

SAN LUIS OBISPO COUNTY  
NUCLEAR POWER PLANT  
EMERGENCY RESPONSE PLAN

**STANDARD OPERATING PROCEDURE**

**III.07**

**DEPARTMENT OF SOCIAL SERVICES**

JUNE 1989

REVISED:  
MAY 1991  
AUGUST 1991  
SEPTEMBER 1993  
NOVEMBER 1994  
JANUARY 1995  
FEBRUARY 1996  
FEBRUARY 1997  
APRIL 1998  
AUGUST 2002  
DECEMBER 2004

**AUTHENTICATION**

This Standard Operating Procedure has been approved and is hereby incorporated as a department procedure:

Signed and Accepted:

\_\_\_\_\_

Name

\_\_\_\_\_

Title

\_\_\_\_\_

Date

## **PREFACE**

This SOP comprises Section III.07 of the San Luis Obispo County Cities Nuclear Power Plant Emergency Response Plan. Detailed preparedness measures and emergency procedures concerning the operation of this organization are included herein. Part I of the Plan describes the overall County emergency organization and response, including Implementing Instructions to be used by the County Command group and other key officials and the County Emergency Operations Center (EOC), in directing the emergency response activities.

**SAN LUIS OBISPO COUNTY  
OFFICE OF EMERGENCY SERVICES**

**REVISION PAGE**

<i>DESCRIPTION</i>		<i>DATE</i>
Original Document		June 89
Complete Revision		May 91
		Aug 91
Complete Revision:		Mar 93
Revision includes:	1) Editorial Update	Sept 93
	2) Addition of Attachment 9	
	3) Addition of Logs and Forms	
Annual Review, including EPA 400 Update		Jan 95
	1) More clearly identify rumor identification function of Phone Assistance Center	
Annual Review:	1) Editorial Update 2) Add Table 1: Policy and Procedures for Caring for School Children That Are Not Picked Up By Parents and Guardians During Disasters	01/96
Annual Review:	1) Editorial Update 2) FEMA 350 Review Update	02/97
Annual Review:	1) Editorial Update	04/98
Annual Review:	1. Editorial Update	08/02
Annual Review:	1. Editorial Update	12/04

**SAN LUIS OBISPO COUNTY  
OFFICE OF EMERGENCY SERVICES  
SOP COPY DISTRIBUTION**

SOP NO. III.07 TITLE Social Services REV. DATE 12/04

COPY	QUANTITY	LOCATION	DATE
Original	1	OES Office File	
Working Copy	1	OES Office File	
EOC	1	Agency Binder	
	1	Command Room File Cabinet	
	1	Master Binder, County OES Room	
Sanitized Version	1	PG&E DCCP EP e-mail	
	1	SLO County Library CD	
	1	Cal Poly Library CD	
	1	CA OES REP NPP e-mail	
	1	FEMA Region IX RAC e-mail	
	1	NRC Region IV e-mail	
	Dept./Agency	1	Director Social Services
1		Roberta Mangini - EP Coordinator	%
1		Debbie Jeter - Backup EP Coordinator	%
1		Debbie Aiello - PAC Supervisor	
1		Patty LaRose-Congregate Care Supervisor	
1		PAC Binder	
1		Congregate Care Binder	
4		DSS Staff	
1		Camp Roberts; Operations	
1		SLO Red Cross	
1		CA DSS EP Coordinator	
1		CA DSS EP Rep. - So. Cal.	
Diskette		1	OES Original File

DUPLICATION QUANTITY [ 19 ]

**TABLE OF CONTENTS**

	<u>Page</u>
<b>PART ONE - OVERVIEW</b>	
1. PURPOSE AND SCOPE .....	1
2. DEPARTMENT STAFFING .....	1
3. FACILITIES .....	1
3.1. Primary Response Center .....	1
3.2. Emergency Operations Center .....	2
3.3. Phone Assistance Center .....	2
3.4. Northern Zone Congregate Care Center .....	2
3.5. Northern Zone School Reception Center .....	4
3.6. Southern Zone School Relocation Center .....	4
3.7. Southern Zone Congregate Care Facilities .....	4
4. TRAINING .....	4
4.1. Classroom Training .....	4
4.2. Drills and Exercises .....	4
5. PROCEDURE REVIEW AND REVISION .....	5
6. EMERGENCY ORGANIZATION AND RESPONSIBILITIES .....	5
6.1. Emergency Organization .....	5
6.2. Department of Social Services' Responsibilities .....	5
6.3. Other Involved Agencies .....	6
6.3.1. Phone Assistance Center Involvement .....	6
6.3.2. Congregate Care Center Involvement .....	6
<b>PART TWO - CHECKLISTS AND PROCEDURES</b>	
CHECKLIST 1 - Social Services Director Notification and Mobilization .....	9
CHECKLIST 2 - Social Services Director Checklist .....	10
CHECKLIST 3 - Social Services Emergency Response Coordinator Checklist .....	13
CHECKLIST 4 - Social Services Personnel Manager Checklist .....	14
CHECKLIST 5 - Social Services Division Managers Checklist .....	15
CHECKLIST 6 - Phone Assistance Center (PAC) Procedures	
CHECKLIST 6.1 - Phone Assistance Center Procedures .....	16
CHECKLIST 6.2 - Phone Assistance Center Procedures .....	18
CHECKLIST 6.3 - Phone Assistance Center Procedure .....	19
CHECKLIST 6.4 - Emergency Numbers .....	20
CHECKLIST 6.5 - Procedure - Requests from the Public for Information .....	21
CHECKLIST 6.6 - Procedure - Calls from the Media .....	22
CHECKLIST 6.7 - Procedure - Request for Transportation Assistance .....	23
CHECKLIST 6.8 - Procedure - Congregate Care Inquiries .....	26
CHECKLIST 6.9 - Procedure - Call-out Functions .....	28
CHECKLIST 6.10 - Situation Board .....	29
CHECKLIST 7 - Congregate Care Center Procedures	
CHECKLIST 7.1 - Congregate Care Center Procedures .....	30
CHECKLIST 7.2 - Congregate Care Center Procedures .....	31

**PART THREE - ATTACHMENTS**

ATTACHMENT 1 - ORGANIZATION DURING AN EMERGENCY ..... 33  
ATTACHMENT 2 - TASK ASSIGNMENTS ..... 34  
ATTACHMENT 3 - EMERGENCY RESPONSE ROSTER ..... 35  
ATTACHMENT 4 - PHONE ASSISTANCE CENTER LOG ..... 36  
ATTACHMENT 5 - EMERGENCY COMMUNICATIONS LOG ..... 37  
ATTACHMENT 6.1 - DISASTER SHELTER REGISTRATION FORM **ENGLISH** .... 38  
ATTACHMENT 6.2 - DISASTER SHELTER REGISTRATION FORM SPANISH .... 39  
ATTACHMENT 7 - PAC/PIO SIGN IN LOG ..... 40  
ATTACHMENT 8 - SUGGESTED PHONE ASSISTANCE CENTER SUPPLIES  
SUGGESTED PUBLIC INFORMATION OFFICE SUPPLIES ..... 41  
ATTACHMENT 9 - PHONE ASSISTANCE CENTER RESPONSIBILITY  
TRANSITION FORM ..... 42  
TABLE 1 - POLICY AND PROCEDURE FOR HANDLING SCHOOL CHILDREN  
THAT ARE NOT PICKED UP BY PARENTS OR GUARDIANS  
DURING DISASTERS ..... 43

**PART FOUR - LOGS AND FORMS**

LOG - 1 - SAN LUIS OBISPO COUNTY MEDIA RELEASE LOG ..... 46  
LOG - 2 - SANTA BARBARA COUNTY MEDIA RELEASE LOG ..... 47  
LOG - 3 - STATE OF CALIFORNIA MEDIA RELEASE LOG ..... 48  
LOG - 4 - NRC MEDIA RELEASE LOG ..... 49  
LOG - 5 - FEMA MEDIA RELEASE LOG ..... 50  
LOG - 6 - DOE MEDIA RELEASE LOG ..... 51  
LOG - 7 - DCPP MEDIA RELEASE LOG ..... 52  
LOG - 8 - MEDIA RELEASE LOG ..... 53  
LOG - 9 - EMERGENCY ALERT SYSTEM (EAS ) LOG ..... 54  
  
FORM - 1 - REFERRALS - FREQUENTLY USED NUMBERS ..... 55  
FORM - 2 - OPEN CONGREGATE CARE CENTER ..... 56  
FORM - 3 - RUMORS/MISINFORMATION GIVEN TO PIO ..... 57  
FORM - 4 - CONGREGATE CARE CENTER SIGN IN LOG ..... 58

**SAN LUIS OBISPO COUNTY  
 OFFICE OF EMERGENCY SERVICES**

**NUREG 0654 CROSS REFERENCE**

<i>NUREG 0654 SECTION</i>	<i>SOP SECTION</i>
A Responsibilities	Part 1, Section 6.2; Part 1, Sections 1 and 3
C Support Resources	Part 1, Section 6.3
E Notification	Part 1, Section 6.2.1; Part 3, Att. 1, 2, 3; Part 2, Checklists 1, 2, 3, 4, 5
F Communications	Part 2, Checklists 6.1 - 6.10, 7.1 & 7.2
G 4C PIO/Rumor Control	Part 1, Sections 3.3, 6.3.1; Part 2, Checklists 6.1 - 6.10
H Facilities & Equipment	Part 1, Section 3; Part 3, Att. 8
M Recovery	Part 1, Section 6.2.4
N Drills	Part 1, Section 4.2
O Training	Part 1, Section 4.1
P Planning	Part 1, Section 5

**PART ONE - OVERVIEW**

1. PURPOSE AND SCOPE

The purpose of this procedure is to provide guidance to the San Luis Obispo County Department of Social Services (DSS) staff in performing their assigned support tasks in the event of a radiological emergency at the Diablo Canyon Power Plant (DCPP).

The objective of this Standard Operating Procedure (SOP) is to:

- 1.1 Delineate the responsibilities and tasks of DSS personnel.
- 1.2 Establish lines of authority and coordination.
- 1.3 Establish guidelines for staffing of the DSS response centers, providing information to the public, and in identifying rumors concerning an emergency.
- 1.4 Establish guidelines for being the lead local government agency in support of the American Red Cross (ARC) in the operation of Congregate Care Centers.

2. DEPARTMENT STAFFING

The Department of Social Services is under the direction of the Social Services Director and has a staff of approximately 480 personnel serving in the following groups:

- Directors Office
- Participant Services
- Fiscal
- Staff and Administrative Services

3. FACILITIES

The following is a description of the facilities available for use by the DSS during emergencies.

3.1. Primary Response Center

3.1.1 Location: Social Services Director's Office  
3433 South Higuera, San Luis Obispo, CA 93401

3.1.2\* Function: Primary point for agency notifications during normal working hours and direction and control of emergency response.

3.1.3 Phone:

3.1.4 Contacts:

Primary: Director, Social Services  
Phone: Business Hours -  
After Hours:

%

Department Emergency Coordinator

%

Phone: Work - %  
Home - %  
Pager - %

Alternate: Administrative Services Manager %  
Phone: Business Hours - %  
After Hours - %  
Administrative Services Manager %  
Phone: Business Hours - %  
After Hours - %

\*DSS offices are normally open for business Monday through Friday, 8 a.m. to 5 p.m.

### 3.2 Emergency Operations Center

3.2.1 Location: San Luis Obispo County Emergency Operations Center (EOC) 1525 Kansas Ave., off of State Route 1, northwest of San Luis Obispo.

3.2.2 Function: Overall direction and control of emergency response, coordination and public information release point.

3.2.3 Phone: (805) 781-4481

### 3.3 Phone Assistance Center

3.3.1 Location: Co-located with the Media Center at 1133 Kansas Ave, San Luis Obispo. %

3.3.2 Function: Provide public information regarding protective actions and refer transportation requests to appropriate response agencies. Identify rumors and assist in rumor control.

3.3.3 Phone: (805) 543-2444

### 3.4 Northern Zone Congregate Care Center

3.4.1 Location: Camp Roberts Military Reservation on U.S. Highway 101 in northern San Luis Obispo County. The main gate is located approximately 3/4 mile north of the Monterey County line.

3.4.2 Function: Provide temporary lodging and mass feeding for the population evacuating to the north who are unable to secure lodging themselves.

3.4.3 Phone: (805) 238-3100

#### 3.4.4 Contacts:

Primary: Director of Plans, Training and Mobilization

Alternate: Deputy Garrison Commander

3.5 Northern Zone School Reception Center

3.5.1 Location: Mid-State Fairgrounds  
2198 Riverside Drive  
Paso Robles

3.5.2 Function: Provide location for schools to relocate students.

3.5.3 Phone: 239-0655

3.6 Southern Zone School Relocation Center

3.6.1 Location: Nipomo High School. %

3.6.2 Function: Provide temporary lodging and mass feeding for the school population evacuating to the south.

3.6.3 Phone: (805) 474-3300 %

3.6.4 Contact: Lucia Mar Unified School District %

3.7 Southern Zone Congregate Care Facilities - NOT operated by San Luis Obispo County

3.7.1 Location: Santa Barbara County Fairgrounds and other facilities as selected at time of incident.

3.7.2 Function: Provide Reception, Monitoring & Decontamination, and referral to Congregate Care Center which will provide temporary lodging and mass feeding for the population evacuating to the south who are unable to secure lodging themselves.

3.7.3 Phone: City of Santa Maria, (805) 925-0951

3.7.4 Contact: Santa Maria Police Department Dispatch, (805) 925-0951  
Santa Barbara Sheriff, (805) 681-4290

4. TRAINING

4.1. Classroom Training

The Department of Social Services (DSS) personnel will be provided training on an annual basis on the topics specified in the County plan.

4.2 Drills and Exercises

4.2.1 Annual Exercise.

The Department of Social Services will participate in an annual exercise to be coordinated by County OES. The involvement of DSS in the exercise will include the following:

- 4.2.1.1 Alerting of the Department of Social Services.
- 4.2.1.2 Call out of DSS personnel.
- 4.2.1.3 Staffing of DSS Response Centers.
- 4.2.1.4 Implementing corrective actions.

5. PROCEDURE REVIEW AND REVISION

- 5.1 The Department of Social Services will review and revise emergency telephone numbers as needed.
- 5.2 In conjunction with the annual exercise, the DSS Director or designee will evaluate observers and participants, as well as any procedural changes.
- 5.3 Recommendations for plan or procedural changes will be forwarded in writing to County OES.
- 5.4 Responsibility for implementing corrective actions will be assigned to the DSS Director.
- 5.5 The DSS Director or designee will ensure that corrective actions are implemented and DSS personnel are informed of the revisions.

6. EMERGENCY ORGANIZATION AND RESPONSIBILITIES

6.1 Emergency Organization

- 6.1.1 The Department of Social Services' emergency organization shall be as indicated on Attachment 1, Organization During an Emergency.
- 6.1.2 The task assignments for DSS personnel are shown on Attachment 2, Task Assignment.

6.2. Department of Social Services' Responsibilities

The DSS Director will be responsible for ensuring the following tasks are appropriately implemented during a radiological emergency.

6.2.1 Notification and Mobilization

- 6.2.1.1 Receive notification of an emergency from County OES.
- 6.2.1.2 Notify and mobilize DSS personnel as necessary to support emergency operations.
- 6.2.1.3 Establish and maintain the capability for 24-hour operations.

6.2.2 Public Information

- 6.2.2.1 Staff the Phone Assistance Center as requested by the County Emergency Public Information Officer at Alert or higher emergency classifications. For specific duties, see Checklist 6 series, Phone Assistance Center Procedures.

%

### 6.2.3 General Evacuation/Relocation

6.2.3.1 The DSS Director will assign DSS staff to assist the American Red Cross (ARC) in opening and operating Congregate Care Centers. The centers are managed by the Red Cross. For specific duties, see Checklist 7.1 & 7.2, Congregate Care Center Procedures. The DSS will also coordinate other agencies' involvement in the Congregate Care Center. %  
%

### 6.2.4 Recovery and Reentry

6.2.4.1 The DSS Director or designee will contact the County Public Works Director to arrange for assistance for persons in need of transportation to their homes from Congregate Care Centers. %

6.2.4.2 The Phone Assistance Center will provide information to the public concerning recovery/reoccupancy and long-term medical follow-up, as directed by the Command Group.

6.2.4.3 The DSS staff will conduct interviews and record information on persons who qualify for long-term medical follow-up, as requested by the County Health Officer.

## 6.3 Other Involved Agencies

The following is a summary of primary or support roles for other agencies that have an involvement with the Department of Social Services' implementation of this procedure.

### 6.3.1 Phone Assistance Center Involvement

The Command Group and the County Emergency Public Information Officer will provide the Phone Assistance Center operators with up-to-date emergency information for dissemination to the public. %

### 6.3.2. Congregate Care Center Involvement

Checklist 7.1 & 7.2, Congregate Care Center Procedures, outline the activation, operation and deactivation process at the Congregate Care Center. Task assignments for the agencies that have primary and support roles in the operation of the facilities are detailed in the American Red Cross SOP. Below is a listing of those involved agencies.

- 6.3.2.1
- American Red Cross
  - California Highway Patrol
  - California National Guard, Camp Roberts
  - California Department of Transportation (Caltrans)
  - County Animal Services
  - County Health Officer
  - San Luis Obispo & Monterey County Sheriff's Office

**PART TWO - CHECKLISTS AND PROCEDURES**

This section contains the checklist used by DSS personnel for guidance in the performance of their assigned duties. The checklists are titled as follows:

- Checklist 1 - Social Services Director Notification and Mobilization
- Checklist 2 - Social Services Director Checklist
- Checklist 3 - Social Services Emergency Response Coordinator Checklist
- Checklist 4 - Social Services Personnel Manager Checklist
- Checklist 5 - Social Services Division Manager Checklist
- Checklist 6 - Phone Assistance Center (PAC) Procedures
  - 6.1 PAC Supervisor
  - 6.2 PAC Staff
  - 6.3 PAC Procedure
  - 6.4 Emergency Numbers
  - 6.5 Requests from the Public for Information
  - 6.6 Calls from the Media
  - 6.7 Request for Transportation Assistance
  - 6.8 Congregate Care Inquiries
  - 6.9 Call-Out Functions
  - 6.10 Situation Board
- Checklist 7 - Congregate Care Center Procedures
  - 7.1 CCC Supervisor
  - 7.2 CCC Staff

%

**CHECKLIST 1**  
**Social Services Director**  
**Notification and Mobilization**

1. UNUSUAL EVENT  
No Response Required

2. ALERT OR HIGHER EMERGENCY CLASSIFICATION  
Upon the declaration of ALERT, County OES will notify the DSS Director and inform him of the situation. Upon being notified, the DSS Director will:

(Telephone Numbers are listed on the attached Emergency Response Roster)

\_\_2.1 Notify the Phone Assistance Center (PAC) Supervisor; direct him/her to activate the Phone Assistance Center as outlined in Checklist 6.1.

\_\_2.2 Notify the Congregate Care Center Supervisor(s); direct that Congregate Care Center staff be placed on standby or mobilized as necessary; direct that Checklist 7.1 & 7.2, Congregate Care Center Procedures, be used as guidance.

\_\_2.3 Notify the DSS Personnel Manager; direct him/her to report to the office and callout additional personnel as directed; direct Personnel Manager to use Checklist 4, Social Services Personnel Manager Checklist for guidance.

\_\_2.4 Notify Principal Division Manager, Special Services Division; direct him/her to report to EOC.

\_\_2.5 Report to the EOC and receive briefing.

\_\_2.6 Log communications and actions for future reference. Direct other DSS staff to do likewise. (See Attachment 5, Emergency Communications Log.)

\_\_2.7 Assess the need to callout additional personnel; for continuity of operations direct DSS Personnel Manager to callout additional personnel using the Employee Directory, as needed.

\_\_2.8 Refer to Checklist 2, Social Services Director Checklist, for direction in:

- Phone Assistance Center Activation/Ops
- Congregate Care Center Activation/Ops
- Relocation
- Demobilization and Reentry

\_\_2.9 If emergency is reclassified, inform DSS staff and activate/deactivate emergency facilities as appropriate.

\_\_2.10 If emergency lasts longer than 12 hours, Director/Principal Division Manager (PDM) will call out Deputy Director Personnel Manager to relieve for next 12 hour shift.

## CHECKLIST 2

### Social Services Director Checklist

#### 1. PHONE ASSISTANCE CENTER ACTIVATION/OPERATION

- \_\_\_1.1 Direct the Phone Assistance Center Supervisor to activate the Phone Assistance Center (PAC) at ALERT or higher emergency classification.
- \_\_\_1.2 Direct the PAC Supervisor to call in PAC staff and report to the County Public Information Officer at the Media Center for instructions.
- \_\_\_1.3 Direct the PAC Supervisor to set up the PAC and ensure all personnel log in and out using Attachment 7 (PAC/PIO Sign In Log).
- \_\_\_1.4 Report the activation of the PAC to the Command Group when notified by PAC Supervisor.
- \_\_\_1.5 Notify the PAC Supervisor when Congregate Care Centers are opened and to prepare for inquiries.
- \_\_\_1.6 Augment PAC staff using personnel from the Employee Directory; DSS Personnel Manager will callout personnel. Consider requesting Mutual Aid throughout County OES.
- \_\_\_1.7 Refer to Checklist 6, PHONE ASSISTANCE CENTER PROCEDURES, for information on Phone Assistance Center operations.

#### 2. EVACUATION AND CONGREGATE CARE CENTER ACTIVATION/OPERATION

- \_\_\_2.1 Activate Congregate Care Centers upon receipt of instructions from the Command Group. If, at some point in time it appears to Red Cross or DSS that a congregate care center should be opened, DSS or Red Cross will ask Command to open the center.
- \_\_\_2.2 Inform Command Group of Congregate Care Center activation.
  - \_\_\_2.2.1 If Santa Maria Fairgrounds are to be activated, inform the Santa Barbara Operational Area Liaison in the EOC, or if not available, inform the Santa Barbara Operational Area EOC at (805)962-4243 to ensure the notification of the Santa Barbara County Department of Social Services.
  - \_\_\_2.2.2 If Camp Roberts is to be activated, DSS must contact State OES Liaison well in advance of activation for permission to use the facility. Due to staff travel time, consider activation at ALERT or SITE AREA EMERGENCIES.
- \_\_\_2.3 Direct the Congregate Care Center Supervisor(s) to begin mobilization of DSS staff to support congregate care operations; coordinate with ARC.

- \_\_\_2.4 Brief Congregate Care Center Supervisor(s) and direct that Checklist 7.1, CONGREGATE CARE CENTER PROCEDURES, be used for guidance.
- \_\_\_2.5 Inform ARC of mobilization of DSS staff for assistance at facilities.
- \_\_\_2.6 Inform the County PIO and PAC Supervisor of the activation of the Congregate Care Centers and provide instructions for transportation assistance.
- \_\_\_2.7 Augment primary DSS staff with back-up personnel from the Employee Directory; DSS Personnel Manager will callout personnel.
- \_\_\_2.8 Maintain liaison with the ARC to ensure operation of the Congregate Care Center in compliance with the County Plan.
- \_\_\_2.9 Refer to Checklist 7, CONGREGATE CARE CENTER PROCEDURES, for additional information on Congregate Care Center Operations.
- \_\_\_2.10 Keep the Command group informed of the status of Congregate Care Center operations.
- \_\_\_2.11 Coordinate requests for transportation with the County Director of Public Works & Transportation.
- \_\_\_2.12 Upon the request of the COE EOC Liaison, determine if DSS staff is available to support School Reception Center Activities. If DSS staff are available, coordinate staff assignments and functions with the COE liaison.  
  
NOTE: Children at school reception centers are to remain under the direction of school staff for at least the first seventy two hours of the emergency. After that time, school officials may request DSS to take over the responsibility for the direction of children that have not been picked up by a parent or authorized guardians.
- \_\_\_2.13 Principal Division Manager, co-located at EOC with Director, will function as backup to Director and liaison with PAC staff.
- \_\_\_2.14 Provide liaison with other government agencies in support of the Congregate care function.
  - Animal Services
  - Public Health Nursing
  - Behavioral Health
- \_\_\_2.15 Refer to Table 1 for guidance on dealing with school children.

3. LOCATION

- \_\_\_3.1 Based on radiological information obtained from the Command Group, make decision on relocation of DSS personnel from affected areas. (Confer with ARC.)
- \_\_\_3.2 Request ARC to open Congregate Care Centers as appropriate.
- \_\_\_3.3 Instruct DSS staff to evacuate to DSS facilities away from the plume path, if necessary.

\_\_\_3.4 Inform the Command Group of relocation of DSS personnel and location of ARC shelter sites.

\_\_\_3.5 Augment DSS staff as needed.

#### 4. DEMOBILIZATION AND REENTRY

##### 4.1 PHONE ASSISTANCE CENTER

\_\_\_4.1.1 Continue operations at the Phone Assistance Center until the PIO determines it can be deactivated.

\_\_\_4.1.2 Phone Assistance Center Operators will answer questions from the general public concerning protective actions and county emergency activities, County PAC staff MAY support State DHS in answering questions related to recovery, reoccupancy, and long-term medical follow-up.

\_\_\_4.1.3 Deactivate the PAC when advised by the PIO and allow PAC staff to return to their normal duties.

##### 4.2 CONGREGATE CARE CENTERS

\_\_\_4.2.1 Coordinate with the Red Cross dissemination of information to the evacuees at the center(s) when the EOC is notified that evacuees can return to their homes.

\_\_\_4.2.2 Provide information bulletins that specify which PAZs which may be reoccupied.

\_\_\_4.2.3 In coordination with the Red Cross, post "checkout procedures" for people leaving the facilities.

\_\_\_4.2.4 In coordination with the Red Cross, determine the number of people needing transportation assistance.

\_\_\_4.2.5 Request transportation assistance from the County Director of Public Works & Transportation for evacuees returning to their homes, as determined by the Red Cross and DSS Managers at the Congregate Care Centers.

\_\_\_4.2.6 Have DSS personnel return to their normal duties when ARC no longer needs support at the facilities.

##### 4.3 RETURN TO NORMAL OPERATIONS

\_\_\_4.3.1 Reopen all DSS Offices closed as a result of the emergency.

\_\_\_4.3.2 Direct DSS personnel to return to their normal duties.

\_\_\_4.3.3 Resume normal departmental functions.

### CHECKLIST 3

#### **Social Services Emergency Response Coordinator Manager Checklist**

- \_\_\_ 1. Report to EOC and sign in on hall personnel status board.
- \_\_\_ 2. Receive briefing from DSS Director or Emergency Services Coordinator.
- \_\_\_ 3. Function as staff to DSS Director.
- \_\_\_ 4. Liaison with PAC staff, Congregate Care staff and other participants at EOC as needed.
- \_\_\_ 5. Relieve the Director as needed.
- \_\_\_ 6. Log communication and actions for future reference. (See Attachment 5 for log.)
- \_\_\_ 7. Ensure that the evacuation needs of dependent populations other than schools and penal facilities are being met. Consider the following
  - 7.1 County OES Special Needs List - maintained by County OES, a copy is in the Command Room File Cabinet, top drawer, under LISTS. Local Fire Departments have the primary responsibility to contact individuals on this list and arrange for their transportation by County Director of Public Works & Transportation or other resources.
  - 7.2 County DSS In Home Supportive Services printout - maintained by DSS.
  - 7.3 State Community Care Licensing printout (filed with 7.1 above).
  - 7.4 Maintain contact with the County Health Agency Department Operations Center (CHA DOC) regarding evacuation of medically dependent individuals.

**CHECKLIST 4**

**Social Services Personnel Manager Checklist**

<u>RESPONSIBILITY</u>	<u>RESPONSE ACTIONS</u>
<b>DSS Personnel Manager</b>	<input type="checkbox"/> 1. Upon being notified, report to DSS office and establish contact with the DSS Director at the EOC (781-4481) and receive briefing.
	<input type="checkbox"/> 2. Keep phone lines open for emergency information.
	<input type="checkbox"/> 3. Keep track of department managers whereabouts and their phone numbers where they can be reached.
	<input type="checkbox"/> 4. Notify additional personnel as directed using the Employee Directory.
	<input type="checkbox"/> 5. Forward information to personnel as directed.
	<input type="checkbox"/> 6. Log communication and actions for future reference. (See Attachment 5 for log.)
	<input type="checkbox"/> 7. Standby and await further instructions.

**CHECKLIST 5**

**Social Services Division Managers Checklist**

RESPONSIBILITY

RESPONSE ACTIONS

**Division Managers**

- 1. As directed, initiate alert of divisional personnel and inform them of the situation and to standby for further instructions and mobilization.
- 2. As directed, review Checklists 6.1-6.10 and 7.1 & 7.2, and develop minimum staffing requirements for 24-hour operations.
- 3. As directed, assist the activation of the Phone Assistance Center using Checklist 6.1-6.10, PHONE ASSISTANCE CENTER PROCEDURES.
- 4. As directed, assist in the mobilization of Congregate Care Center staff using Checklist 7.1 & 7.2, CONGREGATE CARE CENTER PROCEDURES.
- 5. As directed, provide support and resource to DSS personnel such as:
  - 5.1 Food and Beverage
  - 5.2 Relieve personnel from duties at end of shifts and when personnel need to respond to personal and family concerns.
- 6. Log communications and actions for future reference. (See Attachment 5 for log.)
- 7. Standby and await further instructions.

### CHECKLIST 6.1

#### Phone Assistance Center Procedures

#### RESPONSIBILITY

#### RESPONSE ACTIONS

#### **Phone Assistance Center Supervisor**

- \_\_\_1. Upon being notified by the DSS Director, call out primary PAC staff listed on the Emergency Response Roster in Attachment 3; assess available primary personnel to provide for 24-hour staffing of PAC. Attempt to have some Spanish speaking staff on each shift.
  - \_\_\_1.1 Receive briefing from the DSS Director and report to the Phone Assistance Center.
  - \_\_\_1.2 Ensure PAC Supplies have been delivered from Press Barracks. If not, request assistance from the Lead PIO. Supply inventory is on Attachment 8.
  - \_\_\_1.3 Receive briefing from the PIO.
  - \_\_\_1.4 Ensure PAC staff sign in on Attachment 7, Sign In Log.
  - \_\_\_1.5 Explain the procedures in the Phone Assistance Center Operator Binder and pass out materials provided by the PIO to the PAC Staff; assign duties to staff.
  - \_\_\_1.6 Verify the DCCP media hotline has been staffed and that the media message line has been updated and inform staff when they can direct media calls to those numbers.
  - \_\_\_1.7 **WHEN PAC IS STAFFED AND ACTIVATED, NOTIFY THE COUNTY'S LEAD PIO AT THE MEDIA CENTER AND REQUEST THAT HE CONTACT THE COUNTY COMMUNICATIONS LIAISON AT THE EOC TO DISCONNECT THE MULTI LINE UNIT (MLU) FROM THE PAC PHONE (543-2444).**
  - \_\_\_1.8 Inform staff to immediately report any problems, such as equipment failures and unusual requests, which may be identified by the public.
  - \_\_\_1.9 Notify the DSS Director at the EOC (781-4481) that the PAC is activated.
  - \_\_\_1.10 Direct staff to only give out information that is approved and made available through formal channels.
  - \_\_\_1.11 Follow instructions from the County PIO regarding the receipt and transmissions of information.

- \_\_\_1.12 When notified that Congregate Care Facilities are operational, assign a staff member to communicate with the facilities on welfare inquiries.
  - \_\_\_1.13 Request support for additional personnel and resources from the DSS Director as needed.
  - \_\_\_1.14 Coordinate identification and documentation of rumors.
  - \_\_\_1.15 Keep PIO staff informed of rumors and additional Public Information needs.
- \_\_\_2. Upon being notified by the DSS Director or SLO County PIO that the emergency at Diablo Canyon has terminated and IPZ/Recovery actions started:
- \_\_\_2.1 Notify PAC operators and verify responsibility for PAC will not change.
  - \_\_\_2.2 Using Attachment 9, "Phone Assistance Center Responsibility Transition Form, begin compiling turnover package for California Department of Health Services, PAC Supervisor.
  - \_\_\_2.3 Notify County PIO when prepared to turnover lead responsibility.
  - \_\_\_2.4 Brief and turnover lead responsibility to DHS.
  - \_\_\_2.5 Fax copies of transition form to Emergency Services Director (County Administrator) and DSS Director.

**CHECKLIST 6.2**

**Phone Assistance Center Procedures**

RESPONSIBILITY

RESPONSE ACTIONS

**Phone Assistance  
Center Staff**

- \_\_\_ 1. Report to PAC, sign in on Attachment 7, and receive briefing from PAC Supervisor.
- \_\_\_ 2. Follow instructions from the Phone Assistance Center Supervisor and guidance provided in the Phone Assistance Center Operator Binder.
- \_\_\_ 3. Report any problems to the PAC Supervisor immediately.

### **CHECKLIST 6.3**

#### **Phone Assistance Center Procedure**

##### Location

Co-located with the Media Center at 1133 Kansas Avenue.

##### Request for Transportation Assistance

Provide information on who to call or where to go for transportation assistance following the procedure outlined on Checklist 6.7.

##### Request from the Public for Information

Following the procedure outlined on Checklist 6.5, clarify or correct information that people thought they heard through the media or over the emergency alert radio stations. Answer questions about the nature of the emergency or emergency response actions.

##### Calls From the Media

Direct the media to the Media Center or to the telephone numbers for media use following the procedure on Checklist 6.6.

##### Congregate Care Inquiries

Following the procedure on Checklist 6.8, contact the Congregate care Center and request information concerning families or persons who may have arrived at the center and relay the information back to the caller.

##### Liaison - Emergency Operations Center (EOC)

The Phone Assistance Center (PAC) Supervisor is the PAC liaison with the Department Director at the EOC. The Supervisor will contact the Director to inform when the PAC is operational and as needed to request additional staff, inquire about the status of the Congregate Care Center and relay requests for transportation assistance.

##### Liaison - Public Information Officer (PIO)

The PAC Supervisor is the center's liaison with the PIO. The Supervisor will confer with the PIO as required for clarification of information received from that office and for answers to public inquiry when the PAC is unable to respond to the question.

**CHECKLIST 6.4**

<u>EMERGENCY NUMBERS</u>	<u>Business</u>	<u>Emergency</u>	
American Red Cross	543-0696	543-0696	
<u>City Fire Departments</u>			
Arroyo Grande	473-5490	9-1-1	
Atascadero	461-5070	9-1-1	
Baywood Park	528-1053	9-1-1	
California Polytechnic	756-2281	756-2222	
Cambria	927-4700	9-1-1	
Cayucos	995-3372	9-1-1	
Grover Beach	473-4590	9-1-1	
Los Osos	528-1053	9-1-1	
Morro Bay	772-6242	9-1-1	
Oceano	481-6730	9-1-1	
Paso Robles	227-7560	9-1-1	%
Pismo Beach	773-7031	9-1-1	
San Luis Obispo	781-7380	9-1-1	
San Miguel	467-3352	9-1-1	
Santa Margarita	438-5300	9-1-1	
Shell Beach	773-7031	9-1-1	
Sunset Palisades	773-7031	9-1-1	
Templeton	434-1467	9-1-1	
CDF - County Fire	543-4244	9-1-1	
Highway Patrol - All localities	593-3300	9-1-1	%
<u>Police Departments</u>			
Arroyo Grande	489-2121	9-1-1	
Atascadero	461-5051	9-1-1	
California Polytechnic	756-2281	756-2222	
Grover Beach	473-4511	9-1-1	
Morro Bay	772-1214	9-1-1	
Paso Robles	237-6464	9-1-1	%
Pismo Beach	773-2208	9-1-1	
San Luis Obispo	781-7310	9-1-1	
Shell Beach	773-2208	9-1-1	
Sunset Palisades	773-2208	9-1-1	
<u>County Sheriff's Office</u>			
San Luis Obispo	781-4550	9-1-1	
<u>County Emergency Operations Center</u>			
Social Services	781-4481	9-1-1	
Emergency Services Coordinator	781-4330	9-1-1	
County Fire	781-4446	9-1-1	
<u>Media Hotline</u>			
Taped message		800-821-2802	
<u>Rumor Control/Phone Assistance Center</u>			
Located at 1133 Kansas Ave		543-2444	

## CHECKLIST 6.5

### PROCEDURE - REQUESTS FROM THE PUBLIC FOR INFORMATION

#### BACKGROUND

All information provided to the public must have previously been provided by the Public Information Officer. All information provided to the Phone Assistance Center (PAC) staff by the PIO is considered approved.

If the PAC staff is unable to respond to a question, ask the person to hold on, request the information from the PAC supervisor. The Supervisor will seek the answer from the PIO.

Do not provide information or a response based on what you think is happening; provide only facts as given to you by the PIO.

#### 1. OPERATOR

##### 1.1 Answer phone:

"Phone Assistance Center. May I help you?"

##### 1.2 Respond to information request:

Refer to press release or other information provided to you by your supervisor from the Public Information Officer.

##### 1.3 Answer to question is unknown:

Write down question and ask your supervisor. As appropriate, leave caller on hold or return call.

#### 2. SUPERVISOR

2.1 Provide response to question, if known.

2.2 If response unknown, contact one of the PIO's at the Media Center, get necessary information and provide to the Operator.

## CHECKLIST 6.6

### PROCEDURE - CALLS FROM THE MEDIA

#### Background

The Media Center is set up to provide information to the press for distribution to the public. Refer media directly to the Media Center or the media newsline. Clear the line as soon as possible so those who need information or transportation can be helped.

#### OPERATOR

1. Answer phone:

"Phone Assistance Center. May I help you?"

2. Refer request for information: There are three ways to get news releases.

2.1 "The Media Center is now open at 1133 Kansas Avenue (Highway 1 north, from San Luis Obispo, left onto Kansas Avenue). The County Public Information Officer will be providing up-to-date, accurate information regarding the nature of the emergency response actions."

OR

2.2 Refer to the press newsline:

"All approved information will be available from DCPD on the press newsline, that number is (415) 973-5930."

The media newsline is located in PG&E's General Office in San Francisco. Only County-approved press releases are authorized to be released.

OR

2.3 "DCPD has a taped message concerning the situation. That number is (800) 821-2802."

## CHECKLIST 6.7

### PROCEDURE - REQUEST FOR TRANSPORTATION ASSISTANCE

#### BACKGROUND

As part of the public information program, persons with mobility problems needing transportation will register with the County Office of Emergency Services. Local fire departments will have lists of persons needing transportation and will call out to verify this.

Persons who can walk to a collection point will be instructed to do so over the EAS radio stations. Persons who are too far away to walk or who are mobility impaired, may be picked up by the local fire or police.

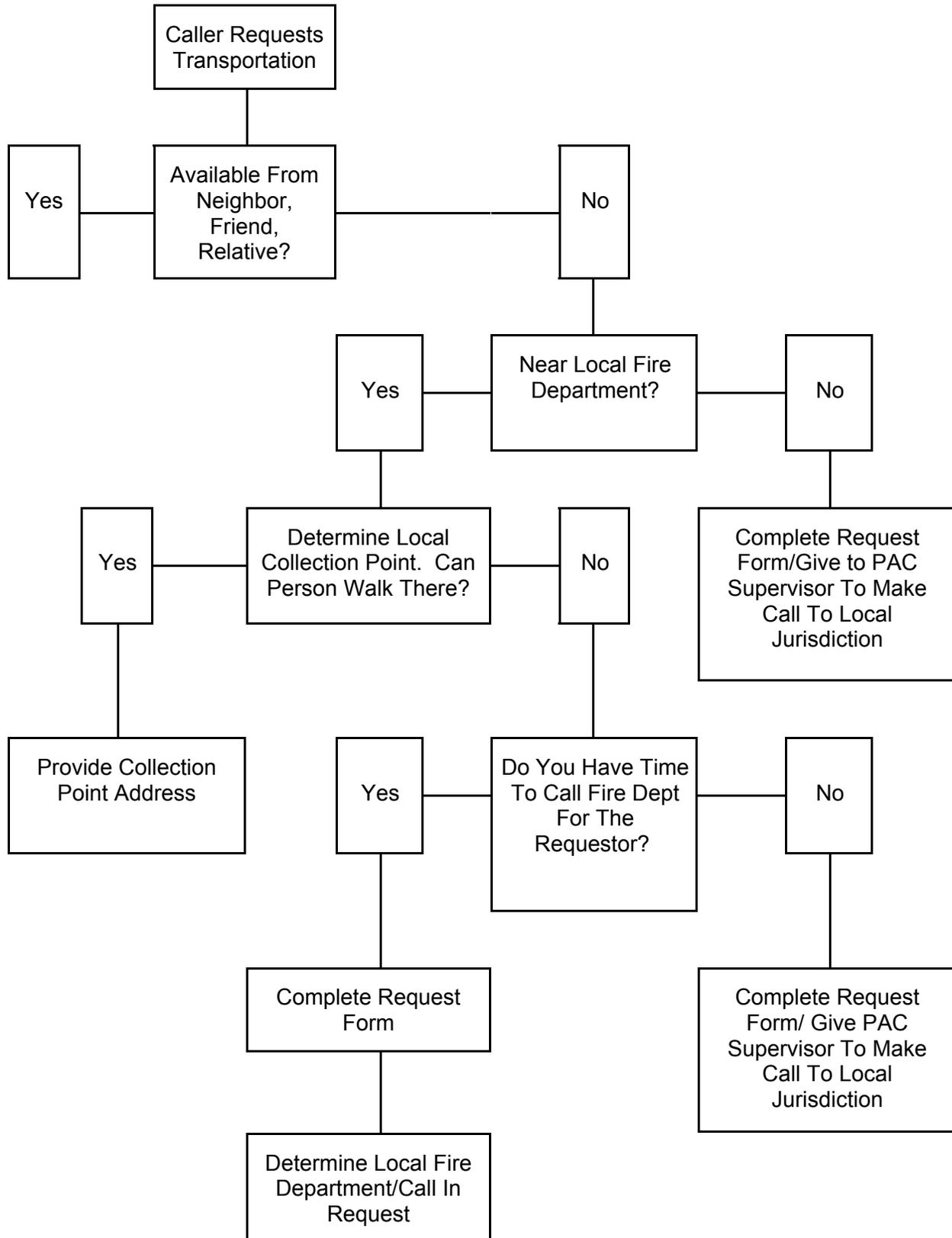
Persons living in the county and not served by a local fire department will have transportation arranged for them by the County Fire Department. County Public Works & Transportation is responsible for actually providing the transportation of persons from carless collection points and the EMSA for bed ridden patients.

#### PROCEDURES

##### OPERATOR

1. Answer phone:  
"Phone Assistance Center. May I help you?"
2. Determine need:  
Go to "Transportation Request Guide." Follow guide, asking caller questions to determine need to complete transportation request form.
3. Complete request form:
  - a. Call in request to local fire department.
  - b. Provide form to supervisor for those persons living outside of a local fire department area.
4. Attempt to keep family groups together.

**TRANSPORTATION REQUEST GUIDE**





## CHECKLIST 6.8

### PROCEDURE - CONGREGATE CARE INQUIRIES

#### 1. OPERATOR

##### 1.1 Answer phone:

"Phone Assistance Center. May I help you?"

##### 1.2 Accept inquiry:

Complete "Congregate Care Inquiry Form." Explain that the Congregate Care Center(s) will be contacted to ascertain location/condition of said person(s) and a return call will be made to the requestor. Do not provide a time frame unless it is known.

##### 1.3 Forward request:

Provide Congregate Care Inquiry Form to operator assigned that task.

#### 2. SUPERVISOR

##### 2.1 Assign operator:

Upon receiving notification from the Social Services Director that a Congregate Care Center is open, assign one operator to communicate directly with the center on public inquiry; provide phone number given to you by Social Services Director.

##### 2.2 Inform other operators:

Explain procedure for handling congregare care inquiries; provide forms to operators.

#### 3. CONGREGATE CARE INQUIRY OPERATOR

##### 3.1 Contact Congregate Care Center:

Using phone number provided by supervisor, call congregare care center and request status of person(s) listed on Welfare Inquiry Form.

##### 3.2 Respond to inquiry:

As information is received from Congregate Care Center, call requestor and provide.

**CONGREGATE CARE INQUIRY**

Date \_\_\_\_\_  
Time \_\_\_\_\_

\_\_\_\_\_  
Requestor's Name

\_\_\_\_\_  
Requestor's Phone #

\_\_\_\_\_  
Relationship to Evacuated Person

**PERSON(S) TO BE LOCATED:**

\_\_\_\_\_  
Man's Name

\_\_\_\_\_  
Pre-Disaster Address

\_\_\_\_\_  
Woman's Name (include maiden name)

\_\_\_\_\_ M F  
Child/Other Family Member

**MESSAGE**

\_\_\_\_\_ M F

\_\_\_\_\_

\_\_\_\_\_  
Phone Center Operator's Initials

Time(s) Congregate Care Center Contacted: \_\_\_\_\_

Person Contacted: \_\_\_\_\_

Disposition: \_\_\_\_\_

Time Requestor Called Back: \_\_\_\_\_ Operator's Initials: \_\_\_\_\_

**CHECKLIST 6.9**

**PROCEDURE - CALL-OUT FUNCTIONS**

1. SUPERVISOR

- 1.1 As instructed by the Public Information Officers, assign an appropriate number of staff to complete call-out functions, and provide instructions as given to you by the PIOs.

2. OPERATOR

- 2.1 As assigned. Make calls out and secure information as instructed by the supervisor.

**Checklist 6.10**  
**SITUATION BOARD**

Date: \_\_\_\_\_

EMER STAGE	ZONES EVAC	SCHOOLS EVACUATED	SHELTERING ZONES	PARKS AND RECREATION EVAC	RAD LEVEL	PRESS RELEASES	
						EAS	COUNTY
CONGREGATE CARE							OES
OTHER INFORMATION							
						PG&E INFORMATION	

**CHECKLIST 7.1**  
**Congregate Care Center Procedures**

San Luis Obispo County Department of Social Services (DSS) will activate the Congregate Care Centers. The American Red Cross (ARC) will have overall responsibility for the management and operation of the congregate care facilities.

The Department of Social Services will coordinate with the ARC by providing emergency workers to assist the ARC in accomplishing the tasks identified in procedures for congregate care at Camp Roberts, Santa Maria Fairgrounds, and other sites identified at the time of the incident and provide liaison with other involved agencies. %

**Congregate Care  
Center Supervisor**

- \_\_\_1. Upon being notified by the DSS Director, call out primary staff listed in the Emergency Notification Roster, Checklist 1.
- \_\_\_2.. Report to assigned center and establish communication with the American Red Cross (ARC) Shelter Manager in charge.
- \_\_\_3. Obtain briefing and receive assignments.
- \_\_\_4. Brief ARC on the amount of Social Services' support that can be provided.
- \_\_\_5. Log Communications and action for future reference. Use Attachment 5.
- \_\_\_6. Call and brief DSS Director at the EOC, 781-4481, and give phone number for future communications.
- \_\_\_7. Brief DSS staff (or have them briefed by Red Cross) and provide overview of assignments, such as registration, feeding, sheltering, etc., of evacuees. %
- \_\_\_8. Assign specific functions and duties to personnel.
- \_\_\_9. Compile a staffing directory, identifying duties and shift schedules to support 24-hour operations. Use Form 4.
- \_\_\_10. Maintain communications with DSS Director at the EOC and request additional personnel to be callout as needed.
- \_\_\_11. Ensure that Animal Services is enroute to the Congregate Care Center.
- \_\_\_12. In consultation with the ARC Shelter Manager, determine if there is a need for County Behavioral Health at the Congregate Care Center. %
- \_\_\_13. In consultation with the ARC Shelter Manager, determine the need for Public Health Nurses from the County Health Agency. %
- \_\_\_14. Refer to Table 1 for guidance on dealing with school children.

**CHECKLIST 7.2**

**Congregate Care Center Procedures**

**Congregate Care  
Center Staff**

Responsibility - Provide support to the American Red Cross in the operation of a congregate care facility to provide temporary relief and support to displaced evacuees, including shelter, food, bedding, registration and counseling assistance.

- 1. Report to assigned center and meet with Congregate Care Center Supervisor for assignment.
- 2. Wear your Department or EOC name tag in a highly visible manner.
- 3. Log communications and actions for future reference.

**PART THREE - ATTACHMENTS**

Attachment 1 - Organization During an Emergency

Attachment 2 - Task Assignments

Attachment 3 - Emergency Response Roster

Attachment 4 - Phone Assistance Center Log

Attachment 5 - Communication Log

Attachment 6.1 - Disaster Shelter Registration Form (English)

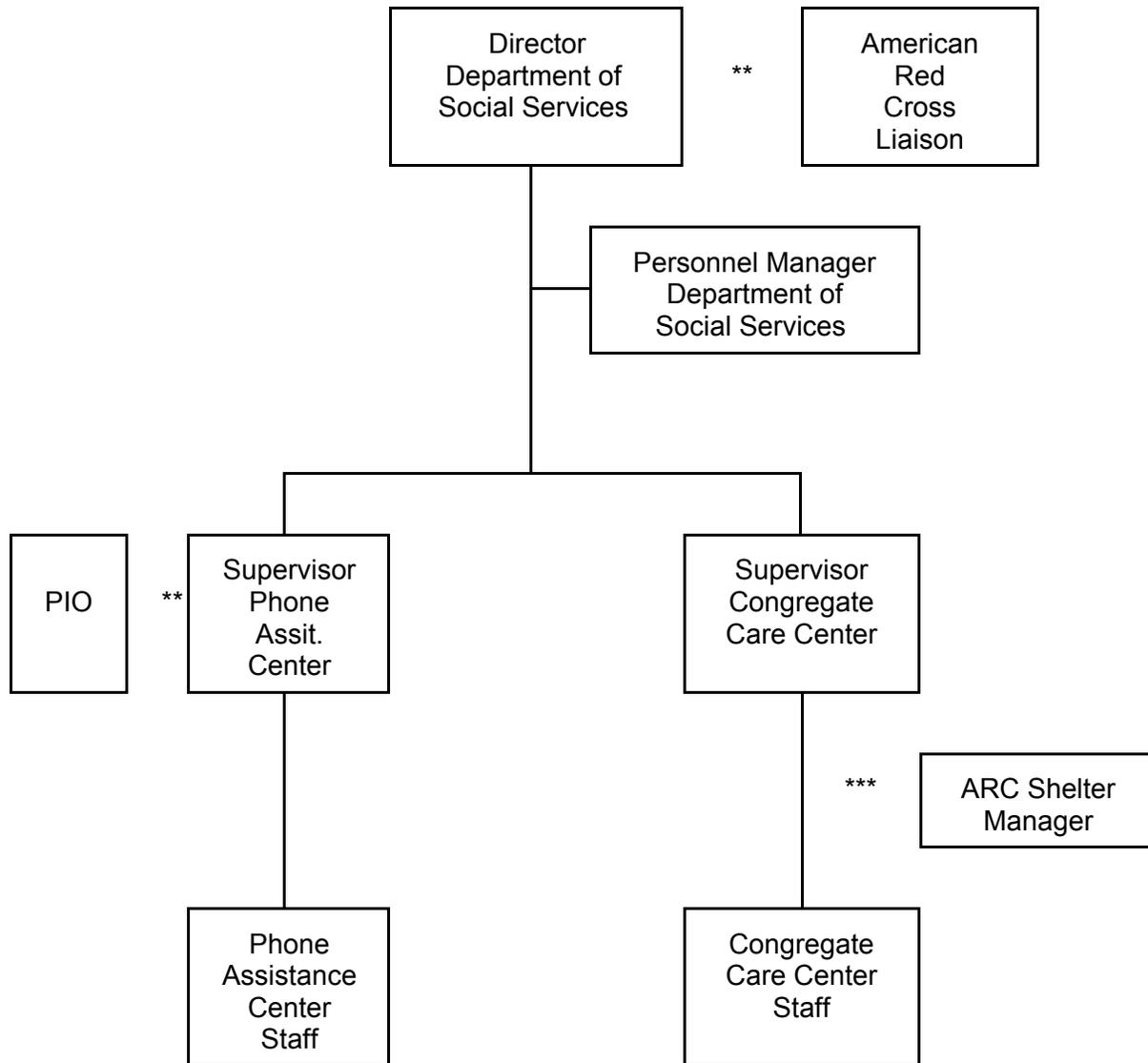
Attachment 6.2 - Disaster Shelter Registration Form (Spanish)

Attachment 7 - Sign In Log

Attachment 8 - PAC Supply Inventory

**ATTACHMENT 1**

**ORGANIZATION DURING AN EMERGENCY**



**ATTACHMENT 2**  
**TASK ASSIGNMENTS**

	Alerting Personnel	EOC Liaison	Direct Emergency Response	Phone Assistance Center	At Congregate Care Center		Long-Term Follow-up	Red Cross Liaison
					Public Information	Registration		
Director	O	O	O					O EOC
Personnel Manager	O							
Special Services Division	X	X	X	O	O	O NS	O	X
Financial Assistance Division	X						O	
Services Division	X						O	

- N = NORTHERN ZONE
- S = SOUTHERN ZONE
- O = PRIMARILY RESPONSIBLE
- X = SECONDARILY RESPONSIBLE

**ATTACHMENT 3**

**SAN LUIS OBISPO COUNTY  
DEPARTMENT OF SOCIAL SERVICES**

**EMERGENCY RESPONSE ROSTER**

The County Department of Social Services maintains a roster of trained emergency workers as an internal department document.

**ATTACHMENT 4  
 PHONE ASSISTANCE CENTER LOG**

Record all calls received. When a return call is not required, enter N/A in the Call Back column of Part I. When a return call is required, highlight call and enter pertinent information in Part II. When return call is completed, enter time in Call Back Column, Part I.

NAME OF OPERATOR \_\_\_\_\_ DATE \_\_\_\_\_

PART I

#	Time	Nature of Call/Location of Caller	Call Back	Completed

PART II

#	Nature of Call/Location of Caller	Caller Phone #









**ATTACHMENT 8**

**SUGGESTED PHONE ASSISTANCE CENTER SUPPLIES  
 SUGGESTED PUBLIC INFORMATION OFFICE SUPPLIES**

<u>PAC</u>	<u>QUANTITY</u> <u>PIO</u>	<u>UNIT</u>	<u>DESCRIPTION</u>
1	1	EA	Binder with SOP and Forms
10		EA	PAC Procedures Binder
12	6	EA	DCPP Emergency Planning Calendar
1	1	EA	Stapler
1	1	EA	Staple Remover
1	-	EA	Three Hole Punch
1	1	EA	Ruler
2	2	EA	Clip Board, 8-1/2 X 11
1	1	EA	Tape Dispenser
1	1	EA	White Board Eraser
-	4	RM	Copy Paper, White, 8-1/2 X 11
1	-	RM	Copy Paper, Yellow, 8-1/2 X 11
1	-	RM	Copy Paper, Pink, 8-1/2 X 11
12	4	EA	Lined pad, 8-1/2 X 11
1	1	BX	Staples
1	1	RL	"Scotch" tape
1	1	RL	Masking tape
24	12	EA	Pencil, #2, sharpened
12	12	EA	Pen, ballpoint, black
4	4	EA	Pen, ballpoint, red
4	4	EA	Marker, dry erase, broad point, black
1	1	EA	Marker, dry erase, broad point, red
1	1	BX	Paper clips
1	1	BX	Push pins
4	2	PD	POST IT notes
1	1	EA	Pencil sharpener
1	1	BX	Binder Clips, medium
1	1	BX	Binder Clips, small
12	6	EA	Highlighter, yellow
1	1	EA	Wall Clock

- NOTE:
1. All items except SOP Binder and forms supplied by DCPD.
  2. Supplies inventoried quarterly by DCPD EP.
  3. Supplies stored in boxes & cabinets.



**TABLE 1**

**SAN LUIS OBISPO COUNTY OFFICE OF EMERGENCY SERVICES  
POLICY AND PROCEDURE FOR HANDLING SCHOOL CHILDREN  
THAT ARE NOT PICKED UP BY PARENTS OR GUARDIANS DURING DISASTERS**

<b>AGENCY</b>	<b>POLICY</b>	<b>RESPONSIBILITY</b>	<b>IMPLEMENTATION</b>
Office of County Office of Education	Emergency response plans and concept of operations will include provisions that children under the direct supervision of COE staff will remain under COE staff supervision for seventy-two hours.	Continue to provide liaison between local school districts and the County emergency organization.  COE staff care for children for seventy-two hour time frame.	Will provide the necessary guidance, planning, and resources to COE staff to implement the policy.  Promote the concept of resource sharing (mutual aid) between school districts.
Local School District  Local school site staff	Emergency response plans and concept of operations will include provisions that children under the direct supervision of local school district and school site staff will remain under school staff supervision for seventy-two hours.	School district and school staff will be informed of the policy.  School district and school site staff will have responsibility for children's care for a seventy-two hour time frame.	Will provide the necessary guidance, planning and resources for implementation of this policy by school and district staff.  Consider entering into mutual aid agreements with other school districts.
American Red Cross	If resources allow, will, upon request from the appropriate authority of a local school district, assist school staff, support the care and feeding of children at schools or school reception centers.	At the request of the appropriate authority of a local school district, render feeding and care support for school shelter operations.	Will provide ARC staff and volunteers with the necessary guidance to implement requests by local school districts for support. The assistance will be provided in accordance with ARC regulations.

AGENCY	POLICY	RESPONSIBILITY	IMPLEMENTATION
Department of Social Services	<p>If resources allow, will, upon request from the appropriate authority of a local school district and under the direction of school staff, support shelter operations for the care of children at schools or school reception centers.</p> <p>After seventy-two hours, and at the request of a local school district, will, if resources permit, take responsibility for school children until they can be reunited with a parent or legal guardian.</p>	<p>At the request and under the authority of local school district, may provide staff to support school staff with school shelter operations.</p> <p>After seventy-two hours, if requested by appropriate authority from a school district, take responsibility for the care of and reuniting of children with parents or legal guardians.</p>	<p>Will provide Social Services staff and with the necessary guidance to implement requests by local school districts for support.</p> <p>Will incorporate the necessary provisions in Social Services procedures to implement receiving children from school districts, so that they can be reunited with their parents or legal guardians.</p>
Office of Emergency Services	Will incorporate the above into the appropriate County emergency response plans and procedures.	Will include awareness of this policy in emergency worker training programs directed by County OES.	Will promote awareness of this policy among cities and special districts in the County.

\* All references to care of children under school district and school site staff pertain to certified staff.

\*\* Children on school transportation are under the direction of the school bus driver.

---

**PART FOUR - LOGS AND FORMS**

- Log 1 - San Luis Obispo County Media Release Log
- Log 2 - Santa Barbara County Media Release Log
- Log 3 - State of California Media Release Log
- Log 4 - NRC Media Release Log
- Log 5 - FEMA Media Release Log
- Log 6 - DOE Media Release Log
- Log 7 - PG&E Media Release Log
- Log 8 - Media Release Log
- Log 9 - Emergency Alert System Log
- Form 1 - Referrals - Frequently Used Numbers
- Form 2 - Open Congregate Care Center
- Form 3 - Rumors/Misinformation Given to PIO
- Form 4 - Congregate Care Center Sign In Log



















FORM - 1  
 REFERRALS - FREQUENTLY USED NUMBERS

**POST AT EACH POSITION**

AGENCY	PHONE NUMBER
SLO County Agriculture Information Center	( ) _____ - _____
Santa Barbara County Agriculture Information Center	( ) _____ - _____
DCPP Media Relations	( ) _____ - _____
State of California Media Relations	( ) _____ - _____
American Nuclear Insurers (ANI)	( ) _____ - _____
	( ) _____ - _____
	( ) _____ - _____
	( ) _____ - _____
	( ) _____ - _____
	( ) _____ - _____

FORM - 2  
OPEN CONGREGATE CARE CENTER

Date: \_\_\_\_\_

CONGREGATE CARE CENTER - 1

LOCATION: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

PHONE: \_\_\_\_\_

CONTACT: \_\_\_\_\_

CONGREGATE CARE CENTER - 2

LOCATION: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

PHONE: \_\_\_\_\_

CONTACT: \_\_\_\_\_

CONGREGATE CARE CENTER - 3

LOCATION: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

PHONE: \_\_\_\_\_

CONTACT: \_\_\_\_\_



