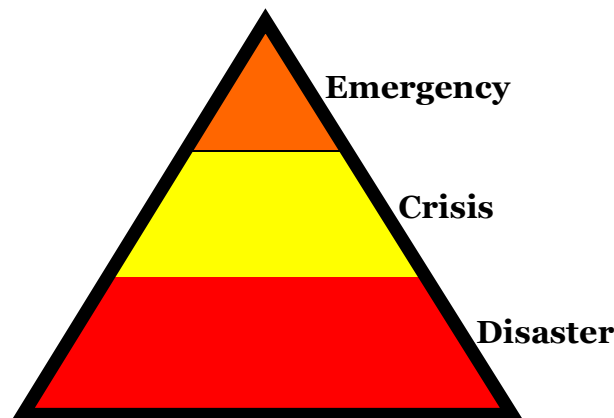




# Community Action Partnership of Riverside County



## *Disaster Plan* July 2008

Building Universal Response to Disaster ...

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Disaster Plan Power Point Presentation

Brochure Samples:

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“10 Ways you can be Disaster Prepared”

“Preparing Makes Sense. Get Involved Now.”

“As a Riverside County Employee...if disaster strikes – County of Riverside”

“When Disaster Strikes...Be Smart, Be Prepared, Be Responsible.”

# Community Action Partnership of Riverside County

## Disaster Plan

Building Universal Response to Disaster ...

### I. INTRODUCTION

Community Action Partnership of Riverside County (CAP Riverside) believes that all community action agencies (CAAs) need to build their own capacity to respond to catastrophic events that occur in their communities. When a disaster strikes there may be no one to assist for several hours or even days. CAAs are very resourceful and should take a proactive role in the responsibility for their own welfare and the customers they serve.

CAP Riverside surveyed Ventura, Los Angeles, Santa Cruz, Humboldt, and San Benito CAA agencies to collect their experiences assisting low-income people after a disaster. They shared that many low-income people went to their CAAs out of familiarity and that CAAs were forced to take a leadership and advocacy role although they were not designated disaster response agencies. Because of that feedback, it became apparent to CAP Riverside staff that CAAs should assess their own capabilities to:

- take a proactive role in providing leadership toward more comprehensive disaster preparedness that leaves no one behind,
- join the broader response community,
- provide awareness education and outreach for low-income people to access response resources following a disaster or to survive on their own for 3-5 days, or more, after a disaster, and
- develop a disaster plan, prior to a disruptive event occurring.

CAP Riverside recognizes and defines “catastrophic” events as: **emergency, crisis, and disaster.**

**Emergency** is defined as an ongoing event that occurs to one or more individuals families throughout the year. It can be predicted to some degree and requires the assistance of an agency to resolve the problem. Examples include utility shutoff, eviction, lack of food, loss of shelter, etc.

**Crisis** is defined as something that can occur on a regular basis. It is also somewhat predictable, but impacts a larger group of people and usually requires the intervention of several agencies. An example is the County’s Summer Heat Crisis (instituted in 2001). This occurs annually, is the result of extreme temperature changes in the county, and may impact several thousand people. The Cool Centers provide an opportunity to stay cool in a safe place, help residents lower their energy bills, and share with participants about energy conservation measures and disaster preparedness.

**Disaster**, as defined by the Federal Emergency Response Action, “...is a dangerous event that causes significant human and economic loss and demands a crisis response beyond the scope of any single agency or service. Disasters are distinguished from emergencies by the greater level of response required.”

**Disasters** are further classified at CAP Riverside as: 1) natural (fires, floods, earthquakes, etc.), 2) economic (mass evictions, foreclosures, or utility shutoffs, etc.), and 3) environmental (toxic waste, pestilence, water and air pollution, train derailment, transportation, etc.). See attachment for more information about types of disasters and agency responses.

Cap Riverside has identified three outcomes for the Disaster Plan:

- 1) Increase community wellness by educating staff, volunteers, and residents to be prepared for a disaster
- 2) Facilitate training for staff, volunteers, and residents to respond individually / collectively during and after a disaster
- 3) Maintain active community partnerships that ensure maximum agency participation in preparedness, recovery, response, and mitigation

Annual review and revisions ensure that the Disaster Plan is relevant and will meet the needs of the agency and the community when a disaster strikes.

## **II. HISTORICAL PERSPECTIVE**

CAP Riverside was designated as Riverside County's anti-poverty agency in 1979. The agency has a long history of dealing with disasters both within and outside County boundaries. The agency has provided financial support, manpower, supplies, and referrals while collaborating with public, private and volunteer organizations to assist people who had been impacted.

In 1994, CAP Riverside became involved with the disaster following the Northridge earthquake, one of the worst earthquakes in the Los Angeles basin. The Riverside County Community Action Commission and CAP Riverside's Executive Director advocated with the U.S. Department of Health and Human Services to bring federal government assistance to the state as they had done in Florida after Hurricane Andrew.

In 1995, CAP Riverside, with community involvement, prepared and submitted to the California-Nevada Community Action Agencies Association a Disaster Preparedness Manual for Family and Community. This manual culminated from extensive discussions with and feedback from residents and emergency response organizations. An informal survey was conducted among partners and customers of CAP Riverside to see where gaps existed in resource awareness, skills, supplies, etc. These discussions lead to the creation of the first Disaster Preparedness Plan for CAP Riverside.

On September 11, 2001, the World Trade Center towers and the Pentagon were attacked by terrorists. This event had a major impact on residents in Riverside County. As with many other communities across the nation people had relatives and friends who were injured or killed, the media reported events almost immediately after they occurred, leaving people emotionally distressed and shocked. Early in 2002, CAP Riverside facilitated community dialogues, with the aid of 18 community organizations, including 4 Human Relations Committees, to address the issues and concerns of county residents. Topics at the dialogues included hate crimes, anger management, stress management, disaster planning and preparedness and understanding terrorism. Experts in the fields of mental health, emergency preparedness, and racial tolerance provided insight and guidance

In 2007, CAP Riverside was awarded funding from the State Community Services and Development office (CSD) to formalize a universal disaster preparedness response plan for vulnerable populations, including seniors, disabled, and low-income people in Riverside County. The project included a training component for low-income service providers and provided for outreach information and supplies be distributed to 5,000 low-income households throughout the County to empower people to cope with future disruptive events in their households and their communities.

In 2008, CAP Riverside Executive Director, Lois J. Carson, was asked to chair the State CSD , Disaster Planning Committee. Goals of the committee include: 1) Develop educational opportunities for the network; 2) Coordinate and facilitate relationships between local, state, and federal emergency planners and CAAs; 3) Sit at the table with representatives of Office of Emergency Services and the Federal Emergency Management Act (FEMA) to provide input about the needs of low-income Californians during emergencies; 4) Serve as a network of representatives to formalize the statewide role

and network commitment in other state disaster planning efforts. This has enabled CAP Riverside to take an additional leadership role.

See the attachment “Disaster Chart – CAP Riverside Historical Involvement” for a detailed overview of CAP Riverside historical events and services provided.

In developing the Disaster Plan, CAP Riverside implemented a 3-step process:

- Conduct a hazards analysis to determine disasters most likely to impact the county,
- Identify the target audience likely to be impacted the most,
- Identify existing and potential agency collaboration in the event of a disaster.



## **A. HAZARDS ANALYSIS**

CAP Riverside, with community stakeholders, identified types of disasters most likely to occur in it’s local regions. This enabled the agency, and the community, to identify what currently exists, note gaps and identify what issues should be addressed as priorities. This requires maximum feasible participation of all stakeholders. In 2007-08, CAP Riverside hosted community meetings to increase residents’ awareness of potential disasters and to encourage putting preparedness strategies in place.

The following types of disasters were identified as most likely to impact the County of Riverside:



### **Earthquake**

A natural disaster within the state of California, earthquakes are mentioned not in terms of “if” but “when” such an event will happen. Recent scientific estimates from the California Geologic Survey and the Southern California Earthquake Center show that a magnitude of 6.7 quake or larger will strike California within the next 30 years. California sits atop two massive continental plates (the Pacific Plate and the North Atlantic Plate) where constant pressure and subsequent movement occurs. About 10,000 quakes each year rattle Southern California alone, although most of them are too small to be felt. Two major faults run through Riverside County, the San Andreas Fault and the San Jacinto Fault.



### **Fire**

The San Bernardino National Forest, Joshua Tree National Forest, and Cleveland National Forest are located within Riverside County. The impact of large numbers of visitors, coupled with intense dry conditions within these areas, raises the vulnerability toward potential fire disasters. High fire alert areas include, Beaumont/Banning, Elsinore, West & South Corona, Temecula, and Hemet/San Jacinto.



### **Flood**

If watershed has been destroyed or impaired, chances increase that major flooding can occur during the winter season. Several desert communities are located in low-lying areas that are historically impacted. An earthquake can impact structural integrity of local dams and flooding can become a critical secondary event. Two dams in Riverside County are built over the San Andreas Fault line. Dome Goony Dam, if it

were to break, could flood Sun City and Murrieta up to 25 feet. The Perris Dam could cause flooding up to 8 feet in surrounding communities.

## **B. TARGET AUDIENCE**

CAP Riverside addresses the needs of low-income residents. A local assessment must consider the diversity of stakeholders and their vulnerability to various types of disasters. Low-income people represent approximately 12% of the total population living in Riverside County. Issues that impact low-income people served include:

- 1) Many low-income people have limited English skills, or poor literacy skills. The inability to read or write can impact how people receive and interpret disaster preparedness information, therefore verbal and visual communication techniques should be included in communication strategies.
- 2) Many low-income people may distrust institutions they do not know well, which means that CAP Riverside needs to collaborate with other agencies where low-income people regularly participate.
- 3) Many low-income people do not access print or electronic media; it is necessary to use various forms of communication including word-of-mouth.
- 4) Many low-income people do not feel disaster preparedness is a priority for their households; their awareness of potential disasters is minimal or non-existent.
- 5) Many low-income people cannot afford to purchase safety equipment and extra supplies to prepare for a disaster, thus it is necessary to provide minimal equipment and present preparedness ideas that have little cost associated with them.
- 6) Many low-income people are dependent on public transportation, and have limited or no personal transportation available to them; this can greatly impact mobility of residents after a disaster.
- 7) Many low-income people do not have telephones, radios, etc. so that they are unable to access information about a disaster or where they should go for assistance after a disaster.
- 8) Many low-income people live in isolation and may not belong to mainstream schools, or know how to access community resources when needed.
- 9) Many low-income households may have large numbers of people living together in a small area thus exacerbating household needs after a disaster. \*\* From 6-23-04 Summary of Key point from the "Community Land Security: Bringing Homeland Security to Local Communities" Training Workshop.

Through focus group discussions, low-income residents identified items that they felt would be most helpful to have following a disaster. These items included: a whistle, can opener, first aid kit, disinfectant, blankets, radio, duct tape, work gloves, flashlights, nonperishable food items, trash bags, and water.

This information is used to better target outreach to low-income people. CAP Riverside promotes outreach activities and awareness education sessions and provides many of the items, felt to be most helpful following a disaster, as an added incentive for low-income participation.

## **C. AGENCY COLLABORATIONS**

The CAP Riverside Plan is in compliance with the Riverside County Operational Area Plan (updated annually), in compliance with the Standardized Emergency Management System (SEMS), and with the National Incident Management System (NIMS), which was enacted by the U.S. Department of Homeland Security in 2004. CAP Riverside staff, receives SEMS training, and participates in planning and update sessions to ensure that low-income people are represented in the planning of these documents.

Other active CAP Riverside partnerships include:

- Riverside County's Disaster Response Team – facilitated by the County Office of Emergency Services (OES). This is the lead agency for local disaster response.

- Volunteer Organizations Active in Disasters (VOAD). VOAD coordinates planning efforts by volunteer organizations to respond to disasters, and provides up-to-date information from local county, state, and national perspectives through regularly scheduled meetings; VOAD also provides training opportunities for agency staff and community volunteers. Members know each other, and in times of a disaster, know who to contact and what services are provided, some members include the Red Cross, Riverside County Department of Public Health, etc.
- CAP Riverside staff participates in several community service committees (COMM). This committee network includes: the Pass Area (PassCOMM); Western county (WessCOMM); Mountain Area (MEMSCOMM); Palo Verde (PaloverdeCOMM); South Western county (SouthWestCOMM); Jurupa (JurupaCOMM); and Valley area (VesCOMM). Each meets regularly and takes a proactive role in establishing plans for their neighborhoods that includes awareness, training, and response.
- The Riverside County Magnolia Baptist Church Emergency Services, takes a prominent role in Riverside County victim relief response; they provide food, shelter, and counseling in the aftermath of a disaster, and is also a member of the local VOAD.
- Other local volunteer responders that provide basic needs include: agencies that assist animals during disasters, agencies that assist seniors and disabled, agencies that provide amateur radio communication, food banks, and agencies that provide counseling and mental health services. CAP Riverside encourages as many of it's community partner agencies as possible to participate in their local VOAD group. CAP Riverside disseminates the VOAD list of participating agencies and contact information to it's network of service providers. See list attached.

### III. THE DISASTER PLAN

The purpose of the Disaster Plan is to reduce injuries, stress, and strengthen individual and corporate response skills of staff, volunteers, and residents during and after a disaster.

This generic document describes the agency roles as they relate to any type of disaster. The magnitude of the disaster is generally more important in determining the level of agency response as opposed to the type of disaster that may occur.

The Disaster Plan addresses the four nationally recognized phases of disaster preparedness:

- Preparedness
- Response
- Recovery
- Mitigation



Each of the actions identified are referred to as being internal or external to where the agency will function and who will be impacted.

**A. PREPAREDNESS** is undertaken in advance of a disaster; it helps to lesson confusion, minimize damage, and lay the groundwork for an effective recovery process. Some actions might include mitigation activities, planning, training and skills building exercises, public awareness and education.

### Preparedness - Internal Agency Actions

- **Encourage all staff to have** family plans in place, so that they will know how to develop a plan, how to respond to disasters, how to contact family members in disaster situations, etc. so they can lessen their personal anxiety as they provide assistance to others.
- **Encourage Reverse 911 participation for all staff.** This telephone alert system allows public safety first responders to rapidly alert and warn the public in the event of emergencies.
- **Continue ongoing staff and volunteer training / education** in disaster preparedness techniques and strategies. CAP Riverside maintains a list that identifies staff who attend trainings, types of training, when, where, etc. CAP Riverside requires volunteers, who participate in it's Project LEAD (Linking Education and Development) middle-school mentoring program to be CPR/First Aid certified. These volunteers, in turn, share their knowledge and skills with youth who participate in the program.
- **Expand CAP Riverside "safety committee"** to include disaster preparedness activities. The committee is composed of representatives from each division of the agency, who meet quarterly. This committee is responsible to conduct periodic practice drills (fire and earthquake), evaluate results, and report strengths and challenges of each drill to staff and commission members. They also provide preparedness information to staff and volunteers.
- **Include Project BURD (Building Universal Response to Disaster) volunteer leaders** in ongoing involvement with the disaster planning process in Riverside County. Leaders will be encouraged to outreach to low-income residents at community meetings, and they will be an integral part of the contact list in the event of a county-wide disaster to provide neighborhood assistance and communication. A power point presentation is used at presentations, see attachments. Volunteer leader locations will be mapped for quick identification and deployment to disaster sites.
- **Maintain ongoing involvement** between staff and the official disaster planning process in Riverside County, including Riverside County Office of Emergency Services, the local VOAD group, American Red Cross, United Way of the Inland Empire, etc. Information from these network meetings would be shared with staff during staff meetings.
- **CAP Riverside staff will participate in all county, state, or national disaster preparedness exercises**, including the Golden Guardian state-wide drills scheduled for September 2008.
- **Provide individual disaster preparedness kits** for staff to keep at their workstations.
- **Provide "group" disaster preparedness kits** at designated sites throughout the agency to access during or after a disaster. These kits have supplies for 4-5 people; staff to use the supplies to meet the needs of other staff, volunteers and / or customers on site at the time of a disaster.
- **Equip each CAP Riverside vehicle** with a disaster preparedness kit, including: a flashlight, spare batteries, water, blanket, notebook with pencil, work gloves, crowbar, backpack to hold items, large paintbrush or hand broom (for removal of glass shards), etc. Periodic checks will be made to ensure that all items are intact and ready in the event of a disaster.
- **Secure satellite phones** to be used by CAP Riverside staff in the event of a disaster; disseminate the phone number and guidelines for use to staff and volunteers. Phone numbers to be printed on employee badges and posted in each county vehicle.
- **Establish CAP Riverside as a priority location** with the local Office of Emergency Disaster Plan. This ensures that basic services will be restored first so that staff can continue services and communication to low-income neighborhoods as quickly as possible after a disaster.
- **Identify backup location(s) for staff** to work should the current building(s) not be useable after a disaster. Locations might include another county department or a local service provider.
- **Establish a policy regarding customers who are affected by a disaster**, such as suspending income guidelines, providing limited assistance, or qualifying people who live in a specific geographic area for assistance without formal documentation.

#### Preparedness - External Agency Actions

- **Provide evacuation kits to the local fire department** to disburse to low-income people throughout the county on an as needed basis.
- **Facilitate educational workshops to prepare community leaders for a disaster.** CAP Riverside staff developed a disaster distress coaching curriculum that was presented in workshops to help community leaders identify and reduce stressful situations that could occur during and after a disaster. This 2-hour workshop encourages those who receive the training to share the information with low-income people in more isolated areas of the county.
- **Encourage (free) training** for residents. CAP Riverside maintains partnerships with Community Emergency Response Team (CERT) trainers, the local Office of Emergency Response (OES) etc. to provide free training as available; minimal-fee training, provided through city resources, can also be used as referrals as appropriate. CAP Riverside provides free basic awareness training; OES provides low-cost / no-cost response training and certification.
- **Seek funding to defray the cost of training.** A partnership between the Red Cross, CAP Riverside, and the state Community Services and Development Department (CSD) provided no-cost CPR/First Aid Training to 30 service providers of low-income people. CAP Riverside has also provided free training to low-income residents. Both strategies will continue to be implemented as funding is available.
- **Provide outreach materials and supplies to low-income households**, including: individual disaster kits, shake-to-charge flashlights, brochures with tips on being prepared for a disaster, and checklists of what supplies should be on hand in the event of a disaster (obtained from Red Cross, FEMA, and Office of Emergency Services, etc.). In 2008, 5,000 households received Disaster Preparedness Portfolios as part of an outreach grant awarded from CSD. Portfolios included Disaster Awareness Brochures, Internet Resource List of Preparedness Resources, and a personal family checklist of information to have on hand in the event of a disaster. Implement this strategy as funding is available.
- **Encourage Reverse 911 participation for all residents.** This telephone alert system allows public safety first responders to rapidly alert and warn the public in the event of emergencies.
- **Provide preparedness brochures at all CAP Riverside offices** for low-income customers.
- **Share preparedness strategies** and outreach with other stakeholders and CAAs.

**B. RESPONSE** is any action taken within 72 hours after a disaster. It can be divided into initial response and extended response. Initial response activities are primarily structured to minimize the effect of the disaster and includes protection of property and human life (such as coordinating evacuations or rescue operations, conducting damage assessments, making all necessary notifications and developing an implementation plan. Extended response activities involve the coordination and management of personnel and resources to mitigate an emergency and facilitate transition to recovery operations ( such as coordination of mass care facilities, documenting the situation, tracking resource allocations, documenting expenditures, coordinating with state and federal agencies, etc.). The response phase applies to CAP Riverside staff, volunteers, and low-income customers.

#### Response – Internal Agency Actions

- **Coordinate activities** with local disaster partners, including: American Red Cross, Volunteers Organized to Address Disasters (VOAD), Office of Emergency Services, Police and Sheriff Departments, Fire Department, etc. to provide assistance as needed, such as: vouchers for food, clothing, and shelter, etc.
- **Distribute approved emergency public information** regarding safe transportation routes, procedures for shutting off utilities, etc. in accordance with the County's Office of Emergency Services master plan.

- **Contact the local emergency network** of service providers to find out what they need or can provide to agency staff, volunteers, and customers.
- **If the disaster is widespread, staff at their worksite during a disaster**, will be encouraged to contact their family members to determine their status. Staff with small children, or who have other special family obligations, may be released from work, if approved by the Director or supervisor in charge, if it is determined it is safe to travel. Those staff with no special circumstances will remain at work to make themselves available for disaster relief assignments.
- **If normal communication channels are disrupted, CAP Riverside staff will initiate agency satellite phones** to make calls out and receive calls from staff and first responders.
- **Staff, away from their work site**, shall return, as quickly as possible, to their worksite or report to the nearest office where they can call in to the CAP Riverside satellite phone to receive disaster instruction.
- **If CAP Riverside's building is damaged**, staff will: 1) access building damage, 2) direct a search of work areas to locate and provide assistance to any injured or trapped persons, and 3) correct or isolate any dangerous conditions wherever possible, 4) determine if local roadways are accessible, and 5) evacuate all persons, if needed, from the office site according to evacuation plans posted, 6) access water, gas, and electric hook ups to check condition and shut them off as appropriate.
- **Staff will activate individual or group CAP Riverside Disaster Kits** as needed.
- **Trained staff will provide medical treatment** for people injured or secure first responder assistance if necessary.
- **If a disaster occurs outside normal working hours**, the CAP Riverside Safety Committee shall activate a staff phone tree to provide staff with instructions.
- In general, **all staff will be expected to report to work as normal** unless they are informed otherwise by their division manager or other emergency personnel or they have personally been involved in the disaster and are unable to come to work. In that event, staff should call in to the CAP Riverside satellite phone to report their status.
- **Collect data** to support CAP Riverside response, including number of residents assisted, how assisted, referrals made, etc. Designate one or more persons responsible for this task. This information gathering enhances the agency's ability to track results and provide immediate feedback to first responders; to generate additional funding; or identify in-kind support for the ongoing process of being prepared. Gaps in service delivery are also identified and addressed.

#### Response – External Agency Actions

- **Activate vouchers for food, clothing, shelter, etc.** CAP Riverside may also provide staff to assist victims, translation services, supply drinking water, and distribute emergency kits, as needed.
- **Activate Project BURD volunteer leaders** to assist and facilitate the channels of communication with low-income neighborhoods impacted by the disaster to report to and from these neighborhoods to relay needs and supplies required by residents.
- **Receive and distribute** donations and other resources from private sector resources.
- **Receive and deploy** community volunteers who report to CAP Riverside to help.
- **Provide referrals** to emergency resources, including food banks, shelters, and other emergency responders as needed.
- **Facilitate coordination of disaster response for short-term and long-term** community recovery.

**C. RECOVERY** activities involve the restoration of services to the public and rebuilding, restoring and returning the affected area to normal conditions. However, for some low-income people, going back to the way things were is not where they necessarily want to go; the disaster may offer an

opportunity to help a family or a community to improve its circumstances beyond the previous level. Recovery activities can be a short-term activity or long-term, lasting from several weeks to one year, (coordinating restoration of utilities, debris management, applying for state and federal assistance programs, identifying residual hazards, etc.).

#### Recovery – Internal Agency Actions

- **Activate flexible eligibility requirements** if conditions dictate such action. A recent fire in the county destroyed homeowners documents and they were unable to obtain assistance; standard document requirements were suspended so they could receive assistance.
- **Activate utility assistance** and coordinate restoration of utilities to impacted areas of the County.
- **Activate, coordinate, and leverage weatherization** programs to restore homes to previous or better condition.
- **Make referrals** for recovery resources, including: food, shelter, clothing, etc.
- **Debrief with local VOAD partners** to ensure needs of low-income people are addressed.
- **Activate plans to secure special funding** that may occur as a result of the disaster.
- **Determine length of time to provide recovery activities** by the agency and clearly communicate same to staff, volunteers, low-income people, and partners.

#### Recovery - External Agency Actions

- **If the Office of Emergency Services establishes a one-stop center, assist in establishing the local assistance center by** providing disaster supplies, as available, such as waterproof portfolios to hold important documents, crank flashlights, individual disaster packs, etc.
- **Evaluate community stress** in low-income neighborhoods after a disaster and coordinate services for counseling, etc. if appropriate.
- **Promote family and individual** preparedness for the future.
- **Activate a plan**, with other partners, for distribution of cash or other donations to disaster victims. The local VOAD partnership, including United Way of the Inland Valleys, enables the group to receive cash donations locally and nationally. CAP Riverside, as a member of VOAD, will help determine how and where cash funds will be expended.
- **Identify unmet needs of special populations and advocate on their behalf:** coordinate provision of assistance including helping residents fill-out paperwork, find referrals to match their needs, provide translation assistance, advocate, as appropriate, on behalf of individuals / neighborhoods for unmet needs.
- **Secure funding from local, state, or federal resources**, to help low-income communities recover from the disaster.
- **Advocate** for individuals or families on an as needed basis to facilitate their recovery.
- **Encourage ongoing staff attendance at volunteer and responder meetings** to ensure that the needs of the low-income population are addressed.
- **As clean-up, repair work and other activities continue**, identify damage that was done and that can be reduced or eliminated in the future. This begins the mitigation phase.

**D. MITIGATION** occurs both before and after disasters. Post-disaster mitigation includes eliminating or reducing the impact of hazards that exist within Riverside County. Pre-disaster mitigation involves activities designed to reduce the damaging impact of a disaster should it occur at some future date (such as amending local ordinances, assessing tax levies, diminishing fuel in areas with a high potential for wild fires, etc.).

CAP Riverside staff will assess adequacy of responders and the recovery process, identify gaps and make recommendations to improve the plan so that future disasters can be addressed more effectively.

Mitigation – Internal Agency Action

- **Regularly review the CAP Riverside Disaster Plan** and circulate it for discussion and improvement at least annually. Include as many stakeholders as possible to encourage the mitigation process.
- **Reaffirm staff assignments** as part of the disaster mitigation plan.
- **Identify training options** and include such training in future staff development, including: SEMS, CERT, Community Preparedness, etc.
- **Assess the workplace** to ensure that supplies and the workplace itself are as safe and secure as possible in the event of a future disaster.
- **Conduct de-briefing meetings with staff and community members** to obtain feedback about services received; and suggestions for improvement for future disasters.
- **Update lists of available resources** and contacts for staff, service providers, and residents, including: local agency contact information, location of preparedness plans, internet resources, and available supplies. Resources may be local, state, or national in scope.
- **Review and evaluate the disaster documentation system** and modify or confirm efficiency of data tracking.
  
- **Staff Assignments for Mitigation**

Safety/Disaster Committee	Aimua, Price, Garcia, Tademy,
Golden Guardian/Shake Out	Plascencia, Carson
Project BURD	Hough, Jackson, Garcia

Mitigation – External Agency Action

- **Participate in simulation activities**, such as the Great Southern California Shake Out and the Pre-disaster Golden Guardian Emergency Response Exercise in 2008 that link simulations to action. Participation in a simulation enhances the experience for those participating; and reflects one or more incidents or activities that will prompt participants to implement a policy or procedure to be tested. The simulation exercise involves developing a timeline of anticipated reactions to a disaster, identifying a chronological set of actions that must occur, and recording the events as they happen, then evaluating responses. Recording best practices implemented in the simulation becomes the standard or guide for a future disaster. The CAP Riverside simulation plan for November 2008 is provided in the attachment section.
- **Disseminate disaster preparedness materials for non-English** speaking residents in their own language, as materials become available. To date “Dare to Prepare” flyers, from the State of California Office of Emergency Services, are available in: Spanish, Chinese, Korean, Taglog, Vietnamese, and Russian.
- **Promote family and individual** preparedness for the future by providing opportunities for disaster preparedness training, CPR/First Aid, and distributing preparedness supplies as available.
- **Empowering community leaders to share their experience and knowledge with other residents** is a mainstay of CAP Riverside strategies. In 2007-08 CAP Riverside was awarded funding from CSD to develop a formal structure to pass along disaster preparedness information. The result was Project BURD (Building Universal Response to Disaster), that mobilized a local network community and faith-based organizations to train thirty (30) staff in disaster preparedness skills, including: Community Emergency Response Team (CERT), CRP/First Aid, and Distress Coaching. Participants in this network shared with over 300 low-income people about the benefits of being prepared in the event of a disaster. Continued contact with this network will ensure that channels of communication between low-income neighborhoods and

responders will be available and implemented in the event of a real disaster. In addition, 5,000 low-income residents received a waterproof Disaster Awareness Portfolio that can secure important papers and contain disaster preparedness brochures and guidelines for developing an individual family disaster plan. See attachment for samples of brochures and guidelines.

- **Organization Chart – Assignments for External Mitigation Activity**

<b>County Office of Emergency Services</b>	<b>Carson, Juarez, Bates, Plascencia</b>
<b>Summer Heat Crisis</b>	<b>Plascencia, Juarez, + Riverside County Department of Public Health, Red Cross, 42 Cool Centers, Dial 211, 800-hot line</b>
<b>Project BURD</b>	<b>CAP Riverside Planning, 30 community leaders</b>

#### IV. CONCLUSION

**In conclusion,** maximum feasible participation is a key to preparing for and responding to a disaster. When a disaster strikes, there may be no one to assist for several hours or days. CAAs are designed to help people help themselves. CAAs are resourceful and should take a proactive role in their staff welfare and that of the customers they serve.



**got plan?**