

# MEMORANDUM OF UNDERSTANDING

065-146-P-N2011

## DISASTER SHELTER LOCAL AGENCY OPERATIONAL AGREEMENT

EDC Environmental Management; EDC Health and Human Services Agency; EDC Sheriff's Office/EDC Office of Emergency Services; and American Red Cross

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This Memorandum of Understanding (MOU), made and entered into by and between these agencies of the County of El Dorado (EDC) including: EDC Environmental Management; EDC Health and Human Services Agency; EDC Sheriff's Office/EDC Office of Emergency Services; and American Red Cross (hereinafter collectively referred to as THE PARTIES).

### RECITALS

WHEREAS, THE PARTIES enter into this MOU for the purpose of:

1. Recognizing the respective roles and responsibilities of the EDC Sheriff's Office/Office of Emergency Services (OES); EDC Health and Human Services Agency (HHSA); EDC Environmental Management Department (EMD); and the American Red Cross (ARC) for disaster response and recovery in the community, specifically the care and shelter of special needs populations; and
2. Serving as a basis for mutual understanding and collaboration by which the above mentioned agencies can be most effective for the relief of all persons affected by natural and war-related disaster, nuclear accidents and other emergencies and civil disorders; and
3. Reaffirming that the above-mentioned agencies will discharge their respective responsibilities as described in the State of California Emergency Plan; and
4. Establishing relationships among the above-mentioned agencies;

NOW, THEREFORE, the parties hereto mutually agree as follows:

#### 1) TERM

This MOU is effective upon final signature and shall remain in force until terminated pursuant to Section 2.03 herein.

#### 2) GENERAL PROVISIONS

- A) No compensation of any kind shall arise solely as a result of this MOU.
- B) No party shall be deemed to be the agent of any other party for purpose of liability as a result of this MOU.
- C) Any party may withdraw from this MOU at any time upon notice to the other parties, pursuant to Article V – Notice to Parties.

### 3) SHELTER DEFINITIONS

#### A) General Population Shelter

This is the traditional shelter as established and managed by the American Red Cross (ARC). Evacuees and others served in these shelters are in relatively fair health and require basic needs such as food, water, clothing, a place to sleep and basic first aid.

Whenever possible, efforts will be made to locate General Population Shelters in close proximity to Medical Shelters, and pets and livestock shelters.

#### B) Medical Shelter

Medical Shelters are established to provide a safe temporary environment for subacute health care maintenance to population groups requiring assistance beyond the American Red Cross criteria for general sheltering needs. Admission to the Medical Shelter is reserved for those clients that demonstrate stable but complex medical/psychological conditions necessitating intermittent skilled professional evaluation, monitoring, treatment, care coordination or assistance with semi-dependent care requirements.

The Medical Shelter is designed to prevent the decompensation of the medically stable but fragile individual as a result of displacement and the potential disruption of routine care by the emergency. The Medical Shelter environment is not suitable for those individuals requiring delivery of an acute level of care normally associated with hospitalization or emergency intervention.

EDC Disaster Service Workers trained in shelter operation will assist with the care and sheltering of these evacuees under the direction and care coordination of the appropriate licensed professional.

Whenever possible, efforts will be made to locate Medical Shelters in close proximity to General Population Shelters, and pets and livestock shelters.

#### C) Temporary Daytime Cooling Center

This is a facility that may be established at the discretion of EDC for the purposes of providing the public with air-conditioned refuge from oppressive heat. This is a County-facilitated operation; however, ARC will assist by providing logistical support. This facility will normally be operational only during daytime hours

In the event that an emergency escalates beyond the capacity of a cooling or overnight warming center (e.g., rolling blackouts, power outages, and extreme weather conditions, etc.) the Emergency Operations Center (EOC) Team, in conjunction with the Health Officer, may make the decision to transfer the center into a twenty-four (24) hour shelter.

#### D) Temporary Overnight Warming Center

This is a facility that may be established at the discretion of EDC for the purpose of providing the public with refuge from extreme cold by providing a warm and safe environment throughout the night. This is a County-facilitated operation; however, the ARC

will assist by providing logistical support. This facility will normally be operational only during the nighttime hours.

In the event that an emergency escalates beyond the capacity of a warming center (e.g., rolling blackouts, power outages, and extreme weather conditions, etc.), the EOC, in conjunction with the Health Officer, may make the decision to transition the center into a twenty-four (24) hour shelter.

E) Pets and Livestock Shelter

The County Animal Services Program (ANIMAL SERVICES) will participate in emergency care and shelter of pets and livestock, engaging organizations such as South County Large Animal Rescue, Noah's Wish, PAWED, and other animal organizations to the extent possible. EDC Disaster Service Workers trained in the handling of animals may be assigned to assist in this effort.

When evacuations occur, ANIMAL SERVICES will be summoned to the scene to assist with pet and livestock rescue, care and shelter. The volunteer animal groups will work under the guidance of ANIMAL SERVICES in an Incident Command System (ICS) / National Incident Management System (NIMS) compliant command structure.

Whenever possible, efforts will be made to locate pets and livestock shelters in close proximity to the General Population and Medical Shelters.

**4) ROLES AND RESPONSIBILITIES**

A) THE PARTIES agree to:

- (i) Participate in disaster planning and capacity building, preparedness exercises and projects pertaining to mass care and shelter.
- (ii) Identify County staff and volunteers to train and prepare to assume agency responsibilities in an emergency or disaster.
- (iii) Ensure representation from each of THE PARTIES staff at the EOC, including staff to support the Public Information Officer (PIO) function if necessary, in support of Shelter services.
- (iv) Adhere to established governmental guidelines, and California Code of Regulations (CCR) Title 19, Division 2, Office of Emergency Services that establishes the Standardized Emergency Management System (SEMS) based upon the National Incident Management System (NIMS), Incident Command System (ICS), the Multi-Agency Coordination System (MACS), the operational area concept, and the Master Mutual Aid Agreement and related mutual aid systems.

B) The Health and Human Services Agency agrees to:

- (i) Collaborate with ARC to identify sufficient levels of staff resources required to support care and shelter services for the General Population Shelter(s), and Medical Shelter(s).
- (ii) Serve as lead agency for Medical Shelter(s).

- (iii) Assess the sheltering, staffing, equipment and transportation needs for the impacted medical shelter population and request additional resources as needed through the Medical Health Operational Area Coordinator (MHOAC), EOC Logistics Section, or other established ordering procedures.
- (iv) Recruit and maintain individual and organizational volunteers that can be mobilized to assist in various capacities, including care of medically fragile special needs population.
- (v) Enforce and observe all of the following:
  - (1) Orders and ordinances of the EDC Board of Supervisors pertaining to matters of public health and public sanitation.
  - (2) Orders, including quarantine and other regulations, proscribed by the California Department of Health Services, and the Federal Government.
  - (3) Title 17, Health and Safety Code, and statutes related to matters of public health.
- (vi) Assist with the identification and establishment of appropriate sites for warming and cooling centers.
- (vii) Ensure the Public Health division shall:
  - (1) Assist with the identification and establishment of appropriate sites for shelters.
  - (2) Provide epidemiological investigation and consultation, treatment and/or referral and education, if appropriate, and follow up for communicable diseases.
  - (3) Provide public health nursing expertise in triage and assessment of medical needs and facilitate process to meet identified needs.
  - (4) Provide medical oversight and Health Officer authority for management of incidents.
  - (5) Work with long-term care facilities to ensure that they have updated and exercised emergency plans.
- (viii) Ensure the Animal Services Program shall:
  - (1) Assist in transportation / evacuation of affected evacuees' animals in a disaster.
  - (2) Assist in providing temporary housing for the care of animals in a disaster.
  - (3) Assist with the reunification of evacuees with their animals.
  - (4) Provide emergency care to animals pursuant to California Penal Code (PC) Section 597.1.
- (ix) Ensure the Mental Health Division shall:
  - (1) Coordinate services with ARC, other EDC departments, and behavioral health providers to provide crisis intervention, brief trauma-focused assessment, counseling and referral that will support the needs of the disaster victims.

- (x) Ensure the Medical Health Operational Area Coordinator shall:
  - (1) Provide listing of vendors who provide medical supplies, medical equipment and pharmaceuticals.
  - (2) Coordinate requests for additional resources with outside agencies, as appropriate.
  - (3) Collaborate with ARC to identify levels of staff resources required to support mass care and shelter services and the Medical Shelter. Request resources, as needed, through the EOC.
  
- (xi) Ensure the Human Services Division shall:
  - (1) Arrange for Eligibility Staff to address the public assistance needs of evacuees either at an HHSA office or at shelter site(s).
  - (2) Arrange for Child Protective Services, as the need may develop in a disaster or emergency.
  - (3) Arrange for Adult Protective Services, as the need may develop in a disaster or emergency.
  - (4) Maintain "You Are Not Alone (YANA)" client information including the client's name and address, pursuant to Exhibit A, attached hereto and incorporated by reference herein.
  - (5) Identify and address needs of evacuees to determine how programs / services may assist.
  
- (xii) Ensure that the Area Agency on Aging shall:
  - (1) Provide listings of vendors who supply food, medical supplies, equipment and pharmaceuticals.
  - (2) Maintain client lists, including information such as the following if available: name, address, medical prescription needs, medical equipment / supplies needs, and physician information.
  - (3) Distribute questionnaire to clients receiving services regarding their consent to be identified in the case of an emergency evacuation.
  
- (xiii) Ensure that the Long Term Care Ombudsman shall:
  - (1) Provide a list of Residential Care facilities and Skilled Nursing Facilities for the Elderly with mailing labels for letters to the providers requesting resident information.
  - (2) Provide liaison services to the EOC.
  - (3) Coordinate Ombudsman volunteers.
  - (4) Provide placement assistance for displaced residents of long-term care facilities.
  
- C) The EDC Sheriff's Office/Office of Emergency Services agrees to:
  - (i) Initiate activation and operation of Multi-Agency Coordination (MAC) facilities, including Emergency Operations Center (EOC), Operational Area EOC, or Area Command.
  
  - (ii) Maintain the operational readiness of the EOC.

- (iii) Maintain an OES Deputy call out system on a twenty-four (24) hour, seven (7) days a week basis.
- (iv) Update the County's Emergency Operational Area Plan regularly in order to enhance interagency communication and coordination.
- (v) Coordinate with ARC to maintain a list of shelter sites in the County, and those in surrounding Operational Areas and the State of Nevada.
- (vi) Provide National Incident Management System (NIMS), Standardized Emergency Management Systems (SEMS) and Incident Command Systems (ICS) training to stakeholder agencies and organizations, as noted in Exhibit A attached hereto and incorporated by reference herein.
- (vii) Coordinate with volunteer organizations, including Search and Rescue (SAR), Community Emergency Response Team (CERT), and private entities to assist with emergencies and short- and/or long-term shelter needs.
- (viii) Maintain Disaster Service Worker documentation and administer the Disaster Service Worker Oath to volunteers.
- (ix) Provide logistical coordination and assistance in response, recovery and restoration efforts following emergencies or disasters.
- (x) Provide the link between local responses and the regional, State and Federal agencies participating in the response to, and recovery from, an incident.
- (xi) Provide coordination and assistance in recovery and restoration efforts following emergencies or disasters.
- (xii) Coordinate law enforcement (investigative services, site security, etc.) agency response.
- (xiii) Coordinate with incorporated cities in emergency operation response.
- (xiv) Facilitate interagency communication and acquisition of needed resources during an emergency.
- (xv) Coordinate with Communications Services Center (dispatch) to ensure emergency readiness.

D) The Environmental Management Department agrees to:

- (i) Inspect shelters in order to protect the public from hazards in the natural and built environment related to: food, water, waste, disease, vectors, and toxic materials.

- (ii) Conduct site assessment, identify hazards, and make recommendations to OES for corrections.
  - (iii) Assist OES in recovery operations.
  - (iv) Review and provide guidance on food handling and sanitation procedures in shelters.
  - (v) Provide guidance on proper disinfection of contaminated water systems, as well as a list of locations where potable water can be obtained.
  - (vi) Provide oversight for proper handling of liquid waste, hazardous materials, and solid waste.
- E) The American Red Cross agrees to:
- (i) Serve as the lead agency for the general population shelter(s).
  - (ii) Assist with identification and procurement of appropriate sites for shelters.
  - (iii) Coordinate with the OES and HHSA to maintain a current list of shelter sites in the County, those in surrounding Operational Areas, and the State of Nevada.
  - (iv) Assess the sheltering, staffing, and equipment needs for the general population evacuees and request additional resources if needed through established ordering procedures.
  - (v) Collaborate with HHSA to identify levels of staff resources required to support General Population and Medical Shelter services. Request resources, as needed, through the EOC.
  - (vi) Provide logistical coordination and assistance in response, recovery and restoration efforts, including client recovery, following large-scale emergencies or disasters.
  - (vii) Provide training for THE PARTIES, as requested.
  - (viii) Provide nursing expertise for triage and urgent care evacuees.
  - (ix) Provide materials support for warming / cooling centers as needed.

##### 5) CHANGES TO AGREEMENT

This MOU may be amended by mutual consent of the parties hereto. Said amendments shall become effective only when in writing and fully executed by duly authorized officers of the parties hereto.

**6) NOTICE TO PARTIES**

All notices to be given by the parties hereto shall be in writing and served by depositing same in the United States Post Office, postage prepaid and return receipt requested. Notices to HHS shall be addressed as follows:

**COUNTY OF EL DORADO  
HEALTH AND HUMAN SERVICES AGENCY  
3057 BRIW ROAD, SUITE A  
PLACERVILLE, CA 95667  
ATTN: DANIEL NIELSON, M.P.A., DIRECTOR**

or to such other location as HHS directs.

Notices to EMD shall be addressed as follows:

**COUNTY OF EL DORADO  
ENVIRONMENTAL MANAGEMENT DEPARTMENT  
2850 FAIR LANE COURT, BLDG C  
PLACERVILLE, CA 95667  
ATTN: GERRI SILVA, DIRECTOR**

or to such other location as EMD directs.

Notices to EDSO shall be addressed as follows:

**COUNTY OF EL DORADO  
SHERIFF'S DEPARTMENT  
300 FAIR LANE  
PLACERVILLE, CA 95667  
ATTN: JOHN D'AGOSTINI, SHERIFF**

or to such other location as EDSO directs.

Notices to ARC shall be addressed as follows:

**AMERICAN RED CROSS  
1565 EXPOSITION BLVD  
SACRAMENTO, CA 95815  
ATTN: PHIL DAVIS, EMERGENCY SERVICES DIRECTOR**

or to such other location as ARC directs.



7) ADMINISTRATOR

The EDC Health and Human Services Agency Officer or employee with responsibility for administering this MOU is Olivia C. Kasirye, M.D., Public Health Officer, or successor.

The EDC Sheriff Department Officer or employee with responsibility for administering this MOU is John D'Agostini, Sheriff, or successor.

The EDC Environmental Management Department Officer or employee with responsibility for administering this MOU is Gerri Silva, Director, or successor.

8) ENTIRE AGREEMENT

This document and the documents referred to herein or exhibits hereto are the entire agreement between the parties and they incorporate or supersede all prior written or oral agreements or understandings.

IN WITNESS WHEREOF, the parties hereto have executed this MOU on the dates indicated herein above.

HEALTH AND HUMAN SERVICES AGENCY

ENVIRONMENTAL MANAGEMENT DEPARTMENT

Daniel Nielson  
Daniel Nielson, M.P.A., Director

Gerri Silva  
Gerri Silva, Director

Dated: 12-22-2011

Dated: December 29, 2011

SHERIFF'S DEPARTMENT

John D'Agostini  
John D'Agostini, Sheriff

Dated: 01/09/12

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IN WITNESS WHEREOF, the parties hereto have executed this Memorandum of Understanding on the dates indicated below, the latest of which shall be deemed to be the effective date of this MOU.

--AMERICAN RED CROSS--

AMERICAN RED CROSS

By:  Dated: 3 23 12  
PHIL DAVIS Anthony Benedetto,  
EMERGENCY SERVICES DIRECTOR

By: \_\_\_\_\_ Dated: \_\_\_\_\_  
Corporate Secretary

--COUNTY OF EL DORADO--

By: \_\_\_\_\_ Dated: \_\_\_\_\_  
Raymond J. Nutting, Chair  
Board of Supervisors  
COUNTY

*Attest: Suzanne Allen de Sanchez  
Clerk of the Board of Supervisors*

\_\_\_\_\_  
Deputy Date

## GLOSSARY OF TERMS

**Acute Care:** Is defined as the short term early and specialist management of unstable progressive medical conditions requiring urgent or emergency care usually within forty-eight (48) hours.

**Community Emergency Response Team (CERT):** The Community Emergency Response Team Program educates community members about disaster preparedness for hazards that may impact their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations. CERT members are encouraged to support both their own communities and local emergency response agencies by taking a more active role in emergency preparedness projects in their community.

**Disaster Service Worker:** A disaster service worker is any person registered with an accredited Disaster Council for the purposes of engaging in disaster service.<sup>1</sup>

“Disaster service worker” includes public employees performing disaster work that is outside daily job duties of their regular employment.”<sup>2</sup>

**Emergency Operations Center (EOC):** The Emergency Operations Center is the physical location at which the coordination of information and resources to support incident management activities takes place. The primary EOC in El Dorado County is located at 330 Fair Lane, Placerville, on the bottom level of Building A and is organized through coordinated efforts of the local law, fire, and public health agencies.

**Extreme Weather Conditions:** As listed within the El Dorado County Emergency Operations Plan, extreme weather conditions include heavy rain and snowfall, high winds, extended drought conditions, extreme cold and hot temperatures, sizeable hail, and extensive lightning strikes. These extreme conditions have often resulted in extended power outages, wild land and structural fires, public and private structure damage, flooding, multi-casualty incidents, stranded travelers, landslides, avalanches, crop damage, hazardous material spills, and dangerous road conditions.

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<sup>1</sup> CA OES, Disaster Service Worker Volunteer Program Guidance, Pg. 7  
<http://www.oes.ca.gov/Operational/OESHome.nsf/ALL/66DE9CAAB41CBA34882571540064904F?OpenDocument>

<sup>2</sup> CA Labor Code, Section 3211.92(b)

- **Extreme Heat**- Is characterized by ambient temperatures significantly higher than normal for an extended period of time (e.g., 3-5 days) and with temperatures remaining high overnight ( $\geq 80$  degrees F all night).
- **Extreme Cold**- Is characterized by ambient temperatures significantly lower than normal for an extended period of time (e.g., 3-5 days) and with temperatures remaining low throughout the daytime ( $\leq 32$  degrees F all day).

**Incident Command System (ICS)**: Is a standardized on-scene emergency management construct specifically designed to provide for the adoption of an integrated organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during incidents.

- **National Incident Management System (NIMS)** - Provides a systematic, proactive approach guiding all government agencies at all levels, the private sector, and nongovernmental organizations to work seamlessly to prepare for, prevent, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life or property and harm to the environment.
- **Standardized Emergency Management System (SEMS)**- The standardized Emergency Management System is intended to standardize the responses to emergencies involving multiple jurisdictions or agencies. SEMS is intended to be flexible and adaptable to the needs of all emergency responders in California. SEMS requires emergency response agencies to use basic principles and components of emergency management, including: the Incident Command System (ICS), multi-agency or inter-agency coordination, the operational area concept, and the established mutual aid systems.

**Mass Care and Shelter Services:**

**Medical Health Operational Area Coordinator (MHOAC)**: In the event of a local, state, or federal declaration of emergency, Public Health mutual aid requests are coordinated through the Medical Health Operational Area Coordinator.

The MHOAC shall assist the agency operational area coordinator in the coordination of medical and health disaster resources within the operational area, and be the point of contact in that operational area, for coordination with the Regional Disaster Medical Health Coordinator (RDMHC), the agency, the regional office of the agency, the State Department of Public Health, and the Emergency Medical Services (EMS) authority.

**Multi-Agency Coordination (MACS):** Multi-agency Coordination System provides the architecture to support coordination for incident prioritization critical resource allocation, communications systems integration, and information coordination. The elements of MACS include facilities, equipment, personnel, procedures, and communications. Two of the most commonly used elements are emergency operations centers and MAC groups/committees. These systems assist agencies and organizations responding to an incident.

**Public Information Officer (PIO):** The El Dorado County Public Information Officer is a member of the Command Staff responsible for interfacing with the public, media, and/or with other agencies in need of incident-related information.

Type of information relayed by the PIO would include the incident's cause, size, and current situation; resources committed; and other matters of general interest to the public, responders, and additional stakeholders.

**Search and Rescue (SAR):** The Search and Rescue Team is a volunteer based program of the El Dorado County Sheriff's Office. The mission of the SAR Unit is to provide emergency services to citizens who are lost, stranded or injured, provide services necessary to rescue such persons and provide them appropriate medical care, and to handle all search and rescue operations in a professional manner.

**Stakeholders:** For purposes of this agreement, stakeholders include the parties to this Memorandum of Understanding, and any other emergency response organizations providing services during the duration of an event covered by this MOU.

**Subacute Care:** Is defined as the health care management of medical condition complexity between acute and chronic levels of care.

**You Are Not Alone (YANA):** Is a free daily telephone reassurance service for the senior residents of El Dorado County, maintained by the staff at the EDC Senior Center. The purpose of the program is to ensure the safety and well-being of seniors who reside in their personal residences. This service allows older adults to find comfort and security knowing that someone will be checking on them on a daily basis and in the event that something does happen, family or friends will be notified.