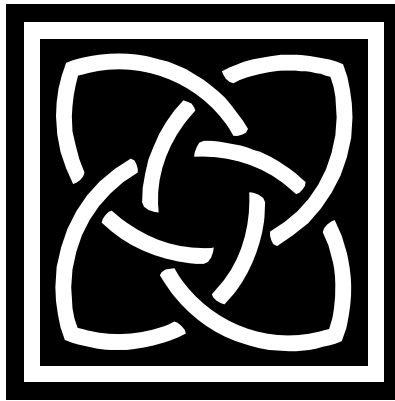


Eastern Los Angeles Regional Center

EMERGENCY OPERATIONS PLAN



1000 S. Fremont Ave., Unit 23
Alhambra CA 91803

Mailing Address: PO Box 7916
Alhambra, CA, 91802-7916

Version 2.0, July 2012

Eastern Los Angeles Regional Center March 2012

To: Board of Directors, Officials and Employees of Eastern Los Angeles Regional Center and other interested parties:

Subject: Letter of Promulgation

Eastern Los Angeles Regional Center provides diagnosis and assessment of eligibility and helps plan, access, coordinate and monitor the services and supports that are needed by consumers because of a developmental disability within the eastern portion of Los Angeles County. Eastern Los Angeles Regional Center, in cooperation with the State of California Department of Developmental Disabilities and our partners, have prepared this emergency operations plan to ensure the most effective and economical allocation of limited resources to ensure that effective services can continue to be provided to our consumers in time of an emergency and meet the extraordinary need for disaster related information and services.

While no plan can visualize all potential disasters and completely describe appropriate responses to ensure the safety and well-being of our consumers, employees and volunteers while maintaining services, good plans carried out by knowledgeable and well-trained personnel can and will minimize losses and maximize service capability. This plan establishes the emergency organization, assigns tasks, specifies policies and general procedures, and provides for coordination of planning efforts with the various emergency staff and service elements within the framework provided by the State of California Standardized Emergency management Systems (SEMS) and the National Incident Management System (NIMS).

The objective of this plan is to incorporate and coordinate all the facilities and personnel of Eastern Los Angeles Regional Center, available resources of the State of California Department of Developmental Services and other Partners into an efficient organization capable of responding effectively to any emergency.

This emergency operations plan is wholly independent of, though works with the State of California Department of Developmental Services emergency operations plan. It will be reviewed and exercised periodically and revised as necessary to meet changing conditions.

The Eastern Los Angeles Regional Center Board of Directors gives its full support to this plan and urges all officials, employees and Partners, individually and collectively, to do their share in the total emergency effort of Eastern Los Angeles Regional Center.

This letter promulgates the Eastern Los Angeles Regional Center Emergency Operations Plan, and adopts the State of California Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) by Eastern Los Angeles Regional Center.

This Emergency Operations Plan becomes effective on approval by the Eastern Los Angeles Regional Center Board of Directors.

Terry Munoz, Chairperson, Board of Directors
Eastern Los Angeles Regional Center

Date: _____

The undersigned, representing executive and management staff, concur with the Eastern Los Angeles Regional Center Emergency Operations Plan. As needed, revisions should be submitted to the Eastern Los Angeles Regional Center Information and Training Supervisor.

Signed _____ Date _____
Executive Director

Signed _____ Date _____
Chief of Consumer Services

Signed _____ Date _____
Chief of Administrative Services

Signed _____ Date _____
Manager of Community Services

RECORD OF CHANGES

[illegible]

Emergency Operations Plan Distribution

The following ELARC Units/Departments/Divisions and outside organizations will be provided a complete copy of the Eastern Los Angeles Regional Center Emergency Operations Plan:

Division/Organization	# of Copies	Date	Name and Title of Recipient
ELARC Board of Directors	13	05/08/12	Terry Munoz, Chair
ELARC Management Team	30	07/17/12	Gloria Wong, Executive Director
Los Angeles County: Office of Emergency Management; County Emergency Operations Center (CEOC) 1275 N. Eastern Ave. Los Angeles, CA 90210 (323) 980-2260	1	07/05/12	Jeffrey Reeb, Access & Functional Needs Coordinator
Los Angeles County: Disaster Management Area Coordinator: Area C P.O. Box 881 Sierra Madre, CA 91025	1	07/05/12	John Penido
Los Angeles County: Disaster Management Area Coordinator: Area D 725 N. Alameda Ave. Azusa, CA 91702	1	07/05/12	Brenda Hunymiller
Los Angeles County: Disaster Management Area Coordinator: Area E 13700 La Mirada Blvd. La Mirada, CA 90638	1	07/05/12	areae@earthlink.net
Los Angeles County Disaster Management Area Coordinator: Area H 200 North Spring St., Room 1533 Los Angeles, CA 90012	1	07/05/12	Quentin Frazier
Department of Developmental Services Emergency Preparedness and	1	05/16/12	Tamara A. Rodriquez, Officer Emergency Preparedness and Response

Response 1600 Ninth Street, Room 240 Sacramento, CA 95814			
American Red Cross of Greater Los Angeles 11355 Ohio Ave. Los Angeles, CA 90025	1	07/09/12	Brandy Welch, Disaster Partnerships Manager
Department of Public Social Services Property and Emergency Management Section Norwalk District Office 12727 Norwalk Blvd. Norwalk, CA 90650	1	07/09/12	John Cvjetkovic, Administrative Services Manager II
Desert Regional Center 1391 S. Jones Blvd. Las Vegas, NV 89146-1200	1		

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Executive Summary

To better serve our community, Eastern Los Angeles Regional Center will manage agency operations and minimize disruption of services to the individuals we serve in the event of an emergency.

The Eastern Los Angeles Regional Center (ELARC) is a private, non-profit organization under contract to the California Department of Developmental Services (DDS) which coordinates and provides community based services to people with developmental disabilities. ELARC is one of 21 Regional Centers in the state and one of 7 Regional Centers in Los Angeles County. The ELARC service area is comprised of communities located in the eastern and northeastern portions of Los Angeles County. It encompasses the Los Angeles County Health Districts of Alhambra, East Los Angeles, Northeast, and Whittier. In total, ELARC serves over 8950 individuals and has over 230 employees at two sites in Eastern Los Angeles County. ELARC is a case management agency that develops agreements with service providers (vendors) to provide direct services to individuals in the community. See Exhibits numbered 1, 2, 3 and 4 for details of cities served and maps of the service area.

The Emergency Operations Plan (EOP) is designed as a guide for the agency in the event of an emergency, disaster, or event that would require response aimed at protecting the life and property of the individuals served by our agency as well as agency staff. When faced with such events, it is likely that the usual organizational structure could not respond quickly to the needs of our community, thus a specific plan for Emergency Operations is warranted.

This plan is part of a larger planning framework that supports the safe and ongoing accomplishment of the ELARC mission within our organizational goals and bylaws. Through an integrated framework of organizational plans and procedures involving all stakeholders, we will promote effective planning and coordination prior to an emergency, hereby ensuring a more effective response and recovery.

The Office of Emergency Management (OEM) is the disaster preparedness coordinator for Los Angeles County. In partnership with the Los Angeles County Sheriff Emergency Operations Bureau, they maintain the County Emergency Operations Center. The OEM has divided the county into Disaster Management Areas. Each Disaster Management Area has a Disaster Management Area Coordinator (DMAC). The communities served by ELARC are in Disaster Management Areas C, D, E and H. Refer to Exhibit 9 for the Disaster Management Areas map.

Once ELARC is made aware of an emergency or disaster, and the Executive Director or her designee has implemented the Emergency Operations Plan, the Regional Center will strive to continue to provide appropriate information and referral services during and following a disaster. ELARC will work to provide updated information to our community and assess the needs our community in collaboration with our network of service providers, families, and consumers. ELARC will support the Los Angeles County Emergency Response Plan and ELARC has designated their Liaison Officer as the contact to the County Emergency Operations Center.

During implementation of the ELARC EOP, the Incident Command System of management will be used along with its titles. Communications with outside agencies will be in plain English. The Plan lists the responsibilities and task assignments of individuals and groups involved in the disaster response. Guidance is provided when considering whether to implement the plan or

not. Immediate actions are listed to guide the initial response until the initial briefing takes place. Once the Incident Commander has established emergency priorities, the Command staff and others will follow the task assignments listed in the Plan. The Annex section of the Plan gives checklists for the most essential positions likely to be needed in a major emergency. Continuing operations is addressed in the EOP as well as contingency planning. The means by which the cost of responding to the emergency will be tracked is included under Administration, Finance and Logistics. The recovery process is addressed including demobilizing resources and returning to normal operations. After-Action Reporting is considered an essential part of the process in order to identify what worked well and where improvements need to be made. The plan is intended to be reviewed and updated on a regular basis. The EOP is intended to meet current Federal, State, and local laws and policies related to disaster preparedness and disaster management.

Following the main body of the EOP are exhibits that are referenced in the body of the report. Annexes follow and are meant to give specific information that is not appropriate for the main plan. The Annexes attached to the EOP include position checklists, emergency contact data, a glossary, emergency management resources, agency emergency procedures, and IT disaster recovery plan.

1 Introduction

1.1 Background

The Eastern Los Angeles Regional Center (ELARC) is a private, non-profit organization under contract to the California Department of Developmental Services (DDS) which coordinates and provides community based services to people with developmental disabilities in California. Developmental Disabilities include mental retardation, cerebral palsy, epilepsy, autism and other disabilities closely related to mental retardation and requiring similar treatment as person with mental retardation. ELARC is one of 21 Regional Centers in the state and one of seven Regional Centers in Los Angeles County. ELARC serves over 8950 individuals and has over 230 employees at two sites in Eastern Los Angeles County (Alhambra and Whittier).

1.2 Services

ELARC is a case management agency that contracts with service providers to provide direct services to individuals in the community. ELARC assists individuals in obtaining services that are identified in an Individual Program Plan (IPP.) The majority of services are not provided at the Regional Center site. Among the services provided are community living coordination (including options such as independent living or living in a licensed care facility,) day program coordination (including options such as supported employment, on site day program, or community based program,) advocacy, community education, parent training, early intervention services for children 0-3, evaluation and diagnosis, information and referral, quality assurance, and service coordination.

2 Purpose and Scope

2.1 Purpose

The Emergency Operations Plan embodies a system of management that will enable Eastern Los Angeles Regional Center to maintain agency operations and minimize or avoid disruption of services to our consumers (clients) in the event of an emergency. It is intended to guide the actions of staff before, during, or after a major incident that affects, or could possibly affect, consumers and/or staff. Whether the cause of the emergency is man-made or due to natural phenomena, response actions are required that will prevent or minimize loss of life, damage to property, and/or damage to the environment. The plan is intended to be flexible enough so that it can be used for all emergencies to facilitate appropriate response actions and short-term activities. It meets the requirement of Article VII in the Eastern Los Angeles Regional Center's contract with the Department of Developmental Services which states that, "Contractor shall develop and annually review an emergency and disaster preparedness plan."

2.2 Scope

This plan is part of a larger planning frame work that supports the safe and ongoing accomplishment of the ELARC mission within our organizational goals and bylaws. Through an integrated framework of organizational plans and procedures involving all stakeholders, we will promote effective planning and coordination prior to an emergency, hereby ensuring a more effective response and recovery.

3 Situation and Assumptions

3.1 Situation

3.1.1 Hazards

A hazard represents an event or physical condition that has the potential to cause fatalities, injuries, property damage, infrastructure damage, damage to the environment, interruption of business, and other types of harm or loss. Hazards may be natural or man-made. Per the Los Angeles County Operational Area Emergency Response Plan, “the County of Los Angeles is located in one of the most disaster-prone areas of the United States and is subject to exceptional earthquake hazard.” The County has also experienced other types of major emergencies such as wild land fires, floods and civil unrest, and any of these could recur at any time. Any single incident or a combination of events could require evacuation and/or sheltering of the population. The County is not within the planned range of a radioactive plume of a nuclear power plant.

3.1.1.a Natural Hazards

The service area is subject to a number of natural hazards. Below are some examples:

- **Earthquake:** Quakes can cause severe damage to infrastructure, particularly transportation, utilities and communications systems from ground shaking. There are numerous known earthquake fault zones in our service area. The prevalent secondary hazard from earthquakes is fire associated with damaged facilities, gas leaks, downed electric power lines and multiple ignition sources coupled with loss of water pressure from damage to water pipes. The primary effect of an earthquake would be damage to ELARC facilities, loss of electric power and/or damage to the communications system supporting ELARC’s ability to provide consumer services, including emergency services. Both the Alhambra and Whittier ELARC facilities are located in areas of mostly small, single story 50-year-old or older residential structures of wood frame construction. The secondary hazard of fire is a potential threat to the facilities. An earthquake could also impair the ability of ELARC staff to get to the facility or to get to an alternate facility following an earthquake.

On October 1, 1987, the Whittier Narrows earthquake occurred with a magnitude of 5.9. Its epicenter was in Rosemead (in ELARC service area, ZIP code 91770). It was caused by a slip on a blind thrust fault near the northern end of the Whittier Fault, part of the Elsinore Fault Zone, on a previously unknown fault structure. It caused eight deaths and there were several hundred people who were injured. A 5.6 aftershock occurred three days later causing additional damage to weakened buildings. Business structures in the old Whittier commercial district, a 24-square block area known as Whittier Village or “Uptown Whittier” by locals, were the most severely damaged. It was fortunate the quake occurred before the stores were open for business or there may have been more deaths. As a result, 12 commercial buildings had to be razed and another 20 buildings were declared unsafe. In the counties of Los Angeles, Orange, and Ventura, 123 single family homes and 1,347 apartment units were destroyed and approximately 513 single family homes and 2,040 apartment units sustained major damage. The estimated property damage in the east Los Angeles area was \$358 million, mainly in Whittier. About 1,400 gas leaks occurred on customer property and many fires were ignited. The most damage to the transportation system occurred at the Interstate 605 Freeway and the Interstate 5 Freeway interchange. A major nine-span bridge sustained shear

fractures and the overpass was closed temporarily. Minor damage was found on 23 other bridges in the area. Due to the earthquake, the ELARC Whittier office closed that day and the following day as well.

Please see Exhibit 5 for a map of the Eastern Los Angeles Regional Center service area and the seismic fault zones running through it. The most notable faults include:

1. The small Western Coyote Hills fault on the southern border of La Mirada
2. The larger Whittier fault running through La Habra Heights and Whittier
3. The East Montebello fault running through South San Gabriel into the eastern portion of Alhambra
4. The Raymond fault running in an westerly fashion across Arcadia, East Pasadena, East San Gabriel, San Marino, and South Pasadena into East Los Angeles
5. The Eagle Rock fault/San Rafael fault near Eagle Rock and South Pasadena.

(Sources: USGS, Earthquake Hazard Program;
http://earthquake.usgs.gov/earthquakes/states/events/1987_10_01.php; and oral interview with ELARC staff Martha Drew, veteran of Whittier Narrows quake.)

- **Wild land fires:** Wild land fires cause damage by destroying combustible materials and structures. Fires can move very quickly and tend to follow wind channels. The ELARC service area includes areas covered by combustible brush and grass. Smoke is a secondary hazard downwind from a fire. Typically, wild land fires start in the hillside areas of the ELARC service area during hot dry weather from May through October. It is especially dangerous when the wind is blowing from the East (Santa Ana winds) as this lowers humidity and raises temperatures. These hot dry winds can push a fire into the populated portions of the ELARC service area. Once a fire burns into a built-up area, communications infrastructure can be an early casualty of a fire. Smoke alone can short out electrical power lines leading to a loss of power.

In the Eastern Los Angeles Regional Center service area, the communities of Eagle Rock (ZIP Code 90041) and Mount Washington (ZIP code 90065 and an eastern portion of 90042) are particularly vulnerable to brush fires. Mount Washington experienced a brush fire on May 29, 2005 on the southwestern side of the hill. It was entirely extinguished within 2 ¼ hours due to the help of water-equipped helicopters. Another fire near Mount Washington Drive and Marmion Way on June 4, 2010 took crews and water dropping helicopters about an hour to get the flames under control. On August 4, 2009, a brush fire in Eagle Rock/Glendale area near the 134 Freeway at the 2 threatened roughly 25 homes. It burned about 60 acres and voluntary evacuations were in effect for about 2 hours. Had these fires occurred in the dry conditions of October, along with intense Santa Ana winds, the outcomes may have been very different. Please refer to Exhibit 6 for the 50 year fire history of the ELARC service area.

- **Flood:** Portions of Los Angeles County are subject to dam failure. Portions of the County are subject to flooding, due to flash flooding, urban flooding (storm drain failure/infrastructure breakdown, river channel overflow, downstream flooding, etc.) The County has not historically been vulnerable to storm surge inundation associated with hurricanes and tropical storms. The primary effect of a flood would be damage to ELARC facilities, loss of electric power and/or damage to the communications system supporting ELARC's ability to provide consumer services, including emergency services. Flooding could impair the ability of ELARC staff to get to the facility.

The Whittier Narrows Dam is located in Eastern Los Angeles Regional Center's service area in the community of Montebello. It was built by the U.S. Army Corps of Engineers for flood control and was completed in 1957. The 3 miles long, 56 feet tall dam is built of earth and stone. The dam provides water conservation storage and is also the central element of the Los Angeles County Drainage Area (LACDA) flood control system. After the failure of levees during Hurricane Katrina, a review of all major dams and levees took place. The Army Corps of Engineers has determined that the Whittier Narrows Dam is at "very high risk" of being undermined in the event of a major storm, according to 2006 and 2008 data. The Whittier Narrows Dam has verified issues with seepage and with piping, a process where water tunnels under or through a dam. A 2008 study confirmed fears that a heavy storm could wash away parts of the dam. The Army Corp has deemed the Whittier Narrows "Dam Safety Action Class II", the second worst designation, due as much to the area's dense population as the dam's structural problems. The risk studies used the hypothetical scenario of a once-in-160-year storm. Should the dam fail, it could affect as many as 500,000 people in ELARC's service area south of the dam.

Please see Exhibit 7 for FEMA Flood Zones A in the ELARC Service Area. Zone A flood zones have a 1 percent chance of flooding during the year, and a 26 % chance of flooding sometime over the course of a 30 year mortgage.

3.1.1.b Technological Hazards

The service area may be subject to various technological hazards. Below are some examples:

- **Aircraft Crash:** ELARC's service area is in the flight path for most of the regional airports including Los Angeles International, Bob Hope, Fullerton, and El Monte airports. An aircraft crash could cause injuries and deaths and necessitate large scale evacuations. A secondary effect of an aircraft crash incident is the impact on traffic. Such a hazard may impair the ability of ELARC staff to get to the facility.
- **Power Outages:** California's energy production, storage, and distribution systems are vulnerable to physical hazards as well as shortages caused by market forces, weather, and operating conditions. Power outages as the result of energy disruptions may have significant impact to public health and safety. Impact could include: loss of heat or air conditioning during extreme weather; traffic signal outages affecting transportation; loss of some modes of communication for extended periods of time affecting relief coordination.
- **Hazardous Materials Incidents:** The significance and magnitude of the problems for the environment, property, or human health is dependent on the type, location and quantity of the hazardous material released. ELARC's service area does include higher risk areas: areas near rail and roadways used to transport hazardous materials and areas having industrial facilities which manufacture, use, store or dispose of hazardous materials. Release of explosive, caustic and flammable materials has caused injuries and deaths and necessitated large scale evacuations. Toxic chemicals in gaseous and liquid form have caused injuries among emergency response personnel as well as passersby. When toxic materials have entered either surface, ground or reservoir water supplies, serious health effects have resulted. Besides the primary health implications for the population ELARC serves, a secondary effect of a hazardous materials incident is

the impact on transportation. Such a hazard may also impair the ability of ELARC staff to get to the facility.

A BNSF (Burlington Northern Santa Fe) rail yard, called the Hobart Yard, is located in the city of Commerce and covers 245 acres. It is located in a commercial and manufacturing area with several residential areas nearby. It is the largest intermodal rail yard in the United States and transfers cargo containers between trucks and trains. It distributes international cargo containers to places such as Chicago, Houston, and Memphis. It processes over a million cargo containers a year. Just across the street, on the other side of E. Washington Blvd., is located the Union Pacific (UP) Rail yard, called the East Yard. It is a 160-acre intermodal facility and operates 24 hours a day, 365 days of the year. It also transfers international cargo containers between trucks and trains. This rail yard is surrounded by both residential and commercial properties and the Bandini Elementary School with over 480 students is in this area. The residential properties are to the north of the yard about 200 feet away. An accident involving rail cars loaded with toxic chemicals could result in the release of a toxic plume into the air, possibly threatening residents of these residential and commercial neighborhoods.

(Source:

<http://hydra.usc.edu/scehsc/web/resources/Map/Railyards/hobart/Overview.htm> and

<http://hydra.usc.edu/scehsc/web/resources/Map/Railyards/Commerce/Overview.htm>).

See Exhibit 8 for a map of the railroads going through the ELARC service area. The heavy concentration of lines in the Commerce area is associated with the railyards located there.

On September 2, 1988, a chemical plant in the city of Commerce experienced a chlorine leak that forced the evacuation of up to 28,000 Eastside residents in the middle of the night. The plant made chlorine pellets used to purify swimming pools and was cited by the South Coast Air Quality Management District for having chlorine, a highly reactive material, stored in cardboard drums instead of metal drums. Although the county has taken steps to identify all firms that manufacture, store, or process hazardous chemicals, and county inspectors do check to see that these firms are following county regulations, such accidents can occur at any time. (Source: Los Angeles Times, 9/2/1988).

3.1.1.c Human Created Hazards

The service area may be subject to various human created hazards. Below are some examples:

- **Terrorism:** Per the Los Angeles County Operational Area Emergency Response Plan, "the entire Los Angeles basin is considered as a risk area for acts of terrorism." Terrorists typically exploit vulnerabilities caused by technological hazards and may include hazardous materials, biological agents causing a health crisis, or attempts to damage infrastructure via cyber-attacks (affecting telephone, email, and internet.) The BNSF Hobart Rail Yard and the UP East Yard in the city of Commerce would be attractive targets to terrorists, allowing them to disrupt vital commerce, resulting in a significant economic toll to the area. The nearby civilian population would probably suffer collateral damage as well. It is difficult to forecast the significance and magnitude of the problems for the environment, property, or human health as terrorism can vary from small and isolated to large scale.

- **Infectious Disease:** A disease outbreak can cause illness and result in significant casualties. The primary effect on the ELARC community would be abiding by any public health orders; supporting consumer access to health care; and potential for significant staff absences.
- **Civil Unrest:** Civil unrest is usually triggered by political or social events. Potential effects could include injuries and death, and street closures affecting transportation.

3.1.2 Facilities

ELARC operates from two office sites. The central office operates from a leased facility located in a large, gated office campus within the city of Alhambra. The facility is a multistory building occupied by the Regional Center and several other tenants. ELARC leases 89,959 square feet within the overall 923,290 square foot campus. ELARC staff is located on the ground level, underground level, and 2nd story of the building complex. The majority of the staff park in an open air ground level parking lot and a few parks in a covered multilevel structure.

The satellite office operates from a leased facility located in a large multistory building in the city of Whittier. The building is occupied by the Regional Center and several other tenants. ELARC leases the entire 4th floor of the building, approximately 9,487 square feet within the 6 story building. The majority of the staff park on the roof of a covered multilevel parking structure, a small few park in a lower level covered area of the same multilevel structure. Due to space issues, a small few also park in the ground level open air visitor lot.

Communications at both sites are provided by a mix of measured business single telephones, dedicated voice and data T1 lines that provide a mix of analog and digital service. There is a point to point T1 line between the Alhambra site and the Whittier site. There are 9 analog telephone lines in Alhambra and 5 lines in Whittier.

Emergency Operations Center: In normal conditions, day-to-day operations are conducted by departments housed in the two separate offices. In a major disaster, Eastern Los Angeles Regional Center will use the Board room to house centralized disaster management. The Board room is 1,828 square feet and includes a storage area for EOC supplies. It has been designated the Emergency Operation Center and is to be used when the Emergency Operations Plan is fully implemented. It will be used by the Incident Commander and Section Chiefs to allocate resources, provide for incident communications coordination, and direct the overall disaster response. It has an outside phone line, can be wired quickly for computers, printers, fax machines and internet service. It has tables and chairs and the room is large enough to segregate them into functional groupings, such as Command, Operations, Planning/Intelligence, Logistics, and Finance/Administration.

3.1.3 Service Area and Demographics

The ELARC service area is comprised of communities located in the eastern and northeastern portions of Los Angeles County. These communities constitute the Los Angeles County Health Districts of Alhambra, East Los Angeles, Northeast, and Whittier. As stated previously, the Los Angeles County Office of Emergency Management has divided the county into Disaster Management Areas, labeled A-H. Cities in the ELARC service area are found in the Disaster Management Areas C, D, E, and H. The following is a listing of each city in the ELARC service area with its corresponding LA County Disaster Management Area. Please see Exhibit 9 for the Los Angeles County Disaster Management Areas.

- Alhambra (C)
- Portions of Arcadia (D)
- Boyle Heights (H)
- City Terrace (H)
- Commerce (E)
- East LA (H)
- Portions of East Pasadena (C)
- El Sereno (H)
- Highland Park (H)
- Portions of La Habra Heights (E)
- La Mirada (E)
- Lincoln Heights (H)
- Montebello (E)
- Monterey Park (D)
- Portions of Mount Washington (H)
- Pico Rivera (E)
- Rosemead (D)
- San Gabriel (C)
- San Marino (C)
- South Pasadena (C)
- Santa Fe Springs (E)
- Portions of Temple City (D)
- Whittier (E)

Eastern Los Angeles Regional Center consumers are a diverse group with a range of functional needs from mild to profound. Those who are non-ambulatory constitute 18% of our consumers. Consumers reside across the region in a variety of living arrangements as noted below.

- 82% live in the home of their parent or guardian.
- 7.4% live in a community care facility, typically a 6-bed home in a residential area.
- 4.8% live independently with support services from ELARC.
- 2% live in a health facility, such as an intermediate care facility or skilled nursing facility.
- 1.3% live in a State Developmental Center.
- 2% are in some other type of living arrangement.

The consumer population is economically and ethnically diverse and reflects their community. ELARC clientele are:

- 70% Hispanic
- 12% White
- 11% Asian
- 1% African American
- 6% "other"

English and Spanish are the dominant languages. Various dialects of Chinese are spoken in several of the communities served, primarily Alhambra, San Gabriel, San Marino, Monterey Park, and Temple City. Cantonese is the primary Chinese dialect followed by Mandarin.

Ages of clients range from infancy to geriatrics, with the following age breakdown.

- Birth up to 18 years: 48%
- 18 through 41 years: 36%
- Over age 42 years: 6%.

ELARC staff reflects the diversity of the community and live in areas spread across the service area and beyond. In the case of key staff needed to carry out emergency management responsibilities, this presents a potential issue in the event of damage or blockage of transportation corridors.

3.1.4 Strengths

ELARC has 147 Consumer Services Service Coordinators (case managers) and Consumer Services management staff, 111 in the Alhambra office and 36 in the Whittier office. The staff works from the office sites to manage the delivery of services to ELARC consumers, including those with intensive physical or emotional needs. This staff does make home visits to consumers. With some variation in schedules, the offices will always have some Service Coordinators and Consumer Services Management working on site Monday through Friday during standard office hours (7:30 am to 4:00 pm.) Consumer Services Management rotates after hours coverage 365 days a year. After hours coverage is not located at the center offices. The Consumer Services Supervisor who is on-call carries a cellular phone and has remote access to the agency database via a laptop computer. The On-Call Consumer Services Supervisor is contacted via a contracted after hours answering service upon request of the caller to the agency. ELARC has a trained pool of staff (developmental disabilities professionals,) the majority of whom are bilingual, available in the event of a regional disaster.

Emergency Procedures: Eastern Los Angeles Regional Center maintains an Emergency Procedure Manual that includes instructions for staff to follow to prepare for a disaster and steps to take in the event of an earthquake or fire. It includes evacuation procedures and where emergency supplies are located. The Manual would serve as a guide to staff until the Emergency Operations Plan is utilized. See Annex E.

Vital Records: Eastern Los Angeles Regional Center maintains a written IT Disaster Recovery Plan. It includes contacting Department of Developmental Services and, when appropriate, determining the feasibility of having Department of Developmental Services take the ELARC i5 data files and loading them onto the i5 system of one of the Disaster Recovery sites, in this case Inland Regional Center. If Inland Regional Center cannot accommodate this, DDS will designate an alternative recovery site. See Annex F.

Notification System: Los Angeles County operates a County-wide mass notification system called "Alert LA County". It is designed to alert County residents and businesses via recorded phone messages, text messages, and e-mail in case of emergency. Residents and businesses can register their cell phones numbers, Voice over IP number, and e-mail addresses through the LA Alert website.

3.2 Planning Assumptions

The following assumptions apply to this plan:

- The County of Los Angeles will activate its Emergency Response Plan (ERP) in the event of a disaster.
- The cities in ELARC's service area will implement their Emergency Operations Plans in the event of a disaster.

- ELARC may be asked by the county and/or cities or non-governmental organizations (Red Cross) to provide functional needs assessments and resource referrals and to coordinate service delivery (transportation, specialized shelter support, etc.) to individuals with developmental disabilities at general shelters within the ELARC service area.
- ELARC offices will suffer some damage during a major disaster but at least one site will be capable of continuing operations.
- Some ELARC staff will be unavailable due to family needs, transportation barriers, or other effects of the disaster.
- Anticipated spikes in emergency service requests will reach and potentially exceed the average daily service requests during a major disaster within the service area.

4 Concept of Operations

The County of Los Angeles developed its Los Angeles County Operational Area Emergency Response Plan (ERP) to ensure the most effective allocation of resources for the maximum benefit and protection of the public in time of emergency. The ERP conforms with the requirements of the California Standardized Emergency Management System (SEMS). Under SEMS, overall response and recovery allocations are set at the Los Angeles County level and implemented by its included jurisdictions. When a disaster threatens or occurs without warning, the LA County ERP will be implemented at an appropriate level.

The purpose of the LA County ERP is to incorporate and coordinate all the facilities and personnel of County government, along with the jurisdictional resources of the cities and special districts within the County, into an efficient Operational Area organization capable of responding to any emergency using SEMS, mutual aid and other appropriate response procedures. The ERP is an extension of the California Emergency Plan.

The Los Angeles County Office of Emergency Management (OEM) maintains the ERP. In partnership with the Sheriff's Emergency Operations Bureau, the OEM also maintains the County Emergency Operations Center (CEOC). Due to its large size, Los Angeles divided the county into Disaster Management Areas, labeled A-H. Each Disaster Management Area has a Disaster Management Area Coordinator (DMAC). The Disaster Management Area Coordinators facilitate networking and coordination with cities, private non-profits, such as the Red Cross, school districts, colleges, Regional Centers, and others back to the County Emergency Operations Center. The DMAC is the conduit to the CEOC and from there to the State SEMS for the procurement of additional resources for their communities during a time of disaster.

If a disaster threatens or occurs during normal working hours, the ELARC management team will convene as quickly as possible to assess the situation. The Executive Director will make the final determination whether to implement the Emergency Operations Plan. If the disaster occurs outside of regular working hours, the On-Call Consumer Services Supervisor, will apprise the Executive Director of the emergency situation. The Executive Director will make the determination regarding implementing the Emergency Operations Plan. The Executive Director does not need to wait to hear from the On-Call Consumer Services Supervisor in the case of a major event that clearly calls for implementation of the plan. In the absence of the Executive Director, the Chief of Consumer Services would make the determination.

As of the writing of this plan, Regional Centers throughout California are in the process of developing agreements to provide mutual support in the event of disabling damage,

uninhabitable facilities, or temporary local staff shortages. This assistance may not be immediately available in the event of a region-wide or statewide disaster.

Eastern Los Angeles Regional Center will notify DDS of the immediate situation and its implementation of the EOP. ELARC will keep DDS informed of their status and the type of assistance needed throughout the emergency.

When the EOP is implemented by ELARC, their Liaison Officer will stay in touch with the appropriate Disaster Management Area Coordinator(s) for the appropriate Disaster Management Area(s), such as C, D, E, and or H. The appropriate Disaster Management Area Coordinator(s) will be the contact person(s) for Eastern Los Angeles Regional Center to the County Emergency Operations Center.

ELARC will strive to continue to provide appropriate information and referral services during and following a disaster through the following means:

- The facilities will be assessed for safety. If useable, operations will continue at site(s) to the best of our ability given the circumstance.
- The telephone system will be assessed for damage and disruption of service. The Desert Regional Center in Nevada will be notified of the situation. They will be back up for ELARC and they will be provided with basic information as to how to respond to inquiries from the ELARC community
- The email and internet systems will be assessed for damage and disruption of service. If possible, a notice regarding the disaster and its immediate impact to the Regional Center will be both emailed via the E Newsletter server and posted on the ELARC website.
- A determination will be made of the status, including location, of all employees and their ability to report to work. Staff may be expected to extend work hours to up to 12 hours. This would be done if staff is willing and conditions are safe. In the event of short staffing or need of expertise, some staff may be recalled from or temporarily denied use of previously approved Vacation, Personal, Compensatory, PBank, and/or Vbank hours.
- Service Providers will be contacted to assess their status and capabilities. Information as to the status of the individual consumers the Service Providers serve will be gathered.
- Refer to IT Disaster Recovery Plan in Annex F for details regarding specific Information Technology operations

5 Roles and Responsibilities

5.1 Organization

5.1.1 Internal Emergency Organization

ELARC is a 501(c) (3) Non Profit California corporation, and at the time of the writing of this plan, is working to become part of the larger Los Angeles County emergency response organization. In order to achieve this, the Eastern Los Angeles Regional Center is organizing for emergencies in accordance with the concepts and principles set forth in the Incident Command System (ICS,) California Standard Emergency Management System (SEMS,) and the National Incident Management System (NIMS.)

At the Eastern Los Angeles Regional Center ICS Command staff level, the Command Staff and the Section Chiefs will adopt and use the appropriate ICS titles. ICS establishes common terminology, including organizational titles and functions, to enable diverse entities to work

together. Each of the mandated disaster agencies, as well as governmental entities and non-profit agencies, use the Incident Command System. It will be easier for ELARC to communicate with them, and they with ELARC, if ELARC uses the same organizational structure and functions. Another ICS requirement for effective multiagency incident management is for all communications to be in plain English or “clear text”. During implementation of the Emergency Operations Plan, ELARC terms, codes, or jargon will not be used with outside agencies. Therefore, communications with other agencies during a disaster will be in clear text.

ELARC is staffed based on an 8 hour per day operations under normal circumstances with 24/7 365 capability to provide on call emergency support to consumers. During a disaster, conditions may be far different. Major spikes in the volume of service requests, complicated by decreased staff availability due to their being affected by the disaster, may exceed our capacity to respond adequately. The primary strategy is to maximize the use of available ELARC staff and to utilize extended hours when necessary. When necessary, ELARC will also use existing service provider resources to the degree possible, as well as request mutual aid from other Regional Centers and DDS. ELARC's primary responsibility during emergency conditions is to continue to provide appropriate services to consumers with an emphasis on disaster-related emergency services for their safety and security.

Below is the ELARC Internal Emergency Organization chart will be used when the Emergency Operations Plan is implemented. It is followed by a table listing ICS roles and the comparable ELARC positions, with two back-ups listed for each ICS role.

[Insert full page internal organization chart(s)]

5.1.2 Outside Agency Relationships

ELARC responds to consumer emergencies within the ELARC service area (communities located in the eastern and northeastern portions of Los Angeles County). The service area includes the East Los Angeles, Northeast, Los Angeles, Alhambra, and Whittier Los Angeles County Health Districts. See section 3.1.3.

ELARC defines and maintains relations with other agencies as outlined below. Unless there are specific emergency Memoranda of Understanding and Agreements (MOU and MOA) in effect, the existing MOU, MOA, and contracts continue to govern relationships.

- Clients-ELARC's primary responsibility during emergency conditions is to continue to provide appropriate services to consumers with an emphasis on disaster-related emergency services for their safety and security.
- Service Providers-ELARC relies on a community of compassionate, professional, and effective service providers to provide high quality, community based, consumer centered services. These service providers are governed by contracts and MOA for specific purposes. Some emergency conditions may require re-negotiation of requirements for the emergency period.
- Los Angeles County-Relations during disasters are governed by the Los Angeles County Operational Area Emergency Response Plan.
- Cities- Cities in Los Angeles County are responsible for coordinating emergency response activities pertaining to their cities, including coordinating any information and/or resource requests with the County Operational Area.
- State of California Department of Developmental Services-Governed by contract. During disasters, some statistical reporting may need to be provided to the state. In addition, the state DDS may receive emergency tasking from the Governor under its (DDS) Administrative Order, or from the State Emergency Plan that will require assistance from the Regional Center for the period of the disaster response.

5.2 Responsibilities

ELARC has listed key EOP Task Assignments below. ICS positions are listed followed by assignment to the individual ELARC position. Key functions that must be carried out for successful operation of the plan are documented. Every position is assigned to an individual with at least two backups to ensure that duties are performed. Backups for each critical responsibility shall receive training and practice experience to be able to step into the position. ICS positions are only activated as needed.

5.2.1 ELARC Task Assignments

- Board of Directors
 - Ensure that immediate family needs are met.
 - Provide overall policy guidance in consultation with Executive Director.
 - Determine strategic financial situation and provide guidance to Executive Director.

- Authorize Executive Director to secure additional sources for emergency funding.
- Establish policies to support the response and recovery efforts.
- Chair and Secretary be prepared to provide executive leadership during the emergency.
- Treasurer is prepared to provide contracts and financial consultation during the emergency.

- All Staff
 - Ensure that immediate personal family needs are met.
 - Call in to Alhambra office (626) 299-4700 and report status (condition, location, availability, and contact information).
 - If the Alhambra office number is inoperable, call Whittier office (565) 698-0146 to report status.
 - If the ELARC line is out of service, call the Desert Regional Center at (702) 486-6200 to report status.
 - Report as directed for emergency operations.
 - If there is no contact, attempt to report to the facility for next regular shift when safe to do so.
 - Be prepared (comfortable clothing, non-refrigerated snacks, and water) for extended shift of up to 12 hours.
 - Report safety concerns to Supervisor.

- Incident Commander {IC} (*Executive Director*)
 - Provide overall policy, guidance and priorities for Eastern Los Angeles Regional Center emergency operations.
 - Implement Emergency Operations Plan.
 - Activate the Emergency Operations Center (EOC).
 - Set up required organizational elements (Command Staff, Section Chiefs, General Staff).
 - Conduct initial briefing for initial operational period.
 - Approve and sign the initial and subsequent Incident Action Plans (IAP).
 - Ensure planning meetings are held each operational period to update the IAP for the next operational period.
 - Monitor Command Staff, Section Chief, and General Staff activities and adjust as needed.
 - Give final approval for ordering of resources.
 - Maintain coordination with Board of Directors.
 - Maintain coordination with County Executive and other elected governmental authorities.
 - Act as ELARC primary external spokesperson.
 - Review and authorize all non-routine media releases.

- Ensure appropriate documentation and status reports are maintained.
 - For change of shift: Provide an incident briefing to the Deputy or relief Incident Commander.
 - Approve demobilization planning and implementation.
 - Give final approval for releasing resources from the incident.
 - Authorize deactivation (demobilization) of Command Staff and General Staff, including sections, divisions, and units, etc., when they are no longer required.
 - Deactivate the EOC.
 - Declare end of emergency operations and return to normal operations.
 - Ensure the After Action Report is completed.
- Public Information Officer {PIO} (Information and Training Supervisor)
 - Report directly to the Incident Commander.
 - Obtain briefing from the Incident Commander.
 - Prepare initial information briefing summary as soon as possible after plan activation.
 - Establish an Information Center by arranging for necessary work space, materials, phones, staffing, and documentation.
 - Draft and post notice regarding the incident and its immediate impact to the Regional Center on the agency website and email via E Newsletter.
 - Organize a hot line to answer general inquiries from the community.
 - Organize staffing and protocol to handle media calls.
 - Attend initial briefing for initial operational period.
 - Attend planning meetings for development of IAP and attend briefings.
 - Notify all agency staff that all requests for information go through the PIO.
 - Coordinate public information activities with the appropriate jurisdiction (city, county).
 - Represent ELARC in the Los Angeles County Joint Information Center (JIC) {a multi-jurisdictional information center set up to coordinate all media activities in the event of a disaster}.
 - Provide information on JIC and Emergency Operations Center (EOC) priorities, requests, and activities to ELARC Command Staff.
 - Draft media releases for approval by Executive Director.
 - Maintain and distribute routine ELARC media materials.
 - Respond to client request for information and referral.
 - Respond to all requests for information.
 - Pay particular attention to questions or statements by clients that may indicate a spreading rumor or a trend (an indicator of an unmet community information need) and report all suspected rumors and trends to Executive Director immediately.
 - Develop procedure to correct wrong information/rumors.
 - Maintain documentation of PIO activities.

- For change of shift, brief relief PIO.
- Authorize deactivation/demobilization of Information Center upon Incident Commander's declaration as to the end of Emergency Operations.
- Provide input to After Action Report.

- Liaison Officer (*Manager, Community Services*)
 - Report directly to the Incident Commander.
 - Obtain briefing from the Incident Commander.
 - Provide a point of contact for representatives of assisting and cooperating agencies.
 - Attend initial briefing for initial operational period.
 - Identify current or potential inter-agency problems.
 - Attend initial planning meeting and subsequent planning meetings and briefings
 - Keep assisting and cooperating agencies informed of incident status
 - Maintain close coordination with County EOC Liaison Officer or equivalent jurisdiction's Liaison officer, JIC, and ELARC PIO
 - Maintain unit documentation
 - For change of shift: brief relief Liaison Officer
 - Authorize deactivation/demobilization of staff and equipment upon Incident Commander's declaration as to the end of Emergency Operations
 - Provide input to After Action Report

- Safety Officer (*To be determined*)
 - Report directly to the Incident Commander. Attend initial briefing for initial operational period. Identify hazardous situations for ELARC staff associated with the incident. Develop and recommend measures to ensure safety of ELARC Staff. Attend planning meetings and briefings.
 - For change of shift: Brief new or relief personnel.
 - Assess and anticipate hazards or unsafe conditions that could affect staff.
 - Exercise emergency authority to stop and prevent unsafe acts.
 - Investigate or coordinate investigations of accidents to staff that have occurred within the incident area.
 - Review and approve the Medical Plan (ICS Form 206).
 - Maintain Unit Documentation.
 - Change of shift: Brief new or relief personnel.
 - Authorize deactivation/demobilization of staffing and equipment upon Incident Commander's declaration as to the end of Emergency Operations
 - Provide input to After-Action Report

- Operations Section Chief: (*Chief, Consumer Services*)
 - In the absence of Executive Director, implement the Emergency Operations Plan,

- act as Incident Commander.
 - Otherwise, act as Operations Section Chief
 - Report directly to the Incident Commander.
 - Obtain briefing from Incident Commander
 - Attend initial briefing for initial operational period.
 - Organize Operations Section units to ensure operational efficiency, personnel safety, and adequate span of control; notify Resources Unit of positions activated.
 - Attend planning meetings and develop Operations portion of the Incident Action Plan.
 - Hold Section meetings as necessary to ensure communication and coordination among Operations Divisions/Group Supervisors and Units.
 - Supervise and manage overall tactical operations to meet incident objectives and make expedient changes to IAP as necessary.
 - Determine need and request additional resources.
 - Report Special Incidents/Accidents.
 - Ensure coordination of the Operations Section with other Command and Section Chiefs.
 - Maintain Section Documentation
 - For change of shift: Brief new or relief personnel.
 - Authorize deactivation/demobilization of staffing and equipment for Operations Section upon Incident Commander's declaration as to the end of Emergency Operations
 - Provide input to After-Action Report
- Division/Group Supervisor (*Consumer Services and/or Community Services Supervisor{s}*)
 - Report directly to the Operations Section Chief
 - Oversee Strike Team/Task Forces implementing Incident Action Plan
 - Monitor the progress of their work.
 - Provide Operations Section Chief with progress reports, reports of special events, and requests for resources.
 - Retain control of assigned resources while in "available" or "out-of-service" status.
 - For change of shift: Brief new or relief personnel.
 - Notify Division/Group Supervisor when team is disassembled or demobilized at the incident.
 - Maintain Strike Team/Task Force Unit Log.
 - Provide input to the After-Action Report.
- Planning Section Chief (*Manager, Assessment and Special Services*)

- Report directly to the Incident Commander.
 - Obtain briefing from Incident Commander and complete ICS Form 201.
 - Attend initial briefing for initial operational period.
 - Organize Planning Section units, as necessary, and notify Resources Unit of positions activated.
 - Establish and maintain resource tracking system.
 - Establish information requirements and reporting schedules for all ICS organizational elements to prepare Incident Action Plan.
 - Provide periodic predictions on incident potential.
 - Prepare contingency plans.
 - Conduct planning meetings to develop an Incident Action Plan for next operational period.
 - Supervise the preparation and distribution of the Incident Action Plan.
 - Compile and display incident status summary information on ICS Form 209 Incident Status Summary (or other agency approved forms).
 - Advise Command and General Staff of significant changes in incident status.
 - Hold Section meetings as necessary to ensure communication and coordination among Planning Section Units.
 - Supervise the Planning Section Units.
 - Maintain close coordination and consultation with Incident Commander.
 - Ensure close coordination with County EOC and JIC through ELARC Liaison Officer and ELARC PIO.
 - Maintain Section documentation.
 - For change of shift: Brief new or relief personnel.
 - Prepare recommendations in an Incident Demobilization Plan to the Incident Commander for the release of resources, if appropriate.
 - Authorize deactivation/demobilization of staffing and equipment for Planning Section when they are no longer required.
 - Oversee creation of the After-Action Report.
 - Oversee the updates to the Emergency Operations Plan.
- Logistics Section Chief (*Manager, Human Resources*)
 - Report directly to the Incident Commander.
 - Obtain a briefing from the Incident Commander.
 - Attend initial briefing for initial operational period.
 - Organize and staff the Logistics Section and notify Resources Unit of positions activated.
 - Attend planning meetings and participate in the development of the Incident Action Plan.
 - Hold Section meetings as necessary to ensure communication with Logistics Section Chief and Unit Leaders.

- Supervise Logistics Section.
- Estimate future service and support requirements.
- Request additional incident resources if delegated by Incident Commander.
- Maintain Section Documentation
- For change of shift: Brief new or relief personnel.
- Authorize deactivation/demobilization of staffing and equipment for Logistics Section when they are no longer required.
- Provide input to After-Action Report

- Human Resources Assistant (*Recruitment & Benefits Coordinator*)
 - Report directly to the Logistics Section Chief
 - Check employee call-in voice mail and document messages per Immediate Actions.
 - Ensure adequate payroll documentation to support reimbursement.
 - Provide documentation support to Finance & Administration Section Chief.
 - Be prepared to account for staff and visitors in the event of a facility evacuation.

- Finance/Administration Section Chief (*Chief Administrative Services*)
 - Report directly to the Incident Commander.
 - Obtain a briefing from the Incident Commander.
 - Determine need to inventory petty cash and draw down a prudent amount to cover anticipated cash requirements.
 - Ensure the Emergency Operations Center is physically activated, as appropriate.
 - Attend initial briefing for initial operational period.
 - Organize and staff the Finance/Administrative Section.
 - Attend planning meetings and participate in the development of the Incident Action Plan.
 - Hold Section meetings as necessary to ensure communication among Finance/Administration Section Chief and Unit Leaders.
 - Supervise Finance/Administration Section.
 - Gather continuing information.
 - Assist Logistics in resource procurement.
 - Meet with assisting and cooperating agencies to determine any cost-sharing agreements or financial obligations, if appropriate.
 - Ensure that all obligation documents initiated by the incident are properly prepared and completed.
 - Track and document all emergency-related incremental costs.
 - Initiate, maintain, and ensure completeness of documentation needed to support claims for emergency funds, including auditing and documenting labor, equipment, materials, and services.
 - Initiate, maintain, and ensure completeness of documentation needed to support

claims for injury and property damage.

- Ensure that all personnel time records reflect incident activity and that records for non-agency personnel are transmitted to home agency or department according to policy.
- Maintain Section documentation.
- For change of shift: Brief new or relief personnel.
- Participate in demobilization planning.
- Authorize deactivation/demobilization of staffing and equipment for Finance/Administration Section when they are no longer required.
- Ensure that all Financial/Administration documents are prepared and completed.
- Provide input to After-Action Report.

- Facilities/IT Support Supervisor (*MIS Supervisor*)

- Report directly to the Finance/Administration Section Chief.
- Determine the safety of the current facilities, if appropriate.
- Determine need for additional building security
- Obtain briefing from Finance/Administration Section Chief or Incident Commander.
- Setting up of EOC if required.
- Need for additional or alternative facilities.
- Staff unit based on expected duration and scope of incident.
- Attend the initial briefing with the Incident Commander, Command and General Staff.
- Attend and participate in planning meetings to develop the Incident Action Plan.
- Participate in Finance/Administration Section meetings and planning activities.
- Oversee the work of the units, including Emergency Operations Center Unit Leader and Communications/IT Unit Leader.
- Supervise the communications at the ELARC Emergency Operations Center.
- Evaluate and advise on the telephone and telephone network system. Maintain the telephone and telephone network system.
- Oversee the setup of a phone and public address system if required.
- Ensure an equipment accountability system is maintained.
- Oversee the setup and configure workstations for additional staff if needed.
- If an alternative work site/facility is required, determine requirement of the alternative site.
- Provide for facility maintenance services (sanitation, lighting, clean up, etc.).
- Maintain the Facilities Unit records.
- Change of shift: Brief new or relief personnel.
- Determine if Disaster/Recovery Plan for recovery of data with DDS needs to be implemented.
- Determine Communications Unit personnel needs.

- Advise on communications capabilities in regards to computer and data networks during preparation of the incident action plan
- Provide input to After-Action Report.
- Emergency Operations Center Unit Leader (*Office Assistant, Chief of Administrative Services*)
 - Report directly to the Facilities/IT Support Supervisor.
 - Obtain necessary equipment and supplies.
 - Plan layout of Emergency Operations Center.
 - Ensure that all equipment is set up and properly functioning.
 - Assist all EOC sections in addressing any issues that might arise.
 - Ensure that EOC maintenance services are maintained.
 - Arrange with Facilities/IT Unit Leader for security services.
 - Maintain unit documentation.
 - For change of shift: Brief new or relief personnel.
 - Authorize deactivation/demobilization of staffing and equipment when they are no longer required.
 - Provide input to After-Action Report.
- Deputy Incident Commander/Deputy Section Chief: The positions of Incident Commander, Operations Section Chief, Planning Section Chief, Logistics Section Chief, and Finance/Administration Section Chief may have a Deputy. The deputy:
 - Must be equally capable of assuming the primary role. For instance, the Deputy Incident Commander must be able to assume the Incident Commander's role.
 - Report directly to the person in the primary role.
 - Perform specific tasks as requested by the person in the primary role.
 - Perform functions in a relief capacity (take over an operational period)

6 Emergency Operations

The Emergency Operations section describes the actions ELARC will take to implement the Emergency Operations Plan. When considering implementation of the full EOP, the priorities shall always be:

- Ensuring ELARC staff safety
- Ensuring survival of facilities
- Ensuring the capability of ELARC to meet the primary obligation of providing timely emergency services to ELARC consumers.
- Being aware of the status of the Los Angeles County Operational Area CEOC activation and implementation of the County Emergency Response Plan.
- Being aware of actions by partner organizations.

The following functional areas are covered in this section:

- Alert and warning
- Notification and Mobilization
- Plan Implementation
- Immediate Actions
- Continuing Operations
- Contingency Planning

6.1 Alert and Warning

There are numerous ways that ELARC could receive warning of imminent disasters. Los Angeles County operates a County-wide notification system called “Alert LA County”. In accordance with this system, the Eastern Los Angeles Regional Center will be notified of an emergency or disaster by a recorded phone message. Each office will be notified by land line. The number for the On-Call Consumer Services Supervisor cell phone has been added to the “Alert LA County” registry, as have the cell phone number for the Executive Director at the Alhambra office and the cell phone number of Chief of Consumer Services at the Whittier office.

Another method by which ELARC may be made aware of a disaster or emergency is by experiencing it, which occurs with an earthquake. Mass media are another source of information alerting ELARC to emergencies or potential disasters. This is particularly true for wild land fires, flooding, or for hazmat situations. As a last resort and in extreme cases, police or fire personnel will go door to door, or office building to office building to notify the population of an emergency. If it is not safe to be on the ground, the notification will be made to homes and offices by police by helicopter.

When ELARC is alerted to an emergency or disaster:

- During regular business hours, the information will be forwarded by the party receiving the message to the office of the Executive Director.
- During after hours, including weekends, and holidays, the ELARC On-Call Consumer Services Supervisor will receive the call. The On-Call Consumer Services Supervisor will notify the ELARC Executive Director of the nature of the disaster. Responsibilities of the On-Call Consumer Services Supervisor include:
 - Be available 24/7 during time of service.
 - Keep the cell phone with you and turned on during after-hours.
 - Keep a call down list with you at all times.
 - Maintain communication with ELARC Executive Director, Executive Management, and the County Office of Emergency Management as appropriate.
- The Executive Director will be the point of contact for the Los Angeles County Office of Emergency Management. When disaster strikes, the Executive Director becomes the critical link between the Office of Emergency Management, State DDS, and supporting Regional Centers and Developmental Centers.

6.2 Notification and Mobilization

Eastern Los Angeles Regional Center has 143 Service Coordinators, 110 working from the Alhambra office and 33 working from the Whittier office, to manage the delivery of services to over 8,950 regional center clients 365 days a year, 7 days a week, 24 hours a day. In addition, there are specialists on staff, such as Psychologists, Nurses, and Physicians, who support the work of the Service Coordinators. ELARC also has a cadre of approved providers to assist

staff. This provides a reservoir of trained staff capable of responding in the event of an emergency.

Eastern Los Angeles Regional Center has an agreement with Desert Regional Center in Nevada to serve as an information clearing house in the event of a catastrophic disaster in which local telephone servers are disrupted. The telephone number, (702) 486-6200, has been designated as the out-of-state contact for ELARC staff, providers, and families in the ELARC service area.

When an emergency occurs, some employees may be on duty but may not be in one of the ELARC offices. Other employees may not be on duty. As soon as those employees who are on duty but away from their office, or those who are not on duty, become aware that emergency conditions exist, they should make every effort to call in to the ELARC number and to report their status. If the ELARC number is inoperable, the employee should call the Desert Regional Center in Nevada and provide their status and how they can be contacted.

If employees cannot contact Eastern Los Angeles Regional Center or Desert Regional Center, they should attempt to report to their office for their next regular shift as soon as it is safe for them to do so.

6.3 Plan Implementation

6.3.1 Advanced Warning Scenarios

If an emergency or disaster is anticipated, EOP implementation will be a deliberate process. The Executive Director or her designee will make a determination as to whether and when to activate the EOP based on the priorities outlined above under 6. As soon as is feasible, an Emergency Declaration will be issued by the Executive Director or her designee and the Board of Directors, DDS, staff, appropriate Disaster Management Area Coordinators, and ELARC clientele will be notified.

6.3.2 No Warning Scenarios

When an emergency or disaster strikes without warning, the first member of management to reach either facility and/or communicate with the main (Alhambra) office, may activate the EOP when they determine that it is necessary and in ELARC's best interest to immediately initiate emergency actions. Reasonable efforts should be made to contact the person(s) formally responsible for activating the plan. As soon as it is feasible, an Emergency Declaration will be issued by the Executive Director or her designee and the Board of Directors, DDS, staff, Disaster Management Area Coordinators and ELARC clientele will be notified.

6.4 Immediate Actions

6.4.1 Staff Actions

Immediate actions on activation are dependent upon the exact situation, specific hazard, condition of the facility(ies,) and the agency's immediate operational needs/requirements. If the disaster occurs during working hours, the staff should be guided by the procedures listed in Eastern Los Angeles Regional Center Emergency Procedure Manual. (Annex E). The Executive Director will issue a written Declaration of Local Emergency which directs the immediate implementation of the Emergency Operations Plan.

6.4.2 Emergency Operations Center (EOC)

The Incident Commander or her designee will make the determination to activate the Emergency Operations Center in the Board room, located on the lower level (underground). This room is approximately 1,828 square feet. This room is wired for telephone, computers, printers, and internet. It does not have fax capabilities. It also has storage. A kitchen is adjacent to the room and restrooms are just down the hall. If this room is damaged and cannot be used as an EOC, an alternative site would be the Executive Conference room located on the second level. The Facilities/IT Support Supervisor will coordinate the relocation to the alternate site, or identify a more suitable alternative. The Emergency Operations Center Unit Leader will ensure the room has all the necessary equipment to function as an EOC.

Eastern Los Angeles Regional Center's response to an emergency or disaster, and the use of the EOC, will be managed in one of three modes, depending on the magnitude of the disaster.

Level One: This level of activation of the EOC may be in response to a minor or moderate incident where resources of the ELARC are adequate and available. A Local Emergency may or may not be proclaimed. The ELARC EOC may not be activated. Off-duty personnel may be recalled.

Level Two: This level of activation of the EOC may be in response to a moderate to a severe emergency or disaster in which resources of the ELARC may not be adequate and mutual aid may be required on a regional or statewide basis. The EOC will be activated so the Command Staff and the Section Chiefs will be centrally located while performing the five functions of command, operations, planning/intelligence, logistics, and finance. A Local Emergency may be proclaimed by the affected City Council, the County of Los Angeles, and a State of Emergency may be proclaimed by the Governor. Off-duty personnel may be recalled.

Level Three: This level of activation of the EOC may be in response to a major or regional disaster in which resources in or near the impacted area are overwhelmed and extensive state and/or federal resources are required. A Local Emergency (City/County) and a State of Emergency (Governor) will be proclaimed and a Presidential Declaration of an Emergency or Major Disaster will be required. All response and early recovery activities will be conducted from the EOC. Most off-duty personnel may be recalled.

The Incident Commander will determine the level of activation of the EOC and will notify appropriate EOC staff. The Incident Commander will hold an initial briefing. (Incident Briefing form ICS 201). At this briefing, the Incident Commander and the EOC Command Staff and the Section Chiefs will determine hasty incident goals and strategic objectives (Incident Action Plan) for the initial operational period. It is critical that the hasty incident objectives found in the Incident Action Plan cover the entire course of the incident, not just an operational period. This is important because the hasty objectives will shape the agency's response during the course of the incident. The Incident Commander will hold a general staff meeting to set and implement the hasty objectives. The Incident Commander Checklist found in Annex A will guide his or her actions.

6.4.3 Further Actions until the Initial Briefing

From activation of this EOP until the initial briefing by the Incident Commander where the set of exact objectives and priorities specific to the emergency will be announced, the following shall be the initial objectives and priorities:

- Read the checklist for your assigned position and briefly review the EOP as necessary
- Determine who is best suited to take charge until the designated emergency organization is in place and support that member of management as needed
- Assess the immediate situation, capabilities and limitations within your area of responsibility
- Ensure the immediate safety and your staff
- Take necessary action to meet immediate requirements
- Collect and document all available emergency related information within your capability and ensure it is available to the Incident Commander
- Initiate an ongoing list of short-term (next 12 hours) support requirements and make the list available through to the LOGISTICS Section Chief.
- Conduct an initial briefing. The purpose of the briefing is to disseminate information on the emergency, objectives for the first operational period, priorities, safety information, emergency organization, specific requirements, and answer questions. All requirements should have deadlines, and the time and location of the next scheduled briefing should be announced. At a minimum, there should be a shift change briefing at each shift change. Generally, this would happen every 12 hours.
- Each Section Chief activates only those organizational elements needed to meet their responsibilities.
- Consider changing staff shifts to 12 hours and re-align staff numbers based on anticipated requirements and staff availability. Consider the safety implications of all actions and ensure that actions are consistent with staff safety.
- Review condition and amount of available equipment in relation to immediate and longer term operations. Take necessary action to provide sufficient operational equipment to meet anticipated requirements.
- Establish contact with the LA County EOC and other EOCs (cities, state) as appropriate and needed to effectively support the response.

6.5 Continuing Operations

Once the Emergency Operations Plan has been implemented, and initial actions taken and concluded, the organization will operate in a response mode with emergency staffing established. Planning will be a cyclical ongoing process regardless of the scope, nature, or extent of the disaster. Disasters vary and management will be free to customize their actions to fit the disaster.

An Incident Action Plan (IAP) will be developed during the initial operations period. As part of continuing operations, the planning process will continue. At the beginning of each operational period, the objectives of the Incident Action Plan will be broken down into tactical assignments and the Incident Action Plan will be implemented. Near the end of the operational period and before the beginning of each new operational period, the incident objectives will be evaluated and the Incident Action Plan updated as needed.

The review and revision process is ongoing throughout the event. Section meetings will be held during each operational period to review the IAP and make suggestions for modifications. The suggestions will be reviewed by the Command Staff and Section Chiefs at the Incident Action Plan meeting that will be held at the EOC. The Incident Action Plan will be modified by the team and approved by the Incident Commander. The modified IAP will be distributed to the Section Chiefs. It will then be reviewed with all staff as the new operational period commences or at the change of shift.

The IAP review process shall include consideration of:

- What needs to be done now? (Objectives)
- How shall it be done? (strategies and tactics)
 - Strategies establish broader direction to achieve objectives
 - Tactics are specific tasks to implement the strategies
- Who will do the tasks identified?
- Are the objectives working? Do we need to change our objectives?
- Do we have what we need (resources) to achieve the objectives?
- Is it safe to attempt to achieve the objectives?
- How long until each objective is complete?

6.6 Contingency Planning

6.6.1 Unusable Facility

Alhambra (Main Office) Damage to the structure could deny access to the building. Inspections may be delayed and repairs may not be available for days to weeks depending on how widespread the damage is in the immediate area. Should the ELARC Whittier site (Satellite office) be usable, then agency operations would be transferred to that office. An EOC would be set up there and the Emergency Operations Plan would be followed.

Whittier (Satellite Office) The same scenario as above may apply at the Whittier site. In that case, Whittier case management operations would be temporarily moved to the ELARC Alhambra site and the Emergency Operations Plan would be followed.

If damage is so widespread that both offices are unusable, the agency may relocate operations to another neighboring Regional Center or another facility, and would continue to follow the Emergency Operations Plan.

Phones If telephone systems are not operational due to damage or lack of power, calls from consumers and service providers may not be answered. In that event, the telephone service provider will be contacted and instructed to redirect the calls to a different operational 10 digit phone number for the calls to be answered. In this event, the Desert Regional Center in Nevada will be notified and asked to take messages if they receive calls. Desert Regional Center will be notified as soon as Eastern Los Angeles Regional Center can take calls.

As long as the server remains operational and the T1 circuits carrying telephone communications to and from the facility are operating, ELARC will immediately post emergency contact information on the agency website and use the info@elarc.org address for inquiries. It is possible that e-mail and wireless communication systems may be operational and/or may be restored to operation prior to telephone service.

6.6.2 Damage to External Communication Lines

All local telephone circuits could be disrupted for an extended period of time. If the telephone circuits leading to the facility are damaged, no calls can get to the facility. The Network Administrator will contact the telephone service provider and attempt to assess the extent of the damage. If possible the telephone service provider will be asked to immediately switch all calls to an alternate number after making arrangements with the owner of the temporary destination number to respond to all calls.

As stated above, ELARC will immediately post emergency contact information on the agency website and use the info@elarc.org address for inquiries.

6.6.3 Remote Operations

As long as the server remains operational and the T1 circuits carrying telephone communications to and from the facility are operating, staff can access the server via internet and accept wireless service requests from consumers or service providers.

7 Administration, Finance and Logistics

7.1 Administration

When the EOP is activated, all staff and volunteer hours spent in responding to the emergency or directly supporting that response will be accounted for under specific coding indicating disaster response. To ensure that this is accomplished the following specific actions will be taken:

- Under the direction of the HR Manager, the HR Assistant will provide sign in sheets to the Supervisor in the telephone center and management members of other sections.
- All staff, regardless of status MUST sign in on arrival or at the time the EOP is activated, sign out leaving and keep track of their hours spent in response to the disaster or direct support of the response.
- The HR Assistant is responsible to collect and safeguard these records until they are turned in to the HR Director. This should happen daily.

Service providers need to cover financial arrangements and facility support during disasters. Depending on the nature of the emergency or disaster, the Finance/Administration Section Chief will oversee modifications of service provider contract agreements. These may include but are not limited to:

- Service Closures
- Evacuations
- Transportation
- Accompanying consumers until they are in the care of a responsible party/authorized provider

7.2 Finance

When this EOP is activated, all financial monitoring, policies, accountability and cash handling procedures remain in effect except as noted below:

- As soon as possible after plan activation, the ICS Finance Director will inventory petty cash and draw down a prudent amount to support anticipated cash requirements during

the disaster in consultation with the ICS Planning Section Chief and ICS Logistics Section Chief.

7.3 Logistics

The Executive Director is authorized to extend existing service contracts or initiate temporary contracts when necessary to support 24/7 high activity operations during disasters when the EOP is activated. This authority includes but is not limited to:

- Copy/printing machine rental and services
- Equipment and furniture rental and related services
- Catering –meals/snacks due to additional shift requirements and/or lack of available resources
- Janitorial services
- Security services

8 Recovery

The recovery phase of an incident follows immediately after the response phase, although there is no definitive line between response and recovery. ELARC will be in the recovery phase when there are no disaster-related threats to life and property. During this time the emphasis will shift to clean-up, re-entry, repair, or return to normal operations. Demobilization will involve the release and return of resources that are no longer required for support of the incident.

The Incident Commander will approve resource orders and demobilization. No incident resources will be demobilized until authorized by the Incident Commander. After the incident is controlled, and tactical resources are beginning to be released, the ELARC Incident Commander and Section Chiefs will monitor the number of support and management staff assigned to the Incident.

The workload of the Command Staff and General Staff will be considered when planning for demobilization. The following is an example:

Position	Demobilization Considerations
Public Information Officer	As the incident is controlled and tactics have changed from life-safety to clean up, the need for interagency coordination of information may decline. The PIO may still be the contact for the press but can scale back operations.
Liaison Officer	As resources from assisting agencies are demobilized, the Liaison Officer's role will become less complex. The Liaison Officer is likely to be involved in interagency post-incident review activities. This may require continued presence during and after final demobilization.
Safety Officer	As the number of tactical operations at the incident decrease, the demand on the Safety Officer decreases. The work load may even out, but will remain until the end of the incident.
Operations Section	The Operations Section Chief should be able to reduce support staff once objectives are achieved and the incident winds down.
Planning Section	The Planning Section will develop and monitor the plan for demobilization, including releasing resources from assisting agencies. The documentation unit will save incident documentation for archiving. Both these processes are finished late in the incident.

Logistics Section	Supplies used to support the incident response will be collected, inventoried, and depleted supplies replaced. Records regarding hours worked by personnel in disaster related activities, and records regarding disaster related equipment, supplies, meals, housing, and transportation will need to be provided to Finance/Administration.
Finance/Administration Section	The incident facilities, such as the Emergency Operations Center, will need to be returned to normal. Resources damaged during the incident will be rehabilitated or replaced. Many activities of the Finance/Administration Section will continue after the rest of the agency has been demobilized. This includes processing claims, time records, and incident costs. The paperwork needed to document an incident is completed during or after demobilization.

Once the conditions that precipitated the local emergency have abated, the Incident Commander will direct the deactivation of the Emergency Operations Center and will issue a proclamation for termination of the emergency and the return to normal day-to-day operations.

8.1 Cost Recovery

ELARC may be eligible for federal reimbursement of some costs of repairing direct disaster related damage to the facility under the FEMA Public Assistance (PA) Program when there is a Presidential Declaration of Emergency or Major Disaster. ELARC may be eligible for additional assistance under the California Disaster Assistance Act (CDAA.)

ELARC may first have to apply for reimbursement directly from FEMA under the provisions of the Public Assistance (PA) program. During a disaster, ELARC may be asked to provide disaster-related emergency services for access and functional needs populations within the County. ELARC may be eligible for reimbursement as a contracted entity because the County has a legal responsibility to provide emergency support and the Public Assistance Program can reimburse contracts for disaster related services related to emergency response under Category B., Emergency Work (preventing further disaster-related damage, injury, or death). This strategy can make ELARC activities during Presidential Declarations of Emergency or Major Disaster eligible for full reimbursement of all “regular and necessary” costs of meeting the contract requirements.

When there is a Governor's Proclamation of Emergency, but no Presidential Declaration, reimbursement is only available from the State. CDAA has different requirements and processes than the federal PA Program, and reimbursements are much more limited. ELARC will work with California Emergency Management Agency (Cal-EMA) and the State of California Department of Developmental Services for this reimbursement.

8.2 After Action Reporting

Following the implementation of the EOP, a formal After Action Report (AAR) will be prepared under the supervision of the Emergency Preparedness Manager and be approved by the Executive Director.

In order to be an effective tool, the AAR must be factual and complete. The AAR is not a mechanism to assign blame; it is a mechanism to identify weakness in our planning and processes, and to improve both.

The AAR will consist of the following sections:

- Situation and nature of the emergency/disaster
- Plan activation/demobilization process
- Emergency organization and staffing
- Emergency actions and timeline
- Emergency related expenses
- Lessons Learned:
 - This section will describe what actions/processes/key decisions worked well and what actions/omission/processes/key decisions did not work well and how they impacted the ability to achieve objectives
- Recommendations for changes in the EOP and in supporting plans and programs to improve the overall performance and staff satisfaction within the Regional Center.

9 Plan Maintenance

This plan will be reviewed annually on the anniversary of its acceptance by the ELARC Board of Directors. The plan may be updated as a part of the review.

The Emergency Preparedness Manager shall be responsible to establish and maintain a file of recommended edits throughout the year. During the month of the annual review, the Emergency Preparedness Manager will be responsible for review and analysis of the edit file and compile a list of recommended changes to the EOP.

When the list of recommended changes is reviewed by the Management Team, the Emergency Preparedness Manager will draft changes and submit the updated plan to the Executive Director, (Agency Safety Committee, Agency Emergency Operations Plan Workgroup,) and Board of Directors for Approval.

10 Authorities and References

10.1 Federal

- National Incident Management System, Department of Homeland Security, December, 2008 (http://www.fema.gov/pdf/emergency/nims/NIMS_core.pdf)
- National Response Framework, Department of Homeland Security, January, 2008 (<http://www.fema.gov/pdf/emergency/nrf/nrf-core.pdf>)
- Incident Management System (ICS) (<http://www.fema.gov/emergency/nims/IncidentCommandSystem.shtml>)
- FEMA Public Assistance Guide, FEMA 322 (http://www.fema.gov/government/grant/pa/pag07_t.shtml)
- HSEEP Volume III, Exercise Evaluation and Improvement Planning, February 2007 – Chapter 3 and Annex A

10.2 State of California

- California Emergency Services Act
- Petris (SEMS) SB 1841 chapter 1069, California Emergency Services Act

- State of California Emergency Plan, January 20. 2009
- SEMS Guidelines Standardized Emergency Management System, California Office of Emergency Services (OES), California Emergency Management Agency (Cal-EMA), September 2006.
- California Master Mutual Aid Agreement; also known as the California Disaster and Civil Defense Master Mutual Aid Agreement (8573).

10.3 County

- Los Angeles County Operational Area Emergency Response Plan,

10.4 Eastern Los Angeles Regional Center

- Incorporation Certificate 23-704-9877, May 23, 1986
- Corporate Bylaws, March, 1986, as amended

10.5 Memoranda of Understanding and Agreement (MOU/MOA)