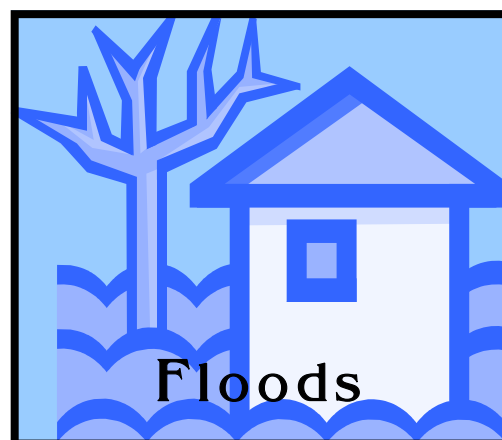


Emergency Response Plan

- Review Copy -

Area Housing Authority
of the County of Ventura
June 2006



**Area Housing Authority
Organizational Emergency Response Plan**

Emergency Plan Distribution List

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**Area Housing Authority
Organizational Emergency Response Plan**

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INTRODUCTION

Purpose

The purpose of the Organizational Emergency Response Plan is to enhance the Area Housing Authority's (AHA's) ability to effectively respond to emergencies by establishing procedures and assigning responsibilities which ensure:

- The protection of life and property
- Optimal utilization of AHA resources
- Appropriate support to jurisdictions effected
- Communication of vital agency information to key response agencies

The Organizational Emergency Response Plan serves as AHA's top-level document which will drive the revisions to the Operational Emergency Response Plan and the Facility Emergency Response Plan. Once updated, the Operational Emergency Response Plan and the Facility Emergency Response Plan will be provided to the emergency service coordinators, police and fire departments, city management, and the County Office of Emergency Services.

Scope

The scope of this emergency plan is limited to those areas within the AHA's sphere of influence. The AHA serves the cities of Ojai, Camarillo, Moorpark, Simi Valley, Thousand Oaks, Fillmore, and the unincorporated areas of the County.

All municipalities within the AHA's jurisdiction have developed a "multi-hazard functional plan" (MHFP) per the Standardized Emergency Management System (SEMS) to address the plethora of possible disasters (natural and man-made) which pose a hazard to the community. The multi-hazard functional plans are reviewed by the Governor's Office of Emergency Services and the local governing body. California State law assigns local government bodies (cities/counties) the legal responsibility to provide for public health, safety and human support services during an emergency or disaster and authorizes assistance from the American Red Cross, and other disaster relief agencies. As specified by State law and local municipal codes,

Area Housing Authority Organizational Emergency Response Plan

the role of agencies such as a public housing authority is that of a subordinate support organization under the leadership of the Director of Emergency Services for the affected areas.

The AHA will utilize the SEMS model for emergency response. SEMS is the group of principles developed for coordinating State and local emergency response in California. SEMS provides for a multiple level emergency response organization and is intended to structure and facilitate the flow of emergency information and resources within and between the organizational levels: the field response, local government, operational areas, regions and the State management level, and five local levels including management, operations, planning, logistics, and finance.

While the SEMS program was developed for California, there was a need for a boarder application which provided tools and protocols for a national or multi-state emergency response. The Federal Emergency Management Agency's National Incident Management Systems (NIMS) was developed so responders from different jurisdictions and disciplines can work together better to respond to natural disasters and emergencies, including acts of terrorism. In addition, NIMS promotes the development of cross-jurisdictional, state-wide, and interstate regional mechanisms for coordinating incident management and obtaining assistance during large-scale or complex incidents. NIMS benefits include a unified approach to incident management; standard command and management structures; and emphasis on preparedness, mutual aid and resource management.

In order to ensure the quality and accuracy of the information provided herein, this document was reviewed by emergency response personnel in each of AHA's jurisdictions, including:

- Emergency services coordinators
- Police chiefs
- Fire chiefs
- City managers
- Ventura County Office of Emergency Services

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Comments from the reviewers have been incorporated. The next step is to submit this Plan to the Ventura County Chapter of the American Red Cross for review and comment. After their review and the assimilation of their comments has been completed, the final document will be distributed to AHA's jurisdictions in both hard copy and electronic format.

Background

The potential risks within Ventura County, and specific to AHA jurisdictions includes:

- Earthquakes and other seismic events
- Wildfires
- Seasonal floods and mudslides
- Train derailment
- Dam failures
- Hazardous waste/toxic spills
- Terrorism
- Transportation accidents
- Plane crash

Each of the AHA's jurisdictions have a detailed emergency response plan in place for these and other less likely situations. In the event of an emergency situation, the AHA will work under and accept direction from the designated Director of Emergency Operations from affected jurisdictions to ensure an effective multi-agency response.

Emergency Preparedness

Prior to an emergency situation, it is important that staff and commissioners have adequately prepared their household. Information regarding disaster and emergency preparedness is available through Human Resources, the American Red Cross, the Ventura County Sheriff's Office of Emergency Services and on-line at the California Office of Emergency Services. In addition, the AHA's Human Resources Department is working with the American Red Cross to offer courses in disaster preparedness, CPR, and basic first aid to all interested staff. Selected management staff and key response personnel are completing Community Emergency Response Training (CERT), SEMS, and NIMS IS-700 training. CERT training is available to all staff through their local police or fire department, usually at no cost. Those wishing to pursue a higher level of involvement are encouraged to participate in Disaster Assistance Response Team (DART) training available through local police and Sheriff's offices.

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Practice drills are held each year at the Central office to simulate an emergency. Drills are unannounced and include post-drill evaluations to ensure that any problems are addressed immediately. In addition, each employee has received a copy of the Operational Emergency Procedures Manual for the Central Office which provides detailed instructions for staff which goes beyond the scope of this plan. The AHA is currently revising the Operational Emergency Procedures Manual to incorporate SEMS and NIMS, where appropriate.

The AHA currently owns and/or manages 945 housing units at 21 housing complexes. Of this, 620 units are specifically for senior and disabled residents. Due to the possibility of acquiring additional properties, these figures will be updated at least annually. In addition, the AHA is preparing a Facilities Plan for each housing site. The Facilities Plan will provide key site information including:

- Location of utility shut-offs
- Layout of sites, number of units, and location of accessible units
- Emergency contact information
- Site-specific information that would provide useful to a responding agency

The Facilities Plans will be distributed to the city manager's office, police, fire, and designated emergency service officials in that city. The Facilities Plans will be reviewed annually, updated as needed, and distributed to ensure that responding emergency personnel have accurate site and contact information.

EMERGENCY RESPONSE

Emergency or Disaster Declarations

When an emergency occurs that exceeds the capabilities of the County's resources, the local government (Sheriff, Board of Supervisors, Public Health, and others) has the ability to declare a local "state of emergency". Depending on the nature and severity of the emergency, the local government can petition the State governor to declare a state of emergency for the affected area. Once the governor declares a state of emergency, the California Disaster Assistance Act is activated. This is a crucial element which provides the governor with the authority to expend budgeted or emergency funds. In addition, it provides the means for

Area Housing Authority Organizational Emergency Response Plan

utilizing State resources, including the California National Guard and California Conservation Corps to mitigate the situation. The California Disaster Assistance Act also authorizes the governor to direct all agencies to utilize and employ State personnel, equipment, and facilities to avert or alleviate actual or threatened disaster damages.

If the situation warrants further action, the governor may then go through the Federal Emergency Management Agency (FEMA)/Department of Homeland Security (DHS) to request the President to make a declaration of a state of emergency. FEMA provides an assessment of the situation and makes a recommendation to the President.

All of these actions are necessary in order to authorize the various levels of government to release funds, and implement assistance and recovery programs. Requests for these resources must be processed through the County's Emergency Operations Center/Office of Emergency Services.

AHA Emergency Response

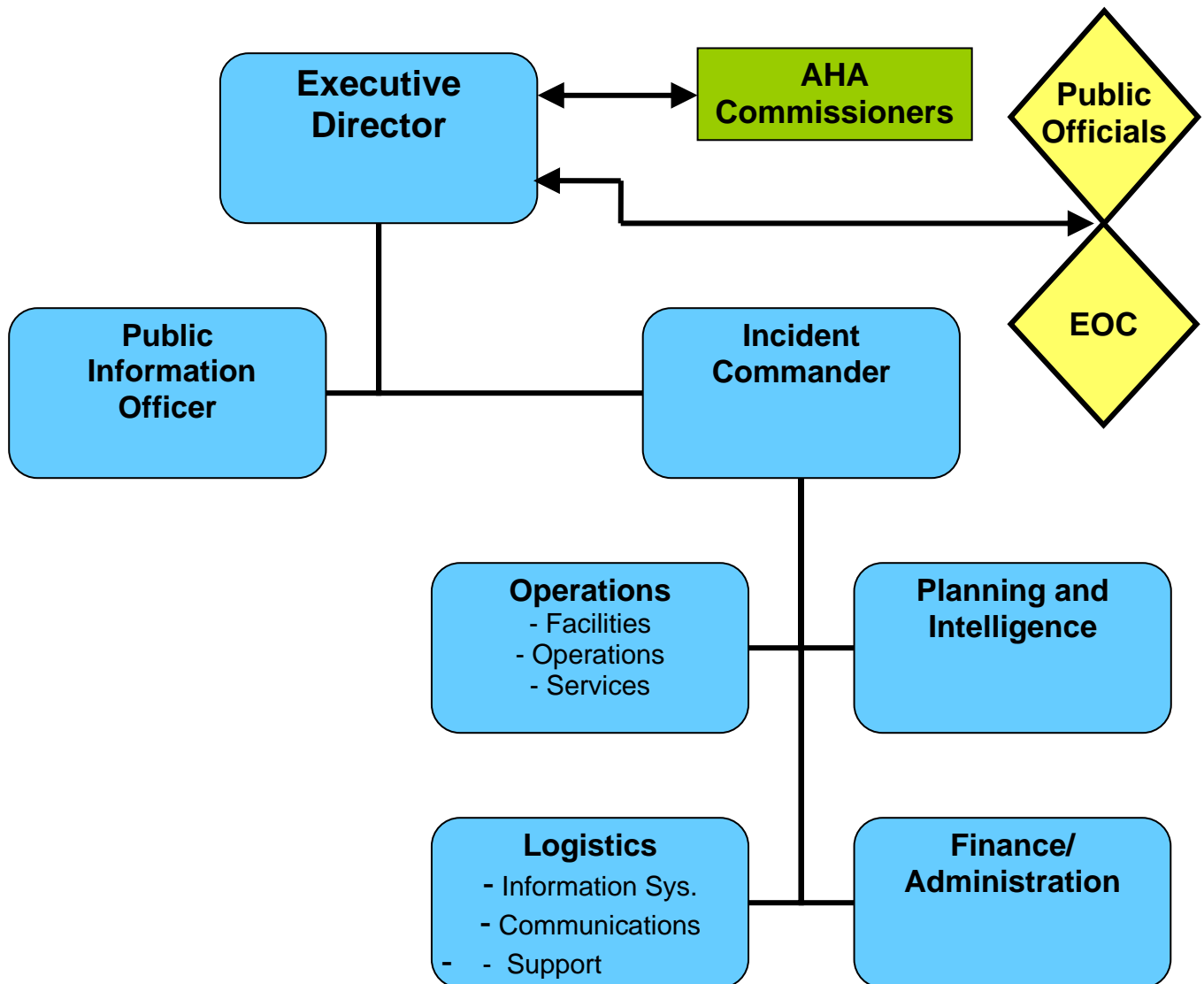
In the event of an emergency, the first task for each staff member is to ensure that their family and personal property are safe. If the emergency or disaster occurs during non-business hours, staff is to assess and respond to their personal situation and the situations facing their families and neighbors. Once family needs are met, staff shall respond/report to their immediate supervisor. If the emergency or disaster occurs during business hours, staff will follow the directions of the Executive Director regarding vacating the building or taking shelter in place.

The AHA's emergency response reporting structure is based on the SEMS model and is presented in Figure 1. It is important to note that Figure 1 identifies essential agency roles which may or may not be associated with the day-to-day job titles or operations. Key response staff are currently enrolled in SEMS training courses offered through the Ventura County Sheriff's Office of Emergency Services. In addition, executive management and key department directors will complete NIMS IS-700 training over the next few months.

Area Housing Authority Organizational Emergency Response Plan

As illustrated in Figure 1, in addition to the SEMS model the AHA's Commissioners, Public Officials, and the Emergency Operations Center have been incorporated into the model. As a public housing authority, the AHA is a subordinate support agency which will provide information and assistance to these groups through the Executive Director. AHA Commissioners are expected to direct information through the Executive Director.

Figure 1. Agency Emergency Response Reporting Structure



Area Housing Authority Organizational Emergency Response Plan

Roles and Responsibilities

During emergency or disaster situations it is imperative that the AHA understand the roles and levels of authority of the responding agencies. The first responding agencies are identified as the affected municipality, law enforcement agencies, fire departments, and the American Red Cross.

Local Roles and Responsibilities

As provided by California State law, the local governing bodies have the highest level of authority for immediate decision making. These governing bodies are responsible for activating the Emergency Operations Center, which once activated empowers the local law enforcement agencies and fire departments to take any and all steps needed to provide for the health and safety of the community. In addition, activating the Emergency Operations Centers sets in motion the necessary instruments through which emergency funding is available.

City and county government, along with designated disaster relief agencies such as the Ventura County American Red Cross, are the only organizations mandated to provide for the public health and safety in disaster situations. Public housing authorities as a support agency may be eligible for reimbursement of costs related to responding to a disaster or emergency. The responsibility to respond to emergencies or disasters and the responsibility for emergency support services belongs to the local government jurisdictions.

Depending on the location and magnitude of the emergency or disaster, the local governing body may not be the affected city or cities. The County of Ventura Office of Emergency Services may activate the County Emergency Operations Center (EOC) and begin assessing and coordinating County responses and resources. City-level response may be under the direction of the County's Director of Emergency Operations or a City's Director of Emergency operations, should the incident be localized. An emergency within the County's unincorporated area falls under the County's jurisdiction and is then under the direction of the County's Director of Emergency Services, which is the Sheriff.

Area Housing Authority Organizational Emergency Response Plan

Once on the scene at a specific location, the responsibility for coordinating a response to an emergency lies with the County's Emergency Operations Center. The AHA is a subordinate supportive agency and, as such, will take further direction from the key responding agencies.

American Red Cross Role and Responsibilities

The American Red Cross is chartered by Congress to provide disaster relief. This charter both grants the American Red Cross the power by which to allocate resources and direct disaster relief and imposes the agency with the duty of disaster response and relief. Disaster relief focuses on meeting people's immediate emergency disaster-caused needs including providing:

- Temporary shelter
- Food
- First-aid, blood, and blood services
- Immediate mental health assistance
- A network of service providers
- Communication between victims and family members

In addition, the American Red Cross provides food and shelter to emergency workers, identifies appropriate shelter locations, coordinates evacuations with local authorities when evacuations are ordered, and provides critically important assessments to the EOC on the resources in use and estimates of future needs.

AHA Role and Responsibilities

The overall objectives of the AHA when dealing with an emergency or disaster are:

- Protect life and property
- Assess impact on AHA's facilities, operations, and services
- Provide continuity of financial support
- Establish a department/agency operations center
- Cooperate with all EOCs
- Document the Agency's response efforts and the associated costs
- Maintain a positive image for the Agency in all its dealings with the community, decision makers, public servants, our tenants, and the media

Area Housing Authority Organizational Emergency Response Plan

In the event of an emergency, traditional roles may be expanded or shifted to provide for an effective and coordinated response by the AHA. The degree and location of the disaster or emergency will determine the AHA's specific response. The AHA is not authorized to direct an emergency response and, as such, is a subordinate agency which accepts direction from the Emergency Operations Center.

As specified by the California Office of Emergency Services, during an emergency or disaster, the AHA will assume a supportive role which enhances the Emergency Operations Center's ability to assess and respond to the situation at hand. The AHA is responsible for providing the Emergency Operations Center with critical information regarding the status of our properties and our residents.

Based on California's SEMS and the NIMS models, the AHA's Agency Operating Center will be activated at the direction of the Executive Director. The Agency Operating Center will be structured using the SEMS model provided previously in Figure 1. To the extent possible the Agency Operating Center will be located at the Central Office in Newbury Pak. Alternative sites for the Agency Operating Center have been identified at local housing sites managed or owned by the AHA.

Board of Commissioners

The Board of Commissioners is appointed and serves as a policy making body. In the event of an emergency or disaster, the Board of Commissioners is to:

- Assess and respond to their personal situation and the situations facing their families and neighbors
- Communicate directly, yet sparingly, with the Executive Director
- Provide information on the status of their immediate area to the Executive Director
- Be available, if possible, to provide periodic updated information to the Executive Director
- Refer all media to the Executive Director or Public Information Officer
- Create and/or modify policies in response to the emergency and the agency's need

Area Housing Authority Organizational Emergency Response Plan

Executive Director

The Executive Director is responsible for overall emergency policy and coordination through the joint efforts of governmental agencies and private organizations. As such, the Executive Director is the point of contact for the Director of Emergency Operations, key city/county representatives, key responding agencies (fire, law enforcement, American Red Cross), AHA Commissioners, and AHA's management staff. The general duties of the Executive Director are to:

- Serve as the Director for the Agency Operating Center
- Make informed executive decisions based on the policies of the AHA and in support of the emergency operations and recovery efforts
- Establish the appropriate level of organization and continuously monitor the effectiveness of that organization
- Ensure that multi-agency and inter-agency coordination is accomplished
- Facilitate and maintain lines of communication between individual outside agencies, the Emergency Operations Center, and management staff
- Maintain lines of communication, where possible, with the Commissioners of an affected area

AHA Incident Commander

The AHA Incident Commander is responsible to coordinate the agency's response to an emergency/disaster situation at the field level. As such, the Incident Commander is responsible for analyzing the situation as it relates to the AHA and allocating resources to secure life and property to the extent possible. The general duties of the Incident Commander are to:

- Manage and coordinate the AHA's emergency response and recovery operations, including on-site management, as required
- Establish priorities and resolve conflicting demands for support
- Collect and disseminate damage information and other essential data to the Executive Director and/or Public Information Officer
- Allocate personnel and AHA resources in the most effective and efficient manner possible under the circumstances

Area Housing Authority Organizational Emergency Response Plan

- Procure services required to preserve life or property

Finance Director

The Finance Director acts in a supportive role in all disasters and emergencies to provide financial continuity and maintain the financial integrity of the AHA. As such, the Finance Director is responsible for the documentation of costs and recovery of those costs as allowable. The general duties of the Finance Director are to:

- Document the costs and resources allocated to AHA's response
- Maintain to the greatest extent possible the financial systems necessary to keep the agency functioning during a disaster/emergency including payroll, payments, revenue collection, claim processing, and cost recovery documentation
- Supervise the negotiation and administration of vendor and supply contracts and procedures
- Coordinate the collection and documentation of costs pertaining to the disaster/emergency
- Coordinate with other disaster assistance agencies the documentation, audits, and other requirements to facilitate the recovery of costs

In addition, the Finance Director will assume the duties of the Executive Director should the Executive Director be unable to respond to the emergency or disaster.

Information Technology Director

The role of the Information Technology Director is to provide for continuity of business through the utilization of technology. As such, the role of the Information Technology Manager is to ensure that all required records are preserved for future use. The general duties of the Information Technology Manager are to:

- Determine the extent to which the AHA's computer systems are accessible and/or usable
- Determine the extent to which the AHA's communication systems are accessible and/or usable
- Notify the Incident Commander and Executive Director on the status of computer and communication systems

Area Housing Authority Organizational Emergency Response Plan

- Organize, acquire, install, and oversee the AHA's computer and communications systems in support of the other departments and functions which are critical to continuing business operations and maintaining lines of communication
- Establish, if required, off-site data processing and communication facilities
- Maintain and preserve, to the extent possible, all AHA data, reports, and records needed to continue operations or which provide historical documentation

Public Information Officer

The Public Information Officer serves as the dissemination point for all media releases and assists the Executive Director and the Director of Emergency Operations in acquiring accurate information. In addition, the Public Information Officer is to provide the Incident Coordinator with pertinent information regarding the status of, and the response to, the emergency. The general duties of the Public Information Officer are to:

- Coordinate the dissemination of information from the Emergency Operations Center and the Director of Emergency Operations to the AHA clients within the affected area to ensure to the extent possible, that complete accurate, timely and consistent information is provided
- Coordinate media activities, press conferences, and public statements with the Executive Director
- Provide information to management staff on the actions of the Emergency Operations Center including instructions for lifesaving and health preservation, emergency status, evacuations, shelters, relief programs and public services
- Provide information to the Director of Emergency Operations on the status of AHA's facilities, clients, resources, and the AHA's response to the situations at hand
- Assist the Public Information Officer designated by the Director of Emergency Operations in acquiring and disseminating information

AGENCY PROPERTY PLAN

Area Housing Authority Organizational Emergency Response Plan

In the event of an emergency or disaster, it is essential that properties be inspected to avert and minimize damage. All properties are grouped into response areas. First responding agencies (law enforcement and the fire department) along with the emergency services coordinator for that jurisdiction have the following information for each site:

- Property map
- Shut off locations for gas, water, and electric services
- Emergency contact names and phone numbers
- General resident and site information

Agency Response Plan

During business hours, AHA staff will report in to their immediate supervisor. In order to expedite the Agency's ability to assess the condition of the properties, staff members will be directed to the property nearest their current location.

In the event of a disaster or emergency situation occurring during non-business hours, staff will report to the closest property within their assigned response area. Staff assignments are reviewed on a monthly basis and revised as needed based on property acquisitions, sales, or staff changes.

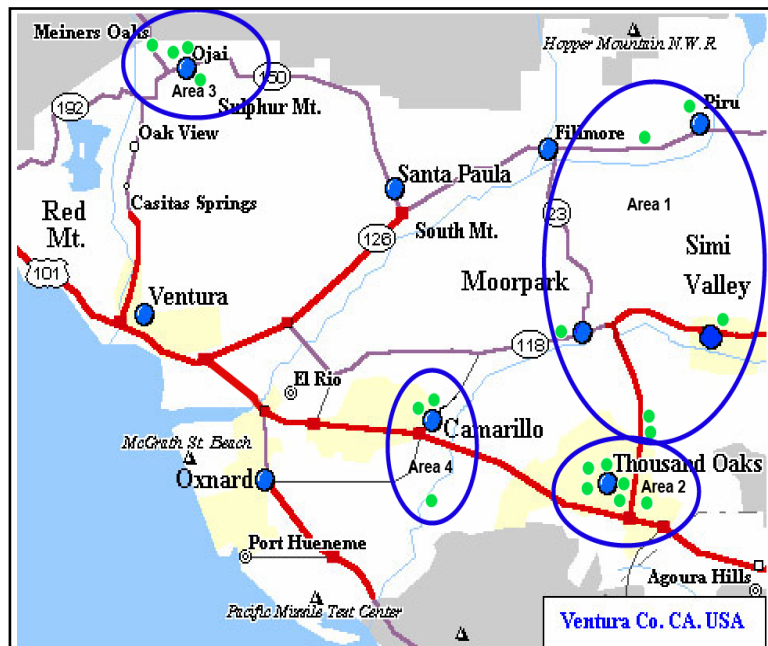
In developing the response areas, the AHA grouped properties into logical geographic locations which take into consideration the areas in which staff reside. Additional consideration was given to the accessibility of a property should access to main transportation routes be limited. It is important to note that although response areas have been designated, AHA's must maintain a flexible and fluid response plan that is able to efficiently assess property damage while addressing limited access to certain areas along with limited staffing resources. To optimize AHA's limited staffing resources, AHA will maintain a span of control no greater than one-to-seven. At current and predicted (future) staffing levels, it is likely that AHA will have no more than two staff and one supervisor assigned to any single response area. It is probable that staff assignments will overlap specific response areas in order to more quickly access property damage in high risk areas. Response areas and their associated properties are provided in Table 1 and Map 1, respectively.

Area Housing Authority Organizational Emergency Response Plan

Table 1. Designated Response Areas

Response Areas	Properties	Housing Type	Units	Location	Supervisor
Area 1	Colina Vista	Family	35	Piru	C. White
	Las Palmas	Family	15	Piru	
	Los Arboles	Family	43	Thousand Oaks	
	Royal Oaks	Family	5	Thousand Oaks	
	Sunset Villas	Family	10	Thousand Oaks	
	Pepper Tree	Family	12	Simi Valley	
	Tafoya Terrace	Senior/Disabled	30	Moorpark	
Area 2	Fiore Gardens	Family	50	Thousand Oaks	C. White
	Florence Janss	Senior/Disabled	64	Thousand Oaks	
	Glenn Oaks	Senior/Disabled	39	Thousand Oaks	
	Legget Court	Family	49	Thousand Oaks	
	Oak Creek	Senior/Disabled	57	Thousand Oaks	
Area 3	Grand Ave	Family	5	Ojai	C. White
	Summer Street	Family	10	Ojai	
	Whispering Oaks	Senior/Disabled	101	Ojai	
	Roth Apartments	Family	34	Ojai/Unincorp.	
Area 4	Bradford Apart.	Family	27	Camarillo	C. White
	Ellis Terrace	Family	27	Camarillo	
	Mira Vista	Senior	305	Camarillo	
	Raemere Street	Family	2	Camarillo	
	Villa Calleguas	Disabled	24	Camarillo/Unincorp.	
Area 5	Central Office	Office	50 staff	Thousand Oaks	G. McGehee

Map 1. Properties and Designated Response Areas



Area Housing Authority Organizational Emergency Response Plan

Emergency Property Plans

With the exception of the Central Office, AHA properties are grouped into two distinct styles, those with common area fire alarm systems and those without. The properties with common area fire alarm systems are:

- Ellis Terrace
- Florence Janss
- Glenn Oaks
- Oak Creek Villas
- Villa Calleguas
- Whispering Oaks (main building only)

The fire alarm systems are tied to the local fire departments and tested regularly to ensure satisfactory operation. In addition, the residents at these properties are briefed on the location of emergency exits by which to evacuate the building and have fire drills annually. Individual residential units also have smoke detectors.

With the exception of the Central Office, all other properties have smoke detectors installed in each residential unit. There are no common area fire alarm systems installed. Exit routes, where applicable, are clearly marked as required by local codes.

In order to assist all residents in understanding what they need to do to be prepared for a major disaster or emergency, each household receives an emergency preparedness handbook in either English or Spanish. Emergency preparedness workshops are held at each site, as appropriate, and are facilitated by either the local emergency services coordinator or the local Red Cross office. Workshops are presented in both English and Spanish, as required. In all cases, it is the responsibility of the residents to be prepared for an emergency or disaster.

The Central Office is a unique property as it is considered a commercial and not residential complex. Fire drills are held at least once a year. In addition, the AHA has emergency kits which provide the essential items for sixty individuals for 3 days. Detailed information for staff is provided in the Central Office Emergency Procedures Manual.

Area Housing Authority Organizational Emergency Response Plan

ADDITIONAL INFORMATION

There is a tremendous amount of information available, on disaster preparedness. Understanding this information, its uses and limitations will go a long way in being informed and prepared for a disaster or emergency.

Ventura County Office of Emergency Services

<http://www.vcsd.org/oes>

Fire Incidents

<http://www.fire.ca.gov/cdf/incidents/index.html>

<http://cdfdata.fire.ca.gov/incidents/incidents>

http://fire.countyofventura.org/fireline/frameset/f_pages/index.asp

Governor's Office of Emergency Services

<http://www.oes.ca.gov>

Center for Disease Control

<http://www.bt.cdc.gov>

<http://www.cdc.gov>

Ventura County Public Health

<http://www.vchca.org/ph/>

CalTrans Highway Closures

<http://www.dot.ca.gov/hq/roadinfo/hi.htm>

California Highway Patrol Accident Information

<http://cad.chp.ca.gov/default.asp>

National Weather Service

<http://www.nws.noaa.gov>

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Earthquake Reporting

<http://quake.wr.usgs.gov/recenteqs>

<http://www.seismo-watch.com/EQSERVICES/Reports/SCA/SCA.html>

<http://www.data.scec.org>

Disaster and Emergency Preparedness

<http://www.ready.gov>

<http://www.fema.gov>

<http://www.redcross.org>

<http://www.arcventura.org>

Federal Bureau of Investigation

<http://www.fbi.gov>

Transportation Security Administration

<http://www.tsa.gov>

Federal Department of Homeland Security

<http://www.dhs.gov>

City Information

<http://www.ci.camarillo.ca.us>

<http://www.fillmoreca.com/cityhall>

<http://www.ci.moorpark.ca.us>

<http://www.ci.ojai.ca.us>

<http://www.ci.simi-valley.ca.us>

<http://www.toaks.org>

<http://www.ci.santa-paula.ca.us>

<http://www.ci.oxnard.ca.us>

<http://www.ci.port-hueneme.ca.us>

<http://www.ci.ventura.ca.us>

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County of Ventura

<http://www.countyofventura.org>

Newspapers

<http://www.venturacountystar.com>

<http://www.ojaivalleynews.com>

<http://www.theacorn.com>

<http://www.moorparkacorn.com>

<http://www.simivalleyacorn.com>

<http://www.toacorn.com>

<http://www.latimes.com>

Radio Stations

KVEN 1450 AM www.KVEN.com

KHAY 100.7 FM www.KHAY.com

KMLA 103.7 FM (Spanish) www.lam1037.com

KCLU 88.3 FM www.kclu.org