

MAY 2022



ACCESS AND FUNCTIONAL NEEDS ANNEX

FUNCTIONAL ANNEX TO THE
COUNTY OF SANTA CLARA EMERGENCY OPERATIONS PLAN



OFFICE OF EMERGENCY MANAGEMENT
COUNTY OF SANTA CLARA & SANTA CLARA COUNTY FIRE
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COUNTY OF SANTA CLARA
ACCESS AND FUNCTIONAL NEEDS (AFN) ANNEX



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Operational Area Cities and Towns

City of Cupertino
City of Gilroy
City of Milpitas
City of Morgan Hill
City of Monte Sereno
City of Mountain View
City of Palo Alto
City of San José
City of Santa Clara
Town of Los Altos Hills
Town of Los Gatos

Special Districts

Santa Clara County Fire District
Valley Water District

State Agencies

California Department of Social Services
California Governor’s Office of Emergency Services

Federal Agencies

National Weather Service

County Agencies and Departments

Office of the County Executive
Office of the County Counsel
County Communications
Emergency Medical Services Agency
Facilities and Fleet Department
Geographic Information Services
Health and Hospital System
Office of Supportive Housing
Office of Public Affairs
Public Health Department
Roads and Airports Department
Social Services Agency
Valley Transportation Authority

Other Planning Partners

American Red Cross
Collaborating Agencies’ Disaster Relief Effort (CADRE)
Pacific Gas and Electric Company
Santa Clara County Amateur Radio Emergency Services/Radio Amateur Civil Emergency Services

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PROMULGATION

The preservation of life, property, and the environment is an inherent responsibility of local, state, and federal government. While no plan can completely prevent casualties or destruction, realistic, actionable plans carried out by knowledgeable, well-trained personnel can minimize losses.

The County of Santa Clara has prepared this Access and Functional Needs (AFN) Annex in compliance with the Standardized Emergency Management System, the National Incident Management System, and the Incident Command System. The Annex is intended to ensure the effective and efficient allocation of resources to protect the people of Santa Clara County during a disaster/emergency.

As a supplement to the County of Santa Clara Emergency Operations Plan, this Annex assigns tasks, specifies policies and general procedures, and provides for coordination of response and recovery activities during all man made or natural disaster. The Annex will be reviewed and exercised periodically and will be revised as necessary to satisfy changing conditions and needs.

The Office of the County Executive and the Office of Emergency Management give their full support to this Annex. The County urges all officials, employees, and residents—individually and collectively—to familiarize themselves with this Annex and to do their share in the total emergency effort of the County of Santa Clara.

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5/13/2022

Date

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RECORD OF CHANGES

DATE	NAME/ORGANIZATION	CHANGE DESCRIPTION

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HOW TO USE THIS ANNEX

The Access and Functional Needs (AFN) Annex is an operational plan intended for use by County personnel who are coordinating or managing a disaster event at the Emergency Operations Center (EOC) or Department Operations Center (DOC). Accordingly, the Annex is organized in a manner that allows EOC and DOC personnel to quickly find the information they need to successfully handle a disaster event. Personnel assigned to respond in the EOC should become familiar with the following elements:

- The **Concept of Operations** (ConOps) in Section 5 of the Annex guides users through incident coordination.
- The **Appendix** includes essential elements of information for use in developing situational awareness and a common operating picture. For example; Essential Function (ESF) checklists.

Those using the Annex in their role as plan developers or reviewers will find the more traditional elements of emergency plans, as outlined by the Federal Emergency Management Agency's Comprehensive Preparedness Guide 101, located in the following sections:

- The Introduction in Section 1 includes a discussion of the Annex's purpose and scope, the situation requiring creation of the Annex, overarching Annex objectives, and the assumptions used in developing the plan.
- Section 9 discusses annex development, implementation, and maintenance.
- Section 12 includes the authorities and references relied on in developing the Annex.

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INTRODUCTION, PURPOSE, AND SCOPE

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INTRODUCTION, PURPOSE AND SCOPE

Introduction

Supporting populations with access and functional needs is to plan, prepare and provide for the needs of people with disabilities, the multi-lingual community, older adults, the unhoused community, and the Whole Community. Disasters can intensify existing vulnerabilities and create new ones. Instead of creating a list of disabilities and running the risk of excluding a vulnerable population, the Santa Clara County Office of Emergency Management (OEM) uses the function-based approach known as Communication, Maintaining Health, Independence, Safety, Support Services and Self Determination and Transportation (C-MIST) Framework to integrate the needs of the Whole Community in all aspects of emergency management. The C-MIST Framework is a five (5) function-based tool for identifying additional needs of individuals that should be considered in planning for, responding to, and recovering from a disaster or emergency, including those identified by Federal and State law. For detailed C-MIST function-based definitions refer to [Section 2.2](#) of this annex.

Considerations for AFN populations include equitable accessibility to notification, alert and warning, evacuation and transportation needs, care and sheltering, first aid and medical services, and other general support services. All considerations should be integrated throughout the Santa Clara County Emergency Operations Plan, as well as the supporting and functional annexes.

Purpose

This Access and Functional Needs (AFN) document is an annex to the *County of Santa Clara Emergency Operations Plan (EOP)* which provides an overview of the County's policies with respect to emergency planning and coordination of services for community members with access and functional needs. This annex also provides a description of the AFN Coordinator, agency checklists, functions, roles and responsibilities, and overall coordination of services guidelines for community members with additional needs. It describes the actions, roles, and responsibilities of participating organizations and how the County will coordinate with those entities providing services before, during and after an emergency. This annex addresses Emergency Support Functions (ESF) checklists specific to the Emergency Operations Center (EOC). It is important to note that specific actions are described in each functional annex and in the respective agency plans and Standard Operating Procedures (SOPs).

Scope

This annex is intended to coordinate AFN resources before, during, and after a disaster for the unincorporated areas of Santa Clara County. Each of the specific annexes found in the EOP includes detailed information regarding access and functional needs considerations that are respective to that function and integrates cultural competence as defined by [California Senate Bill 160](#). This annex provides the following information:

- ✓ ***Alert and Warning/Public Information.*** This includes how to communicate via multiple channels, languages, and means to reach the whole community (including those with needs relating to hearing and/or visual impairments), before and during a disaster.

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- ✓ *Evacuation.* This includes the transportation and evacuation of those with access or functional needs to designated shelter areas.
- ✓ *Care and Shelter.* This includes considerations for accessibility to all shelter(s) during disaster shelter operations.
- ✓ *Specialized Resources.* This includes tables and information related to the specific needs and resources for those with access and functional needs and involves coordination with various private, non-profit, and non-governmental organizations.



ASSUMPTIONS AND CONSIDERATIONS

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ASSUMPTIONS AND CONSIDERATIONS

Planning Assumptions

The Santa Clara County Office of Emergency Management (OEM) is the primary agency responsible for the inclusion of Access and Functional Needs (AFN) considerations in the *Santa Clara County Emergency Operations Plan (EOP)* and supporting annexes with assistance of lead County Departments and community organizations. OEM is responsible for the unincorporated areas of the county and the cities are responsible within their spheres of influence to address the needs of the AFN community before, during and after a disaster. The Santa Clara OEM Access and Functional Needs Coordinator will have a seat in the County Emergency Operations Center (EOC) to coordinate AFN resources among community-based organizations and the EOC. Key components highlighted in this annex will be covered in more detail in each of the respective Functional and Hazard annexes.

According to the 2020 U.S. Census data, Santa Clara County's population consists of 1,936,259 of which: 5.8% are children under 5 years of age; 21.6% are minors under 18 years of age; 13.9% are seniors over 65 years of age; 4.6% are individuals who have a disability and are under 65 years of age; 53% of the population speak a language other than English at home, and 6.6% of individuals live in poverty. In addition, Cal OES developed the interactive California Access and Functional Needs Census Summary that provides the following AFN breakdown for Santa Clara County based on 2019 population estimate of 1,868,149:

Disability Breakdown:	Top 5 Non-English-Speaking Languages
Hearing Difficulty: 2.32%	Spanish: 17.42%
Vision Difficulty: 50.34%	Chinese: 7.37%
Cognitive Difficulty: 3.1%	Vietnamese: 6.3%
Ambulatory Difficulty: 4.15%	Tagalog: 3.04%
Self-Care Difficulty: 1.93%	Korean: 1.21%
Independent Living: 3.5%	

Please note that the U.S. Census data are estimates and may vary from year to year due to sample data, and thus have sampling errors that may render some apparent differences between geographies statistically indistinguishable. These numbers demonstrate the need for additional assistance for alert and warning, transportation and evacuation, and care and sheltering. Community resources such as interpreters, health care personnel and housing managers will be needed to assist members of the AFN community and emergency personnel who require their assistance. Continuous collaboration and partnerships with AFN stakeholders (e.g., community and faith-based organizations, and non-profit organizations) will build community resource capacity for preparedness, response, recovery, and mitigation.

Note: Every reasonable effort should be made by Emergency Support Function (ESF) 6: Care & Shelter (Santa Clara County Office of Support of Housing and Social Services Agency) personnel and shelter providers to ensure durable medical supplies such as wheelchairs, walkers, telephones, etc. are made available or are made accessible to community members. Most individuals with access and functional



needs consider their mobility devices as part of their body and every effort should be made to evacuate individuals with their mobility devices. If this is not possible, ESF 6: Care & Shelter (Santa Clara County Office of Support of Housing and Social Services Agency) personnel should anticipate and plan to provide these resources to those individuals.

Planning Considerations

Definition of “Access and Functional Needs” and C-MIST Framework

The [Americans with Disabilities Act \(ADA\) of 1990](#) defines an individual with a disability as a “person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record such an impairment, or a person who is perceived by others as having such an impairment.”

1. The ADA expands the civil rights requirements contained in the Rehabilitation Act of 1973: It prohibited discrimination against people with disabilities by federal agencies and federally funded programs. The Americans with Disabilities Act of 1990 built on that foundation, making sure that the protections afforded the federal level were extended to the programs and services of state and local governments and other public entities.
2. The ADA requires accessible transportation, public accommodations, communications and access to state and local government programs and services. When a disaster happens, many systems are impacted such as housing, transportation, public accommodations, communications, and health care. Access to vital government program and services may be limited during a disaster.
3. The ADA addresses the need to include access and accommodations in all aspects of emergency preparedness, response, and recovery for people with disabilities. For example: Accessible transportation to support evacuation of people with disabilities in emergency operations plans.
4. Modifying policies, practices and procedures and providing accommodations to enable people with disabilities to stay with their families or support network in integrated shelters.
5. People who are blind or have low vision can access emergency management and disaster related communications and materials in alternative formats, i.e., Braille, large print, and audio.

ADA Amendments Act (ADAA) of 2008, Section 3 and 4 Definition of Disability:

Section 3, Definition of Disability:

1. Disability – Term ‘disability’ means, with respect to an individual-
 - a. A physical or mental impairment that substantially limits one or more major life activities of such individual;
 - b. A record of such an impairment; or
 - c. Being regarded as having such an impairment (as described in paragraph (3))
2. Major Life Activities:
 - a. In general - For purposes of paragraph (1), major life activities include, but are not limited to, caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working.

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- b. Major Bodily Functions - For purposes of paragraph (1), a major life activity also includes the operation of a major bodily function, including but not limited to, functions of the immune system, normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, endocrine, and reproductive functions.

Section 4, Additional Definitions of Disability:

1. Auxiliary Aids and Services – The term ‘auxiliary aids and services’ includes:
 - a. Qualified interpreters or other effective methods of making aurally delivered materials available to individuals with hearing impairments;
 - b. Qualified readers, taped texts, or other effective methods of making visually delivered materials available to individuals with visual impairments;
 - c. Acquisition or modification of equipment or devices; and
 - d. Other similar services and actions

For additional ADA Amendments Act (ADAA) of 2008 information refer to the U.S. Equal Employment Opportunity Commission at <https://www.eeoc.gov/statutes/ada-amendments-act-2008>

FEMA’s Office of Disability Integration and Coordination has adopted June Isaac Kailes C-MIST framework and defines AFN as follows:

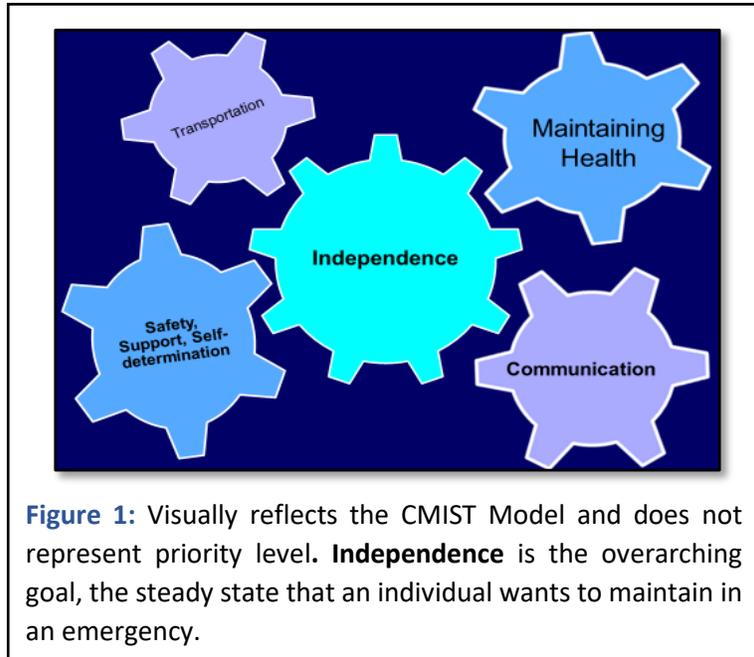
“Persons who may have additional needs before, during and after an incident in functional areas, including but not limited to maintaining independence, communication, transportation, supervision, and medical care. Individuals in need of additional response assistance may include those who have disabilities; live in institutionalized settings, are seniors; are children; are from diverse cultures; have limited English proficiency or are non-English speaking; or are transportation disadvantaged.” <https://www.fema.gov/about/glossary>

California Government Code Section 8593.3 defines Access and Functional Needs as:

“Individuals who have developmental or intellectual disabilities, physical disabilities, chronic conditions, injuries, limited English proficiency or who are non-English speaking, older adults, children, people living in institutional settings, or those who are low income, homeless, or transportation disadvantaged, including, but not limited to, those who are dependent on public transit or those who are pregnant.”

This AFN annex aligns with the ADA, FEMA and California Government Code Section 8593.3 access and functional needs definitions. Santa Clara County OEM will integrate vulnerable populations identified in the ADA and Government Code Section 8593.3 into Emergency Management efforts through the C-MIST framework in emergency planning.

The use of the term “others with access and functional needs” refers to people who may have needs leading up to, during and after an emergency event in the five (5) functional areas emphasized in Federal Guidance for all-hazard planning or **CMIST** Framework.



The following are the C-MIST five (5) functional areas emphasized to define “others with access and functional needs:”

Communications: Refers to the ability to access and understand disaster-related messages. Individuals who have limitations that interfere with the receipt of and response to information require that information be provided in ways they can understand. They may not be able to hear verbal announcements, see directional signs, or understand how to obtain assistance due to hearing, vision, speech, cognitive, or intellectual limitations and/or limited English proficiency.

Maintaining Health: Refers to providing access to equipment, medication, supplies, bathroom facilities, hygiene, nutrition, hydration, adequate rest, and personal assistance, which can mean the difference between maintaining health and decompensation that necessitates medical care. Individuals who are not self-sufficient or who do not have adequate support from caregivers, family, or friends may need assistance managing unstable, terminal, or contagious conditions that require observation and ongoing treatment; managing intravenous therapy, tube feeding, and vital signs, receiving dialysis, oxygen, and suction administration; managing wounds; and operating power-dependent equipment to sustain life. These individuals require support from trained medical professionals.

Independence: Encompasses supplying programmatic, or communications access, consumable medical supplies, durable medical equipment, services animals, or attendants or caregivers-that enable individuals to maintain their independence and perform activities of daily living and return to or maintain a pre-disaster level of independence. Individuals requiring support to be independent in daily activities may lose this support during an emergency or a disaster for a short or extended period.

Safety, Support Services, and Self-Determination: Includes those who require support or supervision from others to assess situations, react appropriately, and take required self-protective actions (e.g.,

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young children; individuals with autism, dementia, psychiatric conditions, and/or cognitive disabilities). Before, during, and after an emergency, individuals may lose the support of caregivers, family, or friends or may be unable to cope in a new environment, particularly if they have dementia, Alzheimer's disease, or psychiatric conditions such as schizophrenia or intense anxiety. If separated from their caregivers, young children also may be unable to identify themselves, and when in danger, they may lack the cognitive ability to assess the situation and react appropriately.

The individual's safety and support needs should be determined on a case-by-case basis to avoid making assumptions about individuals' capabilities. For example, many people with severe and persistent mental illness may be able to function well, while others require more protective support.

Transportation: Refers to the ability to travel from one place to another safely when roads are blocked or public transportation is unavailable-not only for evacuation but also to obtain needed supplies, to safety shelter-in-place, and for re-entry and recovery. Individuals who cannot drive or who do not have a vehicle may require transportation support to evacuate successfully. This support may include accessible vehicles (e.g., lift-equipped or vehicles suitable for transporting individuals who use oxygen) or information about how and where to access mass transportation during an evacuation.

These definitions demonstrate a shift to the use of a functional model when approaching these issues rather than relying solely on a medical model. Rather than identifying vulnerability based on someone's demographic profile (e.g., being elderly) or diagnosis (e.g., being diabetic), emphasis is put on areas of functional capabilities and needs of a person to maintain health and well-being leading up to, during, and after an emergency. This approach reduces the generalization and stigmatization of population groups and provides Santa Clara County Emergency Management stakeholders and staff with clear and actionable information.

Alert and Warning/Public Information

Specialized systems are in place to provide alert, warning, and information for the public including the needs of people with disabilities. During disasters and emergencies, agencies such as the Santa Clara's ESF 2: Communications (Technology Services and Solutions (TSS) and County Communications) and ESF 15: Public Information (Office of Communications and Public Affairs) may coordinate with other County Offices, Schools, Faith Based organizations (FBOs) and Community-based Organizations (CBOs) to work together and develop alert, warning, and public information for public dissemination. Many of the entities for people with access and functional needs may have current client lists with detail information regarding needs, locations, and contact information. This information through the appropriate agencies may be utilized in the EOC as needed.

Depending on the situation, numerous forms of alert and warning may be required to reach the entire population, including those without hearing, without eyesight or who speak a different language such as Chinese, Spanish, Vietnamese, and Tagalog. The types of important information to deliver to access and functional needs populations include the location of shelters and food, availability of transportation, and health care locations. Considerations for these specific populations will be addressed prior to a disaster event and communicated, when possible, to the affected populations. Specific information regarding communication with the Access and Functional Needs population

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should be included in the Communications Annex of the Santa Clara County EOP. Alert and warning methods for people with Access and Functional Needs include:

- ✓ Telecommunication Device for the Deaf/Teletypewriter (TDD/TDY) (for the hearing impaired)
- ✓ Radio/TV stations
- ✓ Door-to-Door notification, if necessary
 - Mental Health Client list
 - In-Home Support Services (IHSS) client list
 - Superintendent of Schools

Evacuation

Specific transportation services may be needed for the transport and evacuation of people with AFN. Evacuation and transportation methods such as school buses and charter buses may not be suitable for people with disabilities. Additional resources may need to be called in to address those needs, such as paratransit and rideshare companies. These specialized companies will also be utilized for their extensive knowledge regarding the location and needs of specific people with disabilities within the County. Specific information regarding the transportation of the AFN population during an evacuation should be included in the Transportation Annex of the Santa Clara County Emergency Operations Plan. Primary responsibilities for ESF 1: Transportation in Santa Clara County are Valley Transportation Authority (VTA) and Fleet and Facilities (FAF). VTA and FAF have the primary responsibility to plan for and respond to the transportation needs of the whole community, including the AFN community in Santa Clara County.

Care and Shelter

Shelters should be individually evaluated for access and functional needs compliance. The Santa Clara County ESF 6: Care and Shelter lead agencies are Office of Support of Housing (OSH), Social Services Agency (SSA) and the local American Red Cross (ARC). OSH, SSA and ARC are responsible for care and shelter functions within the Unincorporated areas of the County. In addition, they are responsible in coordinating and completing required pre-disaster shelter assessments to determine potential shelter ADA and access and functional needs compliancy. During an EOC activation, the Functional Assessment Service Team (FAST) program members should conduct a functional assessment of persons with access and functional needs in disaster shelters to ensure identified needs are met. The FAST assessment will evaluate the essential functional needs that can be supported within the general shelter. The specifications of the identified facilities during an emergency operation will be communicated to the EOC and the AFN Coordinator. Specific information regarding the care and sheltering of the Access and Functional Needs population is included in the [Care and Shelter Plan](#), an annex of the Santa Clara County Emergency Operations Plan.

Santa Clara County Population Considerations

In addition to various types of people with functional needs may require additional steps for alert and warning, evacuation, care, and shelter operations. The following are Access and Functional Needs considerations:

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- ✓ **Children:**
 - May be reluctant to follow instructions from strangers.
 - Should never be separated from an adult caretaker. If alone, they should be provided with a caretaker immediately and have their situation communicated to Child Protective Services within the County's Department of Family and Children's Services.

- ✓ **People who are Visually Impaired and/or have vision loss:**
 - May be highly reluctant to leave familiar surroundings when the request for evacuation comes from a stranger.
 - May have to depend on others to lead them, as well as their dog, to safety during a disaster.
 - May have a combined hearing and vision loss, while others may be Deafblind (i.e., having some degree of loss in both vision and hearing).
 - May use service animals and/or white canes; may read Braille; and may be able to read documents with large print.
 - May use guide dog(s) that could become confused or disoriented in a disaster.
 - May be unable to see a map on TV that shows an evacuation route.

- ✓ **People who are Hearing Impaired:**
 - May need to make special arrangements to receive warnings alert notification such as text explaining the alert and lights indicating the severity of the notification or vibrations.
 - May have hearing aids; not all hearing aid users can hear and understand speech; some wear them to be alerted to environmental sounds.
 - May use American Sign Language (ASL), which has a different grammatical structure than English and not all people who are deaf know ASL.

- ✓ **People who are Mobility Impaired:**
 - May need special assistance to get to a shelter such as transportation or specialized mobility equipment (wheelchair, walker, crutches, or a walking cane). People with heart condition or respiratory difficulties may have limited mobility.
 - May need designated pickup and/or drop off areas while waiting for a rider or paratransit shuttle.

- ✓ **People with Public Transportation Needs:**
 - May need to make arrangements with Valley Transportation Authority (VTA) prior to a disaster.
 - To the extent that it is practical, vehicles used to transport people to and from evacuation centers, shelters, and disaster recovery centers should be accessible to individuals with disabilities.
 - Specialized services such as paratransit should not be viewed as the sole option for accessible transportation.
 - Transportation providers are obligated to transport service animals with their owners.

- ✓ **People with Medical Conditions:**
 - May need to make special arrangements to receive warnings (Identify specific arrangements).
 - Should know the location and availability of more than one facility if dependent on life-sustaining equipment or treatment such as Dialysis Centers.
 - May need designated pickup and/or drop off areas while waiting for a rider or paratransit shuttle.



- ✓ **People with Non-Visible Disabilities (Cognitive, Intellectual and Mental Health):**
 - May need help to respond to emergencies and get to a shelter.
 - May need more time to process what is being said before they respond.
 - May not make eye contact and may lack social skills. They also may be extremely fearful of loud noises, flashing lights, sirens, and crowds of people. Allow the person to describe the help they need.
 - Therefore:
 - When communicating use short sentences with simple, concrete words. Speak calmly and clearly stating only one or two instructions or steps at a time.
 - Maintain eye contact when speaking to the individual.
 - Reduce distractions (i.e., flashlights, sirens, crowds) as much as possible.
 - Reassure and encourage them as they respond.
 - Explain any written material, including signs, in everyday words.

- ✓ **People with Limited English Proficiency (LEP):**
 - May need help to respond to emergencies and getting shelter location information.
 - May be engage in the development of communication strategies before and during a disaster to ensure documents use plain language and increase clarity so the public, or specific audiences, can understand and take the desire actions necessary.
 - May use ethnic media, community, and cultural groups to receive trusted information.
 - May need on-site interpretation services. Interpretation and Translation services should be arranged and established prior to a disaster.
 - Major languages to consider in Santa Clara County include Spanish, Chinese (Mandarin and Cantonese), Vietnamese, and Filipino (Tagalog).

- ✓ **Immigrant and Refugee populations:**
 - Face particular problems and barriers relating to their immigration or refugee status, limited English proficiency, discrimination, and other factors that can impede access to disaster relief and other services that affect their health status and wellbeing.
 - Should be made of aware that all people, regardless of immigration status, have immediate access to basic humanitarian assistance in the immediate aftermath of a disaster.
 - Should be assured that, under longstanding County policy, the information obtained during a disaster will not be used as a tool for immigration enforcement.

- ✓ **Cultural Competency:**
 - Planners and staff need to be trained in cultural competency and on the etiquette of communicating and engaging with access and functional needs individuals.
 - Awareness and acceptance of cultural difference. Responders and survivors are often different in their racial, ethnic and/or language characteristics.
 - By improving communication skills as well as becoming self-aware of potential biases and stereotypes emergency managers can provide quality service(s) to diverse populations in a culturally competent manner.
 - Understating and managing the “Dynamics of Difference”: This refers to the various ways cultures express and interpret information.
 - Development of Cultural Knowledge, cultivating a working knowledge of different health and illness related beliefs, customs, and treatment of cultural groups can better quip emergency managers with the information necessary to provide timely and appropriate response.



ROLES AND RESPONSIBILITIES

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ROLES AND RESPONSIBILITIES

Overview

Planning for and providing appropriate services for people with disabilities during disasters is the responsibility of the County and City jurisdictions, especially during emergencies. The County has the overall responsibility and legal liability for providing for people with disabilities within jurisdictional boundaries. The County will coordinate services and response efforts with local community groups and organizations that are experienced in providing these services on a day-to-day basis. Listed below are the departments, agencies, and community-based organizations that may play a role during a disaster, along with their respective responsibilities. The EOC's AFN Coordinator will be responsible for collaborating with all the EOC's Essential Service Functions and with community-based organizations to ensure inclusion of AFN community needs are met during a disaster. The AFN Coordinator's detailed list of roles and responsibilities is found in the [AFN Coordinator's Checklist](#) on page 52.

County of Santa Clara

Office of Emergency Management

The Santa Clara County Office of Emergency Management (OEM) has the lead responsibility for the unincorporated areas planning efforts for effectively responding to people with disabilities during a disaster. Local jurisdictions have the responsibility in their sphere of influence boundaries for planning efforts and to effectively respond to people with disabilities and access and functional needs during a disaster. Specific needs for people with disabilities will be determined during a disaster operation. Specific resources, equipment, personnel, and technical information that will support individuals with access and functional needs during an emergency should be identified prior to the disaster and should be shared with AFN Coordinator, who is part of the EOC's Management Unit whenever the EOC is activated.

Office of Supportive Housing

The Santa Clara County Office of Supportive Housing (OSH) during daily operations is responsible for assisting in the creation and preservation of affordable housing opportunities for low income and special needs households, supporting activities to end homelessness, providing community services to low income and special needs households, supporting activities that strengthen neighborhoods, and promoting fair housing. In a disaster, OSH, and the American Red Cross (ARC) are the ESF 6: Care and Shelter leads with the primary responsibility in Santa Clara County to house individuals and families impacted by disaster evacuation order(s). OSH will coordinate with ARC to setup accessible shelters and may mobilize their day-to-day resources to meet the needs of individuals impacted by evacuation orders, if needed.



Office of Cultural Competency

The Office of Cultural Competency (OCC) in normal day-to-day operations works with county agencies and departments to create, enhance, and consolidate cultural and linguistic competency planning and strategies. OCC assures that County services are culturally pertinent, linguistically accessible, and assure issues of equity are dealt with in a manner that adheres to programmatic requirements and addresses equity as a critical priority countywide. For instance, the OCC developed and implemented the countywide Language Access Guidelines and Procedures that OEM adheres to during normal operations. In a disaster, OCC will be responsible, if needed, for ensuring Countywide Language Access Guidelines and Procedure are updated.

Social Services Agency

The Santa Clara County Social Services Agency (SSA) is responsible for the implementation and maintenance of cost-effective services that safeguard the physical, emotional, and social wellbeing of the people who reside in the County. During a disaster, SSA has collateral responsibility for ESF 6: Care and Shelter. In other words, SSA will assist OSH and ARC in ensuring that all shelters and emergency services are accessible to people with disabilities through the FAST team. The Agency will utilize its day-to-day resources to communicate and serve its regular client base (and possibly others as well) during a disaster operation. Key responsible divisions within SSA include the following:

FUNCTIONAL ASSESSMENT SERVICE TEAM (FAST)

The SSA Functional Assessment Service Team (FAST) members will conduct a functional assessment of persons with access and functional needs in disaster shelters to ensure identified needs are met. The FAST assessment will evaluate the essential functional needs that can be supported within general shelter(s). FAST Team will be activated at the discretion of the SSA Director or designee that serves in the EOC, refer to the Mass Care and Shelter Plan, page 35.

IN-HOME SUPPORTIVE SERVICES (IHSS)

The In-Home Supportive Services (IHSS) program serves individuals that are blind, live with a disability, or are 65 years or older and must also meet income eligibility. The IHSS program maintains a database of clients that the EOC may use in the event of an emergency to locate and contact the affected population, ensuring that all clients are notified of the emergency and evacuate if needed.

CHILD PROTECTIVE SERVICES

Child Protective Services within the County's Department of Family and Children's Services (DFCS) maintains its response plan to support its staff members. In a disaster, DFCS must identify and locate all children via phone call to foster parents or by visiting if communications cannot be managed. DFCS staff must also identify shelters and evacuation procedures for the children under State care, and in general, ensure that they are receiving adequate care.

DFCS must also provide continuity planning so that caseworkers are available and can communicate to support the Divisions Essential Functions during a disaster.



Public Health Department and Emergency Management Services (EMS)

The Public Health Department (PHD) in collaboration with the Emergency Medical Services (EMS) hold the primary responsibility for ESF 8: Public Health and Medical coordination of services in Santa Clara County. The PHD maintains its own Public Health (PH) and Medical Emergency Plan which includes guidance on how to activate and staff the PH Department Operations Center (DOC) during a PH emergency such as a disease outbreak or pandemic.

Both PHD and EMS are assigned a uniquely significant role during epidemic or pandemic response. DPH and EMS will coordinate with the Medical Health community in Santa Clara County to prevent, mitigate, and respond to PH threats and provide emergency public information and warning to Santa Clara County OA jurisdictions. Key responsible divisions within the PHD are as follow:

MATERNAL CHILD AND ADOLESCENT HEALTH

The Maternal, Child and Adolescent Health (MCAH) Bureau of the Health and Social Services Agency will assess, develop, preserve, and improve access and services for women, infants, children, adolescents, and families in the community. The Bureau promotes wellness and prevents disease, injury, and violence through advocacy, outreach, resource development, education, and collaboration with Department and community partners and embraces the public health principles of assessments, assurance, and policy development. The Bureau will continue to provide services as possible during a disaster event, tailoring the services to the community's immediate needs.

Behavioral Health Services

Behavioral Health Services (BHS) provides services for individuals in Santa Clara County with needs relating to mental health and substance use treatment. Some of these individuals may live in a regulated facility. BHS also serves clients whose conditions can change day-to-day depending on the medications a client is prescribed.

The Public Health and Medical Emergency Plan is an annex to the EOP and support response activities for the Mental Health Unit in the Medical and Health Branch of the Operations Section of the County's EOC. BHS maintains its own technical guidance and training program for its staff readiness during a disaster. Therefore, in a disaster BHS will coordinate with the PHD and EMS (ESF 8: Public Health and Medical Emergency Services) to deliver mental health services to those impacted by the disaster and for disaster workers.

Facilities and Fleet (FAF)

The Facilities and Fleet (FAF) Department serves as an internal resource organization, providing a full range of services to County departments and agencies. FAF consists of capital planning, design, construction and management operational management, project management, lifecycle maintenance/repair of all vehicles and equipment, building security, and a wide mail and parcel processing/distribution system. During a disaster, FAF Director or designee serves as the ESF 1: Transportation Unit Lead in coordination with VTA. FAF and VTA hold the primary responsibility to assist in the management of transportation systems and infrastructure during domestic threats or in response to incidents. In addition, FAF provides recommendations and subject matter expertise to

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the Santa Clara County EOC associated with ESF 1: Transportation, ESF 3: Construction and Engineering and ESF: 7 Resources

Local Jurisdictions and the Operational Area

Santa Clara County local jurisdictions with active emergency management programs are City of Campbell, Cupertino, Gilroy, Los Altos, Los Altos Hills, Los Gatos, Milpitas, Monte Sereno, Morgan Hill, Mountain View, Palo Alto, San Jose, Santa Clara, Saratoga, and Sunnyvale. These local jurisdictions are responsible within their spheres of influence to address the needs of the AFN community before, during and after a disaster.

Local Jurisdiction and Operational Area coordination of information and resources, including AFN will follow SEMS process. For detail SEMS process refer to the Santa Clara County Emergency Operations Plan [SEMS Organizational Levels](#) page 26.

VALLEY TRANSPORTATION AUTHORITY (VTA)

The Valley Transportation Authority (VTA) is an independent special district that provides sustainable, accessible, community-focused transportation options in Santa Clara County. VTA during normal operations provides bus, light rail, and paratransit services, as well as participates as a funding partner in regional rail services. As Santa Clara County's Congestion Management Agency (CMA), VTA is responsible for countywide transportation planning, including transportation emergency operations plan, congestion management, design and construction of specific highway, pedestrian, and bicycle improvement projects, as well as promotion of transit-oriented development. In a disaster, VTA in collaboration with FAF are the ESF 1: Transportation Unit Leaders responsible of coordinating transportation activities on county-maintained roadways. This includes deployment of resources into and out of the incident area and the coordination of transportation recovery, restoration, and safety/security.

Community-based and Faith-based Organizations

Community-based and Faith-based organizations play essential roles before, during, and after an incident. For example, community-based organizations may provide sheltering, emergency food supplies, counseling services, and other vital support services to support response and promote the recovery of disaster victims. These groups often provide access and functionalized services that help individuals with access and functional needs, including those with disabilities.

CADRE

In Santa Clara County, Collaborating Agencies' Disaster Relief Effort (CADRE) is the official Voluntary Organizations Active in Disaster (VOAD). CADRE serves as a central coordination and information point for hundreds of non-profit organizations that can provide services during and after disaster operations. For example, CADRE can disseminate information such as shelter locations, warming/cooling centers locations to their extensive network; could provide support resources for shelter and care during earthquake, flooding, and wildfire events, and assist in recovery efforts. In addition, CADRE's AFN Sub-working group may identify resources through their network to support AFN needs during a disaster and disseminate information to the population(s) they serve. CADRE's

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Executive Director or designee may serve as the liaison between the EOC and the community-based organizations. CADRE's Executive Director or designee will collaborate with the AFN Coordinator in the EOC to ensure the needs of the entire community are being met, including AFN.

Communication Pathway between the CADRE's Executive Director or designee and the EOC is as follows:

Step 1: EOC will notify and activate AFN Coordinator to report to the EOC. The AFN Coordinator will be assigned to the Management Unit and will report directly to the EOC Director.

Step 2: AFN Coordinator will notify CADRE and AFN Sub-working group of activation via email, phone, or WhatsApp Messenger. AFN Coordinator will be the link between CADRE's AFN Sub-working group and the EOC. Note: CADRE as the VOAD will continue to have a seat in the EOC for Coordination of community-based disaster response teams such as food, donations, legal, immigrant relations, and CISM/mental health.

Step 3: AFN Coordinator will communicate resource(s) needs to the EOC Director and ESF Coordinators/Branches, if necessary, during a disaster.

AMERICAN RED CROSS (ARC)

The American Red Cross (ARC) Silicon Valley Chapter serves Santa Clara County by aiding and providing hope to those affected by disasters and empowers individuals in the community to prepare for, respond to, and recover from emergencies. ARC in coordination with OSH are the ESF 6: Care and Shelter leads with the primary responsibility in Santa Clara County to house individuals and families impacted by disaster evacuation order(s). ARC will assist OSH and may mobilize their day-to-day resources to meet the needs of individuals impacted by evacuation orders, if needed.

Other Key Non-Profit Partners

1. Mission – provides services for unhoused populations
2. Family Resource Centers – These facilities are funded by both the County and the community and provide food, housing, and crisis support for families.
3. 2-11 – The telephonic support services is part of Santa Clara 2-1-1. They can provide crisis counseling support referrals, as well as serve as a local reference entity.

Superintendent of Schools

The Superintendent of Schools office maintains an emergency telephonic call-down list to its school districts throughout the County. In turn, the schools each maintain a telephonic automated call-down list to the parents. This system both supports and quickly alerts those who are in roles of caring for children. It also provides the County a secondary call-out procedure that supports County-wide alerts.

Each of the schools within the district must have their own emergency plans that provide for alerts, lock-down, evacuations, sheltering in place, and organizing their response actions that include considerations for children with access and functional needs.



For-Profit Entities

The for-profit entities with the largest responsibilities for people with disabilities include the following:

- Licensed Board and Care Facilities
- Hospitals
- Mental Health Care Facilities
- Private Schools

These for-profit facilities are required to have plans in place to support their clients in the event of a disaster. Such plans include evacuation, sheltering, transportation, and long-term care. In the event of evacuation of Medical and Health facility, the for-profit entities must plan to move their clients to like-facilities and develop a Memorandum of Understanding (MOU) with these facilities before a disaster occurs. Medical and Health facilities are encouraged to conduct drills to ensure their readiness and coordinate with the Santa Clara County MHOAC to ensure a coordinated understanding of Medical and Health resource provisions in the event of a disaster.

These private for-profit entities are often a key partner provision to other facilities that suffer from a disaster. The Santa Clara County MHOAC should make sure that each facility is not relying on the same limited resources for evacuation as other facilities. During a regional hazard event, the possibility of competition for resources between facilities is high.

California Entities

California Governor's Office of Emergency Services (Cal OES)

The California Governor's Office of Emergency Services (Cal OES) Office for Access and Functional Needs (OAFN) reports directly to the Agency's Chief of Staff. Their purpose is to identify the needs of people with disabilities and other with access and functional needs before, during and after a disaster. Furthermore, their purpose is to integrate disability and AFN needs and resources into all aspects of the emergency management system. For example, the OAFN contracts and coordinates for foreign language interpreters, translators, and transcriptions throughout California before, during and after an emergency or disaster response to minimize or eliminate language barriers in emergencies.

[Note: that the focus on identifying the community's needs and the community's support network is part of all County planning efforts. The EOP, and all supporting annexes, integrate care for people with AFN needs]

California Department of Health Care Services (DHCS) Mental Health Services Division (MHSD)

The California Department of Health Care Services (DHCS) Mental Health Services Division administers several mental health programs for children, youth, adults, and older adults on day-to day basis. During a disaster, MHSD carries out response activities in support of and in coordination with Santa Clara County Medical Health Operational Area Coordinator (MHOAC) program and BHS.



California Department of Social Services (CDSS)

The California Department of Social Services licenses the skilled nursing facilities and the board and care facilities. They are responsible for ensuring preparedness plans for their facilities are in place as a stipulation of the licensing.

Federal Entities

Federal Emergency Management Agency (FEMA)

The Federal Emergency Management Agency (FEMA) is the lead agency for emergency management in the nation. FEMA will activate the various Emergency Support Functions (ESFs) when the disaster has expanded beyond the capability of the County and State emergency services. FEMA includes considerations for populations with access and functional needs. FEMA resources can be accessed via request from the State of California, and especially from an activated Regional EOC.

Although planning considerations for people with disabilities are comprehensively included throughout all emergency functions, the National Response Framework specially mentions “special needs” disaster requirement in the following ESFs:

Emergency Support Function #1 – Transportation

Transportation – during mass evacuations, consistent with the Mass Evacuation Incident Annex, DHS/FEMA provides transport for persons, including individuals with special needs, provided they meet the following criteria:

- ✓ Evacuees can be accommodated at both embarkation points and at destination general population shelters
- ✓ Evacuees can travel on commercial long-haul buses, aircraft, or passenger trains, or lift-equipped buses
- ✓ Evacuees do not have medical needs indicating that they should be transported by ESF #8 – Public health and Medical Services

Emergency Support Function #6 – Mass Care and Shelter

ESF#6 will support local, tribal, state, and federal agencies, voluntary agencies, and non-governmental organizations, and ESF#8 – Public Health and Medical Services in addressing AFN needs, as defined in the National Response Framework (NRF) Glossary. Functional needs may be present before, during, or after an incident in one or more areas, including but not limited to:

- ✓ Communication:
- ✓ Maintaining Health
- ✓ Independence
- ✓ Support Safety, and Self-Determination
- ✓ Transportation

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Individuals in need of additional response assistance may include who have disabilities, who live in institutional settings, who are elderly, who are multi-lingual communities, who have limited English proficiency or who are non-English speaking, who are children, or who are transportation disadvantaged.

FEMA Office of Disability Integration and Coordination

The purpose of the FEMA Office of Disability Integration and Coordination is to integrate and coordinate emergency preparedness, response, and recovery for children and adults with disabilities and others with access and functional needs. This office supports people pre-disaster, during a disaster, and recovery operations.

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ACCESS AND FUNCTIONAL NEEDS (AFN) ANNEX



Roles and Responsibilities Table

Table 2: The Santa Clara County Emergency Operations Plan Local, State and Federal Integration Crosswalk lists the various functions that may be activated in the Santa Clara County EOC. *Taken together the National Recover Framework (NRF), California's Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), the Incident Command System (ICS), and this EOP integrate the capabilities and resources of various governmental jurisdictions, incident management and emergency response disciplines, non-governmental organizations (NGOs), and the private sector into a cohesive, coordinated, and seamless national framework for domestic incident management. It should be understood that field level emergency responders, Department Operations Center (DOC) staff, Emergency Operations Center (EOC) staff, department executives, elected officials, and public information officers all have a vital role in successful comprehensive incident management and make up the Incident Management Enterprise.*

Local, State, and Federal Integration Crosswalk					
Emergency Support Function (ESF) (County of Santa Clara)	EOC Position (County of Santa Clara)	Office of Primary Responsibility (OPR)	Office of Collateral Responsibility (OCR)	State Agency Integration (OPR/OCR)	Federal Agency Integration (OPR/OCR)
ESF 1: Transportation	Transportation Unit	Valley Transportation Authority (VTA) Fleet and Facilities (FAF)	NA	ESF Transportation OPR: CA Transportation Agency (Caltrans) OCR: CA Highway Patrol (CHP)	ESF 1: Transportation OPR: Dept of Transportation (DOT) OCR: FEMA
ESF 2: Communications	Communication Branch	Technology Services and Solutions (TSS) County Communication	NA	ESF 2: Communications OPR: CA Governor's Office of Emergency Services (CalOES)	ESF 2: Communications OPR: Dept of Homeland Security (DHS)/National Protection and Programs Directorate/Office of Cybersecurity and Communications OCR: DHS/Federal Emergency Management Agency (FEMA)
ESF 3: Construction and Engineering	Construction and Engineering Branch	Roads and Airports (RDA) Fleet and Facilities (RDA)	NA	ESF 3: Construction and Engineering OPR: CA Dept of General Services (DGS)	ESF 3: Public Works and Engineering OPR: Dept of Defense (DoD)/US Army Corps of Engineers (USACE)
ESF 4: Fire and Rescue	Fire and Rescue Branch	County Fire	NA	ESF 4: Fire and Rescue OPR: CalOES	ESF 4: Firefighting OPR: Dept of Agriculture/Forest Service

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Local, State, and Federal Integration Crosswalk

Emergency Support Function (ESF) (County of Santa Clara)	EOC Position (County of Santa Clara)	Office of Primary Responsibility (OPR)	Office of Collateral Responsibility (OCR)	State Agency Integration (OPR/OCR)	Federal Agency Integration (OPR/OCR)
ESF 5: Management	Plans/Intel Section Chief EOC Coordinator	Office of Emergency Management (OEM) County Executive Office (CEO)	NA	ESF 5: Management OPR: CalOES	ESF 5: Information and Planning OPR: DHS/FEMA
ESF 6: Care and Shelter	Care and Shelter Branch	Office of Supportive Housing (OSH) American Red Cross	Social Services Agency Office of Emergency Management (OEM)	ESF 6: Care and Shelter OPR: CA Dept of Social Services	ESF 6: Mass Care, Emergency Assistance, Temporary Housing, and Human Services OPR: DHS/FEMA OCR: American Red Cross (ARC)
ESF 7: Resources	Logistics Section Chief Supply Branch	Fleet and Facilities (FAF) Roads and Airports (RDA) Procurement Dept (PRC) Technology Services and Solutions (TSS)	Office of Emergency Management (OEM)	ESF 7: Resources OPR: Dept of General Services (DGS)	ESF 7: Logistics OPR: General Services Administration (GSA) OCR: DHS/FEMA
ESF 8: Public Health and Medical	Medical and Health Branch	Public Health Department (PHD) Emergency Medical Services (EMS)	NA	ESF 8: Public Health and Medical OPR: Emergency Medical Services Authority (EMSA) OCR: CA Dept of Public Health (CDPH)	ESF 8: Public Health and Medical Services OPR: Dept of Health and Human Services (HHS)
ESF 9: Search and Rescue	Search & Rescue Unit	County Fire	NA	ESF 9: Search and Rescue OPR: CalOES	ESF 9: Search and Rescue OPR: DHS/FEMA
ESF 10: Hazardous Materials Response	HAZMAT Unit	County Fire	NA	ESF 10: Hazardous Materials OPR: CA Environmental Protection Agency (CalEPA)	ESF 10: Oil and hazardous Materials OPR: Environmental Protection Agency (EPA)
ESF 11: Food and Agriculture	Environmental Health Unit	Consumer and Environmental Protection Agency (CEPA)	NA	ESF 11: Food and Agriculture OPR: CA Dept of Food and Agricultural (CDFA)	ESF 11: Agriculture and Natural Resources Dept of Agriculture (USDA)

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Local, State, and Federal Integration Crosswalk					
Emergency Support Function (ESF) (County of Santa Clara)	EOC Position (County of Santa Clara)	Office of Primary Responsibility (OPR)	Office of Collateral Responsibility (OCR)	State Agency Integration (OPR/OCR)	Federal Agency Integration (OPR/OCR)
ESF 12: Utilities	Utilities Unit	PG&E Fleet and Facilities (FAF)	NA	ESF 12: Utilities OPR: CA Energy Commission (CEC) OCR: CA Utilities Emergency Association (CUEA)	ESF 12: Energy OPR: Dept of Energy
ESF 13: Law Enforcement	Law Enforcement Unit Security Officer	Sheriff's Office	NA	ESF 13: Law Enforcement OPR: CalOES	ESF 13: Public Safety and Security OPR: Dept of Justice/Bureau of Alcohol, Tobacco, Firearms, and Explosives (ATF)
ESF 14: Recovery	Recovery Coordinator	County Executive Officer (CEO) Office of Emergency Management (OEM)	California Resiliency Alliance	ESF 14: Recovery OPR: CalOES	ESF 14: Cross Sector Business and Infrastructure OPR: DHS/Cybersecurity and Infrastructure Security Agency (CISA)
ESF 15: Public Information	Public Information Officer	Office of Public Affairs (OPA)	Office of Emergency Management (OEM)	ESF 15: Public Information OPR: CalOES	ESF 15: External Affairs OPR: DHS/FEMA
ESF 16: Animal Services	Animal Services Unit	Animal Services	NA	NA	NA
ESF 17: Volunteer Management	Volunteer Unit	Employee Services Agency (ESA)	Office of Emergency Management (OEM)	ESF 17: Volunteers and Donations Management OPR: California Volunteers	NA
ESF 18: Cyber Security	Communication Branch	TSS	NA	ESF 18: Cyber Security OPR: CalOES	NA
ESF-19: Donations Management	Donations Unit	Silicon Valley Community Foundation	Office of Emergency Management (OEM)	ESF 17: Volunteers and Donations Management OPR: California Volunteers	NA
ESF-20: Continuity of Operations/Government	COOP/COG Coordinator	COO	Office of Emergency Management (OEM)	NA	NA

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CONCEPT OF OPERATIONS

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ACCESS AND FUNCTIONAL NEEDS (AFN) ANNEX



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CONCEPT OF OPERATIONS

Pre-Emergency Response

If warning mechanisms exist for a particular hazard, then response actions to emphasize protection of life, property, and environment can be anticipated. Typical pre-emergency and crisis response actions may include:

- Alerting necessary agencies, placing critical resources on stand-by
- Warning threatened populations of the emergency and apprising them of safety measures to be implemented
- Evacuating of threatened populations to safe areas
- Identifying the need for mutual aid
- Proclaiming a Local Emergency by local authorities

Access and Functional Needs Coordinator Role

The role of the Access and Functional Needs Coordinator is to plan, oversee, coordinate, respond to, evaluate, and monitor emergency preparedness, response, recovery, and mitigation efforts with a focus on incorporating people with disabilities and access and functional needs in Santa Clara County's unincorporated areas in accordance with Federal and State guidelines, state emergency plans, and jurisdiction policies and standard.

The AFN Coordinator role includes ongoing functions performed both outside of and during EOC activations. The following is a list of Pre-emergency response items that the Access and Functional Needs Coordinator should complete:

- Develop a general understanding of the Santa Clara County Access and Functional Needs Populations, their distribution throughout the County, and their general needs.
- Work with the ESF 15: PIO (OCPA & OEM) to develop preparedness and pre-scripted emergency messages and associated communication methods appropriate for all elements of the access and functional needs community.
- Work closely with County Counsel to ensure compliance with application of laws.
- Work with ESF 2: County Communications and ESF 15: Public Information Officer (PIO) (OCPA and OEM) to ensure methods used for alert and warning are accessible to people with hearing, speech and vision disabilities, and Multi-lingual speakers.
- Work with the ESF 1: Transportation Unit Coordinator (VTA and FAF) to ensure plans are in place with public and private providers of accessible transportation to assist, as needed, with the evacuation of persons with access and functional needs, including identification of a

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mechanism to track equipment when life safety requires separation of the equipment from the owner during evacuation. Take care to understand which providers may have pre-arranged agreements with multiple facilities-essentially “double” or “triple-booking” them-risking insufficient services should be emergency affect the region.

- In conjunction with the ESF 6: Care and Shelter Coordinator (OSH & SSA) and the Red Cross, review existing potential shelter sites regarding compliance with ADA requirements (access, signage, etc.).
- Identify shelters that have access to electricity for people with disabilities who may need support for battery-powered battery wheelchairs, respirators, light computers, and other electronic assistive devices.
- For an additional list of Pre-Response/Initial Actions for the Santa Clara office of Emergency Access and Functional Needs Coordinator, reference the [AFN Checklist](#) on page 52.

Response

Response includes the capabilities necessary to save lives, protect property and the environment, and meet basic human needs after an incident has occurred. It is focused on ensuring that the community can effectively respond to any threat or hazard, including those with cascading effects, with an emphasis on saving and sustaining lives and stabilizing the incident, as well as rapidly meeting basic human needs, restoring basic services and community functionality, establishing a safe and secure environment, and supporting the transition to recovery.

The Core capabilities that support the Response mission include:

- Planning
- Public Information and Warning
- Operational Coordination
- Critical Transportation
- Environmental Response/health and Safety
- Fatality Management Services
- Fire Management and Suppression
- Logistics and Supply Chain Management
- Infrastructure Systems
- Mass Care Services
- Mass Search and Rescue Operations

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- On-Scene Security, Protection, and Law Enforcement
- Operational Communications
- Public Health, Healthcare, and Medical Services
- Situational Assessment

In addition to preservation of life and property operations, mass care, relocation, public information, situation analysis, status, and damage assessment operations may be initiated. Ongoing response usually involves many organizations and the activation of the County (Operational Area) EOC including the AFN Coordinator.

Access and Functional Needs Coordinator Role

The role of the AFN Coordinator during the response phase is to coordinate accessibility of support services for people with access and functional needs through the following:

- If the EOC is activated, the AFN Coordinator will be the designated point of contact and the link between the AFN Community and the EOC.
- Work closely with public information personnel from all stakeholders and partners to deliver timely, effective, and accessible pre-and-post emergency messaging.
- Promote general awareness of emergency-related issues pertaining to people with access and functional needs.
- Work closely with the County Counsel to ensure compliance with application of laws.

Recovery

At the onset of an emergency, actions are taken to enhance the effectiveness of recovery operations. Recovery includes both short-term activities intended to return vital life-support systems to operation, long-term activities designated to return infrastructure systems to pre-disaster conditions. The recovery phase may also include cost recovery activities. The major objectives of the recovery period include:

- Reinstatement of family and community integrity
- Provision of essential public services
- Restoration of private and public property
- Identification of residual hazards
- Preliminary plans to mitigate future hazards
- Recovery of costs associated with response and recovery efforts
- Coordination of state and federal public and individual assistance

During the recovery phase, the AFN Coordinator tasks include:

- Ensure that the Santa Clara County Recovery Plan considers AFN population needs.

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- Promote general awareness of emergency-related issues pertaining to individuals with disabilities and others with access and functional needs.
- Participate in intergovernmental recovery initiatives to ensure they consider the AFN population.
- Coordinate and promote community outreach regarding recovery efforts through traditional external outreach practices, as well as working with functional needs support services providers to communicate information regarding recovery to individuals within their networks.
- Work closely with Public Information Officer to deliver timely, effective, and accessible post emergency messaging regarding disaster services.
- Ensure that post-incident and/or recovery materials and information are available in multiple languages, in multiple formats (e.g., large print, braille, electronic), and meet ADA compliancy.
- Coordinate closely with County Counsel to ensure compliance with application of laws during recovery efforts.

Resource Ordering and Tracking

Depending on the scale of the emergency, limited resources may need to be coordinated through the EOC. Local Jurisdiction and Operational Area coordination of resources, including AFN, will follow the Standardized Emergency Management System (SEMS) process. For detail SEMS resource request process refer to the Santa Clara County Emergency Operations Plan, [Resource Ordering and Tracking](#), page 100. The AFN Coordinator, if needed, will collaborate with ESF 7: Resources Logistics Section Chief to assist in the identification of accessible resources.

In addition, if the County (OA) EOC is not activated the County (OA) Duty Officer will serve as Resource Tracking Unit Leader, until the request is complete or until the EOC is activated, see the Santa Clara County Emergency Operations Plan, [EOC activated vs. County \(OA\) Duty Officer Status](#), page 101. The AFN Coordinator, if needed, will assist the Duty Officer in identifying and coordinating AFN resources during non-activations.



ANNEX DEVELOPMENT AND MAINTENANCE

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ANNEX DEVELOPMENT AND MAINTENANCE

Emergency Management Planning Process

This locally developed planning process incorporates various nationally recognized emergency management planning best practices and concepts (i.e., whole community concept, span of control, core capabilities, etc.) with standard program management principles that can be easily integrated into the County's existing governmental structure.

FEMA's planning process guidance is broad. The framers of FEMA's Six-Step process wanted their model to be generic, so that it may be applicable to as wide an audience as possible. Conversely, Santa Clara County's process has been highly detailed and refined based on local characteristics found in the County.

The Santa Clara Emergency Management Planning Program is composed of two components:

- **Group Structure** – the County's EM Planning Program incorporates a variety of planning groups to delineate the roles and responsibilities of all planning partners clearly and deliberately.
- **Phased Process** – a phase approach to EM planning allows County EM Planners to focus on pertinent plan development tasks and activities without being overwhelmed by the totality of the project all at once.

Group Structure

OPERATIONAL AREA ADVISORY GROUP – PLANNING.

Purpose. The Operational Area Advisory Group for Planning builds consensus on emergency/contingency planning priorities for the County's planning efforts.

Suggested Membership Criteria. The OA Advisory Group for Planning is open to any interested community stakeholder. It is recommended that membership, at a minimum, include:

- Representatives from local jurisdictions
- Key County Departments and Agencies – Fleet and Facilities, Roads and Airport, Sheriff, etc.
- Local Emergency Managers
- Representatives from Allied Agencies (i.e., Red Cross, CADRE, VTA, etc.)

Meeting Frequency. It is recommended that the OA Advisory Group for Planning meet semi-annually, but the frequency is subject to change based on the needs of the County and the Operational Area.

Typical Activities. Conduct workshop to discern planning priorities for the County. Present information concerning relevant hazards and capabilities. Identify and promote best practices within the OA.

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Provide guidance and accountability of the Operational Area Topical Working Groups and Functional Sub-Working Groups.

Suggested Topics of Discussion. Summations of previous planning successes, current planning projects, and planning endeavors scheduled to begin in the near future. Additionally, this is an excellent platform for subject matter experts to discuss hazard types pertinent to the Operational Area. Furthermore, this is also an excellent platform for local emergency management professional to present local emergency management activities to help identify and profligate best practices in the Operational Area.

County OEM Responsibilities. The OA Advisory Group for Planning is a resource directly under the control of Santa Clara County OEM. The meeting schedule, agenda, composition, stakeholder participation, and format are completely subject to Santa Clara County OEM needs.

Topical Working Group

Purpose. Topical Working Groups endorse plan framework, identify subject matter experts, establish division of labor, develop work schedules, etc. for a specific topical plan assigned by the Operational Area Planning Advisory Group.

Lead Agency. Leadership of each Topical Working Group should be established by the OA Advisory Group for Planning in coordination with the Santa Clara County OEM. It is recommended that the leadership of a specific Topical Working Group should fall to the department that that has primary responsibility for the plan under draft (i.e., Cost-Recovery – Finance Agency). The lead agency is completion of all planning efforts with support from Santa Clara County OEM.

Support Agency(ies). Support Agencies are identified by the Lead Agency for the purpose of sourcing valuable information needed in crafting effective emergency plans. Support Agencies are expected to participate in all planning efforts to the greatest extent possible with the understanding that such participations should be communicated to the Topical Working Group Lead Agency and Santa Clara County OEM to allow for alternate planning actions and documentation.

Suggested Membership Criteria. Membership composition of each Topical Working Group should include relevant jurisdictional departments, subject matter experts, and representatives from local jurisdictions. The membership level of a Topical Working Group should be proportionate to the scope of work under consideration. It should be noted that very large membership groups (more than 30-40 individuals) may not be conducive to planning at this level.

Suggested Membership Level. 20-35 individuals.

Meeting Frequency. Topical Working Group should meet as needed, but it is recommended that at a minimum include: an initial meeting, a mid-term progress meeting, and final meeting. Meetings can be electronic/virtual.

Typical Activities. In order to meet the expectations detailed above – or any additional expectations established by the OA Advisory Group for Planning – each Topical Working should develop the following products and/or processes:

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- Define the current situation regarding the hazard, topic, or function under consideration – including a proposed timeline.
- Participate in and contribute to in an initial Planning Meeting, a Mid-Term Planning Meeting, and a Final Planning Meeting that includes a broad, holistic audience.
 - The initial Planning Meeting should establish the problem to be addressed via the Emergency Planning Process, solicit opinions from Operational Area stakeholders, and develop a course of action to resolve the problem previously stated.
 - The Mid-Term Planning meeting is intended to inform Operational Area planning partners on the progress of planning effort in order to maintain consensus throughout the planning area and address any unresolved issues that may hinder the planning process.
 - The Final Planning Meeting is intended to inform and socialize the resultant planning product among County and Operational Area stakeholders.
- Enlist community-stakeholders and subject matter experts in the planning efforts.
- Define a plan framework with specific objectives, goals, and refined timeline.
- Divide the planning team into smaller, more manageable teams (Sub-Working Groups) and assign them to develop an area within the plan.
- In consultation with the Core Planning Group, identify Functional Sub-Working Group leaders and product deadlines/milestones.
- Each Topical Working Group will need to identify a Recorder that is tasked to complete a Meeting Minutes document, Action Item document, and a Topical Working Group Meeting Summary Worksheet for the purpose of informing the larger planning team of progress.

County OEM Responsibilities. The success of each Topical working Group depends on close collaboration between County OEM and the designated Lead Agency. County OEM should concentrate on plan format, consistency, interdependency, and standardization throughout the County's entire emergency planning process, while the Lead Agency should focus on the function, hazard, or topic, currently under consideration.

Functional Sub-Working Groups.

Purpose. Functional Sub-Working Groups develop plan content, identify missing subject matter experts, and assign work to Functional Sub-working Group Members to address a specific function or section of the plan assigned by the Topical Working Group with assistance from the Core Planning Group.

Functional Sub-Working Group Leader. Leadership of each functional Sub-Working Group should be established by the Core Planning Group with input from the Topical Working Group and County OEM. It is recommended that a member of the Core Planning Group lead each Sub-working Group; however,

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members with highly specialized knowledge and a commitment to this planning process can be a Sub-Working Group Leader under the guidance of the Core Planning Group, County OEM and the Lead Agency.

Support Agency(ies). Support Agencies are identified by County OEM, the Lead Agency, and the Functional Sub-Working Group Leader for the purpose of sourcing valuable information needed in crafting effective emergency plan content. Support Agencies are expected to participate in all planning efforts to the greatest extent possible with the understanding that such participation may be constrained by limited resources (i.e., time, funding, and workforce). Such limitation should be communicated to the Lead Agency, and county OEM, and Functional Sub-Working Group Leader to allow for alternate planning actions and documentation.

Suggested Membership Criteria. Membership composition of each Functional Sub-Working Group should include relevant County Departments, subject matter experts, representatives from Allied Agencies, members of the Core Planning Group, and representatives from local jurisdictions – especially jurisdictions threaten by the hazard under consideration. The membership level of a Functional Sub-working Group should be proportionate with the scope of work under consideration. It should be noted that small groups are most conducive to planning at this level.

Suggested Membership Level. 4 – 8 individuals.

Meeting Frequency. Frequency is dependent upon the proposed timeline and scope of the work. Enough time should be scheduled in between each Functional Sub-Working Group to provide members an opportunity to complete any work assignments. Ultimately, the meeting frequency should be defined in coordination between the Core Planning Group and the Functional Sub-Working Group with the goal of balancing planning needs and the demands of each member’s daily occupation. Meetings may be digital/virtual, as necessary.

Typical Activities. Each Functional Sub-Working Group should develop the following products and/or processes:

- Define the current situation regarding the hazard, topic, or function under consideration – including a proposed planning timeline.
- Enlist community stakeholders and subject matter experts that are not currently included in the planning effort.
- Identify product deadlines, milestones, or shortfalls.
- Discuss and Craft plan content.
- Identify a Recorder that is tasked to complete a Meeting Minutes document, Action Item document, and a Sub-Working Group Meeting Summary Worksheet for the purpose for informing the larger planning team of progress.
- Contribute to and participate in any Topical Working Group Planning Meetings, as needed and able.

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County OEM Responsibilities: The success of each Functional Sub-Working Group depends on close collaboration between County OEM, the identified Lead Agency, members of the Core Planning Group, and members of each Functional Sub-Working Group. As the planning process experts, County OEM staff shepherd the County's emergency planning process.

Core Planning Group.

Purpose. The Core Planning Group is ultimately responsible for all production activities including proposing plan scope & Framework, performing research & information validation, initiating the recruitment & continuing the management of needed planning partners, as well as drafting & editing of the planning document.

Lead Agency and OEM. The Core Planning is collaborative in nature. Rather than relying on a single agency to provide leadership, the Core Planning Group should strive to balance the needs of all assigned organizations through collaborative teamwork. It is suggested that the Core Planning Group look to the Lead Agency for appropriate task assignments, division of labor, and guidance on relevant subject matter, while OEM provide guidance as it relates to the Emergency Management planning process and continuity of efforts between the various County emergency management plans. Above all, Core Planning Group members must remain flexible, while being conscience of the needs of all agencies involved in the planning process.

Suggested Membership Criteria. Membership composition of the Core Planning Group should include representatives from the Lead Agency, OEM, and any other agency deemed essential. The membership level of the Core Planning Group should be proportionate with the scope of work under consideration. It should be noted that given the high level of coordination required for planning at this level small groups should be enlisted as Core Planning Group membership.

Suggested Membership Level. 4-8 individuals.

Meeting Frequency. The Core Planning Group should meet as frequently as needed. Frequency is dependent upon the proposed timeline and scope of work. Enough time should be scheduled in between each Core Planning Group meeting to provide members an opportunity to complete any work assignments. Ultimately, the meeting frequency should be defined in coordination with the Core Planning Group members with goal of balancing the Group's planning needs with the demands of each member's daily occupation.

Phased Process

Phase 1. Planning Project Initiation.

- **Operational Area Advisory Group for Planning** – guide and advise the EOAC on planning priorities for the Operational Area.
- **Emergency Operational Area Council** – establishes planning priorities.
- **Operational Area Advisory Group for Planning** – establishes Topical Working Groups in accordance with EOAC priorities.
- **Core Planning Group** – prepares agency resources for planning project, researches the topic, and provides the initial plan framework.

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Phase 2. Projection Preparation.

- Topical Working Group – refine scope of the plan and divide labor functionally.

Phase 3. Planning Product Development.

- Functional Sub-Working Group – produce plan content.
- Core Planning Group – draft and edit proposed plan.

Phase 4. Monitor and Control.

- Topical Working Group – review plan and provide recommended edits, as appropriate.
- AFN and Cultural Competency Working Group – provide a whole community perspective on the plan document to ensure AFN effectiveness and culture competency.

Phase 5. Project Close.

- Emergency Operational Area Council – promulgate planning products and adjust priorities based on the OA Advisory Group for Planning, new guidance, and new information.
- OA Advisory Group for Training & Exercise – incorporate planning products into Multi-year Training plan.

AFN Annex Development

This AFN Annex was developed by using FEMA’s Emergency Management Planning Process. For detailed description of FEMA planning process refer to the [Santa Clara County Emergency Operations Plan](#). The following are the planning phases and the core planning team tasks to develop this Annex:

Phase 1 - Planning project initiation: On July 2021, the AFN Coordinator identified the core planning group members responsible in researching laws and regulations, policies, best practices, and lessons learned to be addressed in the AFN Annex. The core planning group was composed of the Public Information Officer, Sr. Emergency Planning Coordinators, including the AFN Coordinator, Deputy Director and Director from the Office of Emergency Management.

Phase 2 - Projection Timeline: On August 2021, the core planning group conducted a planning meeting to develop AFN Annex scope, timeline, and distribution of scope of work among group members. The AFN Coordinator was responsible in leading the AFN Annex efforts.

Phase 3 – Planning product development: On September 2021, the AFN Annex First Draft was developed based on identified gaps, lessons learned, best practices and client feedback from most recent incidents in Santa Clara County, such as COVID-19, Inclement Weather, PSPS, Floods, and Wildfire events.

Phase 4 – Monitor and Control: On September 2021, the AFN Annex Draft was sent to the AFN Workgroup for review, input and to provide a whole community perspective. The AFN Workgroup is composed of Community Based Organizations (CBOs), City and County Departments, Faith-Based Organizations (FBOs); Independent Living Centers and Centers on Aging. ANF Workgroup feedback was incorporated in the Annex and second draft was presented to the workgroup in February 2022.

Phase 5 – Project Close: On March 2022, the core planning team submitted the AFN Annex to the Emergency Operational Council for review and promulgation. Upon promulgation, the Core Planning



Team will coordinate with Training & Exercise Workgroup Lead to incorporate the AFN Annex into the Multi-year Training Plan for 2022.

Maintenance

The Annex will be reviewed, updated, republished, and redistributed on a 2-year review, 5-year revision cycle (in accordance with 2016 State Homeland Security Grant Program guidance). This Annex may be modified due to a post-incident analysis and/or post exercise critique. It may also be modified in any component, stated responsibilities, procedures, laws, rules, or regulations pertaining to AFN and emergency or incident management operation changes. OEM will be responsible in reviewing and updating changes in collaboration with lead and supporting organizations, local jurisdictions, and other planning partners identified in this Annex to ensure that this Annex is accurate, practical, and actionable.

OEM will assess the need for revisions to the Annex based on the following considerations:

- Issuance of updated California policies, or practices regarding Access and Functional Needs Community that require changes in the Annex.
- Changes in County, state, or federal ordinances, laws, regulations, requirements, or organization.
- Lessons learned through exercises or actual events.
- Development of new tools or procedures.

If this Annex requires an immediate change due to lessons learned from training, exercises, or actual events, OEM will identify a course of action for review, update, and implementation of necessary changes. OEM will maintain a record of amendments and revisions and executable versions of all Annex documents. All changes will be noted in the Record of Change table at the beginning of this Annex.

Training and Exercises

Exercises provide an excellent means of evaluating the effectiveness of an emergency plan, as they allow emergency responders and decision-makers to become familiar with the procedures, facilities, and systems they are expected to use in an actual event. Exercising the Annex and evaluating its effectiveness involves using training and exercises and evaluation of actual disasters to determine whether goals, objectives, decisions, actions, and timeframes outlined in the plan will lead to successful disaster preparedness, response, and restoration efforts.

OEM has established a training and exercise program to enhance the County Operational Area's capability in all phases of emergency management, from prevention, protection, mitigation, and response, to recovery. This AFN Annex will be incorporated into the OEM Training and Exercise Annual Training Plan. The nature of the training and exercises on the AFN Annex will be determined by OEM's Training and Exercise Section in collaboration with the OEM Planning Section, including the AFN Coordinator, and in coordination with essential stakeholders identified in this planning document. Lessons learned through training and exercising should be documented and forwarded to the OEM Planning Section for planning product improvement.



After Action Report/Improvement Plan

The After-Action Report/Improvement Plan (AAR/IP) is a document that generally includes a summary of events (for a real-world event) or an exercise overview, analysis of capabilities, and a list of corrective actions. The length, format, and the development timeframe of the AAR/IP depend on the type and scope of the real-world event or exercise. These parameters should be determined by the after-action team or exercise planning team, based on the expectations of senior leaders. The AAR/IP should include an overview of performance related to each objective and associated capabilities.

The observations developed for the AAR/IP should be categorized as either strengths or areas for improvement. Observations do not have to be lengthy to be impactful. A strongly written observation includes a clear and direct statement of the issue identified, a brief description of the analysis, and the impact or result of the issue. A summary of the analysis completed can be included to help stakeholders understand how the after action or evaluation team arrived at the conclusion.

After-Action Meeting

The purpose of the After-Action Meeting (AAM) is to serve as a forum to review the revised the draft AAR/IP. Participants should seek to reach final consensus on strengths, areas for improvement, draft corrective actions, concrete deadlines, and owners/assignees for implementation of corrective actions.

Improvement Plan

The Improvement Plan (IP) includes consolidated corrective actions. The IP may be an appendix to the AAR. The AAR/IP is then final and distributed to exercise planners, participants, and other preparedness stakeholders, as appropriate.



AUTHORITIES AND REFERENCES

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AUTHORITIES AND REFERENCES

Authorities

Local

[County of Santa Clara Ordinance Code §§ A8-5, A8-8, A8-9\(a\).](#)

County of Santa Clara Language Access Guidelines and Procedures. Accessed August 1, 2019.
<https://www.sccgov.org/sites/oir/Documents/Language-Access-Guidelines-and-Procedures.pdf>.

County of Santa Clara, Language Access Policy 3.58, March 24, 2015.
<https://www.sccgov.org/sites/occ/Pages/languageaccess.aspx>.

Santa Clara County Office of Emergency Management (OEM), *County of Santa Clara Emergency Operations Plan, 2017*.

Santa Clara County Ord. No. NS-300.935, Section A8-26 – Civil Protection and Emergency Management “Emergency Management Ordinance”

State

[California Emergency Services Act, California Government Code §§ 8630\(b\), 8680–8692.](#)

[California Standardized Emergency Management Regulations, 19 California Code of Regulations § 2409.](#)

[California Governor’s Office of Emergency Services \(Cal OES\), State of California Emergency Plan,](#) October 2017. <https://www.caloes.ca.gov/cal-oes-divisions/planning-preparedness/state-of-california-emergency-plan-emergency-support-functions>.

[Cal OES, Standardized Emergency Management System \(SEMS\) Guidelines,](#) 2010.
<https://www.caloes.ca.gov/cal-oes-divisions/planning-preparedness/standardized-emergency-management-system>.

[Cal OES, State of California Alert & Warning Guidelines,](#) March 2019. <http://calalerts.org/documents/2019-CA-Alert-Warning-Guidelines.pdf>

[Office of Access and Functional Needs \(OAFN\)](#) – was established in the Governor’s Office of Emergency Services. The purpose of OAFN is to identify the needs of people with disabilities and others with access and functional needs before, during, and after a disaster and to integrate disability needs and resources into emergency management systems.

[California Assembly Bill 2311 – Added California Government Code section 8593.3,](#) requires each county and city to integrate access and functional needs upon the next update to its emergency response plan. Specifically, jurisdictions must address how it will serve the access and functional needs community in emergency communications, evacuations and sheltering.

[California Assembly Bill 477](#) – Amends California Government Code Section 8593.3, requires each county to include representatives from access and functional needs populations in the next regular update to its emergency response plan, Specifically, jurisdictions must include internal and external stakeholders throughout each phase of the emergency planning process in emergency communications, evacuations and sheltering.

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[California Senate Bill No. 160](#) – Emergency services: cultural competence. This bill would require a county to integrate cultural competence, as defined, into its emergency plan upon the next update to its emergency plan, as specified. The bill would also require a county to provide a forum for community engagement in geographically diverse locations to engage with culturally diverse communities, as defined, within its jurisdiction. The bill would authorize a county to establish a community advisory board for the purpose of cohosting, coordinating, and conducting outreach for the community engagement forums. By increasing the duties of local officials, the bill would impose a state-mandated local program.

Federal

Americans with Disabilities Act of 1990, 42 U.S. Code §§ 12131 et seq.

Federal Emergency Management Agency (FEMA), *National Disaster Recovery Framework* (2d ed.), 2016. https://www.fema.gov/media-library-data/1466014998123-4bec8550930f774269e0c5968b120ba2/National_Disaster_Recovery_Framework2nd.pdf.

FEMA, *National Response Framework* (3d ed.), 2016. https://www.fema.gov/media-library-data/1466014682982-9bcf8245ba4c60c120aa915abe74e15d/National_Response_Framework3rd.pdf.

FEMA, *Power Outage Incident Annex to the Response and Recovery Federal Interagency Operational Plans: Managing the Cascading Impacts from a Long-Term Power Outage*, 2017. [https://www.fema.gov/media-library-data/1512398599047-7565406438d082011177a9a2d4ee3c6/POIA_Final_7-2017v2_\(Compliant_pda\)_508.pdf](https://www.fema.gov/media-library-data/1512398599047-7565406438d082011177a9a2d4ee3c6/POIA_Final_7-2017v2_(Compliant_pda)_508.pdf).

The Americans with Disability Act (ADA) – The ADA is a civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the public. The purpose of the law is to make sure that people with disabilities have the same rights and opportunities as everyone else.

Americans with Disabilities Act Accessibility Guidelines (ADAAG) – The ADAAG contains requirements for new construction and alterations of buildings and facilities.

H.R. 5441 (PL 109-295), Section 689: Individuals with Disabilities - Amends the Stafford Act to require the President to issue regulations that prohibit discrimination based on disability and English proficiency in disaster assistance.

The Americans with Disabilities Act Amendments Act (ADAAA) made several significant changes to the definition of “disability.” The changes in the definition of disability in the ADAA apply to all titles of the ADA, including Title I (employment practices of private employers with 15 or more employees, state and local governments, employment agencies, labor unions, agents of the employer and joint management labor committee); Title II (program and activities of state and local government entities); and Title III (private entities that are considered places of public accommodation).

ADA Checklist for Emergency Shelters – An Evaluation of the Physical Accessibility of Emergency Shelters.



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California Governor's Office of Emergency Services, 2021. *Inclusive Planning Blueprint for Addressing Access and Functional Needs at Mass Testing/Vaccination Sites: COVID-19 Lessons Learned By Cal OES Office of Access and Functional Needs*, s.l.: s.n.

City of San Jose, 2021. *COVID-19 Access and Functional Needs Discussion Sessions Summary Report*, s.l.: s.n.

County of Santa Clara, 2021. *Emergency Operations Plan*. s.l.:s.n.

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Kailes, J. I., 2018. *June Isaacson Kailes, Disability Policy Consultant*. s.l.:s.n.

Kailes, J. I., 2020. *The Partnership for Inclusive Disaster Strategies*. [Online]

Available at: <https://disasterstrategies.org/blog-post/defining-functional-needs-updating-cmist-by-june-isaacson-kailes-disability-policy-consultant/>
[Accessed 30 June 2021].

Kailes, J. I. & Enders, A., 2007. Moving Beyond "Special Needs". *Journal of Disability Policy Studies*, 17(4), pp. 230 - 237.

Lake County Office of Emergency Services, 2017. *Access and Functional Needs Annex*. s.l.:s.n.

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New Mexico Department of Health, 2018. *Access and Functional Needs Plan*. s.l.:s.n.

NY-NJ-CT-PA RCPT: Disabilities and Access and Functional Needs EOC Toolkit, 2015. *Capitol Region Council of Governments*. [Online]

Available at: <https://crcog.org/wp-content/uploads/2017/12/Disabilities-and-Access-and-Functional-Emergency-Operations-Center-Toolkit.pdf>
[Accessed 22 December 2021].

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ABBREVIATIONS AND ACRONYMS

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ABBREVIATIONS AND ACRONYMS

AAR/IP	After-Action Report/Improvement Plan
ADA	Americans with Disabilities Act
ADAAA	Americans with Disabilities Amendments Act
ADAAG	Americans with Disabilities Act Accessibility Guidelines
AFN	Access and functional needs
ARC	American Red Cross
ASC	Animal Services
AlertSCC	Alert Santa Clara County
ARES	Amateur Radio Emergency Services
BHS	Behavioral Health Services
CADRE	Collaborating Agencies' Disaster Relief Effort
Cal FIRE	California Department of Forestry and Fire Protection
Cal OES	California Governor's Office of Emergency Services
CBO	Community Based Organizations
CCO	Office of County Counsel
CDAA	California Disaster Assistance Act
CEO	Office of the County Executive
CHP	California Highway Patrol
ConOps	Concept of Operations
COOP	Continuity of Operations Plan
CRC	Community resource center
CWS	Child Welfare Services
DEH	Department of Environmental Health
DOC	Department Operations Center
DSW	Disaster Service Worker
EAS	Emergency Alert System
EMS	Emergency Medical Services
EOC	Emergency Operations Center
EOP	Emergency Operations Plan

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ESF	Emergency Support Functions
FAST	Functional Assessment and Support Team
FBO	Faith Based Organizations
FCC	Federal Communications Commission
FEMA	Federal Emergency Management Agency
FIN	Finance Agency
FSP	Food Safety Program
GIS	geographic information system
ICS	Incident Command System
IHSS	In-Home Supportive Services
IPAWS	Integrated Public Alert and Warning System
JIC	Joint Information Center
JIS	Joint Information System
LAET	Large Animal Evacuation Team
MAC Group	Multiagency Coordination Group
MOA	Memorandums of Agreement
MOU	Memorandums of Understanding
NIMS	National Incident Management System
NFF	National Response Framework
OA	Operational Area
OAFN	Office of Access and Functional Needs (Cal OES)
OCC	Office of Cultural Competency
OE	Office of Education
OEM	Office of Emergency Management
OIR	Office of Immigrant Relations
OPA	Office of Public Affairs
OSH	Office of Supportive Housing
PHD	Public Health Department
PIO	Public Information Officer
RACES	Radio Amateur Civil Emergency Services
RDA	Roads and Airports Department

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REOC	Regional Emergency Operations Center
SCCFD	Santa Clara County Fire Department
SEMS	Standardized Emergency Management System
SO	Sheriff's Office
SOC	State Operations Center
SOP	Standard Operating Procedures
SSA	Social Service Agency
TDD/TDY	Telecommunication Device for the Deaf
TSS	Technology Services and Solutions
VOAD	Voluntary Organization Active in Disasters
WEA	Wireless Emergency Alerts

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GLOSSARY

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GLOSSARY

Access and functional needs population: Individuals who have developmental or intellectual disabilities; physical disabilities; chronic conditions or injuries; limited English proficiency; or who are non-English speaking, older adults, children, people living in institutionalized settings; those who are low income, homeless, or transportation disadvantaged, including those who are dependent on public transit; or those who are pregnant.

Affected Population: Persons who have been displaced, injured, or have suffered some other loss due to an incident or event.

Annex: A functional, support, hazard- or incident-specific, or another supplement to a basic emergency plan.

Appendix: An attachment to an emergency plan that provides relevant information referenced in an emergency plan. Appendices typically include forms, standard operating procedures, or other types of explanatory or guidance materials.

Emergency Operations Center: A site from which government officials coordinate, monitor, and direct response activities during an emergency.

Emergency responder: Individual responsible for protecting and preserving life, property, the environment, or evidence in the early stages of an event or incident.

Emergency response providers: Federal, state, and local governmental and nongovernmental public safety, fire, law enforcement, emergency response, emergency medical services, and hospital emergency services providers; and related personnel, agencies, and authorities.

First responder: Individual responsible for protecting and preserving life, property, the environment, or evidence in the early stages of an event or incident.

Incident: An occurrence or event, whether caused by natural phenomena or by humans, that requires action by emergency response personnel to prevent or minimize loss of life or damage to property or the environment.

Local government: Under the Standardized Emergency Management System (SEMS), the cities, counties, and special districts in an operational area. Local governments manage and coordinate the overall emergency response and recovery activities within their jurisdiction. In the case of unincorporated areas, local government refers to the County itself.

Mass care and shelter: Actions taken to feed, house, and provide other services to those affected by a PSPS event.

Medical Baseline Program: An assistance program for residential electricity customers who have special energy needs due to qualifying medical conditions. The program provides for a lower rate on monthly energy bills and advance notification in a PSPS event.

Mitigation: Actions taken to lessen the effects of events or incidents on people, property, and the environment.

Mutual aid: An agreement in which two or more parties agree to furnish resources, facilities, and services to other parties to the agreement when the party's own resources are inadequate to address an event or incident.

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Operational Area: Under SEMS, an intermediate level of California’s emergency management organization encompassing the County and all political subdivisions located within a County, including special districts. The operational area manages or coordinates information, resources, and priorities among local governments within the operational area and serves as the coordination and communication link between the local government level and regional level.

Person with a disability: A person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment.

Recovery: The long-term activities beyond the initial emergency response phase of disaster operations that focus on returning all systems in the community to a normal status or to reconstitute these systems to a new condition that is less vulnerable.

Resources: Personnel, facilities, and equipment available for assignment in incidents or events.

Response: Activities that address the direct effects of an incident or event; immediate actions to save lives and to protect property and the environment.

Shelter: A facility that provides safe, accessible, and secure temporary housing before, during, or after an incident or event. Shelters may include general population shelters, medical needs shelters, and household pet shelters.

Situational Report (Sit Rep): A type of status report that provides decision-makers and other users with a summary of the current situation.

Special District: A unit of local government, other than a city, County, or city and County, with authority or responsibility to own, operate, or maintain a project for purposes of natural disaster assistance.



APPENDIX A: FUNCTIONAL AREA/EMERGENCY SUPPORT FUNCTION (ESF) POSITION TASK CHECKLIST

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ACCESS AND FUNCTIONAL NEEDS (AFN) ANNEX



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APPENDIX A: FUNCTIONAL AREA/EMERGENCY SUPPORT FUNCTION (ESF) POSITION TASK CHECKLISTS

This AFN Annex contains checklists for the 20 ESF Coordinator/EOC positions related to their actions with the Access and Functional Needs (AFN) community during an incident. These checklists will be integrated in the *Santa Clara County Emergency Operations Center: Position Reference Material, Position Reference Binder* that is made available to all ESF Coordinators/EOC positions activated in the EOC for implementation. These checklists are short and concise, covering relevant issues related to AFN needs that ESF/EOC positions should be aware of and evaluate. The AFN Coordinator assist with coordinating these issues across the 20 ESFs/EOC positions; however, the responsibility for completing all specific actions within the area of responsibility falls to the ESF/EOC position Coordinators. ESF/EOC positions Coordinators should provide information to the AFN Coordinator based on prompts in their job action sheets.

While the considerations found in the Checklists are broad in coverage, they should not be considered wholly comprehensive. ESF/EOC position Coordinators should be cognizant that other issues related to AFN needs are not listed within these checklists will arise and require resolution.

SHARED RESPONSIBILITY

The integration of the AFN community into disaster response is not the responsibility of one person but must be part of everyone's standard operating procedures (SOP).

EOC Positions/ESF Coordinators should consider ways to promote inclusivity within their areas of responsibility and look to the AFN Coordinator for unique resources and assistance as necessary.

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Access and Functional Needs (AFN) Coordinator Checklist (OEM)

The following checklist indicates the functions of the AFN Coordinator position.

- Note that some tasks may occur once per incident, while others are ongoing for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
- While the considerations provided here are broad in coverage, they should not be considered wholly comprehensive.
- If additional space is needed, use the ICS 214: Activity Log Form. If desired, copy the checklist into a separate document for added flexibility.

Access and Functional Needs Coordinator Checklist			
Name:		Date:	Operational Period:
Task Area	Description	Action Taken	Notes
Role	To integrate the diverse AFN needs in the Emergency Operations Center (EOC). Serves as a technical specialist that is available to advise the EOC.		
BEGINNING SHIFT			
Briefing and Assignment	Obtain brief and receive assignment from supervisor.		
	Evaluate the need for additional AFN Coordinators for support.		
	Understand facility rules and unit policies and procedures.		
Facility Layout and Operational Systems	Become familiar with facility layout and operational systems.		
	Work with facility staff to ensure accessibility to the EOC and other work areas.		
Safety Coordination and Roles	Understand roles and responsibilities when fire alarms or facility lockdown protocols are activated.		
	Request FAST Team evaluation of all active shelter facilities.		
OPERATIONAL PERIOD			
Staff Briefing	Attend regular EOC briefings throughout operational period.		
	Present and discuss potential issues related to AFN community needs with ESF coordinators at the beginning-of-shift briefing.		
	Attend CADRE's coordination calls and/or securing EOC representative to speak with local (VOAD) agencies for information sharing.		
Situational Awareness	Maintain awareness of operations, including trends, changes in services and other variables that may		

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	indicate a need for service delivery adjustments as related to AFN.		
	Coordinate with ESF 6: Care & Shelter Branch Leads and CADRE's AFN Sub-working group to gather intelligence related to AFN concerns and advocate for accessibility.		
	Prepare a SITREP focused on the AFN Coordinator's area of responsibility and disseminate it across the organization.		
	Obtain SITREPs from each ESF twice during each operational period (depending on the length of the period) to maintain situational awareness and mitigate unreported circumstances.		
Incident Tracking	Track significant events or incidents that occur within the AFN Coordinator's area of responsibility		
AFN Resources	Provide a staffing report to the chain of command and indicate any changes or problems.		
	Coordinate with CADRE's Duty Officer 24/7, if needed, to identify and procure AFN resources.		
Administration	Review incident action plan for each operational period.		
	Identify potential legal issues that may occur.		
ESF 1: Transportation [Valley Transportation Agency (VTA)/Fleet and Facilities (FAF)]	Establish communication with ESF-1 Transportation Unit Leader and advise on how to support AFN individuals. For example, evacuee tracking, accessible vehicles (e.g., paratransit), and other transportation-related issues that may arise during an EOC activation.		
ESF 2: Communication [Technology Services and Solutions (TSS)/County Communications]	Establish communication with ESF-2 Communication Branch and advise on how to support AFN individuals during an EOC activation. For example, accessibility of emergency notification and communication systems.		
ESF 3: Construction and Engineering [Roads and Airports (RDA)/FAF]	Establish communication with ESF-3 Construction and Engineering Branch to advise on how to support the AFN community. For example, coordinate meeting with ADA compliance officer to assist with ADA-compliant buildings, assessments, emergency power generation, and debris clearance.		
ESF 4: Fire and Rescue [County Fire]	Establish communication with ESF-4 Fire and Rescue Branch and advise on how to support AFN community, if needed, and requested. For example, may assist with the identification of resources such as interpretations services that may be utilized during Fires and Rescue operations.		
ESF 5: Management [OEM/County Executive Office (CEO)]	Establish communication with ESF 5 and advise on how to support the AFN community. For example, assist with coordination of response operations		

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	resources, hazard identification, issue tracking, and mutual aid.		
ESF 6: Care and Shelter [Office of Supportive Housing (OSH)/American Red Cross (ARC)]	Establish communication with ESF-6 Care and Shelter Branch and advise on how to support the AFN community. For example, request FAST Team to assess shelters accessibility, tracking, shelter communications and resources, mental and behavioral health, medical equipment in shelters, access to medication, service animals, mass feeding, and recovery.		
ESF 7: Resources [FAF/RDA/Procurement Department (PRC)/TSS]	Establish communication with ESF-7 Logistics Section Chief and advise on how to support the AFN community. For example, coordinate the provision of supplies with partners, assist with identification of accessible facilities, and resource allocation/de-confliction.		
ESF 8: Public Health and Medical [Public Health Department (PHD)/Emergency Medical Services (EMS)]	Establish communication with ESF 8 Medical Health Branch, assist with the identification of AFN community needs to mitigate or resolve issues related to medical/mental health resource needs in shelters. For example, mental health clinicians, equipment, supplies and medication.		
ESF 9: Search and Rescue [County Fire]	Establish communication with ESF-9 Search and Rescue Unit to support search and rescue incidents involving AFN individuals. For example, identify AFN resources such as interpreters during operations.		
ESF 10: Hazardous Materials Response [County Fire]	Establish communication with ESF-10 HAZMAT Unit Leader to ensure, if necessary, that the AFN community needs are being met during decontamination.		
ESF 11: Food and Agriculture [Consumer and Environmental Protection Agency (CEPA)]	Establish communication with ESF-11 Environmental Health Unit to advise on the needs of the AFN community related to the Food and Agriculture industries impacted by the disaster.		
ESF 12: Utilities [Pacific Gas & Electric (PG & E)/FAF]	Establish communication with ESF-12 Utilities Unit and advise on continuity of services for AFN community based on client lists received in the EOC. For example, lists from BHS, SSA and PHD programs.		
ESF 13: Law Enforcement [Sheriff's Office]	Establish communication with ESF-13 Law Enforcement Branch to assist with identification of AFN community needs, if any.		
ESF 14: Recovery [CEO/OEM]	Establish communication with ESF-14 Recovery to coordinate short-term support of resources for the AFN community. For instance, needs to new or temporary food and shelter.		
ESF 15: Public Information	Establish communication with ESF-15 Public Information Officer and advise on how to provide		

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[Office of Public Affairs (OPA)]	accessible communications, public messaging through traditional and non-traditional platforms.		
ESF 16: Animal Services [Animal Services]	Establish communication with ESF-16 Animal Services, if necessary, to link ESF 1: Transportation and ESF 6: Care & Shelter leads to support with service dog concerns. For example, work to address the needs of service dogs that are serving individuals with access and functional needs.		
ESF 17: Volunteer Management [Employee Services Agency]	Establish communication with ESF-17 Volunteer Unit Leader to assist with the identification of volunteer needs and identification of volunteer organizations that may be able to assist the AFN community during a disaster. For example, identify non-profits that may be able to provide food delivery services during an incident.		
ESF 18: Cyber Security [TSS]	Establish communication with ESF-18 Cyber Security Communication Branch and assist with identification of issues impacting the AFN community.		
ESF 19: Donations Management [Silicon Valley Community Foundation]	Establish communication with ESF-19 Donations Management Unit to advise Unit Leader on AFN organizations, agencies, facilities and/or individuals needing assistance or resources such as money, goods, and/or services to support.		
ESF 20: Continuity of Operations/Government [COO]	Establish communication with ESF-20 Continuity of Government Coordinator to provide status report on AFN related issues.		
PRIOR TO SHIFT CHANGE			
Staff transition	Participate in transition meeting with relief staff coming on for the next shift.		
End of Shift Report	Prepare activity log and timesheet.		
DEACTIVATION/CLOSEOUT			
Continuation of Services	Fully communicate all outstanding and resolved items to appropriate relief personnel prior to demobilization to ensure the continuation of services.		
Administrative Duties	Appropriately organize all records prior to submission.		
	Prepare final activity log, final timesheet, and demobilization form.		
	Submit all records, forms, and paperwork.		
Staff Debrief	Participate in EOC debriefing.		
	Collect information related to people with access and function needs from ESF coordinators and create a summary report.		

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EOC Director Task Checklist

The following checklist indicates the functions of the EOC Director related to people with Access and Functional Needs, including people with disabilities.

- Note that some tasks may occur once per incident, while others are ongoing for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
- While the considerations provided here are broad in coverage, they should not be considered wholly comprehensive.
- If additional space is needed, use the ICS 214: Activity Log Form. If desired, copy the checklist into a separate document for added flexibility.

EOC Director Task Checklist			
Name:		Date:	Operational Period:
Task Area	Description	Action Taken	Notes
EOC Director	Understand the responsibilities of the AFN Coordinator and the function the coordinator performs during a response activation.		
Coordinate with ESFs and AFN Coordinator	Receive information directly from the AFN Coordinator and task with improving this aspect of the response		
	Notify ESF coordinators including the AFN Coordinator of any issues concerning AFN community needs and encourage coordination to implement appropriate resolutions.		
Issue Tracking	Coordinate with ESF-5: Management to document and track issues related to AFN.		
Brief Leadership	Brief Command Element/Incident Commander on relevant issues pertaining to AFN community needs where appropriate.		
Reporting	Review situation reports (SITREPs) for any issues related to AFN needs and prompt ESF Coordinator to consider these types of issues in all their response activities.		

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ESF 1: Transportation Coordinator (VTA & FAF)

The following checklist indicates the functions of the ESF-1 Coordinator related to people with Access and Functional Needs, including people with disabilities.

- Note that some tasks may occur once per incident, while others are ongoing for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
- While the considerations provided here are broad in coverage, they should not be considered wholly comprehensive.
- If additional space is needed, use the ICS 214: Activity Log Form. If desired, copy the checklist into a separate document for added flexibility.

ESF-1 Transportation Coordinator AFN Task Checklist			
Name:		Date:	Operational Period:
Task Area	Description	Action Taken	Notes
Role	Assist in the management of transportation systems and infrastructure during domestic threats or in response to incidents.		
Hazard Vulnerability Assessment	Use the results of transportation hazard vulnerability assessments (HVAs) to help identify populations that may require transportation assistance, if applicable.		
Accessible Vehicles	Establish communications with paratransit providers to ascertain current resource and support capacity and information on possible shutdowns or other services interruptions.		
	Disseminate the information in coordination with ESF: 15 Public Information Officer (Office of Public Affairs) and ESF: 2 Communications (TSS & County Communications) for existing notification methods.		
	Coordinate with transportation providers to identify public and private accessible vehicle resources (e.g., vehicles that are ramp- or lift- equipped, Dial-a-Rides, Taxi Systems, Non-medical emergency vans/ambulances, vehicles suitable for transporting those on oxygen, School district transportation systems, etc....).		
	Determine the availability of these vehicles to support transportation needs.		
	Match transportation resources to the needs of individuals who require evacuation.		
	Prioritize vehicles when demand exceeds supply.		
	Encourage first responders to elicit the expertise of the evacuees they are assisting to safely and effectively		

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	operate mobility devices and other adaptive technology to aid in the evacuation process.		
Mutual Aid	Use mutual aid agreements to obtain resources required to meet the needs of people with disabilities and others with access and functional needs, as needed		
Evacuation	Coordinate with ESF 8: Public Health and Medical (PHD, EMS and BHS) and ESF 15: Public Information Officer (Office of Public Affairs) to support evacuation of facilities housing AFN individuals, if needed.		
	Identify any needs required by facilities housing AFN individuals and allocate accessible transportation resources.		
	Implement plans to provide transportation resources and assistance to individuals and/or families that request evacuation assistance.		
	Coordinate pick-up routing based on evacuee transportation needs, geographical location, and disrupted transportation infrastructure (if applicable) to assist the largest number of evacuees in the least amount of time		
Tracking	Coordinate with ESF-6: Care and Shelter (OSH & ARC) to use an evacuee tracking system to maintain situational awareness		
Reception Center Coordination	In coordination with ESF-6: Care and Shelter (OSH & ARC) coordinate transportation of individuals with AFN needs to service centers, prioritizing accessible locations.		
Reporting	Include any AFN issues encountered during the operational period in situation reports (SITREPs).		



ESF 2: Communications Coordinator (TSS & County Communications)

The following checklist indicates the functions of the ESF-2 Coordinator related to people with Access and Functional Needs, including people with disabilities.

- Note that some tasks may occur once per incident, while others are ongoing for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
- While the considerations provided here are broad in coverage, they should not be considered wholly comprehensive.
- If additional space is needed, use the ICS 214: Activity Log Form. If desired, copy the checklist into a separate document for added flexibility.

ESF-2: Communications Coordinator AFN Task Checklist			
Name:		Date:	Operational Period:
Task Area	Description	Action Taken	Notes
Role	Provides resources, support, and restoration of government emergency telecommunications, including voice and data.		
Emergency Notification Systems	Ensure incident-specific messaging is provided in formats that are accessible and appropriate to reach individuals with AFN. (Announce it, Caption it, Picture it, Describe it, E-mail it, Relay it, Text it, Post it, interpret it (language & sign) and Repeat it.		
	Determine impacts to the communications system and consider alternative options, such as sign-language video, braille, large print, audio, or pictures, that are appropriate to reach AFN individuals and families.		
	Communicate emergency messages to registered AFN individuals in the appropriate formats if a registry is used.		
Reporting	Include any issues related to AFN encountered during the operational period in situation reports (SITREPs).		

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ESF 3: Construction and Engineering Coordinator (RDA & FAF)

The following checklist indicates the functions of the ESF-3 Coordinator related to people with Access and Functional Needs, including people with disabilities.

- Note that some tasks may occur once per incident, while others are ongoing for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
- While the considerations provided here are broad in coverage, they should not be considered wholly comprehensive.
- If additional space is needed, use the ICS 214: Activity Log Form. If desired, copy the checklist into a separate document for added flexibility.

ESF-3: Construction and Engineering Coordinator AFN Task Checklist			
Name:		Date:	Operational Period:
Task Area	Description	Action Taken	Notes
Role	Organizes the capabilities and resources of the government to facilitate the delivery of services, technical assistance, engineering expertise, construction management and other support to local jurisdictions.		
Road Closures	Coordinate with ESF-1: Transportation (VTA & FAF) and the AFN Coordinator on transportation infrastructure issues such as closed roads that impede accessibility and result in isolation of AFN individuals.		
Debris Clearance	Clear debris from affected areas. For example, identify roads near facilities that provide AFN support services and ensure roads are clear from debris.		
Power and Water Services	Coordinate backup and/or temporary power generation to support medical, adaptive, and mobility equipment at facilities.		
	In the event of water or power outages, coordinate with ESF 12: Utilities (PG & E & FAF) for restoration of power.		
	Coordinate with ESF 8: Public Health and Medical Branch (PHD, EMS & BHS) related to Medical/Health needs to determine alternate service sites if prolong time of outage.		
ADA-Compliant Buildings	Upon request, provide information and/or records on ADA-compliant, government-owned properties that can be used as additional shelters, warming or cooling stations, or other emergency locations.		

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	If assessments need to be done, coordinate with ESF-6: Care and Shelter (OHS & ARCH) to develop a plan for conducting an accessibility survey.		
Reporting	Include any issues related to AFN needs encountered during the operational period in situation reports (SITREPs).		

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ESF 4: Fire and Rescue Coordinator (County Fire)

The following checklist indicates the functions of the ESF-4 Coordinator related to people with Access and Functional Needs, including people with disabilities.

- Note that some tasks may occur once per incident, while others are ongoing for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
- While the considerations provided here are broad in coverage, they should not be considered wholly comprehensive.
- If additional space is needed, use the ICS 214: Activity Log Form. If desired, copy the checklist into a separate document for added flexibility.

ESF-4: Fire and Rescue Coordinator AFN Task Checklist			
Name:		Date:	Operational Period:
Task Area	Description	Action Taken	Notes
Role	Monitors the status of the fire mutual aid activities. Coordinates support activities related to the detection and suppression of urban, rural, and wild land fires and emergency incident scene rescue activities and provides personnel, equipment and supplies to support local jurisdictions.		
Coordination	Coordinate with ESF-9: Search and Rescue Unit (County Fire) to implement or adjust search and rescue operations.		
	Coordinate with ESF-10: Hazardous Materials Response Unit (County Fire) to implement or adjust hazardous materials(HazMat) decontamination of service animals, assistive devices and equipment, and other issues pertaining to AFN needs.		
Reporting	Include any issues related to AFN needs encountered during the operational period in situation reports (SITREPs).		



ESF 5: Management Coordinator (OEM & CEO)

The following checklist indicates the functions of the ESF-5 Coordinator related to people with Access and Functional Needs, including people with disabilities.

- Note that some tasks may occur once per incident, while others are ongoing for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
- While the considerations provided here are broad in coverage, they should not be considered wholly comprehensive.
- If additional space is needed, use the ICS 214: Activity Log Form. If desired, copy the checklist into a separate document for added flexibility.

ESF-5: Emergency Management Coordinator AFN Task Checklist			
Name:		Date:	Operational Period:
Task Area	Description	Action Taken	Notes
Role	Coordinates and resolves issues among the EFs in the phases of emergency management to ensure consistency in the development and maintenance of the EOC annexes. During emergencies, serves in an advisory capacity to the EOC Director.		
Coordination	Conduct general coordination of issues pertaining to AFN needs, such as the following: Identify hazards Vet and reconcile potential issues identified by other ESFs and the AFN Coordinator Share pertinent demographic information with other ESFs.		
Incident Action Planning	Conduct strategic and operational planning related to AFN, including potential unmet needs. Track progress of outstanding issues.		
Mutual Aid	Identify and provide mutual aid.		
Reporting	Include any issues related to AFN needs encountered during the operational period in situation reports (SITREPs).		



ESF 6: Care and Shelter Coordinator (OSH & ARC)

The following checklist indicates the functions of the ESF-6 Coordinator related to people with Access and Functional Needs, including people with disabilities.

- Note that some tasks may occur once per incident, while others are ongoing for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
- While the considerations provided here are broad in coverage, they should not be considered wholly comprehensive.
- If additional space is needed, use the ICS 214: Activity Log Form. If desired, copy the checklist into a separate document for added flexibility.

ESF-6: Care and Shelter Coordinator AFN Task Checklist			
Name:		Date:	Operational Period:
Task Area	Description	Action Taken	Notes
Role	Coordinates actions to assist responsible jurisdictions to meet the needs of victims displaced during an incident including food assistance, clothing, non-medical care and sheltering, family reunification and victim recovery.		
Sheltering	Will select general shelters from existing list and will ensure that selected general shelters are architecturally and/or programmatically accessible to people (including children) with access and functional needs.		
	If assessments need to be done, OSH and ARC will coordinate with SSA's FAST Team to conduct accessibility assessments for shelters.		
	Coordinate with ESF-15: Public Information to disseminate information to the public regarding the following: Accessibility of shelter sites Types of belongings people should bring with them (e.g., medications, prescriptions, durable medical equipment, specialized equipment) Monitor the shelter intake process and data collection to identify issues related to people with disabilities and others with access and functional needs as early as possible at intake		

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	Monitor shelters for reasonable accommodation requests that are made and help coordinate logistical needs as appropriate		
Shelter Communications	In coordination with ESF-15: Public Information, provide shelter- and mass care-related communications, including verbal and written messages via multiple formats (e.g., large print, audio, braille, picture, and/or accessible websites) and in Multi-lingual communities that are prevalent in the community so that they can be understood by the whole community, including people access and functional needs.		
	Coordinate acquisition of materials in unanticipated formats upon identification of needs (e.g., language translation services).		
Shelter Resources	Identify resources needed to operate shelters and coordinate with ESF 7: Logistics Section Chief to procure. For example, groceries and food for service animals.		
	Request(s) for mass care and shelter resources that will be generated one of two ways: Resource request will be forwarded to the SCC EOC or will be issued in accordance with established mutual aid agreements.		
Reporting	Include any issues related to people with disabilities and others with access and functional needs encountered during the operational period in situation reports (SITREPs).		

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ESF 7: Resources Coordinator (FAF, RDA, PRC, & TSS)

The following checklist indicates the functions of the ESF-7 Coordinator related to people with Access and Functional Needs, including people with disabilities.

- Note that some tasks may occur once per incident, while others are ongoing for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
- While the considerations provided here are broad in coverage, they should not be considered wholly comprehensive.
- If additional space is needed, use the ICS 214: Activity Log Form. If desired, copy the checklist into a separate document for added flexibility.

ESF-7: Resource AFN Task Checklist			
Name:		Date:	Operational Period:
Task Area	Description	Action Taken	Notes
Role	Coordinates plans and activities to locate, procure, and pre-position resources to support emergency operations.		
Provide Equipment	Locate and provide reasonable equipment requested by other ESFs, including durable medical equipment, consumable medical supplies, sheltering needs, animal crates, food, water, and other supplies required by people with disabilities and others with access and functional needs		
	Coordinate with ESF 8: Public Health and Medical to procure Medical/Health resources.		
Modifications to Facilitate	Coordinate with ESF-6 to identify and secure minor modifications to facilities to accommodate people with disabilities and others with access and functional needs, such as adjusting doors, placing cones in front of hallway obstructions, and securing additional signage		
De-conflict Resource Allocation	Prioritize logistics requests and de-conflict resource allocation, especially for resources used to support people with disabilities and other access and functional needs, as equipment is highly specialized and sufficient substitutes are not readily available		
Reporting	Include any issues related to people with disabilities and others with access and functional needs encountered during the operational period in situation reports (SITREPs).		

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ESF 8: Public Health and Medical Services Coordinator (PHD & EMS)

The following checklist indicates the functions of the ESF-8 Coordinator related to people with Access and Functional Needs, including people with disabilities.

- Note that some tasks may occur once per incident, while others are ongoing for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
- While the considerations provided here are broad in coverage, they should not be considered wholly comprehensive.
- If additional space is needed, use the ICS 214: Activity Log Form. If desired, copy the checklist into a separate document for added flexibility.

ESF-8: Public Health and Medical Services AFN Task Checklist			
Name:		Date:	Operational Period:
Task Area	Description	Action Taken	Notes
Role	Coordinates public health, Environmental Health and Emergency Medical Services activities countywide in support of local jurisdiction resource needs for preparedness, response, and recovery from emergencies and disasters.		
Locate People with Access and Functional Needs	Support evacuation and movement of people in nursing homes, assisted living, group homes, and other facilities		
	Work with management entity to identify unforeseen resource needs		
Medical Needs Shelters	Work to implement and support clearly defined criteria for general population shelters and medical shelters. Maintain a policy that reserves medical shelters for those who cannot safely sustain at a general population shelter.		
	If co-located with a community shelter, coordinate food services with ESF-6 to address cultural and dietary restrictions		
	Provide medical care for people with disabilities and others with access and functional needs who may not require constant medical supervision		
	Monitor need for and provision of accommodation to individuals receiving hospice or palliative care		

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	Identify staffing resources with this expertise		
Medical Equipment	Coordinate the provision of durable medical equipment and consumable medical supplies		
	Coordinate to locate available pharmacies or provide prescription drugs or drug refills to people who have lost access to regular stocks of needed medication Consider medical needs related to addiction and detox (e.g., methadone clinics)		
	Work with ESF-6: Care & Shelter and ESF-12: Utilities to secure adequate power generation to support medical, adaptive, and mobility equipment in shelters. If adequate power is not available, work with ESF-1: Transportation and ESF-6: Care & Shelter to transfer the affected individuals to another, more suitable facility.		
Reporting	Include any issues related to people with disabilities and others with access and functional needs encountered during the operational period in situation reports (SITREPs)		



ESF 9: Search and Rescue Coordinator (County Fire)

The following checklist indicates the functions of the ESF-9 Coordinator related to people with Access and Functional Needs, including people with disabilities.

- Note that some tasks may occur once per incident, while others are ongoing for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
- While the considerations provided here are broad in coverage, they should not be considered wholly comprehensive.
- If additional space is needed, use the ICS 214: Activity Log Form. If desired, copy the checklist into a separate document for added flexibility.

ESF-9: Search and Rescue Coordinator AFN Task Checklist			
Name:		Date:	Operational Period:
Task Area	Description	Action Taken	Notes
Role	Supports and coordinates response of personnel and equipment to search for and rescue missing or trapped persons. Supports and coordinates responses to search for, locate and rescue missing or lost persons, missing and downed aircraft, high angle rock rope rescue		
Search and Rescue Operations	Work with the D/AFN Coordinator and the other ESFs to provide the appropriate support to people with disabilities and others with access and functional needs encountered during search and rescue operations		
	Coordinate with ESF-1, ESF-6, and ESF-12 regarding movement and sheltering of people who cannot sustain in their homes with prolonged utility outages		
Missing Persons	Coordinate with ESF-15 to obtain information reported by the public on potential missing persons (e.g., neighbors, friends, family) with disabilities and others with access and functional needs Coordinate with ESF-13 to search for and locate these individuals		
Reporting	Include any issues related to people with disabilities and others with access and functional needs encountered during the operational period in situation reports (SITREPs)		

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ESF 10: Hazardous Materials Coordinator (County Fire)

The following checklist indicates the functions of the ESF-10 Coordinator related to people with Access and Functional Needs, including people with disabilities.

- Note that some tasks may occur once per incident, while others are ongoing for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
- While the considerations provided here are broad in coverage, they should not be considered wholly comprehensive.
- If additional space is needed, use the ICS 214: Activity Log Form. If desired, copy the checklist into a separate document for added flexibility.

ESF-10: Hazardous Materials Response Coordinator AFN Task Checklist			
Name:		Date:	Operational Period:
Task Area	Description	Action Taken	Notes
Role	Coordinates local resources and supports the responsible jurisdiction to prepare for, prevent, minimize, assess, mitigate, respond to, and recover from a threat to the public or environment by actual or potential hazardous materials releases, including oil spills.		
Decontamination Operations	Arrange for decontamination of service animals.		
	Ensure that mobility devices including wheelchairs, canes, walkers, and shower chairs are available at decontamination site. If not, coordinate with ESF 7: Logistics Section Chief to procure.		
	Coordinate tagging, logging, and future collection procedures for adaptive or assistive devices that cannot be decontaminated on site and arrange for replacement items.		
	Deliver all decontamination information in multiple ways and formats so that it is accessible to the whole community		
Reporting	Include any issues related to people with disabilities and others with access and functional needs encountered during the operational period in situation reports (SITREPs)		



ESF 11: Food and Agriculture Coordinator (Environmental Health)

The following checklist indicates the functions of the ESF-11 Coordinator related to people with Access and Functional Needs, including people with disabilities.

- Note that some tasks may occur once per incident, while others are ongoing for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
- While the considerations provided here are broad in coverage, they should not be considered wholly comprehensive.
- If additional space is needed, use the ICS 214: Activity Log Form. If desired, copy the checklist into a separate document for added flexibility.

ESF-11: Food and Agriculture Coordinator AFN Task Checklist			
Name:		Date:	Operational Period:
Task Area	Description	Action Taken	Notes
Role	Coordinates activities during and immediately following a disaster, impacting SCC agriculture, and food industry, and supports the recovery of impacted industries and resources post disaster.		
Shelters	Provide processes and policies for housing variety of animal species in shelters, including service animals.		
	Coordinate with ESF 6: Care & Shelter (OSH, SSA & ARC), to provide support and care to service animals staying with their owners at facilities or in nearby pet shelters (e.g., food, relief areas, animal bedding).		
Evacuation	Coordinate with ESF 1: Transportation (VTA & FAF) to ensure transportation of service animals is adequate when transporting to shelters.		
Resources	Establish communication between the EOC ESF 7: Resources, Logistics Section Chief to provide list of equipment and supplies that may be needed to assist in general population shelters accepting service animals and Agricultural incidents.		
Reporting	Include any issues related to people with access and functional needs encountered during the operational period in situation reports (SITREPs).		



ESF 12: Utilities Coordinator (PG & E & FAF)

The following checklist indicates the functions of the ESF-12 Coordinator related to people with Access and Functional Needs, including people with disabilities.

- Note that some tasks may occur once per incident, while others are ongoing for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
- While the considerations provided here are broad in coverage, they should not be considered wholly comprehensive.
- If additional space is needed, use the ICS 214: Activity Log Form. If desired, copy the checklist into a separate document for added flexibility.

ESF-12: Utilities Coordinator AFN Task Checklist			
Name:		Date:	Operational Period:
Task Area	Description	Action Taken	Notes
Role:	Coordinate adequate utilities to support medical, adaptive mobility equipment at facilities or homes during an emergency.		
Outages	Coordinate with ESF-6: Care & Shelter (OSH, SSA & ARC) and ESF-8: Public Health and Medical (PHD & EMS) to identify critical facilities and/or populations impacted by utility outages.		
	Coordinate with ESF-1: Transportation (VTA & FAF), ESF-6: Care & Shelter (OSH, SSA & ARC), and ESF-9: Search and Rescue (County Fire) regarding movement and sheltering of people who cannot sustain in their homes with prolonged utility outages.		
	In the event of water or power outages, Coordinate with ESF 8: Public Health and Medical (PHD & EMS) to identify dialysis centers and/or healthcare and assisted living facilities impacted and provide alternate service options.		
	Communicate with ESF-2: Communications (County Communications & TSS) to communicate potential loss of power to medical/health providers and persons on life-sustaining equipment.		

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	Coordinate restoration of services when utility outages occur such as heating, cooling and better air quality centers.		
Utility Restoration	Make utilities aware of critical facilities that house people with access and functional needs (e.g., group homes, senior housing, day cares, adult day care, assisted living facilities, jail), including utility customers with life-sustaining equipment, in areas of known outages.		
	Obtain estimated time for utility restoration (if available) and consider working with other ESFs (e.g., ESF-1, ESF-3, ESF-7) to supply back-up generation and/or evacuation.		
Reporting	Include any issues related to people with disabilities and others with access and functional needs encountered during the operational period in situation reports (SITREPs)		



ESF 13: Law Enforcement Coordinator (Sheriff Office)

The following checklist indicates the functions of the ESF-13 Coordinator related to people with Access and Functional Needs, including people with disabilities.

- Note that some tasks may occur once per incident, while others are ongoing for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
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ESF-13: Law Enforcement Coordinator AFN Task Checklist			
Name:		Date:	Operational Period:
Task Area	Description	Action Taken:	Notes:
Role:	Coordinate law enforcement personnel and equipment to support responsible law enforcement agencies, coroner activities and public safety in accordance with Law Enforcement and Coroner's Mutual Aid Plans.		
Missing Persons	Coordinate with ESF-15: Public Information (OCPA & OEM) to obtain information reported by the public on potential missing persons (e.g., neighbors, friends, family) AFN needs.		
	Coordinate with ESF-9: Search & Rescue (County Fire) to search for and locate individuals, including those with AFN.		
Security Missions	Assist with traffic control and public safety for Evacuation and coordinate, if necessary, with ESF-1: Transportation (VTA & FAF) evacuations		
	Provide security for ESF-6: Care & Shelter (OSH, SSA & ARC) shelter locations.		
Reporting	Include any issues related to people with access and functional needs encountered during the operational period in situation reports (SITREPs)		



ESF 14: Recovery Coordinator (CEO/OEM)

The following checklist indicates the functions of the ESF-14 Recovery Coordinator (CEO/OEM) related to people with Access and Functional needs including people with disabilities.

- Note that some tasks may occur once per incident, while others are ongoing for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
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ESF-14: Recovery Coordinator AFN Task Checklist			
Name:		Date:	Operational Period:
Task Area	Description	Actions Taken	Notes
Role	Supports and enables economic recovery of communities and California from the long-term consequences of extraordinary emergencies and disasters.		
Resources	Identify resources to assist people with access and functional needs in their recovery, housing, and re-entry solutions.		
	Determine accessibility of new or temporary housing.		
	Work with and support community-based organizations (CBOs) to determine whether networks and infrastructure necessary to support people with access and functional needs are back in place before they are transitioned to short-term housing.		
	Coordinate with ESF-1: Transportation (VTA/FAF) to provide transportation to new or temporary housing		
Recovery	Plan for the recovery and transition needs of people with access and functional needs, including how and when people will be transitioned to their homes or other institutions		
Reporting	Include any issues related to people with access and functional needs encountered during the operational period in situation reports (SITREPs)		



ESF 15: Public Information Coordinator (OCPA/OEM)

The following checklist indicates the functions of the ESF-15 Coordinator related to people with Access and Functional Needs, including people with disabilities.

- Note that some tasks may occur once per incident, while others are ongoing for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
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ESF-15: Public Information Coordinator AFN Task Checklist			
Name:		Date:	Operational Period:
Task Area	Description	Action Taken	Notes
Role	Supports the accurate, coordinated, timely and accessible information to affected audiences, including governments, media, the private sector, and the local populace, including people with Access and Functional Needs.		
Accessible Public Messaging	To the extent possible, make public meetings and press conferences accessible to people with disabilities and others with access and functional needs, including Multi-lingual community, by providing American Sign Language (ASL) interpreters, or in-house language access team for real-time translations and closed captioning.		
	Provide text telephone (TTY) numbers when any hotline number is given. If TTY numbers are not immediately available, instruct callers to use relay services		
	Craft informative emergency information and messages using plain language and provide them in alternative formats such as braille, large print, audio, or pictures.		
	Ensure that all websites providing resources are accessible to people with access and functional needs and available in languages other than English that are prevalent in the community to the extent possible		

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	<p>Coordinate with the Public Information Officer (PIO)/Joint Information Center (JIC) to address the needs of people with access and functional needs in media releases and during press conferences.</p> <p>Ask people to share emergency information with family, neighbors, and friends, especially those who may have difficulty receiving and/or understanding the information.</p>		
Traditional Media	The PIO/JIC, may recommend to the media to provide accessible emergency communication to the public.		
	Monitor scroll and crawl messages to determine whether they interfere with captioning.		
	Work with the PIO/JIC to contact broadcasters and request changes as necessary.		
Social Media	Use social media to deliver emergency management-related information to people with disabilities and others with access and functional needs and nongovernmental entities that serve them		
Nongovernmental Organizations	Partner with service delivery and advocacy organizations, such as CADRE, and develop procedures to deliver emergency-related messages to their clients.		
Reporting	Include any issues related to people with disabilities and others with access and functional needs encountered during the operational period in situation reports (SITREPs)		



ESF 16: Animal Service Coordinator (Environmental Health)

The following checklist indicates the functions of the ESF-1 Coordinator related to people with Access and Functional Needs, including people with disabilities.

- Note that some tasks may occur once per incident, while others are ongoing for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
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ESF-16: Animal Service AFN Task Checklist			
Name:		Date:	Operational Period:
Task Area	Description	Action Taken	Notes
Role	The responsibility for evacuation and movement of citizens in times of crisis		
Accessible Vehicles	Establish communications with ESF 1: Transportation to identify current resource and support capacity and information on possible shutdowns or other services interruptions. Disseminate the information in coordination with ESF-1 and 15 and existing notification methods		
	Match transportation resources to the needs of individuals who require evacuation.		
	Encourage first responders to elicit the expertise of the evacuees they are assisting to safely and effectively operate mobility devices and other adaptive technology to aid in the evacuation process		
Mutual Aid	Use mutual aid agreements to obtain resources required to meet the needs of people with access and functional needs, as needed.		
Hazard Vulnerability Assessment	Use the results of transportation- and evacuation-specific hazard vulnerability assessments (HVAs) to help identify populations that may require transportation and evacuation assistance, if applicable		
Evacuation	Coordinate with ESF-1 and 8 to support the evacuation of facilities housing people with		

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	<p>disabilities and with access and functional needs Identify any needs required by these facilities and allocate accessible transportation resources</p>		
	<p>Implement plans to provide transportation resources and assistance to individuals who have requested evacuation assistance</p>		
	<p>Coordinate pick-up routing based on evacuee transportation needs, geographical location, and disrupted transportation infrastructure (if applicable) to assist the largest number of evacuees in the least amount of time</p>		
Tracking	<p>Coordinate with ESF-6 to use an evacuee tracking system to maintain situational awareness</p>		
Reception Center Coordination	<p>In coordination with ESF-6, coordinate transportation of people with disabilities and others with access and functional needs to service centers, prioritizing accessible locations</p>		
Reporting	<p>Include any issues related to people with disabilities and others with access and functional needs encountered during the operational period in situation reports (SITREPs)</p>		



ESF 17: Volunteer Management Coordinator (Employment Services Agency)

The following checklist indicates the functions of the ESF-1 Coordinator related to people with Access and Functional Needs, including people with disabilities.

- Note that some tasks may occur once per incident, while others are ongoing for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
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ESF-17: Volunteer Management AFN Task Checklist			
Name:		Date:	Operational Period:
Task Area	Description	Action Taken	Notes
Role	Ensuring the most efficient and effective use of affiliated and unaffiliated volunteers and voluntary organizations to support incidents requiring local response.		
Coordination	Establish communication with ESF 7: Resource Logistics Section Chief (FAF, RDA, PRC and TSS)		
	Establish communication with AFN Coordinator to assist with the identification of AFN volunteer needs.		
Resources	Identify and establish communication with volunteer(s) and voluntary organizations that may specialize in assisting AFN individuals.		
	Ensure Volunteers are properly vetted and trained to serve AFN individuals.		
Reporting	Include any issues related to people with access and functional needs encountered during the operational period in situation reports (SITREPs)		



ESF 18: Cyber Security Coordinator (TSS)

The following checklist indicates the functions of the ESF-1 Coordinator related to people with Access and Functional Needs, including people with disabilities.

- Note that some tasks may occur once per incident, while others are ongoing for the duration of the incident.
- Tasks may be delegated to support staff as appropriate.
- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
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- If additional space is needed, use the ICS 214: Activity Log Form. If desired, copy the checklist into a separate document for added flexibility.

ESF-18: Cyber Security Coordinator AFN Task Checklist			
Name:		Date:	Operational Period:
Task Area	Description	Action Taken	Notes
Role			
Coordination	Coordinate with ESF 8: Public Health and Medical (PHD & EMS) during cyber incidents impacting public health and medical facilities. Incidents impacting healthcare facility durable equipment/infrastructure, food/drug, and radiological/nuclear systems.		
	Establish communication with AFN Coordinator to assist with the identification of AFN needs during Cyber Security issues.		
Resources	Identify resources to assist individuals with access and functional needs.		
Mutual Aid	Identify and provide mutual aid.		
Reporting	Include any issues related to people with access and functional needs encountered during the operational period in situation reports (SITREPs)		



ESF-19: Donations Management Coordinator (Silicon Valley Foundation)

The following checklist indicates the functions of the ESF-1 Coordinator related to people with Access and Functional Needs, including people with disabilities.

- Note that some tasks may occur once per incident, while others are ongoing for the duration of the incident.
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- When completion of a particular task cannot be accomplished, reasonable accommodations should be made wherever possible.
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ESF-19: Donations Management AFN Task Checklist			
Name:		Date:	Operational Period:
Task Area	Description	Action Taken	Notes
Role	Ensures the most efficient and effective use of monetary and in-kind donations during a disaster.		
Coordination	Establish communication with EOC's AFN coordinator to identify AFN needs.		
	Coordinate with donors to effectively coordinate monetary or In-kind donations for AFN community.		
Reporting	Include any issues related to people with access and functional needs encountered during the operational period in situation reports (SITREPs)		