilities.

Information about which shelters are open and can best accommodate people with functional needs will be provided to the public at the time of an incident via 2-1-1, KTOP, the Emergency Broadcast System, and the City's Emergency Public Information Officer (E-PIO) team.

## **1. Primary Emergency Shelter Sites**

Oakland Unified School District and the City have identified multiple OUSD properties to be used as primary shelters (*see Attachment H*). All of these sites have been analyzed for physical access compliance using the Emergency Shelter Site Accessibility Evaluation matrix. Each location was ranked based on a physical access rating ranging between one (1) and four (4), where one represents poor ADA features and four represents excellent ADA features. These sites were then placed into one of three categories: (a) readily accessible facilities; (b) under modernization; or (c) for future consideration. As of April 1, 2009 there are eleven (11) distinct OUSD sites that are readily accessible facilities. These sites provide a cumulative total of 100,153 square feet of shelter space.

Minimum square footage requirements are usually determined on a per-person basis. The American Red Cross (ARC) uses 40-60 square feet sleeping space per person as a standard shelter space guideline. Forty square feet is adequate for the general population, while sixty square feet allows for enough space for support areas such as dining rooms, recreation area, health services, registration and material storage. Sixty square feet per person also allows for cot spacing to accommodate wheelchairs, walkers and other mobility aid devices.

Using ARC guidelines, readily accessible primary shelter sites can accommodate between 1,669 and 2,503 people.

It is anticipated three (3) OUSD sites will be modernized and added to the primary shelter list. This will add an additional 26,942 square feet of shelter space.

## **2. Secondary Emergency Shelter Sites**

The City has identified multiple Office of Parks and Recreation (OPR) facilities as secondary shelters (*see Attachment I*). All of these sites have been analyzed for physical access compliance using the Emergency Shelter Site Accessibility Evaluation matrix. Each location was ranked based on a physical access rating ranging between one (1) and four (4), where one represents poor ADA features and four represents excellent ADA features. These sites were also placed into one of three categories: (a) readily accessible facilities; (b) major renovations required; or (c) planned construction. As of June 2, 2008

there are ten (10) OPR sites, where three (3) of the sites are located on the same physical property, that are readily accessible facilities. These sites provide a cumulative total of 32,710 square feet of shelter space.

Using ARC guidelines, readily accessible secondary shelter sites can accommodate between 545 and 817 people.

There exists one (1) site that requires major renovation and sizes in total of 3,724 square feet. One (1) additional OPR site has planned construction to build a 23,000 square foot facility that is to include a large multi-purpose room. The size of this multi-purpose room is not yet known.

### **3. Medical Emergency Shelter Sites**

Alameda County Health Care Services Agency – Public Health and the Emergency Medical Services (EMS) coordinates the immediate medical response in a disaster, including emergency medical dispatch and emergency and non-emergency ambulance services. A medical shelter is planned for:



Medical shelters are for people who require intensive medical care. These individuals are medically fragile, in need of care beyond basic first aid, and necessary support systems are not provided for in the general population shelter. Individuals who require intensive medical care are considered in need of pre-hospital or in-hospital treatments.

Shelter staff, CBO and NGO partners will not provide personal care attendant services. Individuals who are unable to maintain their health or daily living activities due to a lack of adequate personal care attendant service within a mass shelter setting may be transferred to the medical shelter.

The City acknowledges the need for family-centered medical care. The City shall make every effort to permit family members and care givers who are not receiving direct medical shelter services to remain at the medical shelter with family or their clients.

This site is evaluated by the County for physical and programmatic access compliance. Co-locating medical shelters in mass shelters when necessary shall occur. Oakland OES shall work with Alameda County to update its listing of emergency medical facility sites at least once every five years.

## **H. Evacuation and Transportation**

The City's OES, in conjunction with first responders and transportation providers, shall ensure that functional needs are incorporated into exercises targeted at transportation and evacuation teams. The OES shall ensure that all other exercises and trainings that cover transportation and evacuation, including CORE, include information on transportation and evacuation procedures for persons with functional needs.

### **1. Paratransit Roundtable**

The City aims to provide supplemental evacuation transportation in addition to public transit programs during an emergency. The Paratransit Roundtable was established to encourage voluntary participation of local public and private paratransit organizations to provide coordinated transit services for people with disabilities during a disaster. The Paratransit Roundtable meets bi-annually and includes City staff, local private paratransit service providers, and representatives of the Metropolitan Transportation Commission (MTC).

The OES, through the Paratransit Roundtable, explored the possibility of drafting agreements with local paratransit service providers. Formal agreements with transit organizations would outline request, prioritization and scheduling procedures; provide stipulations for ensuring adequate space is made available for essential durable medical equipment (DME); and that essential prerequisites for federal, state and local reimbursement of emergency-related paratransit costs are met.

Initial dialogue has indicated that a voluntary program is more practical than a formal agreement process given the unique circumstances of disaster and relatively small fleet of paratransit vehicles and staff per agency.

In addition to facilitating on-going collaborations between private and public paratransit organizations, the Paratransit Roundtable actively pursues expansion and updating of the City's emergency Geographic Information System (GIS) emergency response layer. The Paratransit Roundtable successfully managed the development of a unique emergency evacuation pictogram (see below).

### **2. Emergency Evacuation Pictogram**

The City shall pursue production of an emergency evacuation pictogram, which will be placed on the outside of vehicles used by the City during an emergency. This will assist community members and first responders to readily distinguish authorized contracted evacuation vehicles. The City worked with Communication@Ease, a local company owned and operated by individuals with disabilities, to develop this unique emergency evacuation vehicle identification system.

The image to be used as the City's emergency evacuation pictogram is white foreground on blue background depicting a driver and rider in a bus with blue letters "EVAC" on the

side of the vehicle. An arrow points toward the bus door with three individuals with functional needs (an individual with a service dog, an older adult cane user, and a wheelchair user) in the foreground. The words "EVACUATION VEHICLE" appear above the image. The words "CALL 211 EVAC INFO" appear below the image.

Focus groups including individuals with disabilities and older adults were conducted within the Oakland community in May 2009 to receive feedback on various evacuation pictogram designs. The MCPD Emergency Preparedness Access Advisory Committee (EPAAC) approved the selected emergency evacuation pictogram in July 2009. The image was then approved by the Paratransit Roundtable in October 2009.

*See Attachment K Emergency Evacuation Vehicle Pictogram.*

### **3. Geographic Information System (GIS)**

The City is currently using Geographic Information System (GIS) mapping to locate persons with functional needs. Oakland has currently identified long term care facilities, Residential Care Facilities for the Elderly (RCFE), and individual 9-1-1 Registry participants in its GIS emergency preparedness mapping system (layer). This GIS information was last updated in 2008. The City's OES will continue to improve this GIS layer with the addition of Oakland Housing Authority Section 8 and public housing locations for the sole use of persons with disabilities and older adults.

Efforts will commence to distinguish community areas where a high level of paratransit need exists through partnerships with Oakland Paratransit for the Elderly and Disabled (OPED), East Bay Paratransit, and private paratransit service providers. This GIS information may not be readily available to the City due to privacy concerns related to the Health Insurance Portability and Accountability Act (HIPAA) of 1996.

The City operates a voluntary 9-1-1 Registry program for people with functional needs. This program provides useful information to first responders about a person's health or needs during an emergency situation. The 9-1-1 Registry is not intended for use during a mass emergency and is only for personal emergencies when that particular individual, or someone on their behalf, calls 9-1-1 for assistance. Only contact information of 9-1-1 Registry participants will be included in the GIS for potential mass emergency use.

The Oakland Department of Human Services (DHS) is responsible to create and update 9-1-1 Registry program documents, and to conduct community outreach to potential program participants. [To participate in the 9-1-1 Registry program, persons may contact: Oakland Fire Department Office of Emergency Services, 510-238-3938 (Voice) or 510-839-6451 (TTY), or visit OES on the web at [www.oaklandnet.com](http://www.oaklandnet.com).]

The OES is responsible for creating and maintaining procedures related to access to vital GIS services during EOC activation.

## **I. Short Term Recovery**

After an emergency shelter has opened, the City's goal is to transition shelter residents to interim or short term housing as soon as possible. The City acknowledges that the deactivation process followed for closing a shelter must take into account the continuity of services needed for people with functional needs, and that disaster situations create disruptions in vital community services.

The City's Community and Economic Development Agency (CEDA) Housing and Community Development (HCD) and community partners shall assist in this transition process and work with homeless services providers and housing agencies to act as case managers for individuals seeking temporary or long term housing options. HCD shall work with Community Based Organizations (CBOs) to provide referrals for individuals with functional needs to services and programs that re-establish vital community services.

State FAST members coordinate with the City's Department of Human Services (DHS), Office of Parks and Recreation (OPR), and CEDA/HCD and other responsible City departments and agencies to coordinate transition from a shelter setting into the community. FAST members are trained and knowledgeable in regard to a variety of types of disability. They are able to assist in prevention of inappropriate institutionalization, and secure long-term health and mental health services.

The City does not provide permanent housing for temporary shelter residents. Staff may assist in locating long-term temporary housing for those shelter residents with unique challenges in the housing market. City staff shall, to the best of their ability, identify temporary housing with accessible features. Shelter residents who have requested housing with accessible features shall be given priority to accessible housing.

The City will assist with transition of resources and services provided during response and recovery to an entity that is designated to lead long term recovery in each disaster (such as the American Red Cross or the Federal Emergency Management Agency).

*(See Attachment G for Functional Needs Coordinator Deactivation Checklist.)*

## **VII. OPERATIONAL PHASES OF SUPPORT FOR INDIVIDUALS WITH FUNCTIONAL NEEDS**

### **A. Readiness Phases**

Three phases of readiness conditions apply to City emergency operations prior to activation: Preparedness; Increased Readiness; and Alert and Warning. Although these phases are described below progressively, conditions may require escalating and de-escalating, or skipping from one phase directly to another without passing through each phase. Commencement of these phases will be made by the City's OES Manager in consultation with individual Section Chiefs, Managers, and other City departments in response to conditions within the City, or in order to respond in support of local agencies, non-profit services providers, other EOCs, or other agencies as needed either prior to or after the activation period.

#### **1. Preparedness**

This phase reflects the normal status of planning, training, and exercising. It is widely accepted that there is potential for various system failures that could result in infrastructure disruptions at a local and statewide level as a result of any major emergency. Due to the level of concern over these potential disruptions and public reaction to real events associated with any major crisis, the City's OES provides for or supports the followings actions:

- a. Review and enhance Standard Operating Procedures (SOPs), phone rosters, and interagency procedures, as required
- b. Request that City departments evaluate and test all of the above to ensure they operate as designed
- c. Request that Department of Information Technology (DIT) and City departments inventory and test communications, equipment, and consumable supplies
- d. Assist with the repair, enhancement, and purchasing of equipment, as necessary
- e. Develop initial EOC staffing patterns
- f. Re-evaluate emergency notifications procedures and checklists
- g. Assist, plan, and carry out exercises to test the plans, as necessary



## 2. Increased Readiness

This phase will be initiated when the OES Director, in consultation with the Operational Area and State, determine that, based upon intelligence, a greater likelihood of threat may exist. Examples of these threats may include:

- Analysis of lessons documented from statewide exercises and drills
- Potential civil disturbance
- “Runs” on banks, markets, or gas stations
- Events in other cities which may have significant media or economic impacts on the City

During the Increased Readiness phase, the following steps are required:

- Poll agencies to ascertain potential impacts and/or potential resource requests
- Confirm 24-hour phone numbers and points of contact for agencies that staff the EOC
- Re-evaluate initial staffing patterns and determine staff needs and availability
- Develop a staff recall roster for off-hour recall
- Ensure all OES staff review SOPs and request that City departments review SOPs
- Determine standby time frames for staff, if necessary
- Test, repair and purchase equipment, as necessary
- Complete all activities pending from the previous phase
- Identify potential needs from analysis of situation reports
- Develop ad hoc contingency plans for perceived needs
- Share relevant alerts, warnings, and intelligence reports with local governments and the Operational Area and in accordance with the City’s Emergency Public Information policies and strategy

### **3. Alert and Warning**

The OES Director, in consultation with the Operational Area and State, will determine, based upon information from such sources as the California Emergency Management Agency (CalEMA) or other credible sources, if there have been occurrences in other parts of the State due to major emergencies that pose a significant impact on the City.

Possible triggering events might include:

- Major power outages, for any reason
- Nuclear power plant accidents, for any reason
- Terrorist acts or acts of unknown origin or suspicious cases that appear to be terrorism, of any location
- Major local gatherings or events that have or may lead to civil disturbance
- Major hazardous materials releases

During Alert and Warning phase, the following steps are required:

- Bring key staff to standby
- Cancel travel and vacations if necessary to ensure proper staffing levels are available
- Evaluate potential staffing patterns
- Advise the City key executive staff if back-up staff may be needed
- Establish communication with the Operational Area, CalEMA Regional Office and other State of Federal agencies, as needed
- Communicate with local neighboring governments regarding status
- Complete all activities pending from previous phase
- Implement City Emergency Public Information media protocols and strategies

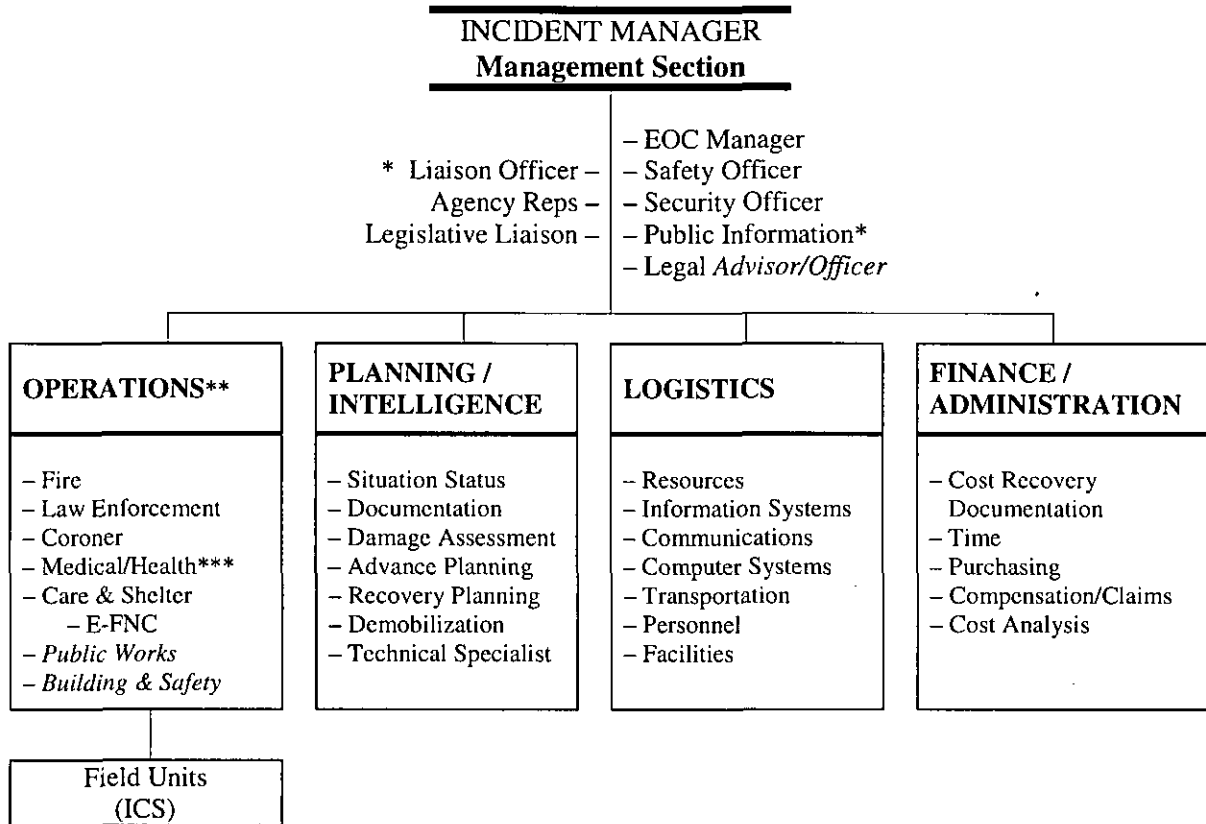
### **B. Response to Recovery**

Due to the possibility of widespread activity as a result of citywide declared emergencies, the potential is great to have simultaneous response activities underway while recovery activities are going on in other areas. To ensure a smooth transition, the early

communication with the Operational Area, CalEMA Regional Office and the State Disaster Assistance Branch by the EOC Planning and Intelligence Section is required. Initially, the City Administrator's Office (CAO) representatives and the EOC Management Section will act as part of advance planning to ensure early identification of recovery issues and information needs. If conditions warrant, CAO staff will form a separate Recovery Planning Branch within the Planning and Intelligence Section and the Legal Section to act as the focal point of recovery action planning and the development of transition plans.

The Mayor and City Council representatives will provide key policy and liaison roles with regional, state and federal counterparts. Meetings to address recovery issues can be convened at the EOC where up-to-date information will be available to representatives.

## VIII. RESPONSE ORGANIZATION / STRUCTURE



- \* May be organized as a section or branch.
- \*\* If all elements are activated, a deputy will be appointed to provide a manageable span of control.
- \*\*\* Normally coordinated by County, but a local coordinator may be designated, if needed.

## **IX. ADMINISTRATION AND SUPPORT**

### **A. Agreements and Understandings**

#### **1. Oakland Unified School District (OUSD)**

In California, school districts are mandated to open school sites for sheltering during emergencies. The City and the Oakland Unified School District (OUSD) have established Memorandum of Understanding (MOU) for use of OUSD school sites as mass care shelter sites during an emergency incident. The City's Director of Emergency Services is responsible for maintaining and updating this MOU every five years or as otherwise designated in the agreement.

#### **2. American Red Cross (ARC)**

The City recognizes the importance of forming agreements with the American Red Cross (ARC) that detail sheltering responsibilities and facility transition periods. However, cities do not typically establish an MOU with the ARC. There is a natural automatic system for ARC assistance to cities, counties, and states. This assistance includes equipment dispersion, such as emergency generators and accessible cots. Normally, MOUs are formed between ARC and school districts.

The City intends to establish a Shelter – Functional Needs Coordinator (S-FNC) within the first 72 hour period of an incident and intends to transfer this position to ARC responsibility to the extent ARC will make available those resources, services and functions after shelter transition. The City will emphasize the importance of continuing the functional needs care framework within the shelter system during transfer from City to ARC authority. The City's Director of Emergency Services will make every effort to secure verbal commitments, and written commitments when possible, from ARC officials to maintain an S-FNC for each open shelter. The City will also recommend that ARC make use of the Functional Needs Care and Shelter Checklist (Attachment D). The City will work with ARC to identify and obtain DME, CMS, and other medical supplies as necessary.

#### **3. County of Alameda**

The City has a current mutual aid agreement with the County of Alameda and has participated in the development of the San Francisco Bay Area Regional Emergency Coordination Plan (RECP) Care and Shelter Subsidiary Plan.

#### **4. Other Agreements**

Partnerships with Collaborating Agencies Responding to Disaster of Alameda County (CARD) and Eden Information and Referral, Inc. exist through formal agreements. The

City's OES and the City's Office of the City Attorney (OCA) are responsible for maintaining and updating these agreements.

The City shall pursue formal agreements with other NGOs and make every effort to communicate to NGOs their responsibilities in meeting federal reimbursement requirements by providing the federal procedural requirements for reimbursement as an appendix to any MOU. The City cannot guarantee federal reimbursement and will not coordinate federal reimbursement for its partners.

## **5. Purchasing Procedures**

During an emergency incident, the City's Purchasing Supervisor has authority to take control over all current and former contracts and agreements between the City and vendors. This authority permits the Purchasing Supervisor to use all available funding sources to obtain necessary items from vendors.

Current and former contracts and agreements are in place to purchase DME, CMS, portable sanitation facilities, generators, refrigerators or cooling units, tents, essential medications, and supplies and equipment for acute medical care. These contracts are not specific about which types of equipment they do and do not cover, providing the City with the flexibility it needs to request items as they are needed. The City does not have stock piles of emergency equipment, but instead relies on its ability to draw from any open or former contract with a vendor during a disaster situation to rent or purchase equipment that is available at that time. The City acknowledges that these contracts are with vendors common to other organizations and entities that may request the same resources, and specific equipment availability cannot be guaranteed. The City anticipates that there may be complications to receiving necessary equipment. Should issues arise where vendors cannot obtain equipment in a timely manner, the City shall request the aid of ARC to supply these items.

The City is committed to identifying additional organizations that specifically supply essential DME and CMS to individuals with functional needs. ADA Programs staff shall coordinate new vendor applications with these organizations.

## **B. Training and Exercises Critiques**

Since 2003, OES has worked in collaboration with Collaborating Agencies Responding to Disasters (CARD) to provide an annual workshop and newsletter on the topic of emergency preparedness training for persons with disabilities. OES shall infuse disability and functional need specific content into a variety of trainings, including Citizens of Oakland Respond to Emergencies (CORE) curriculum, such that the subject matter is not held separate from general emergency preparedness training. OES training coordinators will actively recruit and accommodate persons with functional needs to participate in preparedness drills involving role-play and tabletop exercises. Additionally, the City will

conduct and integrate disability-specific incident scenarios into general incident exercises.

ADA Programs staff are responsible for coordinating a four-hour training module to familiarize Emergency Public Information Officers (E-PIO), Emergency Operations Center Functional Needs Coordinators (E-FNC), Shelter Functional Needs Coordinators (S-FNC), and City staff who have emergency shelter responsibilities with the following Attachment guidelines and checklists: (1) Role of the Emergency Operations Center Functional Needs Coordinator; (2) Functional Needs Care and Shelter Checklist; and (3) Functional Needs Framework. This training will include an exercise scenario to test the Annex by addressing the goals and objectives as outlined in Chapter V.

## **1. First Responders**

OES shall build partnerships among first responders, emergency planners and organizations of, by, and representing diverse functional needs populations to incorporate accurate functional needs training information and development of usable services and response. Training exercises, tabletops, and drills will involve the use of people with disabilities and activity limitations.

### **a. Emergency Public Information Officers**

Training on this Annex has been provided to Emergency Public Information Officers (E-PIO) team members in March 2010. Curriculum focused on various methods to ensure effective communication with individuals with functional needs. Specific disability accommodations were thoroughly addressed for a variety of types of disability, including: people who are Deaf or have hearing impairments; people who are blind or have vision impairments; people with speech disabilities; people with mobility disabilities; people who have environmental illness/multiple chemical sensitivity; people with cognitive, intellectual, or developmental disabilities; and people with learning disabilities.

### **b. Oakland Police Department**

Oakland Police Department (OPD) Training Bulletin Index Numbers VIII will incorporate disability specific language updates, door-to-door notification and communication access training, and procedures to utilize NGOs to assist in public warnings, alerts and announcements. The OPD Communications Division is responsible for coordinating these updates.

### **c. Evacuation Transportation**

The City's OES, in conjunction with first responders, transportation providers, and the Paratransit Roundtable, shall create new emergency drills and exercises targeted at transportation and evacuation teams. All other appropriate preparedness exercises shall include transportation and evacuation procedures. In addition, functional needs services

in relation to transportation and evacuation shall be incorporated into all general population transportation and evacuation preparedness trainings and exercises.

## **2. Shelter Staff**

Full-time and permanent part-time employees in the Oakland Department of Human Services (DHS) and also those who work at or supervise the Office of Parks and Recreation (OPR) facilities or other City-owned potential shelter sites are required to attend annual shelter management training provided by the City in partnership with the American Red Cross. Beginning Calendar Year 2011, the functional needs framework and parts of this Annex will be incorporated into the annual shelter management training.

Curriculum includes shelter management overview by the American Red Cross, the functional needs framework, an overview of the responsibilities of the E-FNC, and detailed information on using the shelter layout and set up checklist.

ADA Programs staff maintains a list of individuals who have completed training on the Annex, and shall provide an update on training opportunities and attendees with required compliance reports to Disability Rights Advocates.

## **3. Functional Needs Coordinators**

Emergency Operations Center Functional Needs Coordinators (E-FNC) are required to complete annual web-based disaster management training courses in the SEMS and NIMS protocols, emergency planning and response training opportunities offered through the City and other agencies, and participate in training exercises or real incidents on a regular basis.

Additionally, FNCs shall be required to meet once annually to review their responsibilities and participate in tabletop exercises. These exercises shall focus on providing emergency services to individuals with diverse functional needs. Content shall minimally include information on providing services to individuals with mobility, visual, hearing, and/or cognitive disabilities, individuals with mental health disabilities, and the older adult population.



## **X. TIME TABLE AND UPDATES**

An Implementation Time Table (see Attachment J) has been established with all City departments and agencies holding specific responsibilities outlined in this Annex. Heads of departments and their staff were invited to discuss portions of the Annex and specific steps necessary to accomplish implementation goals. The dates developed for this time table represent estimations and are subject to change based upon future developments, such as staffing limitations or shifts in priority. City department heads shall notify the City ADA Coordinator of all changes, including project completion or date shifts. The ADA Programs Division shall update the time table once every three months until all items are complete.

The ADA Programs Division shall be responsible for coordinating updates to this Annex as necessary. The City's Emergency Services Manager shall notify the City ADA Coordinator of all new and revised processes, policies, and procedures that should be integrated in this Annex.

This Annex and the elements contained within shall be reviewed and updated by the ADA Programs Division at least once every five years. This review process shall include participation of populations with functional needs and shall actively recruit qualified people with a variety of disabilities, such as those serving on the Mayor's Commission on Persons with Disabilities (MCPD), and subject matter experts.

## **GLOSSARY OF TERMS**

### **Acronyms**

**ADA** – Americans with Disabilities Act of 1990

**ADAAG** – Americans with Disabilities Act Architectural Guidelines

**AHHS** – Aging, Health and Human Services

**ARC** – American Red Cross

**BiPAP** – Bilevel Positive Airway Pressure

**CalEMA** – State of California Emergency Management Agency

**CAO** – City Administrator's Office

**CARD** – Collaborating Agencies Responding to Disasters of Alameda County

**CBO** – Community Based Organization

**CEDA** – Community and Economic Development Agency

**CMS** – Consumable Medical Supplies

**CORE** – Citizens of Oakland Respond to Emergencies

**CPAP** – Continuous Positive Airway Pressure

**DHS** – Department of Human Services

**DIT** – Department of Information Technology

**DME** – Durable Medical Equipment

**Eden I&R** – Eden Information and Referral, Inc.

**E-FNC** – Emergency Operations Center Functional Needs Coordinator

**EMS** – Emergency Medical Services

**EPAAC** – Emergency Preparedness Access Advisory Committee

**EOC** – Emergency Operations Center

**FAST** – Functional Assessment Service Team

**FBO** – Faith Based Organization

**FEMA** – Federal Emergency Management Agency

**FNC** – Functional Needs Coordinator

**GIS** – Geographic Information System

**HCD** – Housing and Community Development

**ICS** – Incident Command System

**IIAT** –Initial Intake and Assessment Tool

**LTC** – Long Term Care

**MCPD** – Mayor’s Commission on Persons with Disabilities

**MOU** – Memorandum of Understanding

**MSSP** – Multipurpose Senior Services Program

**MTC** – Metropolitan Transportation Commission

**NGO** – Non-Governmental Organization

**NIMS** – National Incident Management System

**OA** – Operating Area

**OES** – Office of Emergency Services

**OPD** – Oakland Police Department

**OPED** – Oakland Paratransit for the Elderly and Disabled

**OPR** – Office of Parks and Recreation

**OUSD** – Oakland Unified School District

**PIO** – Public Information Officer

**PWA** – Public Works Agency

**RCFE** – Residential Care Facility for the Elderly

**SEMS** – Standardized Emergency Management System

**S-FNC** – Shelter Functional Needs Coordinator

**SOP** – Standard Operating Procedures

**STS** – Speech-to-Speech

**The Plan** – City of Oakland Mass Care and Shelter Plan

**The City** – City of Oakland

**TTY** – Tele Typewriter

**VRI** – Video Remote Interpreting

**W3C** – World Wide Web Consortium

**WCAG** – Web Content Accessibility Guidelines

## **Definitions**

**2-1-1** – A free, confidential, 3-digit telephone number and service that provides access to housing information and critical health and human services. This telephone number operates 24 hours a day, 7 days a week with multi-lingual capabilities, and is usually reserved for non-emergency information. The City has an agreement with Eden Information and Referral, Inc., the company that operates 2-1-1 in the Bay Area, to provide emergency assistance during an incident.

**7-1-1** – A free, confidential, 3-digit telephone number and service that provides relay access to the Deaf, people who are hard of hearing or have speech disabilities, and the hearing to have telephone calls relayed voice-to-text, text-to-voice, and voice-to-voice.

**9-1-1 Registry** – A computer record of individual health information voluntarily provided to the City by persons with disabilities and older adults. The 9-1-1 Registry files can provide useful information to medical professionals about a person's health or needs during an emergency situation. Participation in the 9-1-1 Registry and all information provided to the City is voluntary.

**Accessible** – Encompassing the legally required features and/or qualities that ensure entrance, participation and usability of places, programs, services and activities by individuals with disabilities.

**Accessible cots** – A raised sleeping area designed for ease of transfer from a wheelchair or other mobility device. These types of cots are wider, higher, and can hold a greater weight capacity than standard cots. Accessible cots measure approximately 32"W x 84"L x 18"H and can minimally accommodate 450 pounds of weight.

**Accommodation** – Any modification or adjustment to policies, practices, procedures or the environment that enables an individual to perform essential functions or participate in the program or event.

**Americans with Disabilities Act of 1990 (ADA)** – Signed into law July 26, 1990, a civil rights legislation intended to make American society more accessible to people with disabilities. It contains five titles: Employment, Public Service, Public Accommodations, Telecommunications, and Miscellaneous, which include prohibitions on threats, coercion, retaliation, etc. against people with disabilities and those who assist them in exercising their rights.

**BiLevel Positive Airway Pressure (BiPAP)** – A method of respiratory ventilation, used in the treatment of sleep apnea or in individuals with respiratory failure as an alternative to endotracheal intubation, which blows air at two levels of prescribed pressure: inspiratory positive airway pressure and a lower expiratory positive airway pressure for easier exhalation.

**Citizens of Oakland Responding to Emergencies (CORE)** – Equivalent to Community Emergency Response Team Program (CERT), known through out other jurisdictions, CORE educates people about disaster preparedness for hazards that may affect the local Oakland area and provides training in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations.

**Communication access** – Providing content in methods that are understandable and usable by people with reduced or no ability to speak, see or hear, and/or experience limitations in learning or understanding.

**Community Based Organization (CBO)** – All organizations, institutions or congregations of people which have local area presences, maturity and structural arrangements. These are owned and managed by members.

**Consumable Medical Supplies (CMS)** – Disposable supplies used by the recipient or care giver which are essential to adequately care for recipient's needs. Such supplies enable recipient either to perform activities of daily living, or stabilize and monitor a health condition. Examples include catheters, ostomy supplies, gloves, bandages and padding. CMS often cannot withstand more than one use.

**Continuous Positive Airway Pressure (CPAP)** – A method of respiratory ventilation, used in the treatment of sleep apnea or in individuals with respiratory failure as an alternative to endotracheal intubation, which blows air at a prescribed pressure.

**Durable Medical Equipment (DME)** – Equipment that corrects or ameliorates a medical condition or functional disability. Examples include wheelchairs, scooters, canes, white canes, walkers, shower chairs, commode chairs, raised toilet seats, oxygen equipment, nebulizer tubing and machines, and speech generating devices. DME can withstand repeated use by recipient.

**Emergency notification system** – A system that sends alerts and warnings regarding incidents that affect lives and property. The system can perform mass contacts through a myriad of personal communicating devices, land line telephones and the Internet. These alerts and warnings can be audible and visual.

**Emotional support animal** – Any animal that provides therapeutic benefit through companionship and affection to an individual with a mental health disability.

**Functional Assessment Service Team (FAST)** – Trained NGO and government workers ready to respond to and deploy to disaster areas to work in shelter, temporary housing and other disaster recovery centers. Team members have in-depth knowledge of the populations they serve, cultures and support service systems including housing, resources, benefit programs and disaster aid programs.

**Functional needs population** – Formerly *Special Needs Population*. For the purposes of this Functional Needs Annex, any individual with (1) a physical or mental impairment that substantially limits one or more of the major life activities of such individual; (2) a record of such an impairment; or (3) being regarded as having such impairment. This is inclusive of individuals with temporary and permanent limitations and those who may function independently without the presence of an emergency situation but who may need assistance during an incident.

**GovDelivery** – A full-automated, on-demand public communication system that utilizes a Software as a Service (SaaS) platform to provide government-to-citizen communication solutions in the form of e-mail, text messaging, RSS/web feed and social media.

**Long Term Care (LTC)** – A diverse group of licensed care facilities, congregate facilities, residential facilities, nursing homes, assisted living, group homes, intermediate care facilities, senior citizen housing, and RCFE's.

**Non-Governmental Organization (NGO)** – Any non-profit, voluntary citizens' group which is organized on a local, national or international level.

**Personal care attendant / personal care assistant** – Any person who provides assistance to an individual with functional needs to complete activities of daily living, such as toileting, bathing/showering, dressing, eating, etc. This person can be a family member, volunteer, or hired assistant. Many people with disabilities and older adults utilize In-Home Supportive Services (IHSS) to provide financial assistance to maintain personal care attendants. IHSS refers to personal care attendants as “chore providers.”

**Pictogram** – A picture representing a word or idea; also referred to as a pictograph.

**Qualified interpreter** – An interpreter who is able to interpret effectively, accurately and impartially both receptively and expressively, using any necessary specialized vocabulary.

**Readily accessible** – A facility or program that is immediately accessible to an individual with a disability and contains no barriers to entrance or participation.

**Service animal** – Any animal individually trained to perform tasks for people with disabilities. Service animals are not pets. Requirements of service animal licensing or permits are prohibited under the Americans with Disabilities Act.

**Sign Language** – A language that uses a system of manual, facial and other body movements as the means of communication, especially among Deaf people.

**Speech-to-Speech (STS)** – A service offered through the Telecommunications Relay Services through the United States, Virgin Islands, Puerto Rico, Australia, New Zealand and Sweden that provides communication assistants (CA’s) for people with speech disabilities who may experience difficulty being understood by the public on the telephone. STS services can be reached by dialing 711 from any standard telephone.

**Tele Typewriter (TTY)** – An input device that allows alphanumeric characters to be typed in and sent over a standard telephone line to another TTY machine one character at a time as they are typed. TTYs provide a means of communication over the telephone line for the Deaf, people who are hard of hearing or who have speech disabilities.

**Video Remote Interpreting (VRI)** – Video conferencing equipment and web-based technology that provides on-demand access to sign language interpreting services without an interpreter onsite. The Deaf individual and hearing individual are in the same location.

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## **ATTACHMENTS**

- A. Head of Department Lines of Succession**
- B. Functional Needs Framework**
- C. Role of the Emergency Operations Center Functional Needs Coordinator**
- D. Functional Needs Care and Shelter Checklist**
- E. Initial Intake and Assessment Tool**
- F. Accessible and Medical Cots**
- G. Functional Needs Coordinator Deactivation Checklist**
- H. Primary Emergency Shelter Site Accessibility Evaluation**
- I. Secondary Emergency Shelter Site Accessibility Evaluation**
- J. Implementation Time Table V. 2**
- K. Emergency Evacuation Vehicle Pictogram**
- L. Functional Needs Resources**

**ATTACHMENT - A**

**HEAD OF DEPARTMENT LINES OF SUCCESSION**

<b>AGENCY/DEPARTMENT</b>	<b>TITLE/POSITION</b>
City Administrator	<ol style="list-style-type: none"><li>1. City Administrator</li><li>2. Assistant City Administrator</li><li>3. Agency Director</li><li>4. Emergency Services Manager</li></ol>
Fire	<ol style="list-style-type: none"><li>1. Fire Chief</li><li>2. Deputy Fire Chief</li><li>3. Battalion Chief</li></ol>
Police	<ol style="list-style-type: none"><li>1. Chief of Police</li><li>2. Deputy Police Chief</li><li>3. Captain of Police</li><li>4. Watch Commander</li></ol>
Building & Safety	<ol style="list-style-type: none"><li>1. Director of Public Works</li><li>2. Deputy Director of Public Works</li><li>3. Administrative Services Manager II</li></ol>
City Clerk	<ol style="list-style-type: none"><li>1. City Clerk</li><li>2. Deputy City Clerk</li><li>3. Legislative Recorder</li></ol>
Community & Economic Development	<ol style="list-style-type: none"><li>1. Agency Director</li><li>2. Director of Economic Development</li><li>3. Deputy Director of Economic Development</li><li>4. Administrative Services Manager</li></ol>
Library Services	<ol style="list-style-type: none"><li>1. Agency Director</li><li>2. Director of Library</li><li>3. Administrative Services Manager II</li><li>4. Supervising Librarian</li></ol>
Parks & Recreation	<ol style="list-style-type: none"><li>1. Agency Director</li><li>2. Director of Parks &amp; Recreation</li><li>3. Assistant Director of Parks &amp; Recreation</li><li>4. Administrative Services Manager</li></ol>
Personnel Resource Management	<ol style="list-style-type: none"><li>1. Agency Director</li><li>2. Director of Personnel</li><li>3. Division Manager</li><li>4. Administrative Services Manager</li></ol>

**ATTACHMENT – B**

**FUNCTIONAL NEEDS FRAMEWORK**

*This document was last updated on: April 15, 2010*

*This document was adapted from “A Function Based Framework for Emergency Management and Planning” by J. Kailes and A. Enders.*

The following needs are met through collaborations with community partners, including those identified within the Annex. Services are not solely provided by the City or City staff. Services are not guaranteed.

<b>COMMUNICATION NEEDS</b>	
<b>Who is affected</b>	<b>How we meet their needs</b>
<p>Large populations who may not be able to:</p> <ul style="list-style-type: none"> <li>▪ Hear verbal announcements</li> <li>▪ See directional signage to assistance services</li> <li>▪ Understand how to get food, water and other assistance because of limitations in:                             <ul style="list-style-type: none"> <li>○ Hearing</li> <li>○ Seeing</li> </ul> </li> <li>▪ Understand written or verbal announcements</li> </ul> <p>These populations will be diverse and may have:</p> <ul style="list-style-type: none"> <li>▪ Reduced or no ability to speak, see or hear</li> <li>▪ Limitations in learning and understanding</li> <li>▪ Limited or no ability to speak, read or understand English</li> </ul>	<ul style="list-style-type: none"> <li>▪ Create a bulletin board to post text content of all oral announcements in a public area</li> <li>▪ Make oral announcements of new information and all bulletin board content throughout the day</li> <li>▪ Read bulletin board content and other written information to residents upon request</li> <li>▪ Provide sign language interpreters and high-tech communication boards when available</li> <li>▪ Use written notes when necessary</li> <li>▪ Use low-tech communication boards (image-based flip charts) to communicate with individuals with speech or cognitive disabilities</li> <li>▪ Use both language and pictograms on signage when available</li> </ul>

<b>MEDICAL NEEDS</b>	
<b>Who is affected</b>	<b>How we meet their needs</b>
<p>Those who do not have or have lost adequate support from family or friends may need assistance with:</p> <ul style="list-style-type: none"> <li>▪ Managing unstable, chronic, terminal or contagious conditions that require observation and ongoing medical treatment</li> <li>▪ Managing medications, intravenous IV therapy, tube feeding and monitoring of vital signs</li> <li>▪ Dialysis, oxygen, and suction administration</li> <li>▪ Managing acute wounds</li> <li>▪ Operating power-dependent equipment to sustain life</li> </ul>	<ul style="list-style-type: none"> <li>▪ Provide medical staff, including doctors, nurses, nurses aids, EMTs and other personnel trained to determine their level of medical assistance</li> <li>▪ Permit personal care assistants to enter and exit the shelter during extended hours</li> <li>▪ Replace essential consumable medical supplies (CMS) such as catheter tubing, Ostomy supplies, gauze pads, etc.</li> </ul>

<b>INDEPENDENCE MAINTENANCE</b>	
<b>Who is affected</b>	<b>How we meet their needs</b>
<p>At-risk individuals who, when identified early and needs are addressed, avoid costly deterioration of health and mobility. Addressing needs can prevent health problems and avoid institutionalization.</p>	<ul style="list-style-type: none"> <li>▪ Replace essential medications, lost or damaged durable medical equipment (DME) such as wheelchairs, scooters, walkers, etc.</li> <li>▪ Replace essential consumable medical supplies (CMS) such as catheter tubing, Ostomy supplies, gauze pads, etc.</li> <li>▪ Provide assistance with orientation to shelter facilities for those with visual or cognitive limitations</li> </ul>

<b>SUPERVISION NEEDS</b>	
<b>Who is affected</b>	<b>How we meet their needs</b>
<p>People who:</p> <ul style="list-style-type: none"> <li>▪ Do not have or have lost adequate support from family or friends</li> <li>▪ Have conditions such as dementia, Alzheimer's, psychiatric conditions such schizophrenia, intense anxiety, etc.</li> <li>▪ Decompensate because of transfer trauma and stressors that exceed their ability to cope and function in a new environment</li> </ul>	<ul style="list-style-type: none"> <li>▪ Provide specially trained NGO and CBO volunteers, State FAST members, public security officers and law enforcement, private security, and emergency shelter personnel</li> <li>▪ Permit personal care assistants to enter and exit the shelter during extended hours</li> </ul>

**TRANSPORTATION NEEDS**

<b>Who is affected</b>	<b>How we meet their needs</b>
People who: <ul style="list-style-type: none"> <li>▪ Cannot drive due to disability</li> <li>▪ Require accessible transportation (i.e. wheelchair users)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Provide several types of evacuation and transportation assistance:                             <ul style="list-style-type: none"> <li>○ Public transportation (transit buses, light rail, school buses)</li> <li>○ Paratransit service by county, city, or by voluntary consortium of private paratransit providers</li> <li>○ Private transportation (cars or vans driven by volunteers, or CBO or NGO personnel)</li> <li>○ Emergency transportation (law enforcement or medical ambulance)</li> </ul> </li> </ul>

## ATTACHMENT – C

### ROLE OF THE EMERGENCY OPERATIONS CENTER FUNCTIONAL NEEDS COORDINATOR

*This document was last updated on: March 8, 2010*

<b>PRIMARY E-FNC:</b>	<b>Office of Parks and Recreation Inclusion Coordinator</b>
<b>First Alternate:</b>	<b>CAO / ADA Programs City ADA Coordinator</b>
<b>Second Alternate:</b>	<b>CAO / ADA Programs ADA Program Analyst II</b>
<b>Third Alternate:</b>	<b>Department of Human Services / OPED Senior Services Supervisor</b>
<b>Fourth Alternate:</b>	<b>Department of Human Services / MSSP Senior Services Supervisor</b>
<b>Fifth Alternate:</b>	<b>Department of Human Services / AHHS Senior Services Administrator</b>

Specific staff positions for Functional Needs Coordinator shall be reviewed periodically to ensure the essential experience and requirements are maintained through staff changes.

#### **QUALIFICATIONS OF THE EOC – Functional Needs Coordinator (FNC)**

- In-depth knowledge of diverse functional needs populations, including people with vision and hearing loss, physical disabilities, mental health disabilities, developmental and other cognitive disabilities, substance abuse and older adults.
- Knowledge of support service systems, which include housing, benefit programs, disaster aid programs, and a variety of other resources.
- Knowledge of cross-disability access issues.
- Authority and knowledge to access stockpiles and delivery systems for shelters and assistance centers for items such as accessible cots, essential medications, DME and CMS.
- Completion of training courses provided by the City in regard to the role and responsibility of the E – FNC
- Completion of the following training courses or comparable courses if no longer available:
  - Within six months of appointment as a designated primary or alternate, and at least once annually thereafter:

- IS-800.b - National Response Framework: An Introduction
- Within one year of appointment as a designated primary or alternate, and at least once every three years thereafter:
  - SEMS/ICS/NIMS Combined Course 100 and 200 basic ICS
- At least once every six months:
  - Participation in at least one training exercise provided through the City's Office on Emergency Services, State of California, or other government entity, or a real incident

## **RESPONSIBILITIES**

### Activation Phase:

- € Check-in at security
- € Check-in with Logistics
- € Check-in with Liaison Officer; receive situation and expectations briefing on:
  - € Current situation
  - € Known information about impacts on people with functional needs
  - € Immediate task for the E – FNC
  - € Mission tasking transmission to the E – FNC
  - € Initial information required by the EOC from the E – FNC
  - € Work space for E – FNC
- € Check-in with Planning/Intelligence regarding known information or plans that impact persons with functional needs
- € Check-in with Operations regarding known information or plans that impact persons with functional needs
- € Analyze the situation and determine the level of required staff
- € Unpack any kit materials you may have brought with you and set-up assigned work station
- € Provide information to be included in the Response Information Management System (RIMS)
- € Co-ordinate link-up with EOC Liaison Officer
- € Obtain EOC organization chart, floor plan and telephone listing
- € Review the locations and general duties of all sections, branches and units that have been activated
- € Open and maintain an activity log

- € Co-ordinate with EOC Operations and Logistics to facilitate the processing of mission tasking that impacts people with functional needs; Advise as necessary
- € Provide input to the EOC Situation Report to include any information known about impacts on people with functional needs through the Planning/Intelligence Section
- € Participate in Action Planning Meetings to advise on known and potential needs impacting people with functional needs
- € Provide assistance to Advance planning to advise on known and potential needs impacting people with functional needs, as needed
- € Provide a summary report of activities, capabilities and significant issues impacting people with functional needs at the end of each shift

Operational Phase:

- € Co-ordinate with the appropriate EOC Sections, branches, and units to advise them of your presence and assigned work location
- € Co-ordinate with the Care and Shelter Branch to identify potential mass care and shelter sites using the Primary Emergency Shelter Site Accessibility Evaluation (*see Attachment H*) and the Secondary Emergency Shelter Site Accessibility Evaluation (*see Attachment I*)
- € Ensure shelter management teams are organized; appoint a Shelter Functional Needs Coordinator (S-FNC) at each site, as necessary, in conjunction with shelter management
- € Ensure that facilities are ready for occupancy (*see Attachment D*)
- € Provide and maintain shelter and feeding areas that are free from contamination and meet all health, safety and ADA standards
- € Co-ordinate with the Transportation Unit of the Logistics Section regarding transit needs of shelter residents with functional needs
- € Upon relocation to work directly with a functional branch, advise the Liaison Officer of your location
- € Facilitate requests for support or information on known and potential needs impacting people with functional needs; advise appropriate agencies and CBOs
- € Maintain periodic updates on the general status of resources and activities associated with assisting people with functional needs
- € Advise on known and potential needs impacting people with functional needs, as appropriate, to the Planning/Intelligence Section and OES Director
- € Represent access and functional needs issues related to people with functional needs at planning meetings, as appropriate



- € Provide update briefings about known activities impacting people with functional needs and priorities at planning meetings
- € Maintain logs and files associated with the E – FNC responsibilities

Deactivation Phase:

- € When deactivation is approved, contact agencies and/or persons who have assisted to advise them of:
  - € When deactivation will occur
  - € Whom they should contact, including a telephone number, for the completion of on-going actions or new requirements
- € Ensure completion of the following activities:
  - € Conclude final reports
  - € Close-out activity log
  - € Transfer on-going missions and/or actions to appropriate full-time staff or appropriate Disaster Field Office (DFO) staff member
- € Ensure copies of all documentation generated during the operation are submitted to the Planning/Intelligence Section
- € Participate in all After-Action Reviews and be prepared to discuss:
  - € General overview of the operation
  - € General overview of the EOC operation
  - € Procedures and concepts that worked well
  - € Procedures and concepts that need to be improved
- € Provide your telephone number where you can be reached to the EOC Liaison Officer

## ATTACHMENT – D

### FUNCTIONAL NEEDS CARE AND SHELTER CHECKLIST

*This document was last updated on: April 15, 2010*

#### **INTRODUCTION**

This document is intended for use by individuals, including City employees, disaster service workers, shelter management and other shelter workers, who have responsibility for providing care and shelter during an incident. The shelter manager shall ensure responsibilities contained herein are met.

#### **SHELTER SITE LAYOUT AND SET-UP**

##### Accessible Route:

- € An accessible route is at least 36 inches wide and may briefly narrow to 32 inches wide where the route passes through doors or next to furniture and building elements. High thresholds, abrupt level changes, steps, or steep running or cross slopes cannot be part of an accessible route. Arrange shelter so that people using mobility aids can move freely to and within the building.
- € Ramp slopes cannot be steeper than 1:12. (This means that for every 1 foot in height, the ramp must be at least 12 feet long or more.) Ramps with a vertical rise of more than 6 inches must have handrails on both sides. Ramps must also have edge protection (raised edges along the sides of the ramp) to stop wheelchairs from falling off the sides, and level landings at the top and bottom of each segment and where a ramp changes direction.
- € Provide an accessible drop-off area, also known as a passenger loading zone, on an accessible route leading to an accessible shelter entrance.
- € Allocate additional off-street accessible parking spaces when needed by re-striping parking spaces, using tape to create wider spaces, and by posting temporary accessible parking signs. Designate on street accessible parking, where parallel parking spaces exist AND a curb ramp or driveway is made available to exit and enter the sidewalk.
- € If the accessible entrance is not part of the main entrance(s), post directional signage clearly showing the path of travel from the main entrance to the accessible entrance(s).
- € Ensure outside smoking areas are at least 25 feet distance from any shelter entrances, exits, windows, telephones, rest rooms or air intake vents as required by Oakland Municipal Code Chapter 8.30 "Smoking".

- € Ensure registration area is located on an accessible route.
- € Ensure the canteen and feeding areas are on an accessible route and provide wheelchair accessible seating areas.
- € If telephone trailers or communication equipment is made available to residents, locate such equipment on an accessible route and ensure that a Tele-Typewriter (TTY) is made available for persons who use text based telephone communications.
- € Place a table with paper cups adjacent to inaccessible water fountains.

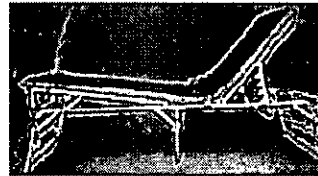
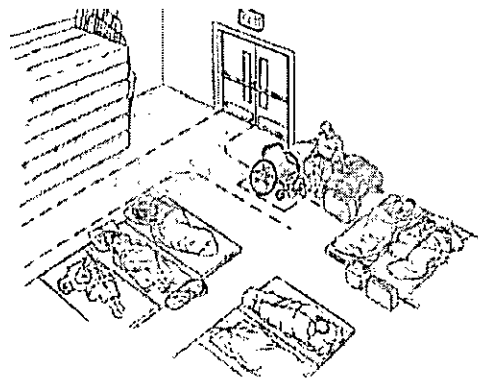
Bathing and Sanitary Facilities:

- € Provide portable accessible toilets if built-in toilets are inaccessible.
- € Provide accessible portable toilets whenever portable toilets are brought on-site:
  - € When portable toilets are provided, at least one unit must have accessible features located on an accessible route connecting it with the shelter.
  - € Where multiple user portable toilet units are clustered at a single location, at least 5 percent of the toilet units at each cluster must be accessible.
  - € Where single user portable toilet units are clustered at a single location, at least five percent but no less than one toilet unit must be accessible.
  - € The entrance to an accessible portable toilet must have either no step or a ramp that extends from the hinge side of the door to at least 18 inches beyond the latch side of the door.
  - € Accessible portable toilets should have similar features to a standard accessible toilet stall; including an accessible door; side and rear grab bars, clear space next to the toilet, and maneuvering space.
  - € Disconnect or remove air fresheners from all portable toilets and all shelter facility restrooms.
- € Provide portable accessible hand washing stations if built-in hand washing facilities are inaccessible.
- € Provide portable accessible hand washing stations whenever portable hand washing stations are brought on-site.
- € Provide portable accessible bathing/shower facilities if built-in bathing/shower facilities are inaccessible.
- € Provide portable bathing/shower facilities whenever portable bathing/shower facilities are brought on-site:
  - € Where multiple user portable bathing/shower units are clustered at a single location, at least 5 percent of the bathing/shower units at each cluster must be accessible.

- € Where single user portable bathing/shower units are clustered at a single location, at least five percent but no less than one bathing/shower unit must be accessible.
- € Provide adjustments, modifications or changes to shelter policies, procedures and practices when necessary to accommodate physical access for people with disabilities.
- € Offer orientation and way-finding assistance to people who are blind or have low vision.

Sleeping areas:

- € Ensure accessible sleeping area(s) are provided on an accessible route connecting it to other activity areas in the shelter, such as rest rooms and bathing/shower areas, and to exits and entrances.
- € Provide accessible cots; a raised sleeping area designed for ease of transfer from a wheelchair or other mobility device. These types of cots are wider, higher, and can hold a greater weight capacity than standard cots. Accessible cots measure approximately 32"W x 84"L x 18"H and can minimally accommodate 450 pounds of weight. When possible, arrange accessible cots against a wall to stabilize the cot and for a shelter resident to use the wall as a backrest when sitting on the cot.



- € Provide adequate space near each cot in the sleeping area for people who use mobility aids; adequate space is a clear floor area of at least 36 inches wide along the side of the cot.



- € Whenever possible, provide separate sleeping areas for families with children, older adults, and other unique situations.
- € Consult with residents with functional needs in regard to the placement of their cots.

### Private Areas:

- € When possible, set up private areas for:
  - € Personal hygiene care, such as catheter care and bowel or bladder care.
  - € People with asthma, chemical sensitivities, allergies, weakened immune systems (for example, people with AIDS, diabetes or those undergoing chemotherapy).
  - € Residents who require close supervision or monitoring by family members or an attendant; this includes people with significant cognitive limitations, autism, confusion, dementia and Alzheimer's Disease.
  - € Residents who, for safety or health reasons, cannot be near service animals or emotional support animals.
- € If private rooms are not available, create a private area using tenting, fabric, plastic sheets, or other materials.

### PERSONAL CARE ATTENDANTS AND SERVICE ANIMALS

- € Ensure that people with disabilities using service animals are permitted into and around all parts of the shelter. Remember: Service animals are not pets!
- € Accommodate service animals that accompany shelter residents; create and offer sleeping space closer to exits for these residents so that can easily take their animals outside as needed.
- € Offer to locate residents with mobility limitations, along with their friends, family units and personal care assistants, near unobstructed areas and accessible routes where they can easily move to rest rooms, dining areas and exits.
- € Permit entrance and exit by personal care attendants 24 hours per day even if they are not registered residents at the shelter.

### REGISTRATION AND ASSESSMENT

- € Whenever possible, provide a private area within registration area.
- € Upon request by people with functional needs, provide shelter staff to assist in completion of forms.
- € Use the Initial Intake and Assessment Tool (IIAT) to identify individuals with unmet functional needs (*see Attachment E*).

- € When shelter residents are located in hotels due to the increased need for accessibility, track and address feeding, essential medication, DME, CMS, and personal care assistant needs of these residents.

## COMMUNICATION ACCESS

### Signage:

- € If the accessible entrance is not part of the main entrance(s), post directional signage clearly showing the path of travel to the accessible entrance(s).
- € Post signs where the accessible route is different from the route used by most evacuees; signs will be necessary at key decision-making points to direct individuals with disabilities to the various activity areas.
- € Post signs to indicate the location of :
  - € Accessible rest rooms
  - € Accessible telephones
  - € Outside smoking areas
- € Create and maintain an announcement board for shelter residents to receive written information; this is necessary to ensure effective communication with shelter residents who are Deaf and people who are hard of hearing.
- € Post understandable signage, using signs and symbols in addition to language, to assist people with seeing, hearing, understanding, cognition or intellectual disabilities and limited language proficiency.
- € Important information, such as telephone numbers, location and hours of operation of assistance centers and other resources, should be collected for residents and posted on an announcement board.
- € Update announcement board at least once daily to ensure accurate and adequate information is made available.

### Multiple Methods:

- € Use many different formats to communicate the same message.
  - € Make audio announcements available visually by posting contents of verbal announcements on an announcement board in a specified area.
  - € Periodically audibly announce visually posted announcements.
- € Turn captions on for all televisions used by the public.

Interpreters:

- € Provide qualified sign language interpreters upon request to all Deaf residents or those who are hard of hearing; it may be most effective to establish a designated time when qualified sign language interpreters will be available for non-emergency communications.
- € Use Speech-to-Speech (STS) interpreters to communicate with shelter residents who have speech disabilities; STS interpreters can be reached by dialing 7-1-1 from a standard operating telephone.
- € Upon request, read printed information to people who are unable to read in this format.

**HEALTH AND SAFETY**

Line Management:

- € Use line management to help residents unable to stand in long lines; create a shorter line or allow these people the opportunity to go first.

Medications:

- € Pick-up or arrange delivery of essential medications for those unable to travel.
- € Provide resources, such as a refrigerator, for keeping medications cold.

Durable Medical Equipment (DME) and Consumable Medical Supplies (CMS):

- € Request essential DME and CMS from vendors as identified during the intake process or upon request of shelter residents. Items may include, but are not limited to:
  - € Wheelchairs (junior, adult and large sizes)
  - € Walking canes
  - € White canes
  - € Walkers
  - € Shower chairs
  - € Commode chairs
  - € Raised toilet seats
  - € Magnifiers

- € Gauze pads
- € Disposable respiratory tubing
- € Ostomy supplies
- € Continuous Positive Airway Pressure (CPAP) system
- € Bilevel Positive Airway Pressure (BiPap) system
- € Sleep Apnea face mask
- € Facial mask for individuals with Environmental Illness/Multiple Chemical Sensitivity, asthma, or other respiratory disabilities

Inspections:

- € Conduct inspections of all public areas at least three times per day to ensure walkways and other features are clear of obstacles, including cords, boxes, trash, etc.
- € Tape extension cords down to avoid tripping hazards.
- € Advise the media to refrain from stringing cables across walkways without appropriate tape down or cable covers.

Power:

- € Provide access to electricity for individuals who require power to maintain or operate life-sustaining medical devices, motorized wheelchairs, and for storing medications, such as insulin, that require refrigeration.
  - € Give priority access to shelters with electricity to individuals who require power to maintain or operate life-sustaining medical devices, motorized wheelchairs, and for preservation of certain medications, such as insulin, that require refrigeration.
- Coordinate with shelter management to ensure back-up power generators are brought on-site when standard electric power is lost; provide priority access to generator power to individuals who require power to maintain or operate life-sustaining medical devices, motorized wheelchairs, and for preservation of certain medications, such as insulin, that require refrigeration.



# American Red Cross

## Disaster Services Program Guidance

Instructions for Use of the  
American Red Cross–Health and Human Services  
Initial Intake and Assessment Tool

June 20, 2008

### Purpose

The main purpose of the *Initial Intake and Assessment Tool* is to enable Red Cross staff to decide if simple accommodations can be provided that will enable individuals to stay in general population shelters. The secondary purpose is to ensure proper and safe placement of those clients with medical or functional needs beyond the scope and expertise of care offered in Red Cross shelters. The Red Cross, and its partner, the U.S. Department of Health and Human Services (HHS), are determined to maximize the use of this tool in order to minimize stress and emphasize the safety and well-being of those we serve during times of disaster.

### Top Section of the Tool

Shelter workers meet with clients and legibly record pertinent information in the top of the tool and questions 1 through 9. The remaining questions are only to be filled out by Disaster Health Services (HS) and Disaster Mental Health (DMH) workers. Only *one form* is used for *each family*<sup>#</sup>. Questions in the early part of the tool are designed to identify language barriers, separated families and other important information to be passed onto the shelter manager. The top section of the tool asks for basic demographic information in addition to:

- DRO stands for Disaster Relief Operation (enter name and number of DRO)
- List *all* of the names of the family members in the shelter
- The shelter worker initials that he/she has notified the shelter manager when a child under the age of 18 is unaccompanied in the shelter

### Questions 1 - 9

The shelter worker asks the head of the family the first nine “yes/no” questions, except for questions 4 and 9 which are questions to the interviewer. You should not ask the client questions 4 and 9. All 9 questions pertain to all family members listed on the form. Where there is a “yes” answer, the worker notes **ONLY** the name of the relevant family member, discontinues the interview and refers the client to HS or DMH. **(Do not write confidential information anywhere in the first 9 questions!)** Only HS and/or DMH, *in conjunction* with the shelter manager, will make decisions regarding shelter accommodation.

If there is a need for a language interpreter or if the client needs assistance in understanding or answering the questions, end the interview and contact the shelter manager. Questions 3, 4 and 9 refer to emergency situations and/or urgent referrals to HS or DMH.

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<sup>#</sup> Although the intake tool is designed for the entire family, there could be a need to use more than one form if the family has several individuals with different needs.

**Question 3:** In cases of illness or emergency do not continue the interview. A call to 911 must be made in any life-threatening emergency (such as chest pain, heavy bleeding or multiple injuries. HS will take over at this point). If the client has an illness, medical condition, or if you are unsure or confused as to the client's answer to question 3, refer to HS or DMH immediately. Escort the client to HS or DMH when necessary and hand the HS/DMH worker the tool. (*Do not give the tool to the client*)

**Observation 4:** This is NOT a question to the client. Document your observation as the interviewer. If the client appears to be a threat to self or others, call 911. If you answer "yes" to observation 4 or are unsure, refer immediately to DMH or HS.

**Question 9:** This is NOT a question to the client. Refer the client to HS or DMH if you think the client would benefit from a more detailed health or mental health assessment or if the client is unsure or confused about any of his/her answers.

**STOP the Interview**

Place your initials on the tool and indicate whether you've referred the client to HS or DMH. Do not answer any questions beyond this point (they are for HS and DMH workers only). If you answered "no" to all questions, attach the intake tool to the shelter registration form. If you answered "yes" to any questions or were unsure, refer the client to HS or DMH.

**Where to Put the Initial Intake and Assessment Tool**

If you answered "no" to all of the first 9 questions and were sure the client did not need a referral to HS or DMH, then attach the tool to the shelter registration form. If you answered "yes" or were unsure as to any question and referred the client to HS or DMH, the HS or DMH worker will attach the tool to the Client Health Record (F2077). (*Do not give the tool to the client*).

**FOR HS and DMH ONLY**

Pre-existing conditions, both physical and psychological, are frequently exacerbated during times of extreme stress. HS and DMH workers should be aware of the potential for a client to decompensate or decline in health. Previously healthy individuals may have new medical/mental health needs due to the disaster.

- Once a client has been referred to HS/DMH, **all information is confidential** and will only be seen by licensed health care providers. Initiate a *Client Health Record (F2077)* for the client and attach the tool.
- In situations where a client has both physical and psychological concerns, he/she should be seen by both a DMH and an HS worker.

**Questions?**

If you have any questions or concerns about using this form contact your supervisor and/or a Disaster Health Services or Disaster Mental Health worker.

**INITIAL INTAKE AND ASSESSMENT TOOL - AMERICAN RED CROSS - U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES**

Date/Time: \_\_\_\_\_ Shelter Name/City/State: \_\_\_\_\_ DRO Name/#: \_\_\_\_\_

Family Last Name: \_\_\_\_\_

Primary language spoken in home: \_\_\_\_\_ Does the family need language assistance/interpreter?: \_\_\_\_\_

Names/ages/genders of all family members present: \_\_\_\_\_

If alone and under 18, location of next of kin/parent/guardian: \_\_\_\_\_ If unknown, notify shelter manager & interviewer initial here: \_\_\_\_\_

Home Address: \_\_\_\_\_

Client Contact Number: \_\_\_\_\_ Interviewer Name (print name): \_\_\_\_\_

INITIAL INTAKE	Circle	Actions to be taken	Include ONLY name of affected family member
1. Do you need assistance hearing me?	YES / NO	If Yes, consult with Disaster Health Services (HS).	
2. Will you need assistance with understanding or answering these questions?	YES / NO	If Yes, notify shelter manager and refer to HS.	
3. Do you have a medical or health concern or need right now?	YES / NO	If Yes, stop interview and refer to HS immediately. <b>If life threatening, call 911.</b>	
4. Observation for the Interviewer: Does the client appear to be overwhelmed, disoriented, agitated, or a threat to self or others?	YES/ NO	<b>If life threatening, call 911.</b> If yes, or unsure, refer immediately to HS or Disaster Mental Health (DMH).	
5. Do you need medicine, equipment or electricity to operate medical equipment or other items for daily living?	YES / NO	If Yes, refer to HS.	
6. Do you normally need a caregiver, personal assistant, or service animal?	YES / NO	If Yes, ask next question. If No, skip next question.	
7. Is your caregiver, personal assistant, or service animal inaccessible?	YES / NO	If Yes, circle which one and refer to HS.	
8. Do you have any severe environmental, food, or medication allergies?	YES / NO	If Yes, refer to HS.	
9. Question to Interviewer: Would this person benefit from a more detailed health or mental health assessment?	YES / NO	If Yes, refer to HS or DMH.	<b>*If client is uncertain or unsure of answer to any question, refer to HS or DMH for more in-depth evaluation.</b>



**STOP HERE!**



REFER to: HS Yes  No  DMH Yes  No  Interviewer Initial \_\_\_\_\_

**DISASTER HEALTH SERVICES/DISASTER MENTAL HEALTH ASSESSMENT FOLLOW-UP**

ASSISTANCE AND SUPPORT INFORMATION	Circle	Actions to be taken	Comments
Have you been hospitalized or under the care of a physician in the past month?	YES / NO	If Yes, list reason.	
Do you have a condition that requires any special medical equipment/supplies? (Epi-pen, diabetes supplies, respirator, oxygen, dialysis, ostomy supplies, etc.)	YES / NO	If Yes, list potential sources if available.	
Are you presently receiving any benefits (Medicare/Medicaid) or do you have other health insurance coverage?	YES / NO	If Yes, list type and benefit number(s) if available.	
MEDICATIONS	Circle	Actions to be taken	Comments
Do you take any medication(s) regularly?	YES / NO	If No, skip to the questions regarding hearing.	
When did you last take your medication?		Date/Time.	
When are you due for your next dose?		Date/Time.	
Do you have the medications with you?	YES / NO	If No, identify medications and process for replacement.	

**INITIAL INTAKE AND ASSESSMENT TOOL - AMERICAN RED CROSS - U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES**

<b>HEARING</b>	<b>Circle</b>	<b>Actions to be taken</b>	<b>Comments</b>
Do you use a hearing aid and do you have it with you?	YES / NO	If Yes to either, ask the next two questions. If No, skip next two questions.	
Is the hearing aid working?	YES / NO	If No, identify potential resources for replacement.	
Do you need a battery?	YES / NO	If Yes, identify potential resources for replacement.	
Do you need a sign language interpreter?	YES / NO	If Yes, identify potential resources in conjunction with shelter manager.	
How do you best communicate with others?		Sign language? Lip read? Use a TTY? Other (explain).	
<b>VISION/SIGHT</b>	<b>Circle</b>	<b>Actions to be taken</b>	<b>Comments</b>
Do you wear prescription glasses and do you have them with you?	YES / NO	If Yes to either, ask next question. If No, skip the next question.	
Do you have difficulty seeing, even with glasses?	YES / NO	If No, skip the remaining Vision/Sight questions and go to Activities of Daily Living section.	
Do you use a white cane?	YES / NO	If Yes, ask next question. If No, skip the next question.	
Do you have your white cane with you?	YES / NO	If No, identify potential resources for replacement.	
Do you need assistance getting around, even with your white cane?	YES / NO	If Yes, collaborate with HS and shelter manager.	
<b>ACTIVITIES OF DAILY LIVING</b>	<b>Circle</b>	<b>Ask all questions in category.</b>	<b>Comments</b>
Do you need help getting dressed, bathing, eating, toileting?	YES / NO	If Yes, specify and explain.	
Do you have a family member, friend or caregiver with you to help with these activities?	YES / NO	If No, consult shelter manager to determine if general population shelter is appropriate.	
Do you need help moving around or getting in and out of bed?	YES / NO	If Yes, explain.	
Do you rely on a mobility device such as a cane, walker, wheelchair or transfer board?	YES / NO	If No, skip the next question. If Yes, list.	
Do you have the mobility device/equipment with you?	YES / NO	If No, identify potential resources for replacement.	
<b>NUTRITION</b>	<b>Circle</b>	<b>Actions to be taken</b>	<b>Comments</b>
Do you wear dentures and do you have them with you?	YES / NO	If needed, identify potential resources for replacement.	
Are you on any special diet?	YES / NO	If Yes, list special diet and notify feeding staff.	
Do you have any allergies to food?	YES / NO	If Yes, list allergies and notify feeding staff.	
<b>IMPORTANT! HS/DMH INTERVIEWER EVALUATION</b>			
<b>Question to Interviewer:</b> Has the person been able to express his/her needs and make choices?	YES / NO	If No or uncertain, consult with HS, DMH and shelter manager.	
<b>Question to Interviewer:</b> Can this shelter provide the assistance and support needed?	YES / NO	If No, collaborate with HS and shelter manager on alternative sheltering options.	
<b>NAME OF PERSON COLLECTING INFORMATION:</b>	HS/DMH Signature:		Date:

**This following information is only relevant for interviews conducted at HHS medical facilities:** Federal agencies conducting or sponsoring collections of information by use of these tools, so long as these tools are used in the provision of treatment or clinical examination, are exempt from the Paperwork Reduction Act under 5 C.F.R. 1320.3(h)(5).

The authority for collecting this information is 42 USC 300hh-11(b) (4). Your disclosure of this information is voluntary. The principal purpose of this collection is to appropriately treat, or provide assistance to, you. The primary routine uses of the information provided include disclosure to agency contractors who are performing a service related to this collection, to medical facilities, non-agency healthcare workers, and to other federal agencies to facilitate treatment and assistance, and to the Justice Department in the event of litigation. Providing the information requested will assist us in properly triaging you or providing assistance to you.

**ATTACHMENT – F**

**ACCESSIBLE AND MEDICAL COTS**

*This document was last updated on: April 14, 2009*

The following chart shows the differences among accessible and medical cots. This document defines accessible cots as: 17-19 inches high (not including the mattress), a weight capacity of 300+ lbs, and flexible head and feet positions. The height dimensions provided are from the floor to the top of the frame and excludes cushion.

<b>COTS – ACCESSIBLE</b>									
	Model	Dimensions (H x W x L)		Lbs	Weight Capacity	Position		Mattress	Price
		Open	Folded			Head	Foot		
1	<b>Westcott 400</b> <a href="http://www.emergencyresources.com/westcot400.html">www.emergencyresources.com/westcot400.html</a>	18"x35"x81"	8"x32"x42"	32	400	Multi	2	2"	\$310
2	<b>Cot, Special Needs Standard</b> <a href="http://store.cert-kits.com/L2015.html">http://store.cert-kits.com/L2015.html</a>	18.5"x25"x71"	8"x28"x 36"	27	350	3	1	1"	\$79 (1-49) \$62 (500+)
3	<b>Cot, Oversized Special Needs</b> <a href="http://store.cert-kits.com/L2030-SRG.html">http://store.cert-kits.com/L2030-SRG.html</a>	19"x31"x80"	8"x41"x31"	28	450	5	2	2"	\$200
4	<b>Cot, Enhanced Special Needs</b> <a href="http://store.cert-kits.com/L2030.html">http://store.cert-kits.com/L2030.html</a>	17.5"x27"x75"	8"x27"x37"	27	350	4	2	2"	\$139 (1-49) \$97 (500+)
5	<b>Black Pine Sports Big Johnson Deluxe Cot</b> <a href="http://www.gearforcamping.com/Black-Pine-Sports-Big-Johnson-Deluxe-Cot-Chair-p/30082.htm">www.gearforcamping.com/Black-Pine-Sports-Big-Johnson-Deluxe-Cot-Chair-p/30082.htm</a>	16-20"x 31"x80"	6.5"x34"x29"	26.4	300	Multi	Multi	Mesh	\$118.80



6	<b>Kamp Rite Emergency Treatment Cot</b> www.camping-gear-outlet.com/camping-gear-81360.html	18"x32"x84"	6"x32"x30"	30	450	2	2	Mesh	\$179.99
7	<b>MED SLED Surge Deluxe 3</b> www.medsled.com/pdf/products/pdf_3.pdf	18"x32"x78"	7"x32"x40"	15-25	300	1	1	2"	\$149.95 (1-100) \$139.95 (101-199) \$135.95 (1000+)
8	<b>MED SLED Surge Deluxe 4</b> www.medsled.com/pdf/products/pdf_3.pdf	18"x32"x78"	7"x32"x40"	15-25	300	4	1	2"	\$189.95 (1-100) \$179.95 (101-199) \$169.95 (1000+)

COTS - MEDICAL									
	Model	Dimensions (H x W x L)		Lbs	Weight Capacity	Position		Mattress	Price
		Open	Folded			Head	Foot		
1	<b>XH-31V Special Needs Bed</b> http://firstrespondernetwork.com/it-ems/products/stretchers-cots/cots/special-needs-bed-xh-31v-detail.htm	22"x34"x82"	7"x34"x41"	31	400	5	5	2"	\$252.90
2	<b>MED SLED APC</b> www.medsled.com/pdf/products/pdf_3.pdf	28"x32"x78"	8"x34"x41"	35	400	4	1	2"	\$569.95 (1-100) \$495.95 (101-199) \$449.95 (1000+)

## ATTACHMENT – G

### FUNCTIONAL NEEDS COORDINATOR DEACTIVATION CHECKLIST

*This document was last updated on: April 8, 2010*

#### INTRODUCTION

This Attachment – G is intended for individuals, including Shelter Functional Needs Coordinators and shelter management, who have responsibility for deactivation and demobilization after an incident. The shelter manager at each shelter site shall be responsible for delegation and completion of tasks contained herein.

#### RESPONSIBILITIES

##### Deactivation:

- € When deactivation is approved, contact agencies and/or persons who have assisted to advise them of:
  - € When deactivation will occur
  - € Whom they should contact, including a telephone number, for the completion of on-going actions or new services
- € Co-ordinate individualized review and case management with transition team, including CEDA/HCD and/or FAST members, to ensure continuity of services for individuals with functional needs
- € Assist transition team with identifying community organizations and services necessary for individuals with functional needs, such as:
  - € Public transportation
  - € Community support services and social services
  - € Interim housing services
- € Consult with and utilize services and resources of:
  - € Alameda County Department of Social Services
  - € Social Security Administration
  - € In-Home Supportive Services
  - € Regional Center of the East Bay
  - € Center for Independent Living, Berkeley and Oakland
  - € Community Resources for Independent Living, Hayward

- € Deaf Counseling, Advocacy & Referral Agency (DCARA)
- € Disability Rights California
- € Family Resource Network (FRN)
- € Lions Center for the Blind
- € United Way
- € California Children's Services
- € Multipurpose Senior Services Program (MSSP)
- € Family Services
- € Disseminate announcements and descriptions of services in alternate formats, including:
  - € Braille
  - € Large print (at least 16 point font size, Times New Roman equivalent)
  - € Electronic format
  - € Audio format
- € Ensure completion of the following activities:
  - € Conclude final reports
  - € Close-out activity log
  - € Transfer on-going missions and/or actions to appropriate full-time staff
- € Ensure copies of all documentation generated during the operation are submitted to the Planning/Intelligence Section
- € Clean up shelter work area
- € Participate in all After-Action Reviews and be prepared to discuss:
  - € General overview of the operation
  - € Procedures and concepts that worked well
  - € Procedures and concepts that need to be improved
- € Provide your telephone number where you can be reached to the EOC Liaison Officer







ATTACHMENT - I  
 City of Oakland Secondary Emergency Shelter Site Accessibility Evaluation  
 Last Update: 06.02.2008

Survey Date	Facility Name	Street Address	Zip	Physical Access (ADA) Rating 4=Excellent, 3=Good, 2=Fair, 1=Poor										Kitchen	Elec.	Comments	Minor CIP Needed / Notes																				
				TYPE		CONDITION		SIZE		Essential ADA Features								Other ADA Features																			
				CD	RC	RF	OT	MOD	REN	YR	GYM Sq. Ft.	Multi-Purpose Sq. Ft.	MP 2 or Cafeteria Sq. Ft.	Overall ADA Rating	Gym Access	MP or Cafeteria Access	Multi-User Restroom Access	Exterior Path of Travel	Interior Path of Travel	Drinking Fountain Y/N	If Yes, ADA Rating	Pay Phone Y/N	If Yes, ADA Rating	Showers Y/N	If Yes, ADA Rating	Single User Toilet	If Yes, ADA Rating	FULL	UNLIMITED	Back Up Generator Y/N							
<b>Category 1: READILY ACCESSIBLE</b>																																					
1	4.17.06				X					2000	8,048	800	0	4	4	4	4	4	4	4	Y	4	N	N/A	N	N/A	N	N/A			NO	Off-street parking. Large fields / courts adj. Gym has weight room w/ lockers. Small Arts & Crafts room.					
2	4.28.06					X				2008	0	835	835	4	N/A	4	4	4	4	4	Y	4	N	N/A	N	N/A	N	N/A			NO	Limited off-street parking. Large staging area provided. One multipurpose room & two multi-user restrooms (MUR) are located on the 1st and 2nd floors (elevators provided). Admin. office, staff room on 3rd floor. Multiple studio spaces on 2nd floor. Adjacent to Oakland Tech. High School / Termanial Pool.					
3	4.17.04				X					2005	0	1,729	0	3+	N/A	4	N/A	3+	4	4	Y	4	Y	*	N	N/A	Y	3+			NO	Limited off-street parking but staging area is available.	Make DPZs standard. Replace lavatory pipe wrap and refresh restroom floors. *Pay phone to be removed.				
4	4.17.05				X					1999	8,048	1,131	0	4	4	4	4	4	4	4	Y	4	N	N/A	Y	4	Y	4			NO	No off-street parking. Entry suitable for staging. Gym restrooms include lockers & 1 accessible shower stall. Facility includes computer lab & small arts room w/ SU toilet (ADA AAG). Facility regularly used to shelter 50+ people displaced by fire.	Provide 5%, but at least one, accessible locker.				
5	4.28.06				X						0	2,520	0	4	N/A	4	4	4	4	4	Y	4	Y	3	N	N/A	N	N/A			NO	Limited off-street parking. Staging area provided. MP Room has outdoor decks not included in sq. ft. Three small break out rooms and office available.	Upgrade payphone to comply w/ deaf and hard-of-hearing access requirements.				
6	4.23.06				X					2004	0	820	0	4	N/A	4	4	4	4	4	Y	4	N	N/A	N	N/A	N	N/A			NO	No off-street parking but vehicular access and staging areas. Interior and exterior multi-user restrooms and drinking fountains provided. Computer room.					
7a	4.23.06				X						2,600	0	0	3+	N/A	4	3	3+	3+	N	N/A	N	N/A	N	N/A	N	N/A			NO	Main Wing. Off-street parking, staging areas, & large fields. Multiple building entrances. Game room (2) and break-out rooms available. Also Hand Start Annex. Shower is single user-medium but door needs lever hardware.	Replace door knobs with lever hardware and upgrade thresholds as required. Water closets too low (15 in.) provide raised seats. Wrap lavatory pipes and lower accessories as required at restrooms.					
7b	4.23.06				X						0	2,418	0	3+	N/A	4	3+	3+	3+	N	N/A	N	N/A	Y	4	Y	2			NO	This annex is the computer room/child-care area with modern kitchen. Off-street parking, staging areas, & large fields. Multiple building entrances.	Replace door knobs with lever hardware and upgrade thresholds as required. Wrap lavatory pipes and lower accessories as required at multi-user restrooms. Reverse door swing, install grab bars, lower accessories as required at single user restroom.					
7c	4.23.06				X					2002	0	710	0	4	N/A	4	N/A	4	4	4	N	N/A	N	N/A	N	N/A	Y	4			NO	Off-street parking, staging areas, & large fields.					
8	4.23.06				X					1993	5,491	0	828	3+	4	4	4	4	3+	3+	Y	3	N	N/A	Y	2	N	N/A			NO	Off-street parking, large fields and staging areas. Interior and exterior multi-user restrooms and drinking fountains provided. Gym stage and bleachers not included in sq. ft.	Locker room showers are under repair. Path of travel to showers (2) is light (narrow doorway and 32in x 24in turn) and locker water closets are not accessible.				
TOTALS											19,847	11,269	1,889																								

Survey Date	Facility Name	Street Address	Zip	Physical Access (ADA) Rating 4=Excellent, 3=Good, 2=Fair, 1=Poor										Kitchen	Elec.	Comments	Minor CIP Needed / Notes															
				TYPE		CONDITION		SIZE		Essential ADA Features								Other ADA Features														
				CD	RC	RF	OT	MOD	REN	YR	GYM Sq. Ft.	Multi-Purpose Sq. Ft.	Cafeteria Sq. Ft.	Overall ADA Rating	Gym Access	MP or Cafeteria Access	Multi-User Restroom Access	Exterior Path of Travel	Interior Path of Travel	Drinking Fountain Y/N	If Yes, ADA Rating	Pay Phone Y/N	If Yes, ADA Rating	Showers Y/N	If Yes, ADA Rating	Single User Toilet	If Yes, ADA Rating	FULL	UNLIMITED	Back Up Generator Y/N		
<b>Category 2: MAJOR RENOVATIONS REQUIRED</b>																																
1	5.29.06				X						3,724	NA	NA	3	4	N/A	2	3	3	Y	3+	N	N/A	N	N/A	N	N/A			NO	No off-street parking. Large lift room only. Gym room footage includes approx. 200 sq. foot area located adjacent to the kitchen.	Major restroom upgrade is required. Replace door knobs with lever hardware and upgrade thresholds as required. Install tactile tiles under existing OP. Install 4 new curb ramps at Harrison and 11th Street.
<b>Category 3: PLANNED CONSTRUCTION</b>																																
1					X					TBD	NA	TBD	TBD	4	N/A	4	4	4	4	4	4	4	N	N/A	Y	4	Y	4			TBD	A new 23,000 sq. ft. facility is planned for the tre Jilkins site. It will include a parking lot, indoor pool, changing rooms, multi-purpose room, party room (cafeteria), and dance room (stage).

Key:  
 CD= Council District / RC= Recreation Center / RF= Rental Facility / OT=Other  
 MOD=Modern / REN= Renovated / YR=Year built or renovated / CIP = Capital Improvement Project  
 N/A=Not Applicable / TBD = To be determined / DPZ = Disabled Parking Zone / DF = Drinking Fountain

City of Oakland

May 18, 2010

Attachment J

Implementation Time Table v. 5

COMPLETION DATE	ACTION/ITEM	RESPONSIBLE DEPARTMENT
25-May-10	City Council report due	CAO/ADA; OES
8-Jun-10	City Council adopts FN Annex	CAO/ADA; OES
15-Jun-10	Roundtable Discussion on Preparing to Meet the Functional Needs of Persons with Disabilities During Emergencies: CARD, Eden I&R, County of Alameda, and ARC event to discuss and identify skills and expertise, and management and response capacities; provision of emergency equipment and supplies to city shelter sites (such as emergency generators, refrigeration units, accessible cots, DME and CMS) and transition policies related to FNCs; draft formal agreements if necessary.	OES; CAO/ADA
30-Jun-10	Share emergency stock bulletins with City and County of San Francisco	CAO/ADA
30-Jun-10	Coordinate new E-FNC list to add to City Watch	CAO/ADA; OES; DIT
12-Jul-10	FNC Training: FEMA ICS 300/400 - Day 1 of 4	CAO/ADA
13-Jul-10	FNC Training: FEMA ICS 300/400 - Day 2 of 4	CAO/ADA
14-Jul-10	FNC Training: FEMA ICS 300/400 - Day 3 of 4	CAO/ADA
15-Jul-10	FNC Training: FEMA ICS 300/400 - Day 4 of 4	CAO/ADA
31-Jul-10	Provide a FNA module as an addition to the regular training of shelter managers and/or have ADA staff attend these trainings	CAO/ADA; OES
31-Jul-10	Coordinate pre-recorded audible narration to accompany stock cards on emergency activities	KTOP; PIO
27-Aug-10	Establish procedures with ARC for continuing the functional needs care framework within the shelter system when those shelters are transferred from the City to ARC authority; secure verbal and written commitments if possible.	OES
31-Aug-10	Provide training for Functional Needs Coordinators	CAO/ADA
15-Sep-10	Finalize letter to disability organizations to receive cluster data for GIS	DHS; CAO/ADA; OES
30-Sep-10	Explore the possibility of purchasing and locating certain DME at OUSD, City shelter site locations, and at the City's Edgewater Drive facility	CAO/ADA
1-Oct-10	Conduct outreach to register non-land line telephone devices with current emergency notification system	PIO; DIT
1-Oct-10	Conduct outreach to register personal electronic devices with Gov-Delivery for emergency notification during an incident	PIO; CAO/ADA
13-Oct-10	Draft Implementation Report presented to EPAAC	CAO/ADA
20-Oct-10	CFILC v. Oakland Implementation Report Due to DRA	CAO/ADA
30-Nov-10	Receive bids regarding KTOP remote broadcasting	KTOP
31-Dec-10	GIS mapping update - shelter facilities; OHA senior and disabled housing; senior centers and disabled day programs; etc	GIS
31-Dec-10	Develop trainings and exercises targeted at transportation and evacuation teams	DHS; CAO/ADA; OES
31-Dec-10	Pursue agreements with outside entities for major shelter sites (i.e. sports arenas, community colleges)	OES
31-Dec-10	Coordinate minor repair and renovations to secondary shelter sites identified in 06.02.09 matrix	OPR
9-Feb-11	Draft Implementation Report presented to EPAAC	CAO/ADA
17-Feb-11	CFILC v. Oakland Implementation Report Due to DRA	CAO/ADA
30-Apr-11	Paratransit Roundtable meeting - re-establish commitments; review draft contracts	DHS; CAO/ADA; OES

	8-Jun-11	Draft Implementation Report presented to EPAAC	CAO/ADA
	17-Jun-11	CFILC v. Oakland Implementation Report Due to DRA	CAO/ADA
	17-Dec-11	Semi-Annual Monitoring Report due to DRA	CAO/ADA
	17-Jun-12	Semi-Annual Monitoring Report due to DRA	CAO/ADA
	17-Dec-12	Semi-Annual Monitoring Report due to DRA	CAO/ADA
	17-Jun-13	Semi-Annual Monitoring Report due to DRA	CAO/ADA
	17-Dec-13	Semi-Annual Monitoring Report due to DRA	CAO/ADA
	17-Jun-14	Semi-Annual Monitoring Report due to DRA	CAO/ADA
	17-Dec-14	Semi-Annual Monitoring Report due to DRA	CAO/ADA

City of Oakland

May 18, 2010

Attachment J

Implementation Time Table v. 5

Completed Items on Time Table

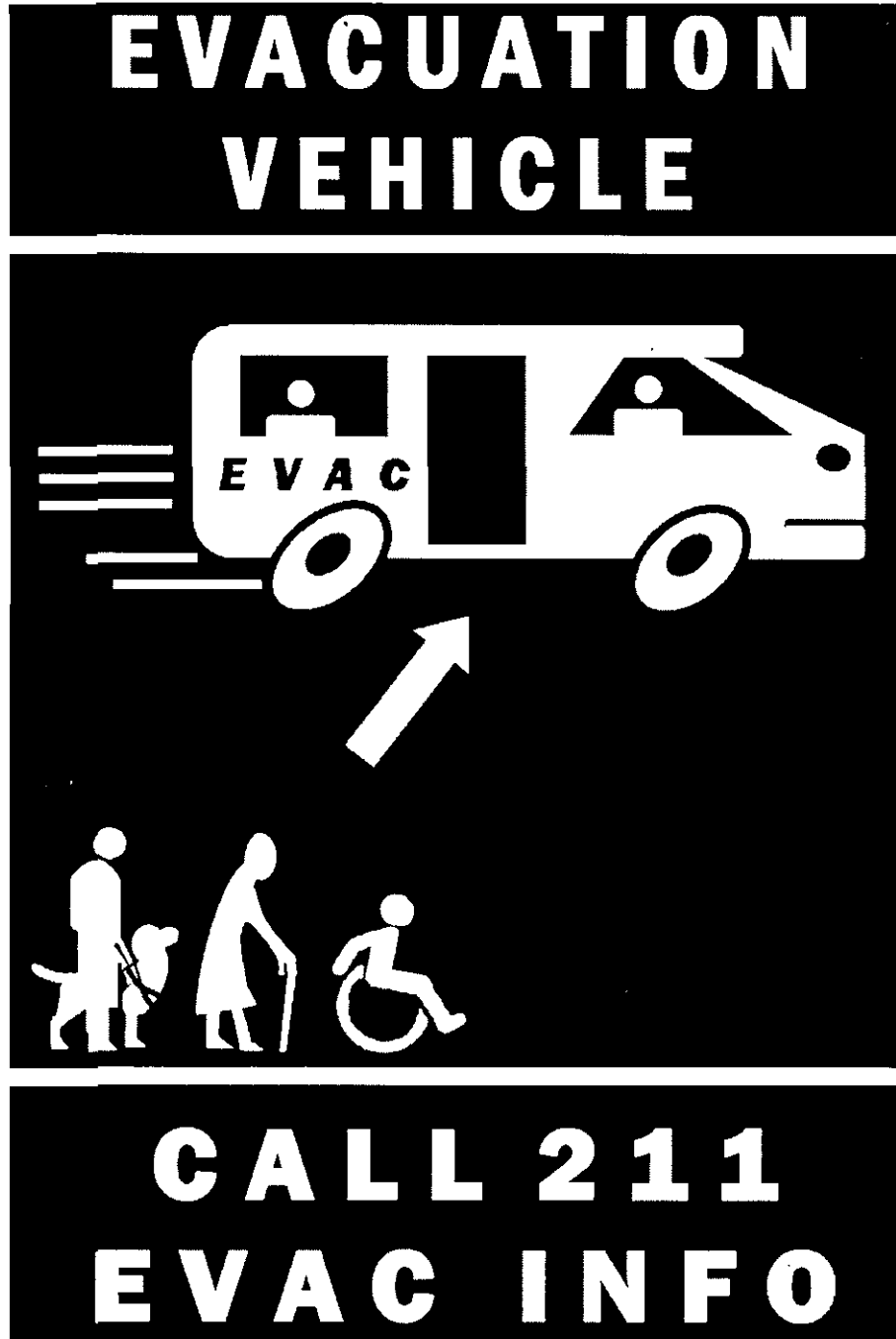
DATE COMPLETED	DUE DATE	ACTION ITEM	RESPONSIBLE DEPARTMENT	NOTES
16-Mar-09		Host Paratransit Roundtable to discuss evacuation transportation for people with functional needs	OES; CAO/ADA	
1-Apr-09		Issue updated Primary Shelter List	CAO/ADA	
1-Apr-09		Research new emergency notification systems for capacity, features, and financial feasibility	OES; DIT	
13-Apr-09		Create draft version of Shelter Checklist training module PowerPoint presentation	Kailes; CAO/ADA; OES	
1-May-09		Create draft version of Functional Needs Annex and attachments	CAO/ADA; OES; Kailes	
1-May-09		Investigate the nature of agreements and POs to receive supplies, including DME and CMS, during an emergency	Purchasing	
6-May-09		Initial EPAAC Meeting #1 - Case overview; City activities to date	CAO/ADA	
11-May-09		OES Annual Report delivered to MCPD	OES	
14-May-09	13-May-09	Complete FAST Training	OES; CAO/ADA	
28-May-09	28-May-09	Host Paratransit Roundtable to discuss evacuation transportation for people with functional needs	OES; CAO/ADA	
3-Jun-09	3-Jun-09	EPAAC Meeting #2 - Emergency preparedness training; FN Annex review	CAO/ADA	
22-Jun-09	22-Jun-09	Finalize Draft Functional Needs Annex	OES; CAO/ADA	
1-Jul-09	1-Jul-09	EPAAC Meeting #3 - FN Annex review; Communications	CAO/ADA	
16-Jul-09	1-Sep-09	Obtain appropriate signatures to finalize shelter sites with OUSD	OES	
31-Jul-09	31-Jul-09	Finalize City Web Access Policy	CAO/ADA; DIT	
3-Aug-09		Complete minor repairs to Category 1 of Primary Shelter Sites	OUSD	
5-Aug-09	5-Aug-09	CFILC v. City of Oakland, Settlement Conference	OES; CAO/ADA	
CANCELED	28-Aug-09	Paratransit Roundtable meeting - finalize vehicle ID pictogram, clusters of people with disabilities	OES; CAO/ADA	Canceled due to staffing restrictions
1-Sep-09	1-Sep-09	Explore feasibility of video remote interpreting (VRI) and on-call sign language contracts	CAO/ADA	
2-Sep-09	2-Sep-09	EPAAC Meeting #4 - FN Annex review	CAO/ADA	
30-Sep-09	2-Nov-09	Coordinate training for Emergency PIO team in use of current emergency notification system	DIT, PIO	
RESCHEDULED	5-Nov-09	EPIO Training on FN Annex and emergency notification system	CAO/ADA	Poor attendance
5-Oct-09	1-Oct-09	Provide quote for audible equipment in master control that will permit on-demand audible recordings/live studio broadcast	KTOP	
7-Oct-09	7-Oct-09	EPAAC Meeting #5 - FN Annex review (policy and administration; CMIST)	CAO/ADA	
30-Oct-09	30-Oct-09	Paratransit Roundtable meeting - developing agreements; "Together We Ride"; HIPAA Regulations	OES; CAO/ADA	
4-Nov-09	4-Nov-09	EPAAC Meeting #6 - FN Annex Review (shelters)	CAO/ADA	
NOT REQUIRED	4-Dec-09	Issue RFQ for Shelter Checklist and Functional Needs Coordinator (FNC) training modules	CAO/ADA	City staff and ARC will provide trainings
NOT REQUIRED	4-Jan-10	Enter into contract for Shelter Checklist and FNC training modules	CAO/ADA	City staff and ARC will provide trainings
17-Nov-09	29-Jan-10	Explore feasibility of remote broadcasting	KTOP	
17-Nov-09	29-Jan-10	Explore feasibility of live webcasts in conjunction with launch of new City web site	KTOP	
3-Dec-09	3-Dec-09	Review FN Annex responsibilities with department heads in preparation for staff trainings (OPR, DHS, DIT, PIO, Purchasing, PWA, GIS, and CEDA)	CAO/ADA	
16-Dec-09	16-Dec-09	Draft letter to disability organizations to receive cluster data for GIS discussed at EMADPC Transit Group meeting	CAO/ADA; OES	Draft letter presented to EMADPC
CANCELED	13-Jan-10	EPAAC Meeting #7 - FN Annex Review (EOC); staff implementation update; ARC personal preparedness presentation	CAO/ADA	Poor attendance due to staff and membership illness
19-Jan-10	30-Mar-10	City Council approves DRA Settlement (FN Annex version 1.3 as Exhibit A)	OES; CAO/ADA	
3-Feb-10	3-Feb-10	Draft FN Annex v. 1.3 available for public comment (City web site, Yahoo Berkeley-disabled listserv, DRA)	CAO/ADA	
3-Feb-10	3-Feb-10	EPAAC Meeting #8 - FN Annex Review (EOC); staff implementation update; ARC personal preparedness presentation	CAO/ADA	

1-Mar-10	28-Feb-10	Cross reference list of national organizations providing DME and CMS with current list of City vendors	CAO/ADA	No matches; ADA purchased four books of DME/CMS supplies and vendors for EOC
3-Mar-10	3-Mar-10	EPAAC Meeting #9 - Final review of FN Annex consolidated comments	CAO/ADA	
4-Mar-10	4-Mar-10	EPIO Training: "Ensuring Communications Access for People with Disabilities During Emergencies"	CAO/ADA; DIT; OPR	
8-Mar-10	12-Feb-10	Update stock card bulletins on emergency information	KTOP; PIO; CAO/ADA; OES	Updates sent to PIO and OES on 3/8/2010 for review
23-Mar-10	23-Mar-10	Submit City Council Rules Request to Adopt Annex	CAO/ADA	
14-Apr-10	14-Apr-10	EPAAC Meeting #10 - City Response to FNA Public Comments		
20-Apr-10	2-Apr-10	Survey North Oakland Senior Center as potential shelter site location	CAO/ADA	Eliminated as potential shelter site by the City ADA Coordinator
20-Apr-10	20-Apr-10	Shelter Management Training on Functional Needs Annex #1	CAO/ADA; OPR; ARC	
23-Apr-10	1-Apr-10	If UASI grant funding is secured, then enter into agreement for upgraded emergency notification system (applied for funding late 2009 to upgrade ENS to ensure automatic detection of TTY machines)	DIT; OES	Grant funding secured OES Director in discussions with vendors.
23-Apr-10	1-Apr-10	Finalize FN Annex to send to OES	CAO/ADA	Meeting held with OES Director to discuss changes
29-Apr-10	29-Apr-10	Shelter Management Training on Functional Needs Annex #2	CAO/ADA; OPR; ARC	
5-May-10	5-May-10	EPAAC Meeting #11 - Evacuation Chairs; draft City Council report	CAO/ADA	

ATTACHMENT - K

EMERGENCY EVACUATION VEHICLE PICTOGRAM

*This document was last updated on: March 17, 2010*





## ATTACHMENT – L

### FUNCTIONAL NEEDS RESOURCES

*This document was last updated on: April 28, 2010*

This document provides resources for shelter staff to community organizations and services that provide assistance to the functional needs community. The community organization resource list is directly followed by a listing of some of the city vendors that provide durable medical equipment (DME) and/or consumable medical supplies (CMS).

#### COMMUNITY ORGANIZATIONS

**Alameda County Social Services  
Agency Department of Adult and  
Aging Services**

<http://alamedasocialservices.org>  
Voice: 510-577-1800  
FAX: 510-577-1807

**Alameda County Transportation  
Improvement Authority (ACTIA)**

<http://actia2002.com>  
1333 Broadway, Suite 300  
Oakland, CA 94612  
Voice: 510-893-3347  
FAX: 510-893-6489

**California Department of  
Rehabilitation (DOR)**

[www.dor.ca.gov](http://www.dor.ca.gov)  
1515 Clay Street, Suite 119  
Oakland, CA 94612  
Voice: 510-622-2764  
FAX: 510-622-2797  
TTY: 510-622-2794

**Center for Accessible Technology**

<http://cforat.org>  
2547 8<sup>th</sup> Street, Suite 12A  
Berkeley, CA 94710  
Voice: 510-841-3224  
FAX: 510-841-7956  
TTY: 510-841-5621

**Center for Independent Living (CIL)**

<http://cilberkeley.org>  
2539 Telegraph Avenue  
Berkeley, CA 94704  
Voice: 510-841-4776  
FAX: 510-841-6168  
TTY: 510-848-3101

610-16<sup>th</sup> Street, #419  
Oakland, CA 94612  
Voice: 510-763-9999  
FAX: 510-763-4910  
TTY: 510-444-1837

**Cerebral Palsy Center for the Bay  
Area**

<http://cpcoak.org>  
4500 Lincoln Avenue  
Oakland, CA 94602  
Voice: 510-531-3323  
FAX: 510-531-2990

**Community Resources for  
Independent Living (CRIL)**

<http://cril-online.org>  
439 A Street  
Hayward, CA 94541  
Voice: 510-881-5743  
FAX: 510-881-1593  
TTY: 510-881-0218

**Deaf Counseling, Advocacy & Referral Agency (DCARA)**

<http://dcara.org>  
14895 East 14<sup>th</sup> Street, Suite 200  
San Leandro, CA 94578  
Voice/TTY: 510-483-0753

**Deaf Disability Project of Berkeley Place, Inc.**

1931 Center Street  
Berkeley, CA 94704  
Voice: 510-848-5865  
TTY: 510-664-2000  
FAX: 510-664-2000

**Disability Rights California**

[www.disabilityrightsca.org](http://www.disabilityrightsca.org)  
1330 Broadway, Suite 500  
Oakland, CA 94612  
Voice: 510-267-1200  
TTY: 800-649-0754

**East Bay Center for the Blind**

<http://eastbaycenterfortheblind.org>  
2928 Adeline Street  
Berkeley, CA 94703  
Voice: 510-843-6935  
FAX: 510-843-6006

**East Bay Housing Organizations**

<http://ebho.org>  
538 9<sup>th</sup> Street, Suite 200  
Oakland, CA 94607  
Voice: 510-663-3830  
FAX: 510-663-3833

**East Bay Paratransit**

1720 Broadway, 3<sup>rd</sup> Floor  
Oakland, CA 94612  
Voice: 510-287-5040  
FAX: 510-628-0719  
TTY: 510-287-5065

**Family Resource Network (FRN)**

<http://frnoakland.org>  
5232 Claremont Avenue  
Oakland, CA 94618  
Voice: 510-547-7322  
FAX: 510-658-8354  
TTY: 510-658-2307

**In-Home Supportive Services (IHSS)**

[http://alamedasocialservices.org/public/services/elders\\_and\\_disabled\\_adults/in\\_home\\_support/index.cfm](http://alamedasocialservices.org/public/services/elders_and_disabled_adults/in_home_support/index.cfm)  
6955 Foothill Blvd, Third Floor  
Oakland, CA 94605  
Voice: 510-577-1900  
FAX: 510-577-5615

**LightHouse for the Blind and Visually Impaired**

<http://lighthouse-sf.org>  
214 Van Ness Avenue  
San Francisco, CA 94102  
Voice: 415-431-1481  
FAX: 415-863-7568  
TTY: 415-431-4572

**Lions Center for the Blind**

<http://lbcenter.org>  
3834 Opal Street  
Oakland, CA 94609  
Voice: 510-450-1580  
FAX: 510-654-3606

**Oakland Housing Authority (OHA)**

<http://oakha.org>  
1805 Harrison Street  
Oakland, CA 94612  
Voice: 510-874-1500  
FAX: 510-587-2168  
TTY: 510-832-0633

**Pacific ADA Center (Pacific DBTAC)**

<http://adapacific.org>  
555 12<sup>th</sup> Street, Suite 1030  
Oakland, CA 94607  
Voice: 510-285-5600  
FAX: 510-285-5614  
TTY: 510-285-5600

**Social Security Administration (SSA)**

<http://ssa.gov>  
238 11<sup>th</sup> Street  
Oakland, CA 94607  
Voice: 800-772-1213  
TTY: 800-325-0778

**Regional Center of the East Bay**

<http://rceb.org>  
7677 Oakport Street, Suite 300  
Oakland, CA 94621  
Voice: 510-383-1200  
FAX: 510-633-5022  
TTY: 510-383-1354

**Wheelchairs of Berkeley**

[www.wobwob.com](http://www.wobwob.com)  
2911 Shattuck Avenue  
Berkeley, CA 94705  
Voice: 510-549-8727  
FAX: 510-540-1210

**CITY VENDORS**

**COMPANY (City of Oakland Supplier No.)**

**Access Speech and Language (22793)**

379 Hayes St, San Francisco CA 94102

**AccessAbility (43811)**

320 Clement St, San Francisco CA  
94118

**AccessAbility Inc. (43903)**

175 Mason Circle, Concord CA 94520  
Voice: 925-680-7100

**Accessible Home Lift Company  
(83459)**

2324 Eagle Ave, Alameda CA 94501  
Voice: 510-521-9526

**Armstrong Medical Industries Inc.  
(66829)**

575 Knightsbridge Pkwy, Lincolnshire  
IL 60069  
Voice: 800-323-4220  
[www.armstrongmedical.com](http://www.armstrongmedical.com)

**Bischoff's Medical Supplies (75044)**

1635 Divisadero St. #105, San Francisco  
CA 94115  
Voice: 415-921-0440  
[www.bischoffsmedicalsupplies.com](http://www.bischoffsmedicalsupplies.com)

**C&D Medical and Orthopedic  
Supplies (24832)**

419 30<sup>th</sup> St #100, Oakland CA 94609  
Voice: 510-465-2084

**California Home Medical Equipment  
- CHME (98583)**

<http://chme.org>  
289 Foster City Blvd Ste A, Foster City  
CA 94404  
Voice: 650-357-8550

**California Medical Equipment  
(87587)**

5871 Stradella Rd, Yorba Linda CA  
92886  
Voice: 714-779-5455

**Center for Accessible Technology (53581)**  
2547 8th St #12 A, Berkeley CA 94710  
Voice: 510-841-3224  
www.cforat.org

**Coleman Medical (50936)**  
8166 14<sup>th</sup> Ave, Sacramento CA 95826  
Voice: 916-737-6090

**Freedom Medical Inc. (60955)**  
208 Carter Dr, Ste 20, West Chester PA 19382

**Garmed Medical Disposables – Gar Med (49864)**  
6910 Lindley Ave, Reseda CA 91335  
Voice: 818-757-1478

**Jasper Medical Supplies (51260)**  
190 Stratford Pl. PO Box 546,  
Lakewood NJ  
Voice: 732-367-3912

**Johnston Medical Supply Inc. (54347)**  
2801 Shattuck Ave, Berkeley CA 94705  
Voice: 510-843-2488  
www.johnstonmedicalsupply.com

**Medical Electronic Devices (34301)**  
4814 East Second St, Benicia CA 94510  
www.medi.cc

**Oakland Medical Supply, LLC (87881)**  
823 Harrison St, Oakland CA 94607

**Pride Home Care Medical (48125)**  
3264 Adeline St, Berkeley CA 94703  
Voice: 510-652-2644

**Residential Medical Services (37641)**  
420.40<sup>th</sup> St, Ste 1, Oakland CA 94609

**Special Medical Aid (96961)**  
PO Box 833, Penngrove CA 94951  
Voice: 415-722-8876

**Sunrise Medical Supplies (94585)**  
257 12th St, Oakland CA 94607  
Voice: 510-893-1168  
www.sunrisemedical6149.com

**Thrifty Medical Supply (40515)**  
2139 Doolittle Dr, San Leandro CA 94577  
Voice: 510-639-4444  
www.thriftymedicalsupply.com

**Walgreens (54139)**  
1330 Broadway, Oakland CA 94612

**WalMart (60777)**  
1919 Davis St, San Leandro CA 94577

**Wheelchairs of Berkeley (62721)**  
2811 Shattuck Ave, Berkeley CA 94705  
Voice: 866-744-0691  
www.wobwob.com

**Wheelchairs of San Mateo (86777)**  
808 Burlway Rd Ste 7, Burlingame CA 94010  
Voice: 650-342-4864  
www.wheelchairs-sm.com

FILED  
OFFICE OF THE CITY CLERK  
OAKLAND

2010 MAY 27 AM 10:26

Approved as to Form and Legality

Oakland City Attorney's Office

## OAKLAND CITY COUNCIL

Resolution No. \_\_\_\_\_ C.M.S.

Introduced by Councilmember \_\_\_\_\_

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**A RESOLUTION AUTHORIZING THE ADOPTION OF THE MASS CARE AND SHELTER PLAN FUNCTIONAL NEEDS ANNEX TO BE ADDED TO THE CITY OF OAKLAND'S NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS) / STANDARDIZED EMERGENCY MANAGEMENT SYSTEM (SEMS) EMERGENCY PLAN, TO PREPARE FOR AND PROVIDE TEMPORARY MASS CARE AND SHELTER TO PEOPLE WITH DISABILITIES AS PART OF THE SETTLEMENT AGREEMENT IN THE CASE OF CALIFORNIA FOUNDATION FOR INDEPENDENT LIVING CENTERS, ET AL. V. CITY OF OAKLAND ET AL., U.S. DISTRICT COURT ACTION NO. C 07-04608 EDL**

**WHEREAS**, the potential for a major catastrophe due to natural or human-caused disaster causes all government entities within Alameda County to be prepared and to share resources and information among themselves as well as with the State of California in order to protect public welfare; and

**WHEREAS**, the Oakland City Council supports proactive actions as they relate to emergency management practices to ensure effective and efficient emergency mitigation, prevention, preparedness, response, and recovery for the City of Oakland and the Bay Area Region; and

**WHEREAS**, the 2000 U.S. Census reports that 84,452 Oakland residents, representing more than 21% percent of the population, have disabilities and over ten percent of the population is age 65 or over; and

**WHEREAS**, Title II of the Americans with Disabilities Act (ADA) mandates that public entities, such as the City of Oakland, operate in such a way that its programs, activities and services, when viewed in their entirety, are readily accessible to and usable by individuals with disabilities; and

**WHEREAS**, on February 2, 2010, the City Council adopted a resolution (No. 82510 C.M.S.) authorizing the City Attorney to settle the case of California Foundation for Independent Living Centers (CFILC) v. City of Oakland, et al (U.S. District Court Action No. C 07-04608 EDL) and directing the Office of Emergency Services to adopt a Mass Care and Shelter Plan Functional Needs Annex; and

**WHEREAS**, the Annex is Exhibit A to the settlement of CFILC v. Oakland and implementation of the Annex is an essential part of implementing and maintaining the settlement; and

**WHEREAS**, the Annex incorporates emerging requirements and practices in the field of emergency preparedness for people with disabilities and provides guidance for staff to meet ADA Title II requirements in emergency planning and response activities; and

**WHEREAS**, funds in the amount of one hundred thousand dollars (\$100,000.00) are available under the Fiscal Year 2010-11 ADA Accommodations Capital Reserve Fund budget (1.5200.94020.C274310.YS10) for structural improvements to City-owned buildings and facilities and in the amount of fifty thousand dollars (\$50,000.00) under the Fiscal Years 2010-11, 2011-12, and 2013-14 ADA Programs Division General Fund operating budgets (1.1010.02511.P386310.YS10) for equipment, materials and training purchases scheduled under the Annex; and therefore be it

**RESOLVED**, That the City of Oakland City Council hereby adopts the Mass Care and Shelter Functional Needs Annex as a component of the City of Oakland's Mass Care and Shelter Annex, Emergency Support Function #6, formerly known as Annex G of the City of Oakland NIMS/SEMS Emergency Plan.

IN COUNCIL, OAKLAND, CALIFORNIA, \_\_\_\_\_

**PASSED BY THE FOLLOWING VOTE:**

AYES - BROOKS, DE LA FUENTE, KAPLAN, KERNIGHAN, NADEL, QUAN, REID, AND  
PRESIDENT BRUNNER

NOES -

ABSENT -

ABSTENTION -

ATTEST:

\_\_\_\_\_  
LATONDA SIMMONS  
City Clerk and Clerk of the Council of  
the City of Oakland, California