

County of Humboldt

**LOCAL ASSISTANCE
CENTER PLAN**

TO THE

EMERGENCY OPERATIONS PLAN



HUMBOLDT OPERATIONAL AREA

Humboldt County Sheriff's Office
Office of Emergency Services
826 Fourth Street
Eureka, CA 95501

LOCAL ASSISTANCE CENTER PLAN

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2 General Information

During the recovery stage of any incident or disaster, resources and services need to be provided directly to disaster survivors. Gathering all potential service providers into a single location, within the affected area, for the access of disaster survivors is the most effective way for local governments to manage this particular challenge. Events that require community assistance can be effectively managed in the form of establishing a Local Assistance Center (LAC). During the recovery stage of any event, whether it is a natural or manmade disaster, human resources and services need to be provided. This guide is intended to assist in the development, implementation, and demobilization of the LAC.

After an event that significantly damages the infrastructure of the Humboldt County Operational Area (OA), one of the main priorities is for emergency management agencies to streamline the recovery process. The goal of a LAC is to provide a “one-stop” service facility for those citizens impacted by the disaster. A LAC is a single location for residents to receive information about disaster assistance programs and services; this single location provides more accessibility for the public.

County government officials, working with the Incident Commander (IC), are responsible for assessing the need for the establishment of a LAC. The LAC is directed by an Oversight Team, which is made up of representatives from local government, the California Emergency Management Agency (CalEMA), federal government and Non-Governmental Organizations (NGO) as appropriate. The Incident Commander will designate the members of the Oversight Team. The scope of the oversight is determined by the size of the LAC; this, in turn, is dependent upon the size of the incident. The LAC Manager is appointed by the Oversight Team and is responsible for the implementation of the day-to-day operations, including staffing.

The County of Humboldt’s Local Assistance Center Plan was adopted by the Humboldt County Board of Supervisors on March 22, 2011.

3 Public Access to Plan

As a public document, this Plan, the County Emergency Operations Plan, and other specific event contingency plans are accessible via the Humboldt County internet web site (www.co.humboldt.ca.us/sheriff/).

4 Objectives

The objectives of the LAC include:

- Provide disaster assistance information to disaster survivors.
- Streamline recovery process.
- Develop, recommend, and mobilize LAC on behalf of the Incident Commander.
- Recruit state and federal agencies, NGOs, and Voluntary Organizations to participate.
- Provide a venue for disaster assistance vendors.
- Ensure accessibility of disaster assistance information for the public.
- Capture statistical data about services rendered.
- Keep daily logs regarding usage of the LAC.

The establishment of a LAC by the Incident Commander should be considered when a large-scale emergency occurs such as a major earthquake, flood, or fire, or any other event that has considerable community impact and brings about widespread damage to private property.

5 Potential Local Assistance Center Locations

Wherever a LAC is located, it is imperative that the LAC meet specific criteria regarding accessibility according to the needs of people with functional and access needs. Depending upon the nature and location of the incident, the following are some of the potential sites for the LAC. One or more LACs may be opened. In most cases, the LAC will be located in close proximity to the initial impact zone of the incident. A single LAC can be mobilized to support a single, localized incident. In the event of a large disaster, one or more of these primary LAC locations may also be used as a Red Cross Shelter or other event support venue. The pros and cons of co-locating the LAC with or near the shelter must be evaluated prior to establishing the LAC.

The following are possible LAC locations to consider. This list is not all-inclusive.

Humboldt Bay Region

Redwood Acres Fairgrounds
3750 Harris Street, Eureka
445-3037

Wharfinger Building
1 Marina Way, Eureka
268-1973

Eureka Municipal Auditorium

Arcata Community Center

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1120 F Street, Eureka
441-4241

321 Community Park Way, Arcata
822-7091

Northern Humboldt Region

Azalea Hall
1620 Pickett Road, McKinleyville
839-9003

Trinidad City Hall
409 Trinity Street, Trinidad
677-0223

Trinity River Region

VFW Hall
20 Kimtu Road, Willow Creek
530-629-3810

Willow Creek Community
Resource Center
38883 Highway 299, Willow Creek
530-629-3141

Eel River Valley Region

Firemen's Pavilion, Rohner Park
Main Street & Park, Fortuna
725-7620

River Lodge Conference Center
1800 Riverwalk Drive, Fortuna
725-7572

Humboldt County Fairgrounds
1250 5th Street, Ferndale
786-4937

Bridgeville Community Center
38717 Kneeland Road, Bridgeville
777-1775

Rio Dell Fire Hall
50 W. Center Street, Rio Dell
764-3329

Southern Humboldt Region

The Mateel Community Center
59 Rusk Lane, Redway
923-3368

Community Center
29230 Mattole Road, Petrolia
629-3430

Veterans Memorial Building
483 Conger Street, Garberville
923-2638

Mattole Grange
36512 Mattole Road, Petrolia
629-3421

6 Activation

As part of the recovery phase, the need to activate a LAC should be assessed during the initial response phase. This will make it possible to activate the LAC as soon as possible.

The Incident Commander will make the initial decision to activate the LAC during a large-scale emergency affecting Humboldt County. Information regarding the location of the LAC and participating agencies and organizations will be made available to the public through the Public Information Officer (PIO) or the Joint Information Center (JIC). Signs and fliers will be posted to inform area residents of the times and locations of the LAC.

After a disaster occurs, organizations such as the American Red Cross, Salvation Army, and other local NGOs are mobilized to help aid in the recovery effort. These mobilizations usually occur within a few days, or even within hours of the disaster. The Federal Emergency Management Agency (FEMA) and the Small Business Administration (SBA) cannot actively respond until a federal disaster declaration is issued.

See LAC Activation Checklist (14.1) and Open/Close Checklist (14.6) appended.

Forms for use in the LAC are appended in Section 16: 16.1, Check-in / Check-out Sheet; 16.2, Agency Assignment Sheet; 16.3, Client Sign-in Sheet; 16.4, Client Routing Form; 16.5, Client Count Summary; 16.6, Station Tally; 16.7, Weekly Station Summary.

7 Staffing

The scope, type, and location of the disaster will dictate the number of personnel assisting with the operation of the LAC, as well as the type of agencies invited to participate. The LAC is designed to provide disaster assistance services to those affected; it is also designed to facilitate a more streamlined recovery process. A major event may require several LACs to be activated while a lesser incident might require a single LAC.

Staffing may include:

- Administrative Staff – provides administrative support for the LAC
 - Manager of LAC
 - Assistant Manager

See Administrative Staff Checklist appended (14.3).

- Support Staff – may perform miscellaneous tasks as requested by the administrative staff.
 - Clerical support for Manager (as needed)
 - Greeters (2)

See Support Staff Checklist appended (14.4).

- Agency Staff – representatives from various local, state and federal agencies whom are providing disaster recovery assistance information.

These agencies may include the following: (This list is not all-inclusive.)

- American Red Cross (shelter, food assistance, cleaning supplies)
- Salvation Army (food, clothing, transportation, and shelter assistance)
- Catholic Charities (shelter, food assistance, replacement of some household items)
- Humboldt County Department of Health and Human Services (DHHS), Public Health Branch (provide coordination of medical services as needed)
- Humboldt County DHHS, Social Services Branch (shelter, food, clothing, other basic necessities)
- Humboldt County DHHS, Mental Health Branch (provide mental health support and services as needed)
- Humboldt County DHHS, Public Health Branch, Division of Environmental Health (water, food and other safety issues and hazardous materials)
- Humboldt County Community Development Services Department (CDS) and Planning Department (building permits and information)
- Federal Emergency Management Agency (financial assistance and referral to other government programs)
- Small Business Administration (business and home owner financial assistance)
- California Employment Development Department (disaster unemployment & referral)
- Non-Governmental Organizations
- Department of Motor Vehicles
- Social Security Administration

See Agency Staff Checklist appended (14.5).

8 Equipment and Supplies

A list of suggested equipment and supplies that should be considered for the LAC has been developed. Basic on-hand equipment and supplies are critical for efficient LAC operations and should be readily available. This list has been developed on a “worst case” scenario basis. Materials and quantities suggested may be scaled up or down as needed based upon the scope of the incident.

See Equipment and Supplies Checklist appended (14.7).

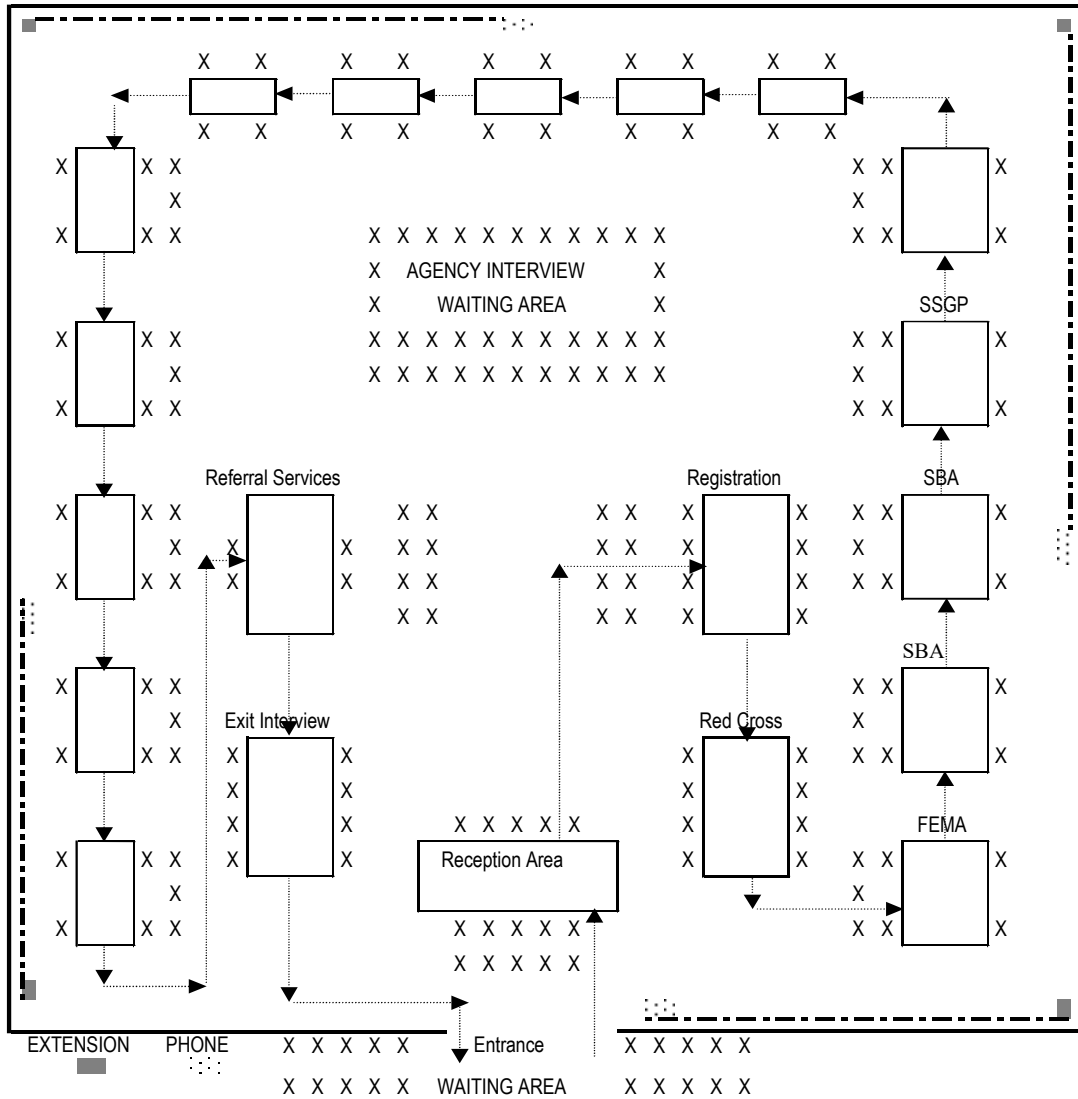
9 Floor Plans

The chosen facility should be large enough so as to separate the reception area from the main part of the LAC. Waiting areas should be set up in the main LAC floor area. A child care area should be provided and staffed, if possible.

The flow of foot traffic through the facility should be arranged so that the disaster survivors are able to easily move from table to table. Access conforming to the Americans with Disabilities Act standards shall be provided.

The sample floor plan that follows is for a large facility. It represents floor space of approximately 5,000 square feet. It is a tool to estimate the size of the LAC. This guideline can be scaled up or down, based on the estimated numbers of attendance. The formula can be used to determine location and potential use of facilities.

Sample Floor Plan:



Formula for estimating square footage:

150 ft² for each LAC participant PLUS 50 ft² for each client that could be in the LAC at a given time

Example: A center to accommodate 10 LAC participants and 30 clients at any given time would require a minimum of 3,000 ft²: (150 ft² x 10 LAC participants) + (50 ft² x 30 clients).

NOTE: LACs may require more or less square footage based on the size and magnitude of the event. Partitions of some type may be necessary if one table is used to interview more than one client.

10 Release of Information

Information regarding the opening and location of the LAC should be made available to the public as soon as possible. Information should be released via written hard copy, telephone inquiries, news conferences, website(s), or given via live interviews. All LAC-related information will be released through the PIO or the JIC.

Fliers should be distributed to employers and businesses. All released information should be assigned a time and number prior to distribution (release). Immediately after distribution, all information will be centrally logged.

Sample Release of Information:

A Local Assistance Center will be opening at the Redwood Acres Fairgrounds, Thursday, January 27, 2011, at 9:00 AM. This center will be available to all those survivors of the recent (earthquake, flood, fire, tsunami etc.). Information regarding disaster assistance and other areas of service will be available. Doors open at 9:00 AM and close at 4:00 PM daily, until further notice.

Sample Release Flyer:

Humboldt County Storm Recovery

Local Assistance Center

The County of Humboldt is coordinating with cities and towns to help residences and businesses impacted by the New Year's winter storm obtain needed federal assistance by opening a Local Assistance Center (LAC). Representatives from federal, state, and local agencies will be present to provide information about available assistance (such as low-interest loans) and to take applications.

Affected residents are encouraged to begin the FEMA application process by registering online at www.fema.gov or by calling 1-800-621-FEMA(3362).

In addition to registering online or over the phone, residents and businesses can apply for assistance in person at the Local Assistance Center.

Dates of Operation

Thursday, January 27 through Tuesday, February 1, 2011
(dates of operation may be extended based on need)

Hours of Operation

10:00 AM to 7:00 PM daily

Location

Redwood Acres Fairgrounds
3750 Harris Street, Eureka

The following agency representatives will be available to answer questions and provide assistance:

Federal Emergency Management Agency (FEMA)
Small Business Administration (SBA)
California Emergency Management Agency (CalEMA)
Employment Development Department (EDD)
Internal Revenue Service
CA Department of Insurance
Contractors State License Board
American Red Cross

Humboldt County:
Health and Human Services
Community Development Services
City of Eureka
City of Arcata
City of Ferndale
City of Fortuna
Humboldt County Sheriff's
Office of Emergency Services

For more information contact: Humboldt County Sheriff's Office of Emergency Services
826 4th Street, Eureka, CA 95501
Phone: 707/268-2500 FAX: 707/445-7764

Persons with disabilities requiring special assistance or accommodation contact

11 Access and Security

Access to the LAC will be monitored before, during, and after hours of operation. Because the LAC is not limited to LAC workers, it is vital that a check-in and check-out process be implemented. This access control also functions to capture statistical data regarding the use of the LAC.

See the Check-in /Check-out Sheet appended (16.1).

Security is vital due to the innate nature of a disaster. Not only is public safety important when implementing a LAC, but the safety of the relief workers is also a concern. The federal government, especially FEMA, is very concerned about site security. For these reasons, it is suggested that physical security systems be put in place around the LAC prior to and after operational hours.

12 Demobilization

The LAC Manager, in concurrence with the Incident Commander, will decide when to deactivate the LAC. The LAC Manager will issue informational releases stating when the LAC will cease operations. This information will be posted at the LAC and released to various news sources. Once deactivated, LAC staff will participate in a critique of LAC operations.

See LAC Demobilization Checklist appended (14.2).

13 Janitorial Services

The LAC tends to be an extremely busy environment; it is also subject to becoming cluttered and soiled during hours of operation. In order to maintain a professional, clean, and safe environment for the public and LAC workers, daily janitorial services should be provided. A final cleaning should be done before returning the building back to the landlord.

The LAC Manager will determine what janitorial services are required. They will contract for this service as needed.

14 Checklists

14.1 ACTIVATION CHECKLIST

- A meeting of the Oversight Team will be convened. The Team will select an LAC Manager and develop an action plan.
- Conduct initial planning meeting; review logistics requirements and make assignments.
- Select a location(s) for the LAC.
- Conduct site survey with building owner and document existent damages (scrapes on floor, window cracks, etc.). Take interior and exterior photographs/images to record the facility's pre-use condition. Take specific photographs/images of any damages found.
- Prepare site map (Depending upon venue size):
 - Utilities access: electrical, gas, telephone, internet, wireless
 - Capacity
 - ADA
 - Restrooms
 - Furniture
 - Private meeting areas for counseling/private conversations
 - Quiet tele-registration area
 - Road access
 - Parking
 - Security
 - Develop LAC floor plan and identify agency locations
 - Order electric and gas utilities
 - Order phones and internet
 - Order computers/printers, extra internet ports, wireless connectivity as needed
 - Order copier
- Follow internal agency protocols for sending out emergency notification and information.
- Set up work areas with maps, supplies, log sheets, message boards, telephones, copiers, fax machines, computers, and printers. Verify that LAC equipment is operational.
- Set up initial participating agencies, departments and NGOs' work areas.

- A news release will be issued by the PIO or the JIC announcing the establishment of the LAC stating its location and telephone numbers for the news media and the public to call for information.
- Contact appropriate agencies and organizations for LAC involvement.
- Conduct initial Morning Meeting/Daily Briefing to explain LAC operations to participating agencies, departments and NGOs and to distribute necessary forms and logs.
- Develop and maintain a daily log of LAC workers.
- Develop and maintain a daily log of disaster survivors who access the LAC.
- Make sure adequate provisions have been made to maintain a safe working environment including: heating/cooling, water, lighting, security, food for workers, bathrooms, and sanitary supplies.
- Ensure all agency, department, and NGO representatives have been briefed on LAC operations and the LAC ground rules have been explained.
- Reassess LAC services and referrals to mobilize additional services from other agencies, departments, and NGOs as necessary.
- Be prepared to incorporate state and federal program representatives (CalEMA, FEMA, SBA, etc.) when possible.
- Determine, through analysis of services and referrals, when LAC participants can begin demobilizing.
- Determine, in conjunction with the IC and PIO, when to announce the closure of the LAC.
- Document all LAC activities to provide a clear record of services provided and resources used.

14.2 DEMOBILIZATION CHECKLIST

- Ensure all equipment and personnel are returned to pre-LAC condition.

- Conduct final walk-through of building with owner and compare to initial walk-through for damages. Document any damages found and take post-use interior and exterior photographs/images.
- Ensure all generated data and logs are given to the LAC Manager.
- Coordinate the critique of response actions and ensure the following are addressed:
 - Inoperable equipment
 - Procedural inadequacy
 - Clarity of policies
 - Notification difficulties
 - Other lessons learned
- Complete all required forms, reports, and other documentation. All forms should be submitted to the LAC Manager prior to your departure.
- Deactivate your assigned position and close out logs.

14.3 ADMINISTRATIVE STAFF CHECKLIST

- Coordinate with Agency Staff from state and federal agencies, NGOs and Voluntary Organizations.
- Responsible for release of information regarding hours of operation.
- Produce signs and banners for use by the Support Staff.
- Perform other administrative duties as assigned.
- Answer telephones and take messages as needed.
- Give copies of all incoming and outgoing documentation to the PIO at the end of the event.

14.4 SUPPORT STAFF CHECKLIST

- Monitor check-in and check-out of all personnel on sign-in sheets.
- Monitor check-in and check-out of all disaster survivors on sign-in sheets.
- Responsible for sign placement within the LAC.
- Responsible for miscellaneous duties as requested by the LAC Manager and Administrative Staff.

14.5 AGENCY STAFF CHECKLIST

- Coordinate with Support and Administrative Staff during the activation and demobilization of the LAC.
- Perform other duties as necessary.

14.6 OPEN/CLOSE CHECKLIST

Open

- Turn on lights, heat, or air conditioning as needed.
- Notify landlord/building owner.
- Ensure that required security systems are in place.
- Sign-in on Daily Staff Log.
- Make certain all LAC workers sign-in on Daily Staff Log.
- Inventory all equipment and supplies (fax machine, copier, telephones, etc.).
- Prepare all support equipment for users.
- Ensure all telephone lines are operational.
- Check supply room inventory.
- Unlock doors to storage areas as necessary.
- Make sure restrooms are available and clean.

Close

- Turn off all lights, heat or air conditioning as needed.
- Turn off all equipment.
- Secure all equipment.
- Secure all sensitive items such as food stamps, confidential documents, records, etc.
- Sign-out on Daily Staff Log.
- Make certain all LAC workers sign-out on Daily Staff Log.
- Notify security of time of departure.
- Lock all storage and restroom areas as necessary.

14.7 EQUIPMENT AND SUPPLIES CHECKLIST

The following numbers are suggested for a large LAC facility. The size of an LAC will be determined by the scope of the disaster, and the amount of supplies will depend on the venue size. These numbers can be scaled down as needed. Supplies should be adequate to address all needs for the event.

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LOCAL ASSISTANCE CENTER PLAN

Suggested Equipment

- Tables (24"x61") 25
- Chairs 80
- Telephones 15 (handsets w/adjustable volume)
- Computers 15
- Computer printers (1 color) 5
- Fax machines 2
- Copy machines 2
- Privacy panels 6
- Trash cans (large) 5
- Waste bins 10
- Charts & supplies 2
- Dry erase boards/markers 2
- Power cords 10
- Desktop reading lights 4
- Generator (back-up power supply only, not primary source)
- Hand-held radios (should situation require such a need)

Office Supplies:

- Pens and pencils (30 doz.)
- Writing pads (10 doz.)
- Copier paper (10 reams)
- Color paper (2 reams)
- Envelopes
- Staplers/staple removers
- Large staple gun w/staples
- Scotch Tape, Duct Tape and Dispensers
- Masking tape
- Paper clips
- Rulers
- Scissors
- Marking Pens
- Post-it notes
- File folders
- Poster board (for signs)
- Calendar
- Drinking water w/cups
- Trash bags

Other Items:

- Trash dumpsters and regular removal services
- Recycling bins

- Plastic
- Glass
- Cardboard
- Paper
- Fire Extinguishers
- Brooms
- Dustpans
- Mops
- Buckets

Cleaning Supplies:

- Paper towels
- Windex
- Anti-bacterial wipes

15 LAC Signage

Signs are important to reduce the number of questions that potentially could be asked at the LAC. Signs used for outdoors should be large, use very visible print, and be protected from moisture. Quick-print banners are an effective, durable method; these are available from most sign and copier stores. Remember to consider language issues.

The following is a list of recommended signs for a LAC:

- Local Assistance Center (LAC) 3
- Reception Area
- ENTRY
- EXIT
- Restrooms – Men
- Restrooms – Women
- LAC Open: _____ LAC Closed: _____
- LAC will close on: _____
- Public Information Hotline
- List of all agencies for the purpose of posting outside the door and at the entrance of the Reception Area
- Individual Agency (for tables)
- Numbers (for tables)

16 LAC Forms

- 16.1 Check-in / Check-out Sheet
- 16.2 Agency Assignment Sheet
- 16.3 Client Sign-in Sheet
- 16.4 Client Routing Form
- 16.5 Client Count Summary
- 16.6 Station Tally

• 16.7 Weekly Station Summary
16.1 Check-in / Check-out Sheet

Date: _____
Page ___ of ___

Local Assistance Center
(Please Print)

	Name	Time In	Time Out
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			

Humboldt County Emergency Operations Plan
LOCAL ASSISTANCE CENTER PLAN

15			
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16.2 Agency Assignment Sheet

Date: _____

Page ___ of ___

**Local Assistance Center
Agency Assignment Sheet**

Table Number	Agency/Organization	Phone Number at Table
1.		
2.		
3.		
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13.		
14.		

15.		
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16.3 Client Sign-in Sheet

Date: _____
Page ___ of ___

**Local Assistance Center
Client Sign-in Sheet (Please Print)**

	Name	Time
1		
2		
3		
4		
5		
6		
7		
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9		
10		
11		
12		
13		

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LOCAL ASSISTANCE CENTER PLAN

14		
15		

16.4 Client Routing Form

Date: _____
Page ___ of ___

**Local Assistance Center
 Client Routing Form**

Client Name: _____ **Date:** _____

Station Number	LAC Organization	This station is recommended ✓	Visited ✓	Provided Information ✓	Recommended Referral (Explain)	Follow- up Required ✓

17 Acronyms

ADA	Americans with Disabilities Act
ARC	American Red Cross
CalEMA	California Emergency Management Agency
CDSD	Community Development Services Department
DEH	Division of Environmental Health
DHHS	Department of Health and Human Services
DMV	Department of Motor Vehicles
EDD	Employment Development Department
FEMA	Federal Emergency Management Agency
HCSO	Humboldt County Sheriff's Office
IC	Incident Commander
JIC	Joint Information Center
LAC	Local Assistance Center
NGO	Non-Governmental Organization
OA	Operational Area
PIO	Public Information Officer
SBA	Small Business Administration
SSA	Social Security Administration