

# Update: City of Los Angeles



BCFS HEALTH AND HUMAN SERVICES

---

**EMERGENCY MANAGEMENT**

**Emergency Operations Plan  
Standard Operating Procedures Project**

# Objective

- City of LA is mandated to rewrite and implement inclusionary Emergency Operations Plans (EOPs)
- Timeline: November 9, 2011-November 9, 2014
- Order: City of LA will update their plans to ensure adequate and inclusionary planning for people with disabilities and others with access and functional needs



# Planning Considerations



## Communication

- IT
- Public Affairs



## Maintaining Health

- Public Health
- EMS



## Independence

- OEM
- Disabilities Department
- General Services



## Supervision

- Human Services



## Transportation

- DOT

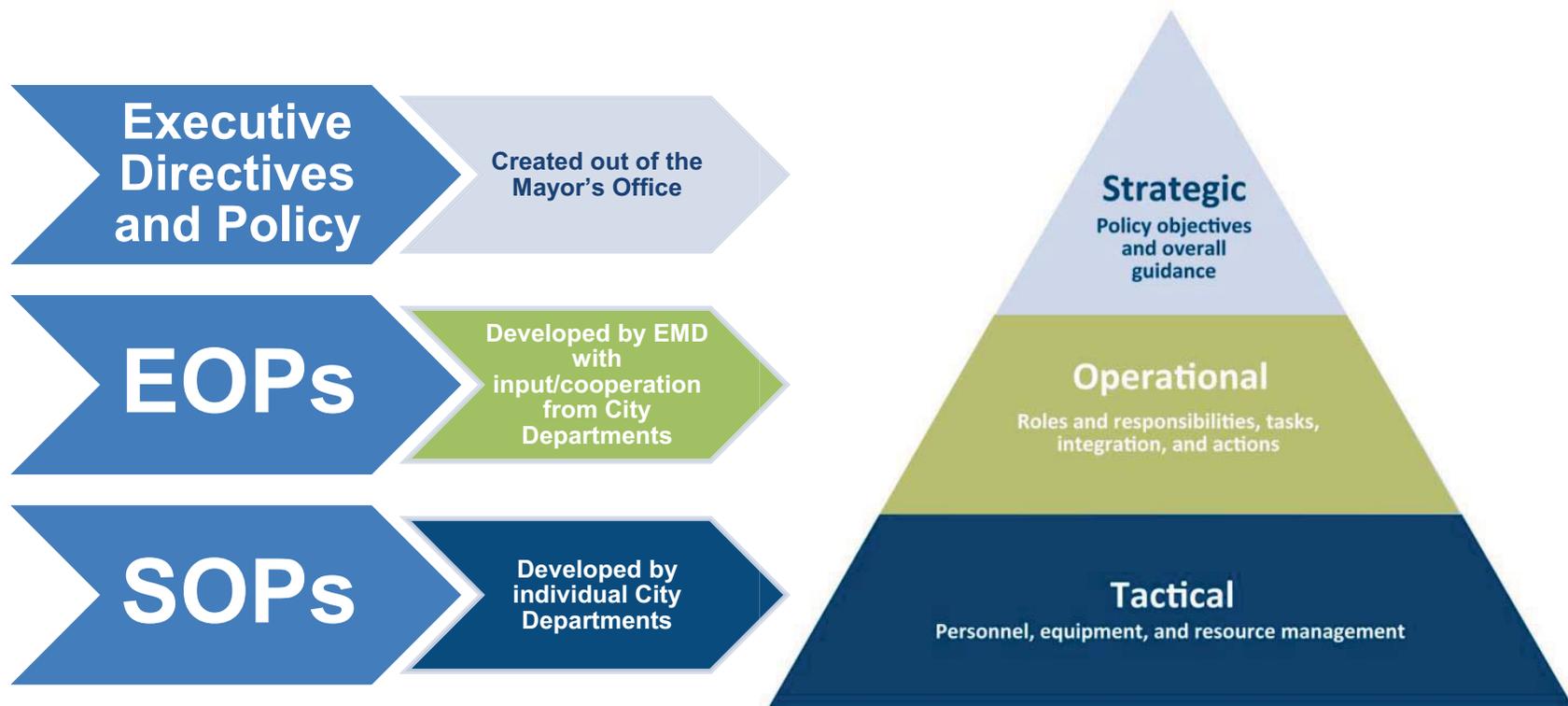


# The Process

- Review all EOPs and Annexes
- Conduct full gap analysis
- Update plans
  - Appropriate language
  - Inclusionary plans
  - Ensure adequate planning for people with disabilities and others with access and functional needs



# CPG 101 & Policy – EOPs – SOPs



# Who is Involved? - Beyond EMD

- Department of Aging
- Animal Services Department
- Department of Building and Safety
- Department of Transportation
- Department of Water and Power
- Department on Disabilities
- Emergency Management Department
- General Services Department
- Housing and Community Investment
- Information Technology Agency
- Los Angeles Fire Department
- Los Angeles Police Department
- Los Angeles World Airports
- City Planning Department
- Port of Los Angeles
- Public Works Department
- Recreations and Parks



# A Layered Approach – Sample of Work

- The necessary steps to ensure equal access to programs requires multiple steps
- Each layer requires a process / procedure
- Example:
  - The LA EOP Tsunami Annex states that:
    - LAPD will conduct quarterly community preparedness meetings



# Step One - Announcement

- Meeting Announcement
  - Process for posting accessible announcement
    - How will meeting be announced?
      - Are paper flyer announcements in large print?
      - Are they available in braille if requested?
      - Is the meeting announced in an alternate format such as the Web or details available by phone.
      - If there is a web posting, is the website accessible or 508 compliant?



# Step Two – Requesting Accommodation

- Does the announcement include language for an individual to request accommodation?
  - If there is a request for accommodation, how is it met?
    - Are capabilities in place?
    - Who within the city do you make the resource request to? Can they meet the need? What agreements, contracts, vendors are in place to accommodate?
    - Example: Cart Services or ASL Interpreters



# Step Three – Site Accessibility

- Meeting location and accessibility
  - Meeting location must be physically accessible
  - Who will select the site and evaluate for accessibility?
  - What criteria will be used to evaluate the site?
  - If the site had been previously assessed who will be responsible for conducting a quick assessment to ensure the site is still accessible prior to the meeting?
  - What criteria will be used for the rapid assessment?



# Step Four – Information Presented

- What information will be presented? Will there be handouts?
  - Are materials available in alternate formats?
    - Braille
    - Large Print
    - Audio Conversion
  - Are materials available in alternate formats?
- Did you consider accessibility when creating handouts?
  - Example: If you show tiered evacuation zones identified by color – did you also provide a pattern for people who are colorblind?



# Step Five – Inclusionary Messaging

- Is the information provided inclusionary and consider needs of people with disabilities and others with access and functional needs?
  - Example: If you discuss personal preparedness or family evacuation plans – Do you mention that you should, when possible arrange to have your caregiver evacuate with you and that you should be sure to bring necessary DME, CMS etc.
  - Example: Do you share evacuation order criteria
    - 18” water in a home before calling for evacuation



# Conclusion

- There are many details behind delivery of programs to ensure accessibility
- Policies and procedures must be developed to ensure that all personnel with responsibility understand their requirements
- We can not approach planning for people with disabilities from one perspective we must consider all steps



# Project Complexities

- Departmentalized
  - Every department has their own set of Emergency Operations Plans and Department Operating Center
- Size and organic capabilities actually make planning more complex
- Limited dedicated resources regarding disaster preparedness
- Compressed timeline
- EMD does not have any standing authority over departments regarding emergency planning



# Lessons Learned

- Interdepartmental dependency
- Difficulty in conceptualizing and applying logical and realistic response strategies for catastrophic planning without a recent event
  - Last major event was North Ridge 1994
  - Most institutional knowledge has moved on
- Impact of budgetary restraints
  - Collateral duties
  - Lack of training
  - Lack of time/resource allocation
  - Doing more with less
- Large cities are sharing business cards on the day of



# Demonstrated Success

- May 15, 2013
- Evacuation 4 story apartment building
- 1 apartment with 17 IEDs
- Door to door notification called for
- No door bells on units and power cut off
- Sergeant on scene called for full sweep of building realizing that people with disabilities, specifically hearing loss would not have benefited from a door to door notification



# Attitude is Everything

- Recognition of the moral and ethical thing to do (in addition to just legal obligation)
- Support from the top down
- Willingness to be open to feedback and apply best practices
- Motivation to get the job done



# Contact

Kari Tatro

Executive Vice President

Emergency Management Operations

BCFS Health and Human Services

210-832-5000

[ktatro@bcfs.net](mailto:ktatro@bcfs.net)



BCFS HEALTH AND HUMAN SERVICES  
EMERGENCY MANAGEMENT